# WordPress Support Policy

Information Services, 1/10/21

## Scope

The University provides two WordPress networks:

* [wordpress.aber.ac.uk](https://wordpress.aber.ac.uk/)
  + for personal (work-related) blogging / content
  + for internal teams or groups
  + for internal projects
* [wp-research.aber.ac.uk](https://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](https://www.aber.ac.uk/en/accessibility/guidance-staff/statement-toolkit/).
* Ensuring you meet GDPR regulations if you collect any data