



The Tip Jar

Best web practices to help you improve your online content

Issue 3

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Document control

Does your page include links to documents which may be revised in the future (forms, brochures, fact sheets)?

Maintaining common file names will help you update your page content more quickly and reduce the risk of broken links.

Important note: As soon as you upload a document to an editing site or document library, it can be found by public search engines such as Google.

File name best practice

A document file name is the name you give the electronic file copy of a document.

- Use the **shortest file name** you can. The file name need not be the same as the actual document title. Try to keep the file name between 5 and 15 characters.
- A replacement document must have **exactly the same name** as the old document it's replacing.
 - For example, if you have updated an old document called clinic-referral-form.doc you must save your new document on your desktop first, with exactly the same file name (clinic-referral-form.doc).
 - When you upload this new document, Sharepoint will automatically put the new document in the old document's place, and links to the old document will not break.
 - If your new document has a different file name, Sharepoint will upload a separate document and the old, outdated document will remain on the website as well.

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- Don't use **version numbers or dates**.
 - Your document might get updated several times but your audience doesn't need to know that. They just need one URL where they can access the document they need. You can include a date within the body of the document itself to signal when it was last updated.
 - Use **meaningful key words** in the filename.
 - For example, if the document is about tube feeding at home, you could call it tube-feeding-at-home.pdf.
 - Don't use **spaces**.
 - Web browsers turn spaces between words into "%20" in the URL, which makes it long and messy.
 - Instead, use all lowercase letters separated by a hyphen. For example, recycling-waste-segregation-guide.pdf.
 - Avoid **symbols or special characters** like ampersands (&), exclamation points, question marks etc.

Replacing a document

For full instructions on how to replace a document, see [Using the Document Library](#) (PDF) on the [Editor Hub](#) site.

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 editorhub.phsa.ca

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