Managing Content Workflows - One

MANAGING CONTENT WORKFLOWS

How to Review, Approve or Reject Business Submissions

Once Business Admins begin submitting updates, your role as a Website Admin is to review and moderate their content. Whether it's a business profile update, event, or offer, the moderation process is straightforward and fully controlled through the DCMS.

Where to Review Submissions

Head to the **Submissions** area in the left-hand menu. You'll see three key views:

- **Pending Submissions**: Awaiting review
- **Approved Submissions**: Already published
- **Rejected Submissions**: Declined with feedback

Each pending submission shows:

- The **type** (e.g. Event, Offer)
- The **associated business**
- The **date submitted**

Click **'Review'** to open a submission or click its name under the 'Pending Entry' column.

What to Look For

Changed fields are marked with a red vertical bar — making it easy to focus your review on updated content.

- Is the content clear and appropriate?
- Are images correctly sized and free from embedded text?
- Have they selected relevant categories only?
- Is the description accurate, and free from typos or formatting issues?

Three Actions You Can Take

1. **Approve**
- Click 'Approve' and the content will go live immediately.
2. **Edit and Approve**
- Make minor tweaks yourself, then click 'Approve'. This avoids sending it back unnecessarily.
3. **Reject with Feedback**
- Click 'Reject', then enter a clear reason (e.g. "Image too small" or "Please update the event description for clarity").

Tip: Your feedback is emailed to the Business Admin, so keep it polite and constructive. They'll be prompted to log in, make edits, and re-submit.

Pro Tip

Try to review submissions regularly. Leaving the moderation queue to build up can delay publication and frustrate Business Admins. Even a few minutes each day can make a big difference.