

ICM basic training

Useful terminology

- Article – this is GOSS ICM work for an individual website page
- Inline – How we add web links, internal links, documents and images to a page
- Child article – a page which is linked to from a parent article
- Parent article – the main page from which all other child pages link from.
- Heading – title of the page which is displayed in URL

Logging in



PROD

Please log in

The admin pages are only for authorised personnel.
Please enter your details below.

Username

Password

Login

[Forgotten password](#)

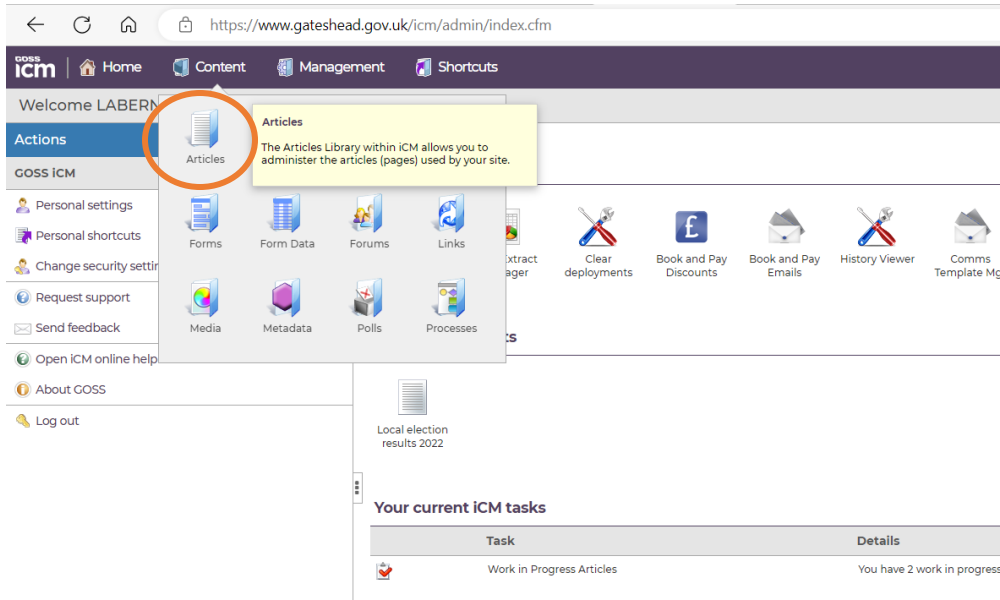
Enter your username and password.

This will have been given to you from a member of the digital team or your manager.

Your username is usually your first initial followed by your surname

The first time you log into your account you may be required to answer a security question

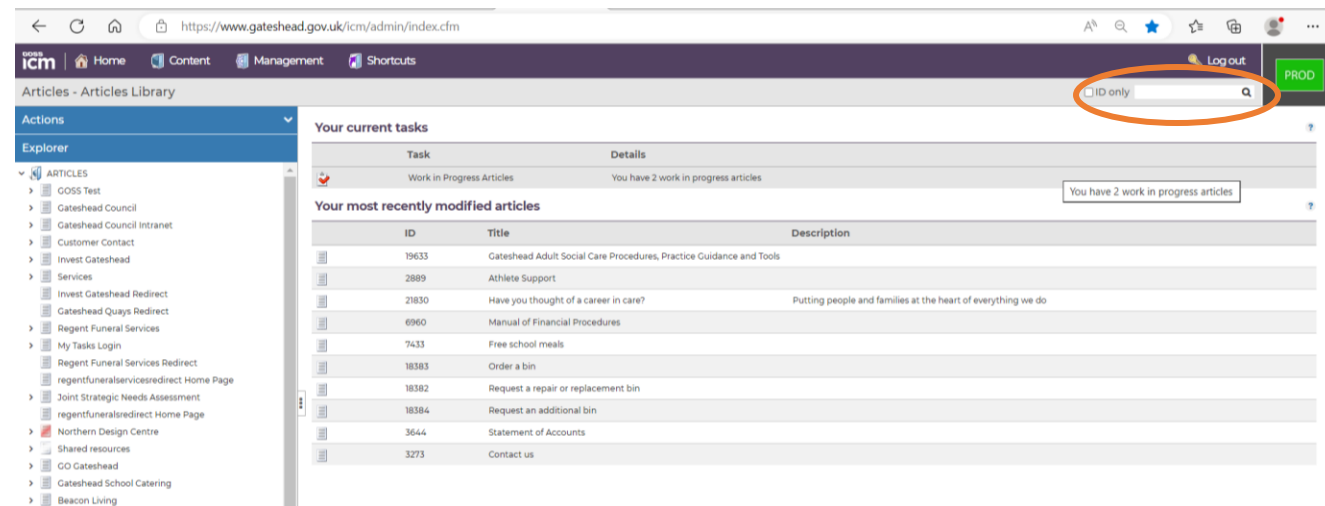
Editing an article



The main functionality we expect you to use is the article feature. Here you can create new and amend existing articles which you have been given access to.

Use the search box to enter an existing article number.

This ensures you are editing the correct article.



Articles - Article Search and Replace

- Actions
- Articles search/replace
 - Search for articles
 - Replace in articles
 - Copy listed articles
 - Edit listed articles
 - Move listed articles
 - Delete listed articles
 - My work in progress articles
 - Articles home page
 - Open articles online help
 - Search approvals
 - ICM home page
 - Logout

Search

Search criteria: ID only

There are 8 articles (listed below) to which you have access and that match your search criteria.


Matching articles

ID	Title	Introduction	Submit Date	Status
306	Education and learning		23-Sep-2021 14:33:07	Live
18447	Citizenship ceremonies		25-May-2021 17:16:31	Live
10279	Company director fined after rubbish dumped in street		17-Oct-2022 15:02:41	Live
3803	Local election results 2011		04-May-2023 22:17:49	Live
12288	Tour of Britain		05-Oct-2021 17:13:37	Live
4504	Highway maintenance scheme programme 2022/23		23-May-2023 17:04:10	Live
11485	Local election results 2019		04-May-2023 22:16:49	Live
1896	Retirement policy		10-May-2019 12:20:23	Live


Once you have entered the article number the results will show here. Confirm by matching the ID number.

Finding an article to edit

← ↻ 🏠 🔒 <https://www.gateshead.gov.uk/article/309/Housing> 🔍 ⭐ 📁 👤 ...

 🔍 [Sign in](#)

Home



Housing

Damp and mould

One way to edit an article, is to find the article number via the live webpage. The website url will a series of numbers (highlighted within the coloured circle), when this is typed into the search bar in ICM it will allow you to open this webpage for editing.

https://www.gateshead.gov.uk/icm/admin/index.cfm

GOSS icm | Home | Content | Management | Shortcuts

Articles - Articles Library

Actions

Explorer

- ARTICLES
 - GOSS Test
 - Gateshead Council
 - Archive (redirects)
 - Hidden Articles
 - Site alert
 - Home page fea
 - Home page top tasks
 - Short URLs
 - Top Utilities
 - Bottom Utilities
 - GOSS Test (Redirect)
 - Payments Area hidden
 - WWW2
 - Benefits and Council Tax
 - Building and development
 - Business
 - Council and elections
 - Education and learning
 - Environment and waste
 - Health and social care
 - Housing
 - Jobs and employment
 - Leisure and culture
 - Parking, roads and transport
 - People and living
 - News section
 - Homepage feature panels
 - Homepage product template articles

Your current tasks

Task
Work in Prog

Your most recently mod

ID
19633
2889
21830
6960
7433
18383
18382
18384
3644
3273

ID: 9810
Global ID: 69292B6F-F41E-48C2-A7C3-CA891625BBCB

You can also find an article using the Explorer tool on the left hand side, this allows you to navigate through the webpages to find the article you are looking to edit.

To navigate through the pages use the small black arrows on the left hand side, to show the child articles.

Editing an article

Articles - Article Search and Replace

- Actions ^
- Articles search/replace ^
- 🔍 Search for articles
- ➡ Replace in articles
- 📄 Copy listed articles
- ✏ Edit listed articles
- 📄 Move listed articles
- 🗑 Delete listed articles
- 📄 My work in progress articles
- 🏠 Articles home page
- 🔍 Open articles online help
- 🔍 Search approvals
- 🏠 iCM home page
- 🔑 Logout

Search

Search criteria: ID only

There are **8 articles** (listed below) to which you have access and that match your search criteria.

Matching articles

ID	Title	Introduction	Submit Date	Status
306	Education and learning		23-Sep-2021 14:33:07	Live
18447	Citizenship ceremonies		25-May-2021 17:16:31	Live
10279	Company director fined after rubbish dumped in street		17-Oct-2022 15:02:41	Live
3803	Local election results 2011		04-May-2023 22:17:49	Live
12288	Tour of Britain		05-Oct-2021 17:13:37	Live
4504	Highway maintenance scheme programme 2022/23		23-May-2023 17:04:10	Live
11485	Local election results 2019		04-May-2023 22:16:49	Live
1896	Retirement policy		10-May-2019 12:20:23	Live

Once you have found the correct page you want to edit, double click on the title or ID for this page to open.

← ↻ 🏠 <https://www.gateshead.gov.uk/icm/admin/index.cfm> 🔊 🔍 ★ ☆ 🗄️ 👤 ...

GOSS icm | 🏠 Home | 📄 Content | 🛠️ Management | 📌 Shortcuts | 🔑 Log out | **PROD**

Articles - Edit article 'Education and learning' | 🟡 Live | 🆔 ID:306

Actions ↑

This article ↑

- ✔️ Submit this article
- 🔄 Save this article as work in progress
- 🔄 Save this article as work in progress and continue
- 🚫 Cancel edit

- 📖 Open articles online help
- 📖 Open template help

- 🔍 Check all spelling
- 🔍 Validate article
- 🔍 Check article against template requirements

- 📄 Change template from List
- 🖥️ Preview this article
- 📄 Show content using this article
- 📄 Show unsaved differences
- 📄 Show unpublished differences

Text | Extra | Related Content | Site Security | Schedule | Properties | Search | Ordering

📄 **Summary** | 📄 Body | 📄 Bottom Text Area

Summary text

Heading: ?

Alternate link text (if required): ?

Friendly URL: ?

Intro text: ?

Summary text: ?

Here is where you can amend the page title, and add intro and summary text. To save changes as you are working use the left hand navigation and click save this article in work in progress and continue.

Please be aware changes may update straight away.

https://www.gateshead.gov.uk/icm/admin/index.cfm

Home Content Management Shortcuts

Articles - Edit article 'Education and learning'

Actions

This article

- Submit this article
- Save this article as work in progress
- Save this article as work in progress and continue
- Cancel edit
- Open articles online help
- Open template help
- Check all spelling
- Validate article
- Check article against template requirements
- Change template from List
- Preview this article
- Show content using this article
- Show unsaved differences
- Show unpublished differences

Text Extra Related Content Site Security Schedule Properties Search Ordering

Summary Body Bottom Text Area

Summary text

Heading: ? Education and learning

Alternate link text (if required): ?

Friendly URL: ?

Intro text: ?

Summary text: ? Find out about schools, adult education, further education, childcare and more.

The body area highlighted here is where most of the text on a webpage is contained.

Click onto here to amend any of the text that is not within the summary text or page heading.

https://www.gateshead.gov.uk/icm/admin/index.cfm

Home Content Management Shortcuts

Articles - Edit article 'Employment advice'

Live ID:1774 PROD

Text Extra Related Content Site Security Schedule Properties Search Ordering

Summary Body

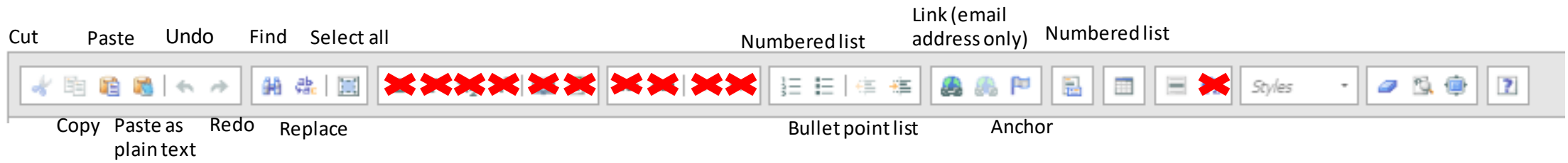
Body text

We can help tenants who are currently unemployed and looking to move into employment.

Our team will work with you for up to a year to help remove any barriers to you getting a job:

- support to build confidence
- identify and secure training courses
- create a CV
- job searches
- help to apply for jobs
- interview skills.

Editor tool bar explained



Please avoiding using:

- Bold
- Italic
- Subscript
- Superscript
- Citations
- ICM quote feature – unless within a news article

Submitting any changes

← ↻ 🏠 <https://www.gateshead.gov.uk/icm/admin/index.cfm>

GOSS
icm

Articles - Edit article 'Employment advice'

Actions

This article

- ✔ Submit this article
- ✔ Save this article as work in progress
- ✔ Save this article as work in progress and continue
- 🔄 Cancel edit
- 📖 Open articles online help
- 📖 Open template help
- 👤 Check all spelling
- 📄 Validate article
- 📄 Check article against template requirements
- 📄 Change template from *default
- 🖥️ Preview this article

Text Extra Related Content

Summary Body

Body text

We can help tenants who are cu

Our team will work with you for

- support to build confidence
- identify and secure training
- create a CV
- job searches
- help to apply for jobs

To submit your changes click 'submit this article'

To save what you have done for publishing later click 'Save this article as a work in progress'

Or you can save 'Save this article as a work in progress and continue'

Finding an in progress article

icm | Home | Content | Management | Shortcuts | Log out | **PROD**


Articles - Articles Library ID only

Actions











Explorer

- ARTICLES
 - GOSS Test
 - Gateshead Council
 - Gateshead Council Intranet
 - Customer Contact
 - Invest Gateshead
 - Services
 - Invest Gateshead Redirect
 - Gateshead Quays Redirect
 - Regent Funeral Services
 - My Tasks Login
 - Regent Funeral Services Redirect
 - regentfuneralservicesredirect Home Page
 - Joint Strategic Needs Assessment
 - regentfuneralsredirect Home Page
 - Northern Design Centre
 - Shared resources
 - GO Gateshead
 - Gateshead School Catering
 - Beacon Living
 - Gateshead Goes Local
 - Business Gateshead
 - PROTO
 - Proto Redirect
 - protoredirect
 - Safekeeping in Gateshead

Your current tasks

Task	Details
 Work in Progress Articles	You have 7 work in progress articles

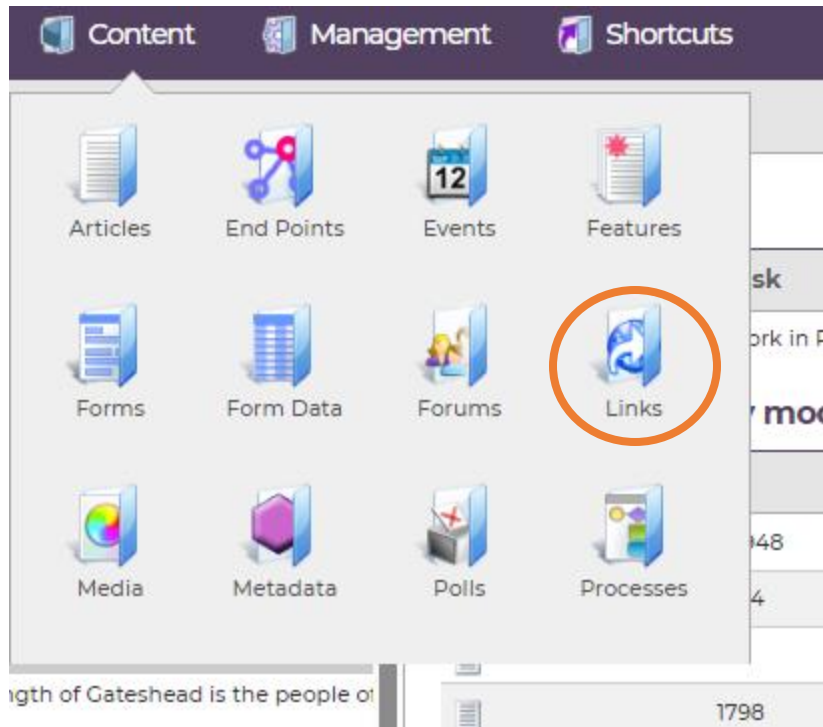
Your most recently modified articles

ID	Title	Description
 27834	Crafternoon: Origami Butterfly Mobiles	Create some pretty origami butterflies. Adults only. Pre-booking essential.
 28177	Kevin Scarlett, Interim Strategic Director, Housing, Environment and Healthy Co...	
 26055	Back to the floor blogs	
 28174	Peter Udall, Strategic Director Economy, Innovation and Growth, visits Peace of ...	
 28175	Iain Burns, Service Director, Office of the Chief Executive, visits our waste and rec...	
 2902	Mayor of Gateshead	
 20921	Former Mayors and Deputy Mayors of the borough from 1974	
 1476	Resources and Digital	Strategic Director: Darren Collins 433 3582
 34412	Prevent violent extremism	
 28160	How to make a complaint	

When you first log in, your in progress and recently modified pages will display here under 'Your most recently modified articles'

Look out for the paper and pencil icon, which illustrated in progress but not yet published

Adding a web or external link



To add a link, firstly go to Content > Links to check if the web link already exists in the links library

Enter the URL of the webpage into this search bar

A screenshot of the 'Links - External Link Library' interface. At the top right, there is a search bar with the text 'ID only' and a magnifying glass icon, which is circled in orange. Below the search bar, there is a table titled 'Your most recently modified links/groups'. The table has three columns: ID, Title, and Description. The table contains several rows of data, including links with IDs like 15997, 15996, 15995, 15994, 554, 15989, 15906, 15905, 15902, and 13038. On the left side, there is a sidebar with a list of links under the heading 'LINKS', including items like 'ASAPLive', 'beaconliving', 'Brighten the day', 'brightenthedayredirect', 'BusinessGateshead', 'customercontact', 'Digital service standards', 'DigitalGateshead', 'DigitalGatesheadNew', 'Embedded Links', 'FARNE', 'gateshead', 'Gateshead_demo', 'GatesheadArchive', 'GatesheadBeta', 'GatesheadCares', 'GatesheadCouncilHousing', 'GatesheadGoesLocal', 'Gatesheadhasyourback', 'gatesheadhasyourbackredirect', 'GatesheadHousing', 'gatesheadintranet', 'GatesheadLibraries', and 'Gatesheadlocalnatureandrecoverystrategy'.

Any matching results will display, the link I entered already exists, so I do not need to create a new link

Home Content Management Shortcuts Log out

Link Search and Replace

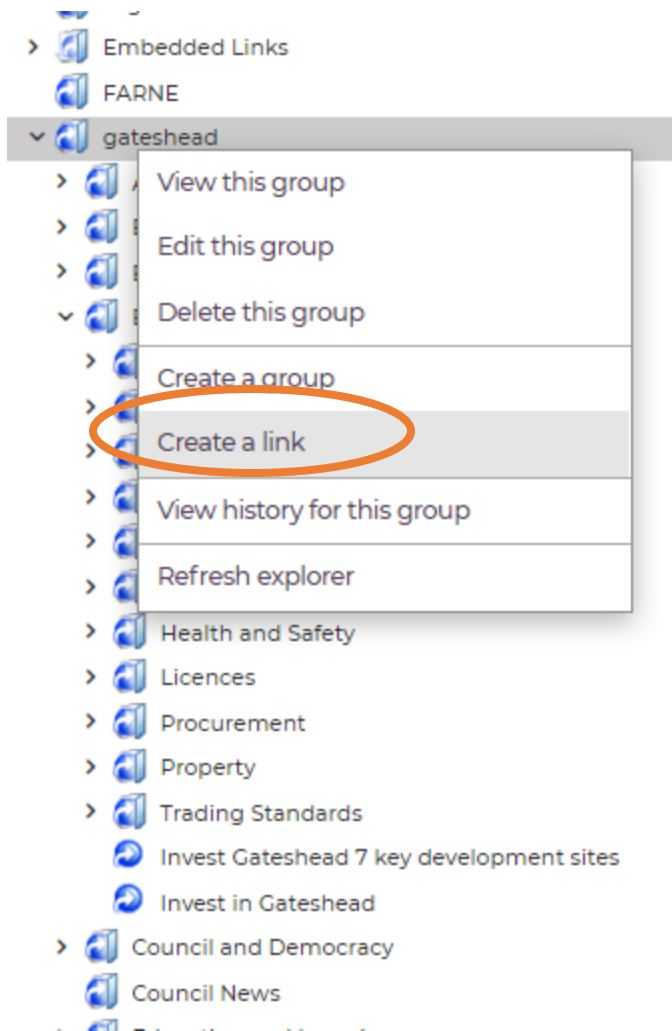
Search

Search criteria: ID only

There are 13 external links (listed below) to which you have access and that match your search criteria.

Matching links

ID	Title	Description	Status
5651	Operation Sanctuary_Article_10369	Embedded link for Article 10369	
6748	https://www.bbc.co.uk/news/business-49661636_Article_12770	Embedded link for Article 12770	
7752	BBC News Article 15309	Embedded link for Article 15309	
5106	BBC News		
9293	BBC news		
5074	BBC News		
5058	BBC News		
12894	BBC news article on Ukraine War	Link to BBC news article	
6585	BBC road deaths		
9224	BBC news		
7374	Climate change food calculator		
9291	BBC news -back to school		Live
11244	BBC Business		



If the weblink does not already exist, and is showing no matching results, you will need to create a new link.

You can skip this step if your link already exists.

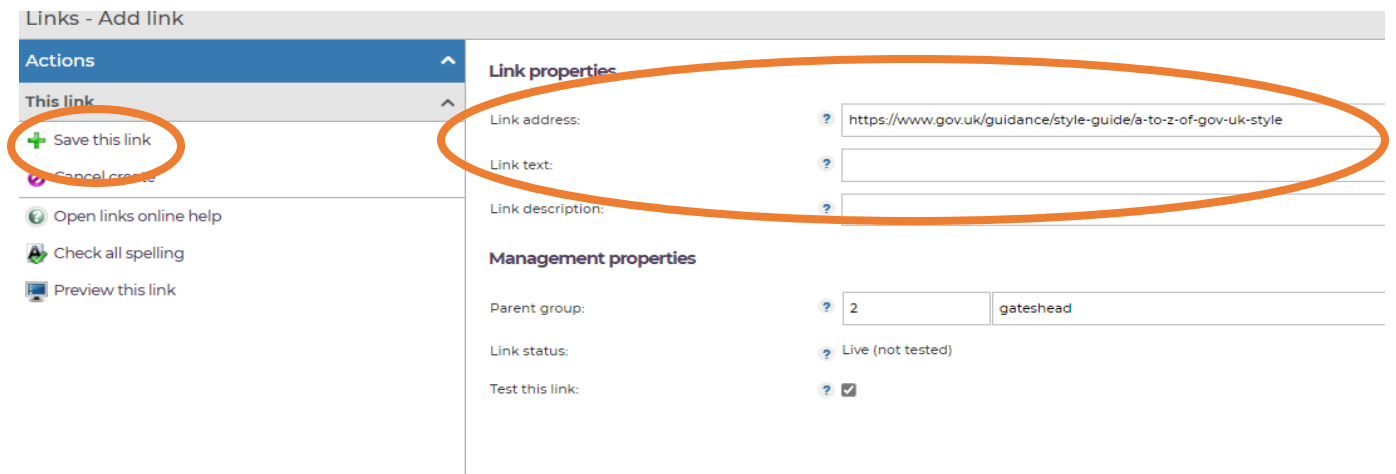
Right click on the folder you wish to add a link to in the link library.

Click create a link

Enter link url into link address

Add link name into link text i.e Gov.uk Style guide

When you're ready save this link



Actions ^

This article ^

- ✓ Submit this article
- 📄 Save this article as work in progress
- 📄 Save this article as work in progress and continue
- 🚫 Cancel edit
- 🔗 Open articles online help
- 🔗 Open template help
- 🔍 Check all spelling
- 🔍 Validate article
- ✅ Check article against template requirements
- 📄 Change template from Chill - Home
- 🖥️ Preview this article
- 📄 Show content using this article
- 📄 Show unsaved differences
- 📄 Show unpublished differences

This article text ^

- 🔍 Show HTML
- 📄 Import a document
- 🖥️ Maximize/minimize

Text Extra Related Content Site Security Schedule Properties Search Ordering

Summary Body

Body text ?



To add a link to an article, move your cursor to where you want the link to be.

Go to the inline feature in the toolbar

Select external link from the drop down

Inline Properties x

Inline Type: **Article Link** v

Article id: You must select exactly 1 article

<No article> Select Remove

🔍 Locate article

Title: You may enter some text

Style: v

Cancel OK

Inline Properties [X]

Inline Type: External Link [v]

Link: You must select exactly 1 link

<No link> [Select] [Remove]

Locate link [i]

Title: You may enter some text

Which window?: _self [v]

Style: [v]

[Cancel] [OK]

- LINKS
- > ASAPL
- > beaco
- Bright
- bright
- > Busine
- > custor
- > Digita
- > Digita
- > Digita
- FARNE
- > gatesl
- > Gatesl
- Gatesl

Click select to locate a link.

You can find the link by using the '>' tool to navigate through the link files

Or you can enter the link URL, select ID only, and search, which will pull back only matching results.

icm | Links [?] [X]

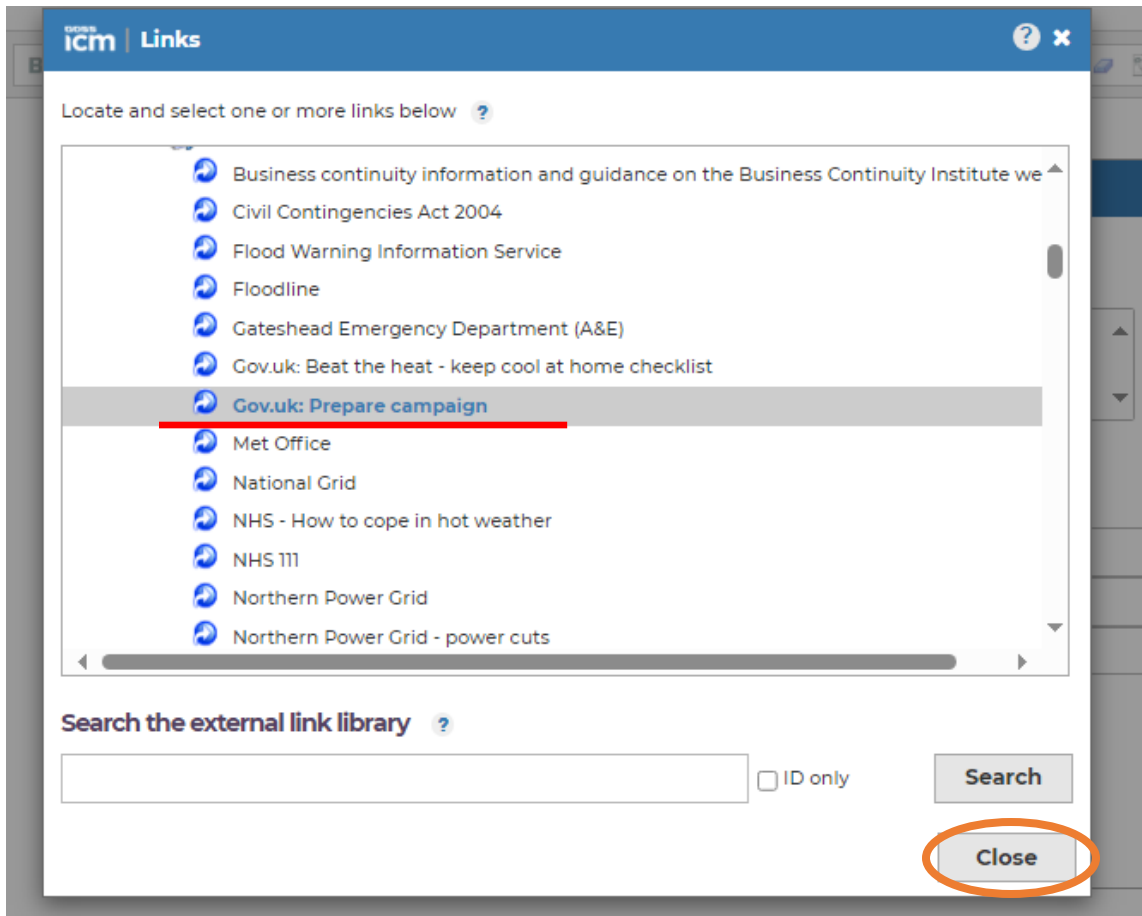
Locate and select one or more links below [?]

- LINKS
 - ASAPLive
 - > beaconliving
 - Brighten the day
 - brightthedayredirect
 - > BusinessGateshead
 - > customercontact
 - > Digital service standards
 - > DigitalGateshead
 - > DigitalGatesheadNew
 - FARNE
 - > gateshead
 - > Gateshead_demo
 - GatesheadArchive

Search the external link library [?]

https://www.gov.uk/ [x] ID only [Search]

[Close]



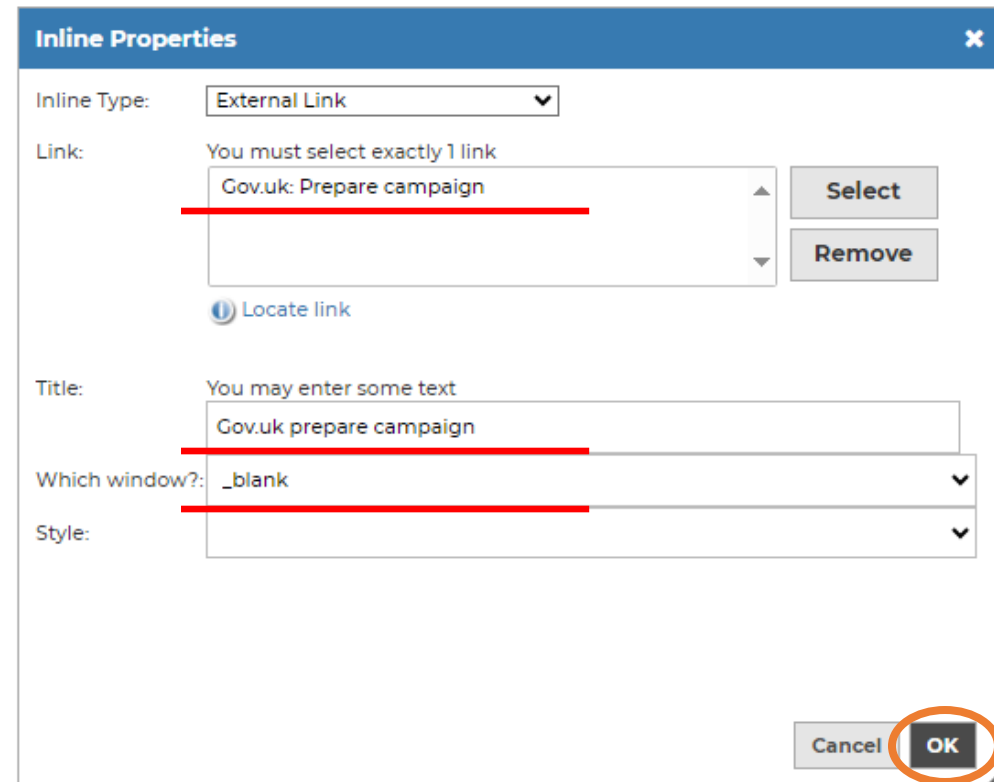
Double click on the link you wish to use and it will turn blue.



You can then click close.



The link will appear within this box.




Add a title, which is what will be seen by the user.






Choose `_blank` for external weblinks from the dropdown.





-  Save this article as work in progress and continue
-  Cancel edit

-  Open articles online help
-  Open template help

-  Check all spelling
-  Validate article
-  Check article against template requirements

-  Change template from Chill - Home
-  Preview this article
-  Show content using this article
-  Show unsaved differences
-  Show unpublished differences

- This article text** 

-  Show HTML

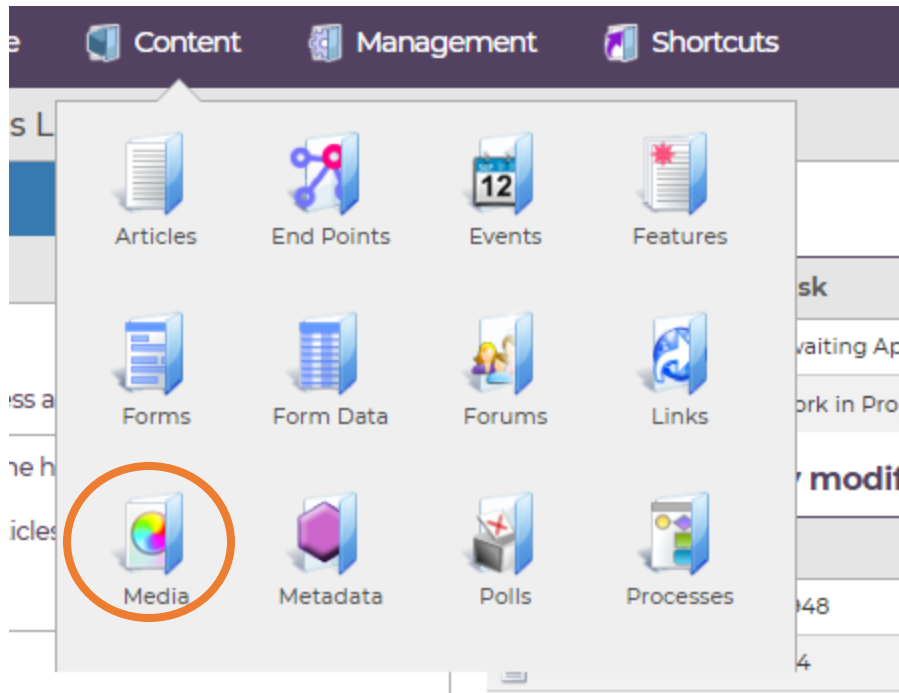


An icon will appear to show a link has been added to the article.

To preview how this will look once published click preview this article.

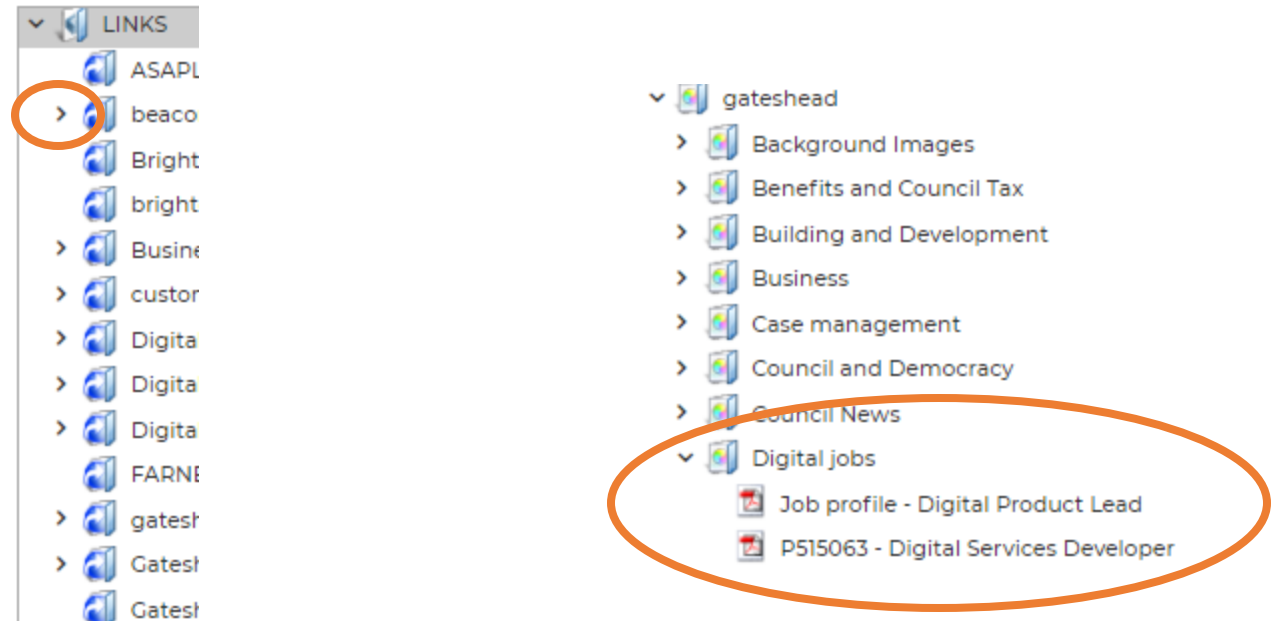
Remember to submit this article once you are finished making any modifications.

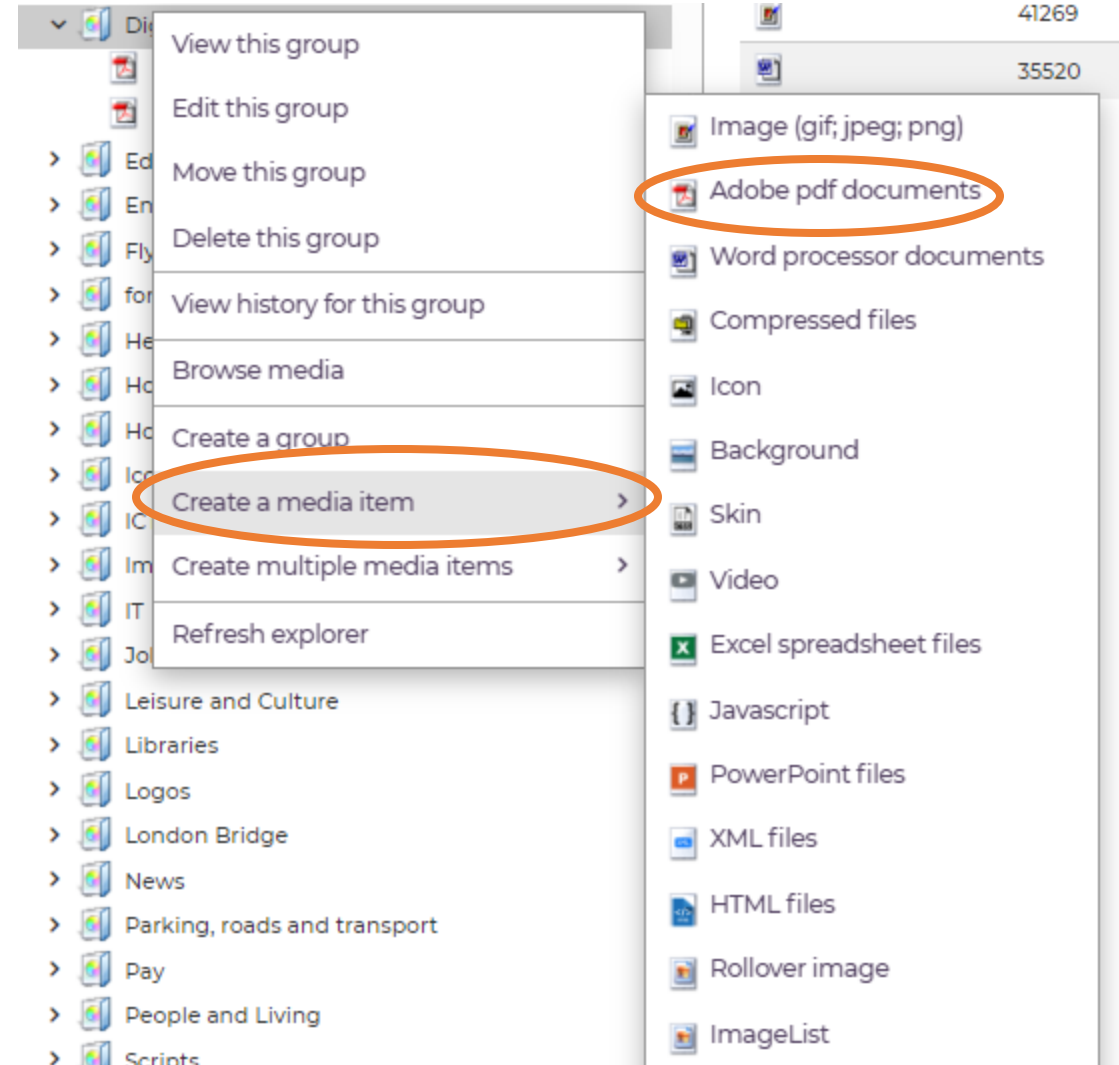
Adding a PDF, word document or image



To add a document, firstly go to Content > Media

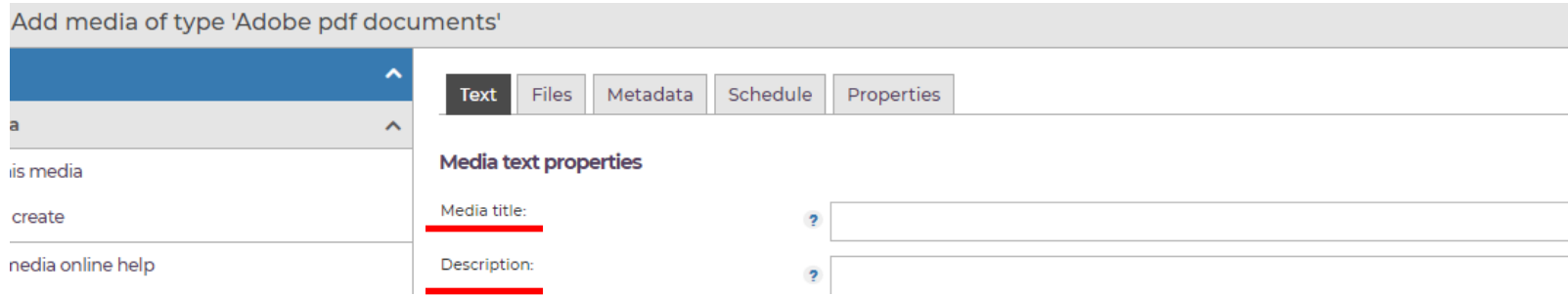
Check the folders to see if the document already exists.
Navigate through the folders using the >
Open the file which you want to place the document.



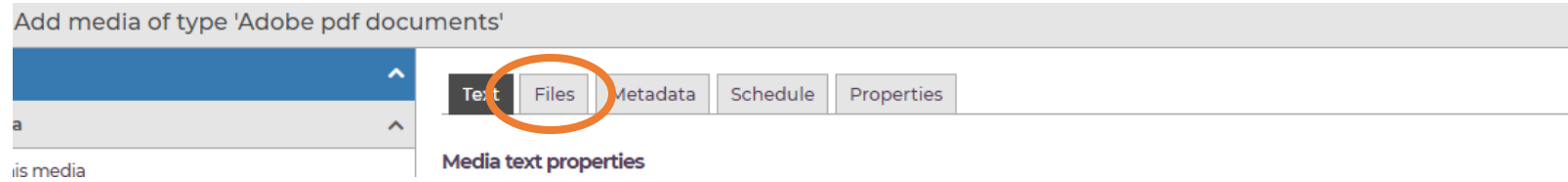


Right click, then select create a media item

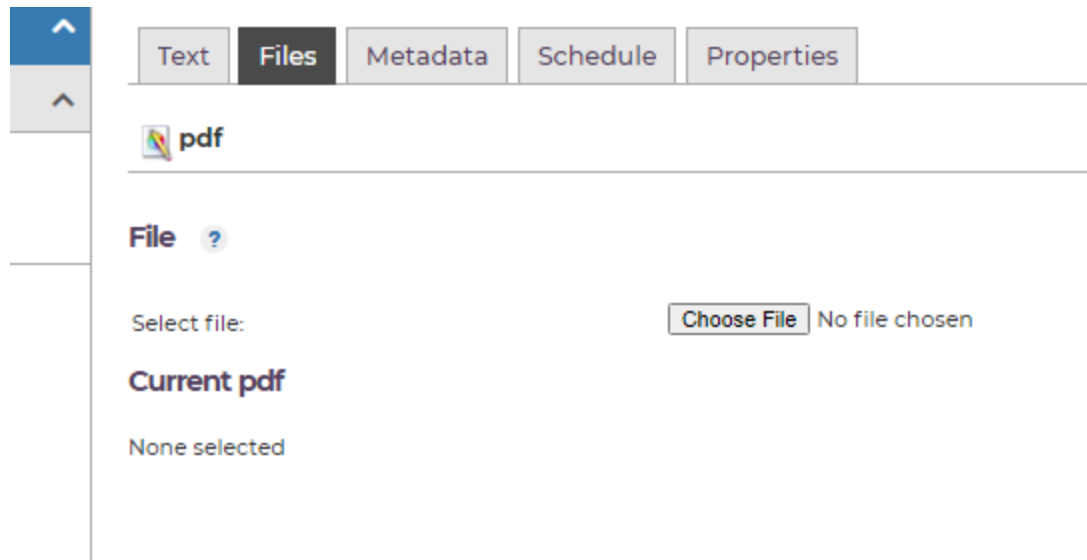
Select which type of media item you wish to add, this can be any of the options listed here, but the majority of our attachments are PDF's, word documents or image



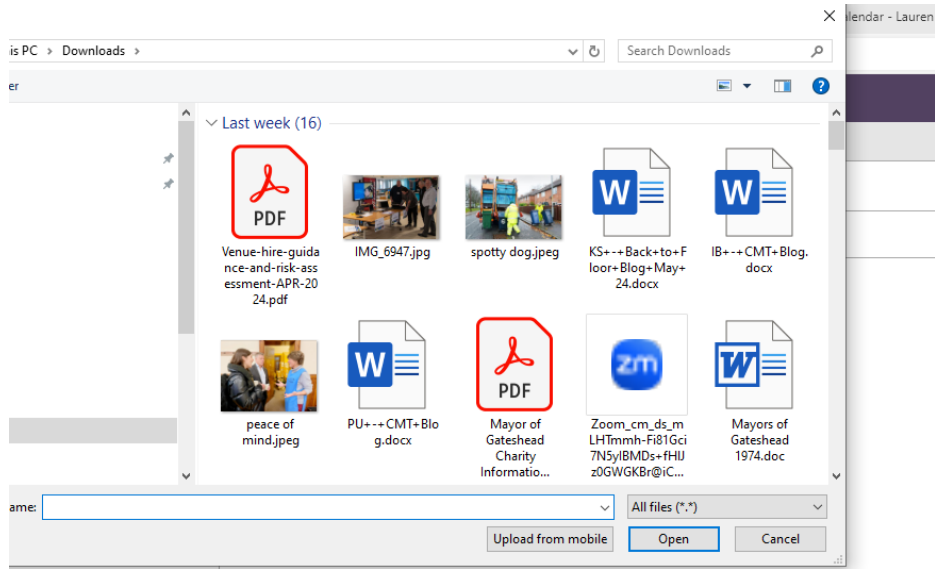
Enter a name for your document in the media title, and a description, you need to do this before you can attach your file.



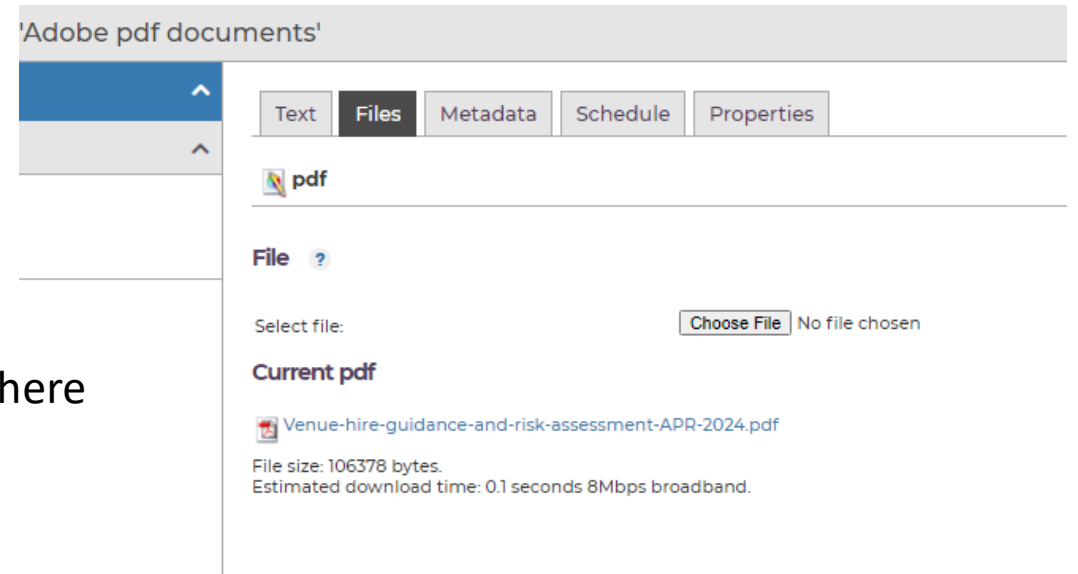
Move to the files tab



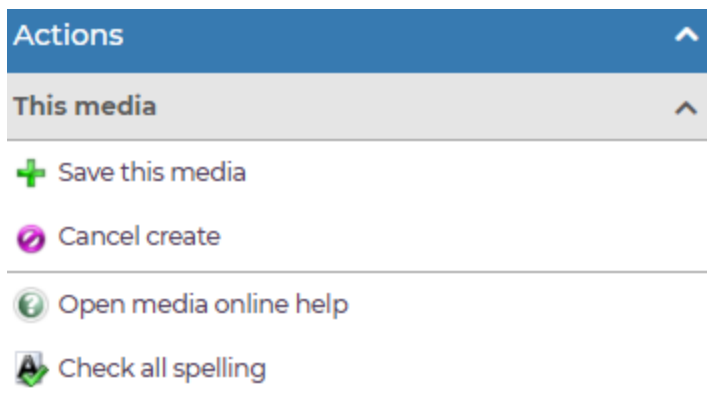
Click on choose file



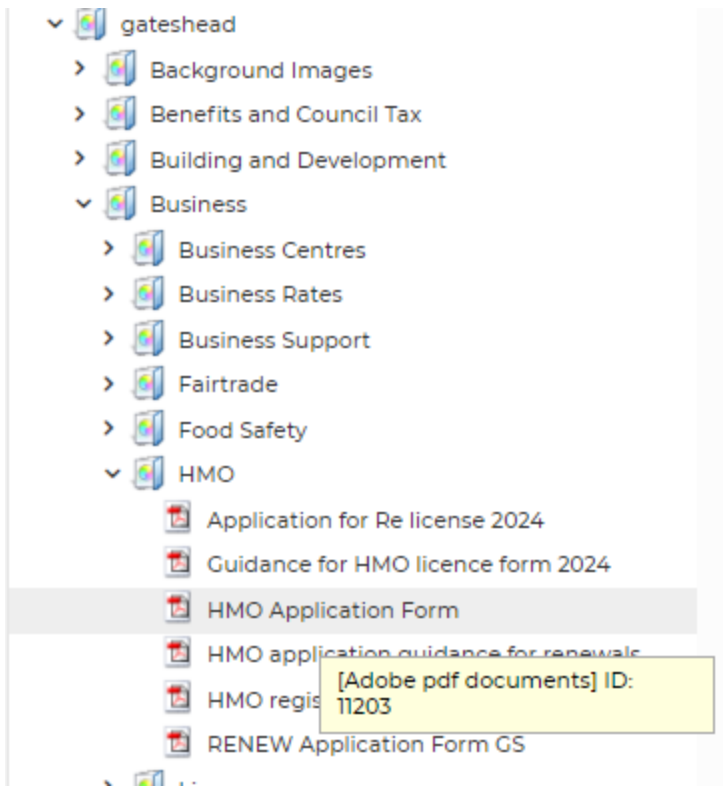
Your files will open, select which file you wish to upload



The file you selected will appear here



You can then select save this media



Each document you create will have a unique ID number. You note this down, to assist you with finding your file to add to an article.

It is also helpful to note, for when you need to update out of date documents you have uploaded to the system.

Actions

This article

- Submit this article
- Save this article as work in progress
- Save this article as work in progress and continue
- Cancel edit
- Open articles online help
- Open template help
- Check all spelling
- Validate article
- Check article against template requirements
- Change template from Chill - Home
- Preview this article
- Show content using this article
- Show unsaved differences
- Show unpublished differences


This article text

- Show HTML
- Import a document
- Maximize/minimize

Text Extra Related Content Site Security Schedule Properties Search Ordering

Summary Body

Body text ?



To add a document to an article, move your cursor to where you want the document to be.

Go to the inline feature in the toolbar

Select document link from the drop down

Inline Properties

Inline Type: **Article Link**

Article id: You must select exactly 1 article

<No article> **Select** **Remove**

Locate article

Title: You may enter some text

Style:

Cancel **OK**

be adopted in connection with the financial operations of the council. Specific reference is made to the appr

n such a w

ies. If there is any

Inline Properties

Inline Type: Document Link

Document: You must select exactly 1 media item
<No media item> **Select** Remove

Locate media

Title: You may enter some text

Which window?: _self

Cancel OK

Use the > to navigate through the files to find your document, or you can enter the file ID number into the search bar, select ID only, and search.

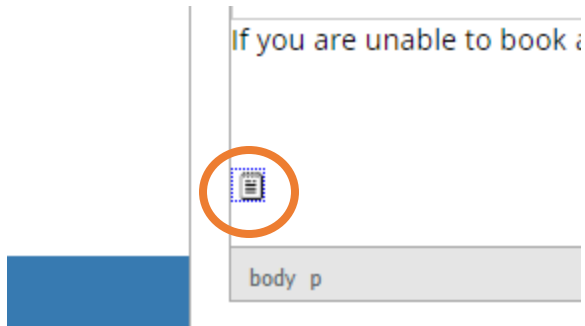
Media Items

Locate and select one or more media items below

- MEDIA
 - ASAPLive
 - beaconliving
 - brightenthedayredirect
 - BusinessGateshead
 - Contributed
 - contributedmedia
 - css
 - customercontact
 - DigitalGateshead
 - DigitalGatesheadNew
 - FARNE
 - gateshead
 - Gateshead_demo

Search the media library

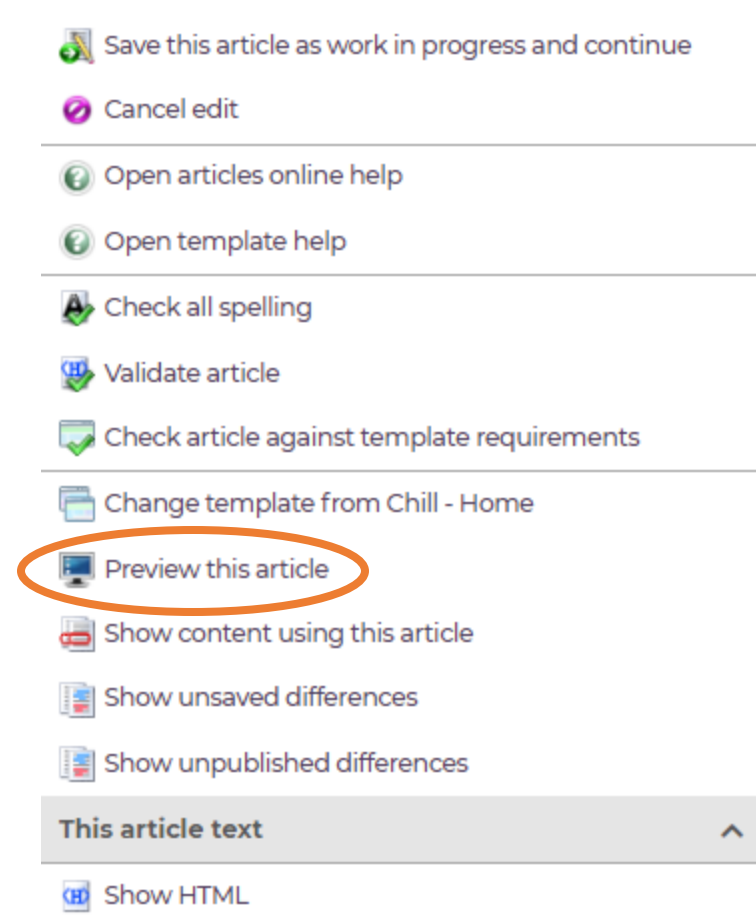
ID only **Search** Close



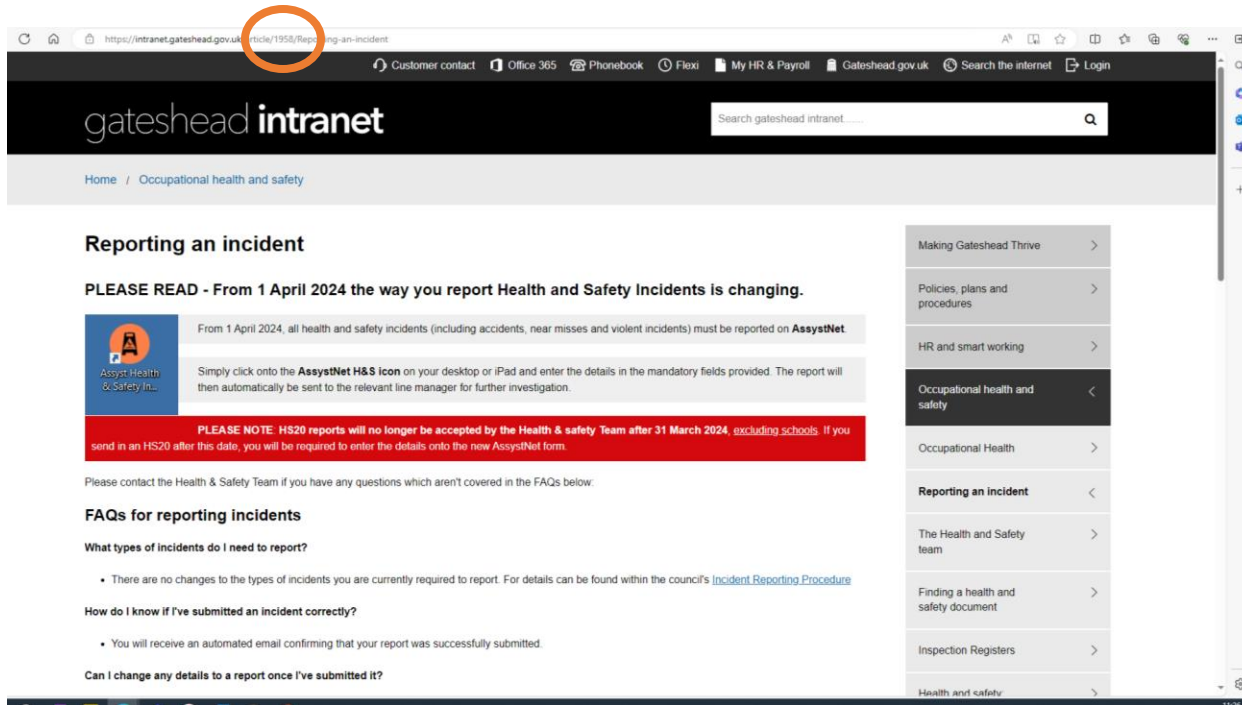
An icon will appear to show the document or image has been added to the article.

To preview how this will look once published click preview this article.

Remember to submit this article once you are finished making any modifications.

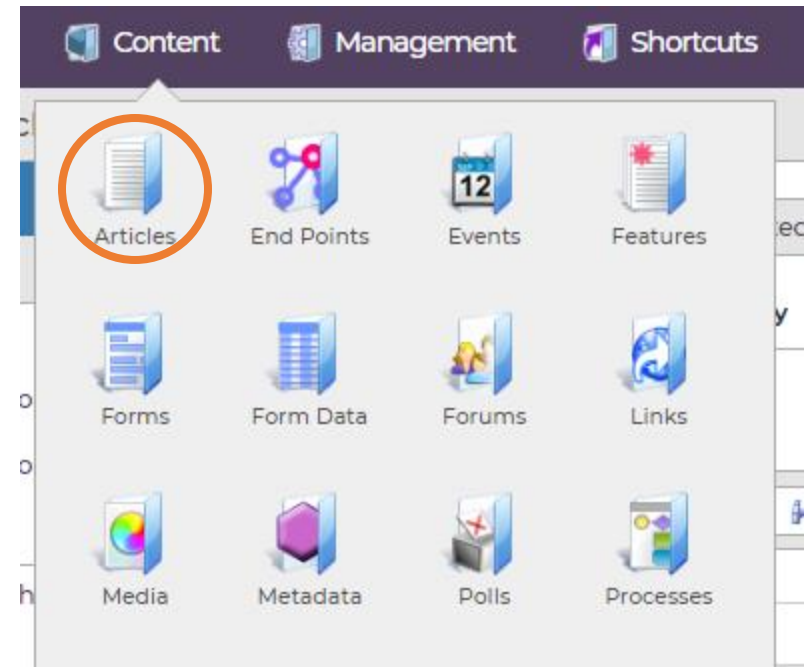


Replacing/updating a document



Find the page which contains the document which you want to edit or replace.

Go into ICM and go to articles



Log out

PROD

ID only

?

Type in the article ID number, select ID only and search


Find the inline containing the article you wish to edit or replace and double click.

Thursday 14 November

Monday 18 November

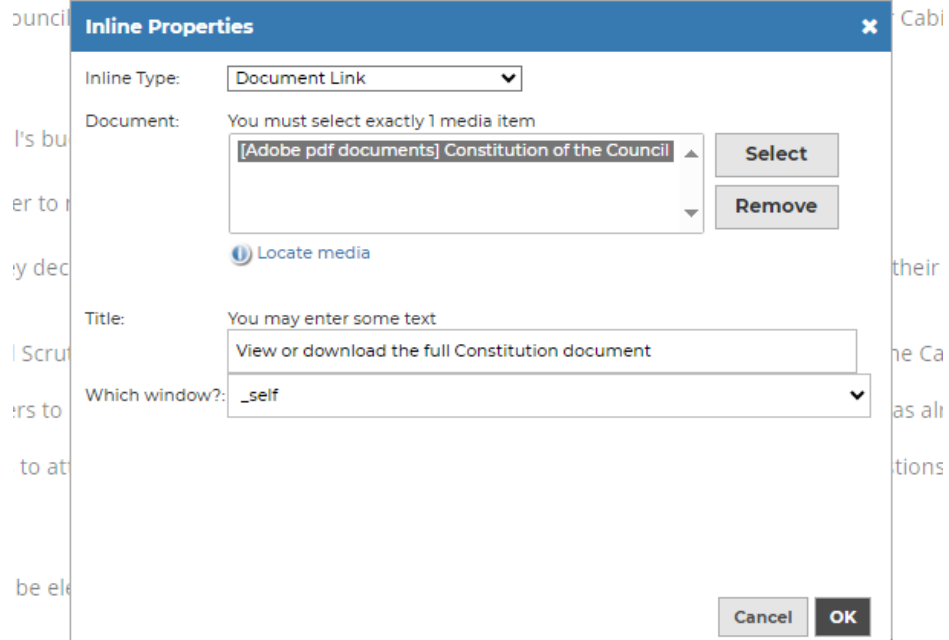
Thursday 28 November

If you are unable to book an event, please



body p

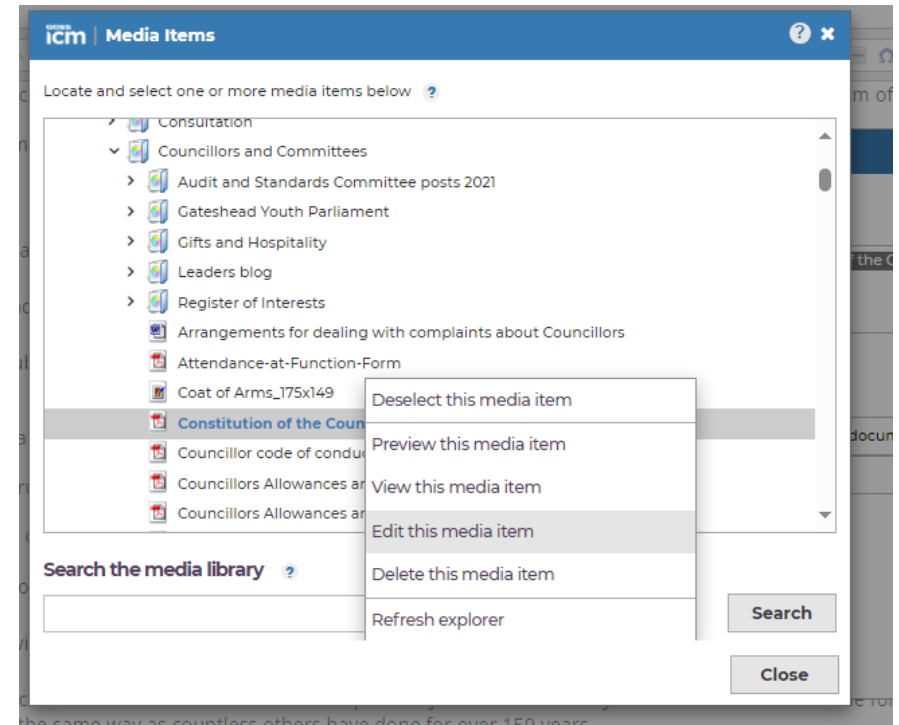
ation, in May 2002, based on a Letter and Cabinet form of procedure.



resent you in the same way, and there will still be a role for a Mayor in Gateshead - who will be done for over 150 years.

It will display the existing document, double click on the document name.

It will display the existing document, in the folder structure. Right click, and select edit this media item



the same way as countless others have done for over 150 years.

cil'

Text Files Metadata Schedule Properties

Media text properties

Media title: ? Constitution of the Council

Description: ? Constitution of the Council

Keywords: ?

Article link: ? 0

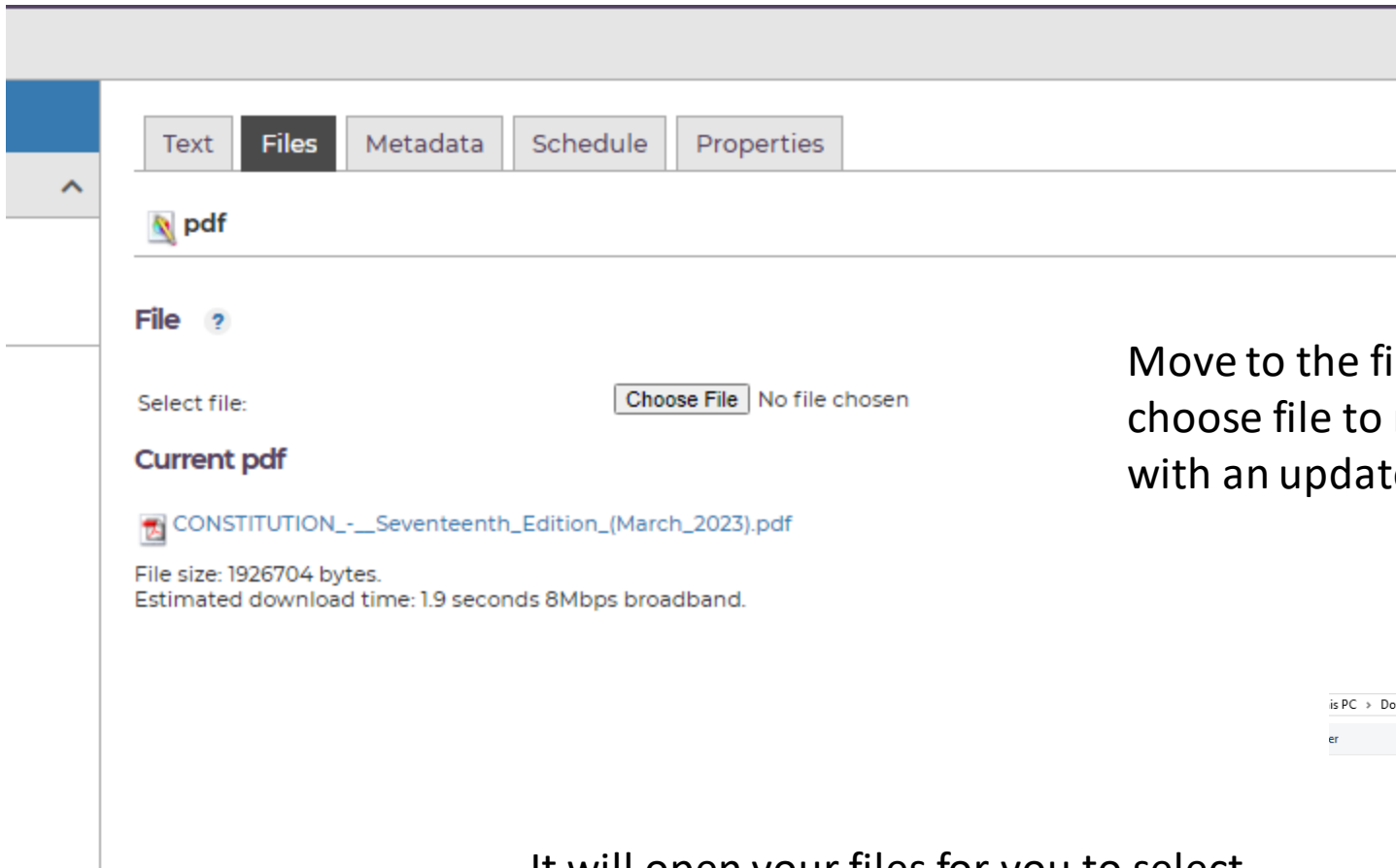
[Locate article](#) [Preview article](#)

External link: ? 0

[Locate link](#) [Preview link](#)

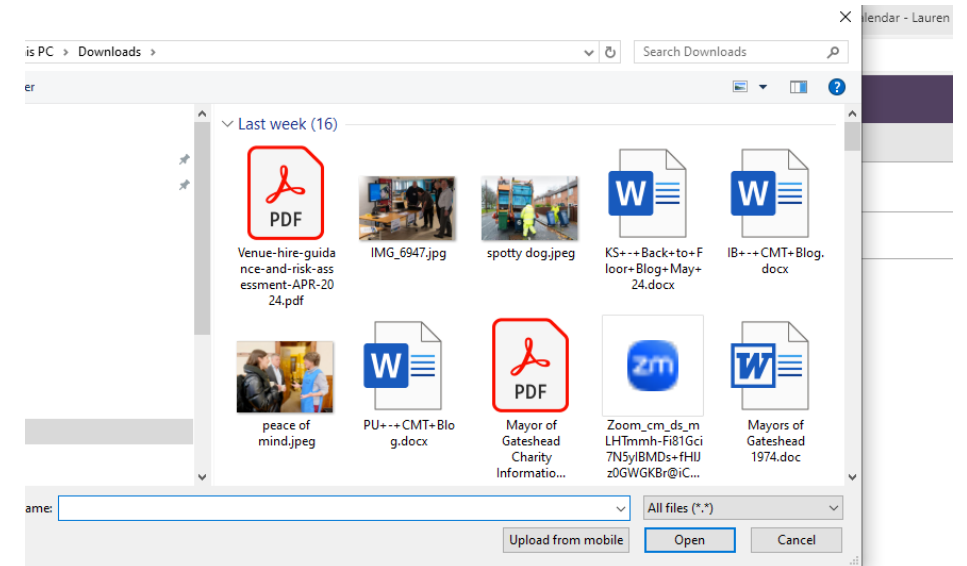
⋮

It will display the existing document, you can edit the media name and description



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Edit media 'Constitution of the Council'

Actions

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- ✓ Save this media
- ✗ Cancel edit
- 🔗 Open media online help
- 🔍 Check all spelling
- 📄 Show content using this media

Text **Files** Metadata Schedule Properties

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