WordPress Support Policy

Information Services, 1/10/21

Scope

The University provides two WordPress networks:

- wordpress.aber.ac.uk
    - for personal (work-related) blogging / content
    - for internal teams or groups
    - for internal projects
- wp-research.aber.ac.uk
    - for projects involving external collaborators
    - for projects requiring a website on their own domain

Support Available

We can provide support in the following areas:

- Site creation and basic set up
- Liaison with Systems Team regarding domains or sub-domains
- Installation of themes
- Installation of plugins
- Assistance with bugs and issues with our networks
- General advice

Your Responsibilities

While we would like to provide as much support as we can, there are some areas which are your responsibility:

- Choosing a theme for your site
- Adding and updating content on your site

- Laying out your pages

- Overall site design

- Assessing the accessibility of your site and providing an accessibility statement using our [Accessibility Statement Toolkit](#).

- Ensuring you meet GDPR regulations if you collect any data