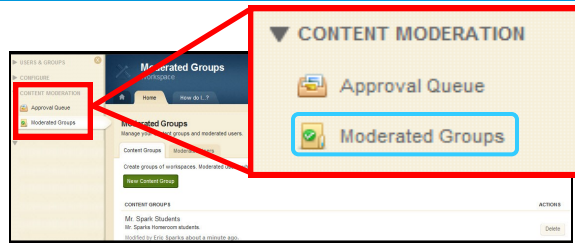# Blackboard®

Content Moderation Help Card

Content Moderation

Content Moderation allows you to approve or decline content before it is posted to your website. Click *Content Moderation* and select *Moderated Groups* to begin the setup process. You can configure Content Moderation two ways.

1. Choose workspaces that are **always** moderated (e.g., sections, site homepages). Content added to workspaces specified in a Content Group will require approval for all editors when you activate the Moderate All Editors checkbox for the Content Group.
2. Set combinations of workspaces and editors requiring moderation (e.g., the *PTO* section and user *Eric Sparks*).

Creating Content Groups

You use Content Groups to define workspaces subject to Content Moderation.

To create a Content Group...
1. In *Site Manager*, select *Content Moderation* from the Content Browser.
2. Select *Moderated Groups*.
3. On the **Content Groups** tab, click **New Content Group**.
4. Add a Name and a Description for your group and click **Save**.
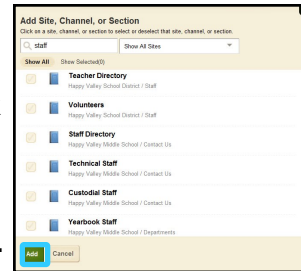
To add workspaces and moderators...
1. Click on the name of your Content Group.
2. Click the **Workspaces** tab and click **Add Workspace**.
3. Use *Search* or the Show All Sites drop-down list to filter for workspaces.
4. Click the checkbox to the left of a workspace to select it. Click **Add** when you finish selecting workspaces.
5. Click the **Moderators** tab. Use **Assign Group** or **Assign User** to add moderators to your Content Group. Moderators can approve or decline content for the workspaces specified in your Content Group.
6. Click **Save**.

To moderate all editors for workspaces within a Content Group...
1. On the **Content Group** tab, click the name of your Content Group.
2. On the **General** tab, click the Moderate All Editors checkbox.
3. Click **Save**.

Remember that if you do not activate Moderate All Editors, you need to add the editors you wish to moderate on the **Moderated Users** *tab.*

Adding Moderated Users

If you only wish to moderate some editors, you will need to add them as Moderated Users. Whenever a moderated user edits content in a workspace specified in any of the Content Groups, that user will only be able to send content for approval.

To add Moderated Users...
1. In the Moderated Groups workspace, click **Moderated Users**.
2. Click **Add Group** or **Add User**.
3. Use *Search* to locate groups or users you wish to moderate. You can filter groups by category.
4. Click **Select** to the right of each group or user name.
5. Once you have made all of your selections, click **Add**.
6. Click **Save** to complete the process.
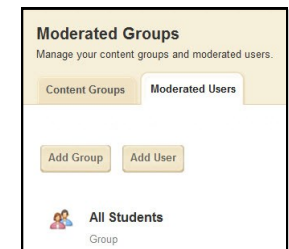
It is important to note that...*it is the combination of users specified as moderated users and workspaces specified in Content Groups that triggers Content Moderation. To ensure that an editor is moderated, add the editor as a moderated user. Include all the workspaces that you wish to moderate for that editor within a Content Group.*

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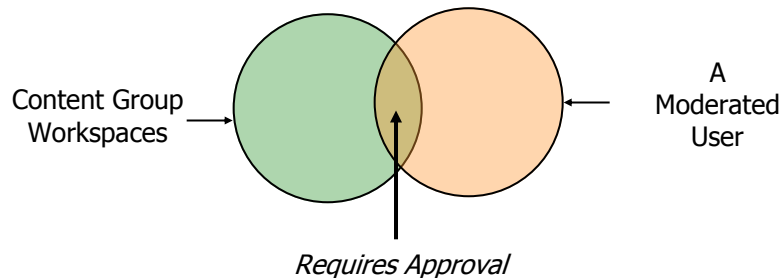# Content Moderation Help Card

Content Groups and Moderated Users

If you did not select the Moderate All Editors checkbox in your Content Group, you must add editors to the **Moderated Users** tab to trigger Content Moderation for workspaces designated in your Content Groups. When moderated users edit content in workspaces not specified in Content Groups, they are able to **Save** directly to the end-user website. When moderated users edit content in workspaces specified in Content Groups, they only have the option **Send for Approval**.

Imagine that the green circle is all of the workspaces within the Content Groups and that the orange circle is a moderated user. As long as the moderated user is not working in a workspace specified in a Content Group, they can save content directly to the website.

Content Group Workspaces → [green circle]   [orange circle] ← A Moderated User
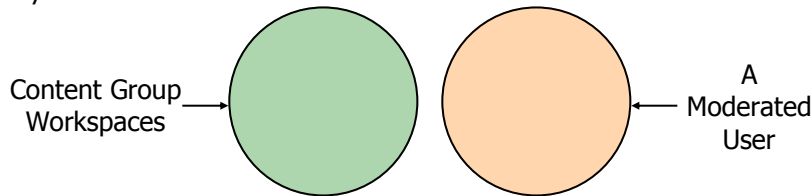
However, when a moderated user edits a workspace specified in a Content Group, their content will need approval.

Content Group Workspaces → [green circle overlapping orange circle] ← A Moderated User

Requires Approval

This configuration of Content Moderation allows some editors to post content immediately to the website, while retaining the approval process for others.

Note: *If you selected the Moderate All Editors checkbox for a Content Group, all users editing content in workspaces specified in the Content Group will require approval before their content is posted to the website.*

Editing with Content Moderation

If your content is being moderated, instead of seeing the **Save** button, you see the **Send for Approval** button.

1. In your moderated workspace, make edits as usual.
2. Click **Send for Approval**.
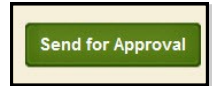
Your content is sent to an *Approval Queue*. A designated moderator can either approve or decline your content. If declined, you may receive a comment from the moderator indicating why your content was not published to the website. If approved, your content displays on the website.

Note: *The approval queue always displays the most recent version of the content that you have sent to be approved.*

Reviewing Moderated Content

If listed as a moderator for a Content Group, you can approve, view and decline content. You access the Approval Queue under *Content Moderation* in the Content Browser. Click the Approval Queue icon to display the Content Moderation workspace. Here you see content awaiting approval. Note that you can filter submitted content by Content Group.

For each item click…

Approve: To publish it to the website.

View: To preview how it will display on the website.
Decline: To reject it. The item is removed from the queue and not published. The content is still available in the originating workspace; it can be reset to the last approved content. The moderator can send a comment to the editor indicating why the content was not approved.

Once content is approved or declined, the item is removed from Approval Queue.