

NSS Webinar #4

Technical aspects of the platform: live helpdesk
for the NSSs

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Content Moderation Workflow

- 1) **Find content to be moderated:** go to *My workbench* -> *All recent content*. Select 'No' for 'Published' and 'Exclude content from NSS & CSS' for 'Roles'.
- 2) Click on the title of the content you need to moderate and **check if the content is relevant and uploaded in the right category** (blog, news, events etc.)
- 3) If the content is relevant, click on *edit draft* for **checking and editing** (when needed) all the elements of the content:
 - Text title, summary, formatting and images
 - Metadata (Languages and Themes)
 - Text and image for slideshow
- 4) Click on *moderate* and:
 - **If the content is ok**, set the moderation status from draft to published
 - **If the content is not ok**, leave it as draft
- 5) **Contact the user** in both cases for informing that the content has been published or informing him/her about the reason of the rejection: https://epale.ec.europa.eu/sites/default/files/approval_or_rejection_of_content-for-nss.docx



Content Moderation Workflow

The screenshot displays the EPALE administration interface. At the top, there is a navigation bar with 'Add content', 'My Workbench', and 'Help' menus. Below this is a breadcrumb trail: 'European Commission > EPALE Administration > My Workbench > My content > All Recent Content'. The main header identifies the platform as 'EPALE - Electronic Platform for Adult Learning in Europe'. A search bar and navigation links are present. The central area features tabs for 'My content', 'Create content', 'Comments', 'Broken links', and 'Moderate All'. Under 'My content', 'All Recent Content' is selected. The 'All Recent Content' section includes a filter table with the following fields:

Title	Type	Published	Language
<input type="text" value="Enter keywords"/>	<input type="text" value="- Any -"/>	<input type="text" value="No"/>	<input type="text" value="- Any -"/>

Below the filter table, there are additional fields: 'Name' (with a search input), 'Roles' (with a dropdown menu), 'Author's country' (with a dropdown menu), 'Items per page' (with a dropdown menu), and an 'Apply' button.

Content Quality Checklist

- **Is the content relevant for the EPALE target audiences?**

(practitioners, professionals, organizations, policy makers and researchers in the field of adult learning)

- **Is the content understandable?**

(well written)

- **Is the content reliable?**

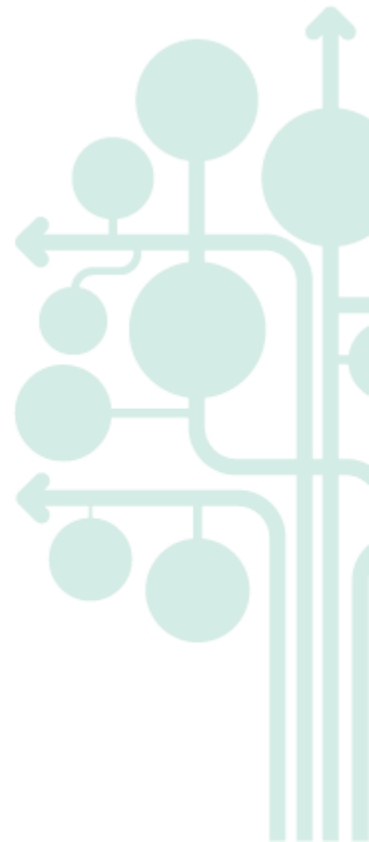
(coming from trusted sources)

- **Is the content in the right category?**

(news, blog, resource, event)

- **Is the content respecting the EPALE editorial policy?**

(https://epale.ec.europa.eu/sites/default/files/epale_editorial-policy_statement_en.pdf)



Content creation/editing tips

On the content section:

- always fill the **summary box**
- Image size recommended **800x420**

On the metadata section:

- check if the selected **language** is correct
- add relevant **themes**

On the slideshow section:

- always upload a **628x280 image**, as it will displayd as **thumbnail** of the content
- If you want to display the content on carousel, **click on flag for carousel** and **always add a slide title and description**

On the meta tags section:

- Click on advanced tags and insert the link of the content image (800x420) on the image box (useful for social media sharing)



Helpdesk: most frequent requests

Forgotten or not working password:

- Redirect users to the request a new password link: <https://epale.ec.europa.eu/en/user/password>
- If still not working, assign a new temporary password (contact the CSS for this)
- In case of EU Login, redirect users here: <https://ecas.ec.europa.eu/cas/init/passwordResetRequest.cgi>

Account not activated:

- The manual review and activation of accounts may take up to 1 working day
- In case of duplicated accounts sharing the same email address (standard registration + EU Login registration), users need to choose which account to keep (contact the CSS for this)

Content not published:

- Remind to users that content need to be moderated and approved before being published



Useful Links

All recent content on your workbench:

<https://epale.ec.europa.eu/en/admin/workbench/content/all>

Editorial Policy:

https://epale.ec.europa.eu/sites/default/files/epale_editorial-policy_statement_en.pdf

Content Quality Check:

<https://epale.ec.europa.eu/en/nss-group/library/reminder-about-quality-checking-user-content>

Guide for creating and editing content:

https://epale.ec.europa.eu/sites/default/files/cms_guidance_note_august_2017.pdf

Approval/rejection draft email:

https://epale.ec.europa.eu/sites/default/files/approval_or_rejection_of_content-for-nss.docx

Request new password:

<https://epale.ec.europa.eu/en/user/password>

<https://ecas.ec.europa.eu/cas/init/passwordResetRequest.cgi> (EU Login)



Your evaluation is precious

You are kindly requested to fill in an evaluation form. Please note that your feedback is very valuable for us and for the EU Commission.

Here's the link to the evaluation form:

https://ec.europa.eu/eusurvey/runner/NSS_WEBINAR_4





Thank you!

The EPALE CSS Team