



**WILLIAM JAMES  
COLLEGE**

**INTERFACE Referral Service**

## **Website Editing Guide**

Updated June 25, 2025

[www.williamjames.edu/centers-and-services/forensic-and-clinical-services/interface/web-edit-guides.html](http://www.williamjames.edu/centers-and-services/forensic-and-clinical-services/interface/web-edit-guides.html)

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## PUTTING PAGE INTO EDIT MODE

### Login to system/page and into edit mode

From the main website, navigate to the page to be edited. Scroll to the very bottom of the page and click on the copyright “©” symbol to login open the page in the CMS.

Copyright © William James College. All rights reserved. | Privacy | Help | Directions

modern campus cms™ Dashboard ▾ Content ▾ Reports ▾ Add-Ons ▾

Preview Edit Properties

Students ▾ Alumni ▾ Faculty and Staff ▾ Log In Search... Give Calendar Apply Request Info

WILLIAM JAMES COLLEGE ABOUT US ▾ ACADEMICS ▾ ADMISSIONS ▾ NEWS AND RESOURCES ▾ CENTERS AND SERVICES ▾

Home / Centers and Services / Forensic and Clinical Services / INTERFACE Referral Service / Communities / Lincoln-Sudbury

INTERFACE Referral Service

Introduction

About Us +

Communities We Serve -

List of Participating Towns

Attleboro

Main Content

Lincoln-Sudbury

Sponsored by the Lincoln Schools, the Sudbury Schools, and the Lincoln-Sudbury Regional High School

Community Services

Town of Lincoln Website

Town of Sudbury Website

Important to check file in (lightbulb is white) in when done editing (even if you haven't submitted it for approval) If it's yellow, it is checked out and no one else can access.

### Page in default active edit mode view

modern campus cms™ Dashboard ▾ Content ▾ Reports ▾ Add-Ons ▾

Preview Edit Properties Versions SAVE SUBMIT

44px ▾ Heading 1 ▾ Styles ▾

WILLIAM JAMES COLLEGE ABOUT US ▾ ACADEMICS ▾ ADMISSIONS ▾ NEWS AND RESOURCES ▾ CENTERS AND SERVICES ▾

Home / Centers and Services / Forensic and Clinical Services / INTERFACE Referral Service / Communities / Lincoln-Sudbury

INTERFACE Referral Service

Introduction

About Us +

Communities We Serve -

List of Participating Towns

Attleboro

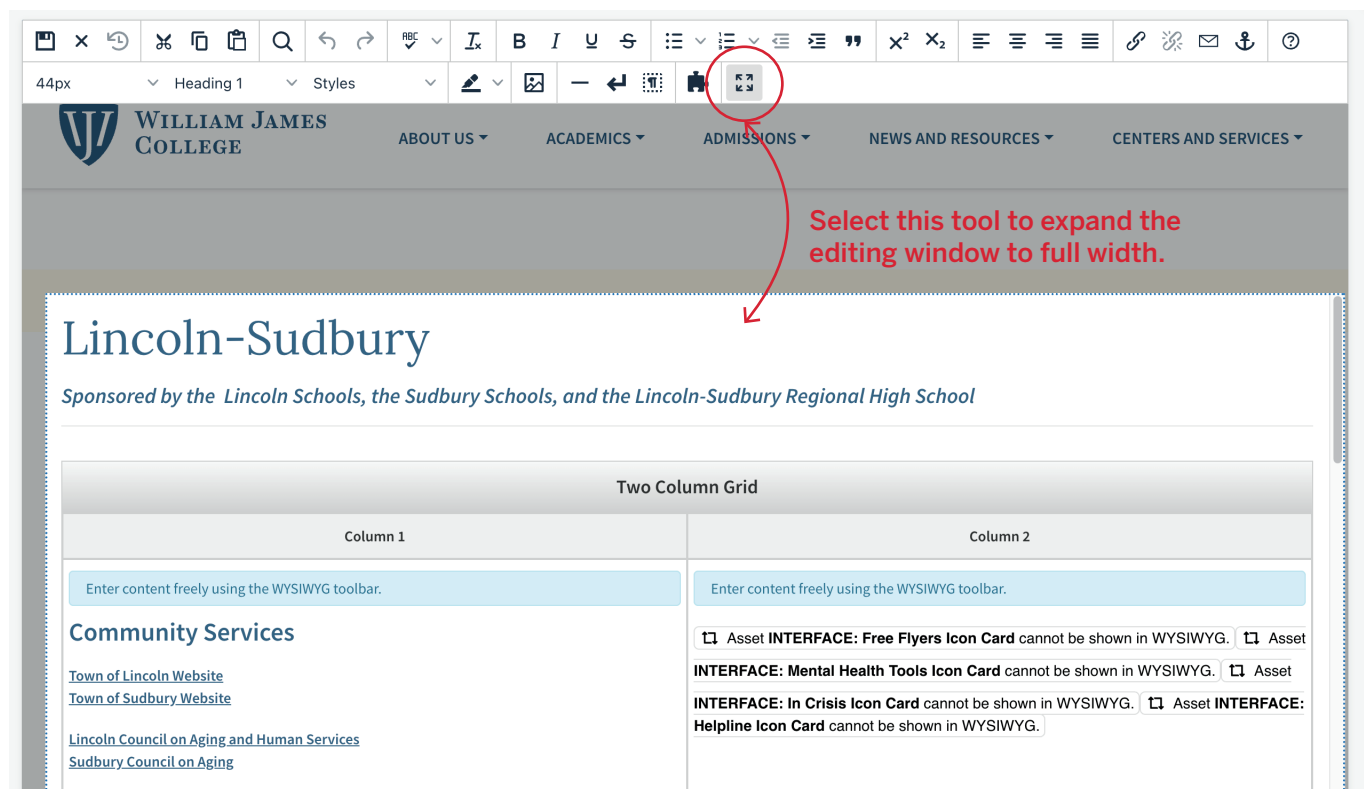
Lincoln-Sudbury

Sponsored by the Lincoln Schools, the Sudbury Schools, and the Lincoln-Sudbury Regional High School

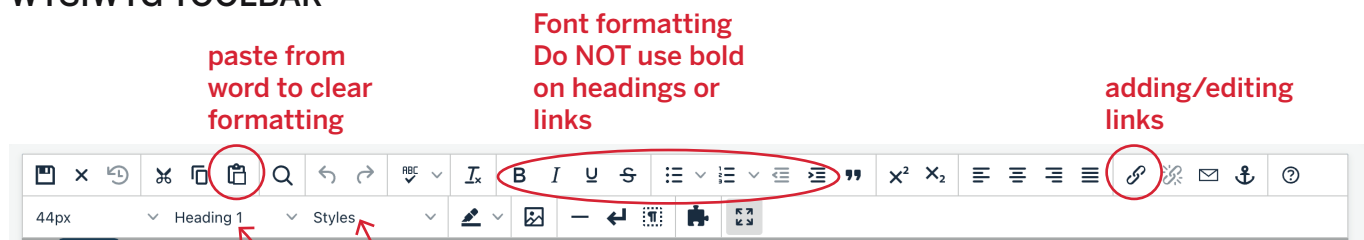
Two Column Grid

Column 1	Column 2
Enter content freely using the WYSIWYG toolbar.	Enter content freely using the WYSIWYG toolbar.

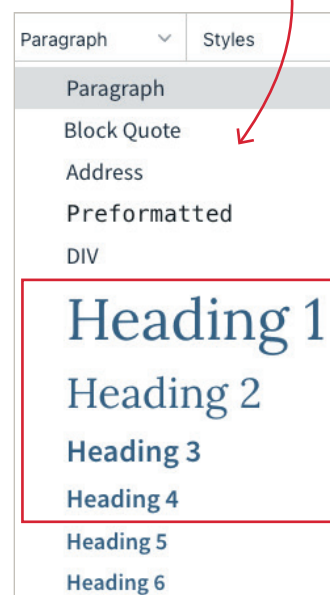
## Page in expanded active edit mode view



## WYSIWYG TOOLBAR



## STYLE MENU



This is for inline custom styles used on website, in most cases, don't use. Ask for guidance if needed.

[Follow College Editorial Style Guide Here](#)

[williamjames.edu/marcom/upload/williamjames-editorial-styleguide.pdf](http://williamjames.edu/marcom/upload/williamjames-editorial-styleguide.pdf)

Use these heading levels in content

## GENERAL PAGE FORMATTING GUIDELINES

Generally speaking, always use an H1 for the title at the top of the page, followed by H2 and H3 respectively for subsequent headlines. The goal of using these style tags are to assist in clearly defining the hierarchy of the content that is important for ADA and search engine optimization. Try to avoid simply using bold paragraph tags unless it is lower level content. Sometimes it is okay to skip a level of headline based on the level of content being presented. Below are a few different examples.

WJC informal web style guides uses a horizontal rule between before H2 headlines. In some cases, it's appropriate to use a horizontal rule before H3 headlines, this is a judgement call based on the quality and type of content the H3 headline represents, and if the rule helps organize the content better for the reader.

## EDITING CONTENT BEST PRACTICES

If possible, make edits directly on the web page. This will minimize any formatting anomalies.

When heavier offline edits are required, note that when pasting the text back in all formatting will be stripped and you will be required to go back in and reformat all heading, paragraph styles and links. One way to work around this, is to only select the specific styled content being replaced and then paste just that piece of content.

For example on an H1 title at the top of the web page: select *only* the title from your original document and copy it, then highlight/select just the H1 title on the web page, and paste the text copied from the original document.

### Examples

## H1 Getting Help for Mental Health Emergencies

Rule (before H2)

## H2 Overview of Mental Health Emergency Services

In Massachusetts, there is a continuum of services available for residents experiencing a mental health emergency. Services are available 24 hours a day, 7 days a week, 365 days a year to provide crisis assessment, intervention and stabilization services for both mental health and addiction-related emergencies. Individuals can call or text the [Behavioral Health Helpline \(BHHL\)](#) at 833-773-2445 who can provide phone triage, including a referral to be seen at the caller's local [Community Behavioral Health Centers](#) (CBHC's) or a response by [Mobile Crisis Intervention](#) (MCI) if it would be better for someone to be seen in the community. The goal of mental health emergency services is, whenever possible, to help individuals avoid a lengthy hospital emergency room visit by offering community-based alternatives, in which individuals and/or families can be seen in more comfortable and less stressful environments. CBHC's will work with the client in crisis to develop a strategy that promotes long term stability in the least restrictive environment possible. Crisis evaluations can be provided at CBHC office locations by calling for an appointment or by walking in during their hours, or by MCI teams at schools, homes, residential facilities, and other community settings. When a client is a risk to themselves or others and it is deemed unsafe for a client to be seen outside of a hospital, mental health professionals will also evaluate clients in their local hospital emergency rooms. Anyone may call for assistance regarding a mental health crisis or urgent need for substance use intervention. This includes the individual experiencing the crisis, family members, mental health workers, first responders, physicians or other medical providers, schools, employers, and community members.

Rule (before H3 due to extended length of content)

### H3 Who qualifies for mental health emergency services?

- Services are available to everyone, and no insurance coverage is required. However, the services are covered by most insurance plans, including all MassHealth (Medicaid) and Medicare plans.
- Mobile Crisis Intervention (MCI) is available to anyone of any age.
- The state of Massachusetts is divided into 30 catchment areas which cover every town throughout the state. One Community Behavioral Health Center is assigned for each catchment area. To find out what catchment area and team covers your town, you can consult an [online list for the whole state](#), visit their website to find the [location nearest you](#), (and this [guide](#) tells you how to use their tool) or call the statewide Behavioral Health Helpline toll-free number, 833-773-2445 and they can connect you to the team that covers your area, including

## MAIN STYLE MENU

Paragraph	Styles
Paragraph	
Block Quote	
Address	
Preformatted	
DIV	
Heading 1	
Heading 2	
Heading 3	
Heading 4	
Heading 5	
Heading 6	

Generally limit style use to these levels.

Do NOT bold links, or Headings

## H1 Advocating for Special Education Supports

## H2 Special Education Resources—Massachusetts

### H4 [SPED Parent Basic Toolkit](#) used H4 here because name of organization didn't dictate use of an H3

Created by the Concord Special Education Parent Advisory Committee (Concord SPED PAC), [MCPAP](#) describes this resource as "a comprehensive parent toolkit that would be very helpful to parents of patients with behavioral health and other diagnoses.... from all over the state of Massachusetts."

### H4 [Early Intervention Parent Leadership Project](#)

The Parent Leadership Project was originated by parents and is staffed by parents whose children have received Early Intervention Services. Created through the generous support of the Massachusetts Department of Public Health, the lead agency for the statewide Early Intervention system, the Project works in collaboration with Early Intervention Programs, the Massachusetts Interagency Coordinating Council, and families who receive Early Intervention services for three main purposes:

- To develop an informed parent constituency;
- To promote leadership and lifelong advocacy skills for parents and family members; and,
- To facilitate family participation to ensure that Early Intervention Services are family-centered.

#### [Family Ties of Massachusetts](#)

"A statewide information and parent-to-parent support project for families of children with special needs and chronic illness." Family Ties also maintains a [central directory for Early Intervention](#)

## H1 Guide to Children's Behavioral Health Initiative (CBHI)

The Children's Behavioral Health Initiative (CBHI) is an interagency initiative of the Commonwealth's Executive Office of Health and Human Services whose mission is to strengthen, expand and integrate Massachusetts state services into a comprehensive, community-based system of care, to ensure that families and their children with significant behavioral, emotional and mental health needs obtain the services necessary for success in home, school and community.

Rule (before H3 to separate organizations, and below the intro text above)

### H3 [Accessing Children's Behavioral Health Initiative \(CBHI\)](#)

This guide is from the Federation for Children with Special Needs and offers a brief overview of CBHI services available.

#### [Children's Behavioral Health Initiative](#)

#### [CBHI Information for Members and Families](#)

This guide explains options you have in applying for health coverage for your child. If you are a parent or caregiver who wants your child to get MassHealth Standard or CommonHealth for behavioral health services, this guide will help you. The guide also may be useful for anyone else who would like to apply for coverage under MassHealth.

#### [How to Apply for MassHealth for Your Child](#)

used H3 here because name of organization didn't dictate use of an H2



# H1 Insurance Guide For Families and Individuals Seeking Mental Health Services

P By Derek D. Petersen, MA/CAGS, PsyD.Candidate at William James College, and Sarah Rosenthal, LICSW, Clinical Social Worker, Massachusetts General Hospital (byline in italics)

## Rule (after byline)

P (intro) Medical services in general and mental health services specifically can be costly for families. If you or a family member needs mental health treatment, an important consideration is how to pay for services. Most families prefer to use health insurance. However, trying to understand insurance benefits can be confusing and frustrating.

This Guide will help you understand various aspects of mental health insurance coverage. While it is difficult to thoroughly cover all aspects of such a complex issue, this Guide provides basic information about frequently asked questions and common concerns related to working with health insurance companies. It offers ideas about how to get started, questions to ask an insurance company, and a glossary of terms.

## Rule (before H2)

## H2 Getting Started

### H3 How can I get insurance?

#### H4 Group Insurance through Your Employer

While people obtain health insurance in a variety of ways, the most common is through an employer. Private health insurance can be group insurance and small group insurance, which differ based on the size of the employer. Group insurance is provided by medium to large-sized employers. Small group insurance is provided by smaller employers, but is also available to individuals, families, and groups who share a common trade or professional organization.

It is possible to have several different options for health insurance coverage provided by an employer, such as HMOs (Health Maintenance Organization), PPOs (Preferred Provider Organization), POS (Point of Service plan), or Fee for Service/ Indemnity plans. Please see our glossary below for definitions of these various types of plans. When trying to determine which plan to select, it is important to ask questions regarding the type of coverage provided. Below you will also find basic questions to ask an insurance company about specific coverage options.

#### H4 Non-Employer Insurance

In Massachusetts, if you need to purchase private insurance for yourself and/or your family but do not have access to insurance through an employer, you can explore the options available through

most people, it is imperative to find some type of insurance to cover, or at least help to cover, a the cost of mental health services.

## Rule (before H2)

## H2 The Next Steps: "I Have Insurance, So Now What?"

P Once you have chosen private or public insurance, or a combination of the two, the next step is finding out as much as possible about your benefits. The more you understand your plan, the better you can navigate the process of finding providers and manage any problems or issues that arise as you seek services. You are entitled by law to a written summary of benefits provided by your plan, often referred to as a Summary Plan Description. This information should be available on your carrier's website. Do not hesitate to call and speak with someone to learn more about your benefits. Below is a list of helpful questions to ask your insurance company's representative.

### H3 Top Ten Questions to Ask Your Insurance Company About Your Mental Health Benefits

Accordion

mental health benefits covered under my plan?

Does your company manage my family's mental health benefits or is another company "subcontracted" or "carved out" to manage my mental health benefits?

Do I need a referral from my primary care physician to see a mental health professional?

Do I need pre-approval from my insurance company before I can see a mental health professional?

Are there co-payments for services?

Can I only see providers on the list provided by my insurance (in-network) or can I choose to see any qualified professional (out-of-network)?

# H1 Guide to Warmlines: Phone numbers for nonurgent needs

## Rule (before H2)

## H2 Peer to Peer Warmlines:

### H4 Peer Warm Line run by Metro Boston Recovery Learning Community (MBRLC)

P 877-733-7563  
7 days a week 4:00 PM-8:00 PM  
Spanish speaking operators on Sundays and Tuesdays  
[www.mbrlc.org/peer-support-line](http://www.mbrlc.org/peer-support-line)

### H4 Southeastern Recovery Learning Community Warmline

P 877-733-7563  
7 days a week 4:00 PM-8:00 PM  
Initially serving Southeastern Mass residents only.  
[www.southeastrlc.org](http://www.southeastrlc.org)

## Rule (before H2)

## H2 Warmlines/Hotlines for Suicide Prevention:

### H4 Call 2 Talk

P 508-532-2255  
24 hours per day/ 7 days per week  
[www.uwotc.org/call2talk](http://www.uwotc.org/call2talk)

### H4 Crisis Text Line

CONNECT to 741741  
Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via the medium people already use and trust: text.  
[www.crisistextline.org](http://www.crisistextline.org)

# H1 When and Where to Seek Help

P The William James INTERFACE Referral Service is a free, confidential mental health referral service for individuals across the lifespan and is not designed to respond to urgent or crisis situations where someone's well-being might be at immediate and serious risk. If you require a crisis response to meet immediate safety needs, we will give you the contact information for the crisis responder that can best assist you. We will still be available to you after the crisis has been stabilized to work with you to find outpatient mental health services for yourself, child or family. For more information about organizations that can respond in a crisis, or how to determine if that is the service you need, please read the information below.

## Rule (before H2)

## H2 Sources of help in urgent/crisis situations:

### H3 Mental Health Emergencies:

- P
- If you are experiencing a mental health emergency, you can **call 911** or **go directly to your local emergency room**
  - You can also call your local **Community Behavioral Health Center (CBHC)** that is available 24 hours a day, 7 days a week, 365 days a year to provide community-based behavioral health crisis assessment, intervention, and stabilization services. To find your local CBHC, call 877-382-1609. Enter your zip code and your call will be transferred to the CBHC closest to you. You can also view the CBHC Directory here: [CBHC Directory](#).
  - Learn more by reading the MassHealth flyer about Behavioral Health Emergency Services Program here in [English](#) [Spanish](#).

### H3 Child Abuse: Child At-Risk Hotline, 1-800-792-5200

P The trained staff at this statewide emergency response system directed by Judge Baker Children's Center, answers emergency calls, 24 hours a day, 7 days a week. The Hotline works under the auspices of the Massachusetts Department of Children and Families (DCF) and in situations where children are at imminent risk, an emergency response is initiated, with DCF field staff launching the investigations.

# COMMUNITY PAGE FORMATTING TEMPLATE

Home / Centers and Services / Forensic and Clinical Services / INTERFACE Referral Service / Communities / Attleboro

INTERFACE Referral Service

Introduction

About Us +

Communities We Serve -

List of Participating Towns

Attleboro

Bedford

Burlington

Cohasset

Dover-Sherborn

Easton

Foxborough

Franklin

Hopkinton

Hull

Lexington

Lincoln-Sudbury

Malden

Marshfield

Medfield

Mendon and Upton Public School Students

Natick

Needham

Newton

North Attleborough

Northborough

Norwood

Pembroke

Reading

Scituate

Shrewsbury

Somerville

Southborough

Swampscott

Walpole

Westborough

Westwood

Winchester

Woburn Public School Students

Guides and Resources +

Contact Information

Attleboro

Sponsored by the City of Attleboro

Community Services

City of Attleboro Website

Community Behavioral Health Center

Council on Aging

Fire Department

Food Pantries

Health Department

- Outreach Worker Case Manager
- Rental Assistance/ Housing: Public Housing Application
- Public Health Nurse

Public Library

Police Department

- State of Massachusetts Domestic Violence Resources

Recreation Department

Veterans' Department

- Massachusetts Veterans' Services

Public Schools

Attleboro Public Schools

- Welcome Center
- New Student Registration
- Community Resources

Elementary Schools

- Hill-Roberts Elementary School
- Hyman Fine Elementary School
- Studley Elementary School
- Thacher Elementary School
- Willett Elementary School

Middle Schools

- Brennan Middle School
- Coelho Middle School
- Wamsutta Middle School

High School

- Attleboro High School
- Attleboro Community Academy
- Attleboro Virtual Academy

INTERFACE Flyers

FREE informational flyers you can distribute in your community on how to use the INTERFACE Referral Service

INTERFACE Flyer- English

INTERFACE Flyer- Chinese

INTERFACE Flyer- Spanish

INTERFACE Flyer- Portuguese

INTERFACE Flyer- Japanese

INTERFACE Flyer- Haitian Creole

INTERFACE Flyer- Arabic

Guides and Resources

Looking for information on a particular mental health topic? Please search through our list of guides and resources to better help you.

START HERE

In Crisis?

WHEN AND WHERE TO SEEK HELP

Helpline

888-244-6843 (toll free)

617-332-3666 (local)

Available for participating communities only:

Mon, Wed, Fri, 9:00 AM – 5:00 PM

Tues, Thurs, 8:00 AM – 6:00 PM

What to Expect When You Call

IN ENGLISH

EN ESPAÑOL

Service and Confidentiality Information

The William James INTERFACE Referral Service is a mental health referral service and is not designed to respond to urgent situations where someone's well-being might be at immediate and serious risk. If you require a crisis response to meet immediate safety needs, we will give you the contact information for the crisis responder that can best assist you. We will still be available to you after the crisis has been stabilized to work with you to find mental health services for yourself, child or family.

The William James INTERFACE Referral Service is also very careful with the sensitive information you may share with us, and works to safeguard your information and protect your privacy. However, in situations such as when there is a serious risk of harm to yourself, or of harm to someone else, or someone who may be dependent upon you such as a child, older adult or a person with a disability, we may be required by law to report the situation to an appropriate agency responsible for ensuring safety.

H1

H4 italicized

Horizontal Rule

H3

Paragraph (do not need/use extra paragraph returns; paragraph spacing built in to style)

Bulleted text

Horizontal Rule H3

Do not edit anything in shaded area

## COMMUNITY PAGE CONTENT TEMPLATE

### Community Name (Heading/not a hyperlink)

*Sponsored by line if applicable*

#### Community Services (this is NOT a hyperlink)

Town/City website

Services by Title (hyperlinks for service, and bulleted links for any extra details regarding that service. If there are two communities, they should be listed together. see example) These categories could include, and should be alphabetized (towns will have different names for the same type of service):

Board of Health/Public Health Department/Public Health Nurse

Cable Access Television

Council on Aging/Elder Affairs

Fire Department

Food Pantry

Library

Parks and Recreation/Recreation Department, etc.

Police Department

Veteran's Services

Youth and Family Services

#### Public Schools (Heading/not a hyperlink):

Community/School System website

- School System-wide Resources bulleted underneath
- METCO
- Athletic Association

Schools listed from serving the youngest to oldest (Preschool to High School), and then in alphabetical order. If there are multiple schools at a particular level, bold paragraph for level and then bullet list of school names with hyperlinks underneath)

School name (this is a hyperlink)

*Resources at that school underneath as a bulleted list including as applicable:*

- Parent Association or Parent-Teacher Associations.
- Counseling Departments.
- Support Services or Student Services. and
- Special Education Parent Advisory Council (SpedPAC/SEPAC)

When needing to ADD or REMOVE a community, contact WJC web marketing team for changes to side navigation and overview listing page.

## Examples (mixed example of towns)

### Attleboro

*Sponsored by the City of Attleboro*

#### Community Services

City of Attleboro Website

Community Behavioral Health Center

Council on Aging

Fire Department

Food Pantries

Health Department

- Outreach Worker Case Manager
- Rental Assistance
- Public Health Nurse

Public Library

Police Department

Recreation Department

Veterans' Department

- Massachusetts Veterans' Services

#### Public Schools

Attleboro Public Schools

- Welcome Center
- New Student Registration
- Community Resources

#### Elementary Schools

- Hill-Roberts Elementary School
- Hyman Fine Elementary School
- Studley Elementary School
- Thacher Elementary School
- Willett Elementary School

#### Middle Schools

- Brennan Middle School
- Coelho Middle School
- Wamsutta Middle School

#### High Schools

Bedford High School

- Counseling Department
- Middle and High Schools Parents Associations

Shawsheen Valley Technical High School

- Student Services
- Vocational Programs
- Support Services
- Adult Continuing Education



# RESOURCE LIBRARY PAGE FORMATTING TEMPLATE

Home / Centers and Services / Forensic and Clinical Services / INTERFACE Referral Service / Guides / Resource Library / Depression and Loneliness

INTERFACE Referral Service

Introduction

About Us +

Communities We Serve +

Guides and Resources +

Contact Information

## Depression and Loneliness

---

### General

---

[What is Depression](#)

[Depresión](#)

[Understanding the Link Between Chronic Disease and Depression](#)

[Depression in Women: 4 Things to Know](#)

---

### Teens

---

[Teen Depression: More than just moodiness](#)

[La depresión en los adolescentes: Algo más que mal genio](#)

---

### Older Adults

---

[Depression and Older Adults](#)

[Las personas mayores y la depresión](#)

**H1 (Topic title)**

**Horizontal Rule**

**H3 (Age segmentation title)**

**Links** (do not need/use extra paragraph returns; paragraph spacing built in to style)

**Rule** (between sections)


**H3 (Age segmentation title)**

**Page content structure:**  
List links into audience categories, with General always first, and then age segmentation below listed in ascending order:

1. General
2. Children
3. Teens
4. Young Adults
5. Adults
6. Older Adults

**Do not edit anything in shaded area**

< RETURN TO RESOURCE LIBRARY



Helpline


[888-244-6843](#) (toll free)  
[617-332-3666](#) (local)

Available for [participating communities](#) only:  
Mon, Wed, Fri, 9:00 AM – 5:00 PM  
Tues, Thurs, 8:00 AM – 6:00 PM

What to Expect When You Call

IN ENGLISH

EN ESPAÑOL



In Crisis?

WHEN AND WHERE TO SEEK HELP

**Disclaimer:** Material on the William James INTERFACE Referral Service website is intended as general information. It is not a recommendation for treatment, nor should it be considered medical or mental health advice. The William James INTERFACE Referral Service urges families to discuss all information and questions related to medical or mental health care with a health care professional.

INTERFACE Web Editing Guide

Page 9

Updated June 25, 2025

# RESOURCE LIBRARY CONTENT TEMPLATE

Below is the current list of Topics in the Resource Library (items in red were initially identified but no content submitted):

- ADHD (Attention Deficit and Hyperactivity Disorder)
- Alzheimer's Disease
- Anger Management
- Anxiety
- Asking for Help
- Autism
- Bipolar Disorder
- Bullying
- Caregiver Support
- Child Mental Health
- Depression and Loneliness
- Eating Disorders
- Elder Abuse and Neglect
- Emotional Wellness
- Grief and Loss
- Healthy Aging
- Healthy Relationships
- Human Trafficking
- In-Home Therapy
- LGBTQ+ Individuals
- Mental Health Crisis
- Perinatal/PPD (Postpartum Depression)
- Post-Traumatic Growth (PTG)
- Rape and Sexual Assault
- Relationship/Domestic Violence
- School Refusal
- Seasonal Affective Disorder (SAD)
- Self-Injury
- Social Media
- Special Education
- Stress
- Substance Abuse and Addictions
- Suicide
- Teen Brain
- Teen Dating/Relationship Abuse
- Teen Substance Abuse/Prevention
- Telemental Health
- Trauma/PTSD

The content of each category must fit into one (or multiple) of these audiences:

- Children
- Teens
- Young Adults
- Adults
- Older Adults

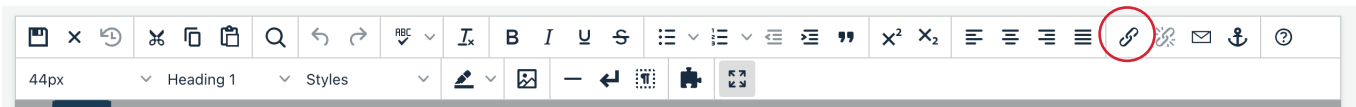
Identify if any of the resources are available in Spanish?

When needing to add a NEW Resource Topic please contact WJC web marketing, they will set up the new topic page, and when you have added your content and it's been approved and published, your supervisor can add it to the main resource library topic list.

When needing to ADD a PDF to your resource topic page, contact WJC web marketing team to upload and provide you with the link location and/or tag for it.

## ADDING/EDITING LINKS

adding/editing  
links



### External Link Settings

A screenshot of the 'Insert/Edit Link' dialog box. The 'Basic' tab is selected. The 'URL' field contains 'https://www.nimh.nih.gov/health/topics/att'. The 'Text to display' field contains 'What is ADHD'. The 'Title' field contains 'Link to National Institute of Mental Health webs'. The 'Open link in...' dropdown is set to 'New window'. The 'Class' dropdown is set to '(not set)'. There are 'CANCEL' and 'SAVE' buttons at the bottom.

← Paste FULL path (including https://)

← The text of the actual link (what you see on the page, if its a weblink do NOT include the https://)

← This is a description of the link for ADA (not visible)

← ALWAYS open external links in a New Window

### Internal Link Settings to a PDF File/Page

A screenshot of the 'Insert/Edit Link' dialog box. The 'Basic' tab is selected. The 'URL' field contains a CMS dependency tag '{{f:71534819}}'. Below it, the full path to a PDF file is shown: '/centers-and-services/forensic-and-clinical-services/interface/guide/resource-library/uploads/hia-tipsheet-elder-abuse19.pdf'. The 'Text to display' field contains 'Preventing and Addressing Elder Abuse'. The 'Title' field contains 'Link to PDF'. The 'Open link in...' dropdown is set to 'New window'. The 'Class' dropdown is set to '(not set)'. There are 'CANCEL' and 'SAVE' buttons at the bottom.

see instructions on next page  
on how to insert link/tag

← Use CMS dependency tag, navigate  
to location of file and select it  
(it shows the full path underneath)

← The text of the actual link (what you see on the page)

← This is a description of the link for ADA (not visible)

← ALWAYS open PDFs in a New Window  
and ALWAYS open an internal link in a Current Window

A close-up of the 'Open link in...' dropdown menu. The dropdown is open, showing 'Current window' as the selected option. Below it, the 'Class' dropdown is also visible, set to '(not set)'. There are 'CANCEL' and 'SAVE' buttons at the bottom.

## Selecting Internal Pages and PDF files

This shows you the path of your current location, make sure you are in the correct place, you may need to use the bread crumb trail to navigate to a different section of the site

ALWAYS make sure you are on the Staging server

can type in part of the name of what you are looking for

The screenshot shows a 'Select File' interface. At the top, a breadcrumb trail reads: Sites > www > centers-and-services > forensic-and-clinical-services > interface > guide > resource-library > uploads. To the right of the trail is a dropdown menu set to 'Staging' and an 'UPLOAD' button. Below the breadcrumb is a search area with 'Filter by tag' and 'Filter by name' fields. A list of PDF files follows, with 'hia-tipsheet-elder-abuse19.pdf' highlighted. To the right of the list is a details panel for the selected file. At the bottom right are 'CANCEL' and 'INSERT' buttons, with the 'INSERT' button circled in red.

Filter by tag
Filter by name

- hia-tipsheet-aging-well-july19\_0.pdf
- hia-tipsheet-communication-hcp-june19.pdf
- hia-tipsheet-elder-abuse19.pdf**
- hia-tipsheet-safe-sex-aug19.pdf
- hia-tipsheet\_memory-june19\_0.pdf
- im-so-stressed-out.pdf
- la-depression-adolescentes-algo-mas-que-genio.pdf
- lets-talk-about-eating-disorders.pdf

<b>Name:</b>	hia-tipsheet-elder-abuse19.pdf
<b>Path:</b>	/centers-and-services/forensic-and-clinical-services/interface/guide/resource-library/uploads/hia-tipsheet-elder-abuse19.pdf
<b>Size:</b>	153K
<b>Last Modified:</b>	Never
<b>Last Published:</b>	2/26/25, 6:44 PM

CANCEL INSERT

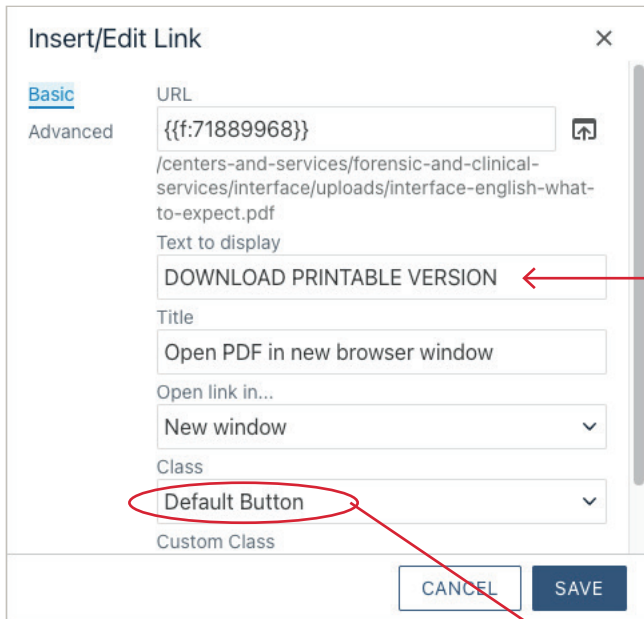
Select the page/file in the resulting list then click insert

When needing to ADD a PDF, contact WJC web marketing team to upload and provide you with the link location and/or tag for it.

## Making Button Links

DOWNLOAD PRINTABLE VERSION 

← Navy blue buttons are the default standard for the website

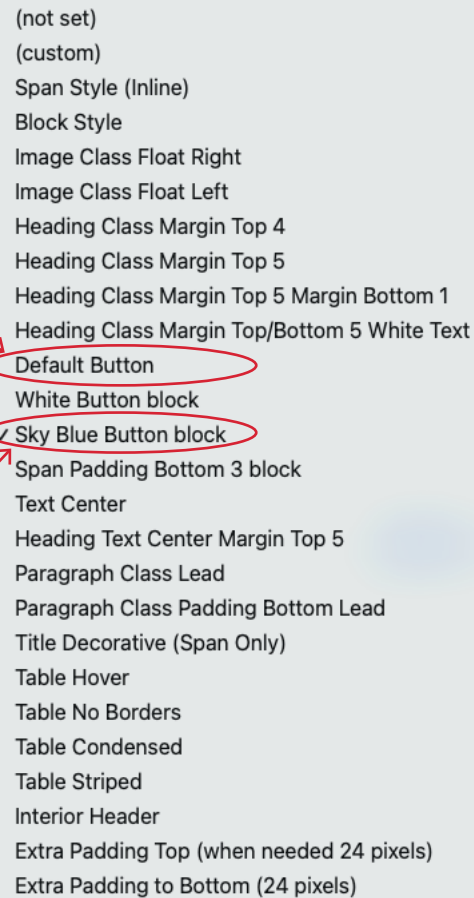


The 'Insert/Edit Link' dialog box is shown with the 'Basic' tab selected. The 'URL' field contains a placeholder. The 'Text to display' field contains 'DOWNLOAD PRINTABLE VERSION'. The 'Open link in...' dropdown is set to 'New window'. The 'Class' dropdown is set to 'Default Button', which is circled in red. The 'SAVE' button is navy blue.

Follow setting for creating links and adding a "Class" option to style the link into a button. Button links should be on a separate line.

NOTE: You can type text in mixed case, the button style will automatically render it in all caps.

### Class pop-up menu

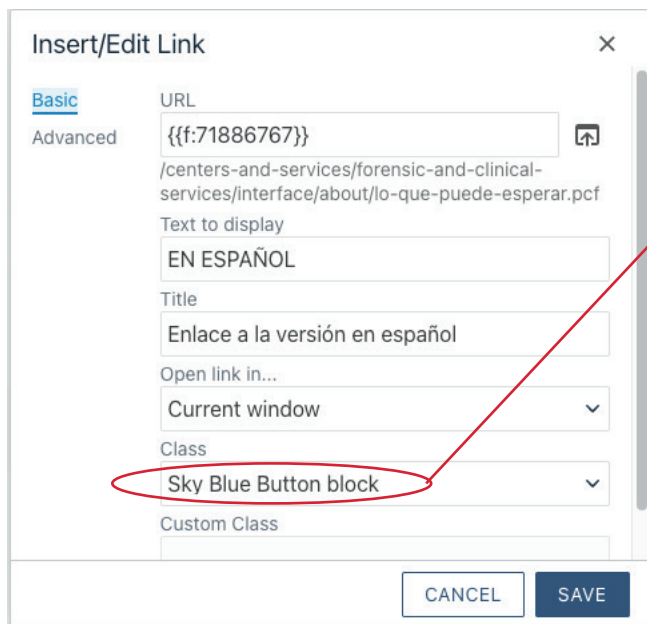


A list of classes for styling links. The following classes are circled in red: 'Default Button', 'White Button block', and 'Sky Blue Button block'. The 'Sky Blue Button block' has a checkmark next to it.

- (not set)
- (custom)
- Span Style (Inline)
- Block Style
- Image Class Float Right
- Image Class Float Left
- Heading Class Margin Top 4
- Heading Class Margin Top 5
- Heading Class Margin Top 5 Margin Bottom 1
- Heading Class Margin Top/Bottom 5 White Text
- Default Button
- White Button block
- ✓ Sky Blue Button block
- Span Padding Bottom 3 block
- Text Center
- Heading Text Center Margin Top 5
- Paragraph Class Lead
- Paragraph Class Padding Bottom Lead
- Title Decorative (Span Only)
- Table Hover
- Table No Borders
- Table Condensed
- Table Striped
- Interior Header
- Extra Padding Top (when needed 24 pixels)
- Extra Padding to Bottom (24 pixels)

EN ESPAÑOL

← Can use "Sky Blue" in special cases



The 'Insert/Edit Link' dialog box is shown with the 'Basic' tab selected. The 'URL' field contains a placeholder. The 'Text to display' field contains 'EN ESPAÑOL'. The 'Open link in...' dropdown is set to 'Current window'. The 'Class' dropdown is set to 'Sky Blue Button block', which is circled in red. The 'SAVE' button is navy blue.



## EDITING/ADDING ACCORDION SNIPPETS

### Editing an existing accordion

Are mental health benefits covered under my plan? ^

Most—but not all—health insurance companies will pay the costs of mental health care services such as therapy and/or medication. In some cases, health insurance will cover more intensive services like in-patient hospitalizations or residential treatment.

Does your company manage my family's mental health benefits or is another company "subcontracted" or "carved out" to manage my mental health benefits? v

Accordion	
Heading	Content
Enter text. All styling will be stripped.	Enter content freely using the WYSIWYG toolbar.
Are mental health benefits covered under my plan?	Most—but not all—health insurance companies will pay the costs of mental health care services such as therapy and/or medication. In some cases, health insurance will cover more intensive services like in-patient hospitalizations or residential treatment.
Enter text. All styling will be stripped.	Enter content freely using the WYSIWYG toolbar.
Does your company manage my family's mental health benefits or is another company "subcontracted" or "carved out" to manage my mental health benefits?	Some health insurance companies manage both their consumer's medical and mental health benefits. However, others "subcontract" or "carve out" mental health benefits to another company. Insurance cards

Can use all styles in the content box. If a headline is needed, generally start with an H3 or lower (the title in the blue bar is read as an H3 by the search engines)

### Inserting a new accordion

Insert cursor in the location you want to add the accordion.

Navigate to the snippet menu and select the top option titled "Accordion"

Accordions use a basic table structure. To manage number of accordions (rows) in an array, use the toolset at the top to add, insert, remove as needed. Can also 'tab' at the very bottom right cell. The tool bar appears when you have the whole table selected (shown with the blue outline). While it will let you add columns, they won't appear—best to stay away from those.

Choose Snippet

(All Categories)

Filter by name

Accordion

Accordion (with program table)

Admissions Calendar

Cards - Icon Card (on left) with Text (on right)

Cards - Icon with Text or Number (three card layout) n...

Cards - Icon with Text or Number (three card layout) ...

with Text

th Button (2 card layout)

Heading

Title 1 goes here

Title 2 goes here

Content

Formatted text goes here. Tab to add rows.

CANCEL INSERT

delete entire accordion

add/delete rows

don't use

Accordion formatting toolset activated

Accordion	
Heading	Content
Enter text. All styling will be stripped.	Enter content freely using the WYSIWYG toolbar.
Title 1 goes here	Formatted text goes here. Tab to add rows.
Enter text. All styling will be stripped.	Enter content freely using the WYSIWYG toolbar.
Title 2 goes here	

## SHARED ICON CARD ASSETS

If any edits are needed for these “icon cards” contact the web marketing team.



### In Crisis?

WHEN AND WHERE TO SEEK HELP



### Are You a Mental Health Care Provider?

If you would like to join our network of providers please contact us at the link below.

I'M INTERESTED IN BECOMING A PROVIDER

Already a Provider in Our Database?

UPDATE YOUR PROFILE HERE



### Helpline

888-244-6843 (toll free)  
617-332-3666 (local)

Available for participating communities only:

Mon, Wed, Fri, 9:00 AM – 5:00 PM  
Tues, Thurs, 8:00 AM – 6:00 PM

#### What to Expect When You Call

IN ENGLISH    EN ESPAÑOL



### Want to become a Participating Community?

For information about becoming a participating community, please complete our Interest Form and we will get back to you as soon as possible.

I'M INTERESTED IN BECOMING A PARTICIPATING COMMUNITY



### Support Our Work

Help support the INTERFACE Referral Service with a donation

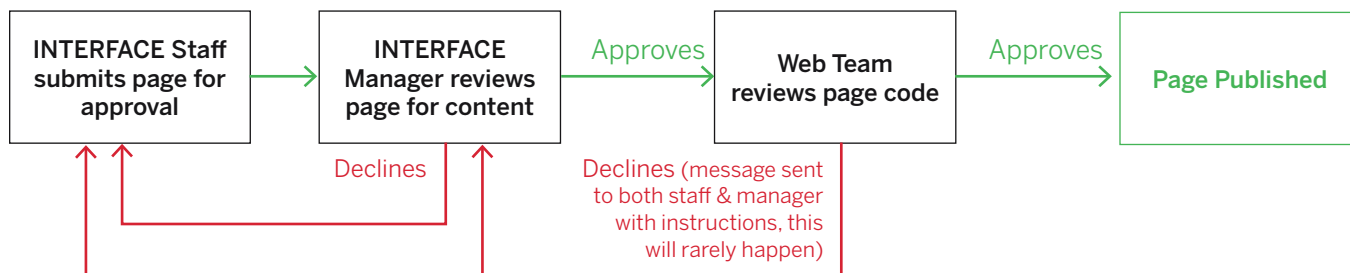
DONATE NOW



### Our Service Leadership Team

MEET THE STAFF AND ADVISORY BOARD HERE

## APPROVAL WORKFLOW



## SUBMITTING PAGE FOR APPROVAL

First, save the page

Then submit

The screenshot shows the Modern Campus CMS interface. The top navigation bar includes 'Preview', 'Edit', 'Properties', and 'Versions'. The 'Edit' tab is active. The 'SAVE' button is circled in red, and the 'SUBMIT' button is also circled in red. A red arrow points from the 'SUBMIT' button to the 'Submit for Approval - burlington.pcf' dialog box.

**Submit for Approval - burlington.pcf**

When submitting for approval, the message is automatically set as public for current and future workflow participants.

**To:** Heather Byrns (heather\_byrns) ← Automatically set to your approver

**Subject:** Burlington Community Page Edits ← Enter a subject line for the email that will be sent to your approver

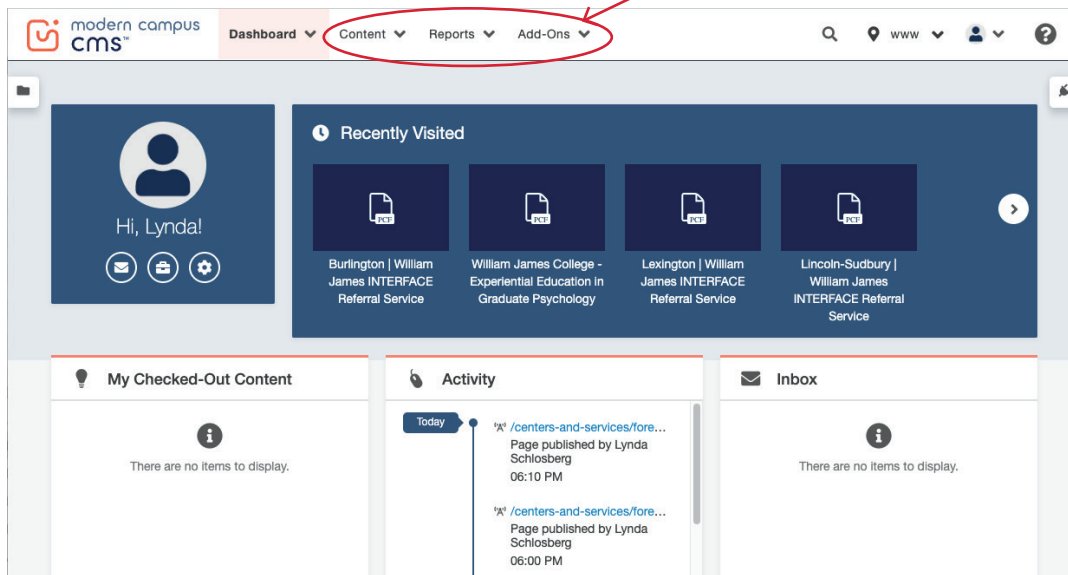
**Message:** Hi Heather, I've made updates to the Burlington town page. Please review and approve. Thanks, Lynda ← Include a message that explains what changes you have made and are seeking approval for.

**Send Copy To Email:** ☒ ← Make sure this box is checked so that your approver will receive the message. Once the page has been approved and published, you should receive a confirmation email.

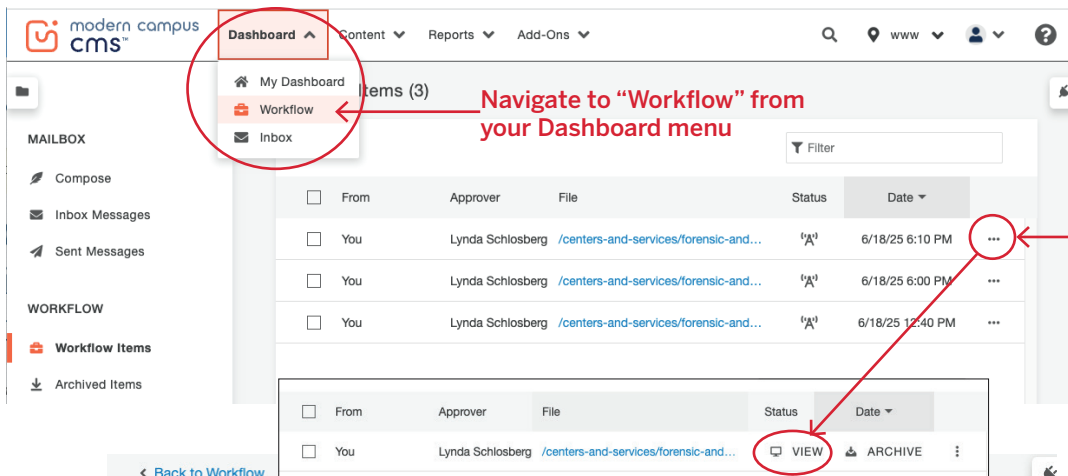
**Buttons:** CANCEL, SUBMIT

## CHECKING ON APPROVAL STATUS

No access to these sections



Your dashboard view allows you to see your activity, checked out files, any workflow messages, etc. You can navigate to recently viewed file.s



Right mouse click (control-click) to expand line item menu, then select view, and you will see the history, and you can send a follow-up email if needed.