

Working With Reusable Content In Drupal





Topics

- Current Methods
- Future Projects
- Discussion





IT@Cornell Website

- Drupal 7 hosted on Pantheon
- Over 5,000 pages on it.cornell.edu
- Includes:
 - Technical Documentation
 - News & Events
 - Security & System Alerts
 - Support Contact Information
 - Technical Training



Reusable Content on IT@Cornell

- Articles linked to multiple services
 - Troubleshooting articles
 - Articles where services overlap
 - Multiple references to the same policy
- Images used on multiple pages
 - Stored in our image gallery
 - Menu screenshots used repeatedly in documentation



Problem: Duplicate Information

Answers to the same question on 3 different pages:

Faculty/Staff:

✦ Why can't I dial long-distance or international calls?

You may be calling from a restricted telephone that will not allow off-campus, long-distance, or international calls. If so, ask your telecommunications coordinator to get you an authorization code, which will allow you to make these calls.

Students:

✦ Why can't I dial long-distance or international calls?

You may be calling from a restricted telephone that will not allow off campus, long distance, or international calls. If so, [Submit a Request to get a PIN](#), which will allow you to make these calls.

Long

Distance:

✦ Local calls go through, but domestic and international calls do not. What do I do?

The calls are being made on a restricted phone and will not allow these calls to be placed without an [authorization code](#). Please contact your departmental Telecommunications Coordinator who will either submit a request for an authorization code or will change the phone's restriction level.



Solution: Combine Into One Reused Page

Why Can't I Dial Long-Distance or International Calls?

published

What to do if you can't dial long-distance or international calls.

This article applies to: [Local, Domestic and International Calling](#), [Student Voice Service](#), [Telephone Services for Faculty and Staff](#)

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In this article:

[User Experience](#)

[Troubleshooting For Students](#)

[Troubleshooting For Faculty and Staff](#)

User Experience

Local calls go through, but domestic and international calls do not. What do I do?

Troubleshooting For Students

You may be calling from a restricted telephone that will not allow off campus, long distance, or international calls. If so, [Submit a Request to get a PIN](#), which will allow you to make these calls.

Troubleshooting For Faculty and Staff

The calls are being made on a restricted phone and will not allow these calls to be placed without an [authorization code](#). Please contact your departmental Telecommunications Coordinator who will either submit a request for an authorization code or will change the phone's restriction level.

Local, Domestic and International Calling Articles

Troubleshooting

- > [Why Can't I Dial Long-Distance or International Calls?](#)

Student Voice Service Articles

Troubleshooting

- > [I'm Getting an Anonymous Call Rejection](#)
- > [My Phone Has No Dial Tone or the Telephone is Not Working](#)
- > [Why are My Calls Being Automatically Forwarded?](#)
- > [Why Can't I Dial Long-Distance or International Calls?](#)

Telephone Services for Faculty and Staff Articles

Troubleshooting

- > [I'm Getting an Anonymous Call Rejection](#)
- > [My Phone Has No Dial Tone or the Telephone is Not Working](#)
- > [Troubleshoot Why the Speaker Button is Flashing](#)
- > [Why are My Calls Being Automatically Forwarded?](#)
- > [Why Can't I Dial Long-Distance or International Calls?](#)

Support Page



Content Reused by Design

Email From My Cloud Hosted Website is Blocked by Cornell

published

How to fix the issue where accounts with a Cornell email address block email sent by your cloud hosted website

This article applies to: [Drupal Cloud Hosting with Acquia](#), [Drupal Cloud Hosting with Pantheon](#), [Media3 Managed Web Hosting](#)

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In this article:

[User Experience](#)

[What Is Happening](#)

[How to Solve this Problem](#)

User Experience

An email account from my website that is hosted in the cloud ([Pantheon](#), [Acquia](#), [Media3](#), or another external hosting service) sends mail to users with a Cornell.edu address, but none of the email is delivered.

What Is Happening

Your website is hosted on a server that is currently blocked or blacklisted by Cornell.edu. This can happen even if your website sends legitimate emails, but another website hosted by the same service is sending spam messages to Cornell.edu addresses.

Drupal Cloud Hosting with Acquia Articles

[see all >](#)

Troubleshooting

> [Email From My Cloud Hosted Website is Blocked by Cornell](#)

Drupal Cloud Hosting with Pantheon Articles

[see all >](#)

Troubleshooting

> [Email From My Cloud Hosted Website is Blocked by Cornell](#)

Media3 Managed Web Hosting Articles

[see all >](#)

Troubleshooting

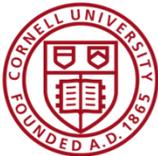
> [Email From My Cloud Hosted Website is Blocked by Cornell](#)

Support Page



Future Project: Reusable Content Segments

- Create one short page of content
- Display it inside the body on several other pages
- Isolated inside HTML tag such as Div or Span
- Examples:
 - Warnings
 - Best practices
 - Tips and Tricks



Example: Confluence Best Practice

Confluence



BUILD YOUR WIKI WITH EASE

Confluence is a collaborative website, known as a wiki. Confluence uses a WYSIWYG interface (what you see is what you get) to make it easy to create, edit, link to, and share web pages. Confluence is a free service for Cornell-related work, projects, and research. New sites, called spaces, are available upon request.

- [Get Started](#)
- [Work with Pages](#)
- [Work with MS Office Docs](#)
- [Work with Images](#)
- [Space Administration](#)

Confluence Service Page

published

Confluence is useful for:

- Collaboratively authoring or editing documents
- Making information easily accessible on the web
- Managing revisions
- Controlling who has access to your information
- Working on projects with geographically diverse groups

Note: Confluence limits file sizes to a maximum of 15MB. We recommend using [Box](#) to store your files. [Create links](#) on your Confluence pages to your files stored on Box.

Using Confluence

Anyone with a Cornell NetID or WCMC ID can use Confluence. See [Gaining Access with a Cornell Net ID or WCMC ID](#). If you use WebDAV or Office Connector tools, a Confluence-generated password will be required to log in.

[Launch Confluence](#)

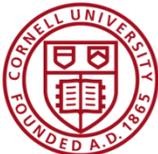
[Get Started](#)
REQUEST A NEW SPACE

Confluence Articles [see all >](#)

Common Tasks

- > [Add Columns or Tables to a Confluence Page](#)
- > [Get Confluence Notifications](#)
- > [Get Started Using Confluence](#)

[More articles...](#)



Example: Confluence Best Practice Continued

There are many ways to work with images in your confluence space. The following are the most common ways:

<p>Inserting Images </p>	<p>An image is treated as a special kind of attachment that is displayed within your page. More information on working with images </p>
<p>Gallery </p>	<p>The Gallery macro creates a gallery from all of the images that are attached to the page. Thumbnails of the images are displayed on the page. Additionally, users have the option of displaying the images as a slideshow, either in the same window or in a pop-up window. More information on the Gallery Macro </p>
<p>Linking to Images </p>	<p>You can include an image from another page or another space on your wiki page. More information on linking to images </p>

Confluence Working With Images Page

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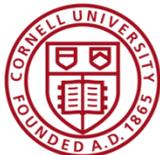


Example: Confluence Best Practice Continued

<p>Link to a Website</p>	<p>If you want that website to open in a new window for your viewers, make sure to choose "new window" when creating the link. Full instructions on how to create a link to a website</p>
<p>Link to a Confluence Page in your Space</p>	<p>If you want that website to open in a new window for your viewers, make sure to choose "new window" when creating the link. Full instructions on how to create a link to a Confluence page</p>
<p>Link to a Confluence Page outside of your Space</p>	<p>Instructions to link to a Confluence page outside of your current space</p>
<p>Link to a Page Anchor</p>	<p>To link to sections of a long page of content, so that users do not have to scroll down the page to find content, use page anchors to make links to those areas of your page. More information on working with page anchors</p>
<p>Link to an Attachment</p>	<p>More information on linking to attachments</p>
<p>Sharing a Page Link with Others</p>	<p>To share a page link with viewers, consider using the Tiny Link for ease: a Tiny Link is a shortened version of a longer web address, which usually will not break lines when copy/pasting into an email message. Instructions on how to find and share your pages' Tiny Links</p>

Confluence Working With Links Page

Note: Confluence limits file sizes to a maximum of 15MB. Consider using [Box](#) to store your files. You can create links on your Confluence pages to your files stored on Box.



Proposed Solution: Entity Embed

- Allows any Drupal node to be inserted into the body text area
- Uses a WYSIWYG editor
- Entity Embed Module





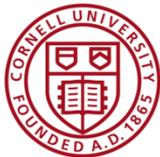
Benefits of Reusable Content

- Take advantage of Drupal as a CMS
- Keep information consistent across pages
- Update your information once
- Reduce the Maintenance burden



Challenges of Reusable Content

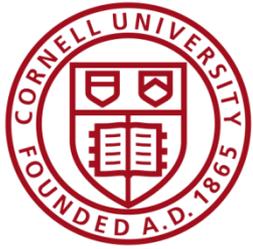
- Complex implications for some projects
- Example: Put shared content in a different order in different services
- If we didn't have reused content, putting articles in order would be easier for the developers
- Trade Off Between:
 - Quality, consistency, ease of use for content authors
 - Complexity and technical challenge for developers



Developing Features That Affect Reusable Content

Be prepared for some additional complexity:

1. Think it through with your dev team
2. Give developers enough time
3. Test thoroughly



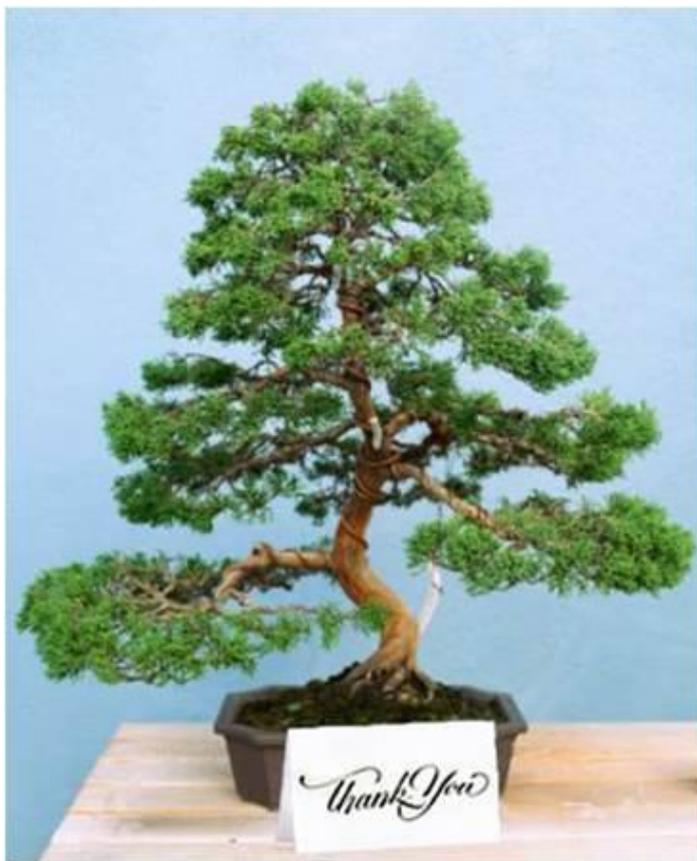
Discussion

How Would You Like to
Reuse Content on Your Site?





More information



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