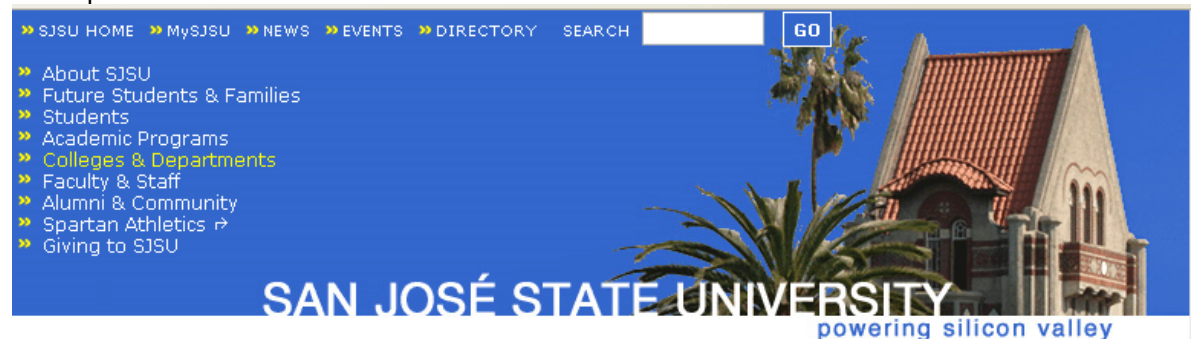


This document provides steps for identifying websites, webpages and services provided by the Web Services Unit.

- Web Services Unit website <http://www.sjsu.edu/webservices>
- List of all services offered by the Web Services Unit <http://www.sjsu.edu/webservices/services>
- List of services offered by the Web Services Unit that require login <http://www.sjsu.edu/login>
- List of Web pages maintained by the Web Services Unit [http://www.sjsu.edu/webservices/services/top\\_level\\_pages](http://www.sjsu.edu/webservices/services/top_level_pages)
- GWI Queue for assigning trouble tickets to the Web Services Unit “AAA, Web Support Tickets”
- Online form for creating a trouble ticket that automatically is assigned to the Web Services Unit <http://www.sjsu.edu/webservices/support>
- Trouble Shooting Tips
  - Websites inside <http://www.sjsu.edu> -1 (Top level SJSU pages)
    - Tall top blue banner with vertical list of links on the left side
    - Content is maintained by the Web Services Unit
    - Example



**Figure 1: Top Level Page**

- Websites inside <http://www.sjsu.edu> -2 (WebCMS 6 websites)
  - Blue banner (left aligned)
  - Drop-down menus in top navigation
  - print and email icons below contact us | campus map
  - Content is **not** maintained by the Web Services Unit
  - Access is provided by the Web Services Unit
  - Assign login, access or technical support related questions to “AAA, Web Support Tickets” queue
  - Example

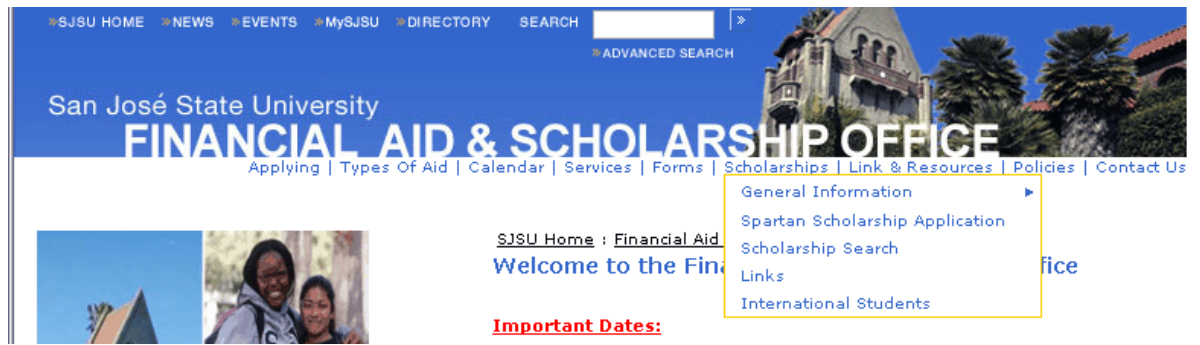


Figure 2: WebCMS 6 Website

- Websites inside <http://www.sjsu.edu> - 3 (WebCMS 7 websites)
  - Blue banner (centered)
  - print and email text and icons at right side under banner
  - Content is **not** maintained by the Web Services Unit
  - Access is provided by the Web Services Unit
  - SJSUOne is used for authentication
  - Assign login related questions to UCAT (follow UCAT protocol)
  - Assign access or technical support related questions to “AAA, Web Support Tickets” queue
  - Example

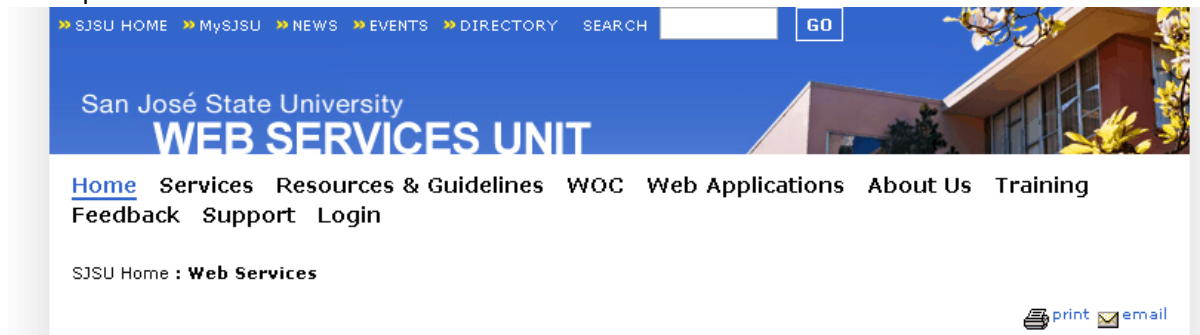


Figure 3: WebCMS 7 Website

- Websites inside <http://www.sjsu.edu> - 4
  - Content is **not** maintained by the Web Services Unit
  - Access is provided by the Web Services Unit
  - Content is uploaded via FTP (UNIX) or WebDAV (SJSUOne)
    - Visit <http://webdav.sjsu.edu/stage>
    - If not there, then access is by FTP
  - FTP configuration settings <http://www.sjsu.edu/webservices/faq/webpace/>
  - WebDAV configuration settings <http://www.sjsu.edu/computing/services/webdav.htm>
  - Assign login related questions to UCAT (follow UCAT protocol)
  - Assign access or technical support related questions to “AAA, Web Support Tickets” queue
- Faculty websites inside <http://www.sjsu.edu/faculty> -1
  - Content is maintained by individual faculty
  - Access is provided by the Web Services Unit
  - Content is uploaded via FTP (UNIX) or WebDAV (SJSUOne)
    - Visit <http://webdav.sjsu.edu/www2/faculty/>

- If not there, then access is by FTP
  - FTP configuration settings  
<http://www.sjsu.edu/webservices/services/faculty/facultywebpace>
  - WebDAV configuration settings  
<http://www.sjsu.edu/computing/services/webdav.htm>
  - Assign login related questions to UCAT (follow UCAT protocol)
  - Assign access or technical support related questions to “AAA, Web Support Tickets” queue
- Faculty websites inside [http://www.sjsu.edu/faculty\\_and\\_staff](http://www.sjsu.edu/faculty_and_staff) -2
- Authoring environment is Spartan Wizard
  - Content is maintained by individual faculty
  - Access is provided by the Web Services Unit
  - Assign login, access or technical support related questions to “AAA, Web Support Tickets” queue
- Faculty websites inside <http://www.sjsu.edu/people> -3
- Authoring environment is Website Builder
  - Content is maintained by individual faculty
  - Access is provided by the Web Services Unit
  - SJSUOne is used for authentication
  - Assign login related questions to UCAT (follow UCAT protocol)
  - Assign access or technical support related questions to “AAA, Web Support Tickets” queue
- Student organization websites inside <http://studentorgs.sjsu.edu>
- Content is maintained by appropriate student organizations
  - Access is provided by the Web Services Unit
  - Content is uploaded via FTP (UNIX) or WebDAV (SJSUOne)
    - Visit <http://webdav.sjsu.edu/studentorgs>
    - If not there, then access is by FTP
  - FTP configuration settings <http://www.sjsu.edu/webservices/services/studentorgs>
  - WebDAV configuration settings  
<http://www.sjsu.edu/computing/services/webdav.htm>
  - Access is provided by the Web Services Unit
  - Assign login related questions to UCAT (follow UCAT protocol)
  - Assign access or technical support related questions to “AAA, Web Support Tickets” queue