DRUPAL 7 MANUAL

"You may notice that this manual doesn't include everything. Please add to it! There are abundant Drupal 7 resources outside of this document – if I didn't include something here, someone more capable probably wrote it down elsewhere."
~ Dr. Smith

By Marian Smith, Ed.D., Academic Affairs Analyst, UNT Office of the Provost for Academic Affairs, with contributions from Teresa Schofield, UNT Student Assistant

University of North Texas

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1. Getting Started

You have a website! So cool. Now what?

You need access!

Someone (one of the website's current users, or whoever gave you the website) will have to set you up with a user account. Make sure they use your UNT enterprise user identification, EUID, for your username.

Note: Information on granting someone else access is given in section **9. User Management**.

To manage you Drupal 7 website, log into the user page ("websitename.unt.edu/user") with your **normal UNT system username, EUID,** and **normal UNT system password**.

Then, you can get started.

Throughout this manual, a **user bar** (pictured below) will be mentioned as a means through which to access/manage a Drupal 7 site. Once you have access and log in, it should be at the top left of your screen. If it doesn't appear there, contact whoever gave you access and ask them for *complete* access.
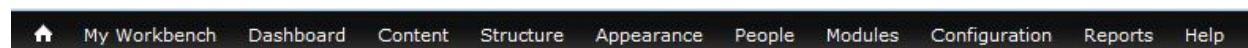
All of these "buttons" lead to tools with which you can configure your website. The home page can be reached by clicking the 🏠 icon to the far left.

Note: All image examples used in this manual are taken from the University of North Texas' SPOT (Student Perceptions of Teaching) website, spot.unt.edu.

"But what if I need help? I mean, an actual person who knows Drupal inside and out?"
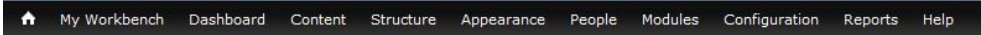
Drupal can be a scary beast. Google is a great resource for finding out how to use Drupal (and, well, anything), but go to **10. Other Resources** to learn more about UNT's website-management resources and offices, as well as other helpful websites.

Note: if you have trouble finding a topic, press Ctrl and "f," then type the word you're looking for, and press enter. That tool – the find tool – will take you to all mentions of that word.

2. Useful Terms

Now, I'm going to give you a bunch of information that you might not understand or care about. Don't panic! Understanding most of it doesn't matter if you follow the directions, but if you're curious, here's what different terms mean.

Term	Definition
Anchor	A subset link inside a page that leads directly to that section of the page.
Basic Page	The most basic content type – you can put pictures, text, links, and more on this.
Block	Think of this as a "box" of content that you can assign to a page and move to a block region of a page.
Block Regions	The regions on a page, which can be viewed by going to "Structure" on the user bar, "Blocks," then Demonstrate block regions (SUB | A sub theme of Green Light) Blocks can be moved to different regions – this is how you arrange content on a page.
Content Type	A content type is just what it sounds like. It's what a page, article, and webform are: types of content that fill various roles.
Development Website	A "test site" in which content for a new website is put, and then the development site is made "live": everything from the development site (typically, "websitename-dev.unt.edu") is copied into an active site ("websitename.unt.edu"). The development site can still exist after this, and can be used as a practice site.
Display Suite	The tool with which you can organize the way blocks are displayed for different view modes.
Edit Mode	The mode in which you can edit a page. The "Edit" button is affixed to the right side of the page, under "View" and over "Manage Display."
Menu	A list of links, or "menu items," that can be displayed in various formats.
Modules	The "control room" for your website – here, you can "flip on" certain "switches," to change what "buttons" become available.
Node	A page. More accurately, the unique identifier for a normal page (as opposed to a **Webform** or **Article**), found while hovering over the "edit" button (which is affixed to the right side of user view in Drupal 7; see **Edit Mode**) and looking to the bottom left of the screen (where the node number can be found after "node/").
Parent Item	The item under which a node can fall as a subset. Assigning a parent item to a page will make that page into a menu item.
Toggling	This is "hiding" text behind another piece of text. Example: for an FAQ page, you could have a question, and then upon clicking

|	
	on that question, text (an answer) could appear underneath it. If you clicked on the question again, the text would then disappear.
User Bar	The navigation menu which shows up at the top of a user's page when logged in. It looks like this: Throughout this manual, different buttons on this bar will be referenced (mostly Content, Structure, and Modules).
View Mode	A format of page, article, or webform that you can create, then assign menus to and arrange differently than other view modes.
Webform	A registration page. It has fill-in-the-blanks, multiple-choice options, etc. that you can use to request information from your website's visitors.
Weight	The order assignment of a menu item. "Heavier" (greater numeric value) items float down or to the right, while "lighter" (smaller numeric value) items float to the top of the left.
WYSIWYG	Stands for "What You See Is What You Get," pronounced "wizzywig." This is the set of options you see when in edit mode, and it's your toolbox for editing content. It looks like this:

3. Setting Website Information

3a. Front Page Information

1) To edit the "Site Name" (circled below), go to Configuration on the **user bar**, look to the **System** section on the top right, and select Site Information.

2) Here, you can also edit the information at the bottom of your site (circled below). To edit these areas, go to the Department Information, Contact Information, and Social Media sections.
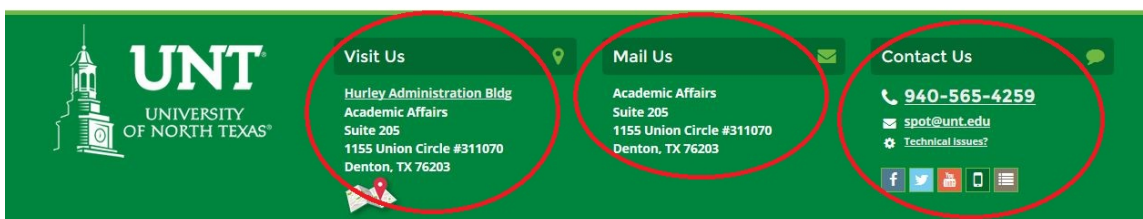
3b. Front Page URL

To set the front page of your website as anything other than its basic URL (websitename.unt.edu), scroll down to the FRONT PAGE section of the Site Information page (the same page used in **3a**). In the **Default front page** box, fill in the rest of the URL with the necessary addendum. Then scroll down and Save configuration .

3c. Page Redirects

1) To add or change URL redirects (or make a page redirect to another), go to Configuration, "Search and Metadata," then "URL redirects." Click + Add redirect , and add or complete the **From** * and **To** * URLs. Save .

2) You can also go to edit mode for a page, then scroll down and select the URL redirects tab. Select + Add URL redirect to this node , complete the URL for the **From** * page you wish to lead to this page, and Save .

3d. Search Bar

1) If you'd like others to be able to search your site, go to Structure and "Blocks."

2) Look at block regions by clicking on Demonstrate block regions (SUB | A sub theme of Green Light) , and decide where you'd like the Search Bar to go.

3) To go back, select **Exit block region demonstration** , and drag-and-drop (using ✛) the "Search Form" block to the block region you'd like to place it in. One recommended block region is User Bar Second.

4. Creating Content

4a. Setup

1) Each of the following content pieces are automatically "Published" (visible to the public). To change this, go to the Publishing options tab at the bottom of edit mode and uncheck the "Published" box.

2) In each piece of content you create, go below the **Body (Edit Summary)** box, select Full HTML in the **Text format** box. Full HTML format will allow text added to the **Body** to appear as you format it (with color, bolded, etc.).

4b. Basic Page

To create a basic page, go to Content, then + Add content . Click on Basic page , then add a title (which will become part of the URL).
See **4e. Content Formatting** below for more information on placing of text/images/etc. within your page.

4c. Article

To create an article, go to Content, then + Add content . Click on Article, then add a title (which will become part of the URL). Articles are identical to pages in content formatting.

4d. Webform

Webform Creation

1) To create a webform, go to Content, then + Add content , then Webform .
Under **Text Format**, select Full HTML. Then, add text to the Body section just as you would to a basic page. This text will be above the webform itself. Then Save .

2) After you save, you'll be redirected to another page (the "**WEBFORM**" tab) where you can build your webform. Here, you can see the major components of a webform, which are explained below.

    a. **LABEL**
LABELs are shown on the webform; if you wanted to know someone's first name when they use the webform, you could write "First Name," then select "Textfield" for TYPE. Other options for Labels can be "Last Name," "Position," "Do you have any dietary restrictions?" and "Department."

    b. **FORM KEY**
You don't need to do anything here! A Form Key is just the name of the component you're making.

    c. **TYPE**
Options for Type are listed in the drop-down. If you
    ☑ Multiple
    Check this option if the user should be allowed to choose multiple values.

want someone to type information into a box, "Textfield" allows them to do just that. This is the Type that's used most often, along with "Select options."

Unlike Textfield, Select Options requires you to enter the options from which site visitors can choose one (or multiple, if you check "Multiple" as shown above). Under **Options** *, you'll need to add options as follows:
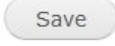
1|Title of first option
2|Title of second option

d. **REQUIRED**

If you want a field to be mandatory, check the box ☑ under REQUIRED and then Add .

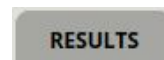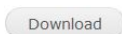e. **OPERATIONS**

Under this column, you'll mostly use the Edit button for different webform components (it does what you think it does: edit the component). Clone creates identical components, and Delete gets rid of components.

Once you Save , your webform can be viewed through the **VIEW** option at the top of the page.

Webform Results

1) To view webform results, go to the upper right corner of the webform page in edit mode, and click on the **Results** tab (**pictured right**). There are several ways you can view who has submitted what:

RESULTS

a. The "Submissions" tab allows you to see submissions, and to sort them, by clicking on "SUBMITTED," "USER," "IP ADDRESS," or "OPERATIONS."

b. I never really messed with the "Analysis" tab; feel free to experiment and add to this manual!

c. The "Table" allows you to see details for each individual's registration, including the time they registered, their user ID (if they had one when registering), their IP address, and their answers for each component you created.

d. The "Download" tab allows you to download webform results in a Microsoft Excel or Delimited text file. I typically use Microsoft Excel. To do this, select "Microsoft Excel" under **Export format**, then "Label" under **Column header format**. Click Download to download your table of results.

e. The "Clear" tab allows you to clear results on a webform; use this with caution! Once you clear a webform, none of its results can be retrieved.

4e. Content Formatting

Body (Edit summary)

1) Inserting Images

To insert an image, put your cursor where you want an image to fall on your page. You can send a photo to the left, right or center of the page after you insert it, so don't worry about that - just focus on where (vertically) on the page you want the photo. Save the photo somewhere on your computer where you can find it, then click on button labeled (**a**).

Click [Browse Server], then [Upload] on the top left, then [Browse...]. Select the image, [Upload], then [Insert file]. Adjust the width and height by changing one of the numbers: as you change one dimension, the other should change to accommodate. If it does not, simply click [OK], and go back to edit the dimensions again by selecting the photo and clicking the photo icon (**a**) again. You can send the photo to the left, right, or center of the page by selecting an option on the [<not set>] Alignment menu. You can also add a black border to the photo (Border [ ]).

2) Inserting Links

To link a URL to a photo or section of text, highlight the photo or text that you wish to lead to the URL, and select the link icon (**b**). Place the URL into the **URL** space, then select [Target]. In the Target drop-down box, select the window you'd like the URL to open in when it is clicked. Click [OK] to save.

3) Inserting Text from Word (and other places)

To insert any quantity of text content from Word (or almost any other source), select option (**d**) and press Ctrl+V to paste the copied (to copy, press Ctrl+C) text into the window that opens, and press [OK] to save.

4) Text Color, Size, and Font

To modify the color of text, select option (**c**). The size and font of text can be modified by using the buttons to the left of option (**c**), [Font ▼] [Size ▼].

5. Menus

5a. Horizontal (Top) Menu

1) To create this black bar (**pictured above**) and add items to it, go to "Structure>Blocks" via the user bar, move ✛ Main menu from under the **Disabled** section (near the bottom of the page) to under the **Menu** section, then save.

2) To add various "buttons" (as above, "Welcome to SPOT," "Student Resources," etc.), go to "Structure," "Menus," "Main Menu" via the user bar.
Click ✚ Add link to add options. Under **Menu link title***, assign the item with a title that you wish to appear on the menu pictured above. Under **Path***, insert the URL to which you want the button to lead.

Note: To find the node of a page, see **Node** *under* **2. Useful Terms.**
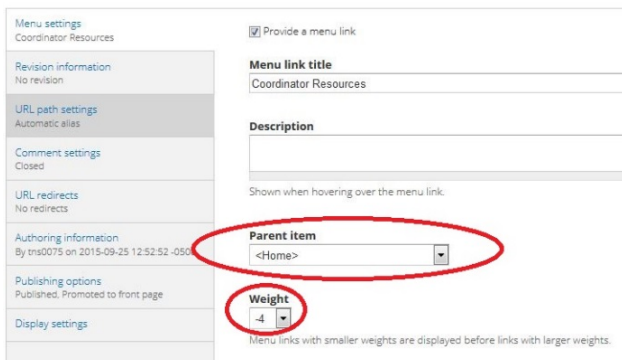
3) If you want to assign an existing within-website page to a horizontal menu, go to the page. Under "Menu settings," click "Provide a menu link," give it a **Menu link title** (which will appear on the horizontal menu), and list its **Parent Item** as the name of the menu you moved and added links to (above: "<Main Menu>"). It will then appear on the horizontal menu.

4) To arrange more than one of these items, assign each a **Weight** (**pictured above**). The "lighter" (or more negative) an item is, the further to the left it will appear.

5b. Drop-Down Menu

1) To add a page to a drop-down menu, create the page, then list its parent item as whatever item (on the horizontal menu) that you would like it to appear under (**pictured right**).
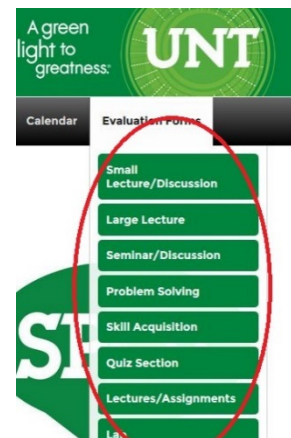
2) Assign the item weight: "lighter" items will "float" to the top of the list of menu items.

3) To add a drop-down item for a drop-down item (basically, to have another option appear to the right of a drop-down option), simply assign a page's parent item as whatever menu item you would like it to appear beside (this is done in the **Parent item** box circled above).

4) To make a drop-down menu automatically appear when the mouse hovers over its parent item (above example: upon hovering over "Evaluation Forms," the drop-down menu appears), go to Structure>Menus>Home, then click "edit" for the parent item (above example: "Evaluation Forms") under which you wish a drop-down menu to appear automatically. Check the box for "Show as expanded," save, and the drop-down menu will appear automatically when hovered over.

5c. On-Page Menus

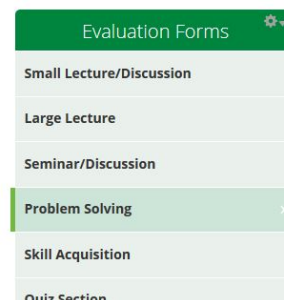There are several steps required to create menus that appear on a basic page.

Enable Modules

First, you'll need to "flip a few switches" so that you can create and display a menu.

1) Go to **Modules** via the **user bar**, then scroll down to the ▾ DISPLAY SUITE section, and make sure **Display Suite Extras**, **Display Suite Format**, and **Display Suite UI** are all enabled, or checked ☑ .

Save by clicking Save configuration at the bottom of the page.

2) Go to ⚙ Configure for "Display Suite Extras". Under "Field Templates," check the box for ☑ Enable Field Templates . Under "Other", enable fields as outlined below (*View mode per*

node, Page title options, Region to block, Views displays, View mode switcher, Hidden region).

Create a Menu

1) Go to Structure>Menus>Add Menu, then give the menu a title (which will appear on the visible menu) and Save .

2) Click ✚ Add link , give the link a title, then assign the link a "path" (a URL that the link will lead to when clicked on).
Add other links that you wish to appear on the menu. After you save each link, you will be redirected to the main menu's list of links, where you can adjust the order of menu items/links by moving this button: ✛ . Click Save configuration to save this order.

Note: To access these menus, you can also go to "Structure," "Menus," and select the menu you wish to edit or view.

Create a View Mode

1) Next, go to Structure>Display Suite>View Modes>Add a View Mode. Add a Label (or title) that you can recognize, enable "Node" under **Entities *** , and Save .

After saving, the title of the page (top left) should be "Display Suite." *To arrive at this page, you can also go to Structure>Display Suite>View Modes.*

2) From here, click on DISPLAYS in the upper-right corner of the page. Click Manage display for Basic Page, then scroll down and select Custom display settings . Here, click ☑ to enable the View Mode you just created, and Save.

3) Now, at the top of the page, the "View Mode" should

appear as a page format option, as shown above.

Select this view mode, and on this page, go to the "Select a layout" drop-down box, and choose "Two Column 9-3" if you want the menu to be on the right side of the page, and "Two Column 3-9" if you want the menu to be on the left side of the page. Save.

Add a Block Field

After having saved this new layout, the page will show more options.

1) Go to Custom fields near the bottom of the page, then select "Manage fields" (shown to the right). Then, select ✚ Add a block field .
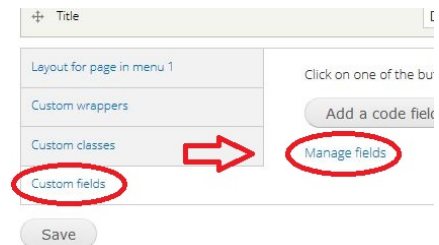
Note: Another way to get to the same "Manage fields" page is to go to Structure>Display Suite>Fields.

2) Label the block field *(recommended)* the same as the View Mode and/or Menu that you are attempting to create.

3) Enable "Node" under **Entities** *. Under **Block** *, under "*Menu*," select the Menu that you just created, and save.

Configure Block

Now, go to "Structure" and "Blocks" via the User Bar, then scroll down and select configure for the Menu you just created.

1) Create a title congruent with the menu that you just created.

2) Under "Content types" at the bottom-left of the page, show block for all content types.

3) Under "Roles," display block for whatever users you want to see the menu. If you do not select any roles, the block will be visible to all users. Then click Save block .

Arrange Basic Page

Now, the block field is enabled for the view mode that allows the menu you have created to appear (confused yet? I was too). On the user bar, go to "Structure" and "Display Suite," then select Manage display for Basic Page.

1) Select the View Mode you wish to use (example above: "Menu 1"), make sure the proper layout is selected under "Select a Layout," then save.

2) Drag-and-drop (using ✛) the Block Field you just created to the "Right side" field (or "Left side" if you want the menu on the left side). If you select "Left side" field or another field, make sure you move "Body" to "Right side." For "Body," make sure you go to the drop-down box under "Label," and select "<Hidden>." Save.

EDIT	MANAGE FIELDS	MANAGE DISPLAY	COMMENT FIELDS	COMMENT DISPLAY
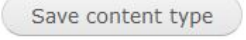
3) Now, go to the above "Edit" button (pictured above), and under "Menu Settings" (pictured right), under "**Available Menus**," enable the menu you just created.

Menu settings

4) On the same page, go to the "Display Suite: Extras" tab, and under "**View modes**," enable the menu you just created.

Display Suite: Extras

To save, click [Save content type] .

Enable View Mode on Content Types

1) Next, go to the "edit" mode of the Basic Page that you want the menu to be displayed on.

At the bottom of the page, select the "Display settings" tab, and then under **View mode**, select the view mode that you just created above (the one that has the menu that you created already engrained in its display).

Now, save, and there you are!
A menu will be displayed on the right-hand side of your page.

6. Nivo Slider

Your website's Nivo Slider is a "display window" (**example below**) in which you can place pictures and captions. To access and configure the Nivo Slider, go to Structure and Nivo Slider.

Creation of a Nivo Slider

1) Once you've gone to Structure and Nivo Slider, you'll need to choose an image (or more than one images) that will appear. As shown right, select "Browse" under **Upload a new slide image**, and select a photo. Upload.

Note: Before adding photos, crop each image as necessary to make sure the images you upload are all the same size.
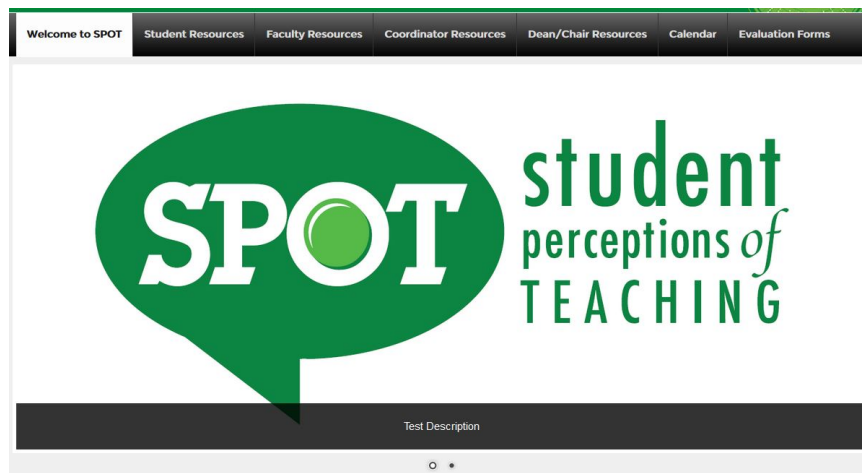
2) After you upload, you'll be sent to a page where you can specify how you want each image displayed.
You can add more images through the same mechanism you used in Step **1)**, and they'll appear in the order they were uploaded (**shown right**).

3) Above the list of images (**shown right**), there is another menu of options. Here, you can re-arrange Nivo photos, select whether or not they're published, or select to delete them; note than none of these changes will be saved until you click Save configuration at the very bottom of the page.

4) If you select an image ("Image 1:" or "Image 2:" etc), you can give it a **Title**, **Description** (here, make sure to change the **Text format** to Full HTML before inserting text), you can **Link slide to URL**, decide to **Show slide on specific pages**, and select the **Transition** style in which the slides will progress.

*Note: To **Link slide to URL**, insert the path of the in-website destination page. Example: for "website.unt.edu/content/example," insert "content/example."*

5) Under the `OPTIONS` tab, you can edit slide speed, size, placement, and appearance. For best results, select "Default" under "Theme," do not enable the ☐ Use image styles to generate slider images function, and click `Save configuration` .

6) `Save configuration` to save changes.

On-Page Placement of the Nivo Slider

To send the Nivo Slider to a block region (**as shown in the first example above**), go to `Structure` and Blocks. Drag the Nivo Slider block up to the region in which you wish it to fall (*recommended: Preface First*). Click `Save blocks` to save.

Now, your Nivo Slider will be visible on all pages of your website.

Note: You'll notice that text saying "Nivo Slider" is above your published Nivo Slider. To take this away, go back to Structure>Blocks, find the Nivo Slider block, click configure, and under "Block Title," replace title with <none>.
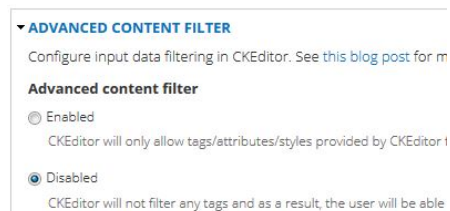
7. Toggling

As explained in **2. Useful Terms**, toggling is a great tool for "hiding" content to conserve space. It's commonly used for FAQ pages, where a question can be clicked on to see its answer, and then clicked on again to hide that answer.

Here's an example: https://spot.unt.edu/content/student-resources

7a. Setup

First, go to `Configuration`, "Content Authoring," and "CKEditor." Under **Profiles**, select edit for the "Full" **Profile**. Select **ADVANCED CONTENT FILTER**, and select the "Disabled" button (shown right), then scroll down and Save.

▾ ADVANCED CONTENT FILTER

Configure input data filtering in CKEditor. See this blog post for m

Advanced content filter

○ Enabled

    CKEditor will only allow tags/attributes/styles provided by CKEditor t

● Disabled

    CKEditor will not filter any tags and as a result, the user will be able

7b. Code for Toggling

1) To toggle, your page's **Text format** needs to be in Full HTML (see **4b. Basic Page** for an explanation).

2) Then, in edit mode for your page, select "Switch to plain text editor" (located below the bottom left corner the **Body (Edit summary)** section).
Now, you're ready to insert code.

3) Copy-and-paste everything that's below (all purple, green, and brown text that's between the two black lines) into the **Body (Edit summary)** section, and then Save.

DO NOT EDIT THE FOLLOWING SECTION.

```
<style type="text/css">a:hover {

  cursor:pointer;

  text-decoration: none;

 }

</style>

<script type="text/javascript">

jQuery(document).delegate(".toggle", 'click', function(){

        var collapser = jQuery('#toggle-'+this.id);

        if(collapser.is(":visible")==false){

          jQuery('.animated').hide();
```

```
                collapser.show('slow');

        } else {

                collapser.hide('slow');

        }

});

</script>

<p>This is an introductory phrase that you can put above toggled material.</p>

<h5 class="toggle" id="thisistheidforfirstquestion"><a>This is your first question? </a></h5>


<div id="toggle-thisistheidforfirstquestion" style="display: none;">

<p class="rteindent1">This is your first answer.</p>

</div>
```

DO NOT EDIT THE ABOVE SECTION.

Voila! When you click on "**This is your first question?**" words will appear underneath.
If you want to add more, keep reading!

> **4)** Notice the "thisistheidforfirstquestion" – this is the unique identifier for the first question/answer pair. For each additional toggled pair, you'll need to create a new ID (with no spaces, no numbers, and no caps), which can be any nonsense you prefer.
>
> **5)** To add a question/answer pair, copy and paste the brown section above below the first question, and adjust wording as necessary.
>
> **5) Don't** change any of the spacing in the code; the smallest changes can render it invalid. Just replace wording as necessary.

7c. Inserting Images into Toggled Code/Tables

> The best way to add images within toggle code is to:
>
> **1)** Add the image outside of the toggled material.
>
> **2)** Then, copy and paste all that is included and within **<td><imag alt=""src** and **/></td>**. As an example, below is an example of what you would need to copy/paste:

```
<td><img alt="" src="//advisortraining-devd7.unt.edu/sites/default/files/picturename.jpg"
style="width: 100px; height: 55px;" /></td>
```

```
<tr>
        <td><em>Laura Flowers, <em>Arts and Sciences</em></em></td>
        <td><em>Advisor of the Year</em></td>
        <td class="rtecenter"><img alt="" src="//advisortraining-
devd7.unt.edu/sites/default/files/ATW_Laura%20Flowers_0.jpg" style="width: 126px; height:
190px;" /></td>
</tr>
```

8. Page Jumps

Sometimes, a page has a lot of content on it. If you don't want to toggle and condense all of that information, **page jumps** help you to go quickly to a section of that page, either via an outside link, or a "table of contents" or link on the page itself.

8a. In-Page Jumps

1) For **both** of the following options (**8a** and **8b**), go to edit mode. Highlight the text/image that's at the top of the section you want to jump to. Then, click on the anchor button (**pictured right**), and give the anchor a name (**pictured below and right**).

a2) Then, highlight the text/image that you want to lead to the section of the page that you just set as the anchor.

a3) Select the link button and under "Link Type," select "Link to anchor in the text" (**pictured below**).

Within the "Select an Anchor" box (**pictured left**), and under "By Anchor Name," choose the anchor you just made and then click OK.

Click Save at the bottom of the page when you're done.

8b. Out-of-page Jumps

What if you wanted an outside link to lead to that anchor you just made? Easy!

Note: *You will have had to completed 8a before 8b.*

b2) After saving, click on the link that you made. That'll jump you down to the anchor itself, but notice that the URL at the top of your screen changed.

b3) Copy and paste this new URL to other pages that you make, and it'll lead right to that "subset" of the page.
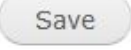
8c. Deleting Anchors/Jumps

To remove the link to the anchor, click on the text that's linked to it and click

To remove or edit the anchor itself, right click on the anchor (there will be a next to it) and select "Edit Anchor" (to change the name) or "Remove Anchor."

Note: If you change the anchor's name, its URL will change. You'll need to edit any places where you put that link – the old one won't work.

Remember to Save **all your work!**

9. User Management

9a. Granting Access

1) To add a user to a Drupal 7 website, go to the user bar, and select "People," "Add User."

2) For a UNT Drupal website, use the new user's UNT euid as their **Username** *. Add the new user's e-mail address, and any **Password** * (to my knowledge, the password you enter is irrelevant, as UNT will already associate their euid with their UNT system password).

When the new user signs in, they must use their UNT euid and UNT portal password.

3) Next, select the new user's **Status** as ⦿ Active , then select all options listed under **Roles** . There's no need to enable ☐ Notify user of new account , and there's no need to bother with **LDAP OPTIONS** .

9b. Editing Access

1) To edit a current user's permissions, go to "People" and "Permissions," then LIST .

2) Go to edit under OPERATIONS for the user's row, and edit as you like. I myself don't know what the different permissions mean; for any user who will be making edits, I typically would give them all permissions.

9c. Deleting Access

UPDATE OPTIONS

1) To delete or disable a user (from the page mentioned in **9a** and **9b**), go to the dropdown box pictured to the right. Here, you can select users and block, unblock, and cancel their accounts, as well as add to or remove from their roles.

Block the selected users ▾   Update

2) Press the "Update" button to save changes.

10.Other Resources

General	https://omega.unt.edu/
Web Development, IT Services, College of Arts & Sciences	http://itservices.cas.unt.edu/services/web
Help Desk, University IT	https://it.unt.edu/drupaluserhelp
Nivo Slider	https://www.ostraining.com/blog/drupal/nivo-slider/
HTML Coding Instructions	www.w3schools.com
ITSS Central Web Services (CWS)	https://itss.untsystem.edu/divisions/ets/cws
ITSS CWS ServiceNow Ticketing System	Here's where you can submit a "help me!" ticket to the genius folk at CWS. 1) Go to **https://unts.service-now.com/** and login with your EUID and password. 2) Go to **Request a Service>Web Services>Internet** and then select the item that best describes your request or issue. 3) Complete the form and click **Order Now**.
UNT Identity Guide	http://identityguide.unt.edu/build-your-project/web-email-social-media

This publication is provided by the University Information Technology Drupal User Group, April 2017. For more information, contact the author, Dr. Marian Smith, or UIT Drupal Help Desk.