

Content Managers' Meeting

July 09, 2026

Web Content Team
Division of Information Technology

July 9, 2026 – Agenda

- Qualtrics CX & DX Updates
- Accessibility Assistance Requests
- Feature Updates and How Tos
 - Media Gallery
 - MS Outlook Calendar Embed
 - Pop-up Window
 - Archived Documents Report
 - Archived Documents Search
- Training Opportunities in July
- Housekeeping Reminders
- Questions and Comments

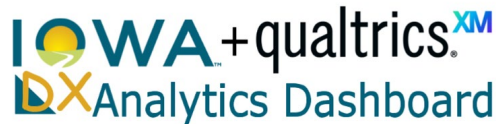


Qualtrics CX & DX Updates

DX Dashboards

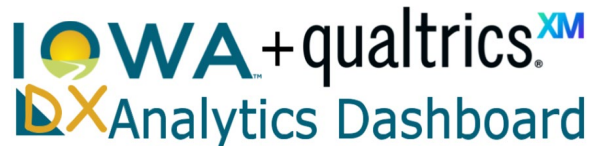
What is happening:

The pilot program is ending, and **REMOVED** access to the Iowa Digital Experience Analytics Dashboard and the Iowa Online environment. Feedback Dashboard.



Feedback Tab

DX Analytics Dashboard



Iowa Online Feedback Dashboard



Iowa Digital Experience Analytics Dashboard

Resource

Understanding Qualtrics DX

DX Dashboards

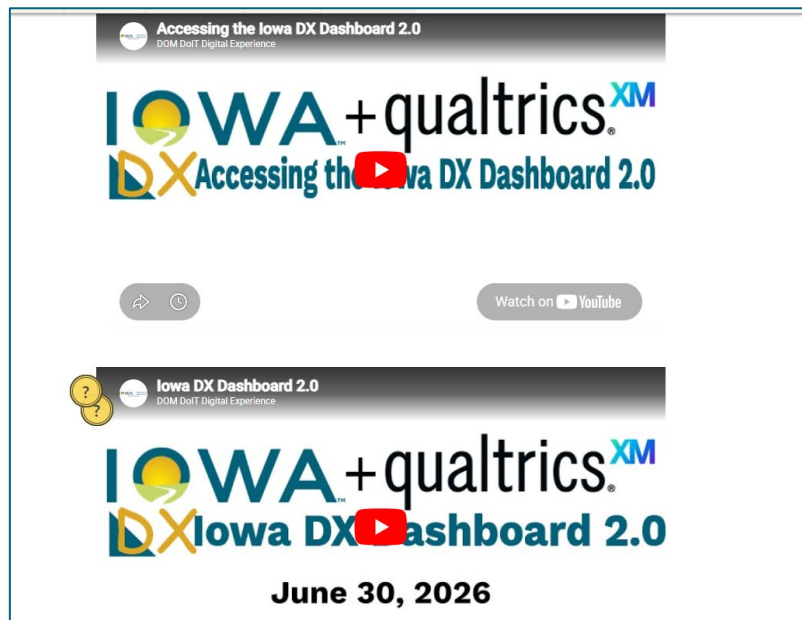
We've continued to improve the Qualtrics DX experience, and you may have noticed a new dashboard in your Qualtrics account. With the updates Qualtrics has made to both the backend infrastructure and the front-end interface, you now have access to the new and improved **Iowa DX Dashboard 2.0**. Both the Iowa Digital Experience Analytics Dashboard and the Iowa Online Feedback Dashboard are no longer accessible as of July 1, 2026.

To find and use the new Iowa DX Dashboard 2.0, please follow the written instructions and video tutorial below.

To find:

- Log in to **Qualtrics**
- Click the **menu icon** (the three horizontal lines, also known as the **hamburger icon**)
- Select **Projects**
- Select **Dashboard (Shared)**
- Locate **Iowa DX Dashboard 2.0**

Understanding Qualtrics DX - DX Dashboards



Qualtrics CX Benefits

- Allows media-embedded content on DX
- Matches agency branding
- Meets accessibility requirements
- Highly secures
- Additional Support through from your Agency Qualtrics CX Champion
- Multiple support options (On Demand, 60+ Resources, YouTube Playlists, Office Hours and 1:1 booking)
- Provides a deeper and broader digital footprint



Qualtric CX Demo

Demo: State of Iowa Request

Accessibility Assistance Requests

Accessibility Assistance Requests in Qualtrics

Accessibility Assistance Requests have transitioned from being sent to the DX Team to going automatically to the closed-loop ticketing system in Qualtrics. Agencies have assigned their Accessibility Points of Contact. Those Points of Contact can now log in to Qualtrics to manage their Accessibility Assistance requests.

The requests can be responded to directly from the ticket in Qualtrics and will be automatically tracked. A PDF can be created and sent to another person in your agency if the request is other than accessibility-related.

For resources and training videos visit [Accessibility Assistance Requests](#) on the DX Training website.

Feature Updates and How Tos

Media Gallery

The **Media Gallery** feature is now available to embed on your website.

A **Media Gallery** is reusable content that holds a set of images. This Image Gallery feature is turned off by default and can be turned on by an Agency Manager.

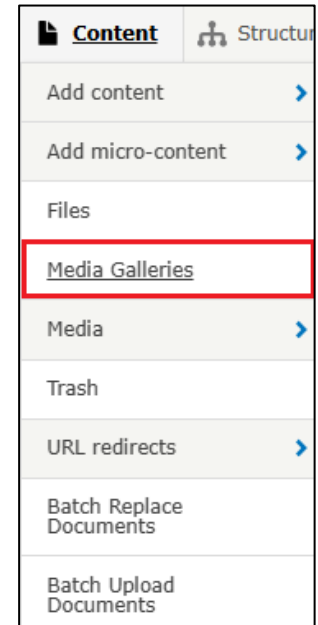
Media Galleries are easy to create using images currently available in your Media Library or by uploading new images while creating your Gallery.

They are easy to embed in a web page by using an icon in the WYSIWYG toolbar located next to the **insert image** icon.



Find step-by-step instructions at

<https://dxtraining.iowa.gov/content-types/how-do-i-media-gallery>



Microsoft Outlook Calendar

You can now embed a **Microsoft Outlook calendar** to a web page in much the same way as you would embed a Google calendar. Your agency can manage events in Outlook and use the **Publish Calendar** feature to get a public HTML link.

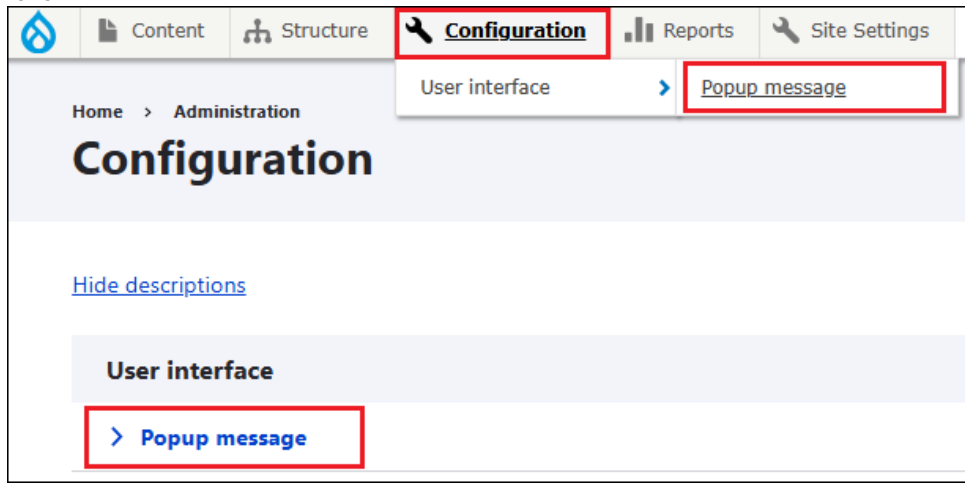


Find step-by-step instructions on the [DX Training website](#).

Pop-Up Window

Agency Managers can now configure and add a pop-up window for one or more pages on your website. Each agency configures its own pop-up windows.

After you've logged in to your website and selected the edit button, you'll see a new link titled **Configuration**. Select that link to see the pop-out links of **User interface** > **Popup message**. Alternately, if you click on Configuration, the Pop-up message link will appear below.



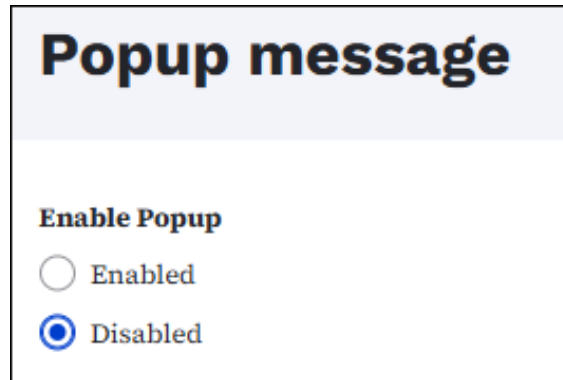
Pop-Up Window

To turn the pop-up window on or off, use the **Enabled** toggle. When disabled, the pop-up never shows.

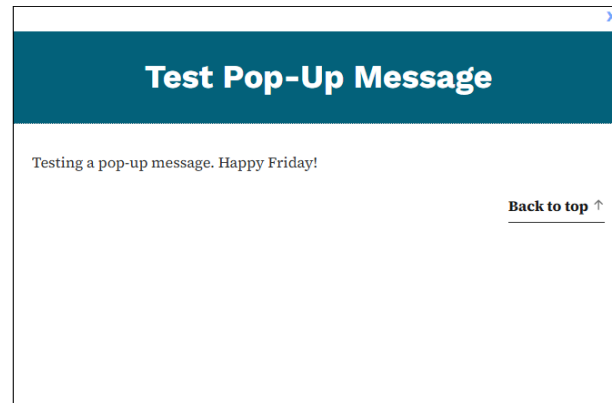
Add a required **title** for your pop-up message.

The title will appear at the top of the message box in a complimentary color of your website theme.

The Message body field is where you compose the message you would like to appear in the pop-up window. This message text can be formatted with basic formatting (bold, italic, lists). You can add a link to another page using the linking tool in the WYSIWYG toolbar.



A screenshot of a settings panel titled "Popup message" in a light blue header. Below the header, the text "Enable Popup" is followed by two radio button options: "Enabled" (which is unselected) and "Disabled" (which is selected with a blue dot).



A screenshot of a test pop-up message window. It has a dark teal header with the text "Test Pop-Up Message" in white. The main body is white and contains the text "Testing a pop-up message. Happy Friday!". In the bottom right corner of the body, there is a link "Back to top" with an upward arrow icon.

Pop-Up Window

Next you'll need to configure the settings for your pop-up window.

Settings include the pages where you want the pop-up window to show, or pages where you do not want the pop-up window to show.

You'll need to configure the **Cookie** settings as well. This determines if the pop-up shows every time someone visits the site or just the first time; how long the cookies last (days); or if you don't want the user's browser to check for cookies.

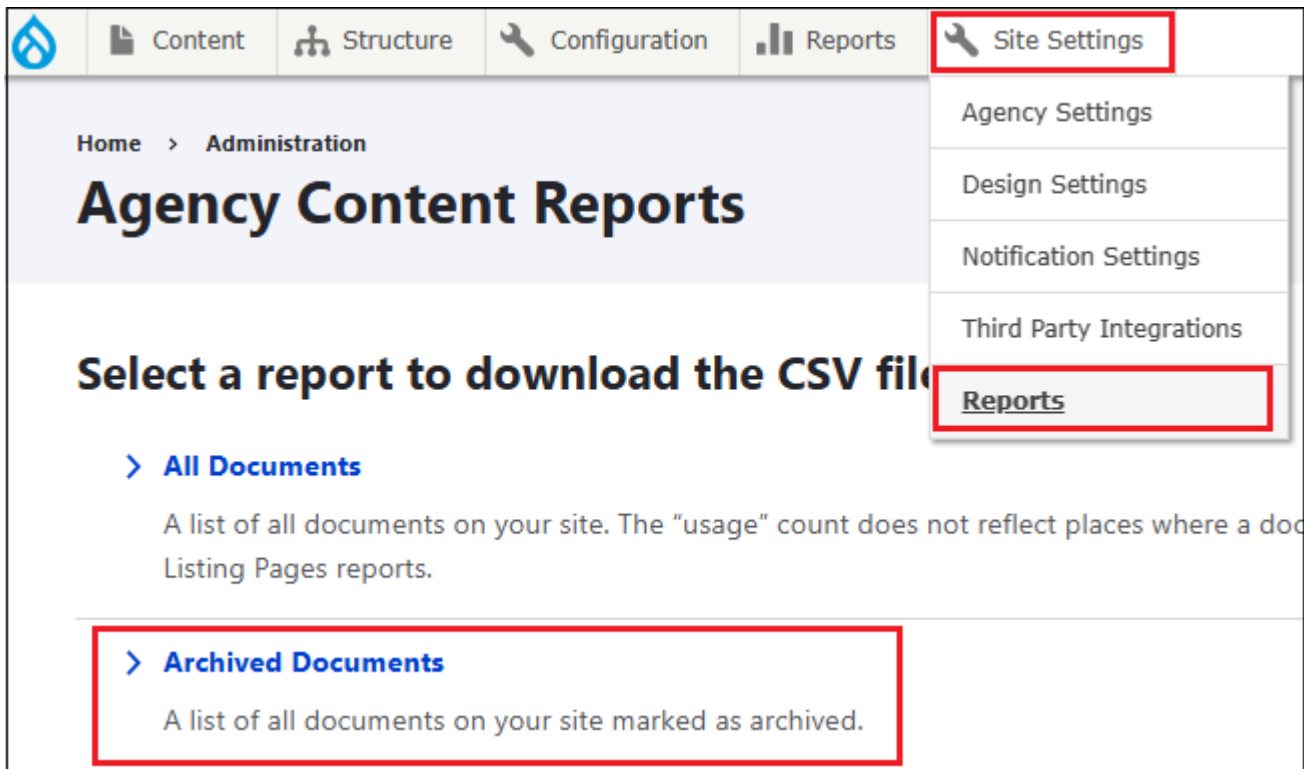
Find step-by-step instructions at

<https://dxtraining.iowa.gov/content-types/pop-window>

Don't forget you can test and play on <https://dxsandbox.iowa.gov/>.

How To ... Archived Documents Report

This report will show a list of all documents on your site that have been marked as archived.



The screenshot shows the 'Agency Content Reports' page in a web application. At the top, there is a navigation bar with icons and labels for 'Content', 'Structure', 'Configuration', 'Reports', and 'Site Settings'. The 'Site Settings' menu is open, showing options like 'Agency Settings', 'Design Settings', 'Notification Settings', 'Third Party Integrations', and 'Reports'. The 'Reports' option is highlighted. Below the navigation bar, the page title is 'Agency Content Reports' with a breadcrumb 'Home > Administration'. The main heading is 'Select a report to download the CSV file'. There are two report options: 'All Documents' and 'Archived Documents'. The 'Archived Documents' option is highlighted with a red box. The description for 'Archived Documents' is 'A list of all documents on your site marked as archived.'

Home > Administration

Agency Content Reports

Select a report to download the CSV file

- > **All Documents**
A list of all documents on your site. The "usage" count does not reflect places where a document is used in Listing Pages reports.
- > **Archived Documents**
A list of all documents on your site marked as archived.

How To ... Search for Archived Docs

You can now search for archived documents in the Media Library in Table or Grid view. Go to the Media Library, select **Document** as your Media type, select Any, Archived, or Not Archived in the **Archived** status dropdown.

Media

ContentMicro-contentFilesAccess TokensOutdated contentOutdated Micro-content

TableGrid

+ Add media

Media name	Media type	Document Type	Archived status	Division/Section
	Document	- Any -	- Any -	- Any -

Housekeeping and Reminders

ServiceDesk Plus Tickets

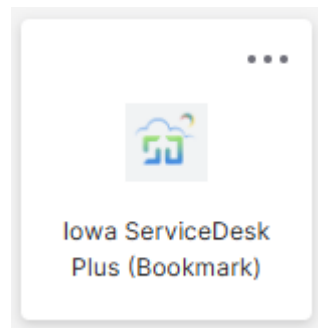
Need help or think you've found a bug? Submit a ticket through [ServiceDesk Plus](#) for DOM DoIT Websites and Digital Services. **Please submit a ticket rather than emailing or otherwise contacting the DX team.** By using ServiceDesk Plus we can better track tickets as a team and have the solutions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

- **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



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 July

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)

DX Sandbox

- <https://dxsandbox.iowa.gov/>
- Find your agency's link
- Test, play, experiment before adding to your website!

Agencies Sandbox



Blind Sandbox Landing Page

This is the Blind sandbox landing page for them to make edits and test out content for their division.



DAS Sandbox Landing Page

This is the DAS sandbox landing page for them to make edits and test out content for their division.



DIAL Sandbox Landing Page

This is DIAL's Sandbox Landing Page for them to edit and make revisions on for their department only.



DIFS Sandbox Landing Page

This is the DIFS sandbox landing page for them to make edits and test out content for their division.



Questions, Comments or Concerns?