Information Technology will offer Web-One training to assist CSUN departments, colleges, and divisions as they transition into the new Web-One environment. The training will include online self-help resources, in-person classes, and open lab sessions. The in-person classes will be grouped by CSUN department, college, or division.

Training will be customized for campus web content owners based on their Web-One roles. See the description of Web-One roles on the Web-One website, [http://www.csun.edu/web-one/](http://www.csun.edu/web-one/). Most Web-One training attendees will have one or more of the following roles: web content creator, editor, reviewer, publisher, or group administrator.

**Online Self-Help Resources**
- **User Guides:**
  - Web Content Creators
  - Web Editors
  - Web Publishers
  - Web-One Group Administrators
  - Web-One Migration Preparation
- **Full Length Videos** of in-person classes (see list below)
- **Short Video Clips** (e.g. how to post a video, how to change banner photos, how to ensure your content is tagged for search engine optimization)

**In-Person Classes**
- **Web-One Content Owners** (Publishers/Editors/Creators) 3 hrs
  Provides information for web creators, editors, and publishers to navigate the Web-One environment and perform functions such as migrating content from an existing site, creating and formatting new pages, and reviewing and publishing content.

- **Web-One Reviewer Basics** (Editors) 1 hr
  Provides a basic overview for reviewers who need to review content and make basic updates to content such as text and links.

- **Web-One Group Administration** (Group Administrators) 1.5 hrs
  Provides information to group administrators to create and assign roles and security for users in their groups and other administrator tasks.

**Open-Lab Sessions**
- Users can come by for assistance with their individual issues.

**Timeline**
- **Online self-help user guides** will be released to the campus during the week of October 22nd.
- **In-person classes** offered to WCG as a pilot/test group during the week of October 29th.
- **Classes and open lab sessions** focused by department, college or division will be offered on an ongoing basis.
- **Full length class videos and short video clips** will be available beginning in November.