



PURPOSE OF THIS DOCUMENT

This document will assist you in troubleshooting issues and errors that you might have stumbled across while working in Joomla! After reading this document, you should have a better understanding of why these issues occur, as well as, an understanding of how to correct them.

The first thing that you need to understand is there is no single right answer to every problem. Because Joomla! is a web-based tool, many of the problems that will be addressed by this document are web browser dependent issues or are dependent on the version of Microsoft Word that you have on your computer (assuming each person uses Joomla's Paste from Word functionality). As a result, not all of the solutions presented here will be helpful to everyone, but they should be helpful to a large majority.

As always, if you encounter a problem that you are unable to resolve, please visit <http://www.sph.unc.edu/helpme/> and submit a UNC-CH Remedy Help Ticket to: **Manage School of Public Health website content.**

LINE BREAKS AND PARAGRAPHS

Line breaks and paragraph breaks provide a visual separation of the content on your pages. They allow you to separate different ideas within your pages into paragraphs, as well as, allowing you to separate the title of your page from your content.

A single **Link break** can be created by selecting *Shift+Enter* on your keyboard while your cursor is positioned either at the beginning or end of a paragraph.

A single **Paragraph break** can be created by selecting the *Enter* key on the keyboard while your cursor is positioned either at the beginning or end of a paragraph.

Mozilla Issue to be aware of: If you hit the Backspace button anywhere in the paragraph that contains a Line Break, the Line Break will be removed by the text editor.

For consistency on all pages throughout the School of Public Health, you should add a Line break to the top of the page to visually separate the page's content from the page's title.

HOW TO REDUCE PROBLEMS WHEN PASTING FROM MICROSOFT WORD

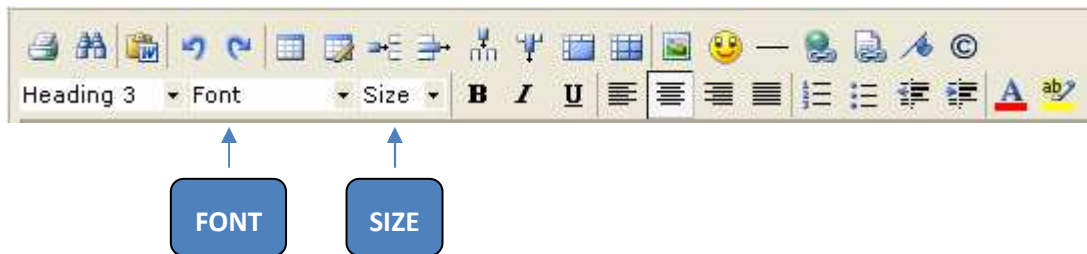
Most users enjoy the ability Joomla! has provided them of pasting content from Word directly into their pages. However, it has also caused users many problems. Most of these problems can be attributed to varying behavior between different versions of Microsoft Word and different web browsers.

For example: When you are using Microsoft Word 2003 to copy and paste content into Joomla!, it is easier to use Mozilla. However, if you are using Microsoft Word 2007, it is easier to use Internet Explorer (but, only to copy and paste content from Word, not to actually edit content in Joomla!)

This section will outline some of the problems users have come across pasting content from Word and how to reduce them.

FONT SIZE AND TYPE

Some users make the mistake of pasting content into Joomla! without removing Word styles, or paste content using a browser that does not remove all of the Word styles completely. As a result, when trying to fix the problem, users may attempt to manually correct font type and font size in Joomla! using the font type and font size drop-downs.



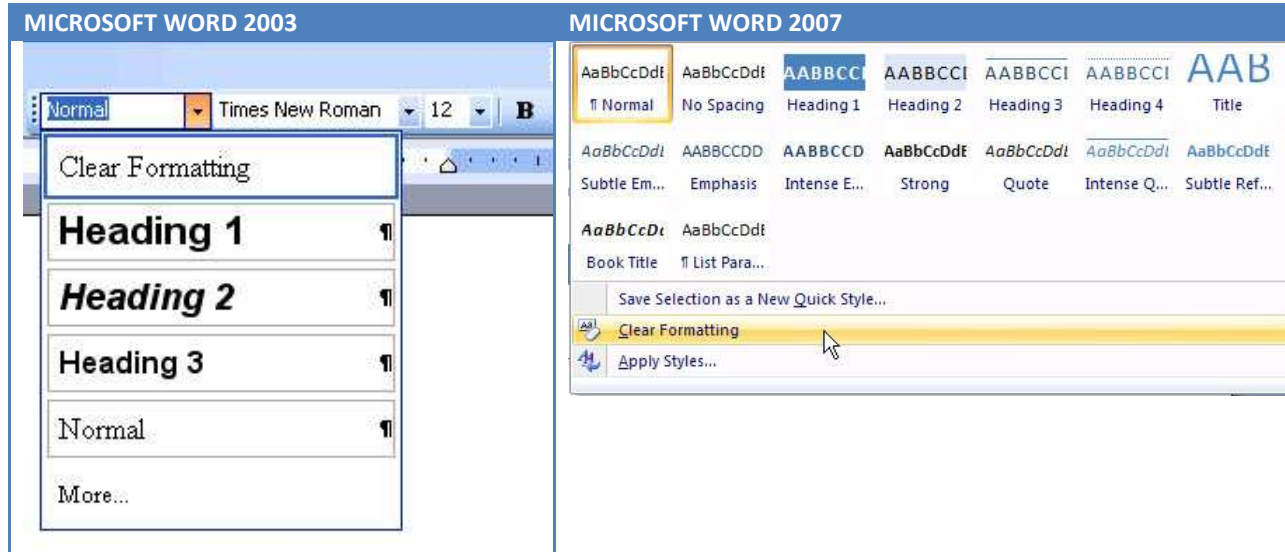
The font type and font size drop-downs should generally not be changed inside Joomla! Changing the font type and font size in Joomla! will not correct font issues that are a result of Microsoft Word, and changing the font type and font size in Joomla! will override the School's CSS, and as a result your pages could look dramatically different from other pages on the School's web site.


How do you correct the problem?

If you are having problems pasting from Microsoft Word, a good rule of thumb to use when inserting content is to begin by clearing all of the formatting out of your document, which will strip the document down to text. You will lose most of your formatting, but you should retain other items like links.

To Clear Formatting from a Microsoft Word Document:

Select or highlight your entire document and use the style drop-down in Word to select “Clear Formatting”. An example of what you will see in Microsoft Word 2003 and Word 2007 is shown below.



Once the content is plain text, you should have very little problems copying and pasting into Joomla! using the Paste from Word  function.

BULLETED LISTS

When pasting content from Word, which has bulleted lists in it, always select your bulleted list and select the bulleted list button once to un-bullet your list and select it again to bullet the list inside of Joomla! Doing this small step will ensure that each bulleted list is using the correct bullet icon.

LINKS (E-MAIL AND HYPERLINKS)

It is very important to always check your links when pasting content from Word. Check to make sure each link works correctly and that each link uses the proper window behavior as outlined in the School's style guidelines:

- Links on the School's web site open in the same window
- Links to other web sites open in a new window

If you are having problems with links when pasting from Microsoft Word, a good rule of thumb to use is to always recreate your links (e-mail and hyperlinks) in Joomla! in order to make sure they are consistent with the School's style guidelines.

SCHOOL STYLE GUIDELINES

The style of the content on your pages should be controlled by the School's CSS (cascading style sheet). Changing font style and size in Joomla! will alter the style of the content adding an "In-Line Style Sheet/Tag" which will always override the School's CSS. Please do not customize your content in Joomla! to change the appearance or style of text.

REVIEW THE SCHOOL'S STYLE GUIDELINES

Please review the visual style guidelines for the School's web site for more information about how your pages should look. If you have any questions regarding the style of your pages, please contact Chris Perry, Assistant Director of Communications for Web Content.

HEADINGS 3 AND 4

Headings are an important and often overlooked element that can greatly enhance your pages. There are several benefits to headings. The first benefit is their ability to visually separate multiple sections of content on your pages, making it easier for your visitors to view and consume. They are better suited for this task than simply bolded text. However, there is a more important reason for using headings – they are also used by search engines for cataloging keywords and prioritizing pages.

As a result of this last benefit, it is often better to use heading tags for paragraph titles rather than simply bolded text, because even though bolded text looks identical to our Heading 4 to our eyes, search engines see it differently. Heading 4 will increase your chance of being seen in search engine results.

Headings and their Uses (excerpt from the Visual Style Guide for the School):

- Heading 1 – Department and Unit home pages only
- Heading 2 – Title of content pages only
- Heading 3 – Used for subtitles within pages
- Heading 4 – Used for sub-subtitles within pages

How Do I Add Headings to my content?

1. Heading 3 or Heading 4 can easily be applied to content in your pages by highlighting the content you wish to make a heading and selecting your heading choice from the style sheet drop-down.
2. If you are still having problems after completing these steps, please submit a Help Ticket.

LINKS TO OTHER WEB PAGES

NEW WINDOW VS. SAME WINDOW


Using Joomla! menus

When linking to other pages on the School's web site, it is important to use the Joomla! menu structure by selecting "Place on this website", rather than copying and pasting a URL from your browser into a page. The URLs you see in your browser window can change, and if they do, then your pages will have broken links, however, once you choose the correct menu item in the site's menu structure, you will not have to worry about the URL changing.



Hyperlink Dialog Box

Window Behaviors

It is important to note the default window behavior changes in Joomla! depending on which part of the hyperlink dialog box you are using. When using "Place on this website", which is the first option in the hyperlink dialog box and the default window that comes up when you select the  HYPERLINK button, the default window behavior is **OPEN IN SAME WINDOW**. When using "Web location", which is the fourth option, the default window behavior is **OPEN IN NEW WINDOW**. In addition, it is important to note that both of these dialog boxes will allow you to manually type in a URL. What you need to be aware of however, is that if you edit any URL that has been manually typed in, the default behavior of Joomla! is to send the link to the "Web location" dialog box.

*Why does this matter? If you use the “Place on this website” part of the hyperlink dialog box to manually type in a URL because you want the default window behavior to be **OPEN IN SAME WINDOW**, and you do not select a different window behavior, such as **OPEN IN SAME WINDOW** from the Window drop-down, then the next time the link is edited, Joomla! will be send the link to the “Web location” dialog box, and if you are not careful, the newly edited hyperlink will be saved with the default window behavior of the “Web location” dialog box, which is **OPEN IN NEW WINDOW**.*

Pasting from Word

It is very important to always check your hyperlinks to make sure each link works correctly and that each hyperlink uses the proper window behavior as outlined in the School’s style guidelines. Content pasted from Word will typically have hyperlinks with the window behavior of **OPEN IN SAME WINDOW**, so your links pasted from Word should always be checked in your browser.

*Internet Explorer Issue to be aware of: If you type or copy and paste from Word in Joomla! using Internet Explorer, version 7, and your text has URLs in them, Internet Explorer will automatically convert that textual URL into an active hyperlink with the window behavior of **OPEN IN SAME WINDOW**.*

It is a good rule of thumb to always recreate your hyperlinks in Joomla! in order to make sure they are consistent with the School’s style guidelines.

LINKING TO PREVIEW PAGE

You should never use Joomla’s preview function to create hyperlinks to your pages. The resulting pages created from these preview hyperlinks will not have menus or breadcrumbs, and this will confuse your visitors. Always create menu items on your site menu for your pages, and then create hyperlinks within your content to your menu items.

BROKEN LINKS

Check all of your links in both browsers after you create them. The broken link checker the School uses will only picks up hyperlinks that are truly broken and do not go anywhere (i.e. 404 errors, File not found errors). If the hyperlink you create works, but goes to the wrong page on the School’s web site, the broken link checker will not register it as a broken link.