



THEDIOCESE.NET

NAVIGATING AND TROUBLESHOOTING THE NEW WEBSITE

Websites are digital reflections of the needs of a community. We hope to make the Diocese of Virginia's website as clear a reflection of your needs as possible, with your help and a little patience.

Problem: Website Doesn't Look Right/Work Properly

Examples: 1.) The website navigation view isn't working or 2.) Images are distorted. The site may be "cached" in your browser, which means the browser has saved an old version of the website.

How to Fix It

1. Clear your browser history, including cached images and files.
2. Close the browser completely (all windows)
3. Re-open and go back to the site

Clearing History/Cache

How you clear your browser history/cache varies depending on which browser you're using (e.g., Chrome, Firefox, Safari, Internet Explorer).

For instructions, google "how to clear history and cache in [name of browser]" and follow the instructions. There are also sites like refreshyourcache.com which will guide you through the steps.

Problem: "Page Not Found" Message/You Can't Find the Page

Possibility 1: Your browser may be auto-adding "/default.asp" or "/default.aspx" to the end of the URL (i.e., web address).

How to fix it: delete the added text: for example, it should say www.thediocese.net, not www.thediocese.net/default.asp.

Possibility 2: Or, the new page may be found somewhere else on the website, or the specific page absorbed in to another page of the website.

How to Fix It:

See "New Organization" below or go to [website map](#) and do a word search (Ctrl+F) for the page you're looking for, then click the link to go to that page.

If that doesn't work, [fill out this form](#) and a member of the diocesan staff will point you in the right direction, or fix any issues you find.

New Website Organization

Front Page: Rotating photos, popular links, highlighted news and events, a prayer request box.

Who We Are: Pages about the Diocese of Virginia. E.g., history, beliefs & practices, regions, governance (which includes Annual Convention info), our bishops.

Resources: What the Diocese of Virginia has to offer, the most frequented pages are found here under one of three categories: ministries, organizations, and administration.

Subsections of Resources

Ministries: Resources associated with particular offices of the diocesan staff, such as Jobs & Transitions, Vocation & Call, Stewardship, and Christian Formation

Organizations: Resources associated with diocesan committees and related organizations, such as Church Schools, retreat centers, and diocesan homes.

Administration: The nitty-gritty of church work, such as Finance & Management, Cycle of Prayer, and Sexual Misconduct Prevention.

News & Events: Events calendar, news releases, the VE magazine, sign up for the e-Communique.

Contact: Sub-pages cover how to get in touch with [diocesan staff](#), find a church, and update/request info.

Questions, Reporting Issues, and Feedback

Please fill out this online form: <http://www.thediocese.net/forms/contact-the-webmaster/> or send an email to info@thediocese.net.

Your feedback is essential and appreciated. Every effort will be made to have a member of the diocesan staff personally respond to your inquiry.