sites n stores

KNOWLEDGE BASE

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GET STARTED 1

IF YOU'RE READING THIS…..CONGRATULATIONS, YOU DID IT!

You have successfully completed the build process for your new website and will soon be ready to grow your online business professionally and with confidence.

First, it's important that we give you some simple instructions to help you maintain your website and create a powerful web presence.
In this section we will discuss;

- Logging into the backend of your website.
- Email access, set-up and management.
- Checking that everything is working OK.
- Submitting your details to Google.

For more detailed instructions on each of these topics, visit our online KnowledgeBase (link below). Here you will find lots of tips and hints on getting started and maintaining a powerful web presence for your business.
KnowledgeBase link: http://www.sitesnstores-support.com.au/

How to request support via KnowledgeBase

If you can't find what you are looking for, you can also lodge a support ticket via KnowledgeBase. To do so, follow the link below and click the 'submit a ticket' button on the menu bar.

Once you have filled in your details, you will receive a confirmation email, containing a password. You can use this to check on the status of your request at a later time.

KnowledgeBase link: http://www.sitesnstores-support.com.au/

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1.1 - LOGGING INTO YOUR WEBSITE

By now, you should have received your Email Log-in Details.
To get to the Log-in page of your website, use the link you have been provided.
Alternatively, you can type your company URL into the address bar, followed by /admin. Go to the link below and replace 'businessname' with your business domain name. You can then follow the link to the log-in page. Once there, use your website log-in details to access your emails.
www.businessname.com.au/admin
If you need further clarification, click here

GET STARTED 1

1.2 - EMAIL ACCESS, SET-UP AND MANAGEMENT

Webmail Set-up

The simplest way to access your emails is via Webmail. To do so, go to the link below and replace 'businessname' with your business domain name. You can then follow the link to the log-in page. Once there, use your website log-in details to access your emails.

www.roundcube.businessname.com.au

Please note: if you are having trouble logging in using the above link, you can also try www.webmail.businessname.com.au and follow the same process.

Desktop Email Set-up

Setting up an email account on your desktop computer is also easy. Click the link below and select the program you intend to use (for example, Outlook, Mozilla, Thunderbird, Macmail, etc). You can then follow the instruction for set-up. Click here

Please note the most commonly used programs are Outlook for PCs and Macs.

Smartphone Email Set-up

Click the link below and select the device you intend to use (for example, iPhone, Android, HTC, etc). You can then follow the instruction for set-up. Click here

Please note that due to the large number of Smartphone devices available, we cannot provide detailed instructions for each and every one. If the system you intend to use is not listed in our KnowledgeBase, please contact the device manufacturer for guidance.

GET STARTED 1

1.3 - CHECKING THAT EVERYTHING IS WORKING OK

Your website is an online representation of you and your business. For this reason, it's worth taking the time to check that all information is correct, links work and images load properly.

You will have tested the pages during the build process and our developers will also have carried out checks, but we highly recommend a final inspection.

Here is a checklist:

• If an 'Under Construction' notice is displayed, have you tried refreshing the page (press F5)

• Is the right information displayed on each page?

• Are your contact details correct?

• If you have forms, do they submit to your intended email?

• Do all images load when you open a page?

• If you have Social Media icons, do they link correctly?

If you find anything that is not working as it should, please let us know within 14 days of handover.

GET STARTED

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1.4 - SUBMITTING YOUR DETAILS TO GOOGLE

During handover, our development team will have submitted details of your new site to Google, Bing, Yahoo!, Altavista and other Search Providers, so that it may be indexed within their search engines. However, this process usually takes up to 30 days, so we suggest you also submit details in order to deliver results as soon as possible.

To do so, click on this link and complete the online form.

http://www.submitstart.com/

Please note that being indexed in a search engine will mean that you may be found if your business name is typed into Google. To appear in relevant industry search results takes longer and usually requires optimisation of your website content.

USING CMS 2

Content Management System

OK, so your site is working and you're ready to start using the Content Management System (CMS).

Regular updates to your content will encourage return visits by providing your customers with valuable information regarding offers and new products.

The CMS allows you to upload and edit text and images on your website, delivering fresh content to the customers who visit your site.
The knowledgeBase includes step by step guides to help you to;

Create a new page

Upload an image

Add, change and edit text

You can also view a full list of ***Frequently Asked Questions***

IMAGES 3

Used correctly, images are a great way to communicate your business values, offers and products.
In this section we will discuss;

- How to upload an image
- How to add an image box
- Image Sliders
- Social Media Icons – adding and linking

Adding, editing or removing images is easy. The KnowledgeBase provides step by step guides that allow you to;

Upload an image

Add an image to a page

Use Image Sliders

Add and link Social Media Icons

Resizing an Image
The best way to resize an image is using Photoshop. However, not everyone has access to the program, so the following links provide the ability to get your images cropped to the right dimensions.

http://pixlr.com/express/ - good for basic resizing

http://pixlr.com/editor/ - great if you can handle a more advanced program

http://pixlr.com/o-matic/ - offers some fun options for resizing and editing.

Once you have resized and/or edited you image, save it to your desktop and upload using the techniques discussed above.