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Frequently Asked Questions

Terminology

Layout	The structure of a template, primarily the number and size of columns. There are currently six Stock Layouts with pre-defined column sizes.
Stock Layout	Recommended combinations of columns and headers with pre-defined sizes attributed to each section. The Stock layouts can be used by all accounts.
Theme	<p>The “look & feel” assigned to a layout to create a template. This includes font settings, background colors, header specifications, etc.</p> <p>Themes are created in the template builder after a layout has been selected, and each distinct template can have multiple themes. Users can select a pre-designed theme for their template while creating a bulletin. Users cannot modify the theme while creating a bulletin.</p>

Template	The combination of a layout and themes. Essentially a fully styled bulletin minus the appropriate words and pictures needed for a send.
Sample Template	Fully styled (by themes) templates minus content. This will be an area that includes some recommended styled templates appropriate for press releases, announcements, newsletters, and more.
Content Block	<p>A pre-defined area for text or images. There are three content blocks available today: Header, Text, and Image. Users add content blocks into specific sections of a layout when building templates.</p> <p>Template designers can lock content blocks and can also designate a block as being a placeholder. When building bulletins users can also add and modify content blocks.</p>
Header Block	Styled text specific to the area it is dragged and dropped into (smaller in narrow columns, larger in headers & footers, etc.)
Text Block	Text styled in “normal”; usual represent the bulk of the bulletin’s content. Text blocks in a footer area are styled differently.
Image Block	A graphical element (photo or other graphic). Users must choose from a previously used photo or select a new image from their local directory. When selecting a new image the user can specify if the image is specific to the bulletin or the template they are working on or if it can be used in other templates or bulletins.
Placeholder	Content blocks in a template can be designated as a placeholder. When creating a bulletin from the template, the user must edit placeholder content blocks before the bulletin can be sent.
Locking	When a content block is locked, users cannot edit or drag the content block.
Recently Used section	In both the Template area and Bulletins area this is a list of templates that were used to build bulletins. Updating a template will not cause it to appear in the Recently Used section. Any templates not appearing in the Recently Used section will appear in the All Templates section.

Templates

Administrators can create or edit custom templates in the template editor. To access the template editor:

1. On the Account Area toolbar, click **Templates**.
2. On the Area Option toolbar, click **Advanced Editor**.

Creating a new template

To create a new Advanced Editor template:

1. Click **Stock Layout** to choose a pre-built layout and start your template design from scratch.
2. Click on the appropriate layout. The template editor opens with a blank layout.
3. Name your template and click **Save**. Note that you must manually save your changes. If you navigate away from this page without clicking Save, your changes will be discarded.
4. Design your layout by dragging and dropping content blocks into the template. Once you have placed a content block in the template you have the following options:

<p>Header Block</p>	<p>Enter header text: Click the header box to enter text that will become part of the template (e.g., City Update).</p> <p>Enter placeholder text that can be edited during the bulletin creation process (e.g., enter your headline here) and click the placeholder button.</p> <p>Lock the header: click the lock button to lock the header block in place; administrators will not be able to delete the header block during the bulletin creation process.</p> <p>Click X to close the header block or Delete to delete the block.</p> <p>Note: At this time, you cannot edit the style of header block text.</p>
<p>Text Block</p>	<p>Enter text: Click the text box to enter text that will become part of the template (e.g., a mission statement or contact information for your organization).</p> <p>Enter placeholder text that can be edited during the bulletin creation process (e.g., enter your top story here) and click the placeholder button.</p> <p>Lock the text block: click the lock button to lock the content block in place; administrators will not be able to delete the text block during the bulletin creation process.</p> <p>Styling text in a text block: You can format text in a text block using the options provided or add</p>

	<p>GovDelivery macros to the text block.</p> <p>Click X to close the text block or Delete to delete the block.</p>
Image Block	<p>Select an image: double click an image block to select an image. Either choose a previously-used image or upload a new image.</p> <p>Placeholder image: click the placeholder button to allow administrators to choose a different image during the bulletin creation process.</p> <p>Lock the image: click the lock button to lock the image in place; administrators will not be able to delete the image block during the bulletin creation process.</p>

5. Click **Save changes** to save your template.

Editing an existing template:

To edit an existing template:

1. Click on the template name.
2. Update the template.
3. Click **Save changes**.

Exiting the Advanced Template Editor

When finished creating or editing an Advanced Editor template, click Exit Advanced Editor in the top right corner of your screen.

Advanced Bulletins

To create an advanced bulletin:

1. On the Account Area toolbar, click **Bulletins**.
2. Click Create Advanced Bulletin.

Details

In the Details section, you will enter the necessary information needed to create a bulletin draft.

1. Enter a **Subject**.
2. Select your **Recipients**.

3. Select a **From address**.
4. Choose a **template**. Note that once you choose a template and save, you cannot select a different template.
5. Click **Save & Next**.

Once you have completed the details section, GovDelivery will create a draft of your bulletin.

Note that you can return to the Details section at any point prior to sending the bulletin.

Create

In the Create section, you will create the content for your bulletin. You can update existing content blocks, add new content blocks, or delete any content blocks that are not locked.

When you are finished editing, click **Save & Next**.

Send

The Send section allows you to review the Advanced Bulletin before sending. GovDelivery performs a review of each section and informs you if there are any errors. From here, you can revisit any of the previous section.

Click **Save Changes** to save the bulletin or **Send Now** to send the bulletin.

Note that you can return to the Create section at any time prior to sending.

Plain-text

The Plain-text section displays what your bulletin will look like in plain text. GovDelivery automatically creates a draft of the plain-text bulletin, but you may update the text. If you return to the Create section and make changes, GovDelivery will automatically re-generate the plain-text version of your bulletin and overwrite any changes you may have made to the plain-text version.

When you are finished editing, click **Save & Next**.

Note that you can return to the Plain-text section at any time prior to sending.

Frequently Asked Questions

Q: How do I delete a bulletin?

A: To delete a bulletin, click the Delete bulletin button in the lower-right corner of your screen.

Q: Can I apply a different template to my bulletin?

A: Once you have selected a template in the Details section, you cannot apply a different template.

Q: What happens if I make changes to the bulletin and navigate away from the page?

A: Unless you click **Save changes**, your changes are discarded when you navigate away from a page.

Q: How do I return to GovDelivery from the Advanced Editor?

A: Click **Exit Advanced Editor** in the upper right corner of your screen to return to GovDelivery.

Q: Can I create an Advanced Bulletin from the Send Topic Bulletin page?

A: No. You can only create an Advanced Bulletin from the Create General Bulletin page.

Q: Can others see my Advanced Bulletin?

A: