

# Silva

## Introduction to Silva



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# Introduction

This workbook has been prepared to help users who wish to create and edit web pages in the **Silva Content Management System (CMS)**. It is aimed at those who are reasonably confident in using IT. An understanding of basic Web design would also be helpful.

This guide can be used as a reference or tutorial document. To assist your learning, a series of practical tasks are available in a separate document.

For any support related to Silva, please email [silva-support@ucl.ac.uk](mailto:silva-support@ucl.ac.uk)

# What is Silva?

The **Silva Content Management System (CMS)** provides a way of maintaining and editing your website through a Web browser (e.g. **Chrome, Firefox, and Safari**). No additional software is needed. It makes it possible for editors to concentrate on the maintenance of simple content as the system provides templating, auto-menus and breadcrumb trails.

For more detailed technical advice, please contact [silva-support@ucl.ac.uk](mailto:silva-support@ucl.ac.uk)

## Requesting a website / Web page(s) in Silva

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To request a website, please complete the form at:

<http://www.ucl.ac.uk/isd/services/websites-apps/website-requests>

### Building the site and making it 'live'

Once the site has been set up by **Web & Mobile Services (WAMS)**, the person(s) responsible for building the site will be sent the **URL** and made **Chief Editor** for the site.

Whilst building, the **URL** for the site will be e.g.: <http://www.silva-sandbox.ucl.ac.uk/sitename>

Throughout the site-building process, the **URL** will remain the same and it is not until the site has been thoroughly tested and approved by the **Chief Editor** and **Web Services** that an e-mail request must be sent to [silva-support@ucl.ac.uk](mailto:silva-support@ucl.ac.uk) to ask for the site to go live.

**We will need to be informed up to 5 days in advance about a site going 'live'. You will be informed by email when the site is ready for public viewing and you will need to set time aside for testing the 'live' site before announcing its existence to the wider world!**

## Access in Silva

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Silva allows for different roles. All members of **WAMS** are **Managers**, with overall responsibility for Silva.

The following roles can be created in Silva:

**Chief Editor** – This role is generally only given to the person in charge of the website. Apart from being able to edit and publish content, a **Chief Editor** can also assign roles and permissions to Editors and Authors, restrict access to a site, change the look of the website using the attributes object, work with style-sheets, configure the **Silva** news service etc.

**Editor** – This role is more restricted. It allows the user to edit and publish material as well as manage subscriptions, but an **Editor** cannot assign roles and permissions.

**Author** – An **Author** is able to make changes to an existing site, but cannot publish, i.e. make the content live. When the page(s) the **Author** has worked on is (are) ready, a request for approval of the work needs to be sent to the Editor.

You can see which role(s) you have in **Silva** in the bottom right-hand corner of the screen when you are logged into **Silva**.

If you want your role changed or a new user added to the system, you should first speak to the site's **Chief Editor**. If you are not sure who this is, e-mail [silva-support@ucl.ac.uk](mailto:silva-support@ucl.ac.uk) and state the URL of the site.

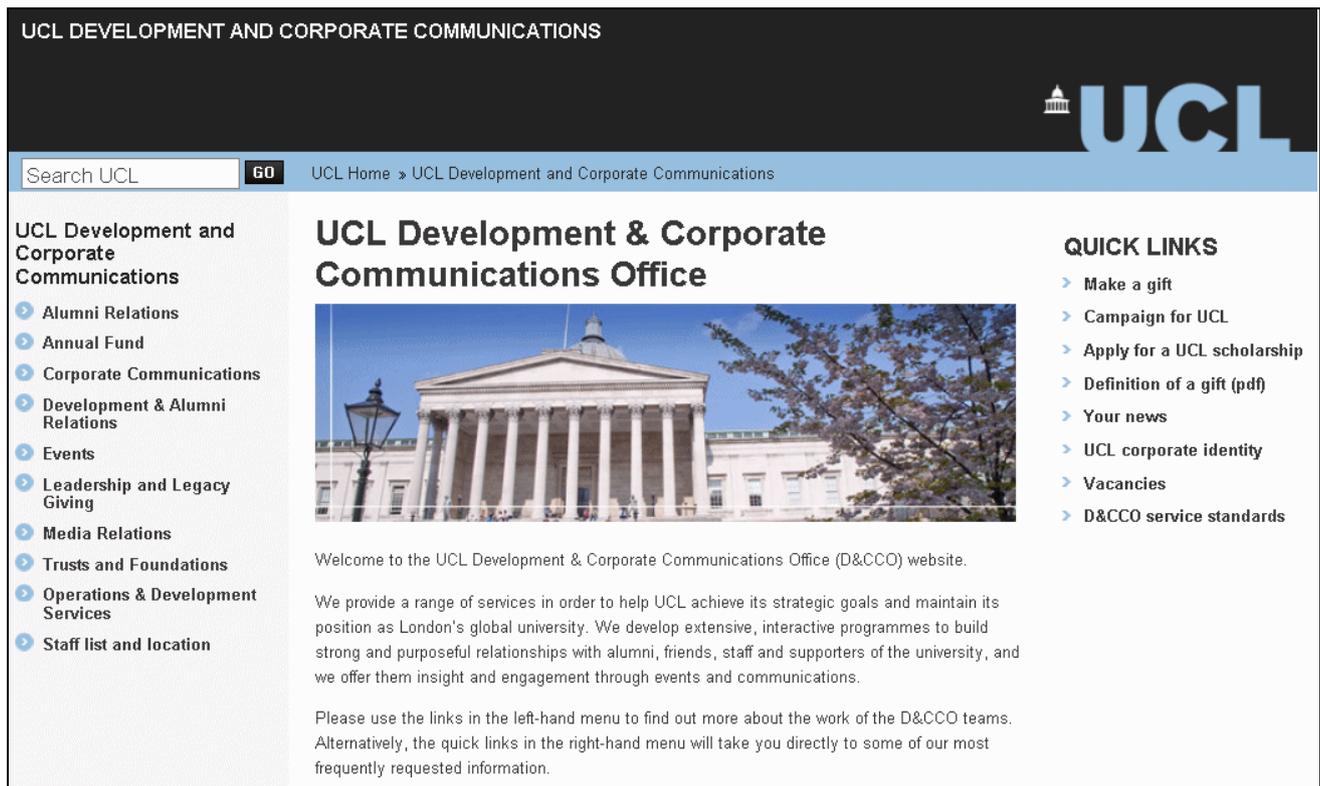
# Good practice

It is highly recommended to use the browser **Firefox** when editing in Silva. Users can **view** the pages using any of the common browsers available, such as IE, Chrome, Firefox, Safari etc.

We strongly recommend you **NOT** to use Internet Explorer for **editing** as this may cause problems.

## Logging on

In order to login to **Silva**, ensure you navigate to the relevant page in your Web browser and scroll down, if necessary:



1. Click on the **grey cross** icon at the **bottom right-hand corner** of the webpage.  
You may need to scroll down the page to see the grey cross. 
2. Login, using your **UCL username** and **password**.
3. Click on **OK**.
4. You will now see the **Contents** screen of your website.  
**Alternatively**, you can type `/edit` at the end of the URL and press **Enter** to bring up the login box.

## Logging off

To logout of **Silva**, scroll to the very bottom of the page you are in and click on **logoutReader/Editor** etc. at the bottom right-hand side of the page and follow the instructions given.

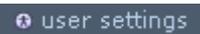
# User settings

When you access **Silva** for the first time, we **strongly** recommend you set your **user settings**, allowing Web Services to contact you by e-mail in case of upgrades, outages etc. It also allows you to set up **Silva** for easy editing in the **Kupu<sup>1</sup> Editor**.

**Note:** you only have to do this **once** for each website.

To set **user settings**:

1. Log on to the Silva site and make sure you are in the **Contents** screen.
2. Scroll to the bottom and click on **user settings** at the bottom-left of the page:
3. Put in your e-mail address.
4. Choose **Kupu** for your preferred editor.
5. Click on **Save** then **Close**.



# Layout

The look of a website in Silva is controlled by its template. Normally, a page will consist of either two or three columns. The column to the far left will contain the site's table of contents and is used for navigation. We provide the **Corporate Identity** Template as used on this course.

The middle column will contain the main content, whereas the column to the right can be used for extra information, either pertaining to the site as a whole, or, where relevant, to one or more individual pages.

The final layout will depend on whether you opt for the standard Corporate Template or a specific design.

Once you are in the **Contents** screen in **Silva**, the homepage will always be called **index**. If you decide to add a separate right-hand column, the Silva document will need to be called **index\_right**. You are likely to have a number of folders as well. Each **folder** comes with an automatically created **index** page.



Files and folders will be placed above a thin grey horizontal line whereas extras, such as the **UCL attributes modifier** and **CSS style-sheets** will automatically be placed below this line.

We recommend you place images in a specially created **folder**, called **Images**.

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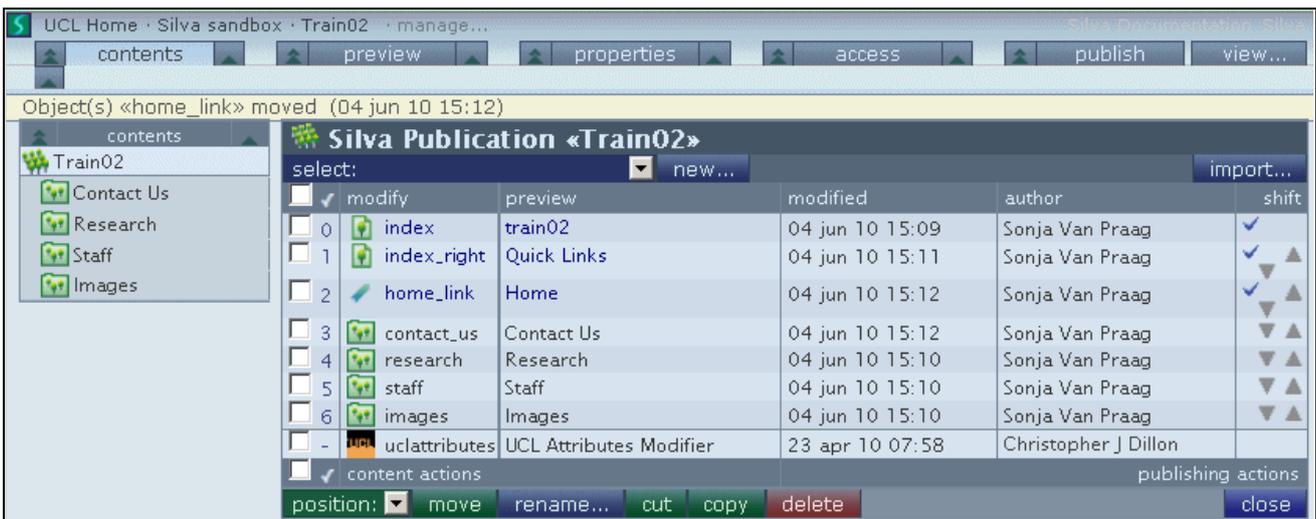
<sup>1</sup> Kupu is Maori for word, statement or remark, and Kupu-kupu means 'butterfly' in Indonesian, hence the blue butterfly logo used by Kupu.

# Navigation

## The Contents screen

Navigation in **Silva** takes some time getting used to. You may find it helpful to read the following recommendations.

After you have logged on, you are automatically taken to the **Contents** screen showing the site's existing pages and folders. This is the **root-level** of your website i.e. the starting point or to put it simply: you are looking 'under the bonnet' of your website, where you can make changes.



Note the five tabs at the top of the screen. The **contents** tab, being the current screen, is active as indicated by its **light-blue** colour. All the other tabs are **dark-blue** until selected.

Each tab has a different function:

**Contents** – in this tab, you can create and access pages and folders, as well as move, rename, cut, copy, delete and close them. You also need to be in the **Contents** tab to create any other new Silva items, such as images, files etc.

**Preview** – in this tab, once you've saved, you can preview the contents; it also provides you with a new button, **publish now**, which allows you to publish the contents.

**Properties** – in this tab, you can hide or unhide pages and folders from the table of contents of the website i.e. the left-hand navigation menu.

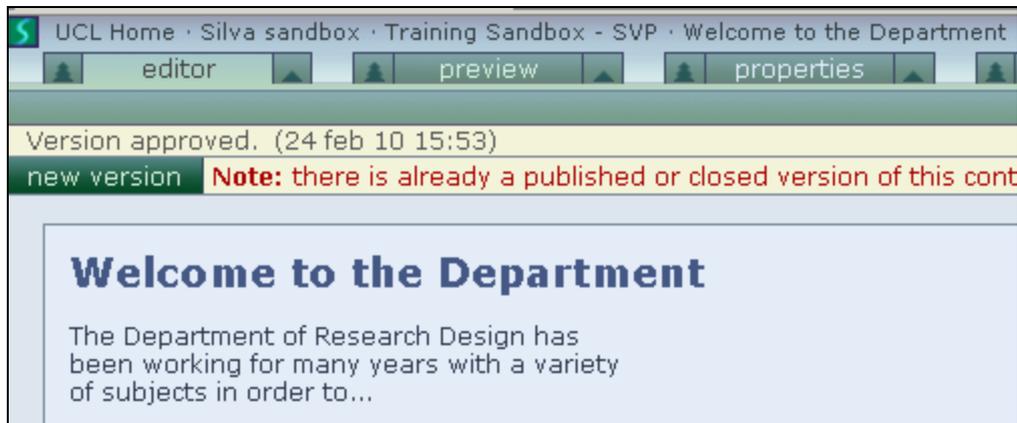
**Access** – in this tab, only a **Chief Editor** can provide, restore and deny access for users to pages, folders and publications. This is where you would set restricted access if you wanted a Staff Only Intranet, for example.

**Publish** – in this tab, you can view the publishing actions for the site.

**View** – in this tab, things will look as they currently are; you will see what is on the page as if you were in a browser. Use the browser 'back' button to return.

## Breadcrumb trail

In order to see the content of a page or folder, click on the page or folder in question. Once inside, you can use the so-called **breadcrumb trail** to return. As you go 'deeper' into a **Silva** site, you leave a 'trail' behind you at the top of the page, starting on the left with UCL Home and then your website's name:



The advantage of such a trail is that you can 'jump' straight back to your starting point. To get back to your initial **Contents** screen, you need to click on the name of the **Silva** site. For example, on the image above it would be *Training Sandbox*.

## Preview and View

It is considered good practice to use the **Preview** button to see the results when working on a new page or making many changes to a page rather than publishing the page each time you make one of many changes on that page.

It is, in fact, highly recommended you use **Preview** until you are absolutely sure that the content is ready for publishing to avoid 'clogging up' the server i.e. taking up more space on the server than necessary. To return to editing mode, click on the green 'editor' tab to get out of preview mode.

After you've published, use **View** (top-right) to see the page **as it would appear in your browser**.

**NB** On your **live** site, there is an up to 20-minute delay between when YOU publish and the USER can see the changes made by you.

To return to the **kupu editor**, type `/edit` after the URL or click on the **grey cross** at the bottom-right.

## Checking the published status of a page

Depending on your **Silva** role, you may or may not be able to publish your **Silva** pages to make them live on the Web.

An easy way to tell the status of a file is to look at the **Contents** screen and see the colour that your file is listed in:

**Red** – draft: the content is waiting for approval or waiting to be published.

**Yellow** – pending: the approval task is on some Editor's to-do list

**Green** – approved: the content has been approved, but is not published yet. (You must revoke the approval before re-editing it).

**Blue** – published: the content is visible to the public.

**Grey** – closed: indicates that there is no new version and that the public version is closed. In order to delete a page or a folder with a published page inside it, you always need to close the page(s) first.



# Working with pages and folders

Although a site always comes with its own index page and every folder is automatically given an index page, you will almost certainly need to create new pages and folders.

We strongly recommend you always create Folders first, as this allows your website to grow!

In Silva, a **Web page** is called a **Silva Document**.

## Creating a new Silva document (web page)

To **create** a new **Web page**:

1. Ensure you are in the **Contents** screen.
2. **Click** anywhere in the area with the word 'select', to the left of **new...** and select **Silva Document**.
3. Fill in an **id** – this is required!  
The **id** will form part of the page's URL and should always be lowercase. If more than one word use a hyphen (-) NOT an underscore (\_).
4. Fill in a **title** – this is required!  
This is what will appear in the left-hand column, and so should not be too long.  
It also appears as the title of the page in question.  
**NB** It is good practice to keep id and Title the same e.g. courses / Courses.
5. Click on **save and edit** to start writing on the page or alternatively, click on **save**.



### Helpful Hint:

Choosing **save and edit**, rather than **save**, allows you to start work straightaway.

## Creating a new Silva folder

Each folder automatically gets its own index page. This is the first page people will see when they type in the relevant URL. E.g. if you type <http://www.ucl.ac.uk/current-students> you will be taken to the index page of the folder **current-students**.

### Helpful Hint:

It is very important to use folders because it allows you add pages to this folder, thus keeping the structure of the website clear for other editors and for the website to grow!

To **create** a new **Silva folder**:

1. Ensure you are in the **Contents** screen.
2. Click on the drop-down arrow, to the left of **new...** and select **Silva Folder**.
3. Fill in an **id** – this is required! – for details see above under creating a Silva Document.
4. Fill in a **title** – this is required! – for details see above under creating a Silva Document.
5. Click on **save**.

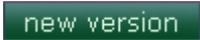
# Editing a page

## Editing an existing page

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When an existing page has already been published, it will be **blue** when you are in editing mode in **Silva**. If it hasn't been published, it will be **red**. This is important, as there is a difference in how you access a published or an unpublished page for editing.

### ***Editing a published page***

1. Ensure you are in the **Contents** screen.
2. Click on the relevant **blue** page to open it.  
**NB** a page may sit within a Folder, so you'll have to go into the Folder first!
3. At the top left-hand side of the page you'll see the **new version** button: 
4. Click on **new version**  
(remember: you want to edit the existing page, so that a *new version* will appear on the website).
5. **Edit** the page.
6. Click on **Save**.
7. Click on **publish now** if you are a Chief Editor / Editor.

### ***Editing an unpublished page***

1. Ensure you are in the **Contents** screen.
2. Click on the relevant **red** page to open it.
3. The page opens and you can continue where you left off.

# Publishing a page

## Publishing a page from the Contents screen

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Only a **Chief-Editor** or **Editor** has permission to publish. An unpublished page is **red**.

1. Click to put a **tick** to the **left** of the page (s) you want to publish.
2. Click on the **publish-now** icon, to the bottom-right of the screen.
3. The edited page turns **blue** and the **publish-now** icon changes into a **close** icon.

## Publishing an edited page

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1. Ensure you have saved the page.
2. Click on the **publish-now** icon, at the top-right of the screen. 

## Creating a home-link (Silva Link)

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On each **website**, it is necessary to create a **home-link**, to enable users to return to the homepage from anywhere on the site. We have already done this for you on the site we set up for you.

1. Ensure you are in the **Contents** screen.
2. Click on the dropdown menu, to the left of **new...**
3. Choose **Silva Link**.
4. For id\*, type **home-link**.
5. For title\*, type **Home**. Make sure it has a capital **H**, as it will appear at the top of the navigation bar left-hand menu.
6. For url\*, type: `http://www.silva-sandbox.ucl.ac.uk/nameofsite`  
**NB** If the link is **not** for a Sandbox, type the URL of the website in question, **BUT MAKE SURE IT SAYS: http:// and NOT https://**
7. **Absolute** is ticked by default. Leave this.
8. Click on **save**.
9. Put a tick next to **home-link** and click on **publish now**.
10. Go to the second browser window and click on the **Refresh** button.  
The **Home** link should now appear in the **navigation** bar to the left.

### Helpful hint:

If you create the **Home** link at a later stage, it will appear at the bottom of the list of files in the **Contents** screen. You need to move it to the top of the list, to ensure the link appears at the top of the navigation menu.

## Moving a Silva document or Silva folder

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There are different reasons why you may want to move a Silva document or folder up or down the list in the Contents screen.

The order in which the Folders appear is the same order in which their links are listed in the Navigation bar of the website.

To **move** a Silva document or folder:

1. **Tick** the Silva document or folder you wish to move.
2. **Choose** its new position from the **position** drop-down menu.
3. **Click** on **move**.  
The Silva document or folder will move to its new position.

## Closing a Silva document

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In order to **delete**, **copy** or **hide** a Silva document, you need to close it.

Closing a Silva Folder is **not** possible, you can only close what's **inside** the Silva Folder.

To **close** a Silva document:

1. Ensure you are in the **Contents** screen.
2. Click to insert a **tick** next to the Silva document(s) you wish to close.
3. Click on the **close** icon at the bottom right-hand side of the **Contents** screen.  
The file name should now be **grey**.

**NB** Users will see the following text on a closed page: Sorry, this document is not viewable.

## Deleting a Silva document or Silva folder

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It may be necessary to delete a file or folder. You will always get a message asking you if you are really sure before you do this.

To **delete** a file or folder:

1. Ensure you are in the **Contents** screen.
2. Ensure the file is **closed** i.e. grey.
3. **Tick** the file(s) / folder you want to delete.
4. **Click** on the **delete** icon at the bottom right of the **Contents** screen.  
The file(s) / folder will no longer be visible.

## Renaming a Silva document

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It may be necessary to change the name of an existing Silva document or folder.

To **rename** a Silva document, you need to **close** it first - see under **Closing a file**.

To **rename** a Silva folder, you need to **close all the files** within the folder first.

1. Ensure you are in the **Contents** screen.
2. **Tick** next to the Silva document or folder you wish to rename.
3. Click on **rename**.
4. **Type** the new name.
5. Click on **rename**.

The Silva document or folder will now have the new name.

## Hiding a Silva document or Silva folder

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It may be necessary to hide a Silva document or folder, so that it doesn't appear in the navigation bar.

To **hide** a Silva document or folder:

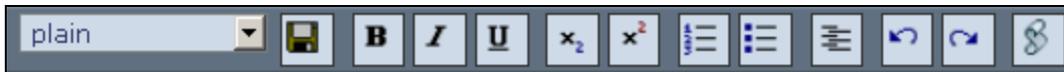
1. Ensure you are in the **Contents** screen.
2. Click on the relevant Silva document or folder.
3. Click on the **Properties** tab.
4. Tick the word **hide** at the bottom left-hand corner of the screen.
5. Click on **save**.

# Formatting

## Using icons

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Silva uses **icons** very similar to those used for **formatting** by Microsoft Office:



Exceptions are the **subscript** and **superscript** icons, e.g. test<sub>1</sub> and test<sup>1</sup>

For those familiar with **HTML**, clicking on the final icon allows you to see the underlying HTML, but making changes to the HTML **cannot** be done here.

To **format** text:

1. Ensure you are in the **Contents** screen.
2. Click on the file to open it.
3. Type your text.
4. **Select** the text you wish to format.
5. Use the **save** icon  to save the page before you **publish**.  
**NB** There is also a **save document** button, to the right-hand side under 'save'.

## Using headings

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Silva offers a number of different heading styles, such as plain, title and heading.

We recommend you always have a Title for every page, and use the Heading style. Avoid the subsub style as this is in italics, which are harder to read for dyslexic people and for those whose first/second language script is different e.g. Thai, Chinese, Korean, Arabic, Japanese and Hindi.

**NB** Headings are **very important** for Search Engine Optimization (SEO) and are also used by people who are visually impaired and use screen readers.

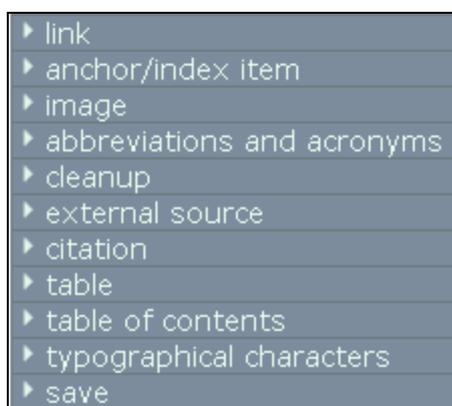
To add a **heading** style:

1. Ensure you are in the **Contents** screen.
2. Click on the file to open it.
3. **Select** the text to which the heading style will be applied.
4. Click on the **drop-down** menu, next to **plain** in the **formatting** toolbar.
5. **Select** the relevant heading.  
The style will be applied.
6. Click on the **save** icon.

# Adding extra features

The Silva CMS allows you to add a variety of things to your basic Web page, e.g. images, tables, internal as well as external links (i.e. to a non-UCL website), anchors (i.e. links that take the reader directly to a specific place in a Web page), and more.

These *extras* can be found to the right-hand side of an active Silva page and can be accessed by clicking on the arrow pointing to the right for each feature:



## Adding an internal link

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It may be necessary to provide an **internal** link to another page of the **same website**.

To add an **internal** link:

1. Ensure you are in the **Contents** screen.
2. Click on the page where you wish to add the link.
3. Click on **new version** if the page has previously been published.
4. **Select** the text which will become the link.
5. **Expand** the **link** tab, if necessary.
6. Click on the green **get link reference** button to open the **Contents** screen.
7. Click on the relevant folder to the far left, in contents, to see the pages inside the folder.
8. **Tick** the relevant page.
9. The link will automatically be added.
10. Click on **update**.
11. **Save, publish** and **test** the link.

## Adding an external link

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It may be necessary to provide an **external** link to another Web page or website.

To add an **external** link, follow the same steps as for an **internal** link, but instead of clicking on the **get link reference** button:

1. Paste/Type the **full** URL of the Web page you want to link to.
2. Click on **add link**.
3. **Save, publish** and **test** the link.  
**NB** We don't recommend you use 'open in new window' any longer (January 2013).

## Adding an e-mail link

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It may be necessary to provide a link to someone's e-mail address.

To add a link to an e-mail address, follow the same steps as for an internal link, but instead of clicking on the **get link reference...** button:

1. **Expand** the **link** tab, if necessary.
2. Type `mailto:username@address` (but see the Helpful hint below)  
**mailto** is **one** word, followed by a **colon**, followed by the **exact** e-mail address
3. **Save, publish** and **test** the link.

### Helpful hint:

Rather than make links to emails live, we recommend you just type the email address. This allows users of Webmail, e.g. Google Mail, to just copy and paste the address.

## Adding an image (Silva Image)

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For Search Optimization as well as to make text stand out, it is good practice to add images to your website. It is good to remember that visuals can enhance a website's aesthetic attraction as well as break up text and thus make it easier for the user to digest the information.

We recommend you prepare your image for the page in advance i.e. resize etc., using software like **IrfanView**, **Photoshop Elements** etc. available on UCL's Desktop.

When adding an image to your website, remember that you first need to upload the image to your Silva site before you can add it to the relevant Web page. In other words, it's a 2-stage process.

We highly recommend that you always create an Images folder to contain any images you would like to add to the website. If you have many different folders, it is good practice to create an Images folder for each separate folder.

### Adding an image to the website (step 1)

To **add** an **image** to the website:

4. Ensure you are in the **Contents** screen.
5. If necessary, open the **Images** folder (see above for an explanation why) that is to contain the image.
6. Click on the drop-down menu next to **new** and choose **Silva Image**.
7. **Browse** for the image on your computer.
8. **Select** the image and click on **Open**.
9. **Fill in** the **title**.  
This is **important** as the title is used by screen readers to become the **Alt**<sup>2</sup> text of the image.
10. Click on **save** in the bottom right-hand corner.
11. The image is now visible in the **Contents** screen, either in the **Images folder** chosen or **below** the horizontal line.

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<sup>2</sup> Alt text provides alternative text when the image cannot be displayed; it can also be read out by screen readers. It is also important for SEO!

## Adding an image to the Web page (step 2)

To **add** an **image** to the Web page:

1. Ensure you are in the **Contents** screen.
2. Ensure the **image** is already **saved** in a **relevant** place in the Silva website.
3. Click on the page where you wish to add the image.
4. Click on **new version** if the page has previously been published.
5. Place the cursor where you wish to place the image.
6. Expand the **image** tab, if necessary.
7. Click on the **get image reference** button.
8. **Put a tick** next to the **relevant** image.  
The image is now placed on the relevant page.
9. Click on the **save** icon.

## Aligning an image

It may be necessary or desirable to **align** an **image** on the Web page.

To **align** an **image**:

1. Ensure your image is **selected**.
2. Expand the **image** tab, if necessary.
3. Click on the drop-down menu next to **image alignment** to choose the alignment.
4. Click on **update image**.
5. **Save** and **publish** the page to see the result.

## Adding a table

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There are three types of table in **Silva**: **plain**, **plain-grey**, **grid** and **datagrid**. (the last 2 are the same).

In the past, when creating Web pages, people tended to use tables for layout. If you are thinking of a very basic layout, i.e. the left-hand side of the page for text and the right-hand side for an image, then using a table is acceptable from an accessibility point of view.

Please contact [silva-support@ucl.ac.uk](mailto:silva-support@ucl.ac.uk) if you are not sure how to lay out your page(s).

## Adding a table for data

1. Ensure you are in the relevant **page**.
2. Decide how many **rows** and **columns** you wish to add.
3. Expand the **table** tab, if necessary.
4. Next to **rows**, type the number of rows required e.g. 2.
5. Next to **columns**, type the number of columns required, e.g. 2.
6. Tick the **header** checkbox.
7. Click on **add table**.  
The table will now appear on the Web page.

8. Type some **data** into one of the rows to show further table features:

You can change the **table class** by clicking on the drop-down menu next to **table class**.

You can change the **alignment** of the text in a column by clicking on the **dropdown menu** next to **column align**.

You can change the **column width** to 2,1 if you would like to have one column wider than the other, for example.

The header is relevant for people using a screen reader. It will let them know what the table is about and is also a clear 'marker' for anyone wanting to know what the table is about.

9. Click on **update** table.

10. **Save** and **publish** the page.



## Adding a file (Silva File) - Word, pdf, Excel etc.

It may be necessary to add a link to a **Word** document, an **Excel** workbook or **PDF** etc. to your website. Like with images, you need to add the file in question to the website before you can make a link to it.

### Adding a file to the website (step 1)

To **add a file** to the **website**:

1. Ensure you are in the **Contents** screen.
2. Open the folder that is to contain the file.
3. Click on the drop-down menu next to **new** and choose **Silva File**.
4. **Browse** for the file on your computer.
5. **Select** the file and click on **Open**.
6. **Leave** the **id** blank!
7. **Fill in** the **title**.
8. Click on **save** in the bottom right-hand corner.

The file is now visible in the **Contents** screen and its file extension has been added automatically.

### Adding a link to a file (step 2)

To **add a link** to a **file** on a **web page**:

1. Ensure you are in the **page** from where you want to make the **link**.
2. **Select** the text which will be the link to the file.
3. Expand the **link** tab if necessary.
4. Click on **get link reference**.
5. **Tick** the relevant file in the **Contents** screen to place the file on the page.
6. **Save** and **publish** the page.

# Support

After the training, if you have any queries that cannot be answered by using this manual or consulting the Silva documentation at:

<http://www.ucl.ac.uk/isd/staff/websites/silvaCMS/>

For support, e-mail [silva-support@ucl.ac.uk](mailto:silva-support@ucl.ac.uk) or [web-support@ucl.ac.uk](mailto:web-support@ucl.ac.uk)

You can email the above address if you feel you need a 1-2-1 slot with a Silva expert.

## Learning more...

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There is a **Silva Intermediate** course which covers more of the features of the **Corporate Identity** template as well as the **Silva Advanced Features** course which focuses mainly on **External Sources in the Corporate Identity template** and also offers an opportunity for you to ask specific questions.

If you are interested in adding the News feature, a blog or RSS feeds to your site, email [silva-support@ucl.ac.uk](mailto:silva-support@ucl.ac.uk).