
AGS Website User Guide

Table of Contents

About the new design.....	3
Can't find what you're looking for?.....	3
Website feedback and technical issues.....	3
Information categories	3
APPENDIX 1: Tips for searching.....	6

About the new design

The AGS is proud to launch its new Internet website. The new information structure and site design derives from a combination of interviews and testing with representative AGS stakeholders.

To understand and navigate the new site, we encourage you to:

- o **explore**

Investigate the different 'doors' and 'pathways' built into the site. This will help you gain a feeling for the new structure and for the supporting navigation scheme. You may also find it helpful to view the [sitemap](#).

- o **search**

Use our search engine to locate information. [Tips for searching](#) will help you refine your searches.

- o **provide feedback**

Let us know what you think of the new site by completing our [feedback form](#).

Can't find what you're looking for?

Please submit your inquiry to us at webhelp@ags.gov.au.

Website feedback and technical issues

If you encounter technical problems or have suggestions for improving the site, please [let us know](#).

Information categories

The home page view for the new design is shown in the screen capture below (Screen 1). In addition to the home page, there are five information categories (or tabs):

- o Who we are;
- o What we offer;
- o Who to contact;
- o Publications & research; and
- o Careers @ AGS.

The full architecture is listed in the [sitemap](#).

The home page features a [Spotlight](#), where we highlight the skills and achievements of AGS and its people (with a link to an archive of previous articles); and a [News](#) section for media releases and other announcements (with a link to a News archive).

Website page headers provide links to additional information — such as [help](#) and a [sitemap](#); website page footers provide links to our [privacy](#), [copyright](#), [accessibility](#) and [disclaimer](#) statements and a [feedback](#) form.

In addition to a search box, other links are provided to [Requests for Tender](#) material (an ephemeral link that will appear or disappear as RFTs are issued or concluded) and our [Client Login](#) for registered government clients.

The website defaults upon opening to the 'AGS Home' page view, as shown in Screen 1 below.

SCREEN 1

The screenshot shows the AGS website home page. At the top left is the AGS logo and the text "Australian Government Solicitor". A horizontal navigation bar contains five tabs: "WHO WE ARE", "WHAT WE OFFER", "WHO TO CONTACT", "PUBLICATIONS & RESEARCH", and "CAREERS & AGO". The "WHAT WE OFFER" tab is highlighted in yellow. In the top right corner, there are links for "client login", "request for tender", "spotlight", "home", "help", and "site map", along with a search box. Below the navigation bar is a banner image with the text "the leading lawyers to government". The main content area is divided into two columns: "Spotlight" on the left, featuring a photo of a man and the text "Personal with Specialist Knowledge", and "News" on the right, featuring a "Important Announcement" with a "read more" link and an "archived news" link. A "Client Login" button is located below the "News" section. At the bottom of the page, there are links for "accessibility", "feedback", "copyright", "privacy", and "disclaimer".

There are 5 information tabs. The tabs are underscored with a different colour when highlighted with the mouse (see screen 2).

"Request for Tender" button appears whenever an RFT is issued.

"Spotlight" highlights the skills and achievements of AGS and its people using images and text.

"Client Login" is provided for registered government clients.

AGS "News" items are displayed here.

SCREEN 2: Upon selection of one of the five information categories or tabs (level 1 items), the page view changes to show a left-hand menu listing (level 2) relevant to that tab. The use of plus signs (+) to the right of the (level 2) items in the left hand menu indicates that there are further sub-items at level 3. Selection is made by double-clicking on an item.

The screenshot shows the AGS website with a left-hand menu expanded. The menu items are: "LEGAL SERVICES", "ADVISORY", "SPECIAL SERVICES", "INFORMATION SERVICES", "SOLUTIONS & SUPPORT", and "RECENT PROJECTS". Each item has a plus sign (+) to its right. The "LEGAL SERVICES" item is selected and highlighted in blue. The main content area shows a "SAMPLE TITLE PAGE" with some text. The global header and footer links are visible at the top and bottom of the page, respectively.

Global header links appear on all pages

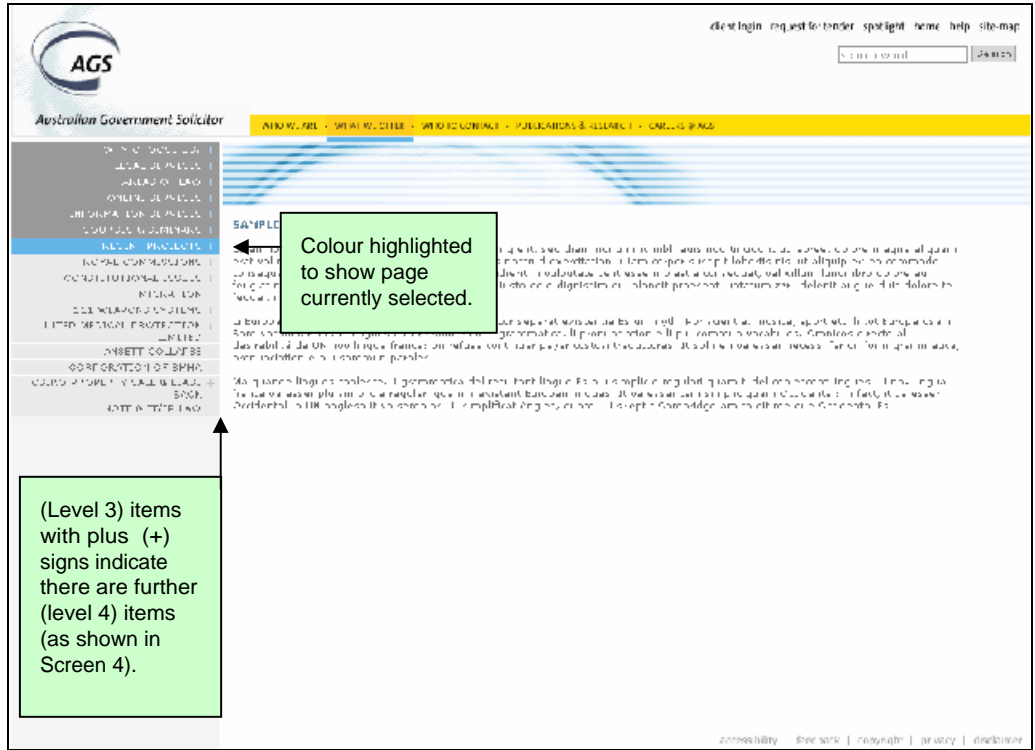
Search is available on all pages

Colour (underscore) highlighting is used to indicate which tab is currently selected.

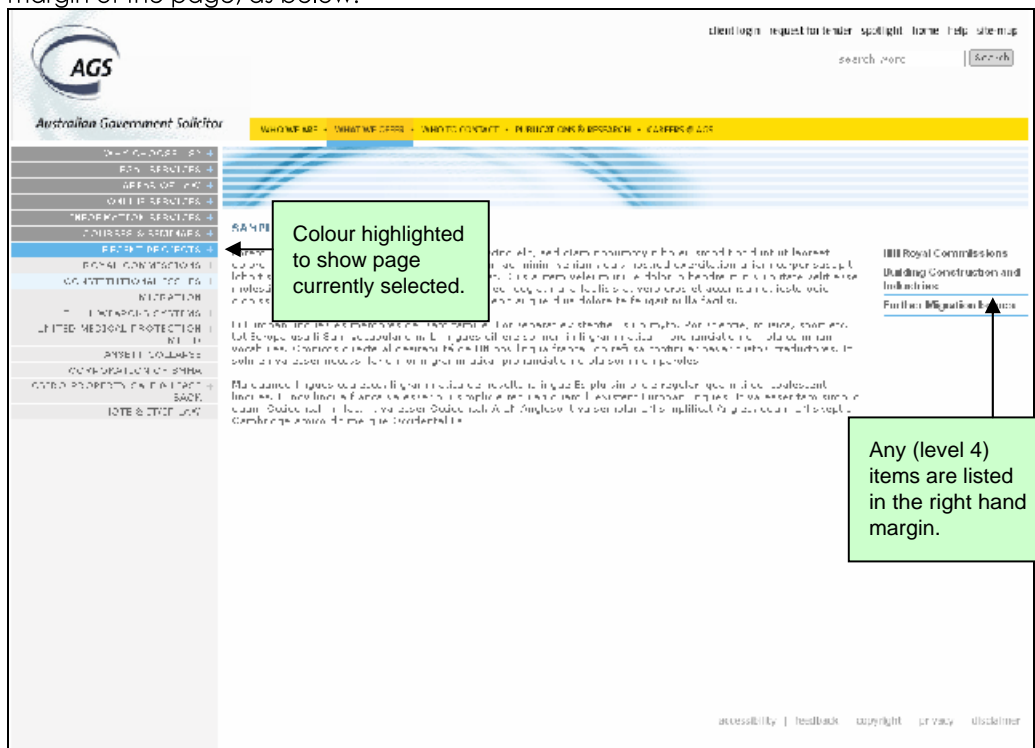
(Level 2) items with plus (+) signs indicate there are further (level 3) items (as shown in Screen 3).

Global footer links appear on all pages

SCREEN 3: The use of plus signs (+) to the right of the (level 3) items in the left hand menu indicates that there are further sub-items at level 4. Selection is made by double-clicking on an item.



SCREEN 4: Upon selection of a level 3 item that has a plus (+) sign to indicate that there are further sub-items at level 4, the page view changes to show the level 4 items in the right hand margin of the page, as below.



APPENDIX 1: Tips for searching

Use the tips on this page to help you narrow or refine your search your search query:

- Look for words with the same prefix by entering an asterisk (*) after the term. For example, type **key*** to find *key*, *keying*, *keyhole*, *keyboard* and so on.
- Search for all forms of a word by entering two asterisks (**) after the term. For example, type **sink**** to find *sink*, *sinking*, *sank* and *sunk*.
- Add the keyword **AND** to find all instances of both words used together, for example:

Abbott AND Costello

This query finds all pages that mention both Abbott and Costello.

- Add the keyword **OR** to find all instances of either one word or another, for example:

Abbott OR Costello

This query finds all pages that mention Abbott or Costello, or both.

- Put quotation marks around keywords if you want our search engine to take them literally. For instance, if you type the following:

"information NEAR manager"

our search engine will literally look for the complete phrase 'information near manager'.

On the other hand, if you type the same query without the quotation marks:

information NEAR manager

our search engine searches all documents for the word 'information' appearing near the word 'manager'.

- Use 'free text queries' if you want to enter queries using natural language. Our search engine will examine your query, extract nouns and noun phrases and construct a query for you. With free text queries, you can enter any text you want, from a proper question, to a string of words and phrases, without worrying about the query language. For example, if you type in the following query:

"How do I locate my nearest AGS office?"

our search engine will create a query for you automatically and begin the search. When you use free text queries, the regular query language features are disabled so keywords such as AND, OR and NEAR are interpreted as normal words.

- Search with the keyword **NEAR**, rather than **AND**, for words close to each other. For example, both of these queries, **information AND manager** and **information NEAR manager**, look for the words **information** and **manager** on the same page. But with **NEAR**, the returned pages are ranked in order of proximity: The closer together the words are, the higher the rank of that page.

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- Use the keywords **AND NOT** to exclude certain text from your search. For example, if you wish to find all instances of **surfing** but not **the Net**, enter the following words in the search box:

surfing AND NOT the Net