

Things you need to know going LIVE!

At the point of launching your site we will need access to your domain registrar control panel.

This enables us to:

- Configure DNS settings
- Setup Web Forwarding

We can do this for you or we can send you the instructions to do this yourself if you'd prefer but we do not recommend this.

As you control your domain registration details it is your responsibility to renew your domain registration. Your domain registrar will email you when renewal is required.

Unless otherwise agreed your site will be using your existing email accounts, we will **not require access to your email account or be responsible for your emails.**



SEO

Or Search Engine Optimisation helps Google and other search engines prioritise your website so that rankings improve over time as a result. All our website are built with SEO in mind, and have a some amount of SEO included. It is complex though and what search engines look for changes all the time, so cannot guarantee how high you will come on search engines.

We do offer specialist professional SEO packages.

SSL certificate

Once upon a time an SSL was only important for businesses selling online. With GDPR regulations it is a really important factor for every business. It protects your users' data (like when they fill in contact forms). As well as this, Google also values websites with SSL certificates, ranking them higher than those without SSL certificates. **Our sites do not come with SSL Certificates as standard, we can purchase it for you.**

Browsers

We make every effort to ensure websites are designed to be viewed by the majority of visitors. Websites are designed to work with the most popular current browsers (e.g. Firefox, Internet Explorer, Google Chrome, etc). We cannot guarantee correct functionality with all browser software across different operating systems.

29 design cannot accept responsibility for web pages which do not display acceptably in new versions of browsers released after the website have been designed and handed over to the Client.

Where is your website?

Your new website will be host via our cloud based hosting platform. **Our standard website come with 5GB of storage and the information on your site will be backed up weekly.**

If something goes wrong

Once your site is launched the website belongs to you, if in the unlikely event of a problem with your site it will be your responsibility to inform us. If you have a management package

with us we will rectify the problem, as soon as possible. If not any work maybe be chargeable. We aim to have problems fixed with 48 hours during the working week.

On going management

Getting your website launched is just the beginning. To generate traffic, keep your site fresh, and to maintain your widgets and plugins requires commitment and regular management. Adding extra features, new content or new pages requires a range of skills.

Pay as you go - If you prefer, you can pay-as-you go, when you need us, we can quote task by task.

Monthly managemen - Gives you a slot of time to use us, every month, for a low flat monthly retainer. You have direct access and a fast response to your needs and ideas. It acts as a useful reminder that your website thrives on regular updates, that search engines like consistent, relevant, content, and your clients like recent information. **Ask for more details**