



CMS Web User's Guide

Version: 2.0 310821

WEBSITE DESIGN

BESPOKE CLOUD SOLUTIONS

GRAPHIC DESIGN

BRANDING

DIGITAL MARKETING

SEARCH ENGINE OPTIMISATION

PAY PER CLICK ADVERTISING

EMAIL MARKETING

SOCIAL MEDIA

APP DEVELOPMENT

ADVERTISING

CONTENTS

1. INTRODUCTION

1.1	Overview	2
1.2	How To Access The CMS	2
1.3	Dashboard	2
1.4	Permissions	3
1.5	Users	3

2. FUNCTIONALITY

2.1	Editing Pages	
2.1.1	Page Titles & Navigation	4
2.1.2	Publishing	4
2.1.3	Page Layout	5
		5
2.2	Page Content	
2.2.1	Top Of Site Section	5
2.2.2	Amending & Adding Text	5
2.2.3	Uploading Images	5
2.2.4	Linking Documents And Files	6
2.2.5	Linking To URLs	7
		7
2.3	Creating New Pages	8
2.3.1	Add New Page	8

3. SEARCH ENGINE OPTIMISATION

3.1	Meta Data	9
3.1.1	Title & Description	9
3.1.2	Use Of Meta Keywords	10
3.1.3	Meta Robots	10
3.1.4	Search Engine Spider Frequency	11
3.2	SEO, Analytics & Web Audits	11
3.2.1	SEO Reports	11
3.2.2	Analytics	11

4. SOCIAL MEDIA

4.1	Social Media Meta Content	11
4.1.1	Meta Tags	11

5. MULTI-MEDIA

5.1	Video & Audio	12
5.1.1	Direct Uploads	12
5.1.2	YouTube & Vimeo iFrames	13
5.1.3	Other iFrames	14

6. BLOGS

6.1	Functionality	14
6.1.1	Amending Blogs	14
6.1.2	Creating Blogs	15
6.2.1	Events & Notices	15

7. ADDING TEMPLATE BUTTONS

7.1	Styled push buttons	16
-----	---------------------	----

8. CALENDAR ENTRY

8.1	Updating and creating calendar	17
-----	--------------------------------	----

9. WEBSITE NOTIFICATIONS

9.1	Notfication popup screen	18
-----	--------------------------	----

10. URL REDIRECTS

10.1	Redirect old urls to a new page	19
------	---------------------------------	----

11. PREVIOUS VERSIONS

11.1	Restoring Previous Versions	20
------	-----------------------------	----

12. SUPPORT

12.1	Requesting Support	21
------	--------------------	----

1. INTRODUCTION

1.1 Overview

This is a user guide for the Content Management System (CMS) to be used by administrators and users who want to create, amend and delete content on their websites. The CMS provides the following functionality:

- Amend all page content
- Create new pages
- Delete pages
- Roll back previous page versions
- Add users and permissions
- View analytics
- Control SEO
- Amend social media meta content

1.2 How To Access The CMS

We have implemented a two factor authentication requiring a username and password. The CMS can be accessed from a standard desktop web browser. For access simply navigate to **http://www.yourURL/admin**. To access the CMS enter the **User ID** and **Password** (Figure 1). **Passwords** can be recovered by simply clicking on **Forgotten Your Password** and entering the **Username**. An email link to reset the password is sent. Where a user has forgotten the **Username**, they will need to contact us. The CMS will work with a variety of browsers. However for the optimal user experience the recommendation is to use one of following browsers:

- Google Chrome, version 23 or later
- Internet Explorer, version 9 or later
- Firefox, version 16 or later

1.3 Dashboard

The Dashboard displays the webpage in hierarchical order besides the **Last Modified** date, author and status (**Published, Draft and Trash**). Beyond this are a **Preview** spyglass, **Copy** icon and **Arrows** to move the page up or down through the site architecture. Click on the appropriate page to **Edit Page**.

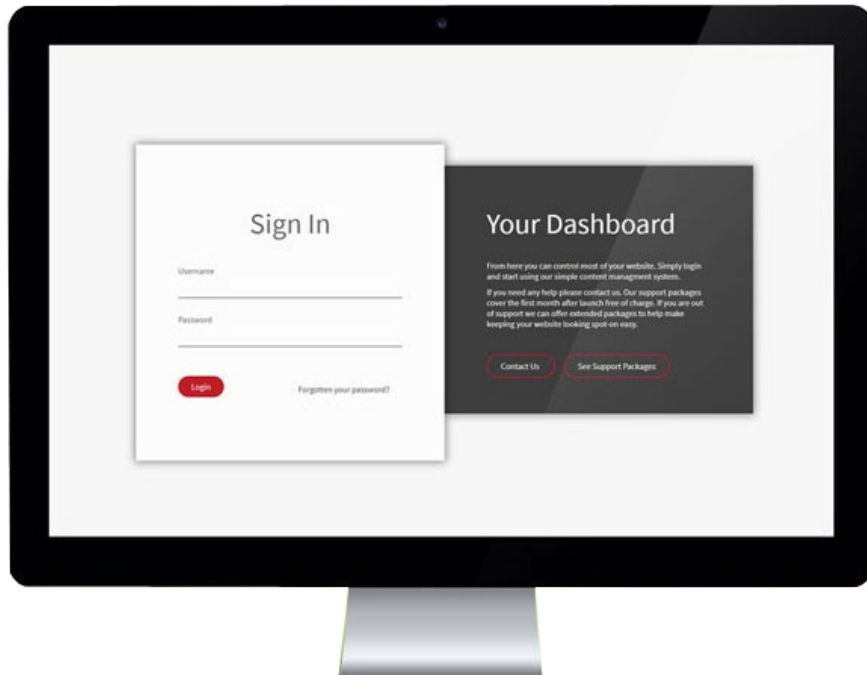


Figure 1
Sign in screen for CMS.

1.4 Permissions

There are two kinds of user roles defined in the CMS:

- **User:** An ordinary user of the CMS.
- **Administrator:** An authorized person in the participant's organization allowed to administer user accounts and change settings.

1.5 Users

All the users are listed under **Users** in the left hand menu. Administrators can create new users or **View Info** for existing users. Passwords are not visible to anybody apart from the individual user.

2. FUNCTIONALITY

2.1 Editing Pages

2.1.1 Page Titles & Navigation

From **Your Pages** on the left hand navigation menu, select the required page to edit (Figure 2). The first heading **Edit Page** gives the user control of the **Page Title** (the url). The **Navigation Title** (the name of the page on the website navigation menu) does not have to be the same as the **Page Title**. Furthermore, the user can define where the webpage sits within the website hierarchy and the visibility of the webpage.

Tip: The **Navigation Title** does not need to be the same as the **Page Title**. When changing the **Page Title** there may be other links on the website and on the wider internet, which may no longer link.

Tip: These changes are made in real time. If unsure, the user should change the visibility of the page to **Draft** whilst working.

Edit Page

Page Title	Publish
<input type="text" value="Contact"/>	Publish: Friday 28 Jun 2019 [Edit]
http://cwa.itpie.wales/contact [Edit]	Remove from site: Never [Edit]
Navigation	Page Layout
Navigation Title - if different to Page Title (this is how your page will be labelled on your navigation bar)	Please select your chosen page layout
<input type="text" value="Contact"/>	<input type="text" value="Internal Page"/>
Parent	
<input type="text" value="Top level page (No Parent)"/>	
Visibility	
<input type="text" value="Published"/>	
Show in Header Navigation: <input type="checkbox"/>	
Show in Footer Navigation: <input checked="" type="checkbox"/>	
Locked: <input type="checkbox"/>	
a locked page cannot be accessed by any web visitor	

Figure 2
Editing web pages.

2.1.2 Publishing

The user has control of when the page is published and can automatically remove pages on a given date. Pages can be set to **Published** or **Draft** and the **Page Title** can be displayed in the main website navigation, or in the website footer using the simple tick box.

Tip: If a page is not displaying in preview, check the **Remove from site** date.

2.1.3 Page Layout

The **Page Layout** dictates which page template is associated with that particular page. Templates are normally divided into Home, Internal, Blog, Contact etc, but bespoke **Page Layout** alternatives will also be displayed here.

2.2 Page Content

2.2.1 Top Of Site Section

The user has control of all website content through the WYSIWYG editor (Figure 3) and the **Page Content** controls are positioned as they would appear on the website. The editor allows the user to create, amend and delete content, images, video and downloads. This can be done through the Graphic User Interface (GUI) editor or through the HTML **Source** push button. When the user hovers over each of the WYSIWYG push buttons, the name will be displayed (e.g. **Paste from plain text**, **Paste from Word**, **Bold**, **Italic**, **Underline**, **Insert Bullets**, **Increase Indent**, **Left Align**, **Link**, **Image**).

2.2.2 Amending & Adding Text

Text can be copied/pasted from any word processing application into the content area. When pasting, the user should use the **Paste** push buttons on the editor. To ensure correct formatting (e.g. colours, fonts, sizes), **Paste as plain text** or **Paste from Word** should be used. Alternatively, content can be typed directly. If no font or colour is selected, the default website font will be used.

Tip: Use **Show Blocks** when updating content to ensure your text stays within the required field.

Tip: Don't select a font, colour or size, otherwise your default fonts will be overwritten.

Tip: When adding line or paragraph breaks Press **<Shift> and Return** not just **Return**, to remain in the same cell <div class>.



Figure 3
WYSIWYG editor.

2.2.3 Uploading Images

Images types supported include JPG and PNG. All images are stored in a central library **/ckfinder/userfiles/images/yourimage.jpg**. These can be viewed, amended or deleted through this library by clicking on the **Image** push button in the editor and then selecting **Browse Server** (Figure 4). The images and folders will be displayed. Right clicking on an image provides further options including **View**, **Download**, **Rename** and **Delete**.

To upload new images for use on the website, click on **Upload** from the **Browse Server** screen and select the image required from the desktop. When adding new images to the content on the CMS, select the image from the central library. When presented with the **Image Properties** window, add **Alternative Text** (maximum 125 characters) to describe the image and set **Width 100%** with no reference to **Height**. Other options include **Borders**, **Horizontal Height**, **Vertical Height** and **Alignment** and these can be added if required.

Use the **Link** push button to add a link to the image. The **Advanced** push button gives control over the **HTML style elements**. Other options include **Padding**, **Long Description URLs** and **Stylesheet Classes**.

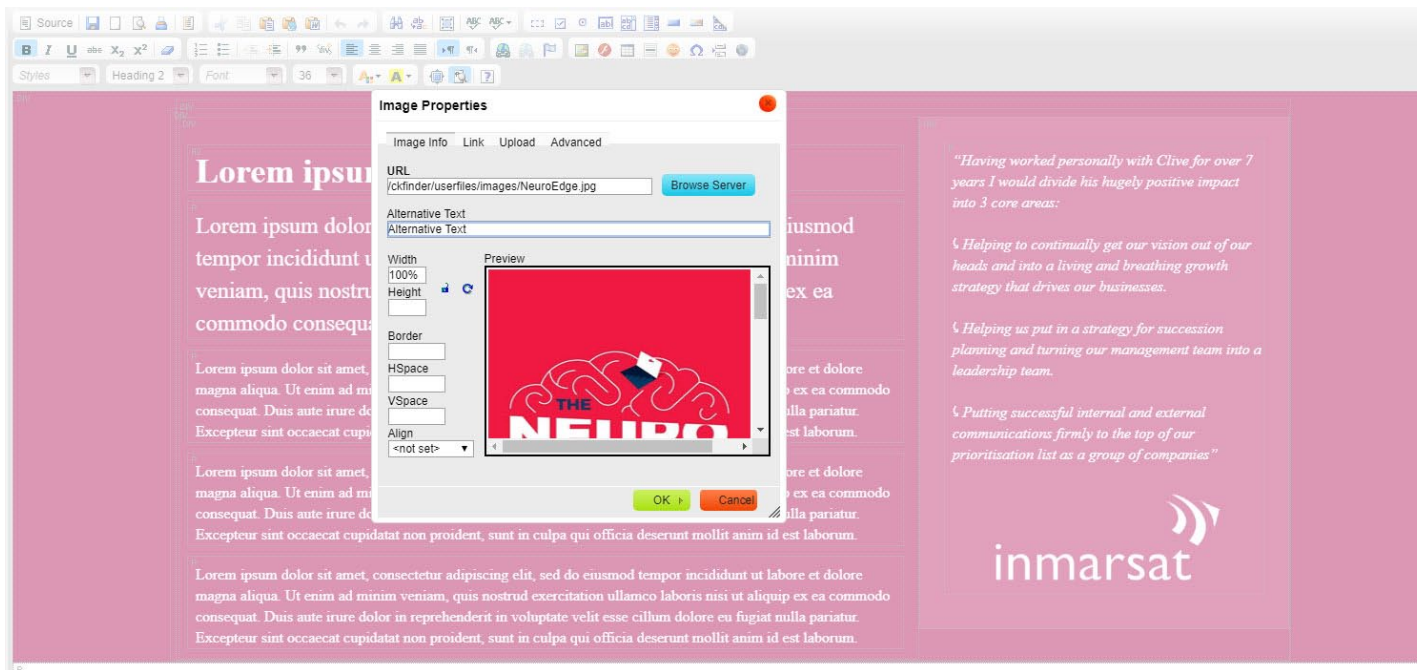


Figure 4
Uploading images.

Tip: For responsiveness across all screen sizes, ensure **Width** is set to a percentage% of the cell size <div class> and not a pixel size. There is no requirement to define a **Height**.

Tip: For best SEO practice add an **Alternative Text** that describes the image in less than 125 characters and includes your keywords.

Tip: When naming files, use a description including your keywords without any spaces (e.g. MyFileName.jpg).

Tip: Images should be uploaded once they have been cropped to the right size (no more than 1600 pixels wide) and saved specifically for web (not exceeding 500KB).

2.2.4 Linking Documents And Files

Common document types supported include PDF, DOC and XLS. All documents are stored in a central library **/ckfinder/userfiles/files/yourdocument.pdf**. These can be viewed, amended or deleted through this library by clicking on the **Link** push button in the editor and then selecting **Browse Server**. Your documents and files will be displayed. Right clicking on a file provides further options including **View**, **Download**, **Rename** and **Delete**.

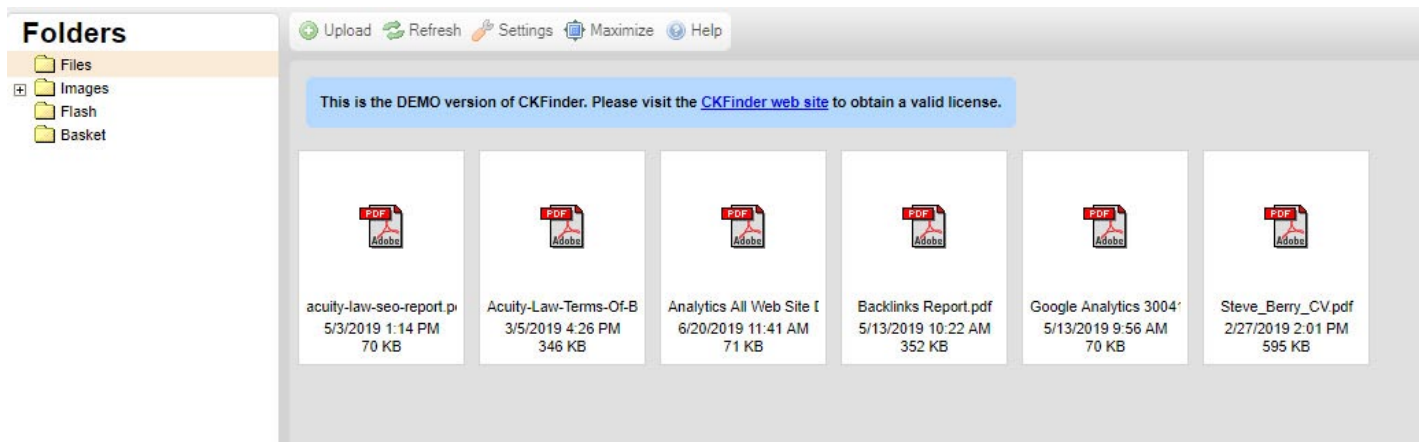


Figure 5
Uploading files and documents.

To upload new documents for use on the website, click on **Upload** from the **Browse Server** screen and select the file required from the desktop. To link to a document from the CMS content, highlight the text or image and click **Link**. When linking new files to the text or images on the CMS, select the file from the central library (Figure 5). Use the **Target** push button to ensure the document opens in a **<popup window>** or **<new window>**. The **Advanced** push button gives control over the **Advisory Title, Advisory Content Type, Style** and **Stylesheet Classes**.

2.2.5 Linking to URLs

To link to another URL, highlight the text or image that you want to link from. Click on the **Link** button and enter the full URL. The **Target** option controls how the new link will open. This can be opened in a **<new window>**, **<pop-up window>**, **<topmost window>** etc.

2.3 New Pages

2.3.1 Add New Page

Add New Page at the top of the **Your Pages** (Figure 6) allows users to create a new page using the functionality described above. When creating a new page the user can choose from an existing **Page Layout** template. Where it sits in the navigation will depend on the tick boxes **Show in Header Navigation** and **Show in Footer Navigation**, as well as where it is positioned using the **Move Page Up** or **Move Page Down** arrows in **Your Pages**.

Users may find it easier to copy an existing page and amend it. Pages can be copied through the **Your Pages** screen by clicking on the **Copy Page** icon opposite the page name. The page can then be amended.

Your Pages

Add New Page

Sort List By: Published & Draft (12) | Published (12) | Draft (0) | Trash (0)

Page	Last Modified	Options
Home	18 Apr 2019 @ 14:29 ITPIEADMIN	Published
Coaching & Facilitation	18 Apr 2019 @ 14:29 ITPIEADMIN	Published
Shaping Change	18 Apr 2019 @ 14:29 ITPIEADMIN	Published
Resilience, Performance & Productivity	18 Apr 2019 @ 14:29 ITPIEADMIN	Published
Keynote Talks	18 Apr 2019 @ 14:30 ITPIEADMIN	Published
What We Do	18 Apr 2019 @ 14:30 ITPIEADMIN	Published
Privacy Policy	18 Apr 2019 @ 09:38 ITPIEADMIN	Published
Cookies Policy	18 Apr 2019 @ 09:38 ITPIEADMIN	Published
About Clive	18 Apr 2019 @ 09:39 ITPIEADMIN	Published
About Victoria	18 Apr 2019 @ 10:39 ITPIEADMIN	Published
Books	18 Apr 2019 @ 09:31 ITPIEADMIN	Published
Contact Us	18 Apr 2019 @ 13:32 ITPIEADMIN	Published

Add New Page

Return to Dashboard

Figure 6
Your pages and site architecture.

3. SEARCH ENGINE OPTIMISATION

3.1 Meta Data

3.1.1 Title & Description

A page cannot be published until the relevant meta data has been entered (Figure 7). SEO metadata is what appears on search engine result pages (SERP) when a website comes up for certain queries. It includes the title of the page and its meta description (descriptive text below the title). The title and description should accurately describe the page and is strictly limited by characters. The CMS does not limit the character count as this can vary depending in search engine algorithm updates. Typically titles should not exceed 65 characters and descriptions 160 characters.

Tip: Do not duplicate titles or descriptions. Search engines heavily penalise websites with duplicate content.

Tip: Use chosen keywords in the opening of the title and description, targeting no more than three keywords for each web page.

Tip: Do not exceed the character count. Search engines heavily penalise websites with excessive or limited meta titles and descriptions.

The screenshot displays a web management interface with two main panels. The left panel, titled 'Search Engine Optimization', contains fields for 'Meta Title' (38 characters left), 'Meta Description' (36 characters left), 'Meta Keywords' (separated by commas), 'Meta Robots' (a dropdown menu), and 'Search Engine Spider Frequency' (a dropdown menu). The right panel, titled 'Website Link Helper', provides instructions for generating a hyperlink and includes a dropdown menu to select a page. At the bottom, there are three buttons: 'Save / Publish', 'Preview', and 'Cancel'.

Search Engine Optimization

Meta Title - this should be unique, relevant and approximately 65 characters 38 characters left.
Lorem ipsum dolor sit amet.

Meta Description - this should be unique, relevant, grammatically correct and approximately 160 or fewer characters 36 characters left.
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Meta Keywords - this should be a selection of keywords relating to the contents of the page separated by a comma (,)
Lorem ipsum dolor sit amet.

Meta Robots
Please Select an Option if you do NOT want the page to be indexed by Search Engines, otherwise ignore

Search Engine Spider Frequency:
monthly

Search Engines appreciated being given guidance on how likely a page will change, if you do not plan on changing the content frequently set the value low, - [read more](#)

Save / Publish Preview Cancel

Website Link Helper

To generate a hyperlink to a page of your website, please select your desired page using the dropdown menu

Please Select a Page

Your link is: **no page selected yet**
(copy and paste your link into the wysiwyg above to use)

Figure 7
Search engine optimisation and meta tags.

3.1.2 Use Of Meta Keywords

A selection of keywords relating to the contents of the page should be added and separated by a comma (,). Google no longer accepts keyword suggestions from web administrators, but Bing still do. The keywords entered here should also be referenced in the body text of the main content. The main content should not reference keywords at more than 2% density.

3.1.3 Meta Robots

The meta robots tag tells search engines what to follow and what not to follow. It gives web administrators the power to decide which pages to hide from search engine crawlers and which pages to index. The default option permits crawlers to index the web page.

3.1.4 Search Engine Spider Frequency

Spider frequency refers to how often a website is crawled by search engine spiders, otherwise known as web crawlers. This can be set to mimic the frequency the webpage content is likely to be updated. Search engines appreciate being given guidance on how likely a page will change. If the content is not changed frequently, this should be set low.

3.2 Search Engine Optimisation, Analytics & Web Audits

3.2.1 SEO

Where there is an ongoing contract in place, **SEO** in the main navigation will provide monthly web audit updates, ranking monitoring, optimisation reports and backlink reports.

3.2.2 Analytics

Where there is an ongoing contract in place, **Analytics** in the main navigation will provide monthly Google Analytics reports, together with a summary of activity and any further marketing suggestions and observations.

4. SEARCH ENGINE OPTIMISATION

4.1 Social Media Meta Content

4.1.1 Meta Tags

The point of using social meta tags is to control the way your content is displayed in feeds rather than letting Facebook, Twitter and other social platforms generate the headline, description and image for you.

Web administrators can control the experience their content produces as it shows up on social networks including Google, Facebook and Twitter. Control the social media content your page generates through social meta tags (Figure 8). These tags are either default tags that are applied across all pages, or are the fall back values if nothing has been added to the individual page. Not all items are required and those that are required are marked with an asterisk (*).

Social Media Meta Content

Here you can edit the default Social Media Meta Tags used on Facebook, Twitter and other social media platforms.

These tags are either default tags that are applied across all pages or are the fall back values if nothing has been added to the individual page. Please note not all items are required and those that are required are marked with a *

Site Name
Site Name: we recommend the default title value being your business name
<input type="text"/>
URL*
URL: this is the Canonical URL of your website including the http(s) element
<input type="text"/>
Title*
Title: we recommend the default title value being your business name or the same as that used for the Meta Title value of your home page
<input type="text"/>
Description*
Description: we recommend the default description value being a summary of your business services or the same as that used for the Meta Description value of your home page
<input type="text"/>

Figure 8

Social media meta content for Facebook, Twitter, Google etc.

5. MULTI-MEDIA

5.1 Video & Audio

5.1.1 Direct Uploads

Videos can be directly uploaded to the CMS in AVI, MOV and MP4 formats and linked as documents (see paragraph 2.2.4). However the file size will often exceed CMS limits or be too large for users to download. Therefore we recommend using a video streaming channel such as YouTube or Vimeo.

5.1.2 YouTube & Vimeo iFrames

Video file formats are best played through an iframe. An iframe (short for inline frame) is an HTML element that allows an external webpage to be embedded in an HTML document. Unlike traditional frames, which were used to create the structure of a webpage, iframes can be inserted anywhere within a webpage layout.

To create an iframe, simply locate the video you want to share on YouTube or Vimeo and click on the **Share** button followed by **Embed** (Figure 9). YouTube or Vimeo will present a snippet of HTML code such as:

```
<iframe width="560" height="315" src="https://www.youtube.com/embed/XbGs_qK2PQA" frameborder="0" allow="accelerometer; autoplay; encrypted-media; gyroscope; picture-in-picture" allowfullscreen></iframe>
```

This code is simply pasted into a paragraph tag `<p>.....</p>` in the **Source** code of the desired webpage. Alternatively, the video can simply be played through a **Link** to YouTube or Vimeo. To link to the video follow the instructions at paragraph at 2.2.5.

Tip: To be responsive the **width="560"** should be amended to **width="100%"**. The height can be changed to the desired height in pixels.

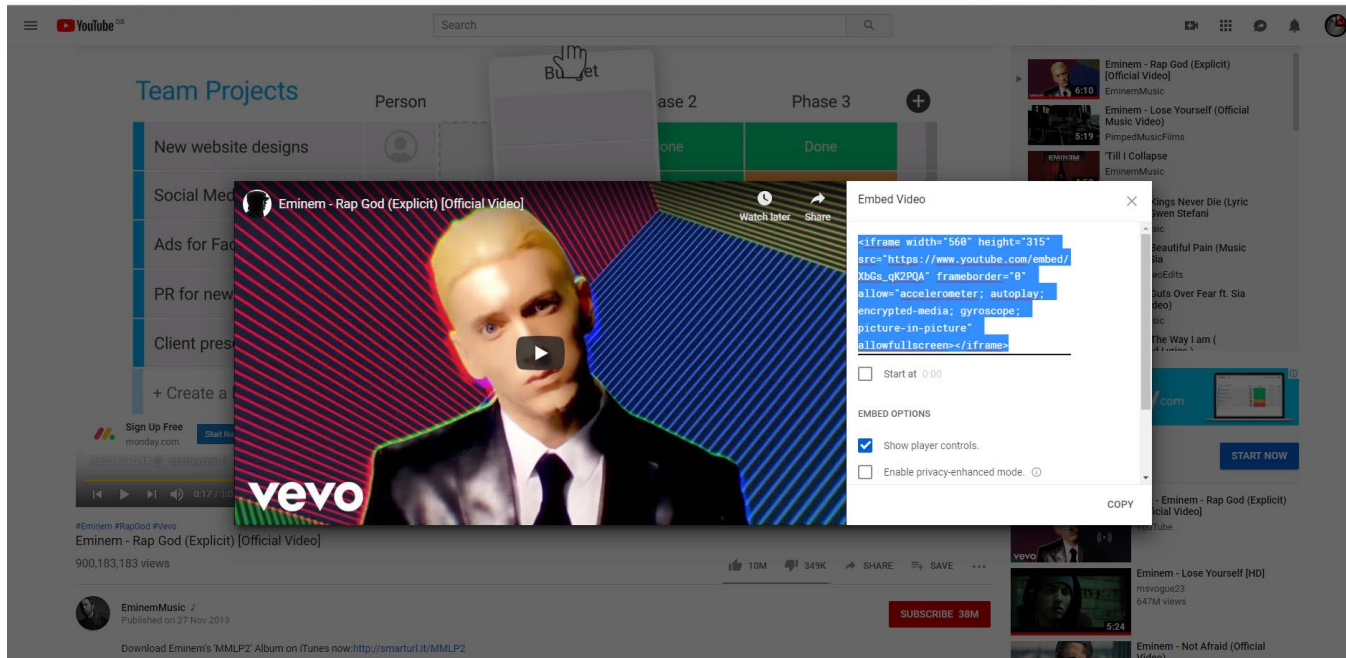


Figure 9
Embedding iframe code from YouTube.

5.1.3 Other iFrames

The user can generate iframe code to embed any HTML doc or page to the website or blog with live preview options and customizations using an open-source iframe generator such as <https://www.iframe-generator.com/>. This online tool helps to compose the HTML code for iframe tags. Set the link, size, scrolling and border then the **Generate** button to get the markup. Preview and tune your generated iframe HTML code in the interactive editor.

6. NEWS, EVENTS & NOTICES

6.1 Functionality

6.1.1 Amending News/Blogs

News/blogs can be amended in exactly the same way a web page is edited (see paragraph 2.1). In addition to the usual page content, news/blogs also have a **Blog Category** and **Blog Tag** (Figure 10). These are defined by the administrator when the page is created and can be added or deleted by selecting the appropriate tick box.

Blog Category

We recommend categorising your blogs, this helps visitors find more content on topics they are interested in.

- ☐ Commercial
- ☐ Company News
- ☐ Corporate
- ☐ Creative Industries
- ☐ Data Privacy & Cyber Security
- ☒ Employment

Add Category

Blog Tags

We recommend tagging your blogs with relevant keywords, this helps visitors find more relevant content.

Tags already associated with this Blog Post

Add Tag

Figure 10
Selecting the blog category and blog tag.

Tip: Keep your blog categories succinct for easy user category navigation. Use **Blog Tags** to more accurately describe blogs

6.1.2 Creating News/Blogs

Blogs can be created in the same way a web page is created (see paragraph 2.3). In addition the administrator can add a **Remove from site** date for blogs that are time sensitive (Figure 11). Furthermore the **Blog Visibility** can be set to:

Published - Sticky: The blog is published and will always sit in the first position regardless of date order

Published: The blog is published and will sit in date order within the hierarchy or category

Draft: The blog is in draft mode

Trash: The blog has been deleted

Where appropriate, blogs can also include authors and this is automatically applied through the CMS.

Edit Page

Blog Post Title

Discrimination in shared parental leave

[http://www.acuitylaw.com/insights/discrimination-in-shared-parental-leave](#) [\[Edit\]](#)

Blog Visibility

Visibility

Published - Sticky

Blog Post Image

Your image should be xx pixels wide and xx pixels high to get the best result, images which are not this size may be stretched or compressed to fit and may not appear as desired.
Blog Post Images are uploaded to your image gallery and can be viewed using the WYSIWYG below.

Choose File

No file chosen

Publish

Publish: Monday 03 Jun 2019 09:06

[\[Edit\]](#)

Remove from site: Never

[\[Edit\]](#)

Page Layout

Please select your chosen page layout

Blog Post

Insight Key Contact

If you want to credit the blog post to another user, you can select the blog author below. Note, the user must have updated the 'My Account' section to appear below.

Claire Knowles

Figure 11
Editing news/blogs.

6.2.1 Events & Notices

Events & notices are published through the same portal as news/blogs, but feature in the **Blog Category** (Figure 10). These then feed in automatically to the relevant web page.

7. ADDING TEMPLATES

7.1 Creating Document Template Buttons

Your website has unique features such as styled push buttons for downloading documents (Figure 13). These have been added to your CMS through the **Templates** feature, located on the top row of the wysiwyg editor. Create a block for your new template button (see paragraph 2.2.2 Use Show Blocks) and click on **Templates** (Figure 14). If you don't want to delete the contents of the page, untick the check box and then select what type of button you want to create (either a link to another website or a link to a document). You can then link this template button in the usual way (see paragraph 2.2.4)

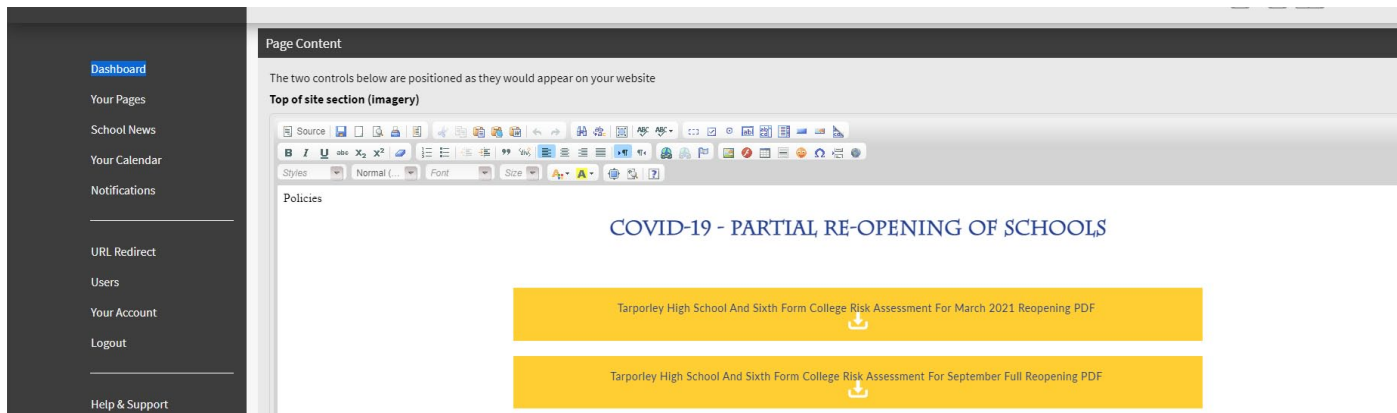


Figure 13
Using the template feature.

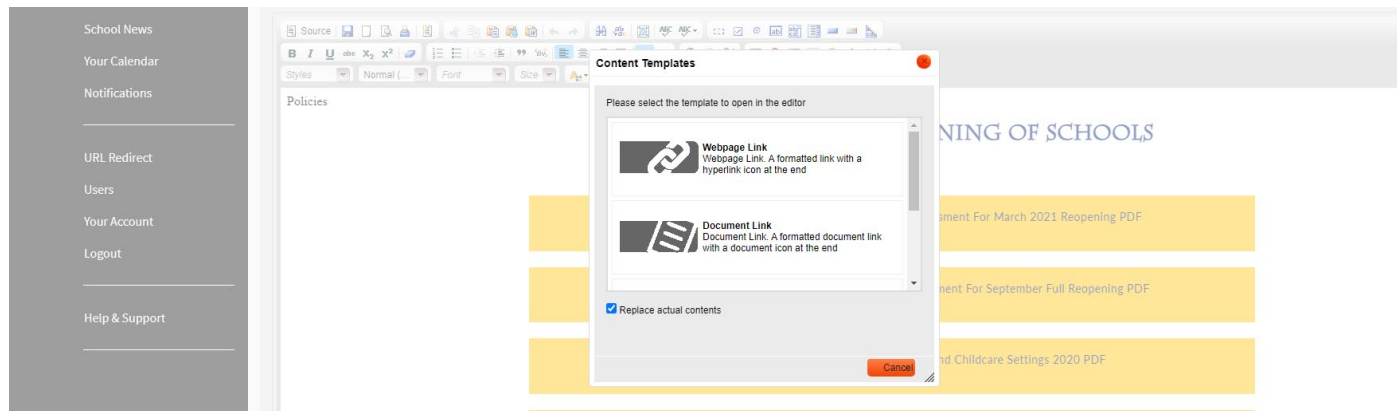


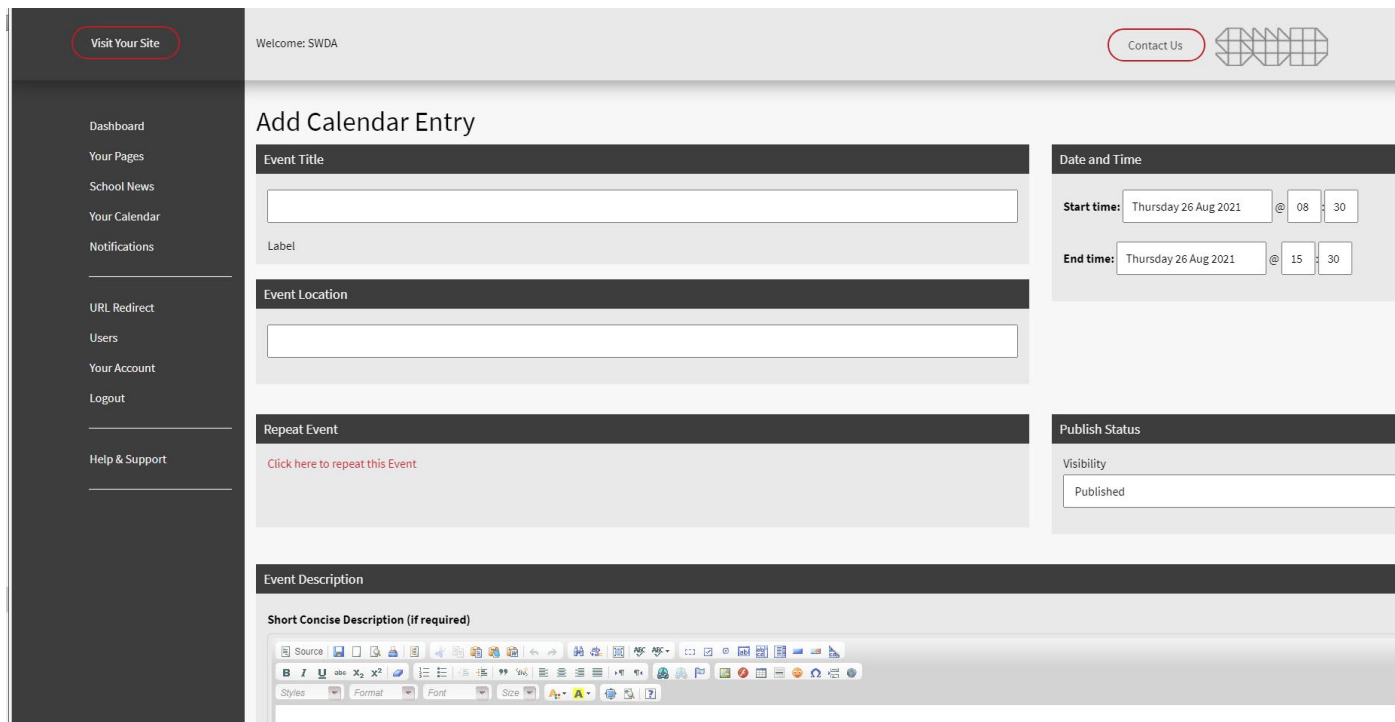
Figure 14
Creating a website or document template button.

Tip: Make sure you untick the check box in the footer assuming you don't want to delete the page contents.

8. UPDATING THE CALENDAR

8.1 Adding Or Updating Calendar Entry

To add or update your calendar go to **Your Calendar** on the side navigation (Figure 15). You will then be prompted to add some information about the event. The Title, Date/Time and Description are required. Other fields such as Event Location are optional. The Short Concise Description is what will appear on the calendar and the Detailed Description is what will appear when that Short Description is clicked. Should you wish to add Categories (such as Key Stages) to filter events for calendar users, simply type your category and click **Add Category**.



The screenshot shows a web application interface for adding a calendar entry. On the left is a dark sidebar with navigation links: Visit Your Site, Dashboard, Your Pages, School News, Your Calendar, Notifications, URL Redirect, Users, Your Account, Logout, and Help & Support. The main content area is titled 'Add Calendar Entry' and contains several form sections: 'Event Title' with a text input field; 'Date and Time' with 'Start time' and 'End time' fields, each showing a date and time picker; 'Event Location' with a text input field; 'Repeat Event' with a link 'Click here to repeat this Event'; 'Publish Status' with a dropdown menu set to 'Published'; and 'Event Description' with a 'Short Concise Description (if required)' field and a rich text editor toolbar.

Figure 15
Adding a calendar entry.

Tip: If you use an open source application for your calendar (such as Google calendars), this can be synced with your website. Simply get in touch.

9. WEBSITE NOTIFICATIONS

9.1 Creating And Amending Notifications

Where you have important information for website users, this can be added to a notification popup screen (Figure 16) before the user enters the website. To create or amend a notification, go to **Notifications** on the side navigation. You can then add a title, publish date start and end and the message you want to show (Figure 17).

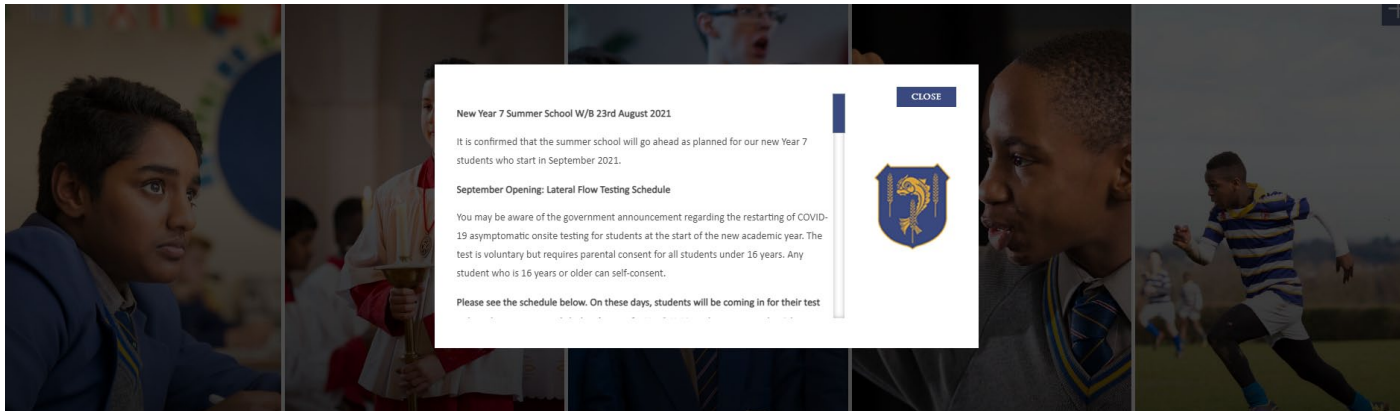


Figure 16
Notification Popup.

Figure 17
Creating a website notification.

10. URL REDIRECTS

10.1 Forwarding To A Different URL

Create short urls for marketing purposes or simply redirect old urls to the new page. Please note this will not work if the url has an extension such as .pdf or .php etc. You will need to request your Administrator add these redirects if required. Click on **Add New URL Redirect Rule** and add an inbound URL title and description (this is the old URL that is no longer to be displayed). From the drop down list select the destination URL on your website. Alternatively if there is already a URL redirect rule, you can amend this using the list (Figure 17).

Visit Your Site

Dashboard

Your Pages

School News

Your Calendar

Notifications

URL Redirect

Users


Your Account

Logout

Help & Support

Welcome: SWDA

Contact Us



Page Title

Inbound URL Title/Description - this is to help you recognise the purpose of the Inbound URL

Inbound URL - this should be what comes after your domain 'https://www.golbornehigh.wigan.sch.uk' and start with /

Destination URL - please select the destination page on your website

EASTER HOLIDAYS (/calendar-event/easter-holidays-friday-02-april-2021)

SaveCancel




























Inbound Url Title	Inbound Url	Destination Page (URL)	Options
parents/parents-admissions	/parents/parents-admissions	Admissions (/about-us/admissions)	  
parents/parents-uniform	/parents/parents-uniform	Uniform (/about-us/uniform)	  
recruitment/recruitment-info	/recruitment/recruitment-info	Recruitment (/recruitment)	  
about-us	/about-us	Welcome from Headteacher (/about-us/welcome-from-headteacher)	  
students	/students	Houses (/students/houses)	  
parents	/parents	Letters and Presentations (/parents/letters-and-presentations)	  
extra-curricular	/extra-curricular	Enrichment Clubs (/extra-curricular/enrichment-clubs)	  
statutory-info	/statutory-info	Contact Details (/statutory-info/contact-details)	  
community	/community	Community (/community/community-community)	  











Figure 18
Redirect Rule.

11. PREVIOUS VERSIONS

11.1 Restoring Previous Versions & Rolling Back

Each time a change is saved, it is backed up. The web administrator can preview or restore any previous version. Select the version from the date shown in **Activity** (Figure 12) and click **Roll Back Page**. This will replace the existing version of that website with the previous version.

Previous Version(s)
below is a list of past versions of this web page, if required you can 'roll back' to a previous version of this web page

Page	Activity	Status of past version(s)	Options
Discrimination in shared parental leave	Last Modified: 04 Jun 2019 @ 10:01:48 by marketing@acuitylaw.com	Published & Main Headline	 
Discrimination in shared parental leave	Last Modified: 04 Jun 2019 @ 09:29:04 by marketing@acuitylaw.com	Published & Main Headline	 
Discrimination in shared parental leave	Last Modified: 04 Jun 2019 @ 09:27:46 by marketing@acuitylaw.com	Published & Main Headline	 
Discrimination in shared parental leave	Last Modified: 03 Jun 2019 @ 09:56:48 by marketing@acuitylaw.com	Published & Main Headline	 
Is it discriminatory to pay male staff statutory pay only during shared parental leave?	Last Modified: 03 Jun 2019 @ 09:55:48 by marketing@acuitylaw.com	Published & Main Headline	 

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Figure 19
Restoring previous versions of a webpage.

Tip: Make sure you preview the page before rolling back to make sure it's the right version

12. SUPPORT

12.1 Requesting Support

CMS administrators and users on a support contract can request telephone support on any CMS issue throughout normal working hours. Click on **Contact Us** in **Dashboard** to be directed to our support page. Alternatively call for immediate help.

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