

Content Managers' Meeting

May 14, 2026

Web Content Team
Division of Information Technology

May 14, 2026 - Agenda

- Submit a ServiceDesk Plus Ticket
- How To and Demonstrations
- Housekeeping and Reminders
- Training Opportunities in May
- Accessibility, Archived Documents, Training Resources
- Acquia Optimize Resources and Dashboard Sneak Peek
- Questions and Comments

ServiceDesk Plus Tickets

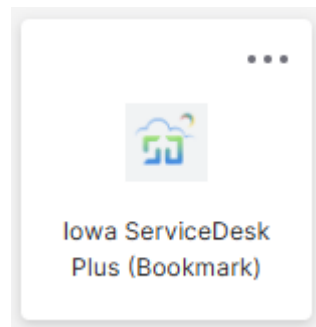
REMINDER: Need help or think you've found a bug? Submit a ticket through [ServiceDesk Plus](#) for DOM DoIT Websites and Digital Services. **Please submit a ticket rather than emailing or otherwise contacting the DX team.** By using ServiceDesk Plus we can better track tickets as a team and have the solutions available as future resources for all DX team members.

- **Submit tickets for -**

- Bug reports
- Enhancement requests
- New user requests
- Training needs
- Generic requests and questions

- **The why -**

- Ensure better service
- Provide better oversight
- Offer opportunities for knowledge sharing
- Accommodate all users



Upcoming DX Enhancements

Editoria11y Admin Dashboard

Coming Soon~

A new feature coming soon will be an Editoria11y Admin Dashboard in Drupal accessed within the Reports section that allows Agency Managers to view all Editoria11y accessibility issues in one place. This eliminates the need to visit each page individually to check for alerts or flags.

[Home](#) > [Administration](#) > [Reports](#)

Content Accessibility Issues

Top issues

Issue	Count
Manual check: image has no alt text	3
Manual check: was a heading level skipped?	1

All issues

Pages with the most issues

Page	Issues on page
iowadt_admin	1
Sample Map View of Locations	1
Listing Page of Locations	1
Listing Page of Locations (Map) - All Filters	1

All pages with issues

Recent issues

Detected	Issue	Page
Tue, 04/15/2025 - 12:49	Manual check: image has no alt text	Listing Page of Locations (Map) - All Filters
Tue, 04/15/2025 - 12:46	Manual check: image has no alt text	Listing Page of Locations
Tue, 04/15/2025 - 12:32	Manual check: image has no alt text	Sample Map View of Locations
Fri, 01/31/2025 - 15:24	Manual check: was a heading level skipped?	iowadt_admin

Recent issues

Recent dismissals

No dismissals found.

All dismissals

Export results

- [Download summary report](#)
- [Download issues report](#)
- [Download dismissals report](#)

How To...

How To ... Find Archived Content

Search for Archived Content

The search for Archived website content / HTML pages can be found under Content > Moderated content > Moderation state > Archived. This is where your archived website pages can be found.

The screenshot displays a web application interface for managing content. At the top, a breadcrumb trail reads 'Home > Administration > Content'. Below this, the main heading is 'Moderated content'. A horizontal navigation bar contains five tabs: 'Content', 'Micro-content', 'Files', 'Access Tokens', and 'Outdated content'. The 'Content' tab is active, and within it, the 'Moderated content' sub-tab is selected and highlighted with a red and blue border. Below the tabs, there are three search filters: 'Title' (a text input field), 'Content type' (a dropdown menu showing '- Any -'), and 'Moderation state' (a dropdown menu showing '- Any -' with a green border). A 'Filter' button is located to the right of these filters. The 'Moderation state' dropdown is open, showing a list of options: '- Any -', 'Draft', 'Review', and 'Archived'. The 'Archived' option is highlighted with a grey background. Below the filters, a table with the heading 'Title' is partially visible.

How To ... Find Archived Media

Search for Archived Media

The search for Archived media / PDFs, Excel files, PowerPoint presentations isn't available at this time. We hope to have that option available soon.

Media

ContentMicro-contentFilesAccess TokensOutdated contentOutdated Micro-contentMediaTrash

TableGrid

+ Add media

Media name

Media type

- Any -

Division/Section

- Any -

Topic

- Any -

Published status

- Any -

- Any -PublishedUnpublished

☐ ThumbnailMedia nameTypeTopicAuthor

How To ... Track File Downloads in Acquia Optimize Statistics

If you'd like to find a list of all the files downloaded from your website, navigate to the **Statistics** tab in Acquia Optimize. On the left, select the **Content** tab, then the **Events** tab. Next, on the right side, click the **Actions** button. You'll see a total number of files downloaded. Click the small down arrow or small caret to the right of the total files downloaded number, and you'll see a list of all the files that have been downloaded from your website.

If you'd like these statistics added to your Acquia Optimize report, please create a ticket in [ServiceDesk Plus](#) for Web Services > DX Website Support and ask that **Event tracking** be added to your Acquia Optimize account.

The screenshot shows the Acquia Optimize dashboard. The top navigation bar includes tabs for Dashboard, Prioritized Content, Policies, Quality Assurance, Accessibility, SEO, Heartbeat, Performance, **Statistics** (highlighted with a red box), and Inventory. The left sidebar shows a navigation menu with Summary, Visitors, **Content** (highlighted with a red arrow), and Events. The main content area is titled 'Events' and shows a table of file downloads. A red arrow points from the 'Content' tab in the sidebar to the 'Events' tab in the main area. Another red arrow points from the 'Actions' button in the top right of the Events section to the 'Events' column header in the table. A third red arrow points from the 'Events' column header to the first row of the table, which shows a file download event.

Action	Name	Events
File Download	Workforce Tax Credit Sample Application (144.02 KB) .pdf File: https://opportunityiowa.gov/media/6508/download?inline Page: /housing/rental-programs/programs-developers-communities-and-property-owners/workforce-housing-tax-credit	430
	Workforce Housing Frequently Asked Questions (586.46 KB) Archived .pdf File: https://opportunityiowa.gov/media/2769/download?inline Page: /housing/rental-programs/programs-developers-communities-and-property-owners/workforce-housing-tax-credit	5
	West Viking Road Industrial Park General Location Map File: https://opportunityiowa.gov/media/8222/download?inline Page: /business/buildings/sites/west-viking-road-industrial-park	1
	Webinar Slides (398.07 KB) Archived .pdf File: https://opportunityiowa.gov/media/6985/download?inline Page: /community/energy/iowa-energy-saving-loan-program	1
	View the full list of 2026 Preferred Partners. (290.27 KB) Archived .pdf File: https://opportunityiowa.gov/media/7229/download?inline Page: /press-release/2025-09-15/iowa-finance-authority-announces-2026-preferred-homeownership-lenders-and-realtor	3
		4

Housekeeping and Reminders

Google Drive > Microsoft 365

The DOM staff is moving to Microsoft 365 and will no longer be using Google Drive. We've had to clean up our Google Drive files and move them to SharePoint.

If you're agency is moving to Microsoft 365, be aware of your websites links to Google Drive documents and files.

For accessibility best practices, every website with links to Google Drive should be checking those documents in to Drupal for linking before you lose access and constituents receive 404 errors from your website.

If you need to find your Google Drive links on your website, we can help set up an Acquia Optimize policy to find those links.

DX YouTube Channel

These training videos are available on YouTube and linked from the DX Training website within the content pages.

Subscribe: [Digital Experience Channel](#)

Playlists:

- [MSF&W Accessibility Training](#)
- [Digital Features](#)
- [Digital Experience Course](#)
- [Content Manager Meetings](#)
- [Qualtrics](#)
[Qualtrics DX](#) | [Qualtrics CX](#)



Training Opportunities in May

Weekly Open Office Hours

- **Content Manager Open Office Hours**
[Thursdays from 1-2 p.m.](#)
- **Qualtrics Open Office Hours**
[Tuesdays 10-10:30 a.m.](#)
[Thursdays 1-1:30 p.m.](#)
- **MSF&W Accessibility Open Office Hours**
[Wednesdays from 9-10 a.m.](#)
- **Allyant CommonLook Training Open Office Hours**
[Tuesday and Friday from 12-1 p.m. CST](#) (1-2 p.m. EST)

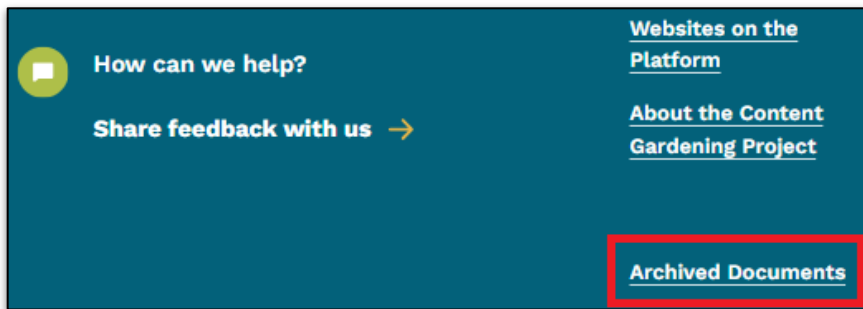
Accessibility

ADA Accessibility

The ADA compliance date has been extended to **April 26, 2027**. This is the new date to have your website content and documents compliant.

Archived Documents

If you have an Archived Documents link in your website footer, be sure to review that page. Go to Site Settings > Agency Settings > Accessibility Contact Information.



ADA Accessibility

Archived Documents

Below the bulleted list, you're able to add some text specific to your website, adding who to contact if a user should need help with accessibility with the listed documents or within your site.

Site Settings

Agency Settings

Site Name

Digital Experience

The name of the agency or site. This will be used in the URL.

☐ Enable homepage search

Add a search box to the homepage header

Design Settings

Notification Settings

Third Party Integrations

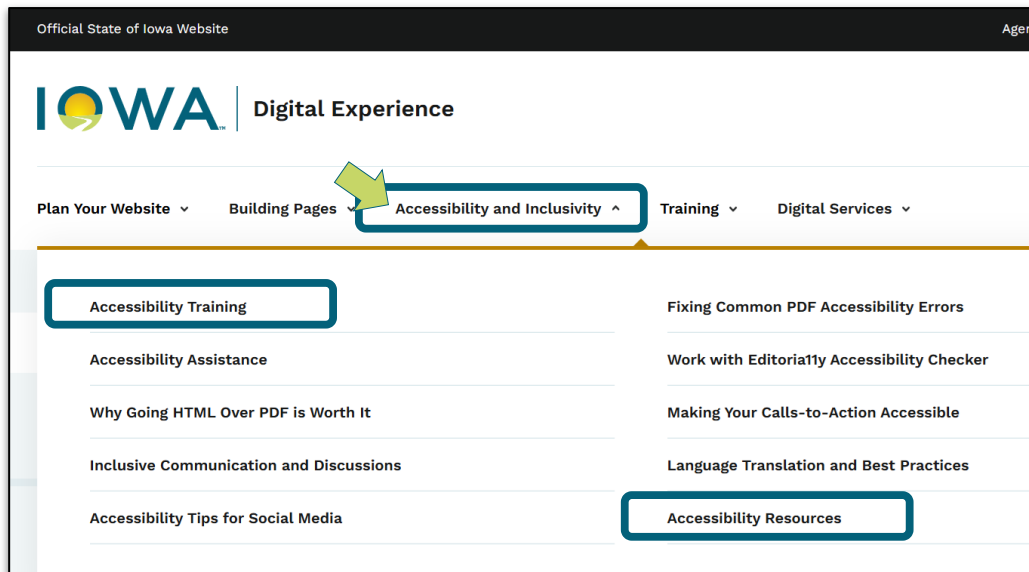
Reports

- The content is kept only for reference, research, or recordkeeping, AND
- The content is kept in a special area for archived content, AND
- The content has not been changed since it was archived.

If you require an accessible copy of any of these documents or if you encounter accessibility barriers on our website, please **contact us** with your request, or visit **ServiceDesk Plus** to make a request.

Accessibility Training Resources

There are [Accessibility Resources](#) available on the DX Training Site. The resources include [live training](#) and [office hours](#) support from the MSFW Accessibility Team and links to the CommonLook trainings and office hours.

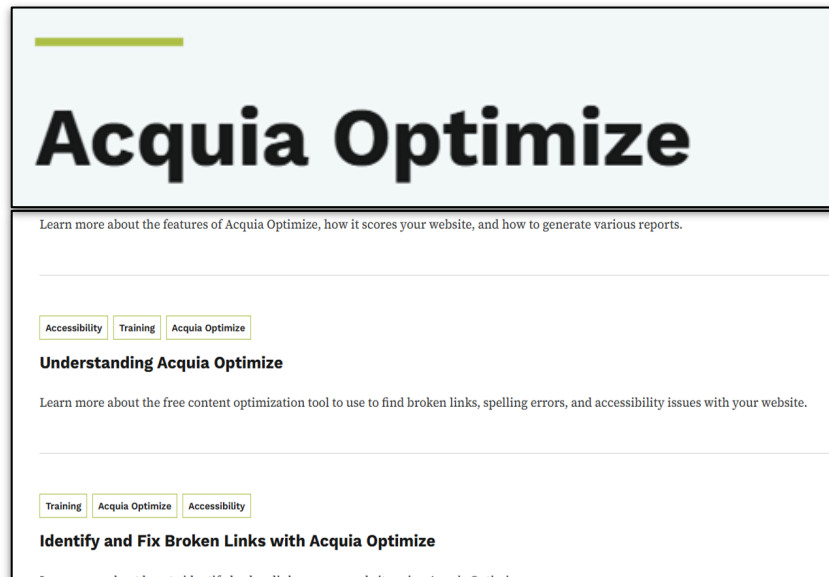


Acquia Optimize Resource

Our team has documentation available within the [DX Training Acquia Optimize Topic](#).

This documentation will help you better understand how Acquia can be used to improve the Accessibility and Quality Assurance Scores of your website.

 [Acquia Optimize Documentation](#)



Questions, Comments or Concerns?