

Website Owner's Manual

<https://youngscientists.com.au/>

Prepared for: Young Scientists Education

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As a part of the launch of your website, we want to supply you with all the details you need to maintain a healthy website moving forward.

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Congratulations!

Let me be the first one to congratulate you on the successful launch of your brand new website!

As part of your post-launch I wanted to provide you with some very important information about your website.

Please take a moment to review, fill out, and file away this document somewhere safe.

My clients tell me this often comes in handy (especially if you run into a question or issues)— so I wanted to make sure you had a copy.

If you ever have any questions, don't hesitate to ask!

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Technical Details

URL/Website Address	https://youngscientists.com.au/
Login URL	https://youngscientists.com.au/wp-admin
Username	admin@youngscientists.com.au
Password	YSWPwebsite*
Hosting & Domain Provider	Vodien
Username	admin@youngscientists.com.au
Password	vodiennyoungscientists*
Google Analytics	Via your Gmail: darren.vogrig@gmail.com
Website Handover Page and Training Videos (Need to be logged in to view)	https://youngscientists.com.au/my-website/
Content Management System	WordPress
Theme	Astra
Premium (Paid) Software Included for 1 year – or while you are on a Maintenance Plan	Elementor Pro Rocket WP

Maintenance Schedule

DAILY TASKS

- Uptime Monitoring
- Security Monitoring
- Website & Database Backups

WEEKLY TASKS

- Plugin / Theme Updates
- Malware Scans
- Visual Inspection

MONTHLY TASKS

- Monitor Traffic & Search Engine Rankings
- Clean Database
- Test Loading Time
- Search for Broken Links
- Check for Search Console Errors/Issues

ANNUAL TASKS

- Review WordPress Setup
- Review Content for Updates
- Renew Hosting, Domain, & Licenses

Maintenance Assignments

Just like proper maintenance to your home or car, it's crucial you maintain routine care to your website. Below are the common tasks that you need to look after. [Use this worksheet to assign the proper contact for each responsibility.](#)

SOFTWARE UPDATES

The person responsible for keeping my plugins & software up to date to minimize security risks and ensure stability is:

Name	
Contact Info	

SERVER MAINTENANCE

The person responsible for ensuring my server is online and performing up to standard is:

Name	
Contact Info	

SECURITY

The person responsible for addressing any security issues (including SSL certificate malware, and hacks) with my website is:

Name	
Contact Info	

Maintenance Assignments con't.

OFFSITE BACKUPS

The person responsible for scheduling and ensuring the proper storage of my backups is:

Name	
Contact Info	

TECHNICAL SUPPORT

The person responsible for answering questions related to any technical support with my website is:

Name	
Contact Info	

BILLING / PAYABLES

The person responsible for paying all invoices throughout the year for my hosting, domain, software, & licenses is:

Name	
Contact Info	

Troubleshooting

MY SOFTWARE/PLUGINS WON'T UPDATE.

Your license might not be connected, or could have expired. Check with your Software Updates, Billing, and/or Technical Support contact to investigate the issue.

AN ELEMENT ON MY WEBSITE ISN'T WORKING LIKE IT USED TO.

Try updating your plugins. Check for conflicts between the plugin and your current version of WordPress. Check with your Technical Support contact.

MY EMAIL IS NOT SENDING AND/OR RECEIVING.

Depending on your email provider, you might need to check with your host or individual provider (like Google G Suite) to troubleshoot the issue. Refer to your Technical Support contact.

MY EMAIL IS GOING TO "SPAM".

If your website is not through a premium email provider (like Google's G Suite) it is likely you are on a shared email server through your host. There is no real "fix" for this issue other than changing your email provider.

I'M GETTING EMAILS (OR CALLS) TELLING ME THERE IS A PROBLEM WITH MY WEBSITE.

When you register a new website it is public record. Companies from all over the globe will send you mass emails in hopes you will hire them to "fix" a problem that probably does not exist. Speak with your Technical Support contact or contact me directly to verify if there is an issue.

Troubleshooting

MY WEBSITE IS NOT LOADING.

Your server is likely down. This could be due to an outage, lack of resources, or possibly a delinquent payment. Contact your hosting provider for more information. Try running your website through [this site](#) to see if it's an isolated issue for just you, or more if it's down for everyone.

MY WEBSITE IS LOADING VERY SLOWLY.

Typically this is due to a lack of resources with your host. Check with your hosting provider to find a solution. You can test the loading speed at [GTMetrix](#). If this is only on a page you recently created you may not have it completely optimized. Check with your Technical Support contact.

MY WEBSITE HAS A SECURITY WARNING.

Most often this is due to an issue with your SSL certificate which can display a "unsecure website" warning. Talk to your Security contact, SSL provider, or host about possible solutions.

MY WEBSITE IS REDIRECTING TO A DIFFERENT WEBSITE.

You've been hacked! No fear, your Backup contact should be able to deploy a copy of your website from before the attack. Make sure to coordinate with your Security contact to ensure the problem is solved and won't happen again.

OOPS! I MADE A MISTAKE, CAN I "UNDO" MY CHANGES?

Yes! If your Backup contact is making regular backups of your site, you can easily roll back to a previous version before you made the mistake.

Did you know I offer maintenance plans that cover all the tasks and duties outlined in this document? If you are short on time, or lack the technical ability to carry out these important tasks, I'm here to help!

Maintenance Plans start at \$35 per month. If you would like more information, please visit <https://www.jordanne.co/maintenance-packages/>.

If you run into trouble and need help, I'm also available on a per-needed basis at an hourly rate of \$100/hour. Minimum 30 mins. Please don't ever hesitate to get in touch if you have any questions!

CONTACT:

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