govAccess

Send by govDelivery

Overview

GRANICUS

September 2021

Background

Starting in August 2020, eNotify functionality within the CMS is being replaced with a new integration with govDelivery. CMS content editors will still be able to send email notifications for **News Stories, Calendar Events, Job Posts,** and **RFP Posts**, but instead of using the eNotification tool, they will now leverage a process based on the govDelivery infrastructure: "Send by govDelivery."

This integration will provide the following **free** benefits to govAccess clients and their constituents:

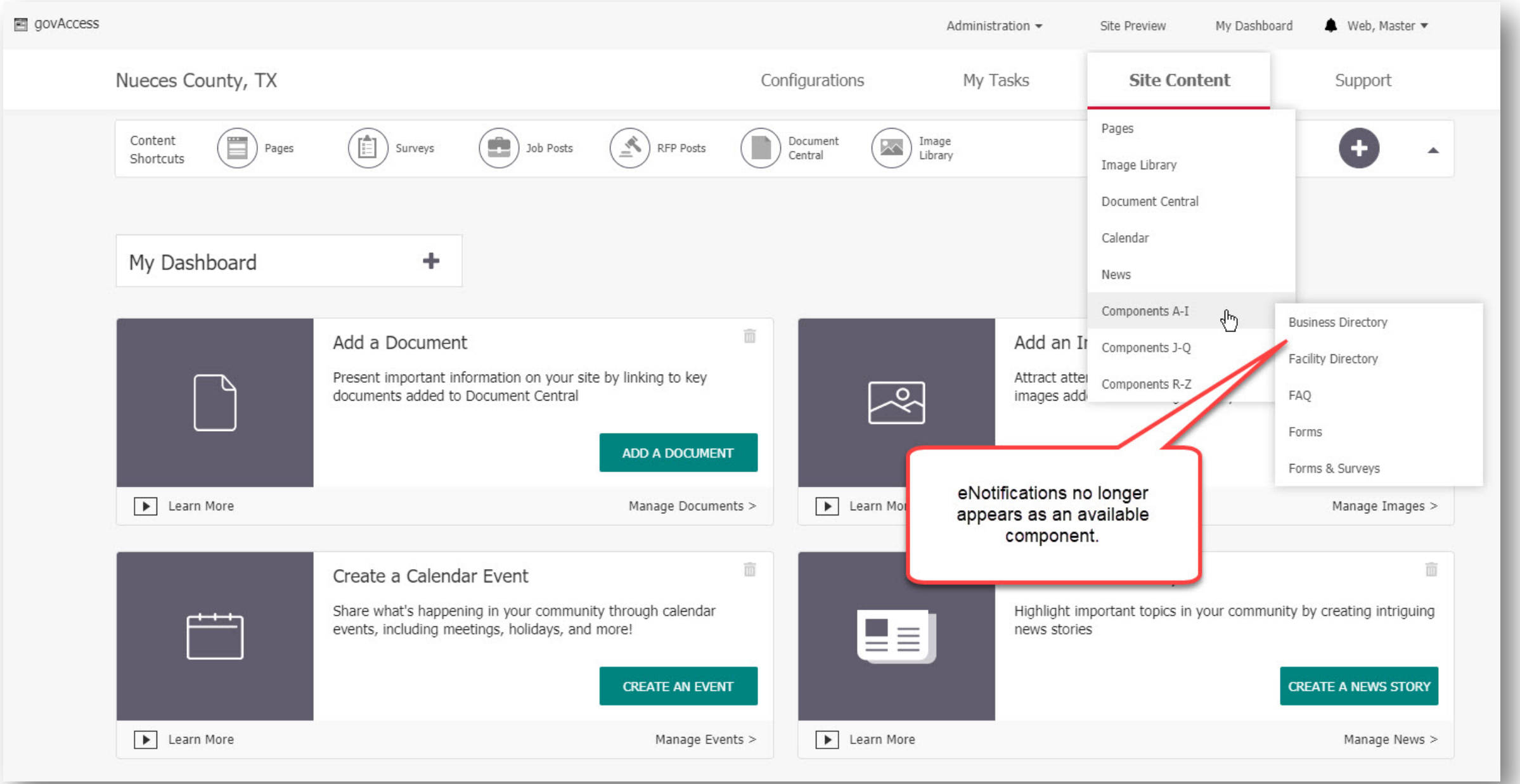
1. It will provide more stability, scalability and reliable delivery for notifications.
2. Notification subscribers will now have access to content from other municipalities in the widespread govDelivery network.
3. Notifications will be based on a single email and bulletin template specifically branded for a client's institution.

   (Clients with **both** govAccess and govDelivery will be able to base bulletins on **any** template in their library.)

How the Integration Works

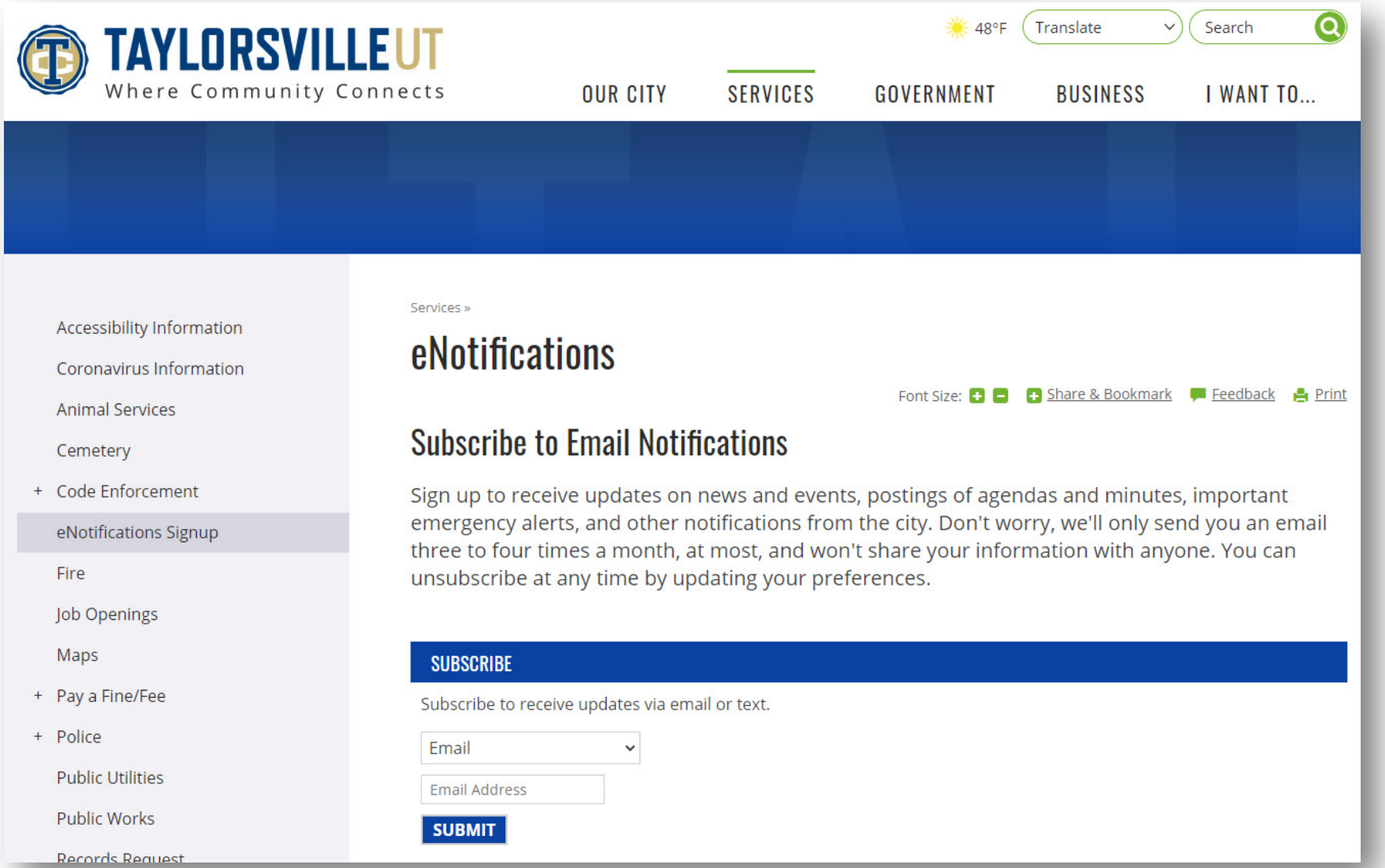
1. The CMS is configured by support to send email via govDelivery.
    a. “eNotification” sign-up widgets on site pages are replaced with “govDelivery” widgets and “govDelivery” overlays are applied to site pages where and if desired.
    b. “Topics” are created in govDelivery to match existing enotification “Categories” (Users now subscribe to **topics**, not categories.)
    c. Existing enotification subscribers are uploaded to govDelivery.
    d. The enotification component is disabled in the CMS.
2. CMS Content Editors set content for enotification by checking the “Send email notification (powered by govDelivery)” checkbox and assigning it to the desired topic(s).
3. Content can still be assigned to “Categories,” but only for the purpose of filtering what appears in associated widgets.
4. Users subscribe to topics via a govDelivery sign-up page and receive emails and associated bulletins generated by govDelivery.

1. The CMS is configured by support to send email via govDelivery. (The eNotifications component is disabled.)

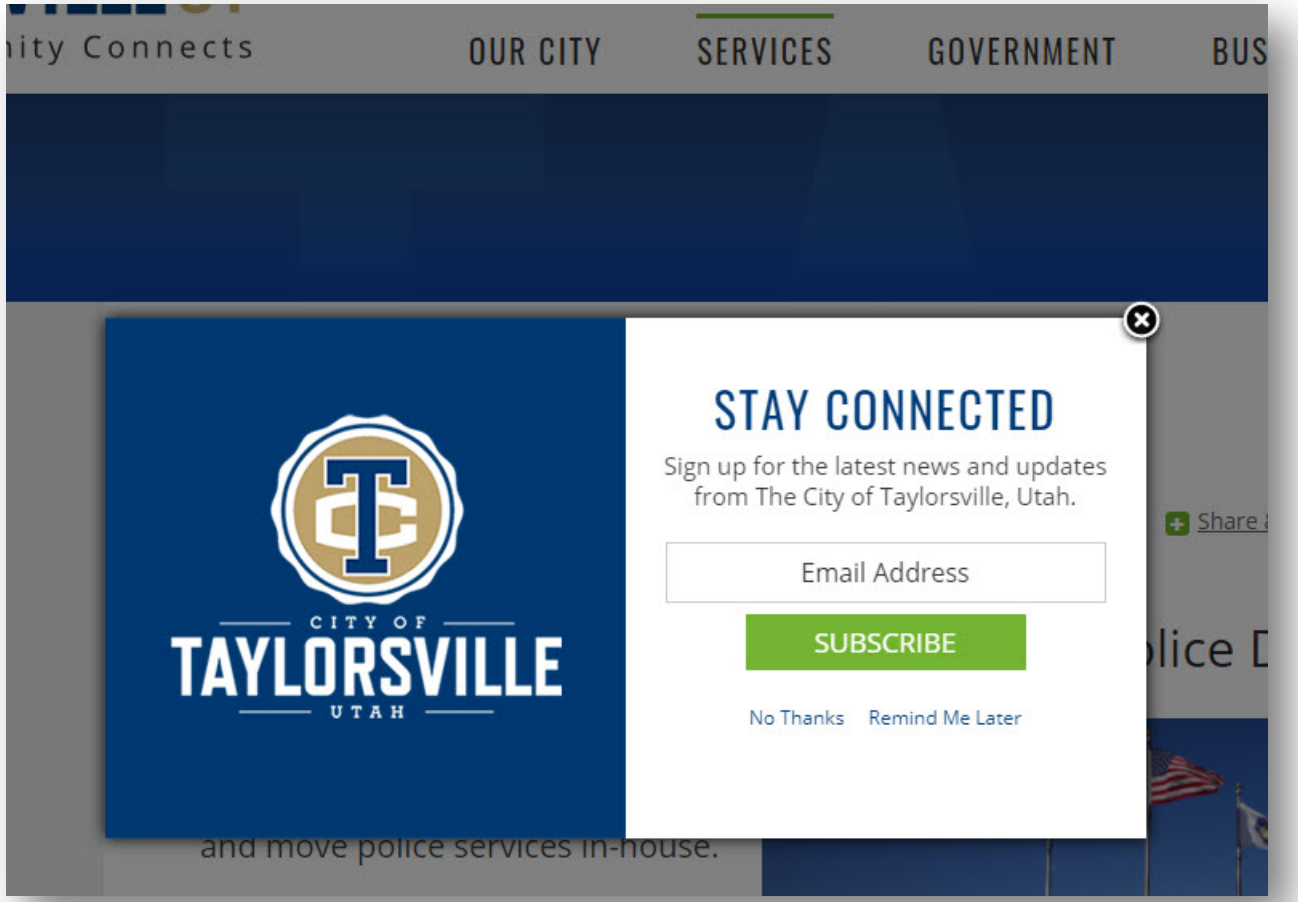

govAccess
Administration
Site Preview
My Dashboard
Web, Master
Nueces County, TX
Configurations
My Tasks
Site Content
Support
Content Shortcuts
Pages
Surveys
Job Posts
RFP Posts
Document Central
Image Library
Pages
Image Library
Document Central
Calendar
News
Components A-I
Components J-Q
Components R-Z
Business Directory
Facility Directory
FAQ
Forms
Forms & Surveys
My Dashboard
Add a Document
Present important information on your site by linking to key documents added to Document Central
ADD A DOCUMENT
Learn More
Manage Documents >
Add an I
Attract atte
images add
Learn Mo
Manage Images >
eNotifications no longer appears as an available component.
Create a Calendar Event
Share what's happening in your community through calendar events, including meetings, holidays, and more!
CREATE AN EVENT
Learn More
Manage Events >
Highlight important topics in your community by creating intriguing news stories
CREATE A NEWS STORY
Learn More
Manage News >

2. “eNotification” sign-up widgets on site pages are replaced with “govDelivery” widgets (govDelivery sign-up overlays are applied as needed)

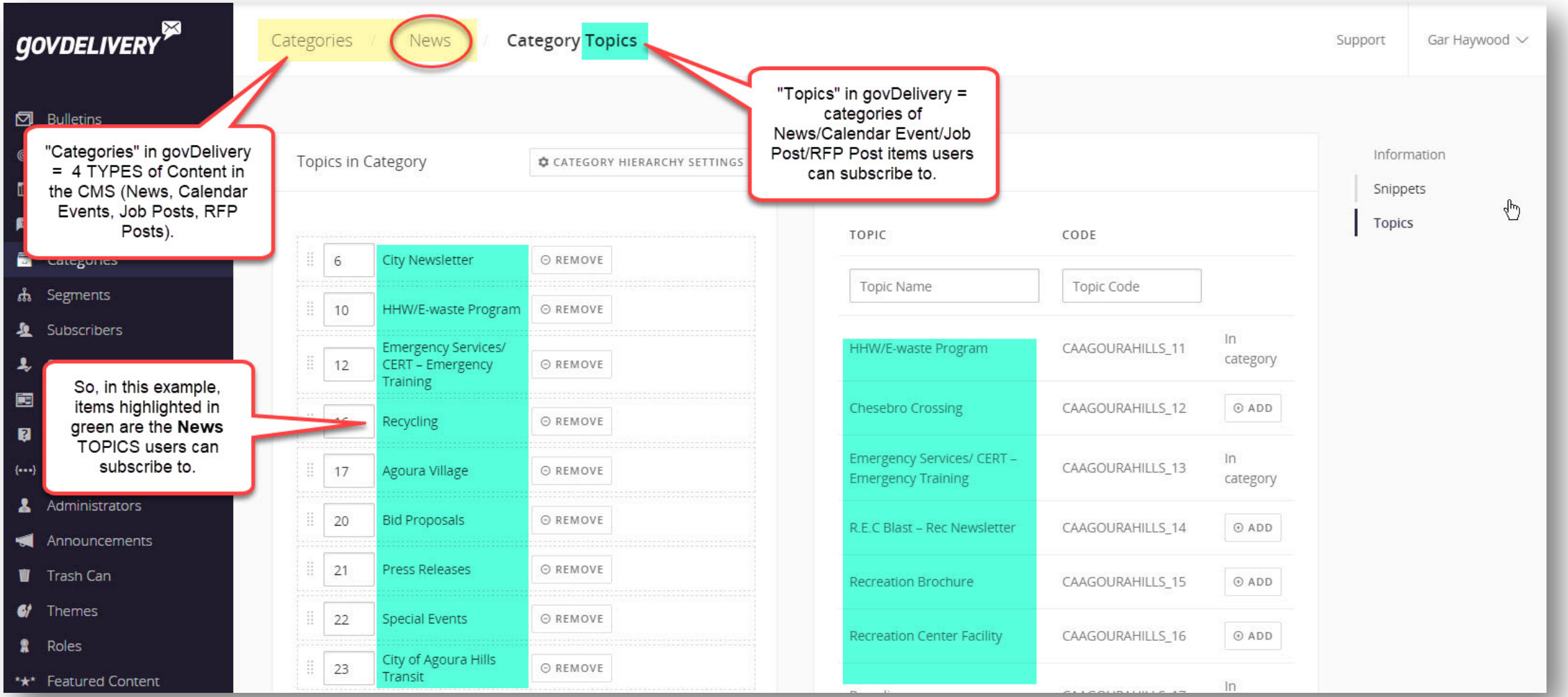
govDelivery sign-up widget replaces eNotification widget throughout the site.



govDelivery sign-up overlays are placed on the homepage and interior pages as desired.

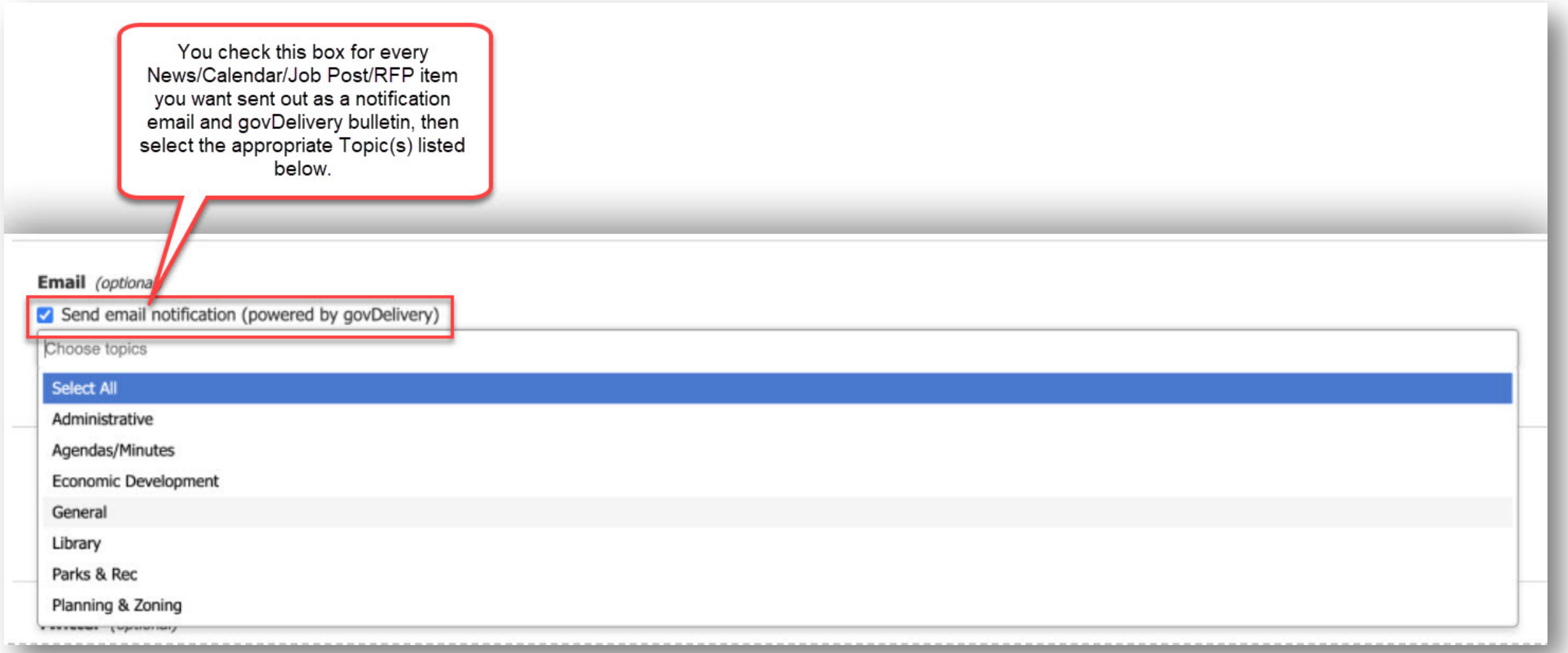


3. “Topics” are created in govDelivery to match existing enotification “Categories” (Users now subscribe to topics, not categories)

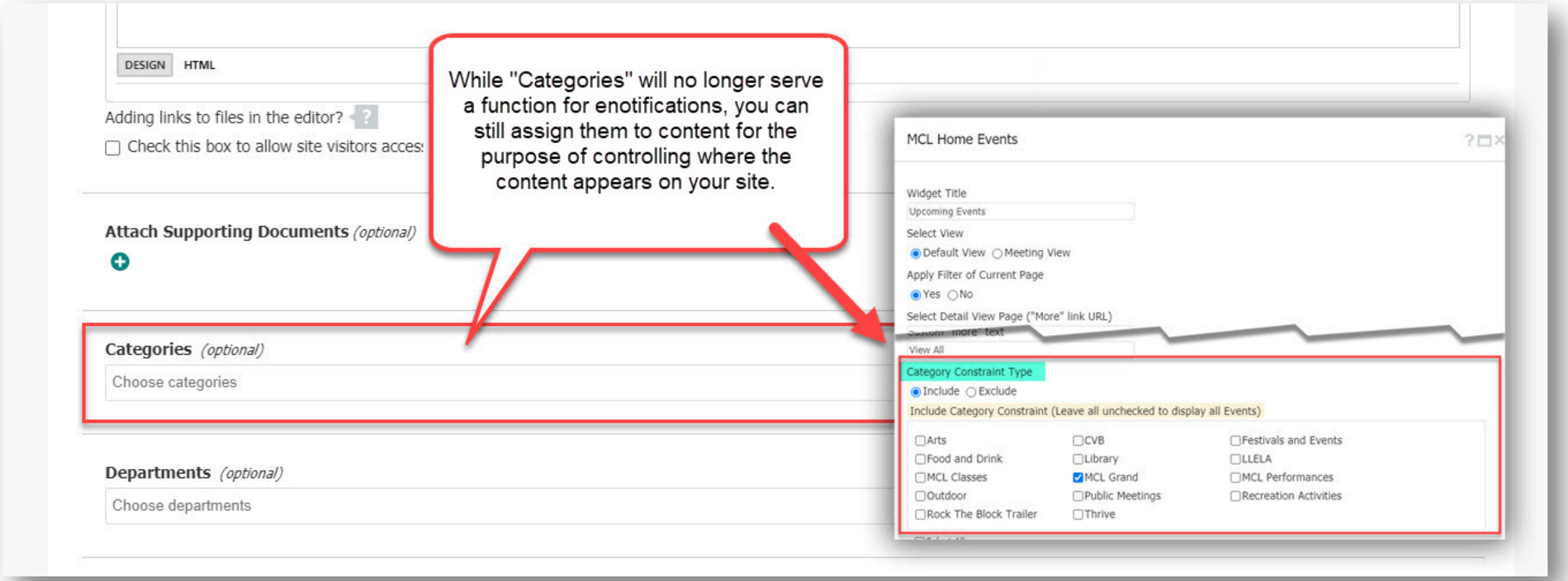


Management of topics will be done through govDelivery. govAccess clients who don't also own the full govDelivery product must rely on support to make additions/changes.

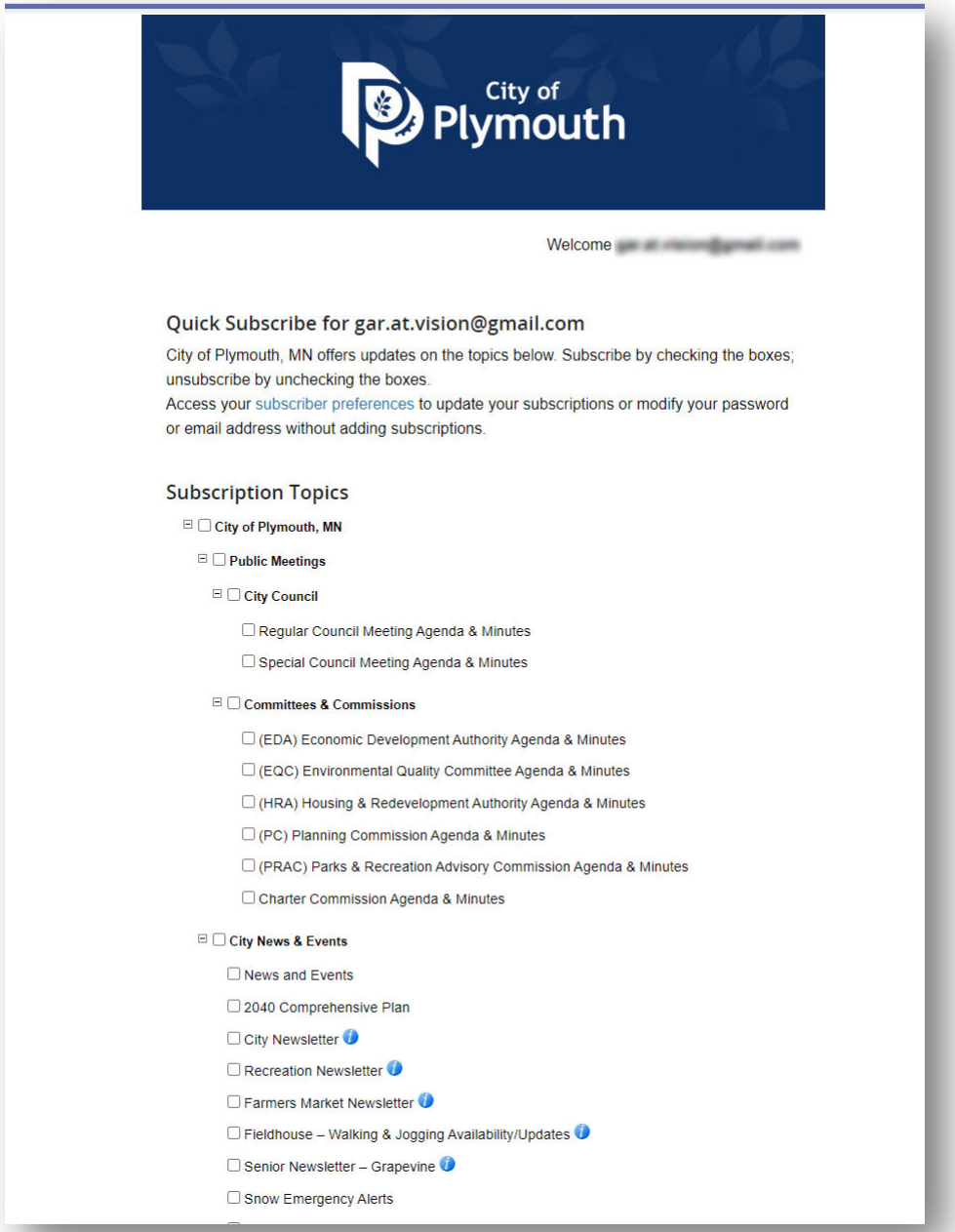
4. CMS Content Editors set content for enotification by checking the “Send email notification (powered by govDelivery)” checkbox and assigning it to the desired topic(s).


You check this box for every News/Calendar/Job Post/RFP item you want sent out as a notification email and govDelivery bulletin, then select the appropriate Topic(s) listed below.
Email
Send email notification (powered by govDelivery)
Choose topics
Select All
Administrative
Agendas/Minutes
Economic Development
General
Library
Parks & Rec
Planning & Zoning

5. Content “Categories” in the CMS now only function to filter what appears in associated widgets.

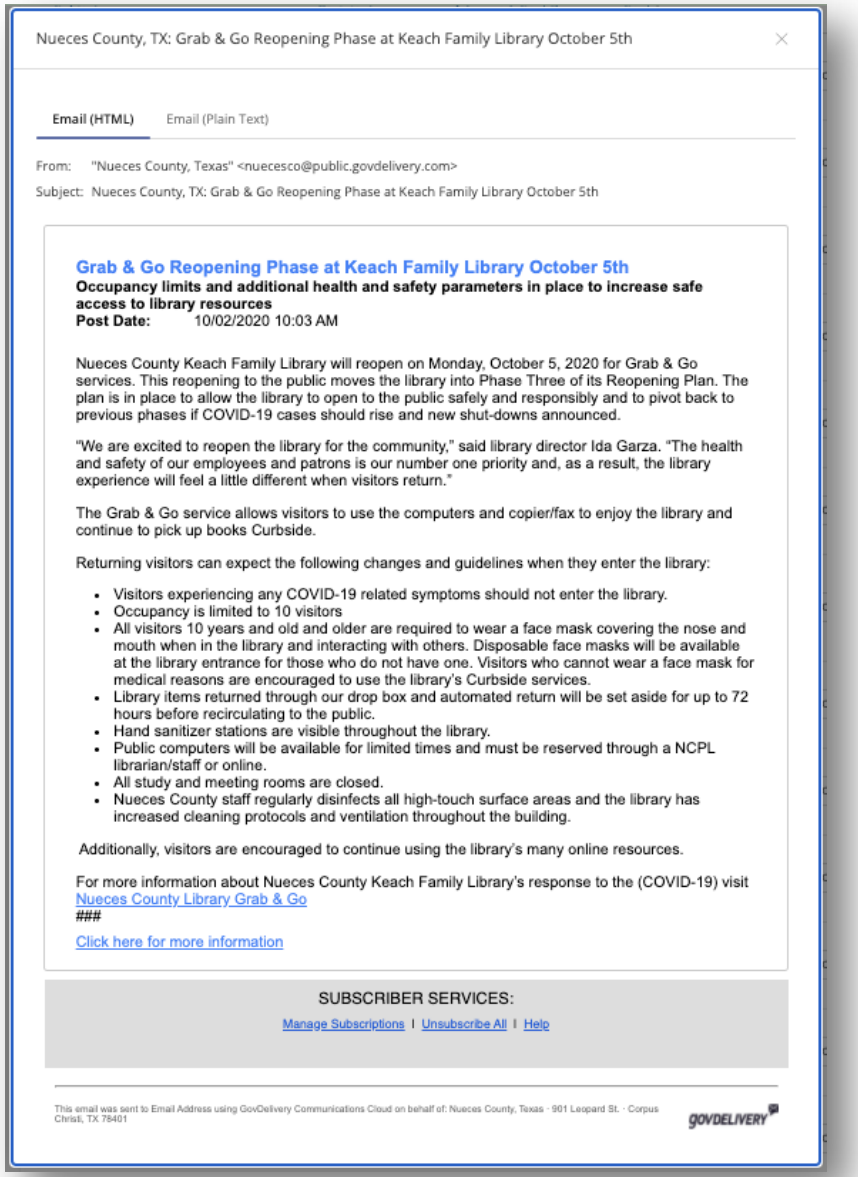

DESIGN
HTML
Adding links to files in the editor?
Check this box to allow site visitors acces
Attach Supporting Documents (optional)
Categories (optional)
Choose categories
Departments (optional)
Choose departments
While "Categories" will no longer serve a function for enotifications, you can still assign them to content for the purpose of controlling where the content appears on your site.
MCL Home Events
Widget Title
Upcoming Events
Select View
Default View
Meeting View
Apply Filter of Current Page
Yes
No
Select Detail View Page ("More" link URL)
View All
Category Constraint Type
Include
Exclude
Include Category Constraint (Leave all unchecked to display all Events)
Arts
CVB
Festivals and Events
Food and Drink
Library
LLELA
MCL Classes
MCL Grand
MCL Performances
Outdoor
Public Meetings
Recreation Activities
Rock The Block Trailer
Thrive

6. Users subscribe to topics via govDelivery and receive emails and bulletins generated by govDelivery.



govDelivery sign-up overlays and widgets on govAccess website now direct visitors to a govDelivery Quick Subscribe page, where they can select the topics they want to receive notifications for.

Example of the email topic subscribers receive.



Nueces County, TX: Grab & Go Reopening Phase at Keach Family Library October 5th

Email (HTML) Email (Plain Text)

From: "Nueces County, Texas" <nuecesco@public.govdelivery.com>

Subject: Nueces County, TX: Grab & Go Reopening Phase at Keach Family Library October 5th

Grab & Go Reopening Phase at Keach Family Library October 5th

Occupancy limits and additional health and safety parameters in place to increase safe access to library resources

Post Date: 10/02/2020 10:03 AM

Nueces County Keach Family Library will reopen on Monday, October 5, 2020 for Grab & Go services. This reopening to the public moves the library into Phase Three of its Reopening Plan. The plan is in place to allow the library to open to the public safely and responsibly and to pivot back to previous phases if COVID-19 cases should rise and new shut-downs announced.

"We are excited to reopen the library for the community," said library director Ida Garza. "The health and safety of our employees and patrons is our number one priority and, as a result, the library experience will feel a little different when visitors return."

The Grab & Go service allows visitors to use the computers and copier/fax to enjoy the library and continue to pick up books Curbside.

Returning visitors can expect the following changes and guidelines when they enter the library:

- Visitors experiencing any COVID-19 related symptoms should not enter the library.
- Occupancy is limited to 10 visitors
- All visitors 10 years and old and older are required to wear a face mask covering the nose and mouth when in the library and interacting with others. Disposable face masks will be available at the library entrance for those who do not have one. Visitors who cannot wear a face mask for medical reasons are encouraged to use the library's Curbside services.
- Library items returned through our drop box and automated return will be set aside for up to 72 hours before recirculating to the public.
- Hand sanitizer stations are visible throughout the library.
- Public computers will be available for limited times and must be reserved through a NCPL librarian/staff or online.
- All study and meeting rooms are closed.
- Nueces County staff regularly disinfects all high-touch surface areas and the library has increased cleaning protocols and ventilation throughout the building.

Additionally, visitors are encouraged to continue using the library's many online resources.

For more information about Nueces County Keach Family Library's response to the (COVID-19) visit Nueces County Library Grab & Go

###

Click here for more information

SUBSCRIBER SERVICES:

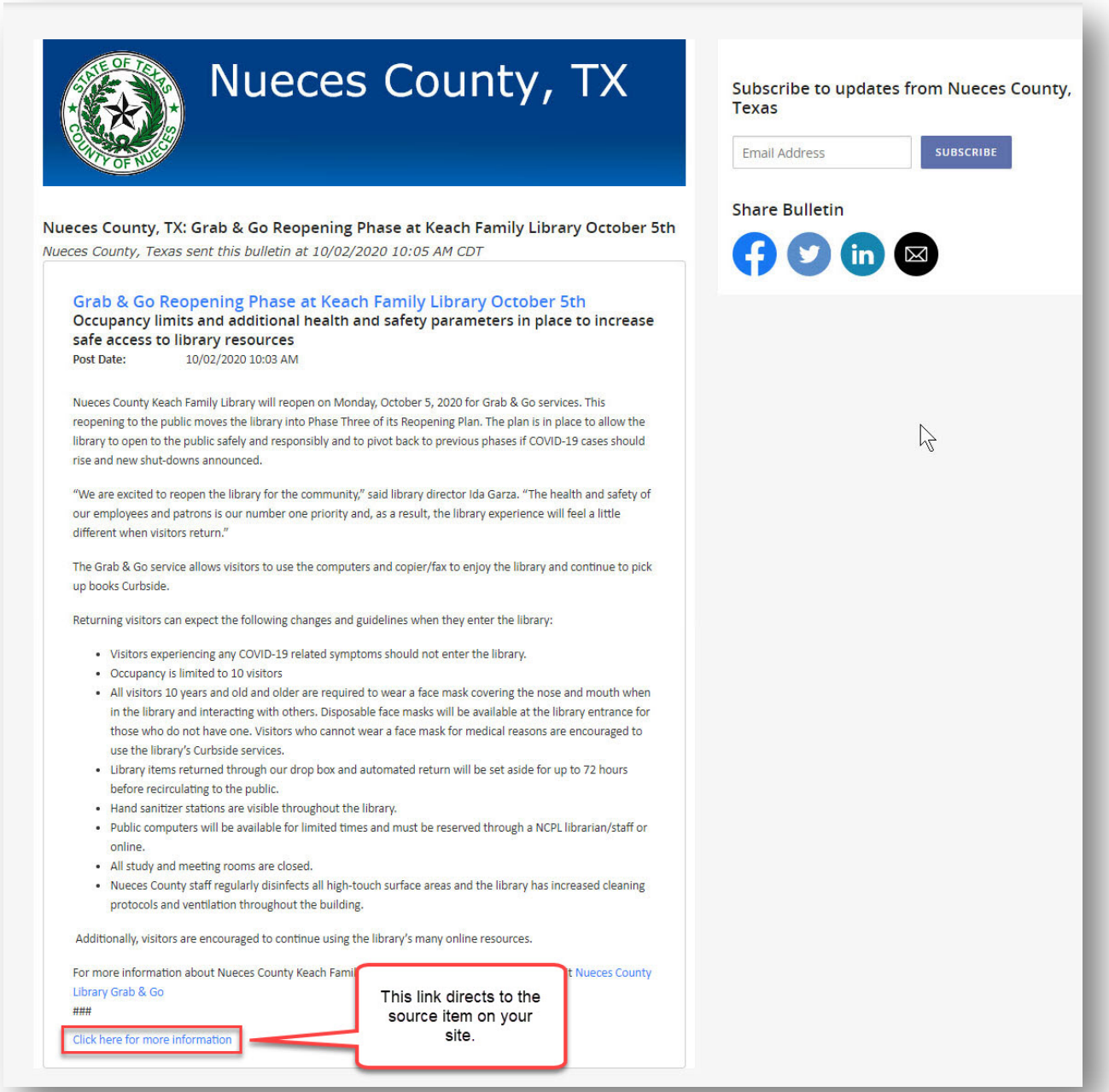
Manage Subscriptions | Unsubscribe All | Help

This email was sent to Email Address using GovDelivery Communications Cloud on behalf of: Nueces County, Texas · 901 Leopard St. · Corpus Christi, TX 78401

GOVDELIVERY

Example of the online bulletin topic subscribers receive a link to via email.

For govAccess clients who don't have govDelivery, all bulletins use a single, default template branded for their municipality.



Things to Know About the Integration

Things to Know About the Integration

- ALL govAccess clients will be moved to Send by Delivery by Q2 2022, at the latest.
- Most administrative tasks related to Send by govDelivery will be handled in govDelivery by support, and will not be accessible via the CMS. This includes:
  - Adding/Deleting topics
  - Viewing/changing subscriber records
  - Selecting the template bulletins will use

  (For clients without the full govDelivery product, only one default bulletin template will be available. Clients with **both** govAccess and govDelivery will be able to select **any** bulletin template in their library.)

Things to Know About the Integration (cont'd)

- Viewing email delivery status info (sent/received/opened/etc.)

(For clients without the full govDelivery product, support will initially perform the tasks above on request, and users can sign up to receive a monthly digest of email delivery status info. Some of this functionality, however, will be added to Send by govDelivery in a future software update, eliminating the need for support assistance.)

- Email campaigns can no longer be generated via the CMS