



# How to Submit Support Requests For Your Websites

## **Best Practices & Tips**

Getting tasks done right the very first time!

*Updated on 26 June 2017*

# Hi there!

As your business grows and evolves, so will your website. After a website has been launched, you'll find that you'll need to update your website as well as to make improvements to it or maybe you just have a quick question. And we're here to support you. To make sure that this process goes smoothly, I've put together a quick guide for you on the best practices and tips to follow when submitting your support requests. The goal here is to give you clarity to the request process and to ensure that we can complete tasks in a correct and efficient manner.

## **1. Submit your requests using our Website Support Request Form.**

Pls submit all requests using our Website Support Request Form ( <http://www.theblogspa.com/support-tickets-for-custom-websites> ) instead of email. This form is specially designed to get the information we need to work on your tasks quickly. Pls refer to page 6 on how a sample form can look like.

## **2. Request one task at a time.**

Each task should be well-defined and created for one particular issue. Pls only submit one at a time. We do this to avoid multiple developers working on the site at the same time, confusion and missed tasks.\*

\* For the time being, I'm mainly the only person working on your sites so you can submit up to 5 tasks at a time. However, after this round of requests for [darcybeninocosa.com](http://darcybeninocosa.com) and [thepathworkshops.com](http://thepathworkshops.com) are completed, I will be handing all support tasks to my new Website Support & Maintenance Team and you are asked to request one task at a time.

## **3. Avoid clarification emails by being specific.**

Please be as specific as possible and provide clear details so that we can avoid back-and-forth clarification emails.

UNHELPFUL: I want to add a paragraph under each photo.

HELPFUL: I want to add a paragraph under each photo and have attached the new copy in a Word document named "New Copy for Services".

#### 4. Make sure your new content is ready.

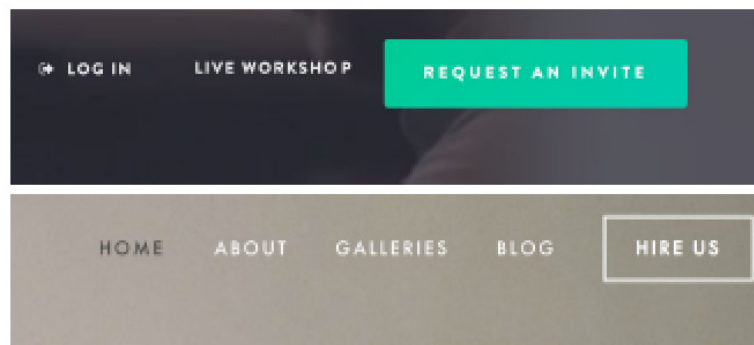
When updating or adding new content, pls make sure it is ready and given to us *before* submitting your request. This way, we can avoid follow-up emails and long delays, or worse, missed tasks!

#### 5. Provide images.

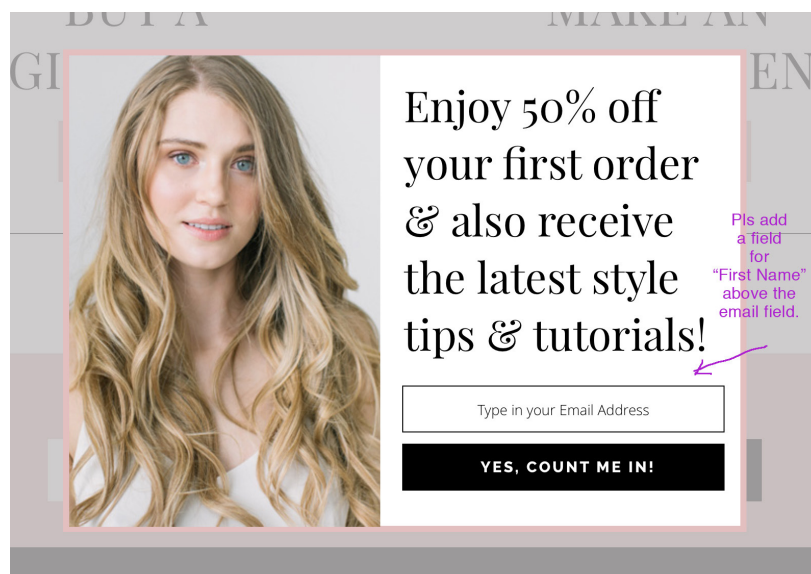
You are strongly encouraged to provide images to explain your needs or problems. This helps us to understand the issue better and to nail down exactly what needs to be done. Providing website links can sometimes help too.

HELPFUL: Pls make the “BOOK NOW” button on the navigation menu more prominent.

I've attached a couple of images for your reference. You can also view this at <http://www.storybrand.com> and <http://www.boothphotographics.com>



You can also write notes on your images.



## 5. Use screenshots and video clips.

Free tools like [Skitch](#) (in Evernote) and [Jing](#) make it super easy to create screenshots and add notes to them. Or you can add notes using Photoshop, of course.

The screenshot tools I personally like to use are:

[Grab](#) (Mac, Free) - An in-built Mac application that's good for capturing selections, windows and timed screens.

[Full Page Screen Capture](#) - A Chrome extension that allows you to take screenshots of entire webpages.

## 6. Use the A.E.R.O. checklist to explain your problem.

When you have trouble specifying your problem, try the AERO checklist:

**Action:** What action did you take?

**Expectation:** What did you expect?

**Result:** What was the actual result?

**Outcome:** What outcome do you want?

Here's an example:

**Action:** I visited <http://mywebsite.com/blog/> and tried to type text into the search field in the top right hand corner.

**Expectation:** I was expecting the cursor to clear the placeholder text when I started typing.

**Result:** The placeholder text remained and my new text was added to the beginning.

**Outcome:** I would like the search field to clear the placeholder text when someone starts typing.

## 7. Hit \*refresh\* or clear your cache to see the changes.

If you can't see your fix, it's probably because you are looking at an older, cached version of your page. Most cache issues can be resolved by hitting Command + R (Mac) which will refresh your page. If that doesn't work, clear your internet history including your cache to retrieve the latest version.

## **8. Don't worry about checking in.**

Checking in takes developer time and effort away from a fast resolution of your problem.

Depending on the complexity, most tasks will be completed within 12-48 hours. We will get back to you as soon as we're done. When you have an urgent task you like to prioritise, you can set the Priority to High and we'll prioritize it for you.

Tasks that are complex will take longer and may be treated as projects. They will require a separate cost estimate to be approved first or a higher-level Website Care & Support Plan before we start work.



## SUPPORT TICKETS FOR CUSTOM WEBSITES

Hello! Please go through our [How to Submit Your Website Support Request](#) guide first before submitting a support ticket. Support requests are usually carried out within 12-48 hours and we will attend to you as soon as we can.

Your Name (required)

Zoe Kravitz

Your Email (required)

zoekravitz@fetepress.com

How can we help you?

I have a Request

Pls include a relevant URL eg. <http://www.mywebsite.com/page>

<http://fetepress.com/services>

Change on Multiple Pages

In a few words, tell us what your enquiry is about.

Update the Services Page

Pls provide a detailed description.

Pls update the Services Page:  
- Change the hero image. Pls see attached file "beauty\_of\_light.jpg".  
- Add a button at the bottom of the page that says "Contact Me for a Free Consultation" and link it to a new page with my [Calendly](http://calendly.com/fetepress/skypecall) calendar at <http://calendly.com/fetepress/skypecall>  
  
Here are my login info to my [Calendly](#) account in case you need it:  
Username: [zoekravitz](#)  
Password: [fetepressies](#)  
  
Thank you!

Select Priority: Super Wicked Urgent  High  Medium  Low

PLEASE NOTE: Urgent tasks that require our immediate attention will incur a rush fee of US\$150.

Pls include any supporting files below (up to 5 attachments). If you have multiple files, you may also send them as a .ZIP file.

|             |                     |
|-------------|---------------------|
| Choose File | beauty_of_light.jpg |
| Choose File | No file chosen      |
| Choose File | No file chosen      |
| Choose File | No file chosen      |
| Choose File | No file chosen      |

SEND