





THE URBACT WEBSITE

USER MANUAL FOR NETWORKS

Second version

Subject:	Manual on how to use the URBACT website
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1. ABOUT THE URBACT WEBSITE

The URBACT website is the programme's main communication tool. The website receives 25 000 to 40 000 unique visitors a month, making it a powerful platform for the exposure of your network. More generally the website allows raising awareness about URBACT and its work, adding value to URBACT cities' work and engaging with others involved in these fields, promoting learning and good practice transfer.

The website has a diverse audience (such as Monitoring Committee members, EC officials, urban practitioners, city officials, academics, NGO officials, citizens, various stakeholders and various other professions and entities) that are seeking interesting policy practices on specific topics, results of networks, networking activities based on events posted, etc.

Since not all these individuals are familiar with URBACT it is important that the contents featured be conceived for a non-URBACT audience as well. In priority practitioners are looking for clear, concrete, practical and synthetic information.

1.1. How does the URBACT website work?

There are three kinds of contents on the website:

- static pages, which relate to the programme, its open calls etc., as well as editorialized contents: articles written by Programme Experts, Lead Experts or members of the Secretariat, which are all managed by the Secretariat (homepage, About URBACT section and News & Events section)
- network pages, managed by networks (Networks section)
 All these contents feed the 5 themes and related topics pages (Urban Topics section), as well as country pages in English and city pages.
- National URBACT Points (NUP) countries pages which are written in national languages (Countries section).

1.2. Your network's page

As a network, the URBACT website is the most central and widely accessible online media at your disposal. Please bear in mind the specificities of different web platforms (blogs etc.), in particular in terms of audience before promoting your network's activities somewhere else than on the website to avoid overlapping.



The content you produce (in-depth/thematic articles, previews or reports of events, cities' profiles, short videos, interviews, etc.) should be informative, clear and self-sustaining for non-URBACT readers, it has to be written in good English and it is best to avoid jargon (refer to the URBACT guide "Writing about integrated urban development" available on Sasecamp, see below, for more detailed information). Good content along with good photos is important in gaining the attention of URBACT readers and new potential audiences interested in your topics.

Bear in mind that the Secretariat can promote your content on the editorialised pages (Homepage, thematic or topic pages) if it's interesting for the wider audience and well written!

You have to update your network page once a month, meaning that you should create and/or upload any type of content related to your network contents, activities and events. Do not hesitate to look at what other networks do to get inspired!

Articles written by Programme Experts do not count as updates even though they are promoted on your network's page.

Maintaining a presence in social media will further help in communicating about your network to the URBACT and non-URBACT audiences. There are dedicated spaces on your network's page where you can feature your social media accounts (see 3.2).

Do not forget to always write URBACT in capital letters

Transfer Networks - Docs & Files - Work package support docs (updated on... WP4 Unsorteri Logos





2. LOGIN

From http://wbact.eu/, press Login (see below), then enter your username and password, which are provided by the Secretariat to at least one person per network and you will be required to change your password. There is no need to create an account in order to access your network page back office.







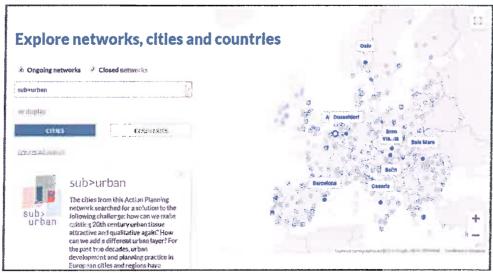
3. FIND AND MANAGE YOUR NETWORK PAGE

3.1. Find your page on the website (FRONT OFFICE)

To access your network's page from the homepage, press **Networks** and then choose from the list according to the main theme of your network.



Alternatively, you can also scroll down the Homepage to the Map and click on Select a network.



LOGO (page 9)



Promoting innovation and the knowledge economy in health field for the local social and economic development.

ONE-LINER (page 9)

(page 10)

SHORT DESCRIPTION

MAIN THEME (page 13)

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PARTNERS

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Jena - Germany Bala Sprie - Romana Eindreson - Notherlan Lends - Grand Kingdom

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MAP (page 9)



EVENTS (page 18)



USEFUL LINKS (page 11)

USEFUL LINKS

- Facebook
 Twitter
 Flickr
 Lorens losum

ASSOCIATED USERS (page 11)



RELATED CONTENT

- « Lorem losum Indolor set CORNET ARTICLE : 22 Years not the 27/54
- GLOSS STREET, The Course of the

TIMELINE



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KEY DATES (page 10)



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LARARY





METWORK LIBRARY (pages 20 and 31)

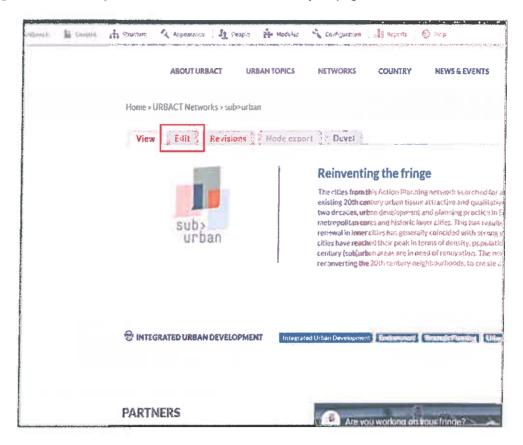
ARTICLES / NEWS

(page 13)

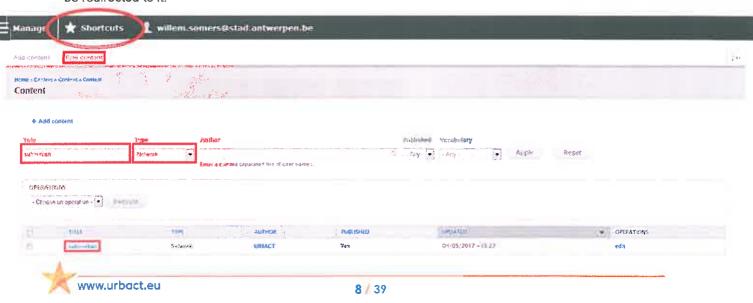


3.2. Access your network page (BACK OFFICE)

Once you are duly logged in and you have reached your network page, press **Edit**. This is the entry to the webpage back office, so you can then make amendments to your page.

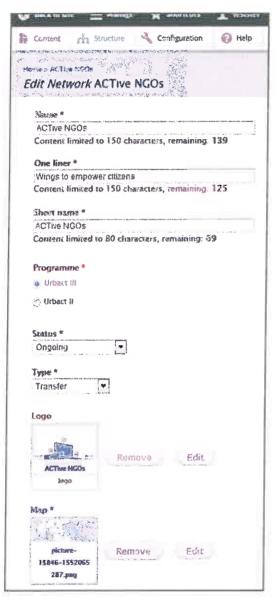


Another way to access the network page back office from the Homepage is to press **Shortcuts > Find content** and type the name of your URBACT page in the Title box (e.g. sub>urban) and choose **Network** in the Type drop-down menu. Then press **Apply**. Click on the name of the page which appeared and you will be redirected to it.



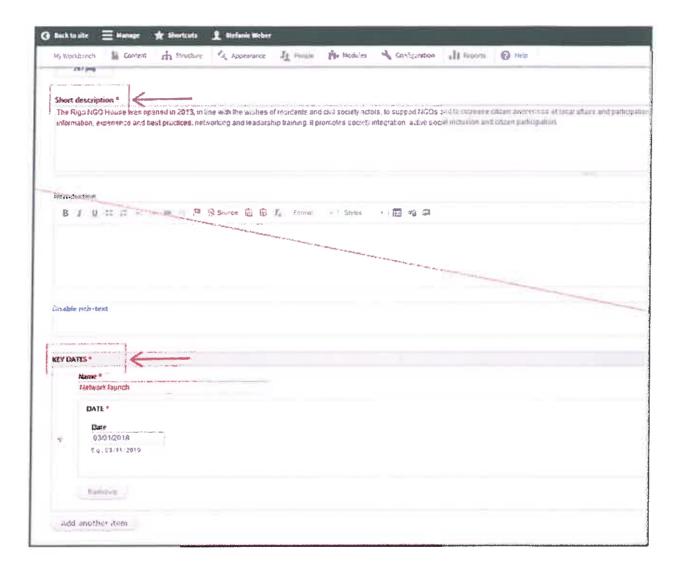
3.3. Edit your network page

The image to the left is the first part of the structure of your network page. This particular information will already be filled up and, unless you spot a mistake, it should not be modified.



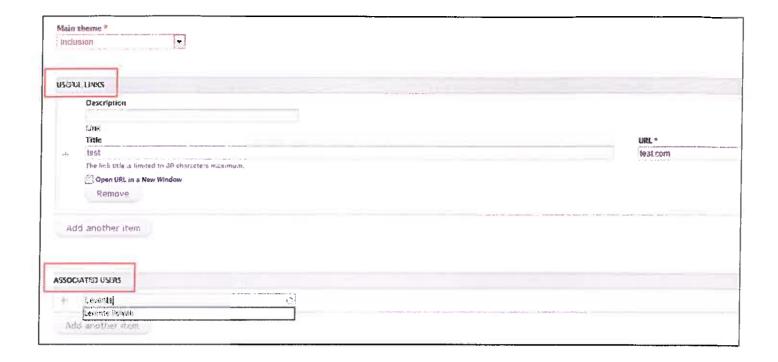
- > Name: title of your network.
- > Cne-liner: a short sentence explaining what your project is about).
- > Short name: acronyms used instead of the network's name when its title it is too long.
- > Programme: whether your network is financed by the URBACT III programme (2014-2020) or if it was financed by the previous programme.
- > Status: whether your network is open (ongoing) or closed (once the network's activities are over).
- > Type: type of your network, action planning, implementation or transfer.
- > Logo: logo of your network.
- > Map: indicates all the cities which are partners in the network.

For the other fields, we expect you to fill up the necessary information and update it. Please keep in mind, that certain fields might require changes overtime:



- > Short description: it must be carefully filled since it is the overview of your network. The introduction should provide a short and clear message, explaining the aims and challenges of the network. It could as well explain the value of the URBACT partnership for the project. This description must include the words 'Transfer network' at some point and it should not exceed 850 characters (spaces included).
- > Key dates: the key dates are arranged by year, so the specific dates (dd/mm) are not relevant and all content from each year should be elaborate into sentences (in the field Name). You can add more years by clicking in Add another item. You must add information about the network kick-off meeting and the final event. You are also welcome to add other important events (e.g. transnational meetings that already took place or are foreseen).



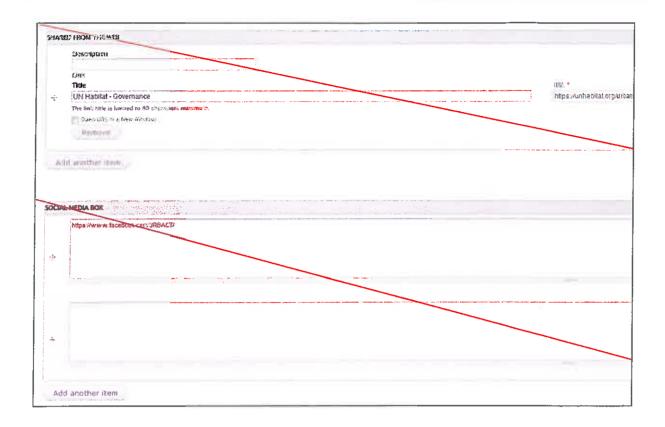


- > Main theme: this section relates to the URBACT themes (see more in section 3.1). Only one theme can be selected and, even though we know that some networks might have a cross-cutting aspect, the main theme should be seen as the entry point to your common objective or urban challenge. This section will already be completed by the Secretariat and it should not be changed.
- > Useful links: content relevant in the frame of your network, like social media, partners' websites or other online platforms related to the network. You do not necessarily need to fill up the description box, nevertheless you must add a title, a URL (link to the page) and you must always tick the Open URL in a New Window box. Should you have more than one relevant link, click on Add another item.
- Associated users: this field mentions the responsible for the access to the back office web page (Communication's Officer), the Lead Partner and the Lead Expert. All those people should have their profile on the URBACT Community (see section 7.2), otherwise you cannot select them (as the image above shows).



It is possible to reorganise the order of the elements by clicking and dragging the cross to the right





The sections **Shared from the web** and **Social media box** must not be filled up, the links that are related to both topics, should be add in the **Useful links** (page 11) instead. The **same goes** to the section **Introduction** (page 10), which must remain empty.

All the sections with * are mandatory and must be duly completed. For the remaining sections, it is up to the responsible of the network page wether it is relevant or not to have that specific information displayed in the web page.



Do not forget to always Save the changes you make (bottom of the page to the left)



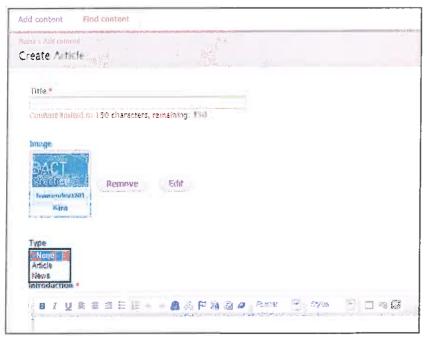
4. ADD CONTENT TO YOUR NETWORK PAGE

To create new content, press Shortcuts > Add content and choose what kind of content you want to create; article or event.



4.1. Create an article/news

Once you have clicked on Add content > Article, the following fields must be completed:



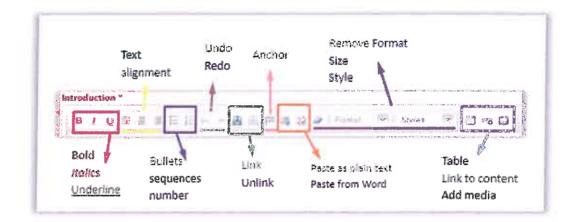
- > Title: please refrain from using capital letters.
- > Image (see section 5. for advice and instructions): please remember to always include an image which well illustrates your content (72 dpi, proportion 718 x 285). It matters in terms of attractiveness of your content which seems sloppy otherwise.

 Visuals engage people emotionally and they convey a first bit of information when today readers are overloaded.
- > Type: to categorise the content: article or news.
- > Introduction: text presenting the article.
- > Content: body of the article.



For Introduction and Content, use the toolbar described below to customize the text. Formatting is important to hierarchize information, identify titles, and highlight keywords.

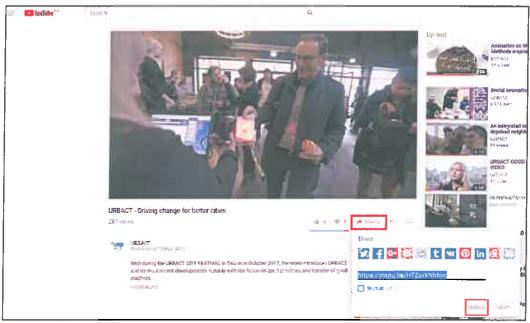
If you intend to copy a pre-existing text in the box, first paste the text in your computer's notepad (\neq Word) so that all previous formatting will be gone. You can the copy it and paste it in the Content box. Make sure you use the rubber ("Remove Format") before you edit the text so that formatting will show.



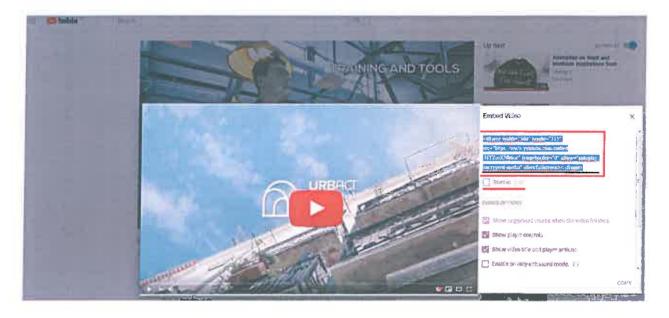
If your article is too long and it has different sub-sections, you can create an Interactive index by selecting the title of a subsection and click in the Anchor. Then write the index manually in the beginning of your article and select the title of the sub-section, you will then click in the Link > Link type > Link by Anchor > By anchor name. Repeat this task to each sub-section title.

If you wish to integrate a video - that is not to just add the link to it in the article but to have the video show in the article itself - follow the procedure below, (such as Adobe Sparks or Iframes):

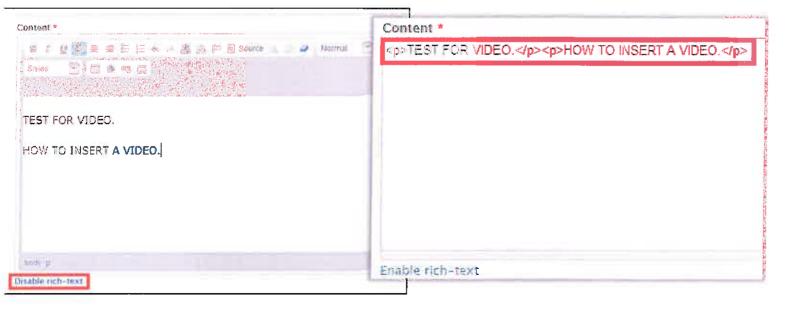
1. Make sure the video you want to integrate in your article is available on YouTube or a similar supporting platform.



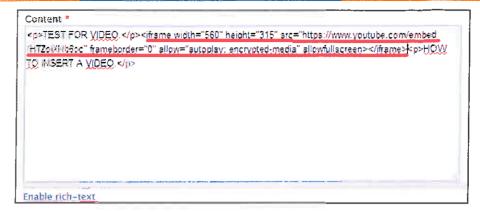
2. Once on YouTube, click on the SHARE button, then on EMBED. The IFRAME code will show. You can even choose from which minute/seconds you want the video to start if there are parts you think are not relevant. Copy the IFRAME code.



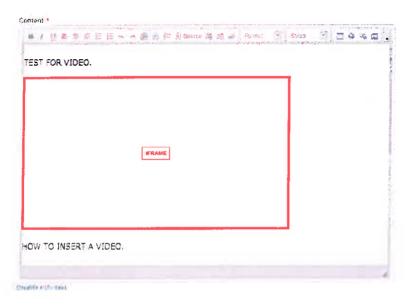
3. Go back to the URBACT website (Create article tab). Click on **Disable rich-text** at the bottom of the Content box. Your text will show in codes, including the formatting. Place your cursor where you want the video to appear in your text and paste the code.







4. Click on Enable rich-text and the video will appear as an IFRAME. You can then reposition the video where you wish in the article.



5. In the front office, the video will show as below.





> Network: type your network name; it will then show. Select it so that the article is published on your network page.

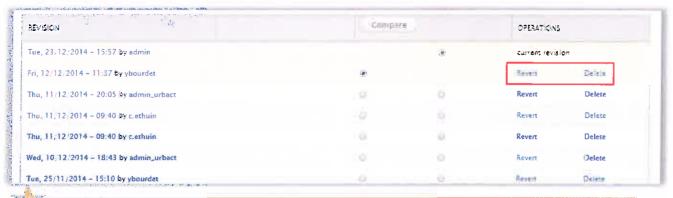




> Revision information: by checking Create a new revision box, once the content is saved, a new tab will appear. It will allow you to manage the different versions of your content (compare, revert or delete a version).







- Publishing option: if you wish to work further on your article/news and save a draft version, uncheck the Published box. You will be able to find your content in the back office using its name (see section 3.2)
- > Save: Do not forget to Save the page when you are satisfied with your work.



4.2. Create an event

This is a great opportunity for URBACT and non-URBACT readers as well as urban practitioners to attend and learn more about your network. Please only create an event on the website if the meeting you will be holding is of interest for the wider public (transnational meetings for instance but not technical sessions such as ULG).

To create an event, press Shortcuts > Add content > Event.

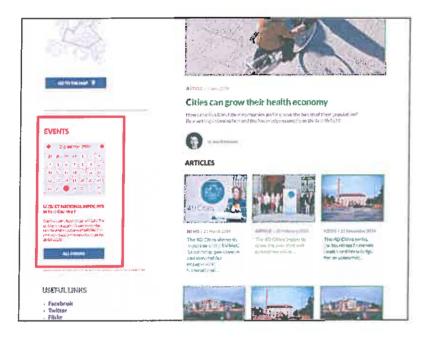


You have to follow the same procedure than for an article and fill in the same fields except for the **DATES'** one. **Indicate the days during which the event will take place** (and not the date when you are publishing the news). **Only PUBLIC events should be created in the website.**



When describing the event, outline what will occur, who will attend and the topics which will be touched upon. Include a photo and an agenda. There is no need to fill in the Type category and Organizer fields.

Your event will then show on your calendar (see bottom of your network page), as well as on the URBACT homepage one.



Network page



URBACT homepage



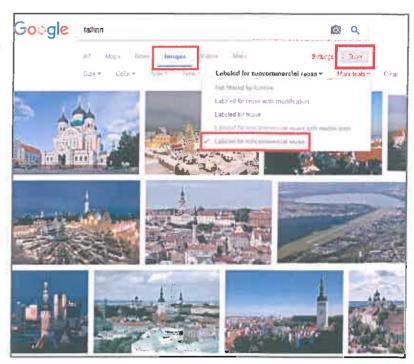
5. UPLOAD AN IMAGE

It is important to pick a photo/an image that well illustrates your content. Please do not leave any content without a proper illustration (72 dpi, proportion 718 x 285)

Below are examples of platforms where you can download pictures for free. Make sure which uses you are allowed to make of the pictures.

- Fotolia
- Stock.XCHNG
- Free pixels (no account needed for this platform)

You can also use **Google images** but make sure when you look out for pictures that you click on **Tools** and then select **"Labeled for noncommercial reuse"** (see the image to the right).



Keep in mind that there are two types of images' files that you can upload to the website:

- Website photo **Library**: it is the internal archive of the website images, like a collective **photo bank**, which can be used to illustrate articles for instance. This is part of the website's back office and these images should not be displayed in your network page.
- Picture section of the network page: this is your album of images, which will be showcased in your network's documents library. You should add infographics, sketches or very relevant photos from your network's activities. Should you upload pictures, beware of not adding unappealing images, such meeting photos.

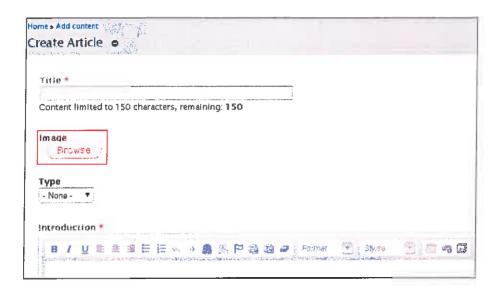
To add a picture, press Shortcuts > Add content > Article/Event.

You then have two options, they are both further explained in the following sections (5.1 and 5.2).

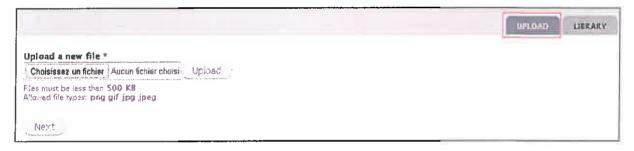


5.1. Using the Browse button

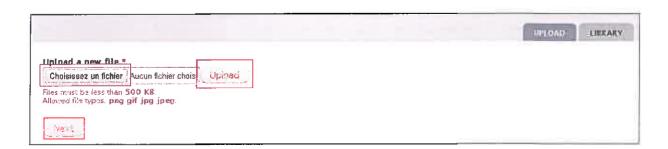
Press the Browse button under the Image section



A pop-up window will open with two sections: Upload and Library



- > Upload: choose a file, then click on Upload and press Next
 - Please bear in mind that you can only upload images in .png .gif .jpg .jpeg formats that do not exceed 70MB





A new page will come up where you need to make sure to change the name of your file appropriately (including the topic of your picture, geographical indications: city and country, and the name of your network).

Properly filling in this field is important because other users of the website might look for a picture, in the Library (photo bank) on the same theme as yours and can find it by entering keywords.

So always right what kind of photo it is, the geographical location and the name of the network. Good examples of names include:

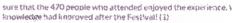
- Field visit Vienna sub.urban
- Elected representative Riga ACTive NGOs

In addition, in the Associated with field, indicate the name of your network.



The **Alt Text** field is read by search engines, giving the image more visibility. Therefore it is important to enter the relevant describing keywords for your image. Do not enter more than 10 words.

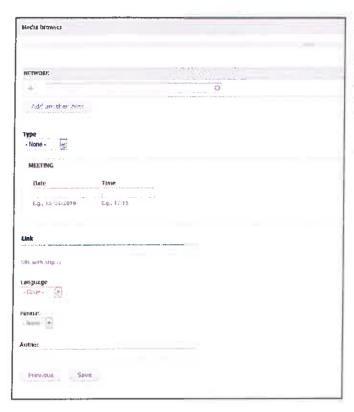
The **Title Text** field is the text that appears when a user hovers the mouse over the image (see **ex**ample to the right).





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Select Type > Image and Format > JPEG

in the block Network, write the name of your network.

If the image has authorship rights, please indicate the Link and the Author.

Then press Save

Your image will then be displayed as below and will automatically appear on the left hand corner of your content in the front office of the website.



Back office



Front office



You can also select an existing photo, from our photo bank, by clicking in Library instead of Upload.

> Library: choose an image that has already been uploaded on the website. You can search for your content via File name, Type, Sort by section or Order and then press Submit

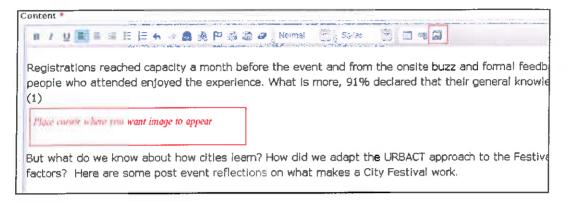


Your image will then be displayed as shown before.



5.2. Using the Add media button

In the **Content box**, place cursor where you want the image to appear then click on the **Add media** button (image icon).



A pop-up window will come up with three sections this time: Upload, Web and Library.



The Upload and Library sections have already been described.

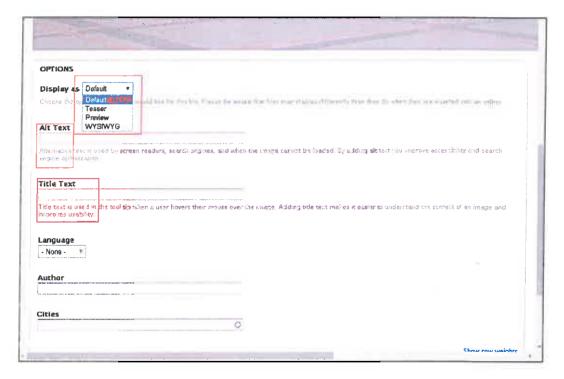
The Web section will not be of use for you.

When choosing your image, a pop-up window will open.



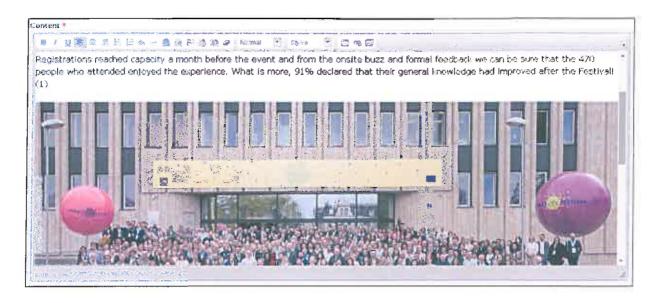


You will then have the possibility to choose the way the image is displayed as well as entering further information on the picture.

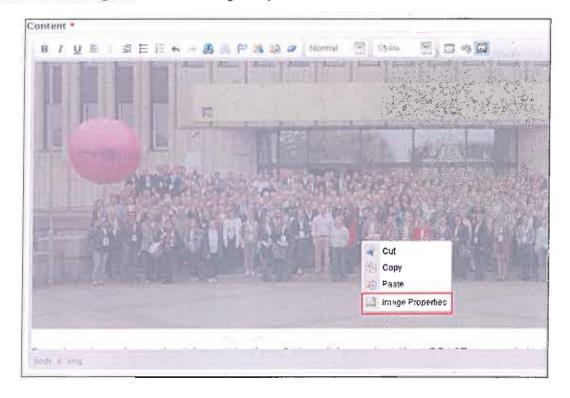


In the Options, choose Display as WYSIWYG (What you see is what you get).

Once you have entered all the information and pressed **Submit**, the image will be embedded in your text (see next page).



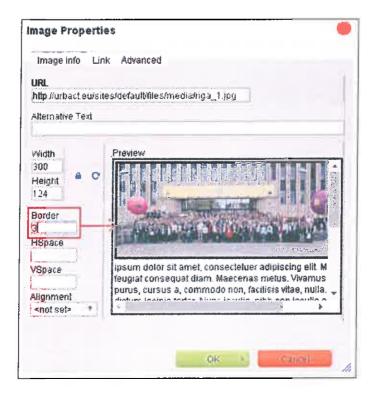
You can then click right to access the Image Properties.



> The size can be changed by modifying the Width and Height fields.
In order for you not to lose the ratio of the image's proportions, make sure the lock sign is <u>CLOSED</u>.

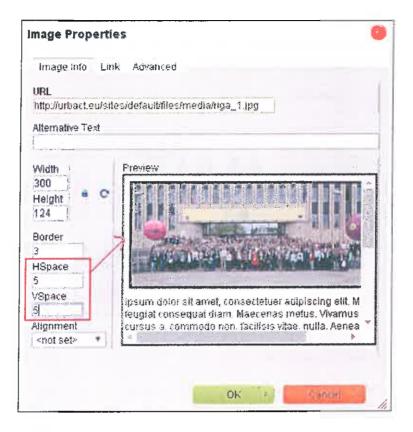


> To add a **border** to your image, insert a number that corresponds to the degree of shading you wish to obtain. Increasing numbers will lead to thicker borders.





> To add spacing between your picture and your text, insert numbers as shown below.



See below the difference between an image with and an image without spacing.







> You can also choose where to align your picture, either on the right or on the left side of your text.



Once you are done with the settings, press OK

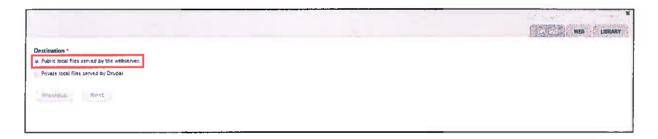
6. UPLOAD A DOCUMENT

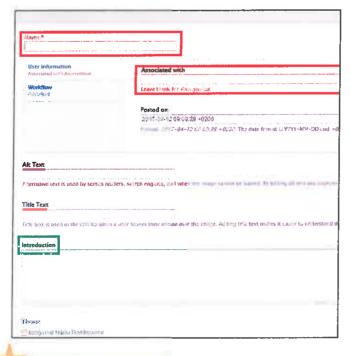
To upload a document on the website, press Shortcuts > Add content > Article/Event.

Then in the **Content box**, press the **Add media** button. A pop-up window will open in the **Upload** section. Choose a file, then click on **Upload** and press **Next**



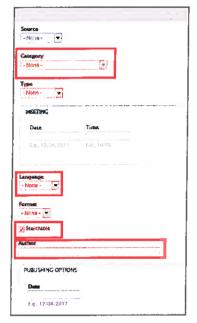
You then have to decide on the Destination of your file: choose Public local files served by the webserver for it to be found by unauthenticated visitors. Then press Next





Then fill in the same fields than for images. Add a short **introduction** to present your document. Makes sure the name you give to your document is clear and easy to use and look for and understandable for a non-URBACT audience: mention the name of your network, the type of document, the location if needed. Eg. sub>urban — transnational meeting brief — Antwerp

Just like with the uploaded images, it remains very important to name your file accordingly to the nature of this document. That is to say, name it with a proper title, geographical location and the name of the network, if necessary.



- > Source: you should indicate if it is a document that was produced by your network.
- > Category: select if it is a baseline study, a thematic paper, a case study etc.
- > Type: select if it is a document, a presentation or other.
- > Date: if your document is linked to a meeting, fill in the date and time of the seminar.
- > Language: indicate the language in which the document is written.
- > Format: select what is the format of the document, .pdf, .doc, .ppt etc.



Remember to select your network, otherwise the document will not appear in your library!

Then press Save.

Your document has been uploaded; you can leave the page without creating an article or an event.



7. MANAGE YOUR PERSONAL PROFILE ON THE WEBSITE

The technical team has created accounts for the Lead Partner communication officer and the Lead Expert, for them to use the website, make amendments to their network page and to their profile in the URBACT Community. If someone else requires an account, please send us their contact details.

There are two types of profiles on the website: one to access the back office (Account section) and one which is public as it is features in the URBACT Community. The two profiles are independent.

Once you reached the homepage, click on My account.



You will then be directed to your profile (front office), click on Edit to update your information.



7.1. Edit your personal information



Once you have accessed the back office of your account, you will be able to:

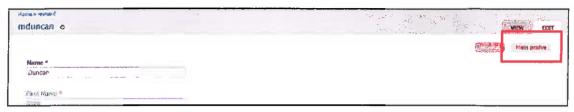
- Modify your name.
- Change your username.
- Change your password.
- Update contact details (e-mail).
- Upload a profile picture.
- And other specific settings.

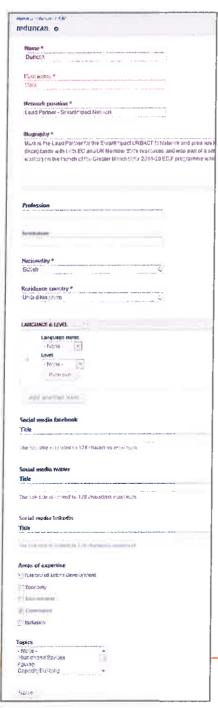
It is not required for you to set the Meta tags.

7.2. Edit your URBACT Community public profile

You can fill further information about yourself in the Main profile section to create a profile in the Community, which is available at: https://urbact.eu/community

In order to do so, you have to click on Main profile in the top right (see the image below):





Apart from your name, first name, network position, biography, nationality, residence country, you can also add information about your profession and institution, the languages you speak, your social media presence, as well as your areas and topics of expertise.

Your biography will appear at the centre of your profile page (see page 33). It is thus important to carefully write, proofread and update it.

To better clarify which fields you work with, you are welcome to select your **Areas of expertise** by ticking one or more URBACT themes. In addition, you can select more specific sub-themes by selecting the **Topics** (to select more than one, you must hold **Ctrl** as you click in the different topics).

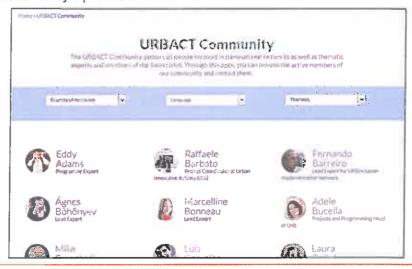
Once your profile is added to the URBACT Community, your personal page will feature all of the articles you have written (see below).



To reach the URBACT Community pages, scroll down on the homepage and press the FIND PEOPLE & EXPERTS button.



The Community is classified by alphabetical order:





8. FOCUS ON CITY PAGES

City pages give an overview of the city involvement in URBACT. They are not linked to a single network partner, but aggregate all the articles and documents published on the website about the specific city. The pages are not curated, but automatically gather contents from the website in which the city is tagged.

City pages are named after the city, not after an organisation, even though the legal/official partner in a network is an organisation.

This is also linked to the fact that a city can be involved in numerous networks through different organisations or city districts. These organisations or districts can however be mentioned on the page, in the **Introduction section** (left column, see below). In addition, please keep in mind that once cities can be linked to different networks, with a wide range of urban topics, it remains important to leave this description broad to a certain extend.

It is important to keep this page updated, so please read it carefully and, if necessary, send amendments to communication@urbact.eu (this also includes sending or updating the main picture of this page).



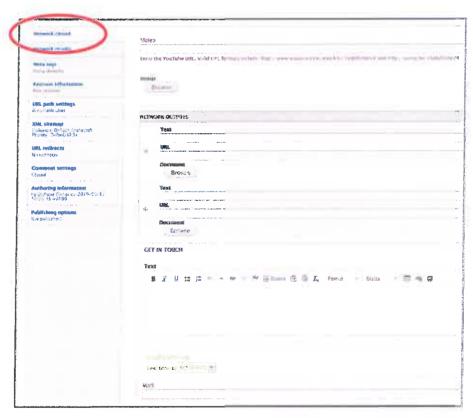
9. END OF PHASE II ACTIVITIES

9.1. Network's results section

Once the activities of your network will have come to an end (in December 2020), some specific modifications must be done in the back office of your network page:

- Status (page 9): must be switched from Ongoing to Closed.
- Short description (page 10): if necessary, update the description of your activities (850 characters maximum).
- **Key dates** (page 10): make sure all the relevant dates, including the network's final event.

In addition, it is time to fill up the following content in the Network closed tab at the end of the page:



- > Video OR Image: one of those elements will be used as the banner of your network page. You can either use a URL from a YouTube in the Video bloc, in English or with subtitles and preferably one that gives an overview of the network. Alternatively, you can add a photo, by using the Image Browse as long as it is a 72 dpi image with the following proportions: 718 x 285.
- > Network outputs: to add the main results from your network activities (from one to five outputs). For each one of them (e.g. PDF file, online platform, series of videos on YouTube, among others) a URL and a title (Text) must be duly filled up.
- Set in touch: the Text box should have the contact information from the Lead Partner no need to add any personal information just the name of the city department that was involved in the network and the address from the city hall is more than enough. Should the Lead Partner have a generic e-mail, it can be added to the Mail box, but this is not mandatory.





CONTACTS

For any questions regarding technical issues, please contact:

web-support@urbact.eu

For other questions:

communication@urbact.eu



