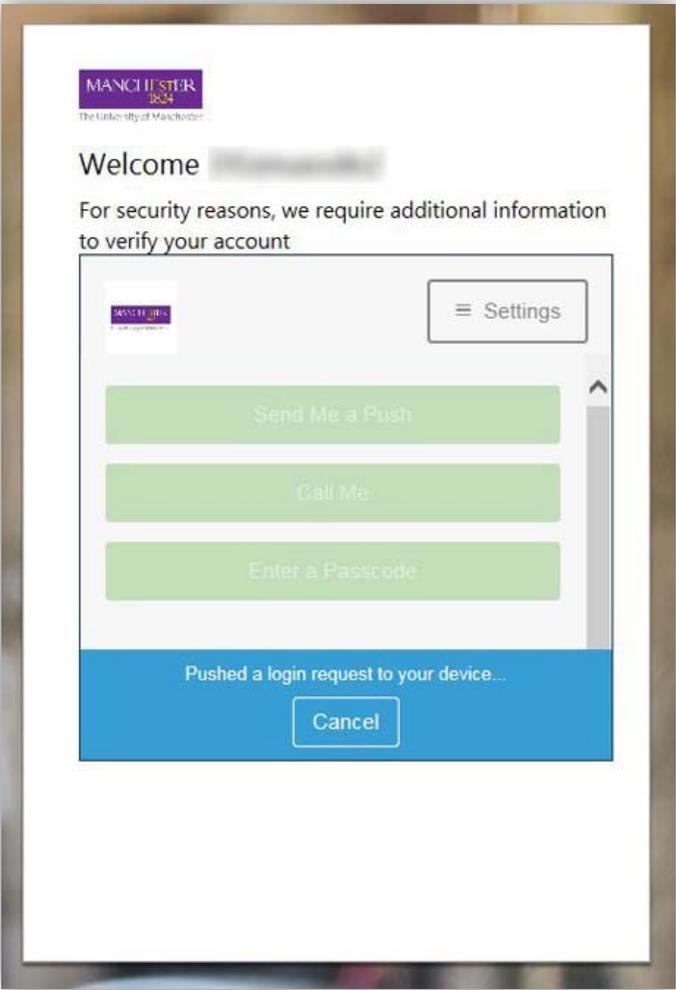
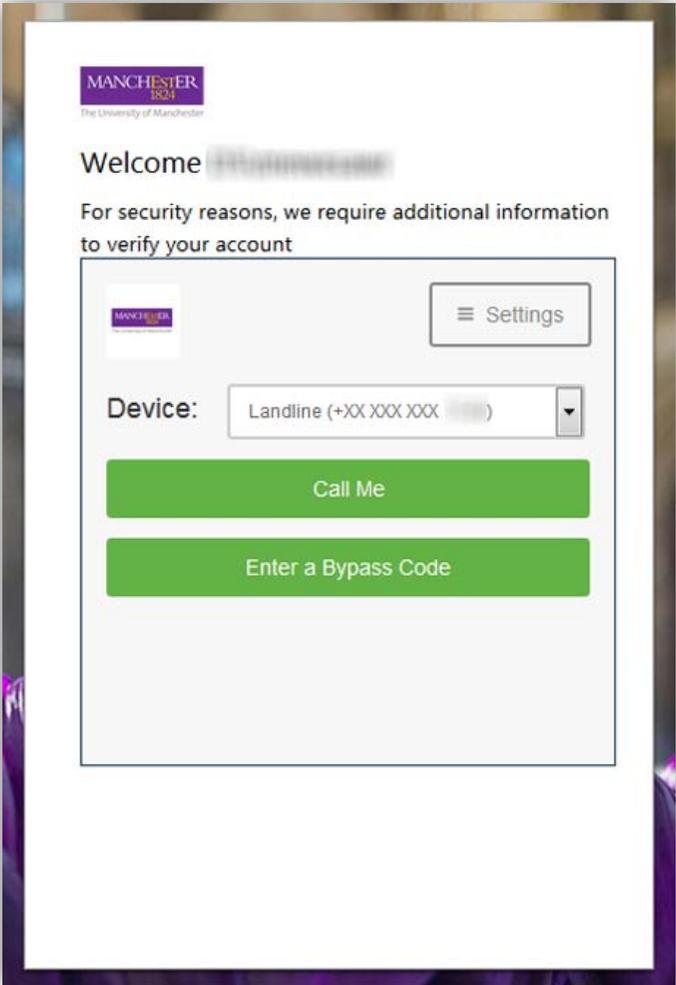


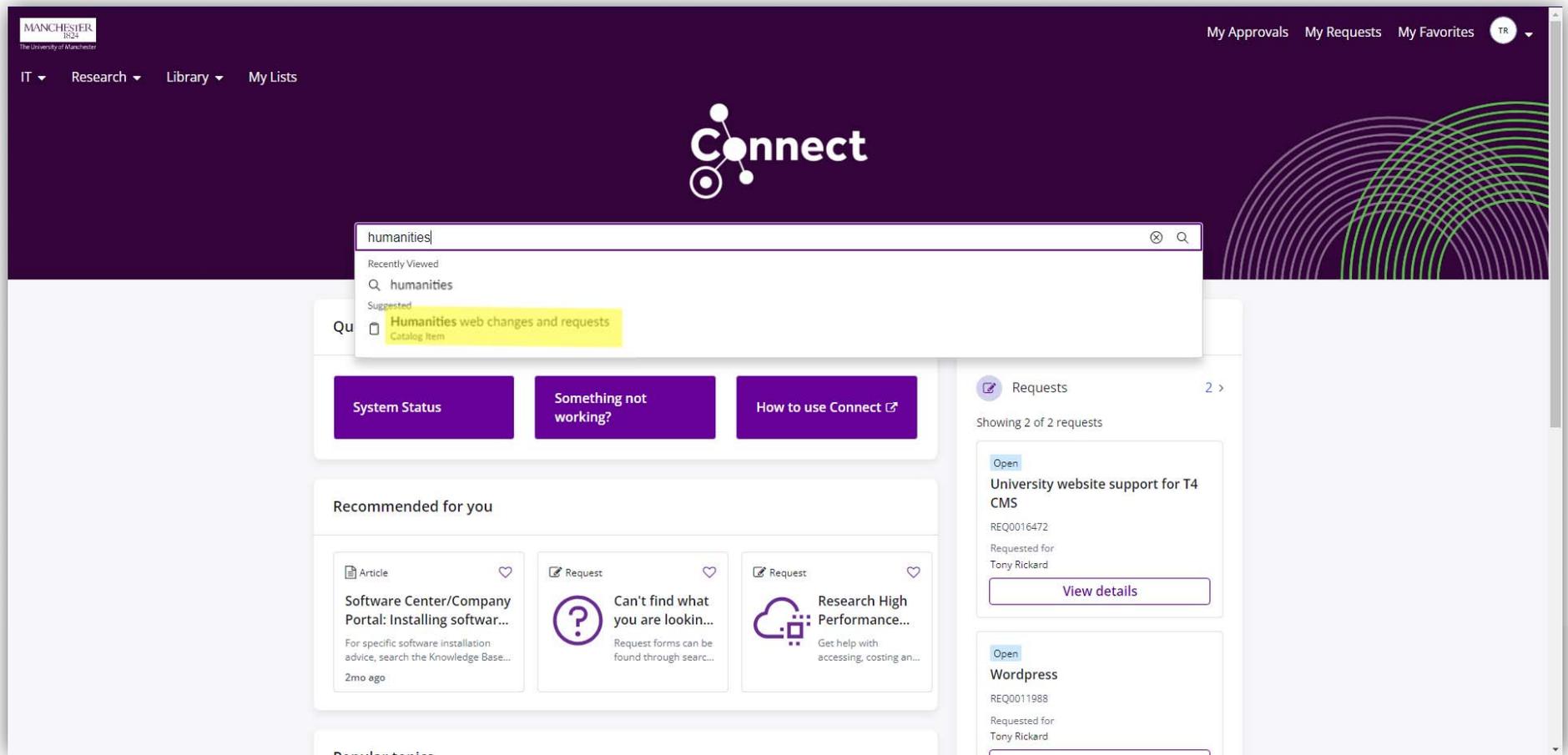
## Connect Employee Centre – a quick guide to submitting a ticket via the Humanities web changes and requests form

Log into Connect at <https://manchester.service-now.com/esc>. 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.

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.



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'.



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

## Humanities web changes and requests ♥

Request for the Humanities web team



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.

Columba: An event management system for adding events to the University's Calendar.

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

Is this for

Myself

Someone else

\*Request type

-- None -- ▼

**Submit**

Required information

**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.

Request 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.

We aim to process and fulfil requests within 5 working days.

\* Indicates required

Is this for

Myself

Someone else

\* Request type

-- None --

|

-- None --

Update an existing webpage

Web analytics request

Columba access request

WordPress access request

Submit

Required information

Request type

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 [humcomms-webteam@manchester.ac.uk](mailto:humcomms-webteam@manchester.ac.uk).

Request 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.

We aim to process and fulfil requests within 5 working days.

---

\* Indicates required

Is this for

Myself

Someone else

\* Request type

-- None --

|

-- None --

Update an existing webpage

Web analytics request

Columba access request

WordPress access request

Submit

Required information

Request type

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.

Is this for

Myself

Someone else

\*Request type

Update an existing webpage

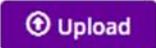
\*Please provide the full website address(es) of the webpage(s) you'd like to update

<https://www.alc.manchester.ac.uk/research/>

\*Please provide as much detail as you can on the updates you would like to make

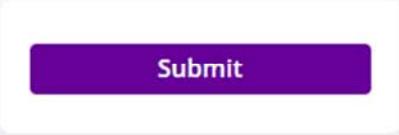
Please replace image promo boxes with content contained in attached document.

Please attach any files that may assist with your request - If you have more than 1 attachment, please use the attachment link at the bottom of the request.

 Upload

---

 Add attachments

 Submit

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 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.

We aim to process and fulfil requests within 5 working days.

\* Indicates required

Is this for

Myself

Someone else

\* Request type

-- None --

|

-- None --

Update an existing webpage

Web analytics request

Columba access request

WordPress access request

Submit

Required information

Request type

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.

Request for the Humanities web team

We aim to process and fulfil requests within 5 working days.

Is this for

Myself

Someone else

\*Request type

Web analytics request

\*Please provide the URL(s) of the webpage(s) you need the analytics data for

<https://www.alc.manchester.ac.uk/research/>

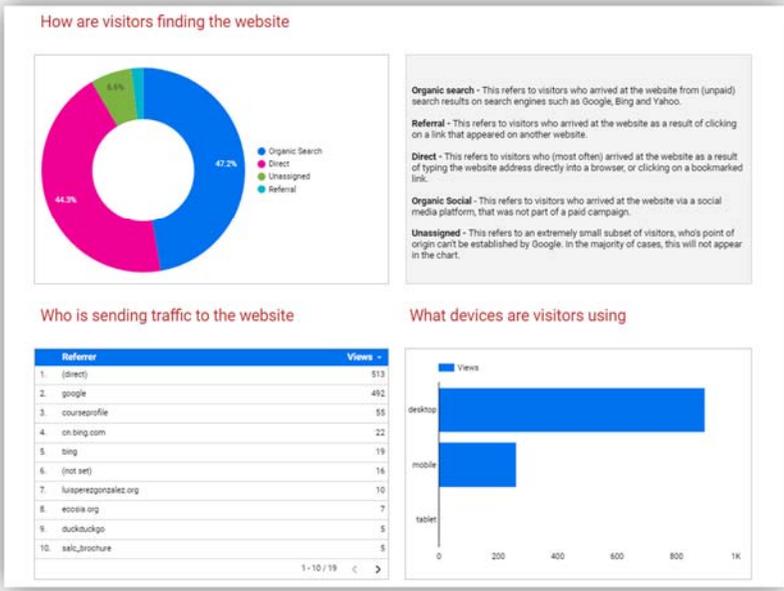
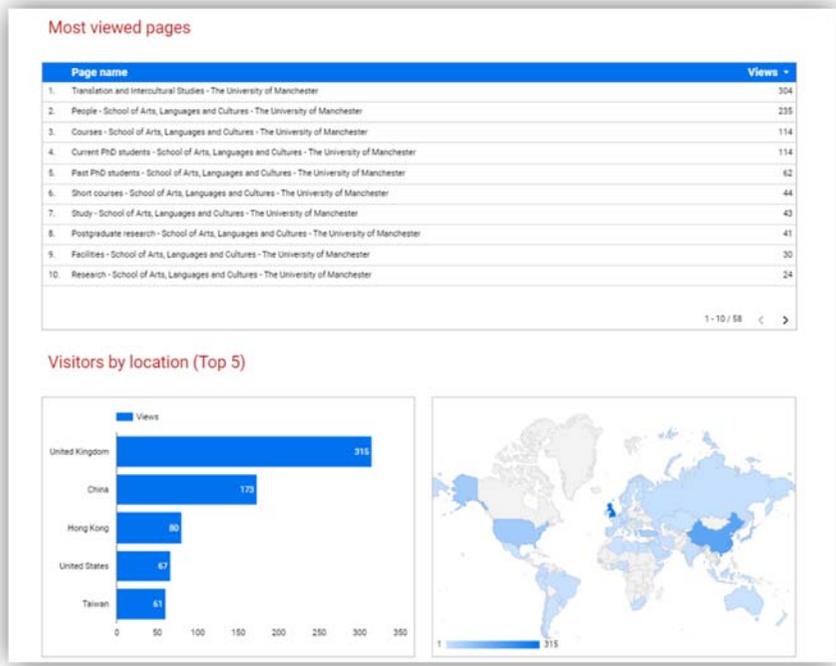
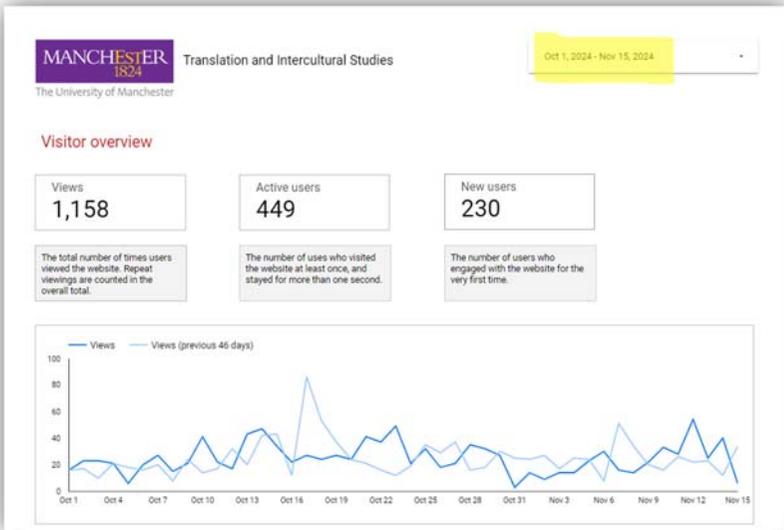
\*What is your preferred method for accessing analytics data?

Looker Studio interactive dashboard

 Add attachments

Submit

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.



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

Request 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.

We aim to process and fulfil requests within 5 working days.

\* Indicates required

Is this for

Myself

Someone else

\* Request type

-- None --

|

-- None --

Update an existing webpage

Web analytics request

Columba access request

WordPress access request

Submit

Required information

Request type

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

Request for the Humanities web team

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.

Is this for

- Myself
- Someone else

\*Request type

Columba access request

\*On which website(s) would you like your Columba events to be displayed? ⓘ

https://www.alc.manchester.ac.uk/

 Add attachments

Submit

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.

Request 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.

We aim to process and fulfil requests within 5 working days.

---

\* Indicates required

Is this for

Myself

Someone else

\* Request type

-- None --

|

-- None --

Update an existing webpage

Web analytics request

Columba access request

WordPress access request

Submit

Required information

Request type

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

Request for the Humanities web team

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.

Is this for

Myself

Someone else

\*Request type

WordPress access request

\*Please provide the website address of the website for which you need editing access ?

<https://sites.manchester.ac.uk/comics-and-race-in-latin-america/>

\*What is the purpose or reason for requesting editing access to this website?

I am working on this research project and wish to add and update content on this website.

 Add attachments

**Submit**