

# CONTENSIS CMS EDITOR STANDARDS

These paragraphs outline the standards expected of all University staff and students using the Contensis Content Management System (CMS) to edit and approve content for the University website [www.birmingham.ac.uk](http://www.birmingham.ac.uk) and [intranet.birmingham.ac.uk](http://intranet.birmingham.ac.uk)

## 1. GENERAL CONDITIONS OF USE

All Contensis editors and approvers are expected to abide by the University's general IT policies, standards and guidance, including the **General Conditions of Use of Computing and Network Facilities**: <https://intranet.birmingham.ac.uk/it/documents/public/General-Conditions-of-Use-of-Computing-and-Network-Facilities.pdf>

IT policies, standards and guidance can be found at <https://intranet.birmingham.ac.uk/it-policy>

## 2. DATA PROTECTION AND MISUSE

All **editors and approvers should only use their own login account** to access Contensis. Allowing someone else to edit webpages using your account is a violation of the General Conditions of Use of Computing and Network Facilities and may be cause for disciplinary proceedings.

IT Services may withdraw or withhold Contensis editing permissions of any staff member or student sharing their Contensis login account or using another user's account.

## 3. TRAINING AND ACCESS

All staff wanting to edit or approve content in Contensis are required first to attend an initial training workshop. College or Professional Services Web Managers need to approve all training requests. Access to use Contensis is not given until after the training workshop is completed.

To **submit a Contensis initial training request**, please complete an online form at <https://intranet.birmingham.ac.uk/contensis-training>

Advanced or refresher Contensis training may be available on request, depending on trainer availability and business requirements.

## 4. CONTENT STANDARDS

Editors are expected to maintain web content standards across all areas of the University's websites. These content standards include style and Tone of Voice Guidelines.

Full content resources - including **Web Content Standards, Style Guidelines and Tone of Voice Guidelines** - can be found at <https://intranet.birmingham.ac.uk/it/services/web/training-support/contensis.aspx>

## 5. EDITING PERMISSIONS

After attendance on Contensis training, IT Services will allocate appropriate permissions for the relevant parts of the website or intranet. The level of permission is determined by the editor's college or professional service Web Manager.

There are normally two levels of permission: 'Editor' and 'Approver'. For an explanation of these permission levels please see the IT Services knowledge base article 'Setting up editing permissions for a site'

[https://universityofbirmingham.service-now.com/kb\\_view.do?sysparm\\_article=KB13296](https://universityofbirmingham.service-now.com/kb_view.do?sysparm_article=KB13296)

Web Managers are encouraged to notify IT Services when their editors no longer require Contensis access, so that editor and approver groups can be kept up to date, and relevant staff can be removed from the Contensis editors email group. When staff leave the University, their login access to Contensis is automatically withdrawn, although their account details and permissions remain in Contensis system.

## 6. INFREQUENT USE

Contensis training and access is resourced by IT Services on the understanding that editors are going to use Contensis on a regular basis.

**Editor and approver permissions may be withdrawn from users who have not edited in Contensis for 400 days or more.**

Lack of use is not normally considered to be sufficient reason to be prioritised for refresher training.

## 7. PROBLEMS USING CONTENTSIS

Editors and approvers who have **technical, access or permissions problems or queries** using Contensis should log a call with the IT Service Desk [www.itservicedesk.bham.ac.uk](http://www.itservicedesk.bham.ac.uk) and pick 'Make a request' > 'Web Service' > 'Request for help with Contensis CMS'.

Editors who have **content problems or queries** should contact their college or professional service Web Manager in the first instance. Please see <https://intranet.birmingham.ac.uk/it/services/web/contact/index.aspx> for details of website and intranet content owners.

To **report a broken link** in the University website or intranet, log a call with the IT Service Desk [www.itservicedesk.bham.ac.uk](http://www.itservicedesk.bham.ac.uk) and pick 'Make a request' > 'Web Service' > 'Report a Broken Link'.

*Author: Murray White, June 2017*