

T4 Frequently Asked Questions (FAQ)

Q1. Why has my web page disappeared?

Q2. Why has my web page not updated?

Q3. My image gallery contains mis-aligned thumbnails, how do I fix this?

Q4. How can we get someone in our department trained?

Q5. How many people need to be trained?

Q6. Do I have to adopt the University design?

Q7. Will this cost me anything?

Q8. I'm not happy with our website, but don't know where to start - what other support can you offer?

Q9. How do I know if my website is effective?

Q1: Why has my web page disappeared?

A1. Ensure you have updated and approved your webpage well before the cut off time of 2 hours before publish i.e. 2pm and 6am. Webpages are currently published around 4:45pm and 8:45pm. (these times may change so ask webteam)

A2. Don't assume your webpage address (URL) is what you think it is. If a section is moved in the CMS the URL normally changes.

ie. www.strath.ac.uk/dept/section1/mypage moved to section2 =>
www.strath.ac.uk/dept/section2mypage

Check in the CMS where your page is within the structure and preview the page from the CMS to check if it reflects your changes. if the changes in preview are not shown then make sure you have updated the content and try preview again.

A3. For Banners, rightcols, Uninav:

Add, and approve all Banner section content , Rightcol- section content and Uninav section content.

Q2. Why has my web page not updated?

A1. Ensure you have updated and approved your webpage well before the cut off time of 2 hours before publish i.e. 2pm and 6am. Webpages are currently published around 4:45pm and 8:45pm. (these times may change so ask webteam)

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A3. For Banners, rightcols, Uninav:

Add, and approve all Banner section content, Rightcol- section content and Uninav section content.

Q3. My image gallery contains mis-aligned thumbnails, how do I fix this?

A. Edit your page, go into the HTML view and remove all spaces in the image gallery. ie. remove all instances of

Q4. How can we get someone in our department trained?

Have a chat with the Webteam (webteam@strath.ac.uk) and then book training. Learning Services deliver the CMS training, you can book at <http://bookings.strath.ac.uk/> (the course is identified as T4 CMS).

Q5. How many people need to be trained?

We recommend at least 2 people per department are trained, although you may train as many people as you feel appropriate.

Q6. Do I have to adopt the University design?

All CMS managed sites (in the region of 20,000 pages) use the University design. Ultimately, all University websites will migrate to the CMS and the associated design. If your website needs to be updated, then please do so by migrating to the CMS.

Q7. Will this cost me anything?

No. The only thing it will cost you is your time - you will need to put some thought into the structure of your website and update the text and images both when you first start using the site and on an ongoing basis. You will be supported in this by webteam@strath.ac.uk.

Q8. I'm not happy with our website, but don't know where to start - what other support can you offer?

If your website is already on the CMS and you wish to review it and take full advantage of the features offered by the new design and CMS, then please contact webteam@strath.ac.uk

Q9. How do I know if my website is effective?

The best way to judge your site's effectiveness is to speak to your target audiences. You could speak to individuals, run a survey on your site, run focus groups, etc. Does the site work as they expect? Can they find what they are looking for? Does it convey the impressions / information you would wish it to?

If your site is on the CMS then there is statistics software available which can help you understand how your site is used - number of visitors, what countries visitors come from, most popular pages, what paths visitors follow when browsing your site, etc.

Please contact webteam@strath.ac.uk if you wish to pursue either avenue.