

### **Has the content management system (CMS) changed?**

No. The website's CMS has remained in LiveWhale. All content administrators who have worked within the LiveWhale CMS before will continue to log in with the same username and password. You will update the majority of your pages in the same manner as before. We've added a few widget enhancements to some of the website. We will instruct you on how to edit these new widget areas if they live on any of your pages.

### **What is the new process for becoming a content administrator?**

Upon launch, your division head will identify who should be a content administrator for their area of the website. If you are identified as a content administrator, we will add you to our content administrator list housed in Web Services. Web Services will reach out to division heads beginning the week of July 30.

### **What does a content administrator do?**

Content administrators are responsible for the creation of news-worthy, original and accurate content on their assigned pages. Content administrators will be responsible for the day-to-day maintenance of assigned websites and will collaborate with subject experts to ensure content remains up-to-date.

### **When will content administrators be allowed back into the CMS?**

Content administrators will have access to the CMS **after** Web Services has communicated with their division heads and approved the content administrator. If you are a current content administrator, please confirm you'd like to continue your role working on the website with your department leadership. We will add your name to the content administrator list housed in Web Services once approved by your division head. For urgent requests, please submit a ticket at [www.merrimack.edu/webticket](http://www.merrimack.edu/webticket).

### **Will you provide training if I am a new content administrator?**

Yes. Web Services will begin offering training sessions in August to assist content administrators working within the site. Please request a training session for you and/or your colleagues at [www.merrimack.edu/webticket](http://www.merrimack.edu/webticket).

### **What pages will I be able to update and maintain?**

Depending on your department, you will be given access to the pages that are directly related to your area. Each department should consider only having one content administrator as to ensure content is timely and accurate.

### **What if I want to create a new page?**

New page requests must be approved by Web Services to ensure brand and messaging standards. If you would like to create a new page, please submit a request to [www.merrimack.edu/webticket](http://www.merrimack.edu/webticket).

### **What if I want to add or change a photo or a video?**

Photos must be sized and adjusted appropriately which is a function only done by Web Services. When appropriate, we are happy to assist you with photos and videos you would like to see on your pages. Please request your photo and video changes at [www.merrimack.edu/webticket](http://www.merrimack.edu/webticket).

### **What if I want to upload a document on my site?**

Please submit your documents to Web Services at [www.merrimack.edu/webticket](http://www.merrimack.edu/webticket)

### **How can I update faculty bios?**

Your content administrator will have the ability to make changes to faculty bios. You may also send your biography changes and updated head shots to [www.merrimack.edu/webticket](http://www.merrimack.edu/webticket).

### **What if I need to have changes made but I don't have access?**

Web Services is always happy to help with any changes that need to be made. Please submit a ticket to [www.merrimack.edu/webticket](http://www.merrimack.edu/webticket) and the Web Services Team will contact you with next steps.

### **How should I write for my pages?**

Please review our documentation at [www.merrimack.edu/webservices](http://www.merrimack.edu/webservices) to learn more about web writing best practices. You may also contact our Web Services team with web writing questions.