## Connect Employee Centre – a quick guide to submitting a ticket via the Humanities web changes and requests form

Log into Connect at <u>https://manchester.service-now.com/esc</u>. On the first log-in screen, enter your University username, choose whether you wish to be kept signed in, and then click 'Next'. On the following screen, type in your University password and select 'Sign in'. If you are already logged into other University systems, it may be the case that this step is bypassed automatically.

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Sign in with your University account	8
username	Enter password
E Keep me signed in	Password
Next	✓ Keep me signed in
* For Office 365, enter your email address, e.g.:	Sign in
	Back
Undergraduate students:	
firstname.lastname@student.manchester.ac.uk	* For Office 365, enter your email address, e.g.:
Postgraduate students:	
firstname.lastname@postgrad.manchester.ac.uk	Undergraduate students:
Staff:	firstname.lastname@student.manchester.ac.uk
firstname.lastname@manchester.ac.uk	firstname.lastname@postorad.manchester.ac.uk
	Staff:
This is the University of Manchester's sign in page for	firstname.lastname@manchester.ac.uk
Office 365. By using this service you agree to abide by	
The University of Manchester's IT policies and	This is the University of Manchester's sign in page
guidelines.	Office 365. By using this service you agree to abid
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Connect uses 2 Factor Authentication (2FA) for added security, so on the next screen you will need to provide additional information to verify your account. This can either be via a call to your landline, a six-digit code from a 2FA key fob provided by IT Services, or via an app on your mobile phone which will send a push message to give you access to Connect. This step may look slightly different on your device, but you should be familiar with this process from logging into other University of Manchester systems.

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Device:	Landline (+XX XXX XXX )			
	Call Me			
	Enter a Bypass Code			
		111	Pushed a login request to your device	

Once you have completed the sign-in process, you will see the Connect welcome screen. On this home screen, you can use the search functionality to quickly find our support form – simply type 'humanities' in the search bar, and from the 'Suggested' drop-down option(s), select 'Humanities web changes and requests'.

MANCHESTER 1824 The University of Manufacter		My Approvals My Requests My Favorites 📧 🗸 🍵
IT ← Research ← Library ← My Lists	Connect	
Q	humanities       Recently Viewed       Q. humanities       Suggested       Humanities web changes and requests       Catalog Item	<u>⊗ q</u>
	System Status Something not How to use Connect C working?	Requests  2 >    Showing 2 of 2 requests
R	ecommended for you	University website support for T4 CMS REQ0016472 Requested for Torry Bickerd
	Image: Article       Image: Request       Image	View details
	2mo ago	wordpress REQ0011988 Requested for Tony Rickard

Our request form provides a brief overview of what you can request on this form, along with a couple of form fields:

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同	We offer support for updating webpages and providing web analytics insights for Humanities-related sites. You can also request access to Columba or WordPress through this form.	Submit Required information
	Columba: An event management system for adding events to the University's Calendar.	Request type
	WordPress: A content management system for managing web pages.	
	Requesting a Webpage Update	
	If you need to update an existing webpage, please ensure the following:	
	Documents: Upload downloadable documents to the University's Online	
	Document System and provide the link.	
	Videos: Upload videos to the University's Video Portal, ensure they are	
	accurately subtitled, and share the link with us.	
	Only staff members are eligible to request changes to Humanities web pages,	
	Columba, and WordPress.	
	We aim to process and fulfil requests within 5 working days.	
Indicates required		
s this for		
O Myself		
<ul> <li>Someone else</li> </ul>		
Request type		

There are four different request type options for you to choose from on this form – 'Update an existing webpage', 'Web analytics request', 'Columba access request' and 'WordPress access request'. Please refer to the appropriate page in this guide for your specific request.

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	Videos: Upload videos to the University's Video Portal, ensure they are	
	accurately subtitled, and share the link with us.	
	Only staff members are eligible to request changes to Humanities web pages,	
	Columba, and WordPress.	Submit
	We aim to process and fulfil requests within 5 working days.	
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Update an existing webpage		
Web analytics request		
Columba access request		
WordPress access request		

To request an update of an existing web page, from the 'Request type' drop-down menu, select 'Update an existing webpage'. **Please note** that if you require substantial structural or content changes to a website, you should get in touch with us to discuss this in more detail in the first instance rather than using this change request form. Email us at <u>humcomms-webteam@manchester.ac.uk</u>.

lequest for the Humanities web	team	
	Videos: Upload videos to the University's Video Portal, ensure they are	
	accurately subtitled, and share the link with us.	
	Only staff members are eligible to request changes to Humanities web pages,	
	Columba, and WordPress.	Submit
	We aim to process and fulfil requests within 5 working days.	
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Update an existing webpage		
Web analytics request		
Columba access request		
WordPress access request		

When you choose 'Update an existing webpage', you will then be asked to provide more information about the page(s) you wish to update. Please provide the address (URL) for each webpage in the appropriate field – in the next field, you should provide more detailed information about the changes you require. If you need to add an attachment to help facilitate your request, use the 'Upload' button, or if you need to add more than one attachment, select the 'Add attachments' option. Once you have added the required information, select the 'Submit' button.

A Muself	
	Submit
*Request type	
Update an existing webpage *	
Please provide the full website address(es) of the webpage(s) you'd like to update	
https://www.alc.manchester.ac.uk/research/	
Please provide as much detail as you can on the updates you would like to make	
Please replace image promo boxes with content contained in attached document.	
Please attach any files that may assist with your request - If you have more than 1 attachment, please use	
he attachment link at the bottom of the request.	
① Upload	
Add attachments	

You can also use the form to request access to analytics for your website or a particular webpage – select 'Web analytics request' from the drop-down list.

Request for the Humanities we	eb team	
	Videos: Upload videos to the University's Video Portal, ensure they are	
	accurately subtitled, and share the link with us.	
	Only staff members are eligible to request changes to Humanities web pages,	
	Columba, and WordPress.	Submit
	We aim to process and fulfil requests within 5 working days.	
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Web analytics request		
Web analytics request Columba access request		

Add the address of the website or web page(s) you would like to view analytics for, then in the 'What is your preferred method for accessing analytics data' field, select either 'Direct Access to Google (GA4)' or 'Looker Studio interactive dashboard'. An example of how a Looker Studio report displays can be found on the next slide. Once you've made your choice, click on the 'Submit' button.

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Myself		Submit
Someone else		
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incips.//www.alc.manchester.ac	and research and a second se	
What is your preferred method	for accessing analytics data?	
What is your preferred method	l for accessing analytics data? <mark>board</mark>	*

We would recommend the Looker Studio report option for anybody who isn't familiar with GA4 – we have created user-friendly Looker Studio reports for all Faculty websites we manage, which include a range of useful metrics, and which allow you to select your own date range.



	Page name	Views -
٩.,	Translation and Intercultural Studies - The University of Manchester	50
2	People - School of Arts, Languages and Cultures - The University of Manchester	21
3.	Courses - School of Arts, Languages and Cultures - The University of Manchester	11
4.	Current PhD students - School of Arts, Languages and Cultures - The University of Manchester	11
٤.	Past PhD students - School of Arts, Languages and Cultures - The University of Manchester	
6.	Short courses - School of Arts, Languages and Cultures - The University of Manchester	4
7.	Study - School of Arts, Languages and Cultures - The University of Manchester	4
8.	Postgraduate research - School of Arts, Languages and Cultures - The University of Manchester	4
9.	Facilities - School of Arts, Languages and Cultures - The University of Manchester	3
10.	Research - School of Arts, Languages and Cultures - The University of Manchester	2
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Vi	sitors by location (Top 5)	1-10/58 < 3
Vi	sitors by location (Top 5)	1-10/58 < 3
Vi	sitors by location (Top 5)	1-10/18 < >
Vi	sitors by location (Top 5)	1-10/88 < 3
Unit	sitors by location (Top 5)	1-10/8 < )

If you wish to request a new Columba account, please select the appropriate option from the drop-down list:

Request for the Humanities web t	eam	
	Videos: Upload videos to the University's Video Portal, ensure they are	
	accurately subtitled, and share the link with us.	
	Only staff members are eligible to request changes to Humanities web pages,	
	Columba, and WordPress.	Submit
	We aim to process and fulfil requests within 5 working days.	
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Is this for		
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Update an existing webpage		
Web analytics request		
Columba access request		
WordPress access request		

Ensure that you let us know which website(s) on which you wish to have your Columba events displayed.

	Columba, and WordPress.	
	We aim to process and fulfil requests within 5 working days.	Submit
s this for		
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Someone else		
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Columba access request	v	
*On which website(s) would	you like your Columba events to be displayed? 🔞	
https://www.alc.mancheste	r.ac.uk/	

If you require access to add or edit content on a Faculty of Humanities-related WordPress website or blog, please select the appropriate option from the drop-down list.

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	Videos: Upload videos to the University's Video Portal, ensure they are	
	accurately subtitled, and share the link with us.	
	Only staff members are eligible to request changes to Humanities web pages,	4
	Columba, and WordPress.	Submit
	We aim to process and fulfil requests within 5 working days.	
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Update an existing webpage		
Web analytics request		
Columba access request		
WordPress access request		

Provide the website address and the reason(s) you require access in the relevant fields, and when complete, click on the 'Submit' button.

	Columba, and WordPress.	
	We aim to process and fulfil requests within 5 working days.	Submit
Is this for		
Myself		
Someone else		
*Request type		
WordPress access request		
*Please provide the website https://sites.manchester.ac	address of the website for which you need editing access ②	
*What is the purpose or rea	son for requesting editing access to this website?	
I am working on this resear	ch project and wish to add and update content on this website.	
L		