terminalfour

Site Manager

Training Manual

Table of Contents

This manual was created to help you through the basic functions of updating your website. If you need more instruction, aren't certain on how to do something or need our assistance in making an edit for you, we are always here to assist you.

Caitlin Robles
Director of Web Operations
203-396-8495
roblesc@sacredheart.edu

Helpful Links

- Terms of Use
- SHU Brand Standards Guide
- Copyright Information
- Accessibility Resource Center

How to Access & Log In

TerminalFour (T4) Site Manager can be accessed on any computer and from any browser. We find that T4 works best in Chrome. If you are working on a page and start experiencing errors or issues, close out of the browser you are working in and re-open the page in a different browser. If problems persist, report any bugs or issues to sitefeedback@sacredheart.edu.

To log into Terminal Four, visit Terminal Four CMS - http://cms.sacredheart.edu/. Your SHU credentials are your user name and password.

Overview of Your Account

Access: You are a Contributor**.** You have access to and can edit your assigned pages only. When you make an edit, your updates will be added to a queue. The web team will review and approve the edits to go on the live website.

Content Edits: You have the ability to add new content and/or edit existing content. You can Save Changes if your edits are finalized and ready to publish to the live website or you can Save As Draft so that you can continue working on these edits at a later date without them going live on the website.

Adding New Pages: If you need new pages added to your website, contact sitefeedback@sacredheart.edu to have the page created for you. Provide the page name and where you would like the page to appear in the navigation of your site.

Navigation: To expand your navigation to view all pages, activate the + sign to the left of the page name.
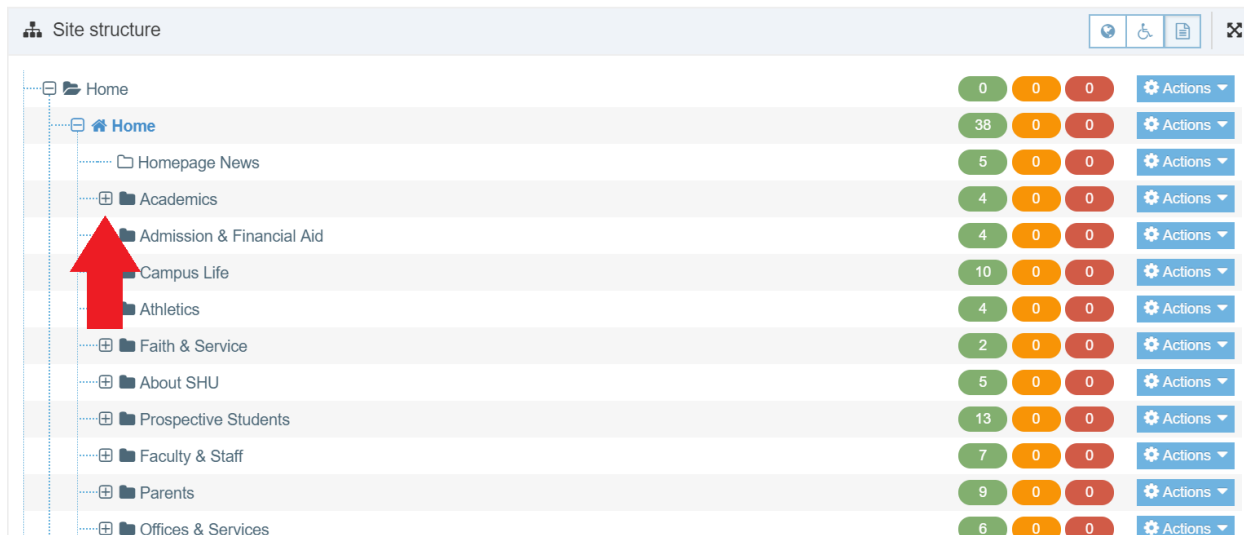

Understanding Sections/Pages & Icons in the Navigation

Table 1: Icons used in Terminal Four and what they mean

| Icon	Icon Description
	Normal Section not hidden from navigation
	Section not displaying in the navigation
	Root Section (level 1 of a Channel or Micro Site)
	Mirrored Section (original location with write access)
	Mirrored Section ("new" location with read access only)
	Archive Section (content is not updated on publish)
	External Link Section (linking to an outside website)
	Link to another page on the CMS
	Pending Section (not displaying on the website)
	Section pending deletion

If you get lost, select the Site Structure icon located at the top of the screen to go back to your main navigation.

1. Locate the page that holds the content you need to update in your navigation. Each section element is associated with an Actions menu.

2. Activate the "Actions" menu and select "Edit content" (the Actions menu is a blue button located to the right of each section element)
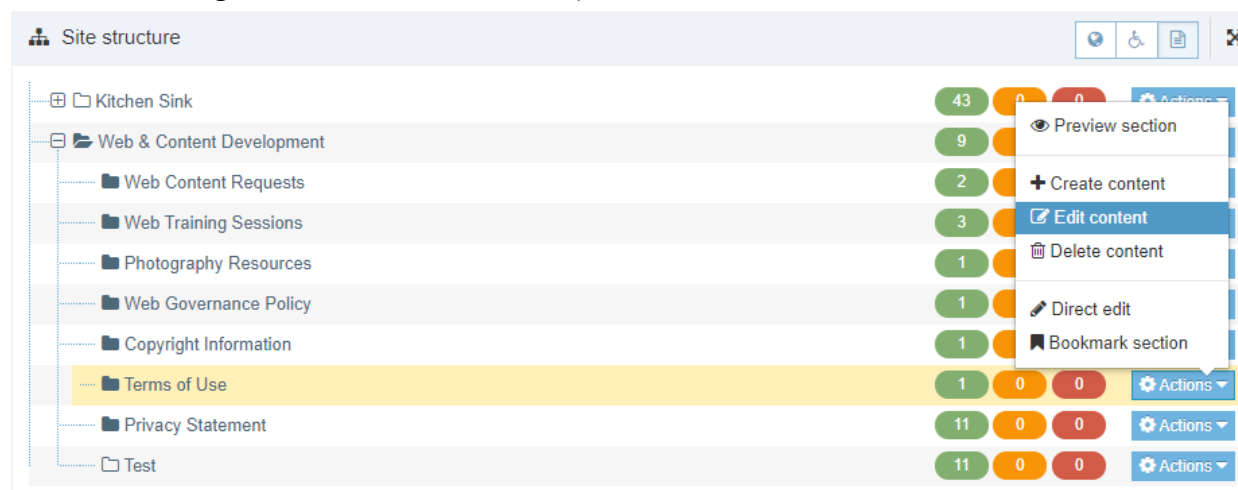
3. Select content on that page that you want to update and select the Actions button (to the right of that piece of content) and choose **Edit.**
   - **Any templates that include images as part of the template need specific sizes uploaded.** In some cases, multiple sizes of the same image need to be uploaded. If you can't correctly resize and compress an image, someone on the web team can assist you.
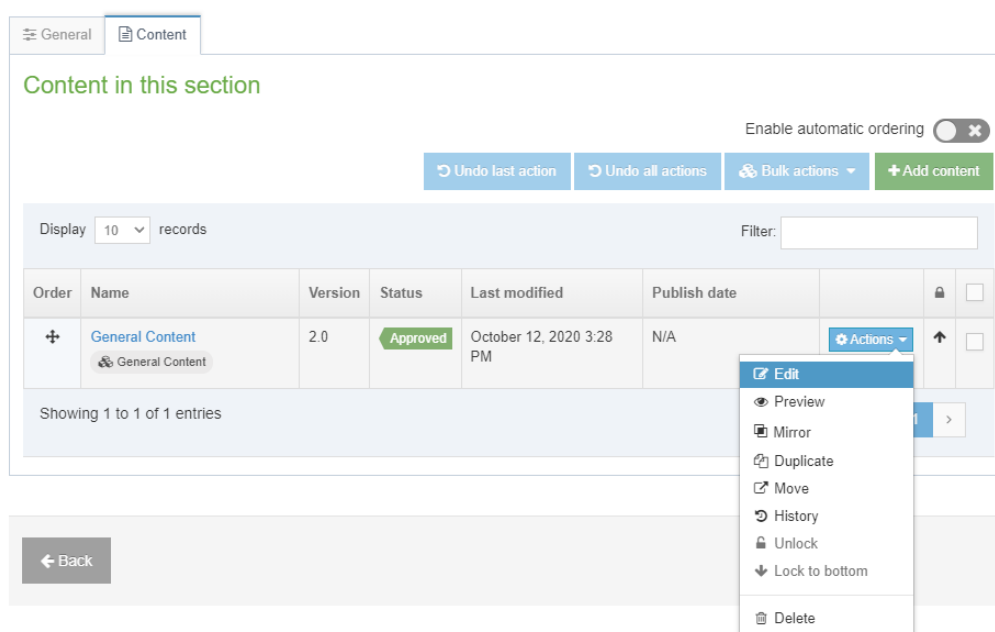
4. After you make your edits, select the **Save Changes** button (blue button at the bottom of the page). If you are not ready to publish, select the down arrow and then choose **Save as Draft** if you are still working on the page.
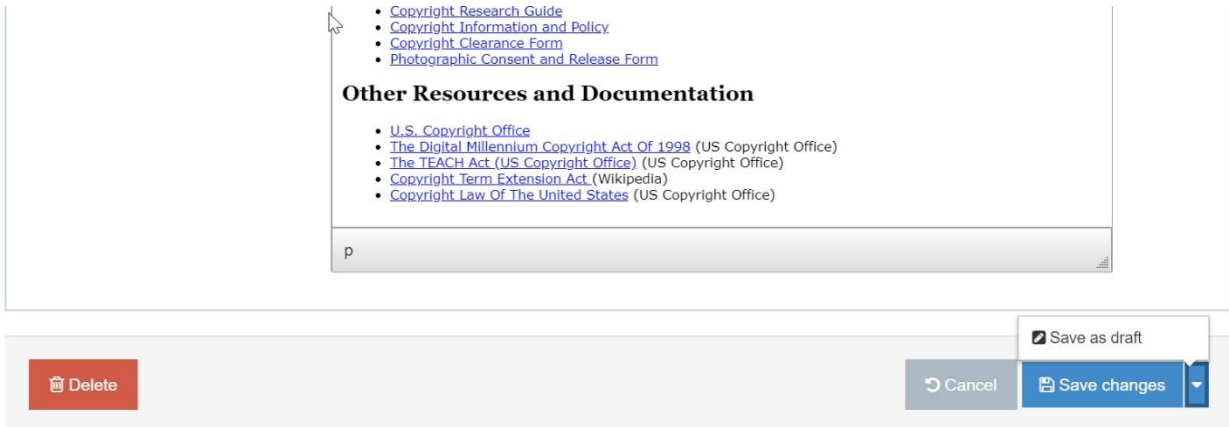

A few important things to remember after completing your website edits:

- Always spell check your work (Questionable or misspelled words will have a red line underneath. Press Ctrl + right click to see suggestions.)
- Always **preview** your work to make sure the page looks correct and spacing/photos/tables etc. are aligned properly
- Test all links (external, internal, emails and documents)

Adding New Content

There may be some instances where you need to add several templates or pieces of content to one page. There is no limit to the amount of templates you can add to a page and you have the ability to move and re-order content on the page.

1. Find the page that you want to add the content to in your navigation
2. Select Actions button (to the right of the page) and select **Create Content**
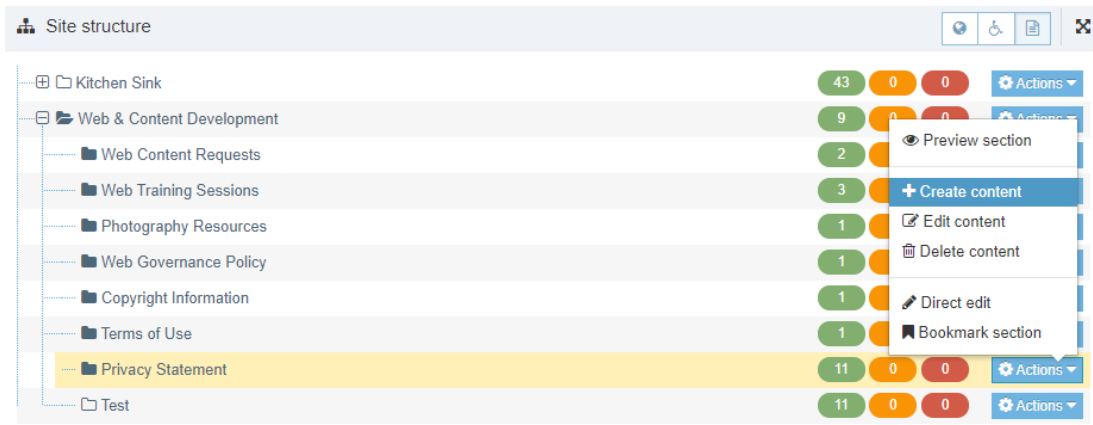
3. Choose which template you want to use. The most common template you will be using is the **General Content** template.

4. Fill in the required fields
   - **Name:** Does not display on the website. This is just for you to know what content is in this template.
   - **Main Body:** Space where you would add your content for the page. You can add text, website links, PDF links and images in this area. Formatting is just like Microsoft Word.
     - **Text Formatting:** You should try to split up the content on the page with the use of headers so that it's easier to scan the content on the page. Start with an H2 header. If there are subheaders within that section, you would then use H3, H4, etc. **You never want to skip header levels.**
     - **Text Styling:** Styles are automatically applied to headers based on the Header level chosen. **Do not apply headers just for styling purposes.**
   - **Any templates that include images as part of the template need specific sizes uploaded.** In some cases, multiple sizes of the same image need to be uploaded. If you can't correctly resize and compress an image, someone on the web team can assist you.

Advanced Accessibility Technique: A logical hierarchy of headings supports accessibility through the understanding of the levels of importance for page content. To view the heading structure of your webpage (also referred to as the Outline), Use the WAVE "Web Accessibility Evaluation Tool" web application. To use the tool:

- Open the WAVE webpage in your browser; WAVE - Web Accessibility Evaluation Tool - https://wave.webaim.org/
- Paste or type your webpage address into the appropriate text field.
- Select the WAVE button or type ENTER.
- Select the Outline tab in the navigation menu (left column).

5. When you are finished with your content, select **Save Changes** or **Save as Draft** (located at the bottom right of the page).
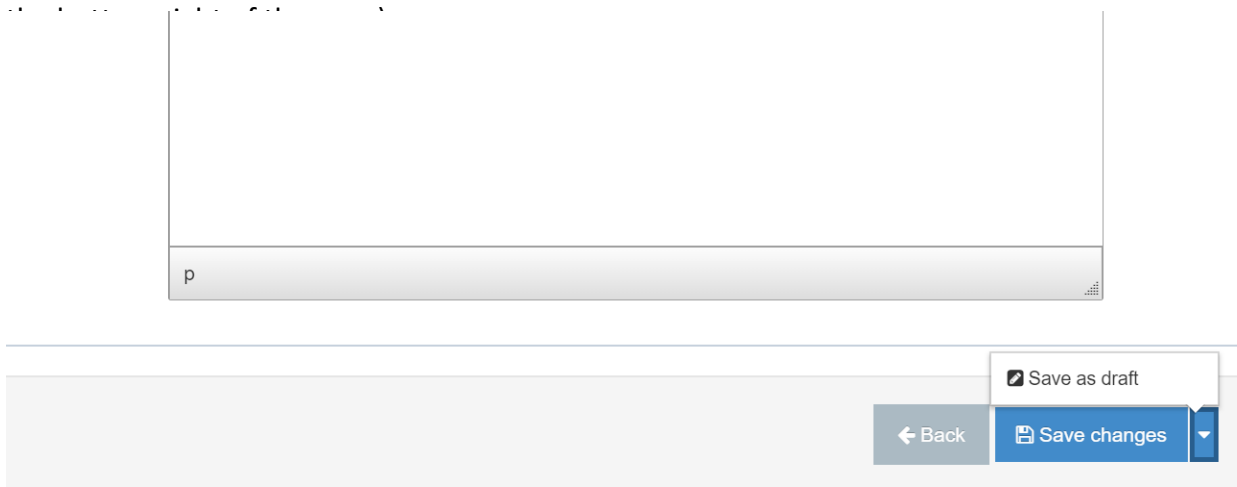
A few important things to remember after completing your website edits:

- Always spell check your work (Questionable or misspelled words will have a red line underneath. Press Ctrl + right click to see suggestions.)
- Always **preview** your work to make sure the page looks correct and spacing/photos/tables etc. are aligned properly
- Test all links (external, internal, emails and documents)

What Permissions Do I Need to Add Media onto My Website?

Before any media files (i.e. photos, documents, sound files, videos) gets added to the Media Library, be sure that you have permission to use that file. If you are uploading an image, you must be the person that took the photo or you know the person who took the photo and they have granted you permission to use it on the Sacred Heart University website.

Photos of minors are not permitted unless we have signed consent by the child's guardian granting us permission to use it on the website.

Where Can I Find Images to Put on My Website?

Due to copyright laws, do not randomly download photos from the internet. You can purchase stock photography at iStock - www.istockphoto.com or you can browse the Sacred Heart University Flickr or Libris photo accounts and use any photo our University photographer has put up there:

- SHU Flickr - https://www.flickr.com/photos/sacredheartunivpix/sets/
- SHU Libris - https://sacredheart.photoshelter.com/index

For more copyright information, or to download a photo consent form, visit SHU Copyright Information.

If you need assistance, contact the web team.

Adding Media to the Media Library

1. Select the **Content** tab (at the top left of the screen) and select **Media Library**
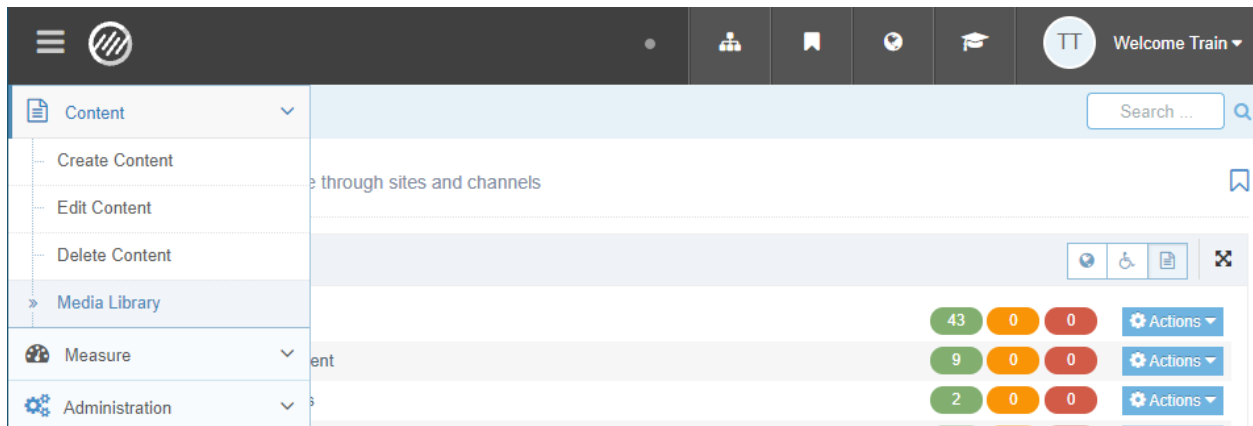
2. Select the + sign next to the Categorised folder in the left navigation and then the + sign next to the SHU Media folder.
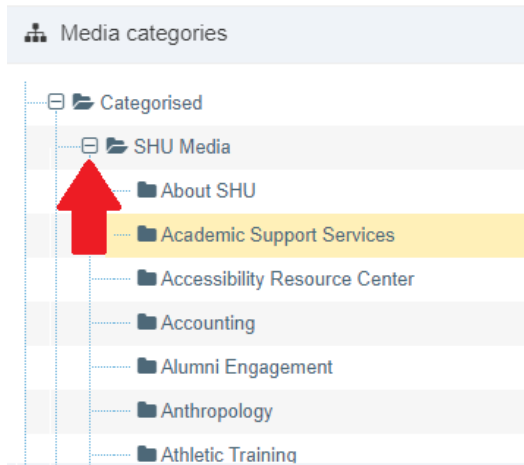
3. Find and select your department's/office's folder in the alphabetical list to open it.

- When the folder opens up (on the right of the screen), select the **Add Media** button

4. Fill in the following fields:
   - **Media FIle:** Click on **"Drop file here or click to choose"**: Locate your file on your computer and double click
   - **Name:** Enter a name for your file. This is used as a name in the Media Library to allow easy identification and also serves as the link text in your content if linking to a document.
   - **Description/Alt Text:** This is the Alt text that is needed for accessibility. The alt attribute provides alternative information for an image if a user for some reason cannot view it
     - **Media Header Template:** Do not use special characters in the alt text for this template only. Special characters include !@#$"%^&*()-+='?/><
   - **Media Type:** Usually this is automatically detected, e.g. PDF or word file, but if not detected, select type of file. For an image, always choose Image.

Media Library » add and edit media assets for use

General

Media details

Media file (Max: 500000KB) *   Drop file here or click to choose

Name *

Description / Alt text   e.g. A student sitting under a tree.

Advanced options

Media type   Image

Syntax highlighting language   HTML/XML

Media language dependence   ● Fully independent
                              ○ Independent media file
                              ○ Fully dependent

Metadata

keywords

Accessibility Checkpoints:

- All images **must** have alt text or be treated as decorative which may require editing the source code.
- Video and Audio **must** include Closed Captioning and/or transcription
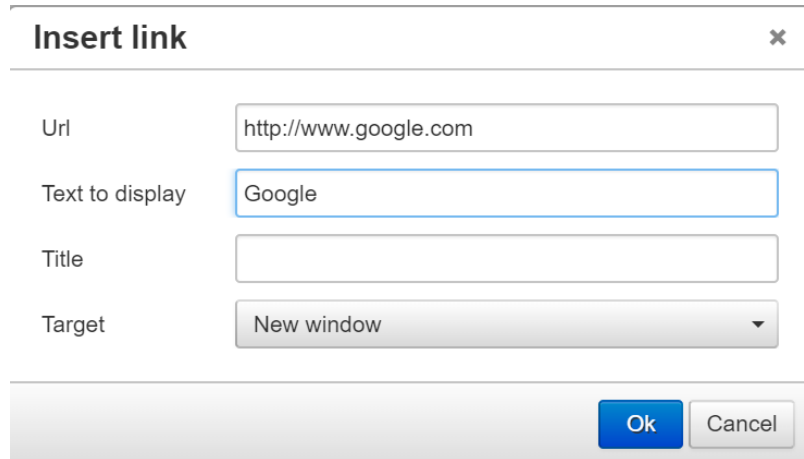
5. Select **Save Changes**

Linking to External Websites

External links are links to sites outside of the Sacred Heart University website. (e.g. http://www.google.com)

1. Enter the text you wish to use as your link text; e.g. Visit Google

---

Accessibility Checkpoint: Link text must convey the purpose and or destination of the link. When linking to a page that may trigger a document download, a file type must also be included in the link text. It is best practice to have descriptive but concise link text.

2. Highlight the text; then select **Insert > Insert Link > Link to External Site**
3. The Insert Link window opens. Copy and paste or enter in the full URL; e.g., http://www.google.com
4. Select target - new window
5. Select **Ok**

Advanced Accessibility Technique: Advanced users can add ARIA to the source code in order to support accessible link text; learn more at the following web link: Using aria-label for link purpose - https://www.w3.org/TR/WCAG20-TECHS/ARIA8.html#ARIA8-examples

## Linking to Another Page on Your Website

Internal or section links are links to one of your pages within your department's website.

1. Enter in and highlight the text you wish to use as the link text. Select **Insert > Insert Link > Insert Section Link**

Accessibility Checkpoint: As a best practice the link text should match the title of the destination page. At a minimum ensure that you are using text that describes the link destination. Avoid using URLs as the link text. For example, use "Sacred Heart Home page" rather than "www.sacredheart.edu".
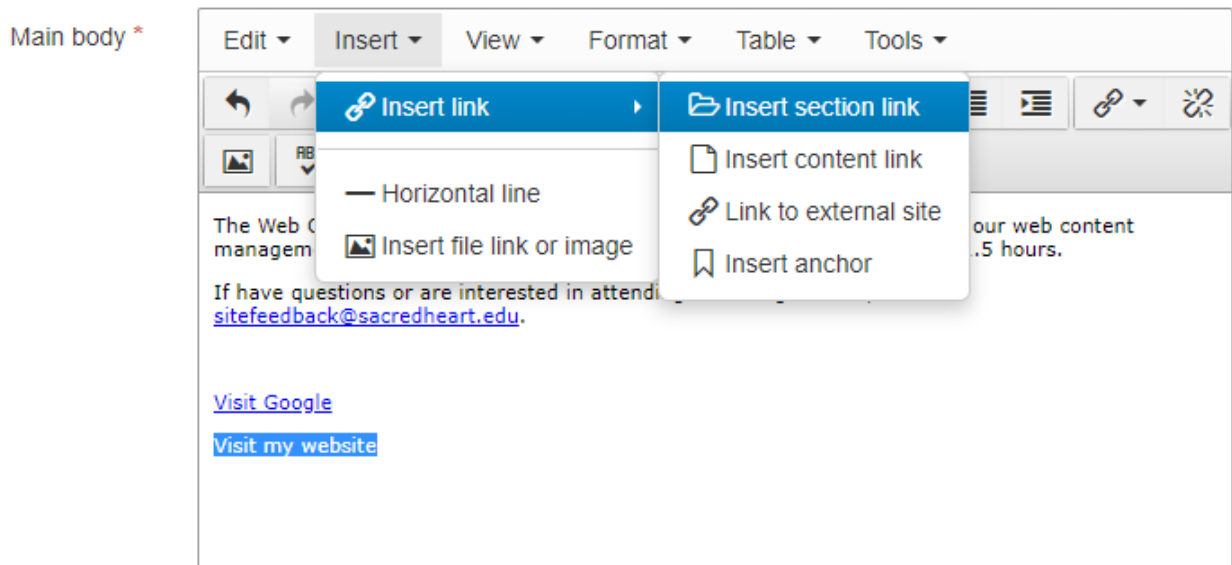
2. A window will pop up displaying the Site Structure; navigate to and select the section you wish to link to.
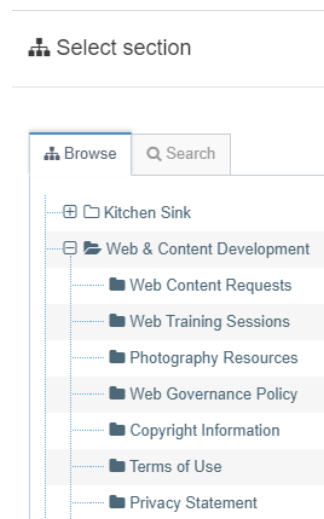
If you need to link to a page on our website that you don't have access to, email sitefeedback@sacredheart.edu and we will link to it for you.
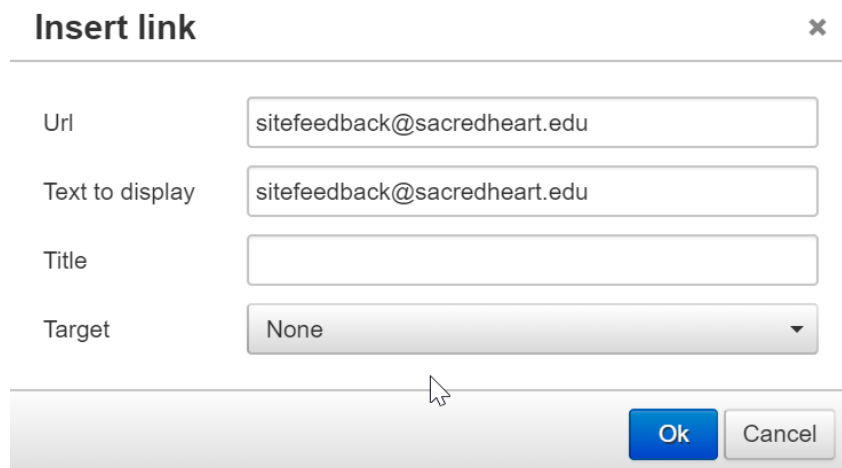
Linking to Email Addresses

Email links open up an email in an email client.

1. Enter the text you wish to use as your link text (e.g., sitefeedback@sacredheart.edu or Email Site Feedback)
2. Highlight the text; then select **Insert > Insert Link > Link to External Site**

3. The Insert Link window opens. Enter in the full email address into the URL field (**no spaces**) e.g., sitefeedback@sacredheart.edu

> **Accessibility Checkpoint:** To support an accessible email link, it may be important to include a name or description as part of the link text before the email address (i.e. Email Site Feedback - sitefeedback@sacredheart.edu)

Insert link   ✕

Url	sitefeedback@sacredheart.edu
Text to display	sitefeedback@sacredheart.edu
Title	
Target	None ▾

Ok Cancel

4. Select **OK**
5. The system will recognize the email address format and ask if you want to insert the mailto: prefix, select **OK**

The URL you entered seems to be an email address. Do you want to add the required mailto: prefix?

Ok Cancel

Linking to a Document File

Document links, such as PDF, Word or Excel files, open up the file in a browser.

> **Accessibility Checkpoint:** For document links, always use descriptive link text which informs users that following the link will download a document (e.g.; "Admissions Guide PDF Download"). Also include the document file type within the link text. Do not use generic or ambiguous link text such as "Click here to Download". Additionally, ensure the document itself is accessible.
>
> For resources on creating accessible documents visit our Accessibility Resource Center.

1. Enter the text you wish to use as your link text (e.g., Download our application)

2. Highlight the text; then select Insert File Link or Image. The Media Library will open.
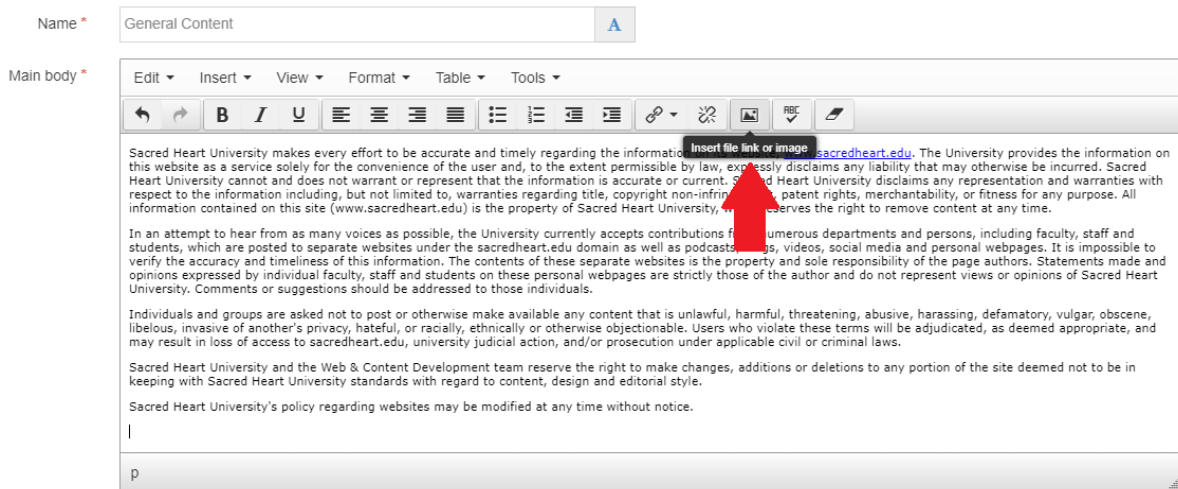

3. From the navigation (located on the left), locate and select your department's folder to open the media library.
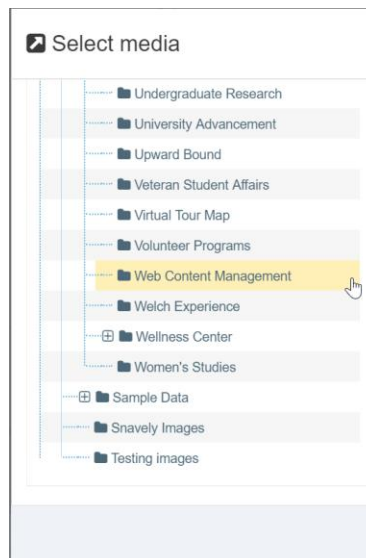
Accessibility Checkpoint: Video and Audio must include Closed Captioning and/or transcription. Even if you are inserting a link to an external video, it should be reviewed for accessibility.

4. If your file is not loaded into your media library yet, select **Add Media**
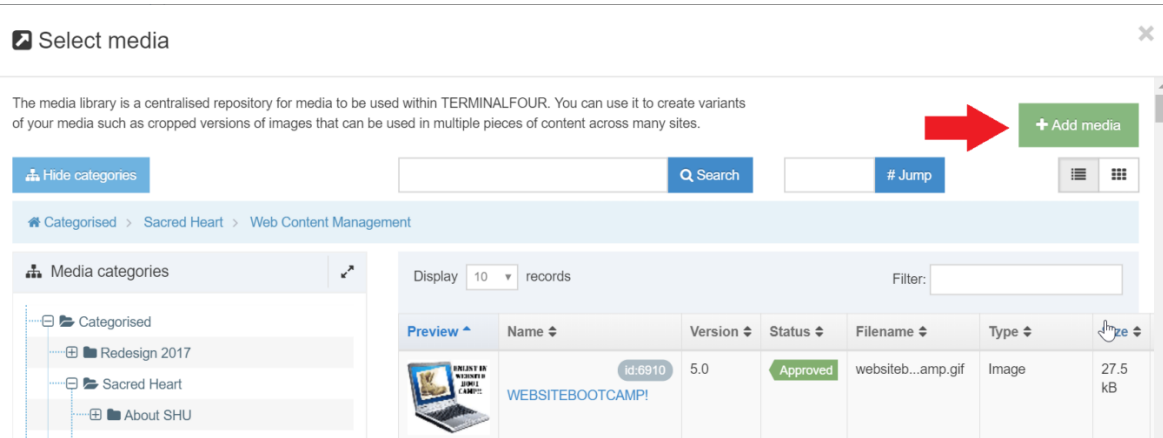
- **Media File:** Select Choose File: Locate your file on your computer and double click

- **Name:** enter a name for your file. This is used as a name in the Media Library to allow easy identification and also serves as the link text in your content for documents.

- **Description:** This is the Alt text that is needed for accessibility. The alt attribute provides alternative information for an image if a user for some reason cannot view it.

- **Media Type:** this usually is automatically detected, e.g. PDF or word file, but if not detected, select type of file. For an image, always choose Image.

5. Select **Save Changes**
6. Locate and select the document you just loaded into the Media Library to add it to your page.
7. If you do not wish to use the file's Name as the link text, double-click on the link text to open the Media Attributes.

8. In the empty Name element, enter the new link text
9. Select **Save** to return to the content screen

Note: Before adding any images into the system, you will need to compress them to make them smaller for use on the web. Common software to compress photos are Photoshop, Microsoft Picture Manager, Microsoft Paint, etc. If you do not have any of these programs, you can send your photo to anyone on the web team and we can help you compress your image.
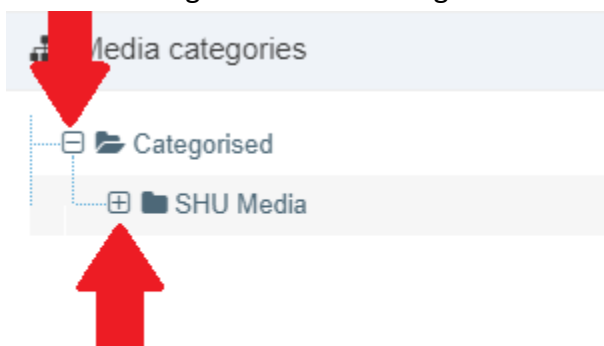
> **Advanced Accessibility Technique:** Be cautious of assigning fixed widths or heights to images because this will impact the responsive design. Use percentages instead.

> **Accessibility Checkpoint:** Make sure to place your image on the page in a way that the sequence will make sense to the user.

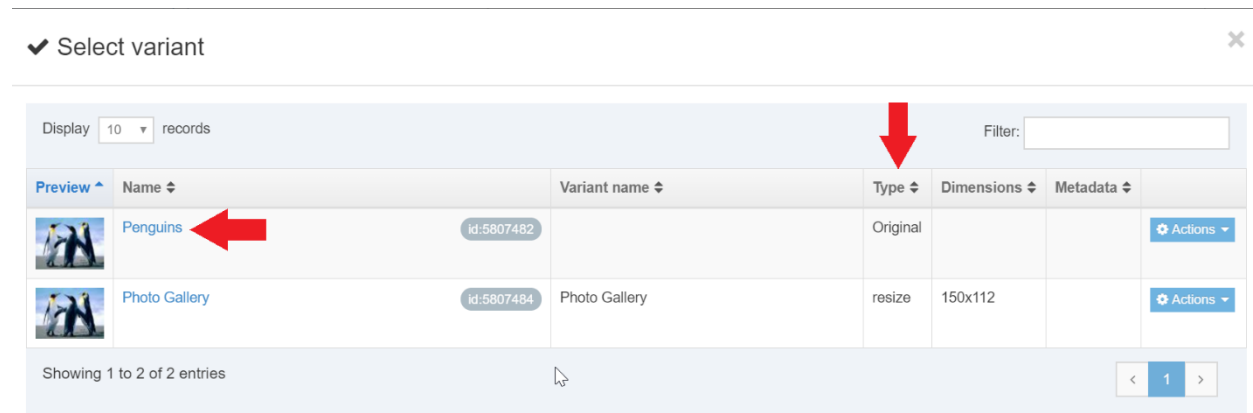1. Select the **Insert File Link or Image** icon from the icon tray
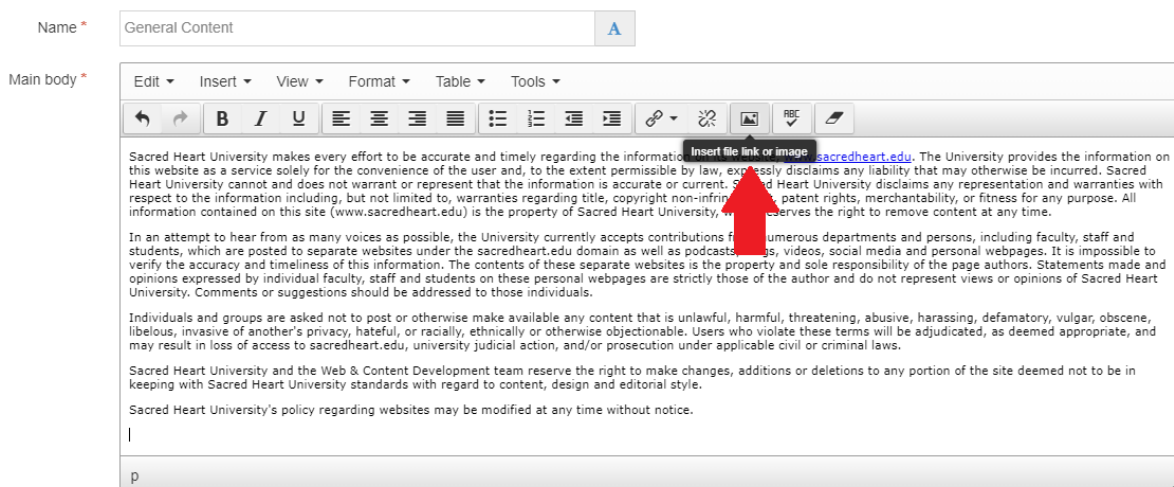
2. Select the + sign next to the Categorised and Sacred Heart folders in the navigation

3. Locate and select your department's/office's folder in the alphabetical list to open it

4. When the folder opens up (on the right), find and select the image you want to use
5. Select the Variant where the Type is Original

6. To set the placement and media attributes of the photo, double click on the photo. Once the below media attributes are set (if necessary), select Update.

> **Advanced Accessibility Technique:** Be cautious of assigning fixed widths or heights to images because this will impact the responsive design. Also, make sure the sequence of the text and image makes sense.

- **Width & Height:** Check the maintain aspect ratio box. Width should be set to 100%, the system will automatically adjust the height to be NaN. **We recommend you adjust the image dimensions outside of T4 and upload the correct size for the page.**
- **Padding:** The padding should always be set to 10px. This will make it so that any text you have near the photo will not run right up against it but will leave 10 pixels of space.
- **Float:** Type **left** in this space if you want the image to display to the left of the text on the page or type **right** in this space if you want the image to display to the right of the text on the page.

Accessibility Checkpoint: Tables should only be used to organize data with a logical relationship in grids. Tables should not be used to position text or images. All tables should be checked for accessibility by a member of the web team prior to publication.

1. Activate the Table drop down menus and select an option to **Insert Table with Column Headings** or **Insert Table with Column and Row Headings**
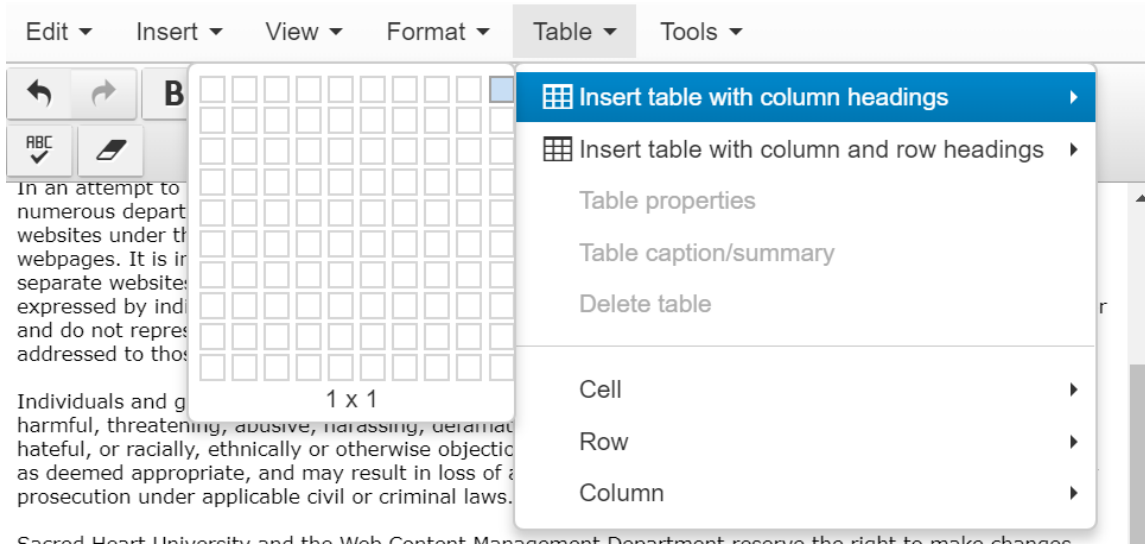
2. Select the **number of columns and rows** that you want to display in your table using the diagram that appears.
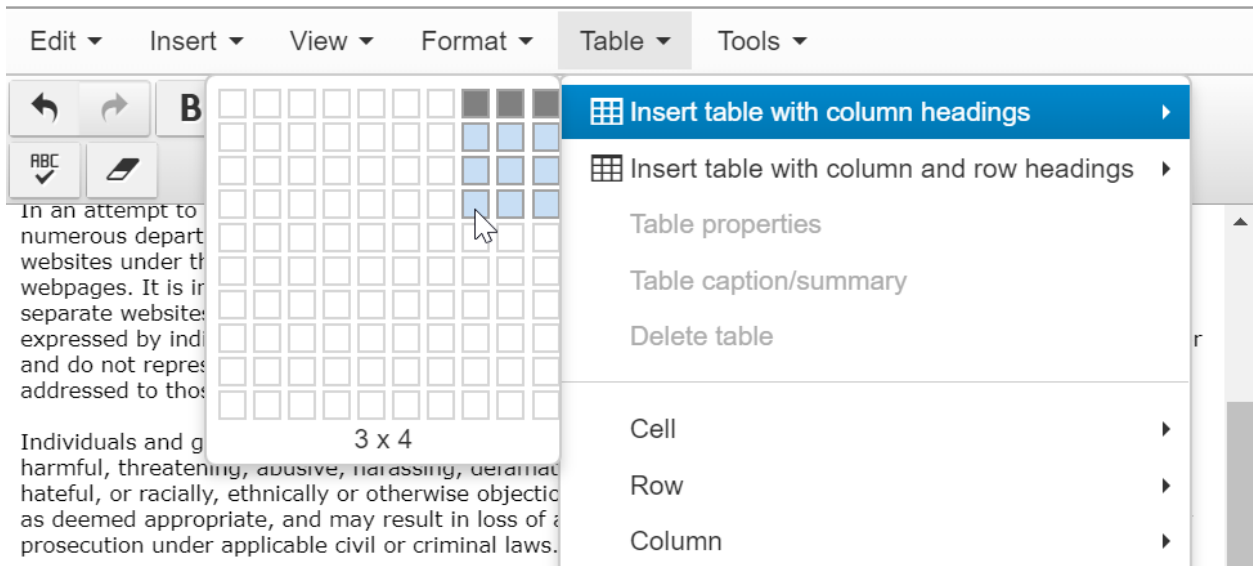
Note: Styling will automatically be applied by the website's CSS.

To delete a page on your website, contact the web team at sitefeedback@sacredheart.edu. Once a page has been deleted, it cannot be brought back.

If you think that you might need this page again in the future, let us know so that we can turn the page off for you instead of deleting it. That way, when you need it again in the future, we can turn it back on. Turning a page off, or marking it as pending, will make it disappear from the live website and no one will be able to search for this page while it is off.

Viewing the History of Edits/Rolling Back

T4 Site Manager allows you to see all changes made to content, compare different versions and set previous versions of the content live. **History** can be accessed from the Content tab.
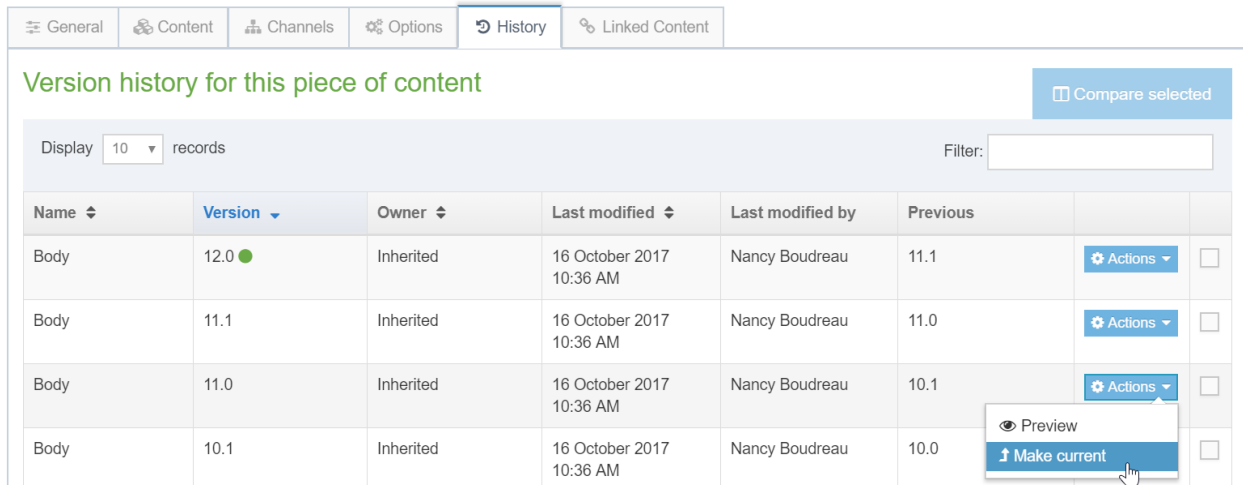
1. Activate the Actions button next to the piece of content and select History.

2. Activate the Actions button and to Preview the version of the page if you need to review the content.

3. Activate the Actions button and choose Make Current beside the version you wish to revert to.
4. Select Save Changes.
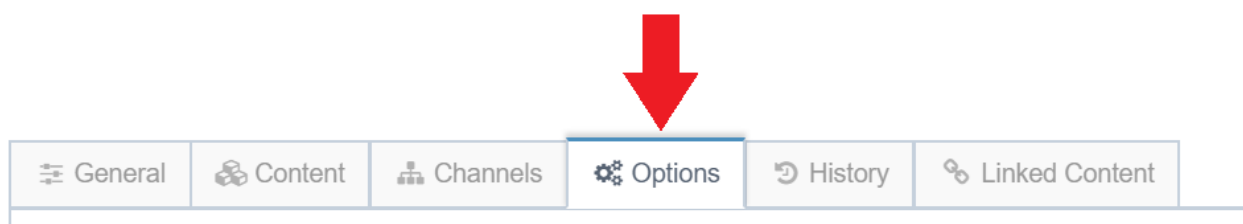
Content Options Tab

The content options tab can be found when you are editing a piece of content. It is the 4th tab at the top.

- **Publish Date:** If you have a piece of content that you don't want to go live until a certain date/time, you can choose which date you want the content to be made live here.
- **Expiry Date:** If you want the content on this page to be turned off on a certain date, you can choose which date you want the content to expire here.
- **Review Date:** If you want the system to send you an email on a certain date/time to remind you that the page needs to be updated, set the Review Date.

Videos & Photo Galleries

The web team can assist you with embedding YouTube and Vimeo videos onto your website. In addition, if you have multiple photos you wish to post as an album from a special event or program, you can utilize the Media Gallery template and include the photos of your choice using the Gallery Item template for each photo. Please remember, photos will need to be uploaded in specific sizes multiple times for responsive design. If you need assistance, email the video link and/or photos with details to our web team at sitefeedback@sacredheart.edu.

> **Accessibility Checkpoints:**
> • All images **must** have alt text or be treated as decorative.
> • Video and Audio files **must** be closed captioned

Forms

Our web team uses a third party form creator to create interactive online forms. Submissions can be emailed to a department and/or specific person and/or a URL can be provided to export all form submissions. If you need an online form created, email your requests to us at sitefeedback@sacredheart.edu.

- Example of a SHU online form

Shortened URLs / Alias

For printed materials, the web team can create a shortened URL or alias that will redirect the user to the page. For example, the following *very long* URL address http://www.sacredheart.edu/academics/commencement2014/2014graduatecommencementinformation/rsvpforgraduatecommencement/ can be made into the shortened alias www.sacredheart.edu/rsvpgrad for a postcard or other printed piece. Email sitefeedback@sacredheart.edu for more assistance.

> **Accessibility Checkpoint:** Shortened URLs still require accessible link text.
>
> If the URL needs to appear as readable text, then preface the URL with the accessible link text (i.e.; SHU Dining Services - https://www.dineoncampus.com/shu/).

Once you have completed your work in T4, remember to log out of the system by clicking on your Account Name (located in the top right of your screen) and select Logout.
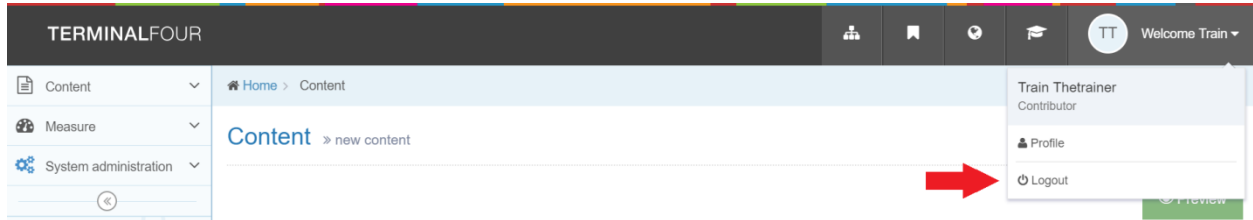


Advanced Skills: How to Add Anchored Links

Anchored Links are used when you have a long page, and you want the reader to "jump" to specific sections using the navigation you provide at the top of the page.

Accessibility Checkpoint: If you have not used Anchor Links before or are not familiar with them, please consult with someone on the web team prior to adding them to your content.

Advanced Accessibility Technique: Accessible anchor link text includes a clear description of the page section or content that the anchor link "jumps" to. Do not use descriptive words that require sensory perception such as "…websites Section Below". The link text should include the heading that serves as the destination of the link such as "Go To Websites Section".
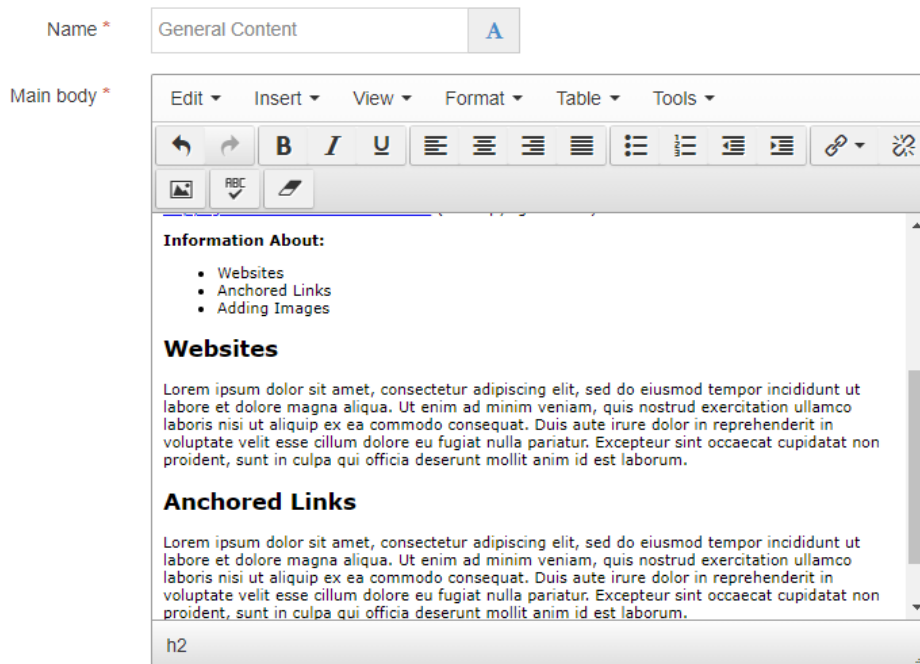
1. At the beginning of your content area, create the list of sections the reader will be able to jump to
2. Put your cursor in front of the section your first anchor will go to and left click
    - In the example above, I want to put my cursor in front of the Websites header so when someone clicks on the Websites link in the bullets at the top, it will send them directly there
3. Select Insert > Insert Link > Insert Anchor
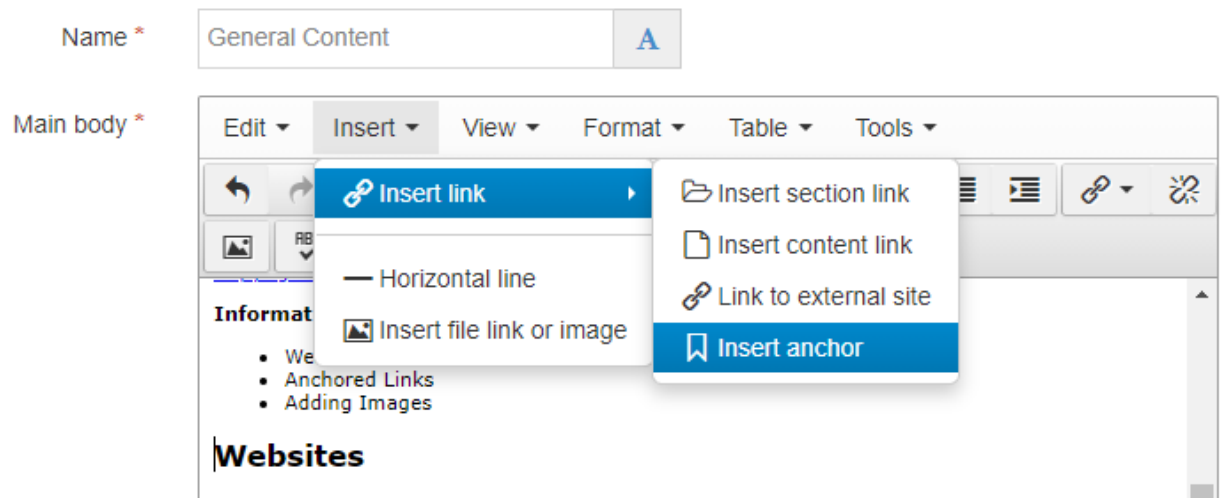
4. Name your anchored link so you will be able to tell this one apart from your other ones you will create on this page. **Do not use spaces or special characters. Please note that this is case sensitive.**
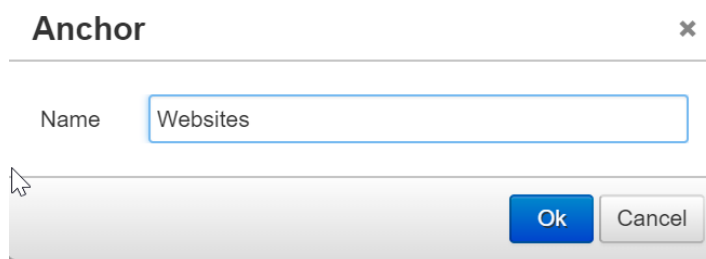
5. Select **OK**
6. You will see a little anchor symbol appear where your cursor was, showing you where the anchor is located

Accessibility Checkpoint: In most cases, the anchor link text should be, or contain, the destination (landing) heading text. Remaining consistent when identifying content helps support accessibility for all users.
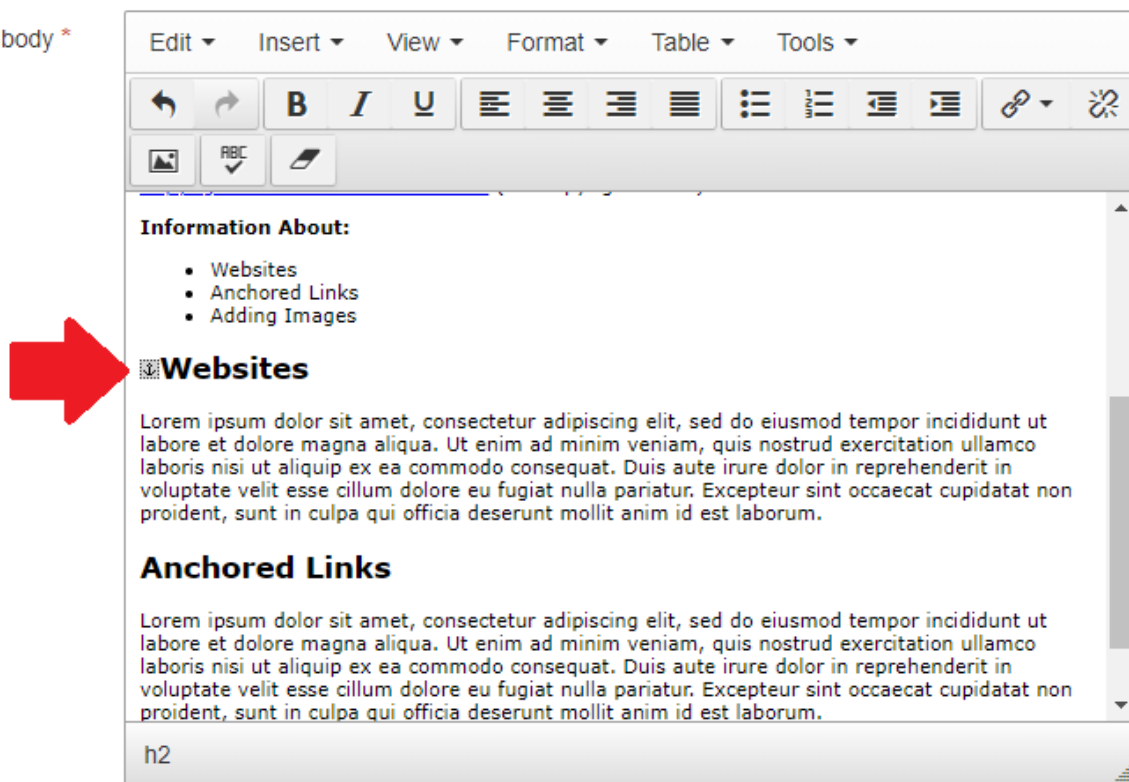
7. Repeat steps 2 – 5 to create as many of these anchors as you need
8. Once you have all of the anchors in place, you can start linking the top navigation to these anchored sections
9. Highlight a bullet in the navigation you created at the top, and click on Insert > Insert Link > Link to External Site
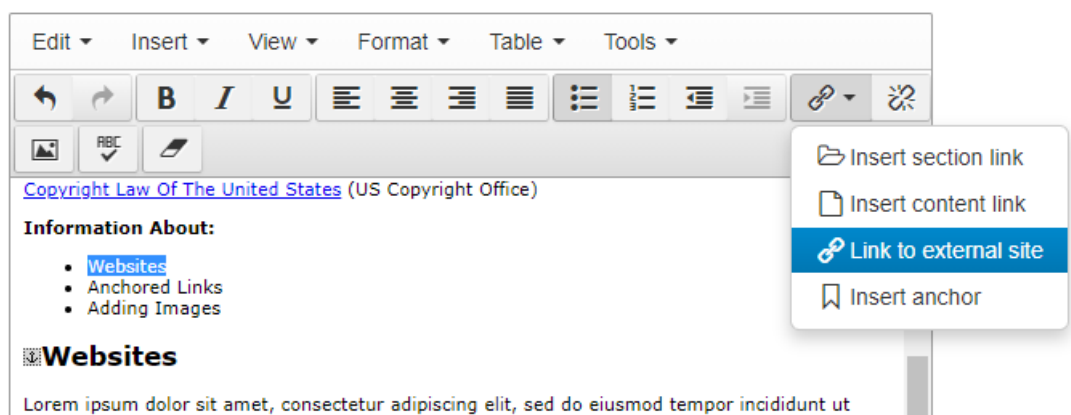
10. Activate the Anchors drop down, select the correct anchored link you set up for this bullet and select **OK**

11. Repeat steps 9 & 10 for all of the bullets in your list that you created an anchored link for