



# The Tip Jar

Best web practices to help you improve your online content

Issue 11

October 21, 2019



## Issue 11: Document Clean-up

### Multiple versions of the same document creates confusion

Recently we've been hearing about multiple versions of the same documents on our websites or POD. This can create confusion for the page visitor and also can create a distrust in the accuracy of the information we're providing. There should only be one copy of a document online, and all links should direct to this one copy.

### How to ensure there's only one copy of your document

1. 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. If you are unable to delete a file, email [webhelp@phsa.ca](mailto:webhelp@phsa.ca) with the location of the file and we'll remove it for you.

Review [The Tip Jar issue 3 - Document Control](#) for best practices for documents.

### How to find a file location

You can find the file location and name by looking at the url.

For example, these two URLs lead to the exact same file, but in two different document libraries. The yellow highlight shows the site that where this file is stored. The bold is the file name.

- [http://2pod.phsa.ca/employee-essentials/finance/employment-records/ layouts/15/WopiFrame.aspx?sourcedoc=/employee-essentials/finance/employment-records/Documents/PHSA%20Employee%20Address%20Change.pdf&action=default&DefaultItemOpen=1](http://2pod.phsa.ca/employee-essentials/finance/employment-records/layouts/15/WopiFrame.aspx?sourcedoc=/employee-essentials/finance/employment-records/Documents/PHSA%20Employee%20Address%20Change.pdf&action=default&DefaultItemOpen=1)

- <http://2pod.phsa.ca/employee-essentials/careers-job-postings/resignation-retirement/layouts/15/WopiFrame.aspx?sourcedoc=/employee-essentials/careers-job-postings/resignation-retirement/Documents/PHSA%20Employee%20Address%20Change.pdf&action=default&DefaultItemOpen=1>

There should be only one location for the file. You can have multiple links on multiple pages that point to the file.

 [webhelp@phsa.ca](mailto:webhelp@phsa.ca)

 [editorhub.phsa.ca](http://editorhub.phsa.ca)

**Brought to you by:**

Martina Scarff, Online Communications Specialist,  
PHSA  
Ruth Hartnup, Online Communications Specialist,  
PHSA and BCEHS  
Keith Quon, Online Communications Specialist, BC  
Cancer

