

5.6.26 – Technical Support answer to uploading documents onto new Access area on website.

Marie trialled both options offered below and Option 1 works. Option 2 does not work.

Log onto Kualo with the Username and Password (see Kevin/Ian or Marie)

Select My Services

Log into cpanel (blue box)

Sitebuilder

Select domain called: access.clevedoncare.org.uk

Click into the Panel

Add your bullet point add 'download pdf file' highlight this and click on the link symbol above (make sure the font format is List 1)

Select File from your Website and edit (pencil)

Add new files into here

Select the file and Apply (Option 1 method below) Option 2 doesn't seem to work anymore when uploading to the 'Access' page and domain.

Option 2 is okay if amending all other pages/links on the website.

The setup on the new Access domain uses a slightly different method for linking PDF documents, but there are actually two ways to do it and you can use whichever feels more familiar.

Option 1 - File from your Website (the gallery method)

You're already most of the way there with this one. Once you've selected your PDF from the gallery and the file path appears in the panel, look for an **Apply** or **Done** button at the bottom of the Link Properties panel and click that to confirm the link. Then save and publish your page as normal.

Option 2 - Web Address (the method you used before)

This works exactly as it did on your old domain:

1. Upload your PDF to a folder via File Manager (e.g. a `/pdf/` folder)
2. In the Link Properties panel, select **Web Address**
3. Type in the file path, e.g. `/pdf/YourDocument.pdf`
4. Click Apply and publish your page

Either method will work, so feel free to use whichever you find easier. If you get stuck on either step, just let me know and I'll walk you through it.