Support Portal – a quick guide to using the Library Website Content Change form

1. Log into the Support Portal at http://support.manchester.ac.uk/. On the first log-in screen, type in 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'.

2. The Support Portal uses 2 Factor Authentication (2FA), so on the next screen you need to provide additional information to verify your account. This can either be via a call to your landline, a 2FA key fob provided by IT Services or via an app on your mobile phone.
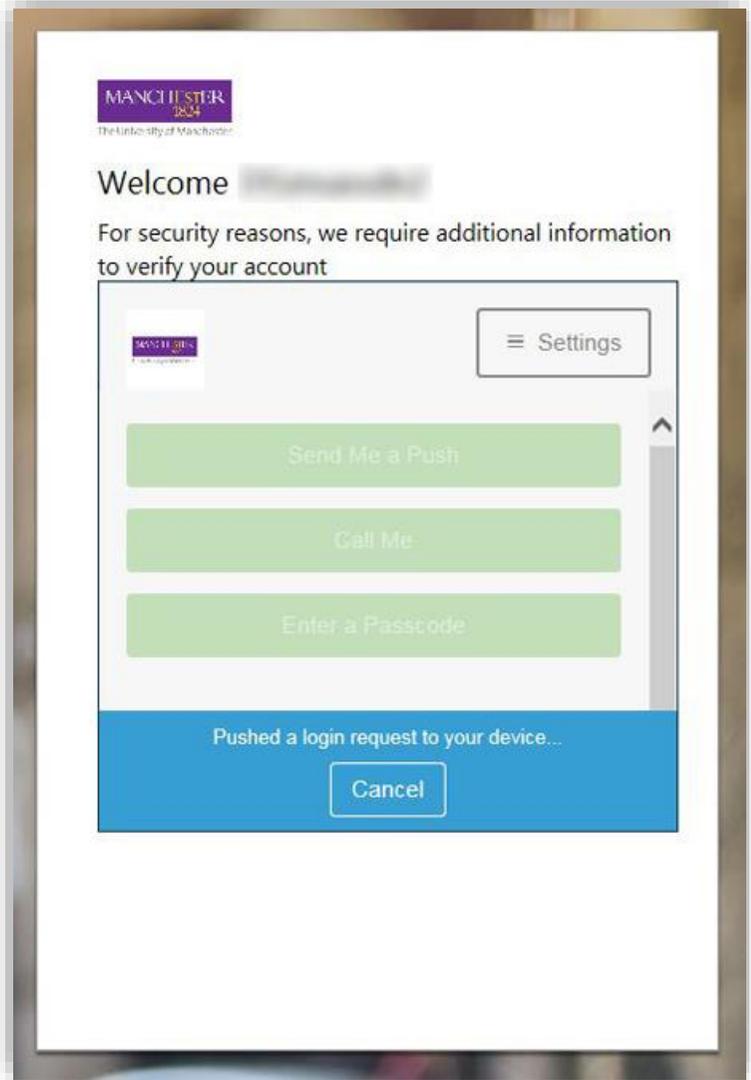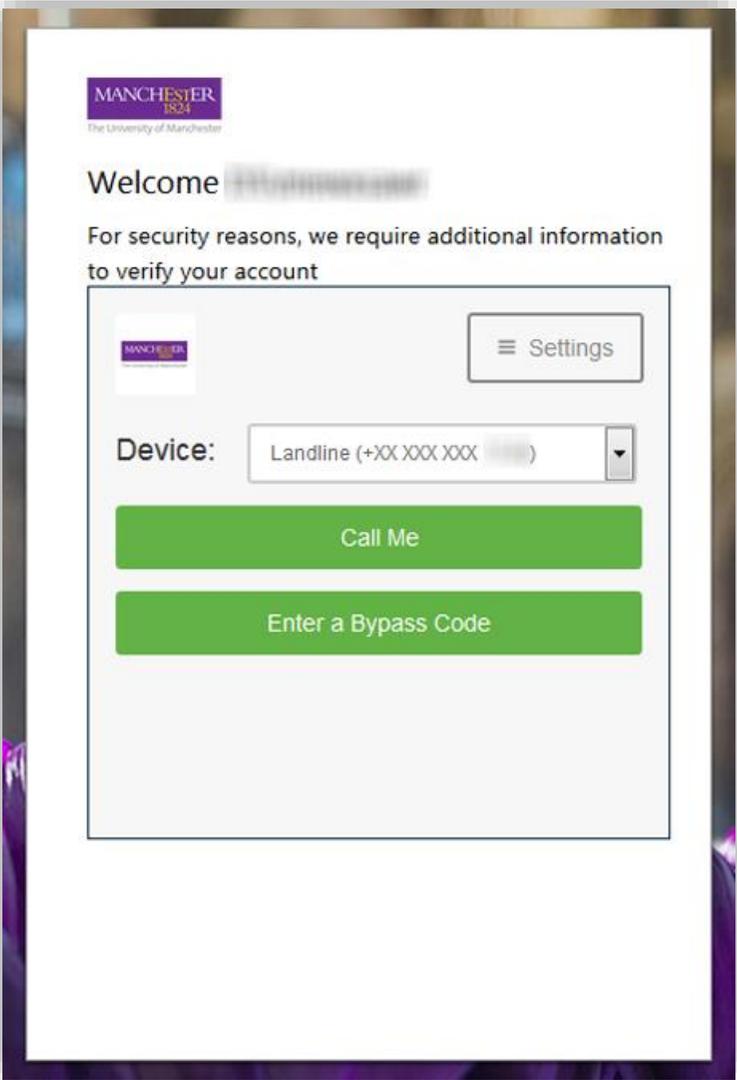
3. Once you have completed your 2 Factor Authentication, from the Support Portal welcome screen, select 'Request Support'.
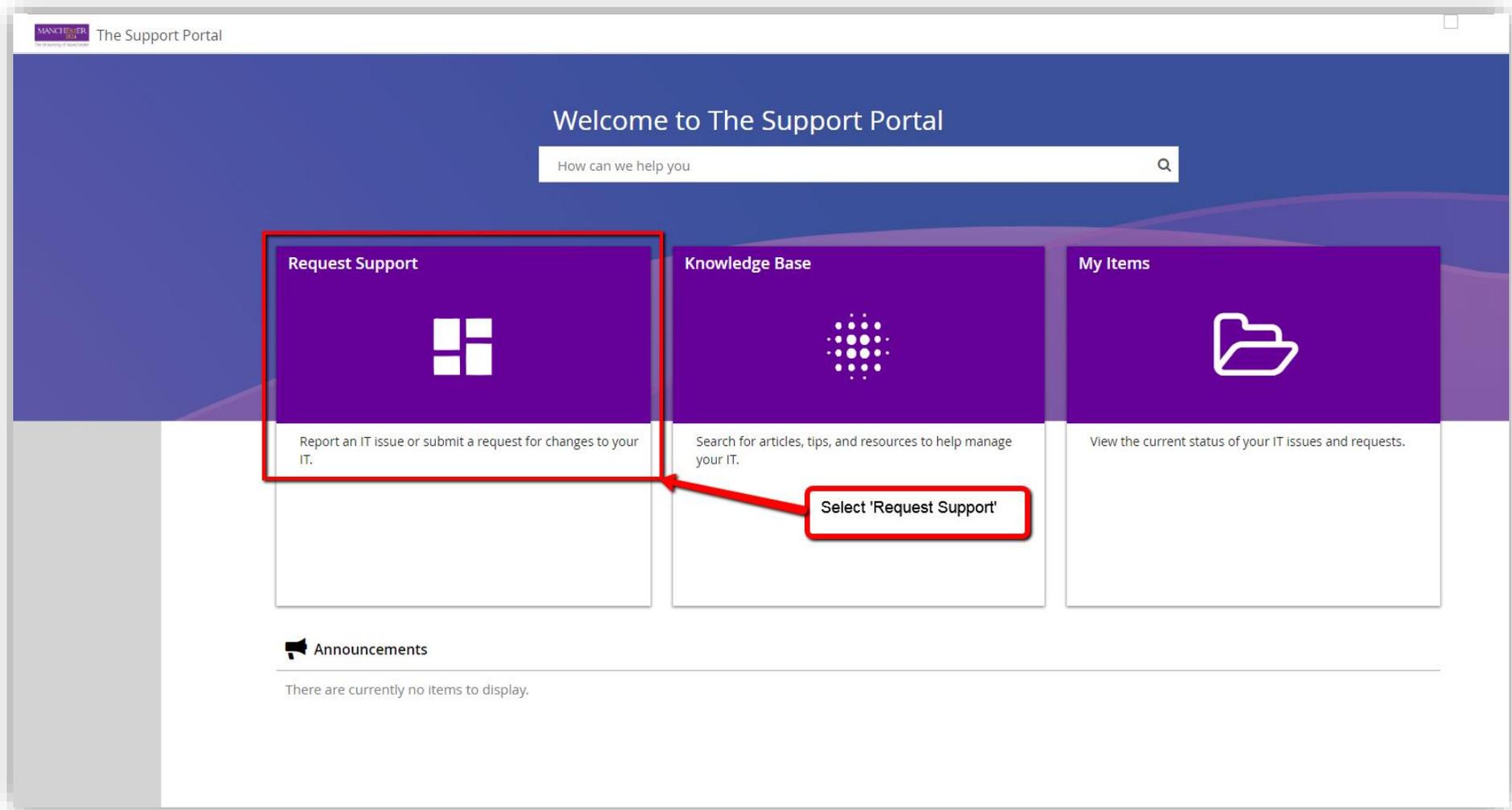
4. Use the search box to search for 'Library' – this will filter the list of options so you can clearly see the 'Humanities and Library web content change' form.
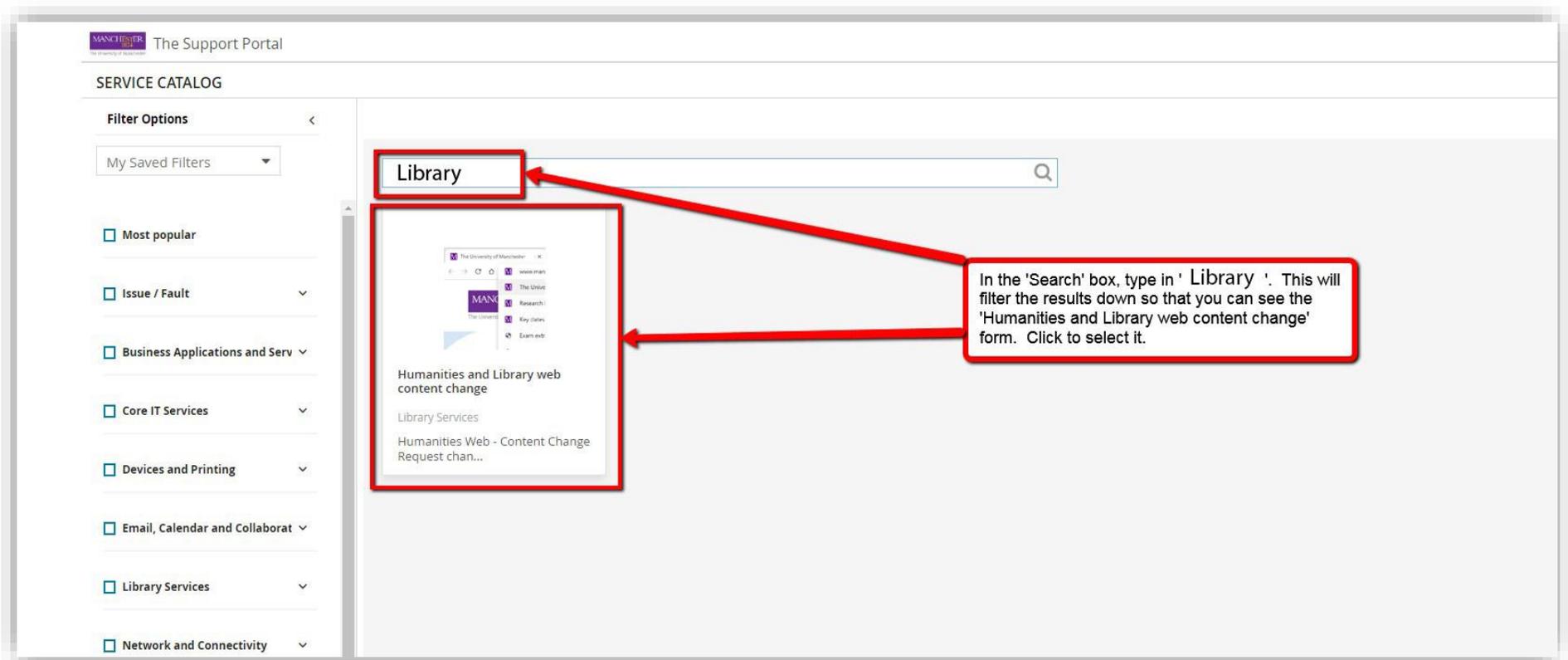
5. On the resulting 'Humanities and Library web content change' pop-up screen, select 'REQUEST'.

6. Fill in all the fields taking extra care to select 'Library Website Content Change' from the 'Request type' dropdown list. Add any attachments and then either click 'Review and Submit', or you can 'Save for Later' if you are waiting for more information.
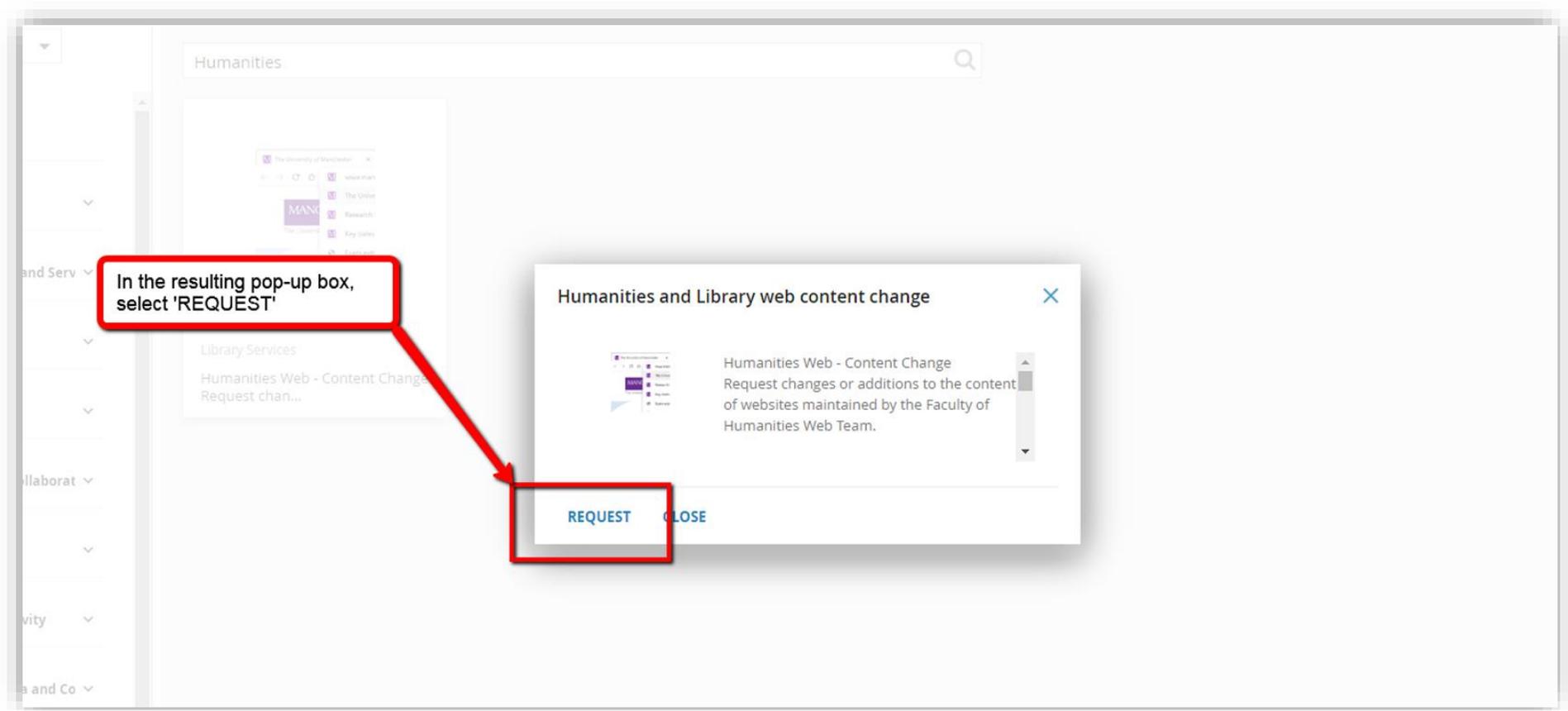

The Support Portal

Humanities and Library web content change
Humanities Web - Content Change
Request changes or additions to the content of websites maintained by the Faculty of Humanities Web Team.

University of Manchester Library Website - Content Change
Use this form to request a simple update to an existing Library webpage, includes updates to text, links, images,

If you have more complicated request for change, such as adding a new section to the website then you should
Library Marketing and Communications Team

Service options

* Request type   Library Website Content Change

* Web address (URL) being changed:

* Type of content to be changed:

* Describe changes required:

Attachment: Upload File   Remove All

or drop files here

Save for Later   Review & Submit   Cancel

As this form is shared with the Humanities web team, it is important to ensure you select : 'Library Website Content Change' from the dropdown list.

Type the address of the web page you would like updating here. If your request isn't directly related to website changes, give a brief summary instead.

The tool tips give you more information about each field - just hover over them for an explanation of what you need to include.

Uploading files to the new form is much easier - you can add up to around 10 files up to a limit of 2gb. Either search your PC using the 'Upload File' button or drag and drop from your desktop.

Once you're happy with your request, click on 'Review & Submit. If you need more information, you can save the ticket and return to it later.