



European Heritage Days  
Journées européennes  
du patrimoine



COUNCIL OF EUROPE  
CONSEIL DE L'EUROPE

DGII/PAT/JEP(2013)UsersManual  
5 September 2013

**EUROPEAN HERITAGE DAYS**  
**A joint action of the Council of Europe and the European Union**

## **EHD Communications Platform**

### **User's Manual**

**For internal use only (copy for National Coordinators)**

## **INTRODUCTION**

The European Heritage Days are the most widely celebrated participatory cultural event shared by millions of citizens of Europe. The Council of Europe launched the initiative in 1985, and in 1999 was joined by the European Union to create the joint action which has continued up to the present day.

Held in September each year, EHD events take place in the 50 countries party to the European Cultural Convention. The EHDs are organised on a national basis reflecting the fact that, for the most part, responsibility and management of heritage is still largely national and subject to the principle of subsidiarity. National Coordinators, nominated in each participating state, take responsibility for the development, management, promotion and marketing of national events.

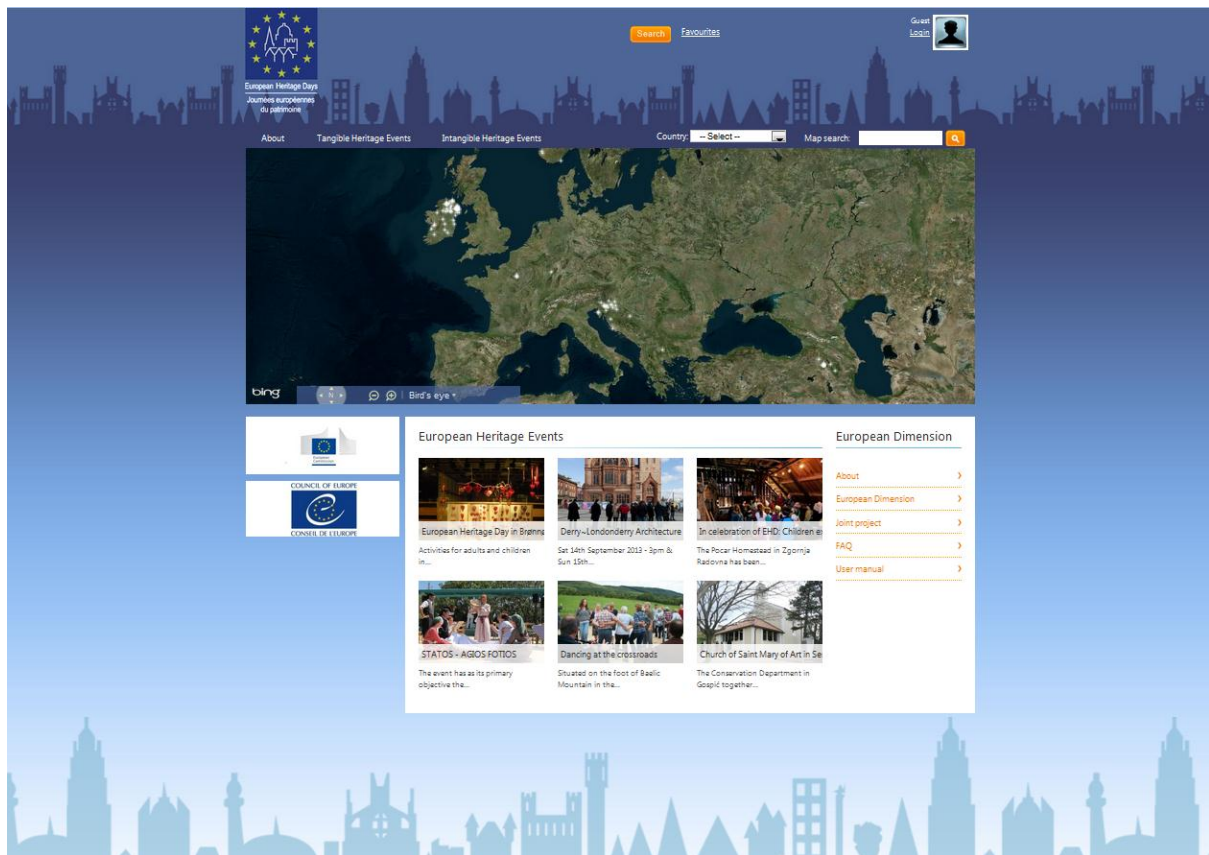
### **The EHDs Communications Platform**

The National Coordinators use national web sites to promote the activities implemented in their country; they focus on national media and tourism strategies to bring people to the events. At the present time, the NCs do not have any tools to develop new audiences in other European countries and to work in a consistent manner with colleagues from other countries on common themes, events or communication strategies. At the same time, European audiences do not have a platform bringing all the information together, allowing them to see links between what is being done in various countries and regions.

A key element of the EHDs communication strategy is to develop a communications platform. Such a platform has been proposed at different times, but it has only been over the last two years that preparatory work has been undertaken to realise it. A composite for the platform was discussed by the NCs at a meeting in December 2011. On the basis of the positive response, the EU and the CoE agreed to engage a budget for the development of the platform and to fully engage the NCs in the process every step of the way. It was also understood that for such an ambitious platform to be a success, it would have to be phased in with a monitored development over two years.

The first stage of development iteration of the Platform requires guided development and a step-by-step upload of EHD events from 13 countries. The countries were selected during the selection period before the NCs Planning Meeting in February 2013. The NCs will be assisted with the technical upload of their events during the March-August period.

The Platform was launched in September 2013 during the second Official Launch of the EHDs events in 2013.

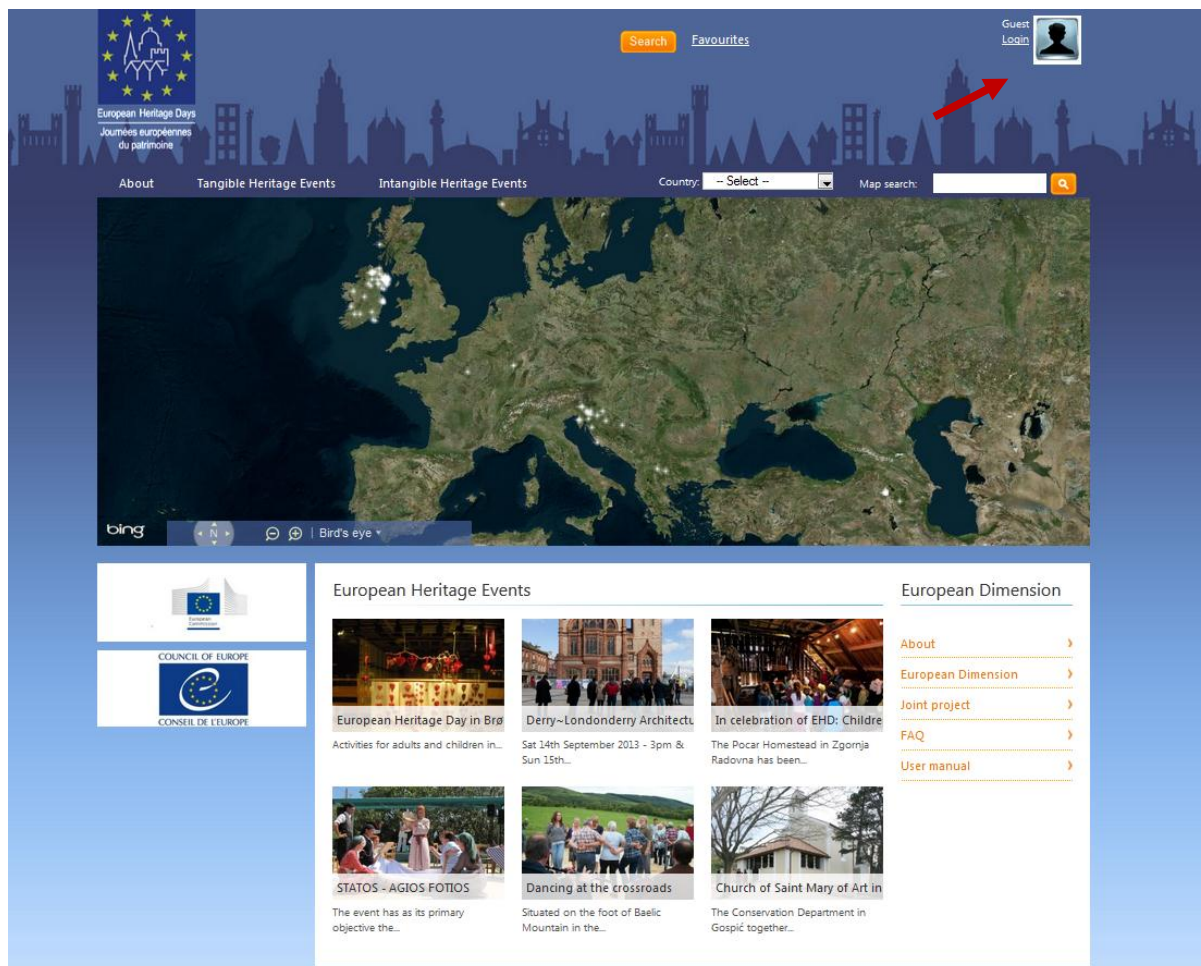


[www.europeanheritagedays.com](http://www.europeanheritagedays.com)

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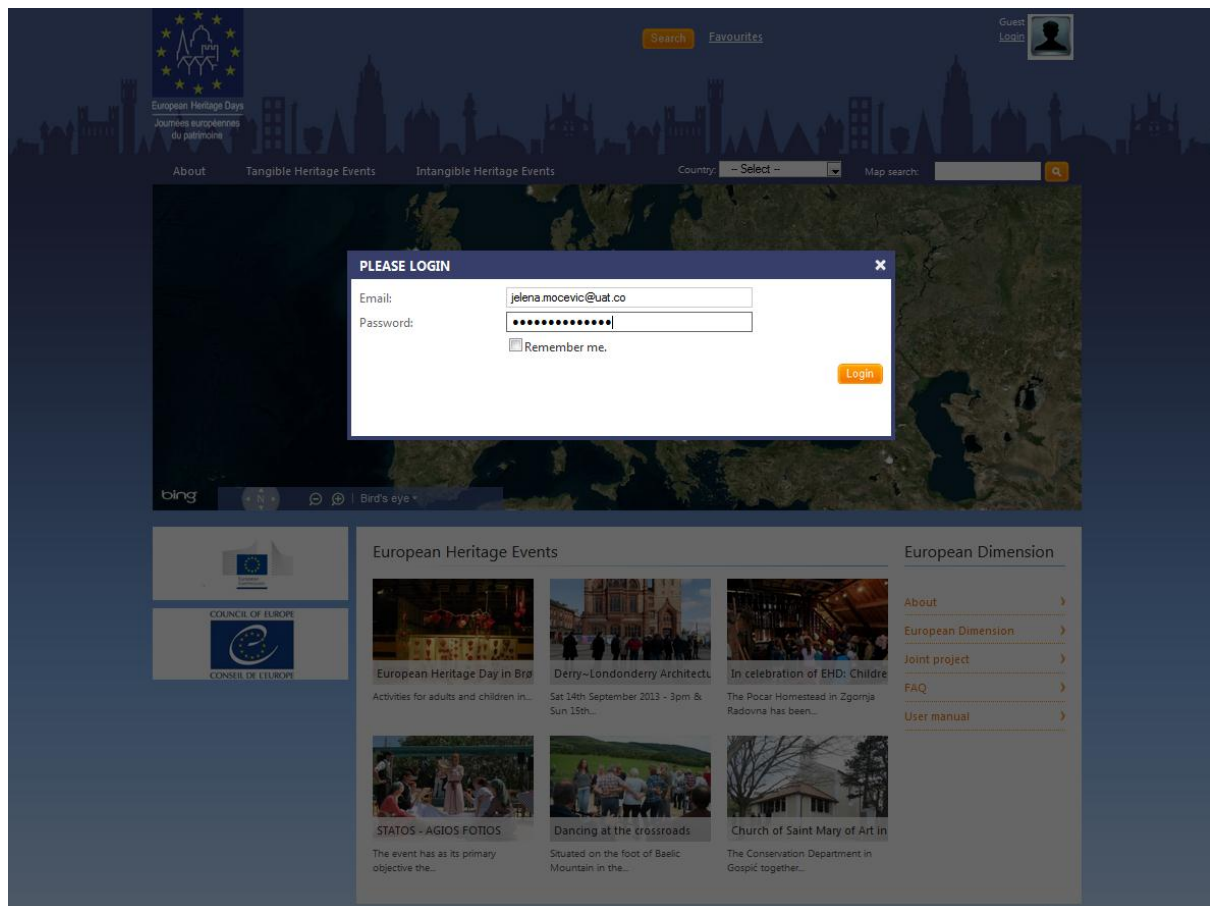
## LOGIN

Open your favourite web browser and type in web address: [www.europeanheritagedays.com](http://www.europeanheritagedays.com) in the address bar. The European Heritage Days web portal home page opens. You can login to your account by clicking “Login” button in the upper right corner of the page.



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Enter your email address and password in the appropriate text fields in the popup window and click LOGIN.



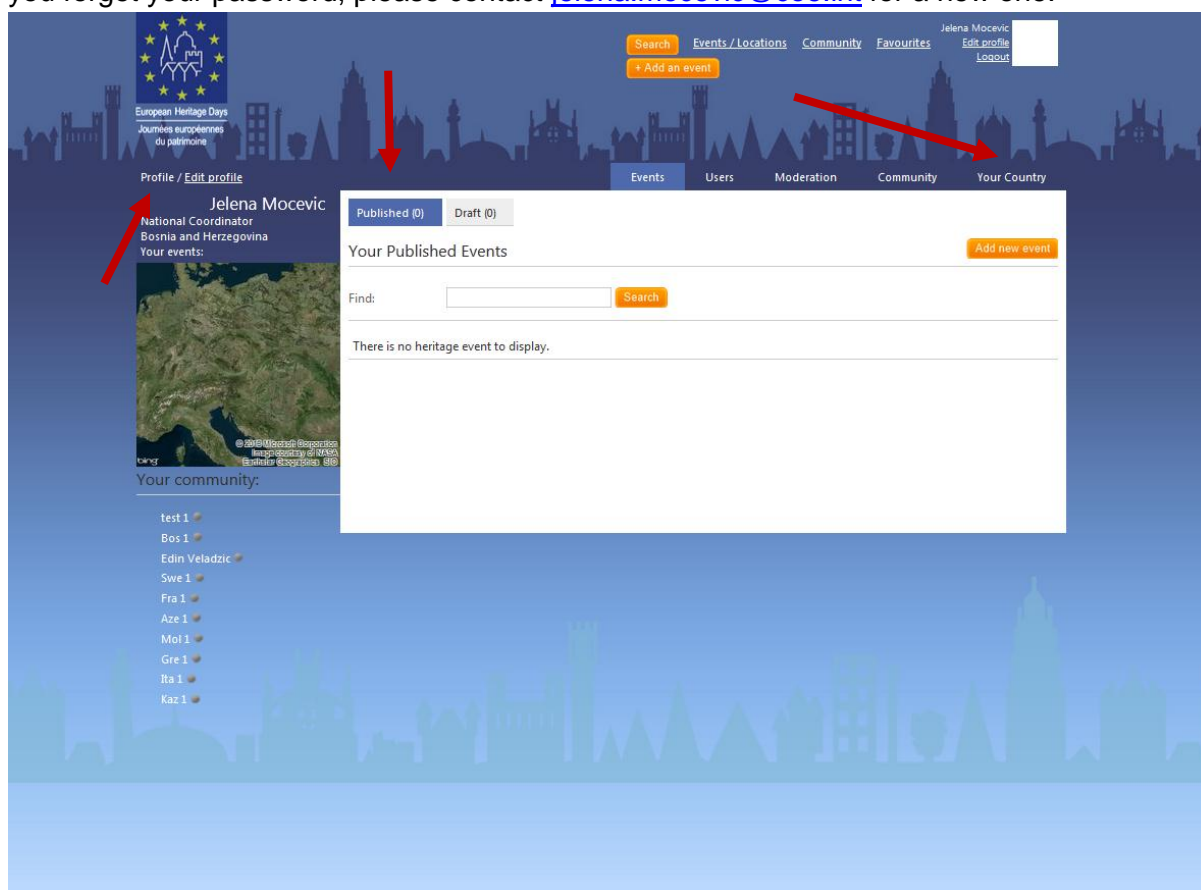
*Note:* if you don't have an email address and/or password, or you have problems with logging in, please contact your web site administrator.

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## USER ACCOUNT

After logging in, you are taken on the user account home page, where you can see all of the tools for managing your account and its elements in the main part of the screen, and user information with “Edit profile” button on the left side.

With “Edit profile” button you can edit your first and last name, add/remove picture and change your password. *Note:* if you change your password, make sure you remember it. If you forget your password, please contact [jelena.mocevic@coe.int](mailto:jelena.mocevic@coe.int) for a new one.



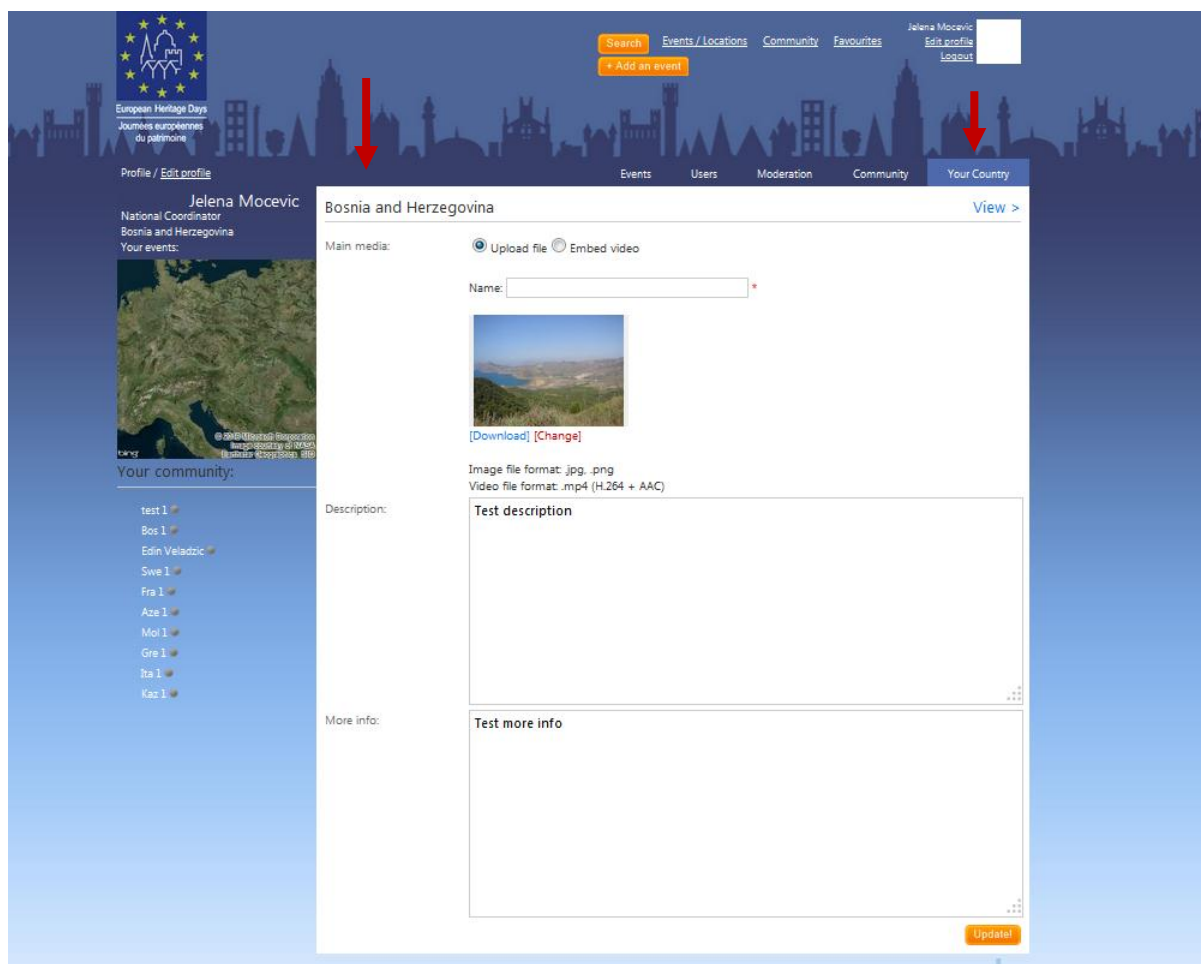
The five buttons in the main part of the screen: “Events”, “Users”, “Moderation”, “Community” and “Your country” are your tools, and will be explained in more details below.

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## YOUR COUNTRY

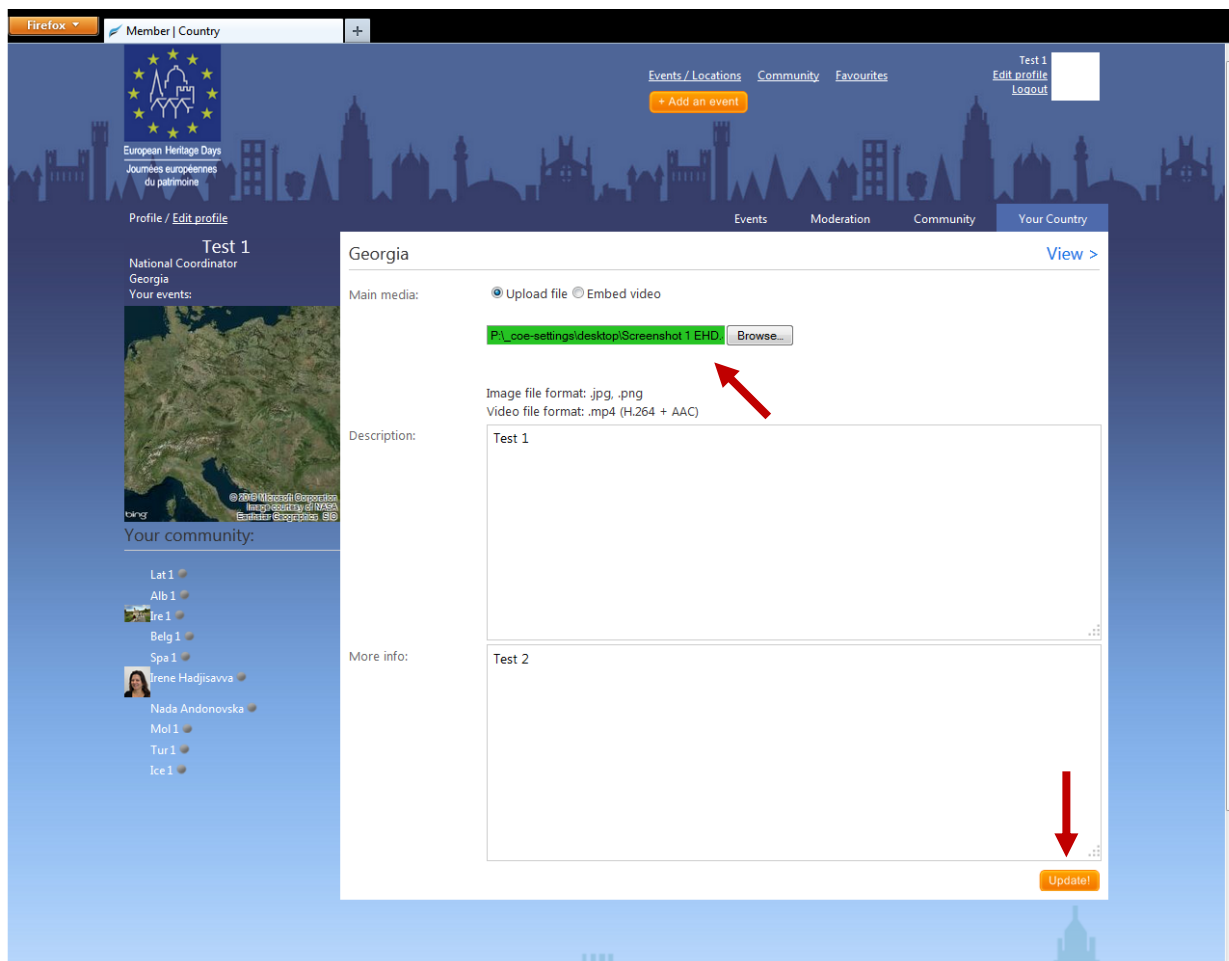
When adding content on your profile, first you want to do is to set the main page of your country. This can be done by clicking on the button, “Your country”. Your National coordinator account is already added to your country, so you should see its name at the beginning of the next page. If you don't see the name of your country, please contact your web site administrator.

The screenshot shows a web interface for managing a country profile. At the top, there's a navigation bar with links for Search, Events / Locations, Community, Favourites, and a user profile for Jelena Mocevic. Below this is a header with a silhouette of a city skyline. The main content area is titled 'Bosnia and Herzegovina' and includes a 'View >' link. The 'Main media' section has radio buttons for 'Upload file' (selected) and 'Embed video'. Below this is a 'Name' field with a red asterisk, indicating it's required. A preview of an uploaded image is shown with 'Download' and 'Change' links. Below the image, it specifies supported file formats: 'Image file format: .jpg, .png' and 'Video file format: .mp4 (H.264 + AAC)'. The 'Description' section has a text area with 'Test description'. The 'More info' section has another text area with 'Test more info'. On the left side, there's a sidebar with a map of Europe, a list of countries (test 1, Bos 1, Edin Veladic, Swe 1, Fra 1, Ace 1, Mol 1, Gre 1, Ita 1, Kaz 1), and a 'Your community' section. At the bottom right, there's an 'Update!' button.

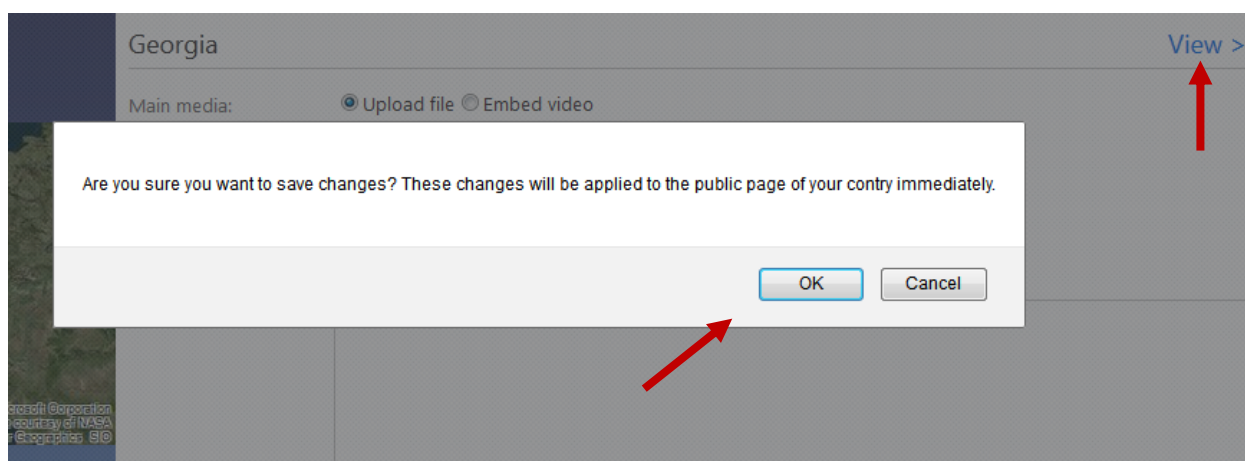
Below that, you can add/edit basic information that will be displayed on your country page:

- Main media: if you choose to upload a file for the main media, click on the “Browse” button and choose a media file from your computer. The file can be either a picture (in .jpg or .png format), or a video file (in .mp4 H264+AAC format, not larger than 50MB). In addition, you can embed code for external video from another web site, like [www.youtube.com](http://www.youtube.com). If the file is in the right format, you will see the line in green. If not, the field will be red (please see the picture below). Name of the media can be added as well.
- Description: here you can add some basic information and description about your country, as text (e.g. your annual theme).
- More info: this text field can take some additional information, if needed (e.g. something about your organisation or your contact details).

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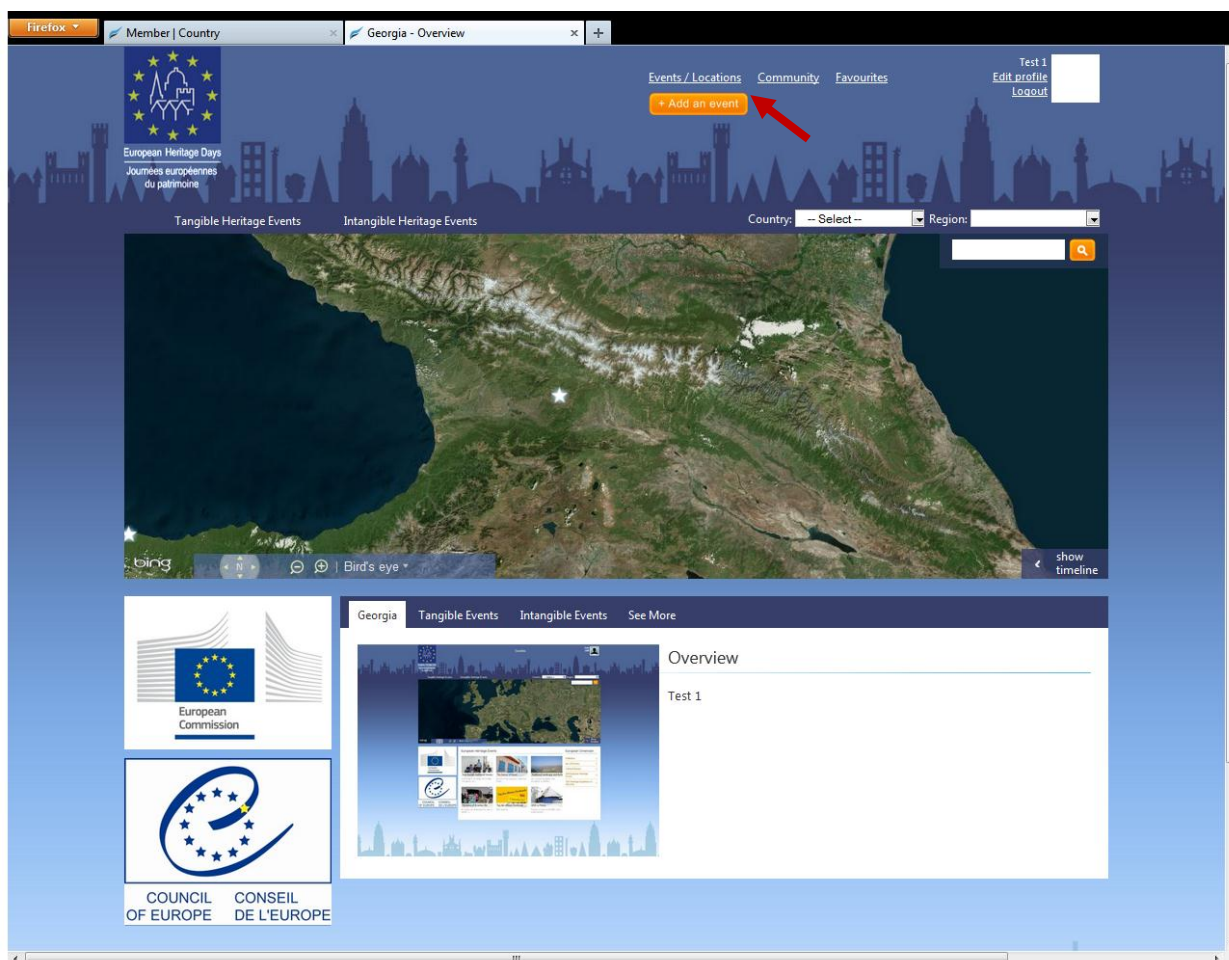
If everything looks OK, click on the “Update” button at the bottom of the page, and “OK” in the next popup window.



You can click on the “View” button in the upper right corner and you will be taken to the Portal's home page with your country in focus on the map, and your picture and info you just added under it. If you are not satisfied with something, just click on the “Events/Locations” at the top and on “Your country” again, where you can edit this information.

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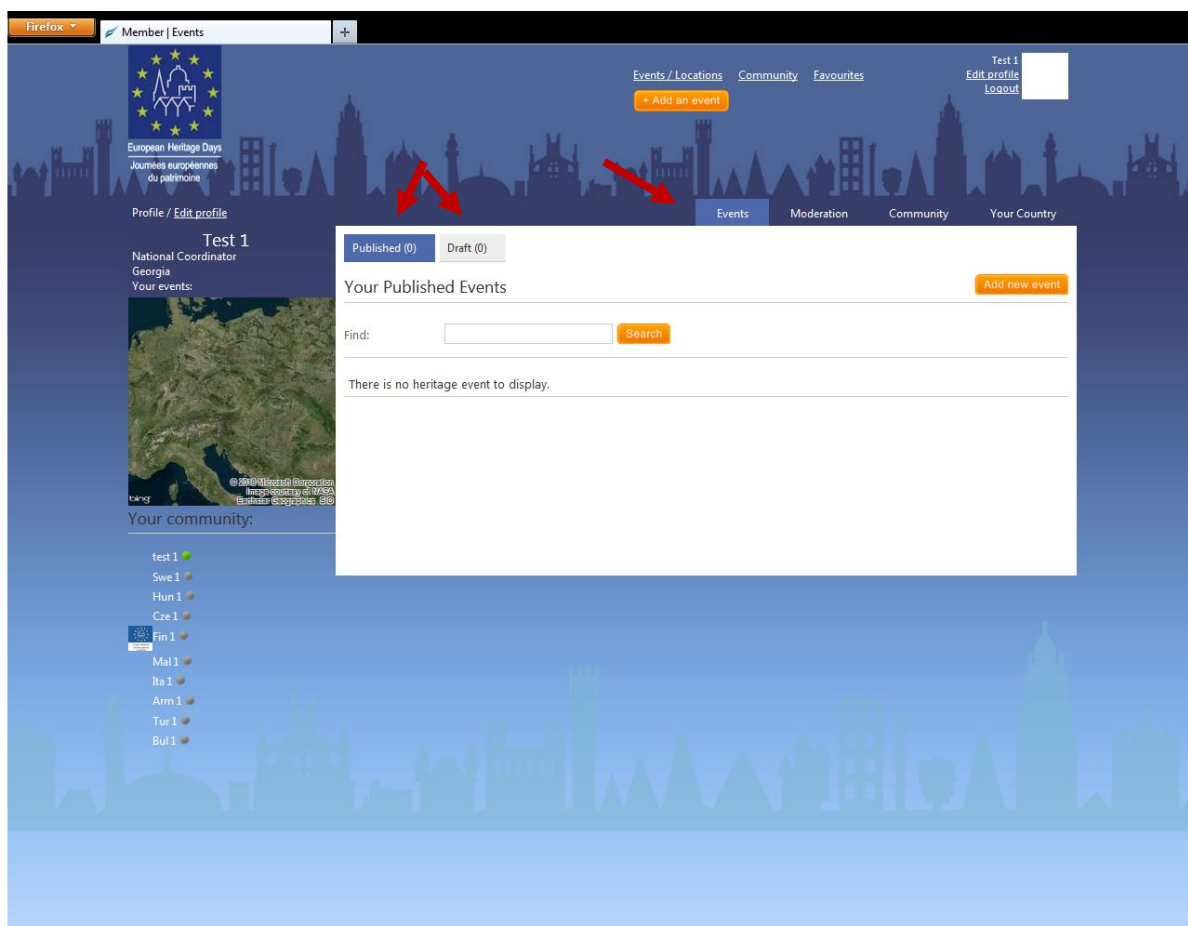




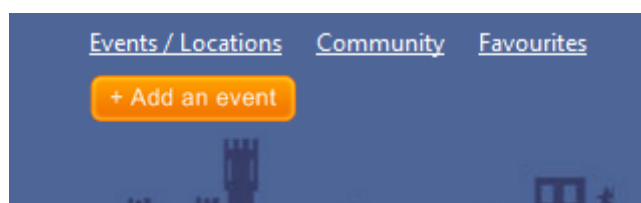
## **EVENTS**

After adding info about your country, you can start adding events, under “Events” button. On this page, you can see “Published” events (that are finished and published on the map) and “Drafts” (not finished events and not published yet).

When you add your first event, as soon as you click save in the first basic details tab, the event will be saved as draft. You can come back at any time and edit/add more information before publishing. Note: the star on the front page will appear only after publishing an event.

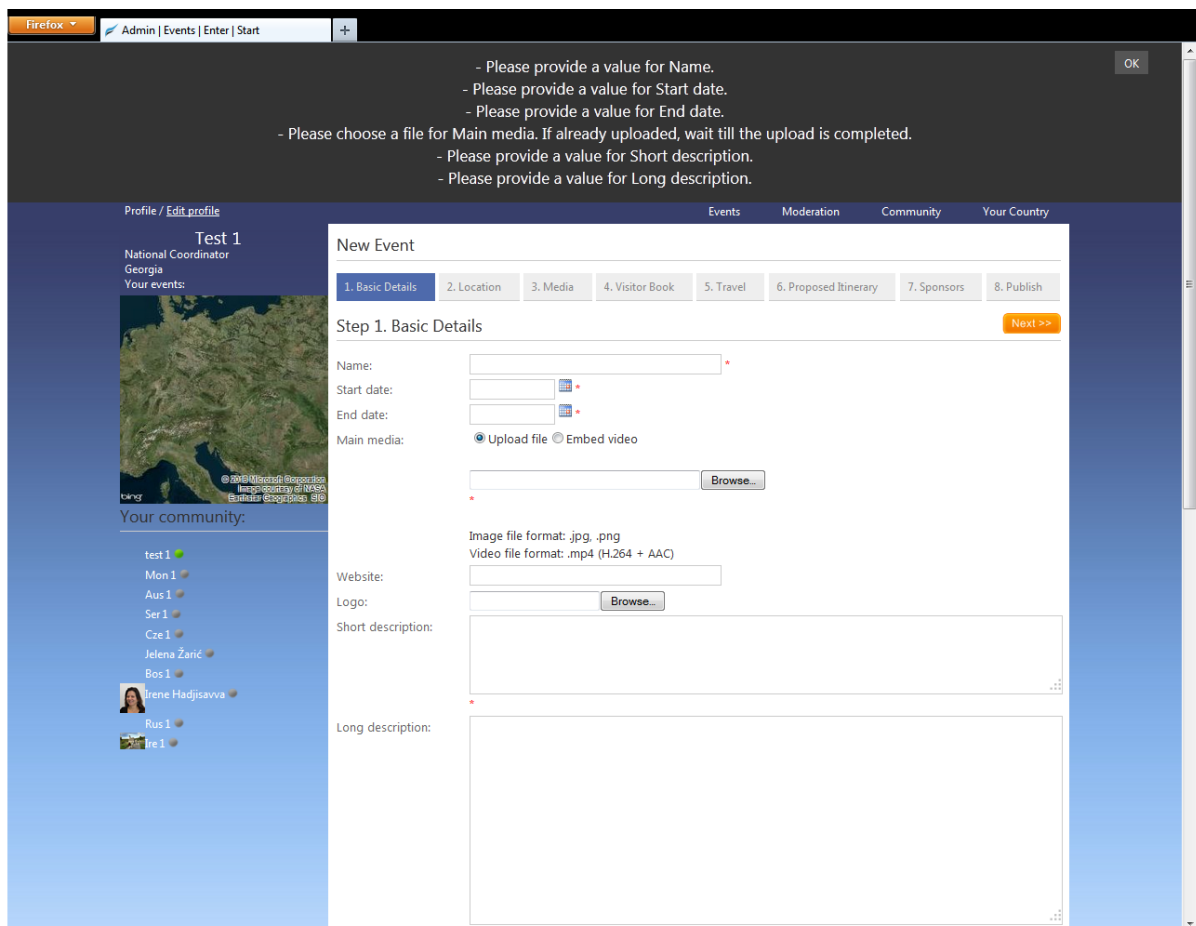


If you want to add new event, click on the “Add an event” button on the right side of the page.



In the next eight steps, you need to follow the wizard for creating an event. Some of these steps you can skip and add them later (or not at all) but some you need to fill out. If you can go from the current tab to another one, that step can be skipped, but if you can't (like on the first one “Basic details”) that means that your current step (tab) is mandatory, in order to add an event. Some of the fields are not mandatory, but if you try to click “Next” without filling the mandatory field, you will get a warning message to go back and fill them in.

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The process of uploading is as follows:

**Step 1. Basic details:** fill in all of the text fields, date fields and category check boxes. All of the fields have straight forward titles, but if you have any difficulties, please contact your web site administrator.

1. Type the name of your event.

### Step 1. Basic Details

Name:

2. Provide a value for both start and end date

Start date:

End date:

3. Browse the media you wish to upload for a main image on your event page. Wait until the path field in the media sections goes green. If it is red, you have not selected the right format of the media file.

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☒ Upload file ☐ Embed video

P:\\_coe-settings\desktop\Users manual\2.JP\

Browse...



Image file format: .jpg, .png

Video file format: .mp4 (H.264 + AAC)

4. If you wish, you may add the link to your local/national website.

Website:

[www.ehd.coe.int](http://www.ehd.coe.int)

5. Insert the logo of your organisation (or the local organisation, depending on your organisational structure). Following this, insert the exact address of your event, including the country where it is happening.

Logo:

Keep Existing

View...

Address:

6. The short description has a limit of 500 characters – this text will be slightly highlighted in the event page (the font will be larger). Provide a short description of the most important information about this event. Please note that this functionality in the future will allow for more text to be added in English.

Short description:

testmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestmessagetest  
tmes

7. The long description has no limit. You may provide with whatever information you wish. However, due to the general user experience, it is better that this text is no longer than 1 A4 page of text. In the future, this functionality will allow the users to put the description in English and/or national language.

Long description:

`testmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestme  
tmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestmes  
ssagnetestmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestmessa  
getestmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestmessage  
estmessagetestmessagetestmessagetestmessagetestmessagetestmessagetestmessagetest`

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8. Select one category to which your event belongs to.

#### Categories

##### - Tangible

- ☐ Restoration/Protection
- ☐ Hidden Treasures
- ☒ Industrial Heritage
- ☐ Cultural Routes
- ☐ Landscape/Nature
- ☐ Architecture
- ☐ Creativity and Innovation
- ☐ Family Heritage
- ☐ Movable Heritage
- ☐ Monuments
- ☐ Public Buildings
- ☒ Shared History
- ☐ Collections
- ☐ European Dimension

##### - Intangible

- ☐ Shared history
- ☐ Heritage Education
- ☐ Dance, Music
- ☐ Theatre
- ☐ Tradition
- ☐ Crafts
- ☐ Creativity and Innovation
- ☐ Sport
- ☐ European Dimension

9. Once all the information are filled in, select the “Next” button in the right upper corner.

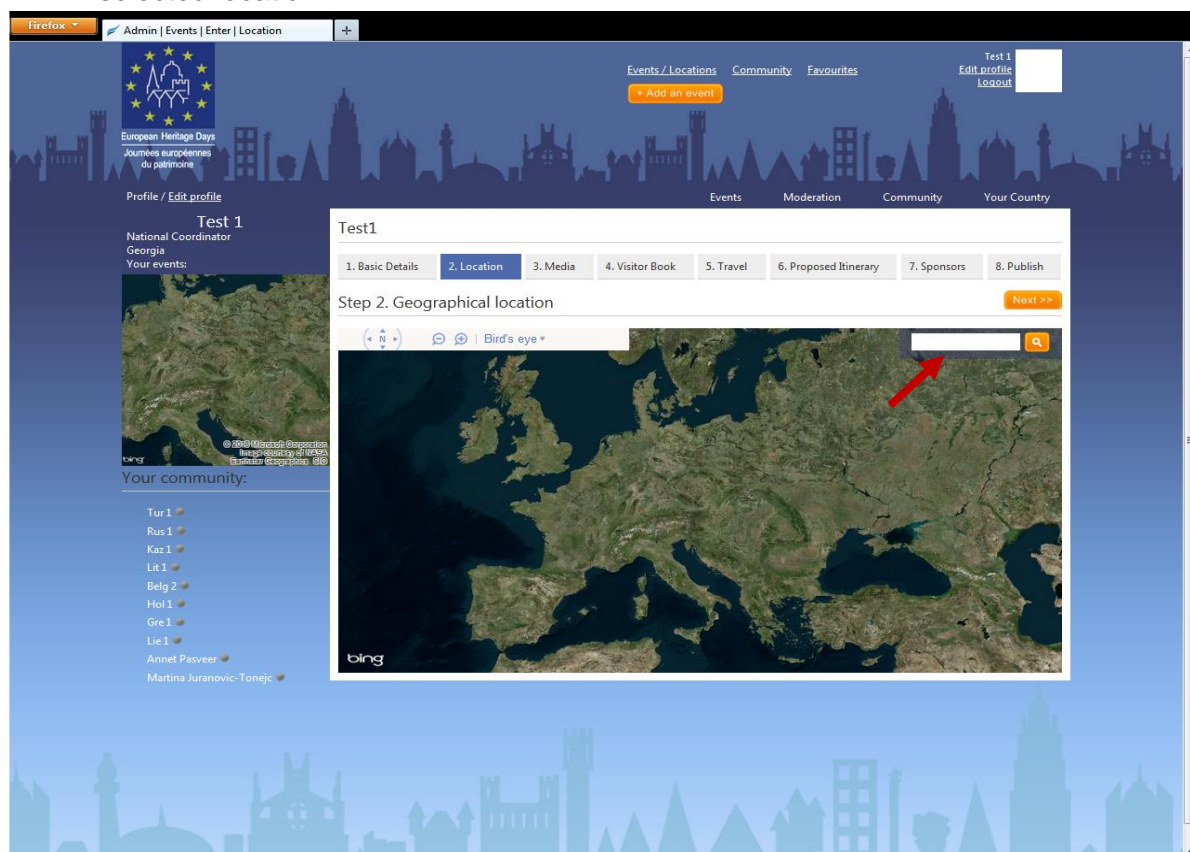
1. Basic Details	2. Location	3. Media	4. Visitor Book	5. Travel	6. Proposed Itinerary	7. Sponsors	8. Publish
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Step 1. Basic Details → **Next >>**



**Step 2. Location:** under the location tab, pin point for a location of your event.

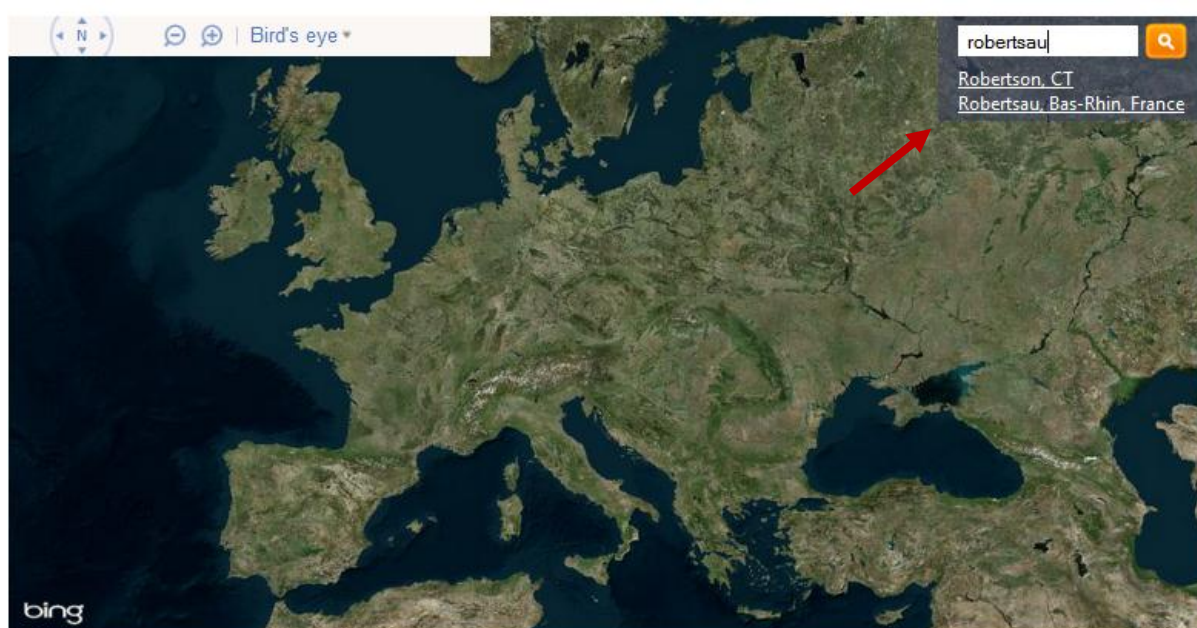
1. You may zoom in to the map or enter the address/zip code/city name in the search tab. Click enter or orange icon for search and the map will automatically zoom to the selected location.



2. If you enter an address and press enter, the search will offer you possible options for that address. Select the correct address and click on it.

Step 2. Geographical location

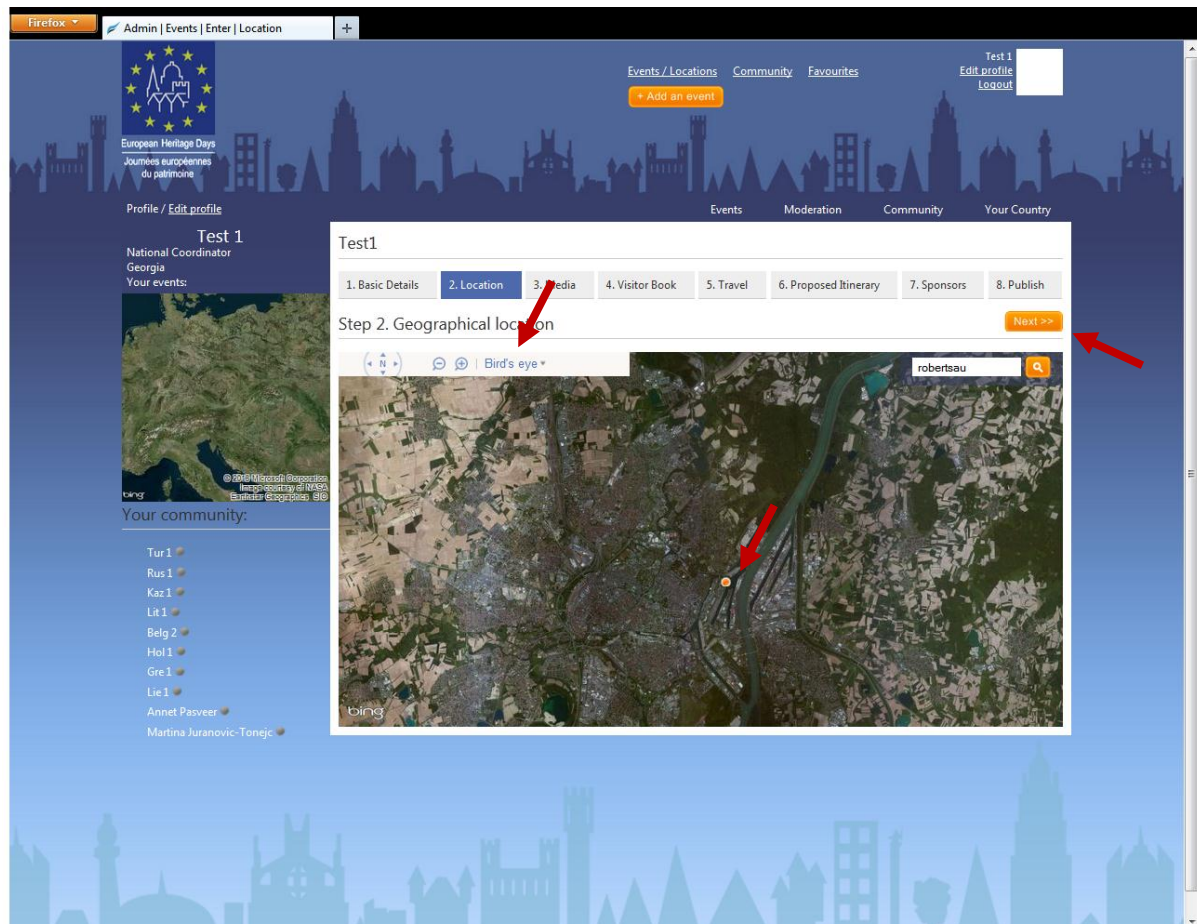
Next >>



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- Once you select an address, you will get a possibility to pin your location, just click on the area where you wish to place the event. Orange dot will mark the place of the event. You may edit this at any point. If you have difficulties finding the exact place, you may switch to road view in the navigation panel of the map (marked below).



- Click on the “Next” to proceed.

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**Step 3. Media:** this is an optional step. Here you can add additional media (images and/or videos). This will be shown under “Experience” tab once your event is published.

1. Select the “Browse” button, wait for the field to turn green (if it is red, you have selected the wrong format of the media) and click “Add”. You may add as many media materials as you wish. Once you are finished with adding media material, lick on the “Next” to proceed

The screenshot shows the 'Step 3. Other medias' form in the 'Test1' event management interface. The form has tabs for Basic Details, Location, Media (selected), Visitor Book, Travel, Proposed Itinerary, Sponsors, and Publish. A red arrow points to the 'Browse...' button next to a file path. Another red arrow points to the 'Add' button at the bottom right. A third red arrow points to the 'Next >>' button at the top right. The interface includes a sidebar with a map and a list of countries, and a top navigation bar with links like 'Events / Locations', 'Community', and 'Favourites'.

2. Click on the “Next” to proceed.

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**Step 4. Visitor book:** also an optional step. This can be little known knowledge about the place where the event is held, information about participants, etc. Visitors may add visitors' stories as well, which you will approve or reject (this will be explained in the moderation part below).

1. Add the title, description, media (wait for the green field) and select "Add" button.

Firefox | Admin | Events | Enter | Visitor Book | Presentation of the European Heritag... | ec-heritage-offline.ust.co/Admin/Events/Enter/Visitor-Book.aspx?id=91c21453-50bc-4f75-981a-34429a21d1e1

Events / Locations | Community | Favourites | Test 1 | Edit profile | Logout

+ Add an event

Profile / Edit profile | Test 1 | National Coordinator | Georgia | Your events: | Events | Moderation | Community | Your Country

European Heritage Days  
Journées européennes du patrimoine

Test1

1. Basic Details | 2. Location | 3. Media | 4. Visitor Book | 5. Travel | 6. Proposed Itinerary | 7. Sponsors | 8. Publish

Step 4. Visitor Book | Next >>

+ Add a visitor story

Title: Story of EHDs

Description: Every year in September, the 50 signatory States to the European Cultural Convention take part in the European Heritage Days – a joint action of the Council of Europe and the European Commission, putting new cultural assets on view and opening up historical buildings normally closed to the public. The cultural events highlight local skills and traditions, architecture and works of art, but the broader aim is to bring citizens together in harmony even though there are differences in cultures and languages.

Media: ☒ Upload file ☐ Embed video

P1\_coe-settings\desktop\Users manual\2.JPG | Browse...

Image file format: .jpg, .png  
Video file format: .mp4 (H.264 + AAC)

Add

Your community:

- Alb 1
- Spa 1
- Slov 1
- UK 1
- Lat 1
- Rus 1
- Marcin Polska
- test 1
- London Coordinator
- Ice 1

2. Click on the "Next" to proceed.

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**Step 5. Travel:** you can add some travel information for future visitors of your page, e.g. directions, contact, times of opening, etc. Not a mandatory step.

1. Add the information necessary and press “Next” – the information will be automatically saved. If you do not populate this tab with any information, it will not show on the event page.

The screenshot shows a web browser window with the URL `ec-heritage-offline.ust.co/Admin/Events/Enter/Travel.aspx?id=91c21453-50bc-4f75-981a-34429a21d1e1`. The page is titled "European Heritage Days: National Co..." and features a navigation bar with links for "Events / Locations", "Community", and "Favourites". A sidebar on the left displays the user profile for "Test 1", National Coordinator, Georgia, with a map of Europe and a list of "Your community:" members including Est 1, test 1, Tur 1, Bel 1, Hol 1, Mol 1, London Coordinator, Belg 3, Belg 2, and Cze 1. The main content area shows the "Step 5. Travel Info" form for "Test1". The form has tabs for "1. Basic Details", "2. Location", "3. Media", "4. Visitor Book", "5. Travel", "6. Proposed Itinerary", "7. Sponsors", and "8. Publish". The "5. Travel" tab is active, displaying contact information for Jelena Mocevic, Project Assistant, European Heritage Days, with a telephone number, Directorate General II - Democracy, COUNCIL OF EUROPE, address, and email. A red arrow points to the "Next >>" button in the top right corner of the form.

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**Step 6. Proposed itinerary:** you can choose some other locations nearby from the drop down list, and enter the amount of time that the visitor would take to go there, in hours. Not mandatory step.

1. You may choose between the already added events or type the name of the location (monument, castle, etc.). The events already added will be hyperlinked and will lead from your page to the page of that event.

Test1

1. Basic Details	2. Location	3. Media	4. Visitor Book	5. Travel	6. Proposed Itinerary	7. Sponsors	8. Publish
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### Step 6. Proposed Itinerary

Next >>

There is no heritage event vicinity to display.

+ Add a location

Location:	den	
Duration:	Tag des offenen Denkmals Tag des offenen Denkmals Tag des offenen Denkmals TAG DES DENKMALS 2012 IN ÖSTERREICH	hours
		Add

2. You may add as many events/locations to your itinerary. The visitors will be able to download this itinerary and use it once visiting your event. You may at any point change the position and priorities of the proposed items using the arrows on the side. You may also delete the proposed items.

The screenshot shows the 'Proposed Itinerary' step in the user interface. The sidebar on the left displays the user's profile: 'Test1', National Coordinator, Georgia. Below this is a map of Europe with a red arrow pointing to Georgia. The main content area shows a list of locations with columns for 'Location', 'Order', and 'Action'. The locations listed are 'Tag des offenen Denkmals', 'Open Monumentendag', 'Blue tower', and 'Old castle'. Each location has an 'Add' button and a 'Delete' button. A red arrow points to the 'Add' button for 'Old castle'.

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**Step 7. Sponsors:** Here some sponsor links can be added, along with their logo and company name. Not mandatory.

1. Write the name of the sponsor, add their logo and their website. The logo will appear on the side, next to your event and visitors would be able to follow the links to the website attached. Once you are done, select “Save”, add as many as you wish and press next.

Step 7. Sponsors → [Next >>](#)

---

There is no sponsor to display.

+ Add a sponsor

---

Name:

Logo:  [Browse...](#)

Link: →  \* → [Save](#)

**Step 8. Publish:** When everything is done, under “Publish” tab, click on the “Publish” button.

Events   Moderation   Community   Your Country

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Test1

1. Basic Details   2. Location   3. Media   4. Visitor Book   5. Travel   6. Proposed Itinerary   7. Sponsors   **8. Publish**

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Step 8. Publish! → [Publish!](#)

Now your event is added to the map. You may edit, delete or view your event by clicking on different buttons in your events tab. The list of all your events will be here. You may search for a specific event by the name of the event. Once you are finished, you may add another event.

Events   Moderation   Community   Your Country


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Published (1)   Draft (0)

Your Published Events → [Add new event](#)

Find:  [Search](#)

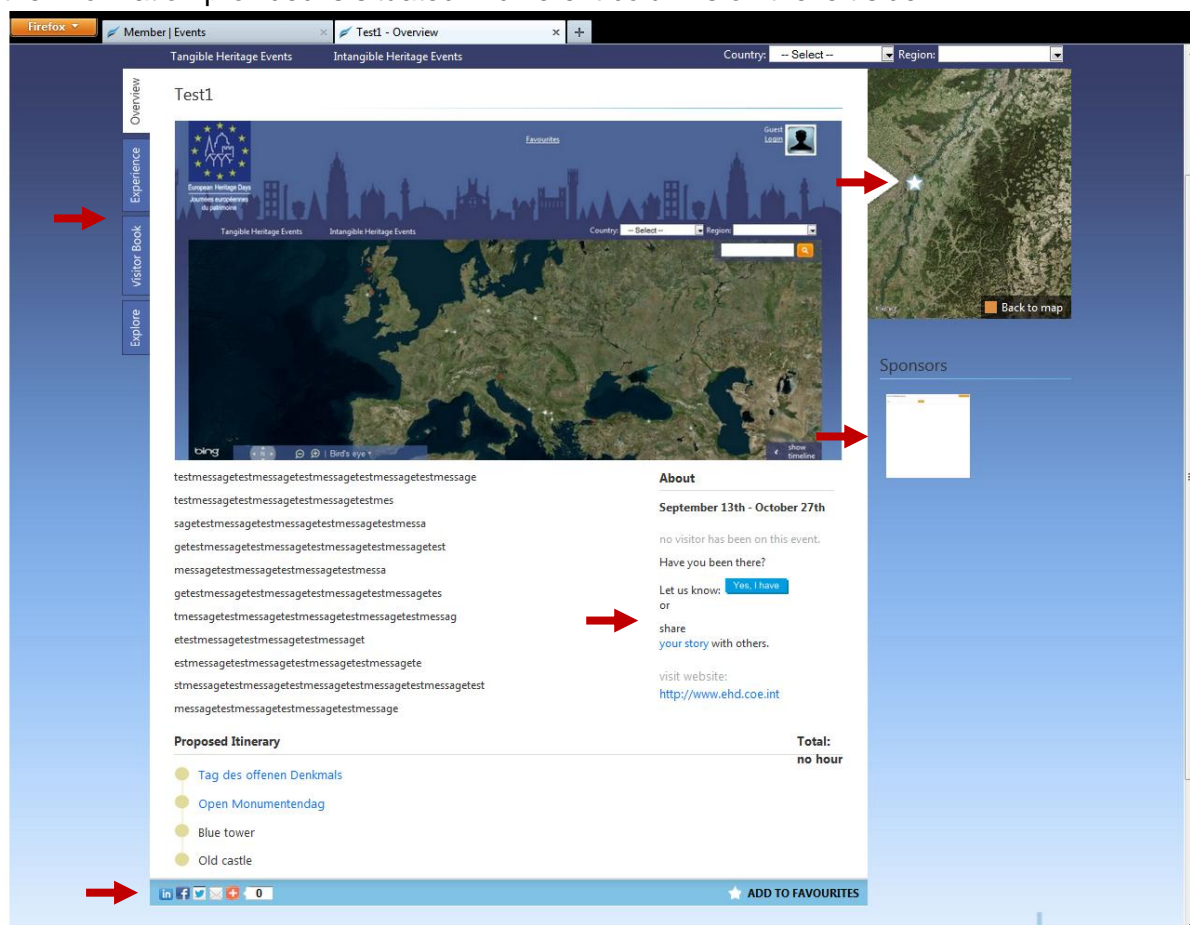
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Logo	Name	Action
	Test1 testmessagetestmessagetestmessagetestmessagetestmessage	<span style="color: blue;">→</span> <a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>

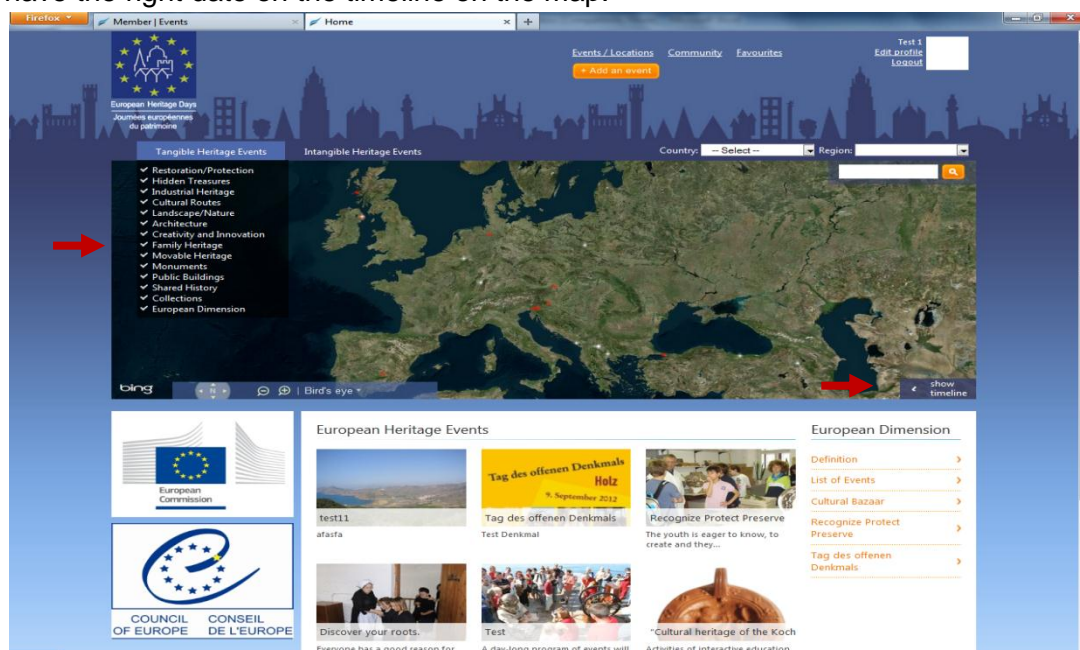
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Once you select “View” you can see all of the info you entered. The visitors can now see your events, share them on social media sites, add to favourites and download itineraries. All the information provided is situated in different columns on the left side.



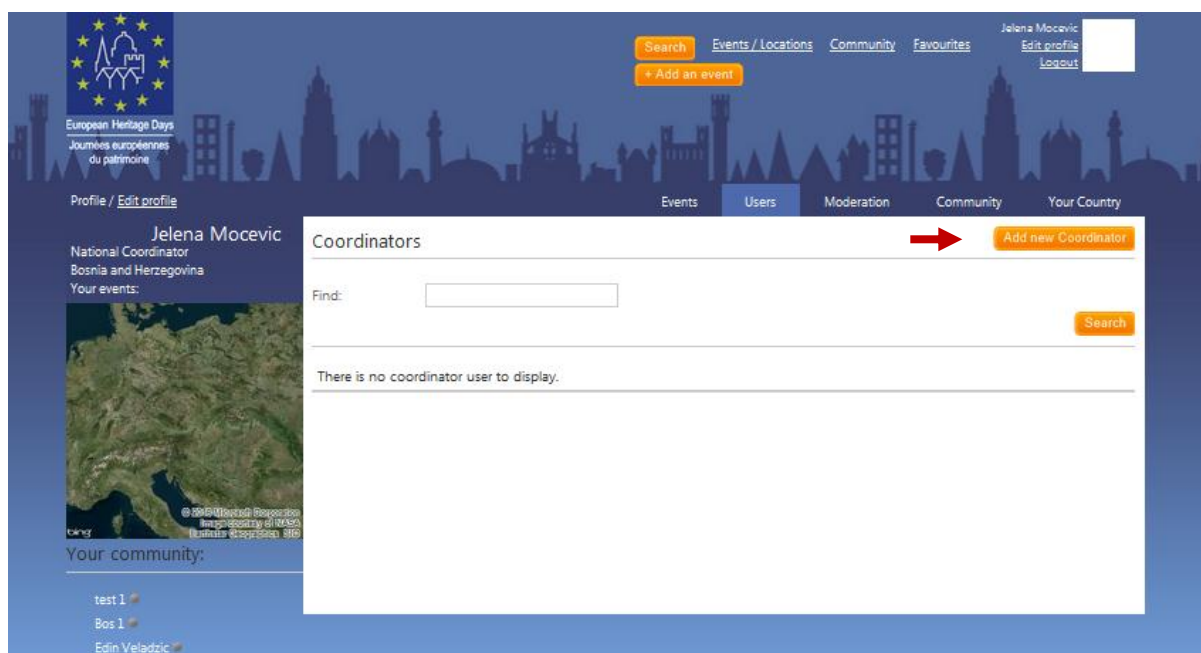
If you are searching for the event on the front page and you don't see your event, make sure you checked everything under Tangible and Intangible Heritage Events drop downs, and/or you have the right date on the timeline on the map.



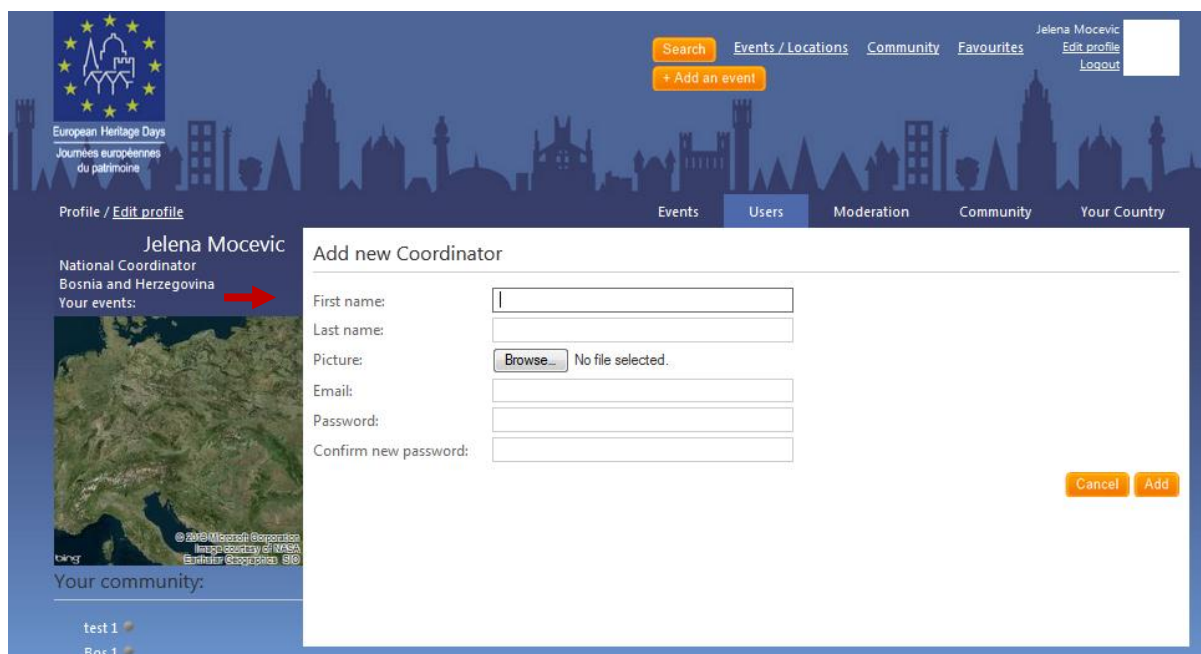
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## USERS

Depending on the national organisation of EHD events in your country, you might have up to 20 000 local organisers that you collaborate with. In this section you can add the new local coordinator and allow them free access to the Platform in order to upload their events. Please note that you will have the post moderation functionality of editing and suspending their events in case of need. You will also be able to see all of their events under your events tab.



1. You can add your local coordinators with clicking on the “Add new Coordinator” button. Then fill in their information in the next window.



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2. Once your coordinator is added, you would be able to see them on your personal list and edit/suspend their profiles at any time.

The screenshot shows the user interface of the European Heritage Days website. The top navigation bar includes links for Search, Events / Locations, Community, Favourites, and a user profile section for Jelena Mocevic with links to Edit profile and Logout. Below the navigation bar, the user's profile is displayed on the left, showing their name, title (National Coordinator Bosnia and Herzegovina), and a map of Bosnia and Herzegovina. The main content area is titled 'Coordinators' and features a search bar and a table of coordinators. A red arrow points to the 'Edit' and 'Suspend' links in the 'Action' column of the table.

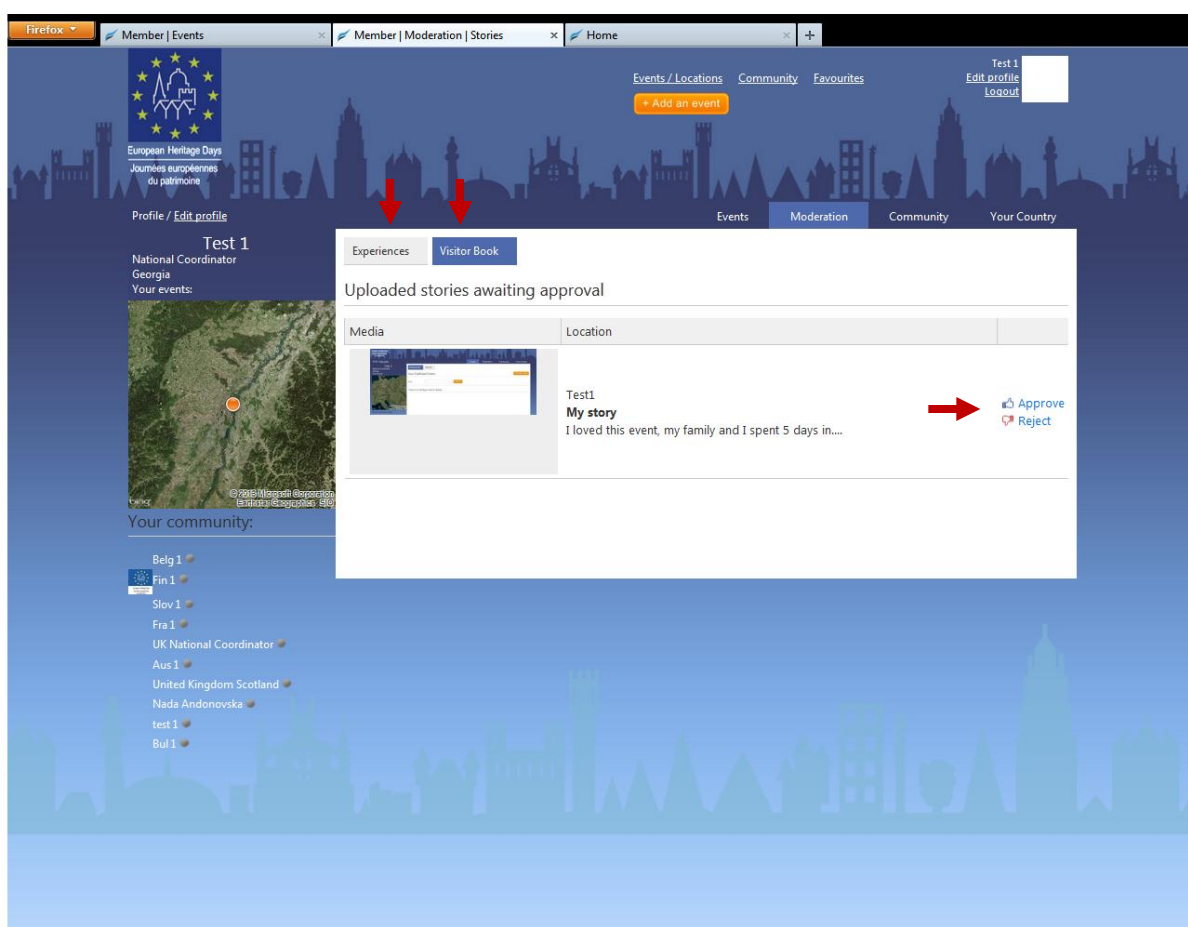
Picture	First name	Last name	Email	Last seen on	Action
	Test	Bosnia	1	testbih@uat.co	<a href="#">Edit</a> <a href="#">Suspend</a>

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## MODERATION

As you already know, the visitors will be able to add stories and photos to your event. This allows you to build your audiences and involve the public. The “Moderation” tab allows you to approve or disapprove your visitors’ stories. When a visitor submits some text and a picture on one of your events, that story first appears here. In this way you can see if someone entered some inappropriate content before it appears on the web site.

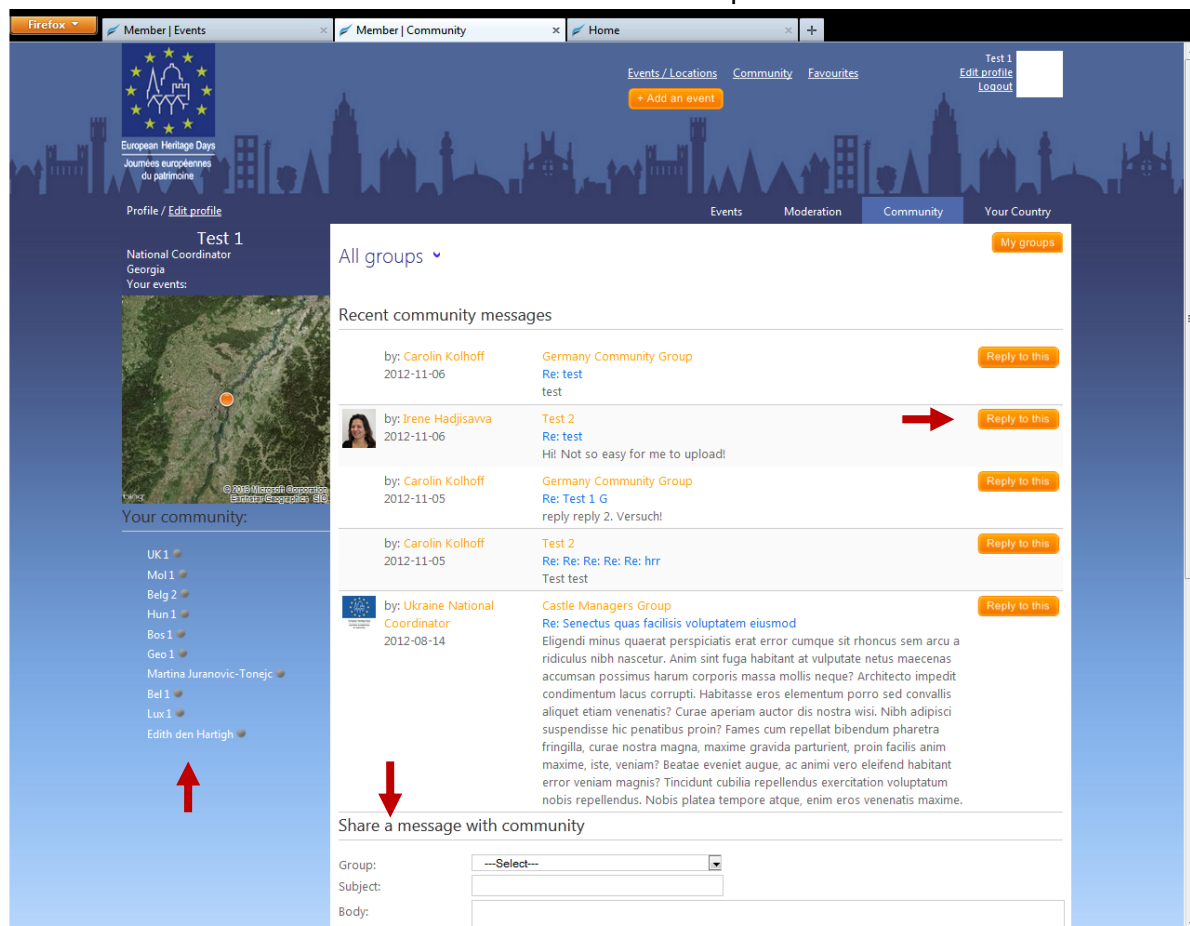
1. You may see the submitted stories in tab “Visitors book” and submitted photos in “Experience” tab. Review and approve/reject. Once approved, this story will appear on your event page under Visitors book.



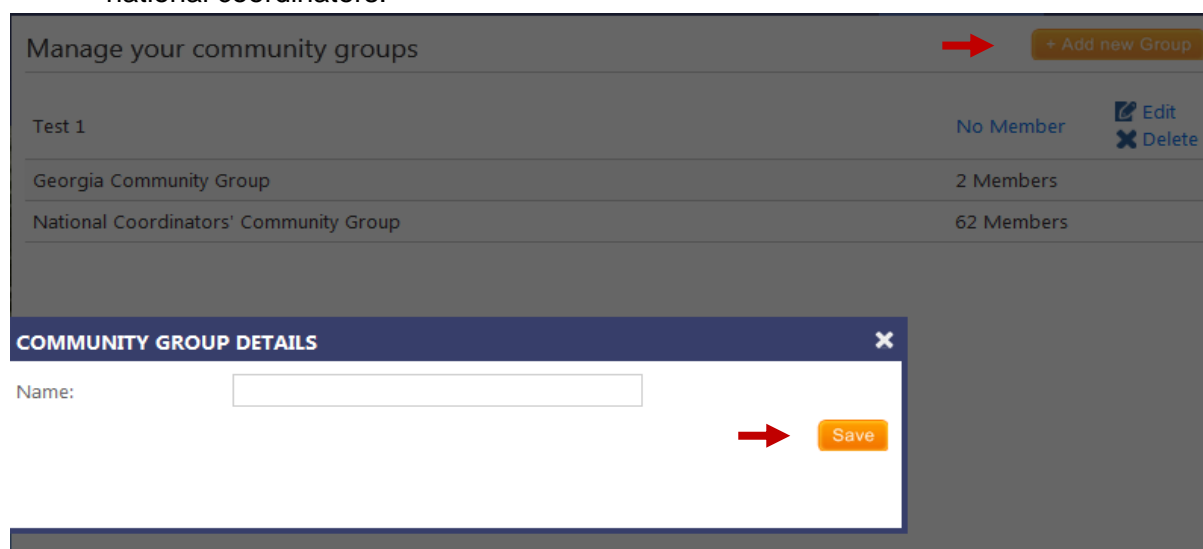
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## COMMUNITY

1. Community allows you to communicate with other National Coordinators. Here you see and replay on topics other have posted or add your own. You can see who is online on the list of members under the small map.



2. Also, you can create groups of users, by clicking on the “My groups” button. It will give you an ability to send messages to everyone or just to some of the other national coordinators.



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- Once you have saved your group, you can edit it and add new members. You may select the country (if you wish to communicate only with members from your country), category (working with people in the same interest group) or manually add the members from the list of members below.

Members of Test 1

Country:

Categories:

- Tangible**
  - ☐ Restoration/Protection
  - ☐ Hidden Treasures
  - ☐ Industrial Heritage
  - ☐ Cultural Routes
  - ☐ Landscape/Nature
  - ☐ Architecture
  - ☐ Creativity and Innovation
  - ☐ Family Heritage
  - ☐ Movable Heritage
  - ☐ Monuments
  - ☐ Public Buildings
  - ☐ Shared History
  - ☐ Collections
  - ☐ European Dimension
- Intangible**
  - ☐ Shared history
  - ☐ Heritage Education
  - ☐ Dance, Music
  - ☐ Theatre
  - ☐ Tradition
  - ☐ Crafts
  - ☐ Creativity and Innovation
  - ☐ Sport
  - ☐ European Dimension

Picture	First name	Last name	Country	
	SanM	1	San-Marino	<a href="#">Add to group</a>
	Gre	1	Greece	<a href="#">Add to group</a>
	Mol	1	Republic of Moldova	<a href="#">Add to group</a>
	Cze	1	Czech Republic	<a href="#">Add to group</a>
	Lie	1	Liechtenstein	<a href="#">Add to group</a>
	Ice	1	Iceland	<a href="#">Add to group</a>
	Ser	1	Serbia	<a href="#">Add to group</a>
	Mon	1	Monaco	<a href="#">Add to group</a>

- You will be able to see the list of your members and to add more at any point. Then you can select the community once sharing a message. You may also attach documents in the same way and share them.

Share a message with community

Group:

Subject:

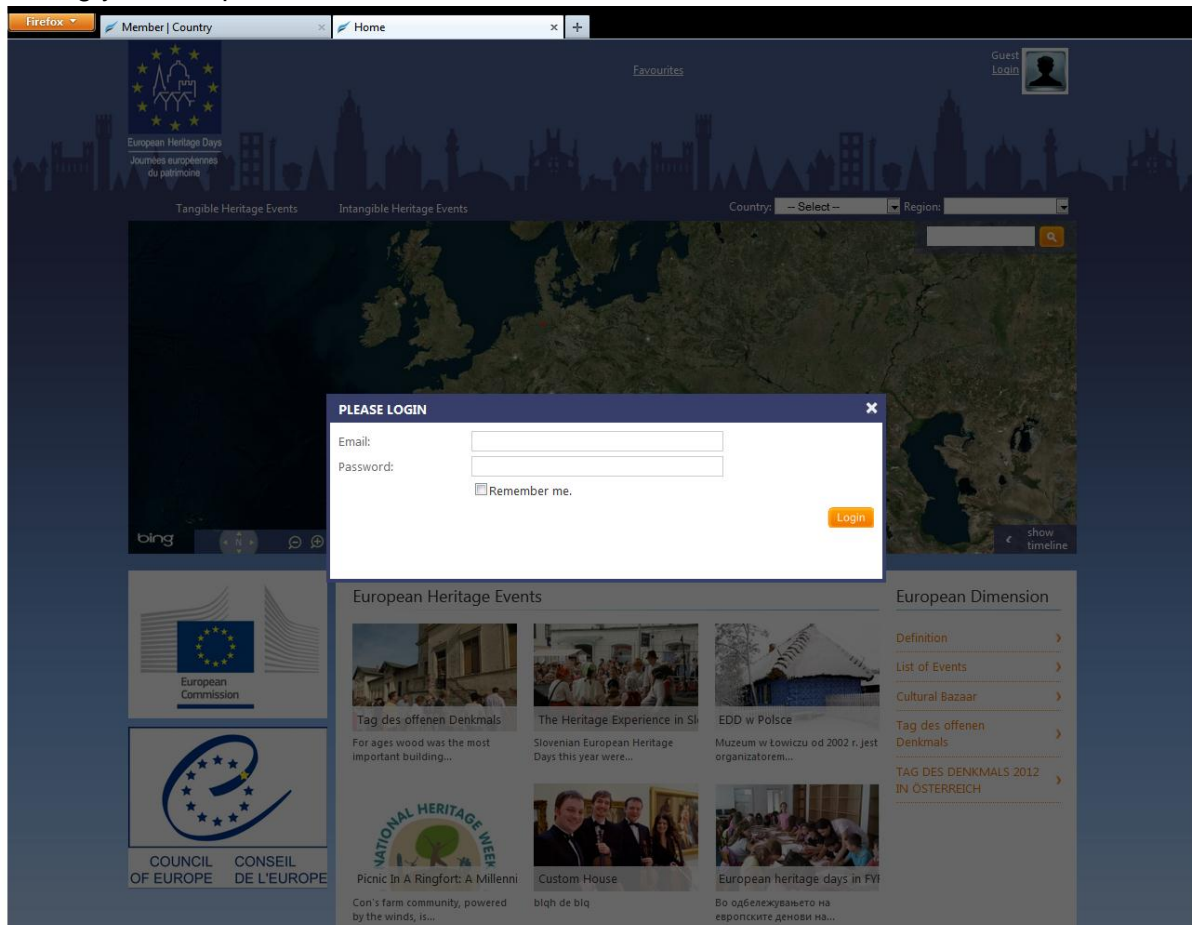
Body:

Attachment:

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General note: If you leave your computer for a while, the login session might expire and you will have to login again. In this case make sure you save everything you've done before leaving your computer.



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