

# SiteWorks Newsletter July 2026

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This newsletter is distributed to SiteWorks 'Web Managers' (WMs) who are registered with us – up to 2 per site.

Please pass on to your SiteWorks users

We can optionally register a second contact (Assistant WM). To update our records, please use the Contacts form launched by clicking the button on our homepage at [siteworks.u3a.org.uk](https://siteworks.u3a.org.uk).

## Changes to info@

In order for SiteWorks users to contact us we currently have a setup of three forms – general request for information, Web Manager contacts update and raise a Help Desk technical query. There is also our email address [info@siteworks.u3a.org.uk](mailto:info@siteworks.u3a.org.uk)

The Help Desk uses a ticketing system called Zendesk, the product used for Beacon and by the Trust to support all of us. A ticketing system makes it much easier and more robust for the team to track and collaboratively respond to requests. From a requestor's perspective, you get a response by reply with a ticket number.

Soon all the forms and emails sent to info@ will generate a ticket. It will feel the same as emailing any generic email address for the Trust (@u3a.org.uk).

## Help Desk contact

Continuing the theme of tickets, a plea from the volunteers who host our Help Desk. Please don't ignore responses from our team. If your problem is solved let us know so we can close the ticket. It saves us having to get back to you before we close it and really helps with de-cluttering.

## How many administrators?

Our Sysadmin team will email all the Administrators of a site to communicate issues picked up by site monitoring. For example, plugins that have not been updated and have vulnerabilities.

One site had 17 Administrator users recently. This is unjustifiable from a data privacy perspective. It also increases the likelihood of the site being messed up in some way and having to liaise with 16 others to unearth what may have changed.

At the other extreme, there are a number of sites with only one Administrator account. There should be a second admin who can access the site if the main admin is unavailable.

## Compressing PDFs

Another observation picked up by Sysadmin monitoring was a surge in bandwidth to access one site – a typical month's bandwidth consumed in a few days. It turned out to be a somewhat (to say the least) oversized newsletter PDF file due to a number of large high-res images. Oversize PDFs are particularly bad for mobile users not on WiFi.

The team have used the free service provided by Adobe at <https://www.adobe.com/uk/acrobat/online/compress-pdf.html> to reduce PDF file sizes. In this case the 64 MB file concerned came out at a reasonable 1.3 MB.

## Menu item 'Home' has re-appeared

Some sites have reported that a menu option 'Home' (or other menu options) have recently appeared on their site's header.



Clicking on 'Home' gives a broken link (browser 404). This is a side effect of WordPress 7 now displaying the menu 'as is' rather than hiding menu entries that don't have a link.

The most common scenario is on sites migrated from Site Builder. These would have inherited both 'Home' and 'Welcome'. If the SiteWorks page linked from 'Home' was deleted then WordPress did not display the menu option. In other words, before WordPress 7 menu entries with broken links were suppressed.

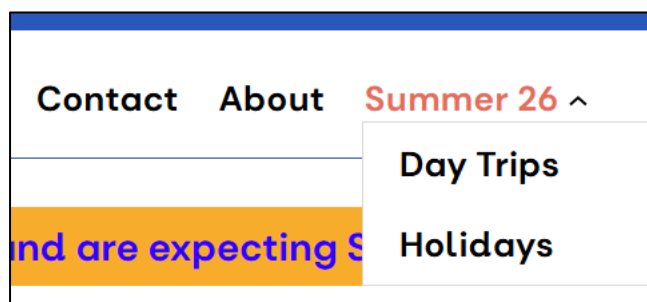
The solution is to tidy up the menu (called Navigation in SiteWorks) to remove these broken menu options. The User Guide covers this here <https://siteworks.u3a.org.uk/docs/navigation/> or there is section 3d of the Admin learning guide PDF on <https://siteworks.u3a.org.uk/> under menus **Web Manager > Learning Guides > Foundation Admin Guide (PDF)**

For help don't hesitate to contact the Help Desk (button link on <https://siteworks.u3a.org.uk> )

## Submenu headings may now link to a page

We have noticed another WordPress 7 subtlety. Submenus are menu items that when hovered over reveal further menu options. They provide a means to navigate larger sites.

For example, 'Summer 26' here reveals 'Day Trips' and 'Holidays' (it is the July newsletter after all):



A popular setup is so that clicking on a Submenu heading does nothing, it's just a place holder for the menu it reveals when hovered over. With WordPress 7 it seems in many cases clicking on a Submenu heading now takes the visitor to a page, usually one of the pages linked to the revealed menu (it seems a bit hit an miss).

If you want to disable the link on a Submenu heading then you could try the approach described in this 'How to' article <https://siteworks.u3a.org.uk/remove-link-from-submenu-heading/>

## Contact Form 7 plugin be aware – Authors can edit forms

We have picked up that SiteWorks Users with the role of Author can edit Contact Form 7 forms. This is a WordPress/Plugin issue not related to SiteWorks features.

Be aware there may be privacy issues depending on what data is being collected and how it is routed.

## Drop-ins schedule reminder

We hold two drop-in Zoom sessions per calendar month. The 1<sup>st</sup> Tuesday and 3<sup>rd</sup> Monday. The schedule is now:

Tuesday 4<sup>th</sup> August 15:00 (Bev will demo managing contacts)

Monday 18<sup>th</sup> August 15:00

Meetings usually start with a demonstration on a topic followed by an open Q&A.. We'll announce the topic in a reminder email the weekend before each session.

Support Zoom Drop-In for Web Managers Zoom link:-

<https://us02web.zoom.us/j/87930189828?pwd=MNUdMvrBoBadaBHcOuT9rOZHhjXDOT.1>

Meeting ID: 879 3018 9828

Passcode: SB5Vj0

Written by Graham Tigg

**The SiteWorks Team**

