



Website FAQ

Updated on 2 Feb 2017

Please refer to the Group Website Manual here:

<https://tech.cochrane.org/sites/tech.cochrane.org/files/uploads/documents/websites/WebsiteAdminManual.pdf>

Branding and template material is here:

<https://community.cochrane.org/brand>

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1. Who can make changes to the website? How do I add people?

People with either Super User or Web Publisher role in Archie can access the admin interface by clicking on the Admin link on the top blue menu and by using their Archie credentials.

Only Super Users can assign web publisher roles through Archie. To find out who the Super User of your site is, when in Archie, expand the group's folder on the left tree view, click on People, click on Super Users.

For the Super User to grant permission to people to work on their site, they must first be registered in Archie. To create a 'user account', the Super User should go to the record properties window, click on the 'Settings' table, then click on the 'Create user' account button. You can then grant a Web Publisher role to the user. In the Archie help file (available from the help menu when in Archie) there are instructions for:

- [Creating a person's record](#)
- [Managing user accounts](#)
- [Assign roles to people](#)

If you still find a problem with this, you can contact the Archie team in Copenhagen via techsupport@cochrane.org.

2. How do I update the current menu bar?

Only first level menu items appear on the main horizontal menu on the new template (secondary menu items will appear along the left hand side of the pages). It is suggested to keep these to 4-6 items to keep the menu items along one row. Please refer to the Group Website manual [here](#) and refer to the section 'How to manage provided MENUS'. You can also watch a how-to video here:

<https://youtu.be/AsIp3gn6gbQ>

3. Do I need to have Feature Items and News items on the front page?

You are *not* required to use the format of having Feature Items and News on your front page; this feature is optional.

4. How do I add Feature Items and News items to the front page?

See [manual](#) at 'How to create, edit... NEWS items'. The Cochrane forest plot will automatically be overlaid the Feature picture when you publish it. You can watch a how-to video on adding feature and new stories here: <https://youtu.be/GGURQ8JBDbY>

5. Can you create the main feature box on the front page without the smaller four news blocks below?

Yes, if you don't set up any news to appear in the four news block, then the smaller blocks are not displayed.

Another way to achieve the same result is to set the block containing the four news items not display: Site Building > Blocks > List and then select '<none>' from the Region drop-down list for the block 'View: Our news: News front block'

6. How do I change the order of my news items?

You can change the order by editing each news story and changing the authoring date. You click on each story--> click edit--> scroll down to the bottom left and there's a section called authoring information--> change the date the story was authored on. The more recent the date the higher up it will show on the news block; the most recent will show up first.

7. I want to update the site often with news but I don't know what to put. Got any ideas?

You may also want to join the Cochrane CommsNetwork, which is a group of Cochrane contributors whose work or interest includes sharing Cochrane evidence news, or stories with the wider world. Every Tuesday a digest is sent out to members by the Central Communications team to provide content for further communications efforts. The weekly digest includes: a listing of any newly published noteworthy reviews, press releases, or featured reviews; a listing of all the translations completed in the past week; the top five tweets from @cochranecollab; news from the community (recent newsletters, blog posts, or other submissions from members); news about the colloquium; and brand updates. It's a great way to get content and also to share it with the wider community. To join the CommsNetwork and get the weekly digest, please see the [CommsNetwork page](#) at.

8. I thought I could find content for a specific page right away but haven't. Can I hide that page until we are ready to use it?

Yes, you can disable a page so that it is not public. Follow these steps: Under site buildings--> menu--> Cochrane Group menu--> and then just unclick the box for the page and it should be disabled.

9. I like the look of the banner images at the top of the different pages on Cochrane.org. For example, the glass bottle picture [here](#). Can I add these to my pages?

This is currently a 'wish list' item for group websites. However there are several ways you can recreate this look; you may add a horizontal picture to the top of the page, or create a block containing the image and place the block at the top of one or more pages. Banner images at the top of pages work best if they are 800 x 211 pixels if the page has a left hand menu, or 1000 x 211 pixels if there isn't a left hand menu.

10. Can I have a feed of our group's reviews on my page?

You can. This feature is called 'Cochrane_provided_content' and can be found under site building--> blocks--> lists--> move that block to "Content" region and the settings should show up. Because this activates more than one feature on the website (ie: our reviews will have the drop down menu and the homepage will have the Cochrane Vienna logo) you can specify that this feature show up only on the "our review" page by going to "page specific visibility setting" and insert which page for the content to show up.

Here are the step by step instructions: 1) Go to Site building--> blocks-->Make sure the block "Cochrane provided content" is turned on and it's region is set to "content" 2) Click configure and click "page

specific visibility setting". Here they will need to pick "show only on listed pages" and enter in which page they want the material to be on. They need to take the name of the page and enter it into the space. Ex: <http://mdg.test.cochrane.org/our-evidence>. Take "our-evidence" and enter it in.

3) Then go to that page and edit--> scroll to the bottom on the left side there's a section called "Provided content" and make sure "our reviews" box is ticked off.

11. What happens to old news items?

All published news items are available at [http://\[yourwebsite\]/news](http://[yourwebsite]/news). It is up to you to provide a link to this page from a menu item or from another page. For example you can create a 'News' menu item and link to this page for the feed of news items. You can also 'archive' news by providing an archive date – see [manual](#) under 'How to create, edit, publish/unpublished or delete a NEWS item. Archived news items are available at [http://\[yourwebsite\]/news/archive](http://[yourwebsite]/news/archive). It is up to you if you want to provide a link to this archive or not.

12. What happens if I update the Feature?

If you move a news item to the Feature item, the old feature item does not automatically move as a news item. This has to be done manually. When you change up a feature item or news item the old ones show up on the archived page (see question above).

13. How can we get pictures for the website?

First, review the Cochrane 'Brand Guideline' document <https://community.cochrane.org/brand>). All images should illustrate our strapline: 'Trusted evidence. Informed decisions. Better health'. Choose light and bright imagery that works in harmony with your colour palette.

For generic stock images, you can use any pictures found in our Photos Dropbox folder. Please email mumoquit@cochrane.org to get access.

We have a limited budget to purchase stock photos as support to groups each month. If you cannot find a photo in the Dropbox that works for you, please let us know (e.g. topic specific, location specific). You may pick stock images from www.istock.com. Send the name of image, URL link, and your group name to mumoquit@cochrane.org. CEAD will download the image at no cost to you.

14. What size should the photos be on the website?

Here are some recommended picture sizes, but these can be adjusted to your needs:

Feature on website: 748x440 pixels, 'The Cochrane forest plot' will automatically be added to your photo when you publish.

Lower news boxes: 130x130

Banner images for tops of pages: 800 x 211 pixels if the page has a left hand menu, or 1000 x 211 pixels if there isn't a left hand menu

Mailchimp Newsletter features: 620x400

Images can be cropped, resized, or flipped using www.picmonkey.com/ Just click the 'edit' button at the top of the page.

If you get an error message saying the image is too large to upload on your site or finding page loading times are long, use <http://www.jpeg-optimizer.com/> to compress the photo. We suggest choosing 80 as the compression level and 620 as the pixel size, although you may need to make adjustments on the pixel size for the Feature Box photos on the website.

15. I'm using MailChimp for my newsletter. How do I add the button to the site? When I put the information in from MailChimp it doesn't work.

Congratulations on making the move to Mailchimp for your newsletter! If you haven't already done so, you can find branded templates in your groups colour here: <http://community.cochrane.org/organizational-info/resources/resources-groups/brand-resources/cochrane-community-brand-resources> Look for the folder under "Community Templates" and read the 'How To' guide for editing instructions.

The easiest way to use the MailChimp subscription form and the archive is to provide links on your site to the corresponding pages that are already hosted on MailChimp. If you prefer to embed these two pages MailChimp provides a JavaScript. Instructions on how to retrieve the code to embed the subscription form is [here](#). Instructions for how to retrieve the code to embed the archive are [here](#). For security reasons webmaster cannot insert JavaScript code. You will need to send the code to web@cochrane.org and let us know which page you want it inserted on.

16. Can I change the bottom footer?

You cannot change the bottom footer; this is standard for all Cochrane webpages.

17. Can I change the top blue menu?

Yes, see [manual](#) at 'How to manage provided MENUS' -> Top menu

18. My colour is wrong, can you change it? Can I changing the colour settings? Given my branding what I can I change it to?

Colours, group names, and logos have been decided and approved prior to the rebranding. If you believe there is an error or would like to go through the approval process to make a change, please email web@cochrane.org

19. My logo and group name are correct but I think it would be more appropriate to have this in a different language. Does it have to be English?

Your site's name at the top beside the logo does not have to be in English. Please email your site's URL, the language you would like the name changed to, and the translation to web@cochrane.org

20. Can I change the font?

Only the font size, not the font-family.

21. In a multilingual site, how can I set up a non-English version of the homepage to be displayed by default by the website's url, i.e. when accessing xxxxx.cochrane.org?

From the top black admin menu, select 'Site configuration' > 'Settings' and in the 'Redirect on loading https:' field insert the relative url of the landing page and save.

When users visiting the English version of the site click the site logo to go back to the homepage, they will be redirected to the default language homepage. To fix this, the English version of the homepage should have 'Home' as a first level menu item that would appear on the main horizontal bar of the English version of the site. For how to create a menu item for a page and on how to make it appear on the main horizontal bar, refer to the Admin manual, sections 'How to create... a PAGE' and 'How to manage MENUS'.

22. How do I manage a multilingual site?

Please see the [Admin manual](#) (also accessible from the Help menu of the sites) which contains specific instructions on how to manage a multilingual site.

23. I see a language toggle at the top right of my page. We no longer want to maintain a multilingual site. Can you remove that?

No problem. The web team can remove the toggle all together if you want to have the site in just one language (non-English is fine if that is more appropriate) or we can remove just specific ones from the list. Please let us know the site URL and what languages you want to maintain the site in by emailing web@cochrane.org

24. How do I add embed google maps?

See [manual](#) at 'How to create, edit... PAGES'. You can also upload a picture and attach a Google map link to it with text like "click to view larger map".

25. How do I add items to the right side bar?

See [manual](#) at 'How to manage BLOCKS'.

26. We have many funders. Can we have more than three listed on the front page, similar to a scrolling funders like on Cochrane.org?

Sorry this is not yet available. We suggest adding a "Click to see all our funders and partners" link to direct the user to a page dedicated to showing all your funder. You can see an example of how this was handled on the Cochrane UK's "[Our funders and partners' page](#)". You can watch a video about adding funder logos here: <https://youtu.be/x-D5aQ1sc5M>

27. I've posted an item on our page but below it there is some gobbly-gook text showing up; it looks like formatting text. The text doesn't appear when I am in "edit" mode, only after I save and view the page. How do I get rid of this?

The text has been copied and pasted from Word directly into the web (html) editor. This brings in some 'hidden' Word formatting code that is then displayed in the page. It's always good practice to copy/paste text from Word into a raw text editor like Notepad and then from here into the web editor - and then to format the text using the web editor functions.

To remove the weird text, you need to edit the page and click on the 'Disable rich-text' link (below the body) to display the html code and remove the formatting code.

28. I really like a page on another Cochrane websites but I can't figure out how do it for mine. How do I recreate it?

Send the URL of the page to web@cochrane.org and let us know what it is you are trying to do. We can let you know how to duplicate it for your page.

29. We'd like to see how our site is doing; can we access analytics for our site?

Yes, you can use Google Analytics for you site. To log-in to see your tracking results you will have to use a Gmail accounts, not your Cochrane email. Please email web@cochrane.org your group's URL and a Gmail account and we will provide access.

30. There's a feature that I want on our website but it's currently not offered. Can you add it?

We are keeping track of 'wish list' items and will review, evaluate, and prioritize the items after the roll-out process is complete. Please send any requests for features to add to mumoquit@cochrane.org

31. I have a question that is not listed here or the manual. Who do I contact?

Please contact us at web@cochrane.org We will get back to you as soon as possible.