

CDOT Bentley Community

Quick Reference Guide

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This guide provides an overview of how to use Bentley Communities for CDOT CADD Support. Please note that you have been granted Owner access and can make major changes to the community which may result to loss of content. Kindly follow only what is discussed in the guide and contact your Bentley Communities Program Manager for assistance.

1 CDOT Bentley Community

The CDOT Bentley Community is a community for users of the CDOT workspace.

You can access the community using this link -

https://communities.bentley.com/communities/user_communities/cdot-cadd-support/

2 Accessing Bentley Communities

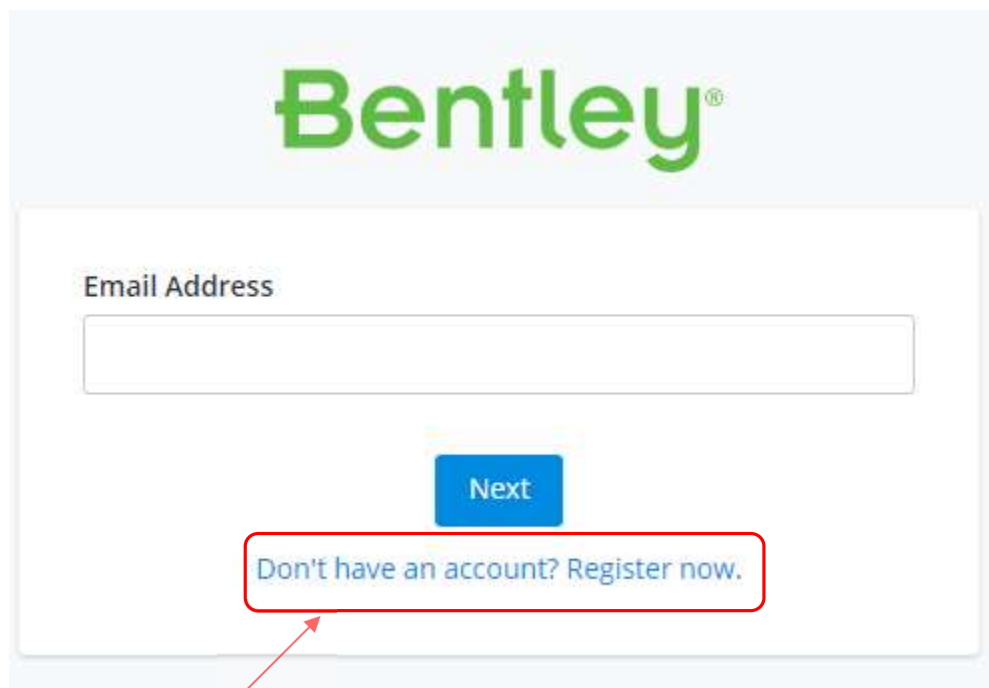
If you are new to Bentley Communities, you need to create a profile

Go to <https://communities.bentley.com/> and click on the sign in Avatar found on the upper right corner of the page.



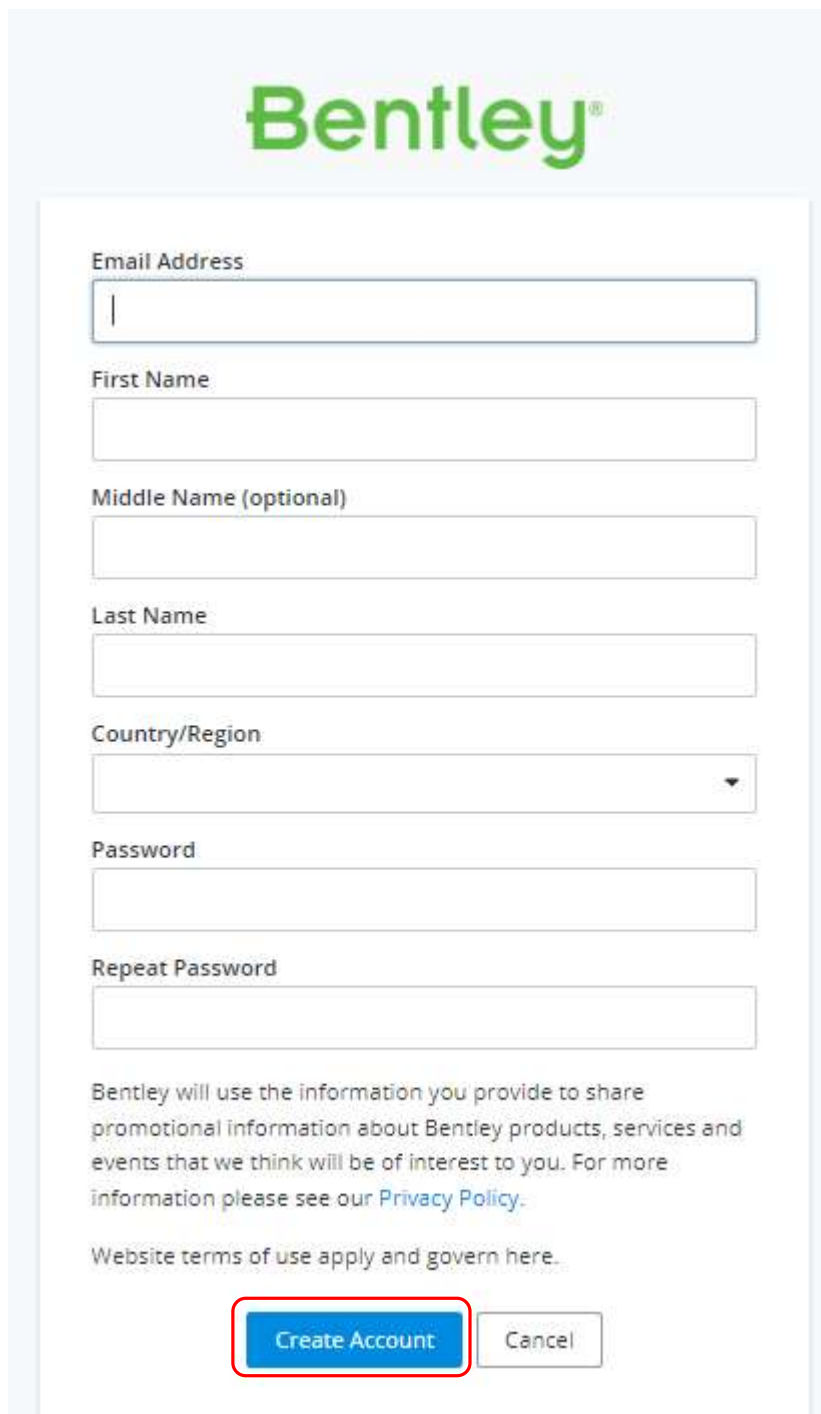
Click the Avatar to Join or Sign in.

Click on the registration link.



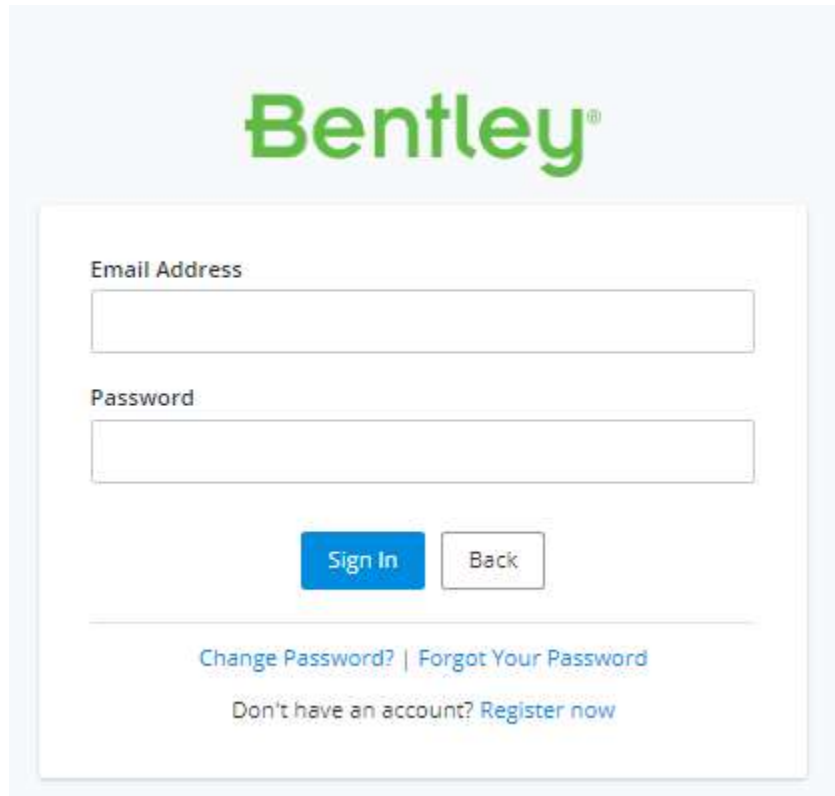
Clicking on this link will redirect you to the IMS registration page

Complete the registration process by filling out the required information.



The image shows a registration form for Bentley. At the top, the Bentley logo is displayed in green. Below the logo, the form contains several input fields: 'Email Address', 'First Name', 'Middle Name (optional)', 'Last Name', 'Country/Region' (a dropdown menu), 'Password', and 'Repeat Password'. Below these fields, there is a paragraph of text stating: 'Bentley will use the information you provide to share promotional information about Bentley products, services and events that we think will be of interest to you. For more information please see our [Privacy Policy](#).' Below this text is another line: 'Website terms of use apply and govern here.' At the bottom of the form, there are two buttons: 'Create Account' (highlighted with a red border) and 'Cancel'.

Click Create Account to submit your details. You can now sign in using your credentials.

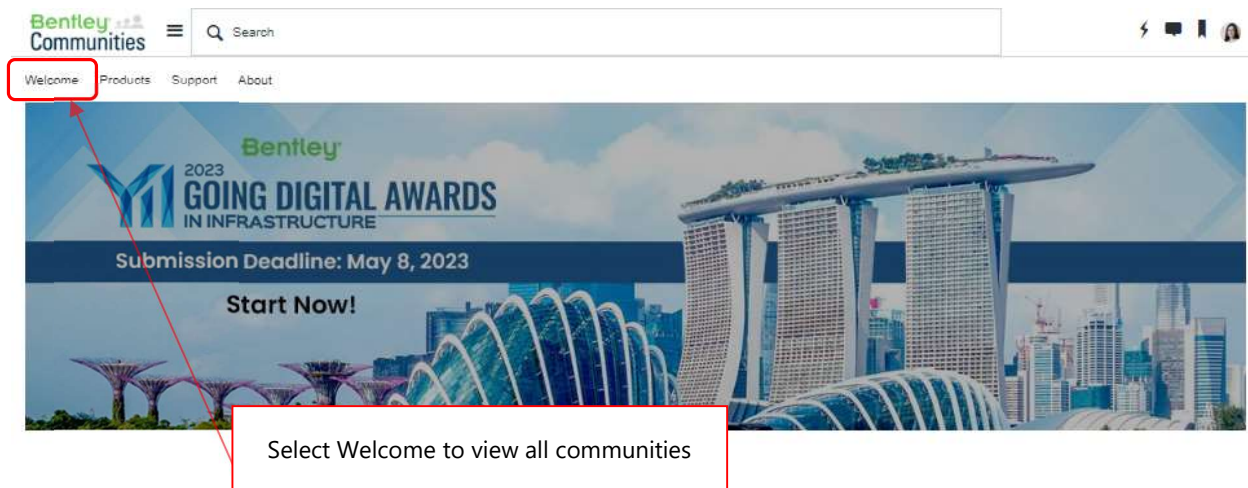


The image shows a login form for Bentley Communities. At the top is the Bentley logo in green. Below it is a white box containing the following elements: an 'Email Address' label above a text input field; a 'Password' label above another text input field; a blue 'Sign In' button and a white 'Back' button; and three links: 'Change Password?' | 'Forgot Your Password' and 'Don't have an account? Register now'.

If you already have an existing account, go to <https://communities.bentley.com/> and sign in with your credentials.

It is recommended that you bookmark the community link https://communities.bentley.com/communities/user_communities/cdot-cadd-support/ to directly access the community homepage.

If you would like to manually search for the community, follow the steps below:





Welcome to Bentley Communities

+ New

Bentley Product Support



In the Product Communities section you can use the search function to find how-to tips, technical articles, best practices, and get opinions and advice from peers and Bentley subject matter experts. Gain insight and get answers to a wide range of topics related to Bentley products. [Explore >>](#)

Academic and Learning Communities



Get involved in a local user group, find information about academic and learning opportunities or ask questions about training and learning. [Explore >>](#)

Bentley's Communities



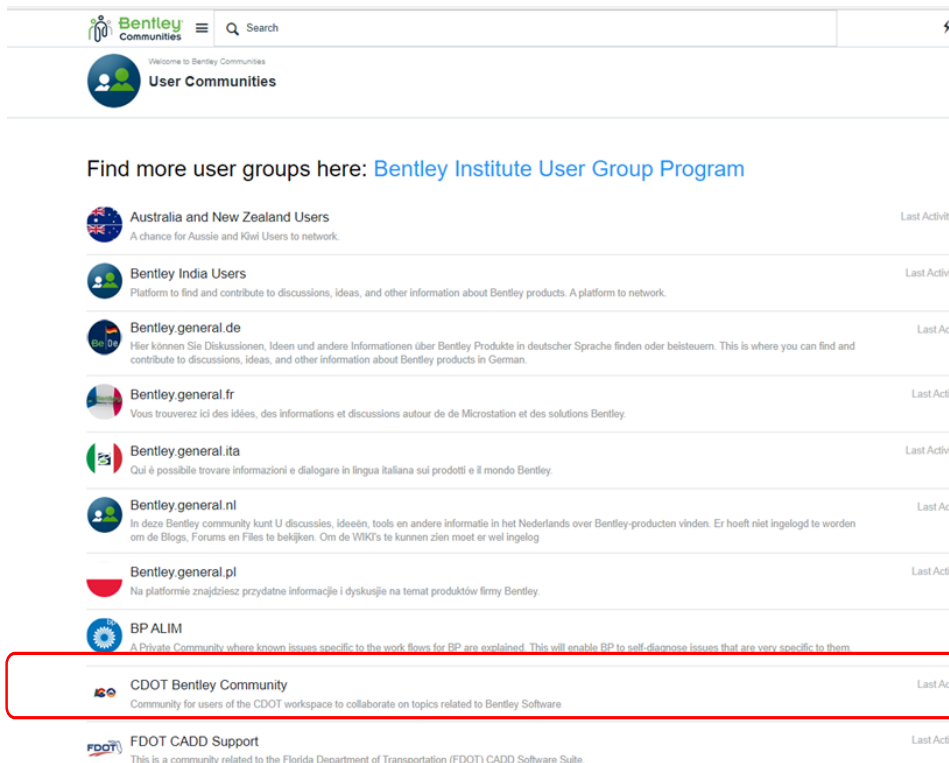
Infrastructure professionals, educators, and students rely on Bentley-empowered programs and user groups for news, technical information, training, and other resources to help them succeed. From online professional networking to user group gatherings, these programs provide a broad array of networking and educational opportunities. Access the different Bentley program communities through this area. [Explore >>](#)

User Communities



This is where you can find and contribute to discussions, ideas, and other information that are specific to an organization, project, or "affinity" group. These Bentley communities that are not associated with a Bentley program. Note that although you may have access to access information in some of these communities, you need to be a member of the respective community to take full advantage of the engagement taking place. [Explore >>](#)

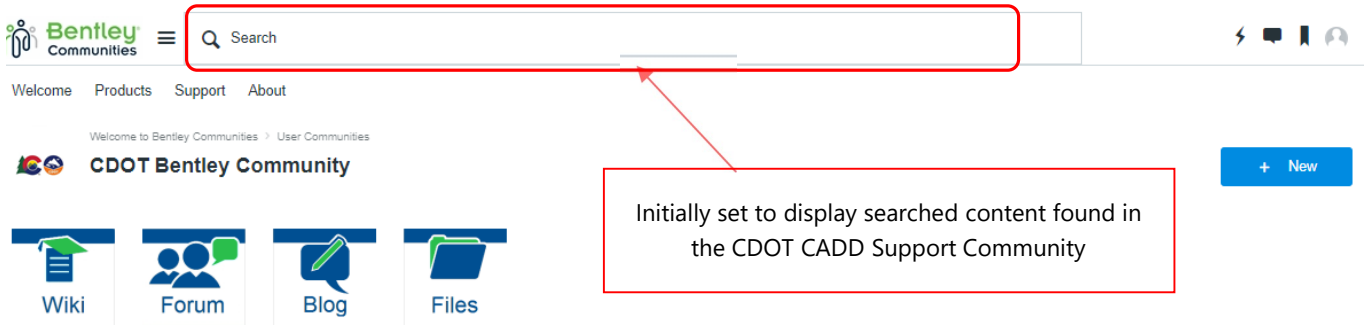
Select User Communities



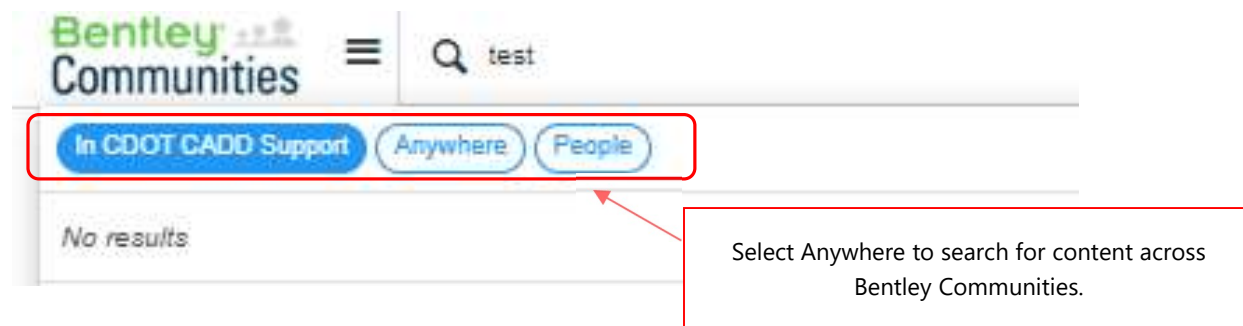
Select CDOT Bentley Community from the list of available User Communities. You will be taken to the CDOT CADD Support community homepage after clicking on the link.

3 Navigating in CDOT Bentley Community

3.1 Search Bar



To search for content, type your search keywords. If you wish to search for content across Bentley Communities, select Anywhere.



3.2 Menu

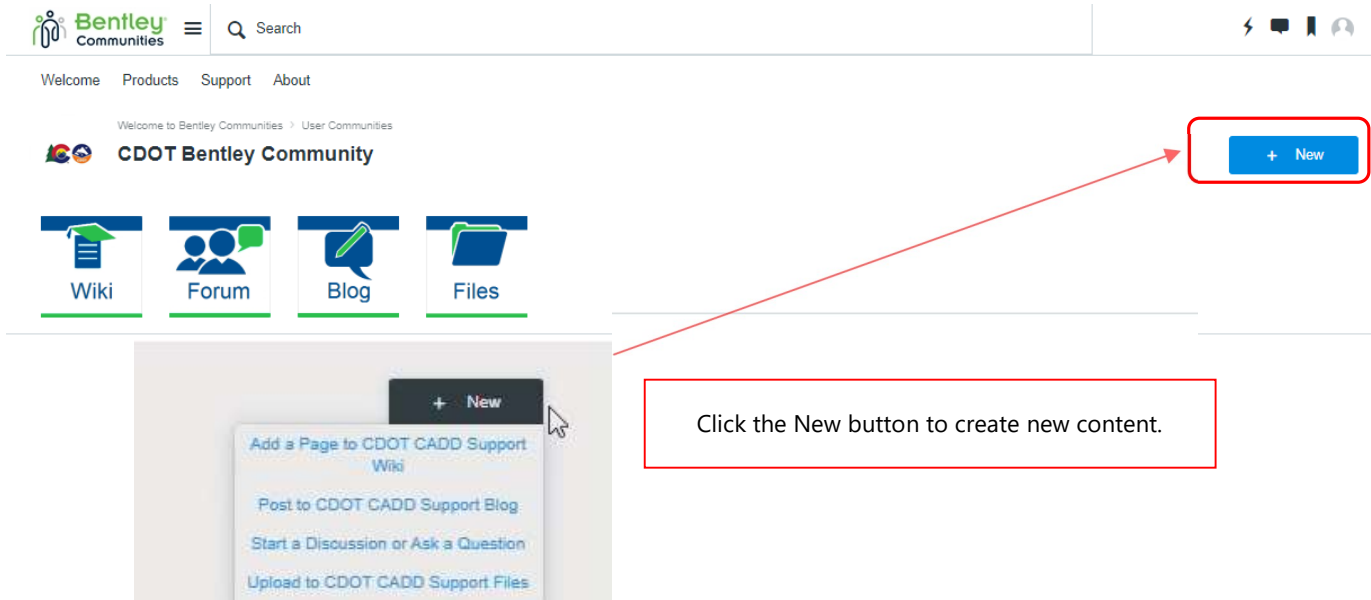
Navigate



- **Homepage button** – takes you directly to the Bentley Communities homepage
- **Welcome menu** – takes you to the list of Bentley Communities categories (Product Support, Academic and Learning Communities, Bentley’s Communities, User Communities and Everything Else)
- **Products** – takes you to the page where you can view communities by product line or brand
- **Support** – takes you to the Product Support page where you can view product documentation, download software or open a Service Request
- **About** – takes you to the About Bentley Communities page where you can find the Bentley Communities Help section or provide general feedback.

3.3 New Button

Allows you to easily create new content such as wiki article, blog, forum, or file.



Please note: multiple options are available if you click this button from the community homepage.

3.4 Application Widgets

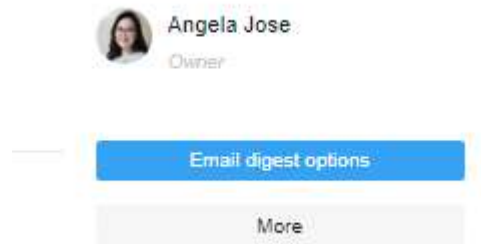
Allows you to access the different content applications in the community.



- **Wiki (or Support Solutions)** – allows you to create content such as FAQs, defect articles, general information articles, how to guides and problem solution guides.
- **Forums** – allows you to create a discussion or ask questions interactively as other community members can respond directly to thread. Members are encouraged to turn on forum notifications to get real time updates on forum posts.
- **Blog (or News)** – allows you to publish news and updates.
- **Files (or Gallery)** – allows you to share downloadable files such as PDFs and guides.

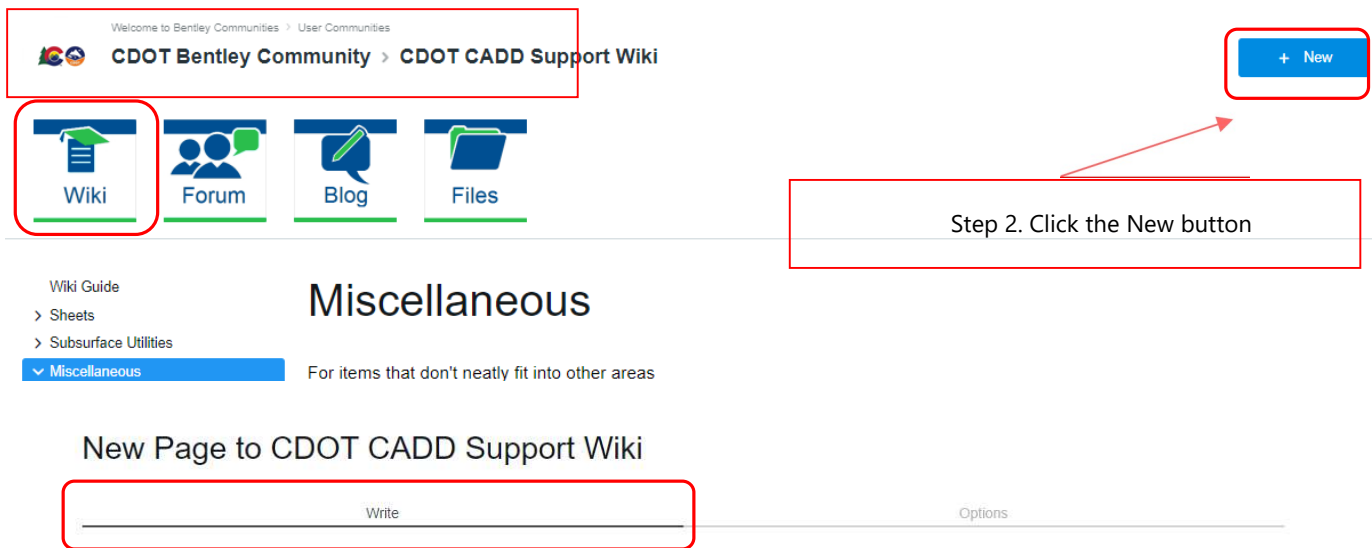
3.5 Email digest options

Allows you to subscribe to the community's email digest where you can receive all community related updates.



4 Creating a Wiki article

To create a new wiki article, click the wiki application widget then click the New button. This will automatically create a new wiki article.



Options – allows you to re-arrange the order of articles, hide page and use the Search Engine Optimization to help rank public content in Google or other search engines.

New Page to CDOT CADD Support Wiki

Write Options

Parent – use this option to create an article under a parent category. You must create a parent page before you can utilize this field.

Parent
The parent page for this page in this wiki's table of contents

Title – use this section to add you preferred wiki article title

Title

Body – use this section to add your content. To add images or links, click Insert and select from the dropdown list. You can also add images and files by dragging them into the space.

Body

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

Default Font ▾ Normal ▾ **A** ▾ A ▾    

Add images and other files by dragging them into the editor.

Tags – use this section to add keywords to make your content easily identifiable.

Tags

Notify me when this page is edited – tick the box to get notified of any changes made to the article.

Notify me when this page is edited

Once you are done with your article, click Post to publish.

If you would like to hide the page before publishing, go to the Options tab and tick the Hide this page from table of contents box.

Hide this page from the table of contents
When hidden, the page will not be represented in the wiki's table of contents.

Please note: if the page was published before this option is selected, users who have access to the link will still be able to view the page.

5 Using Templates

To use add a template:

- Step 1: Select Write
- Step 2: Click on Tools.
- Step 3: Select Source Code to display the content in HTML format.

New Page to CDOT CADD Support Wiki

The screenshot shows the 'New Page to CDOT CADD Support Wiki' form. At the top, there are two tabs: 'Write' and 'Options'. The 'Write' tab is selected and highlighted with a red box. Below the tabs, there is a 'Parent' field with the text 'The parent page for this page in this wiki's table of contents'. Below that is a 'Title' field. The main area is labeled 'Body' and contains a rich text editor. The 'Tools' dropdown menu is open, and the 'Source code' option is highlighted with a red box. Other red boxes highlight the 'Options' tab, the 'Parent' field, the 'Title' field, and the 'Body' text area.

- Step 4: Paste HTML template



If you have an existing article that you would like to use as a template, follow steps 1 to 3 then copy and paste the HTML code in a notepad or word document.

Please note: the Write tab has almost the same functionality when creating a blog. Templates can also be applied to blogs.

6 Creating a Blog

To create a blog, click the Blog application widget then click the New button.

The Write tab has the same functionality as wikis. This also allows you to use HTML templates.

On the other hand, the Option tab differs as there are features specifically made for publishing blogs.

Author – this field is automatically filled out with your details.



Post URL – allows you to customize the link of your blog. If no customization is made, the default link will be based on the title of the blog.

Post URL
The title of your post is used to create the URL. If you want to use different keywords in the URL enter it below.

Post Image – allows you to use a thumbnail for the post.

Post Image
This image will be used as a thumbnail in blog post list view and as the image exposed to Open Graph.

[Upload file](#)

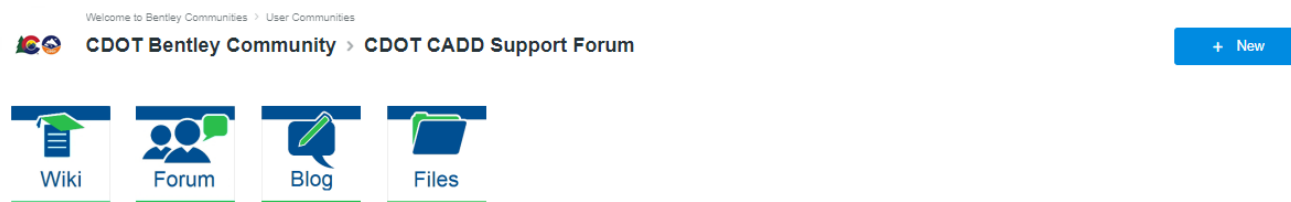
Publication Date – allows you to schedule your publish date in advance

Publication Date

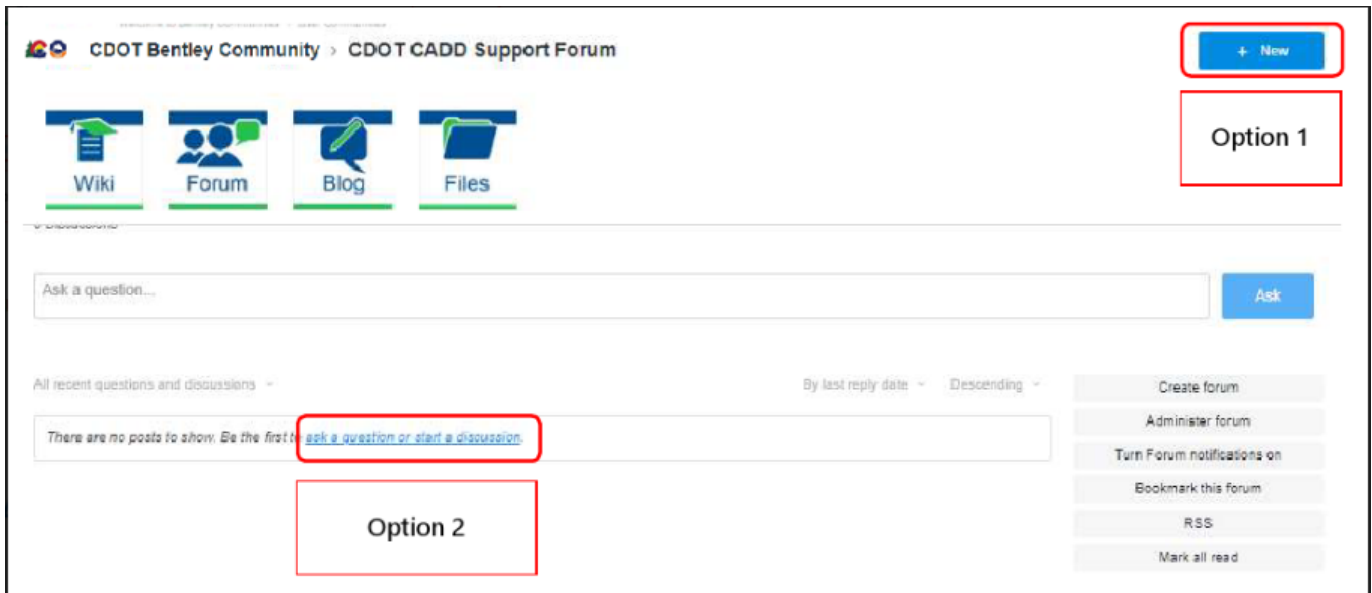
Add your content to the body of the blog then hit Post to publish or Save as Draft to review the blog prior to publishing.

7 Creating a Forum Post

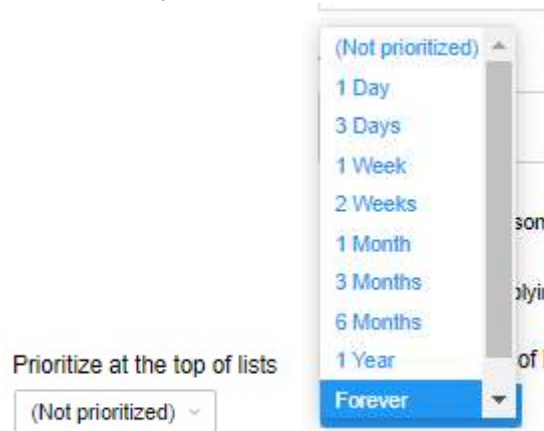
To create a Forum post click on the Forum application widget. This will take you to the default view where you post a question.



If you would like to create a discussion post, click the New button or the 'ask a question or start a discussion' link.

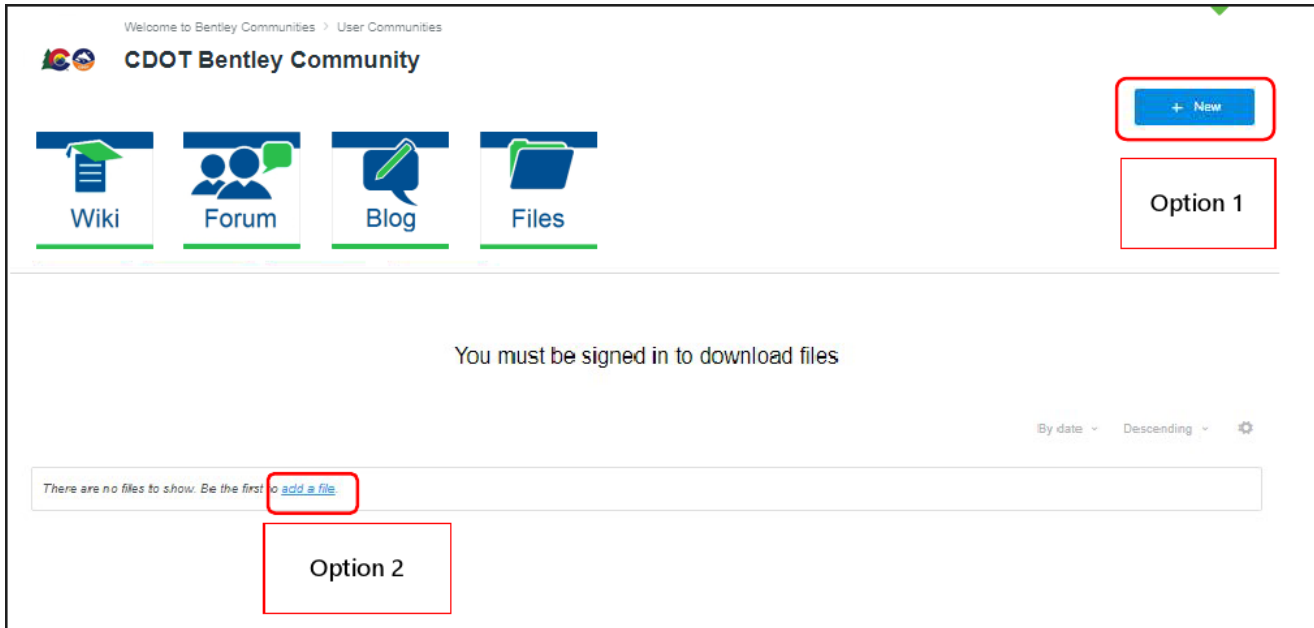


If you would like to set the post as a "sticky" which will be pinned at the top of other forum posts, you can set the duration of priority from the dropdown list.



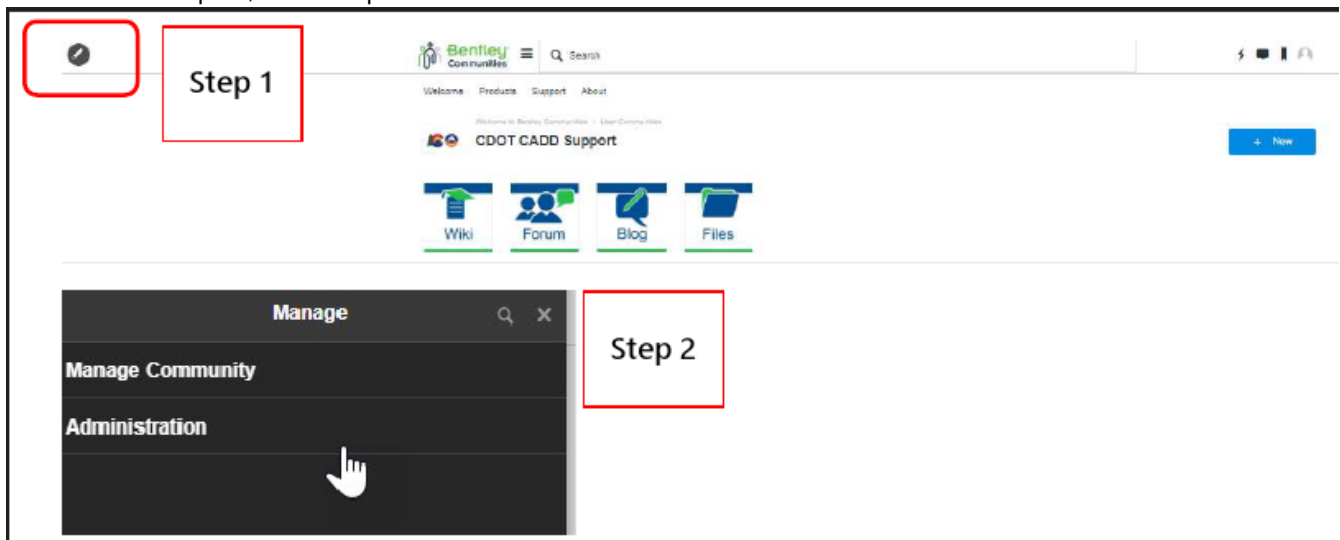
8 Uploading Files

To upload a file, click on the File application widget then click on the New button. Alternately, you can also click on the "add a file" link

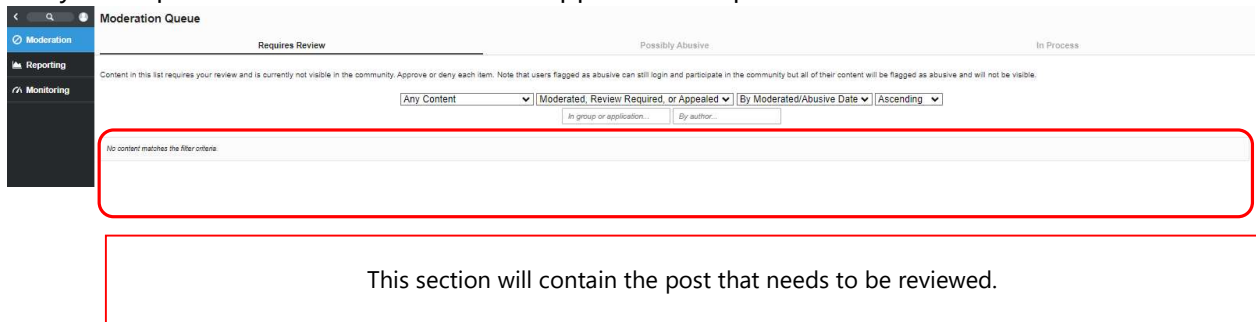


9 Moderating Content

As a community owner, you will receive notifications when SPAM posts are detected by the system. To review the post, click the pen icon then select Administration.



You will be redirected to the Moderation page where you can review and act on the post. Select Deny if the post is considered SPAM and Approve if the post is relevant.



You will see three different tabs namely Requires Review, Possibly Abusive and In Process.

- **Requires Review** – Content in this list requires your review and is currently not visible in the community. Approve or deny each item. Note that users flagged as abusive can still login and participate in the community, but all of their content will be flagged as abusive and will not be visible.
- **Possibly Abusive** – Content in this list is still visible in the community and has been flagged as abusive but does not have enough reports to enter the abuse workflow. You can choose to deny individual items to force them into the abuse workflow.
- **In Process** - Content in this list is currently in an abuse, moderation, or review workflow but does not currently require your review. This list can be used to change approval selections on content you have previously reviewed.

Users have 5 days to appeal the content that is flagged as SPAM or possibly abusive. Moderate content will remain in the queue for 60 days (Moderate Time Window) and will be deleted from the system after 45 days after the Moderate Time Window.

10 Community Owner Permissions

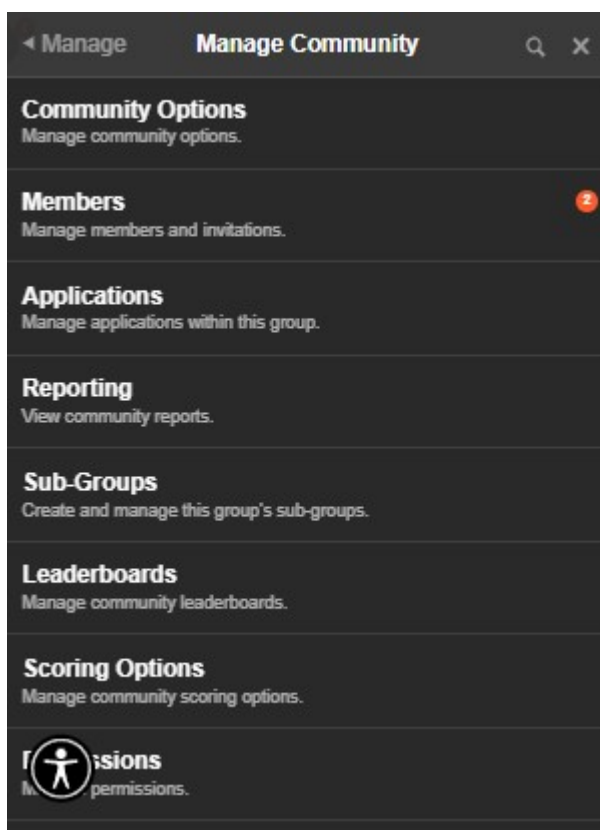
Important: As a community owner, you are equipped with access to make major changes to the community. Please follow only what is found in this guide and reach out to me for any other requests or required assistance.



To launch the Manage menu, click on the pen icon found on the upper left portion of the page.

You will be presented with the option to Manage Community, Manage Group Theme and Administration. Please see details below:

10.1 Manage Community



Use this section to for the following tasks:

- **Community options** – use this section to update your community avatar
- **Members (manage members and invitations)** – use this feature to add or invite members and approve membership requests

10.2 Manage Group Theme

This section allows you to change the interface and layout of the community. Please contact your Bentley Communities Program Manager for any requests related to theme changes.

10.3 Administration

This section allows you to moderate content and generate reports.