**Question 1:**

**Who should I contact about technical issues?**

Log the technical issue through the [AskIT](mailto:askit@unitec.ac.nz?subject=) help desk.

**Question 2:**

**Can we have some practical examples of what each of the different roles (Publisher, Advanced Editor, Editor) can do?**

The Marketing and Communications department may decide it wants an About Us page. The Advanced Editor can create the page, the Editor and Advanced Editor can fill in the content, but the Publisher is the only person who can make the page live (Publish).  
  
If the Advanced Editor creates the wrong page only the Publisher can delete it.  
  
***Editor*** – Out of the three roles I have the lowest level of control. I can modify text on the sections where I have permission. I can add new content within the pages, but I can not create the pages or publish new information. My role is to alter the text I have responsibility for and then send it to the Publisher or Advanced Editor. If I have done my job well, the Advanced Editor will simply approve the page and hand it to the Publisher.  
  
***Advanced Editor*** – I have more access than the Editor but not as much as the Publisher. I can do everything that the editor can do, but also I can create pages. My role is to check the accuracy of the pages (are they factually correct?), the format (are they laid out well, or should we add a table or bullet points?) and the writing (could we make the pages more succinct?). If I have done my job well, the Publisher will simply make the page live.  
  
***Publisher*** – I have total control over my sections of the Intranet. I am the only role that can “make pages live”. This means that people will be able to see them. Up until I press the button nobody can see the changes made by my Editors or Advanced Editors. I am also the only person who can delete pages. My role is also to oversee my entire section of the Intranet. Do we have pages that need to be deleted? Do we have too many pages in a subsection – perhaps we should split the subsection into several? Are the pages in a logical order?

**Question 3:**

**A Publisher wants to promote an Editor or Advanced Editor to a higher role, what do they need to do?**

The Publisher is the only person who can request and approve for new or changes to be made to the access rights in their area.  The Publisher should contact [AskIT](mailto:askit@unitec.ac.nz?subject=) to make this request.

**Question 4:**

**Projects – which department should be the one who puts up information about the project?**

Only the Project Manager will be given Publishing access (or they may nominate a suitable publisher on their behalf).  The Project Manager will then determine if there should be any Advanced Editors or Editors.  As an example, Drew McQuire is the Project Manager for Student Services Realignment.  It does not matter whether the project involves one or many departments.  If it is an acknowledged Unitec project, then there is a designated position on the Intranet where relevant publishable information on the project will be held.

**Question 5:**

**Is it possible to have a facility for those who are not Publishers to be able to view how their content is actually going to look, before they publish it?**

Yes – Just select the 'switch to Preview Mode' when you are in the Content Editor.  Alternatively you could open up a new internet explorer window and have the front of Pou Tukutuku open and toggle between the two.

**Question 6:**

**If content is approved by a Publisher will the person who submitted the content get an email letting them know their content has been published, or will they just have to check the site?**

Yes the person who submitted the content to get approval, will get a return email from the Publisher as to the action taken – published, returned for editing, declined etc.

**Question 7:**

**All Publishers, Advanced Editors and Editors will have access to documents that they have each placed within Digital Assets.  There is concern regarding lack of security as any of these people can go in and remove documents that have been placed in there.  Yes we can pdf the documents so that front end users cannot modify the documents, but what would stop a publisher from removing my original from the digital assets?**

As with the front end, access to the Digital Assets will be restricted to only those areas which are relevant to their areas of business.  However, if a publisher removes or alters a document, our system will allow us to track who did this and when.

**Question 8:**

**I currently have a lot of information on Uniweb that I would like to put on Pou Tukutuku. Is there any way to easily transfer all of this information without having to re-create it?**

For actual documents that would go in Digital Assets – please see [Top Tips](http://thenest.unitec.ac.nz/unitecintranet/index.cfm?E27F0EFE-7BA6-4DFB-9451-EA547B0DDB2E) on how to do this.  For information that needs to be displayed in the actual page, this will need to be re-entered and formatted onto the relevant page.

**Question 9:**

**There are quick links to Moodle and other applications, but am I allowed to also make quick links to these applications from within my own departmental pages?**

The quick links to Moodle and Blackboard are already available on “every” page.  So it would be unnecessary to embed a link to these from within several layers down.

**Question 10:**

**What is happening to the portal?**

It will remain – employees will still be able to gain access in to Unitec from home My Unitec Portal.

**Question 11:**

**What is happening to Uniweb?**

Once we have determined that all the information on Uniweb has been replicated it will closed down prior to the full launch to all Unitec staff.

**Question 12:**

**Can we still access Policies and Procedures from My Unitec Portal?**

Yes you can.  Once you are in Pou Tukutuku, go to Resource Toolbox section.  [Policies and Procedures](http://thenest.unitec.ac.nz/unitecintranet/resource-toolbox/policies-and-procedures/en/policies-and-procedures-database_home.cfm) is a section in this area.

**Question 13:**

**Will we be able to access Pou Tukutuku (The Nest) from home? How?**

Yes - general Unitec staff will be able to see the front end of Pou Tukutuku (The Nest) via My Unitec Portal.  No - Publishers, Advanced Editors and Editors will only be able to make modifications from their Unitec work stations.  Technical capability to allow this work to be undertaken outside of Unitec will be considered in Phase II of the project.

**Question 14:**

**Will there be an overall moderator of the Pou Tukutuku (The Nest) so that there is someone to check and fix broken links, ensure consistency of information across the site etc?**

Any broken links or inaccurate information should be fed back to the Publisher to fix. You can do this easily on every page by clicking on the "Submit Page Feedback" link in the quicklinks section. Alternatively, refer to the [List of Content Owners](http://thenest.unitec.ac.nz/unitecintranet/resource-toolbox/pou-tukutuku-help/en/list-of-content-owners.cfm) spreadsheet which shows the list of the publishers for the respective areas.  Wider more complex breaks should be put through the normal [AskIT Helpdesk](mailto:askit@unitec.ac.nz?subject=) channels.

**Question 15:**

**When someone copies and pastes or types in text – will it force fonts and styles.  In the training session it would not let me put in spaces between my paragraphs.**

Yes, to a certain extent, the system will force certain elements of the styles – however, please refer to the [example templates](http://thenest.unitec.ac.nz/unitecintranet/index.cfm?27F12F9B-1B5E-4D04-A175-4B9B27150EFF) for guidance on applying appropriate weights and colours on headings and body copy in order to make your content look the best it possibly can.

**Question 16:**

**Can an Advanced Editor or Editor recall any work that they have sent to the Publisher for publishing?  Or must they let the Publisher know to ‘decline’ the work, so that they can re-edit?**

We strongly advise that you take some extra time to use the Save Draft and Preview Modes to check your work prior to sending to your Publisher for approval.  Otherwise you will need to let your Publisher know to decline the changes so that you can re-edit.

**Question 17:**

**Can we make the first template ‘container 1’ – it currently shows as container 2 and then container 1, but if we could make it the other way around ?**

This has been done.

**Question 18:**

**What is WYSIWYG?**

What You See Is What You Get.

**Question 19:**

**Naming a sub-section – name & title are different?**

Name – this should have NO spaces i.e.  departmentofmarketing

Title – this should have spaces i.e. Department of Marketing

**Question 20:**

**What is the front end and back end?**

The front end is what all users (all Unitec staff) see.  The back end is the area behind the scenes where Publishers, Advanced Editors and Editors edit and load content.

**Question 21:**

**Why can I not see the site tree when I log in to Shado? Sometimes it's there and sometimes it's not!**

If you're using Mozilla Firefox and can't see the site tree when you login, you will need to reenter the full URL of the intranet into the address bar of your browser window and press the enter key. The full URL address is [/shadomx/shado\_central/](http://thenest.unitec.ac.nz/shadomx/shado_central/).

**Question 22:**

**When I try to save a file using these symbols   &  or  /  or ?   I get error messages, what's happening?**

These symbols are reserved functional symbols for links, and so should not be used.  You should replace the & with the full word.  For the / and the ? you should remove them.