AEM Web Training & User Access Agreement

The Concordia website (www.concordia.ca) is a public-facing digital presence and, as such, has an impact on the university's reputation and credibility. The Concordia web training & user access agreement was created to:

- define the terms by which employees may gain access to Concordia's web content management system (WCMS)
- outline the guidelines by which all users must follow when using the WCMS
- balance the needs of the university community with the resources at University Communications Services (UCS)

Adobe Experience Manager (AEM) is Concordia's WCMS. Officially launched in August 2013, the system allows users to edit and maintain web pages without knowledge of computer (html) code.

All potential users must have training to ensure that they have a working understanding of the system itself, and to ensure the safety and security of the Concordia website. The training users receive covers not only the technical knowledge required to interact with the system, but also covers how to use a website as an effective communications tool.

1. Eligibility requirements

Concordia employees may request AEM access to modify their affiliated unit's pages if:

a. Their supervising manager has requested that they perform web updates to the unit's pages to fulfill their job mandate *and*

    a. They are Concordia **staff** who have permanent employee status, or who have a contract term of greater than 12 months.

    b. They are **Faculty** members with permanent employee status, who have a contract term of greater than 12 months, or who are Emeritus Professors.

    c. They are a **Student**:

        i. A student with no previous AEM training must have a long-term contract (minimum two terms), and has been named by their hiring authority as being the only capable employee within the unit to perform web updates.

        ii. A student who has received AEM training within the previous 6 months must be hired for a minimum of one term, and has been named by their hiring authority as being the only capable employee within the unit to perform web updates.

        iii. A co-op placement student with no previous AEM training may be hired for a minimum of one term, and has been named by their hiring authority as being the only capable employee within the unit to perform web updates.

        iv. The hiring unit assumes all responsibility for the content published and/or changed by the hired student/co-op placement student.

    d. They are a **Freelancer** hired by the University whose main task is to perform web updates

        i. For a freelancer's access to be considered, the hiring supervisor must submit a written request to webtraining@concordia.ca. Freelancer access will be reviewed on a case-by-case basis.

        ii. If access is granted, the hiring unit assumes all responsibility for the content published and/or changed by the hired freelancer.

NOTE: All AEM users must have a **valid** *employee* **netname.**

2. To obtain and retain AEM access, users must:

a. Attend an online or in person training session(s), and pass a proficiency test.

b. Follow guidelines and best practices taught by UCS. These guidelines are always available and up to date at https://cspace.concordia.ca/services/marketing-communications/web/aem/guidelines.html

c. Sign the AEM User Agreement following the Basic Training session, and send the signed agreement to UCS using one of the following methods:

    i. Email the scanned document to "webtraining@concordia.ca"

    ii. Send the signed agreement via internal mail to "Web Training, c/o University Communications Services, GM 600.10

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d. Make regular[1] updates to their web presence
e. Not override AEM styles with custom html or css code
f. Re-take the necessary training module and pass the associated test if they don't use the system for a period of 6 months, immediately following the Basic Training session. Users agree to register for the next available session and complete the test within 30 days; otherwise access will be removed.
g. **Keep their AEM login information confidential**. Sharing usernames and passwords violates the <u>University Policy on Computing Facilities</u> (<u>VPS-30, point 6</u>). If any knowledge of such practices becomes known, UCS will terminate access for that user without advance notice.

3. Managers[2] agree to:

a. Review and sign the AEM user agreement for their employee
b. Notify UCS when their employee:
   i. Leaves the university
   ii. Changes roles within the university
   iii. No longer needs access to the system
c. Notify UCS if they become aware of staff changes concerning AEM users within their unit

4. Number of users per unit/group

Two (2) users per unit/group is sufficient in most cases; units may request additional users if they:

a. Are larger administrative units (greater than 15 people)
b. Assign specific web tasks to users (eg. User X updates the web pages; Users Y posts events[3])

5. UCS reserves the right to:

a. Refuse requests if the unit already has sufficient resources (multiple AEM users)
b. Refuse training requests for users in a 'backup' capacity
c. Revoke access if the account is not used for 6 months (see 2f)
d. Request that a user re-take training session(s) and affiliated test(s) if the best practices guidelines are not followed
e. Cancel in-person sessions due to lack of registration
f. If numbers warrant, hold in-person sessions from August through June

By signing the form below, you are acknowledging that you have read the AEM Web Training & User Agreement, and are accepting the terms and conditions outlined by the agreement.

Signed on: _____ | Signed on: _____

Name of AEM User:_____ | Name of Manager:_____
(please print) | *(please print)*

Netname: _____

_____ | _____

Signature | Signature

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[1] This is defined as updating your web presence in any way, shape or form 2-3 times per month.
[2] Managers who are AEM users do not require a signature from their direct report
[3] Each of these users must make a minimum of 2 updates per month.