

Tip Jar for PHSA web & POD editors

In this issue

Search engines like Google can find old documents on our websites, even if there isn't a link on a page.

This holiday season, don't be haunted by the ghosts of documents past! Update or remove your old documents.

Only one version on the entire internet

There's an information management concept called "the single source of truth."

In practice, this means that there should be **only one version of a document on the entire internet**. The document owner should host the document, and everyone else should link to this version.

For example, if the BC Government has a document on their website, we should not upload a copy to our websites. We should link to the BC Government version instead.

Websites are not filing cabinets

Only host the most recent and up-to-date copy of a document on a website.

Search engines like Google can find old documents, even if there isn't a link on a page. Out-of-date and inaccurate information can be confusing or even harmful to people who find it.

Save older versions of documents on your team's shared drive or TeamSite.

How to check there's only one copy of your document

Are all your documents in one document library?

- Navigate to your document library.
- You can find the document library pathway by using the first section of a document URL up until /documents/. In the examples below, the document library pathways are highlighted in yellow.
 - For external websites, <https://ewiauthor.phsa.ca/about-site/Documents/PHSA%20Foundational%20%20Mandate.pdf>
 - For POD, https://pod.phsa.ca/workplace-resources/brand/phsa-style-guide/Documents/PHSA_StyleGuide_August2018.pdf

Are your documents in multiple libraries in one website?

1. Use the search engine in the upper right corner of the website/POD. Do a search on the site for some key words that will bring up the document you know you've put on the site.
2. Filter the search results by choosing a file type. (POD only) On our websites, the search results show an icon next to the result so you can see if it's a file or web page.
3. Check the search results to see if you get more than one file returned.
4. Compare the URL addresses to see where the file is stored – you might find that it is in two different document libraries, or that you have two different versions in the same library.
5. Remove old or extra versions of the document. Repeat all five steps for your other documents.

Need help?

- Check our [document resources on Editor Hub](#).
- Read the past [Tip Jar on document management](#).
- Email us at webhelp@phsa.ca.

Your action this month

Update or remove old documents that you have on POD or PHSA websites.

Created by the Web Strategy Team (PHSA Communications)

No longer a POD or web editor? Want to submit a question for Tip Jar? Email webhelp@phsa.ca

[Resources for PHSA web editors](#)

[Read past Tip Jar articles](#)
