

Managing Your Website

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How to get support

We're proud of the level of service that we offer to our clients across our services. We follow a simple process to allow you to get help with your website:

- Email us at support@imaginaire.co.uk -- this notifies our whole team and opens a support ticket in our system. Please be as specific as possible in your request, we've added a section below to help you provide thorough requests, so that we can resolve them quickly.
- We'll reply within 4 working hours
- If any action is needed from our side, we'll deal with emergencies straight away and other requests within our SLA agreement timeframes

If you need any help whatsoever, please get in touch with us and we'll be happy to help.

Tips for support requests

We work hard to make sure that any support requests are resolved as quickly and efficiently as possible, but that's a team effort. Here are some tips to remember when submitting a request:

- Tell us which page you're on by copying the URL from the address bar of your browser
- Tell us which browser and device you're looking at the website from
- Tell us which screen resolution you're using by visiting <https://whatsmyscreenresolution.com/>
- Tell us what's wrong or what isn't working as you'd expect
- Tell us how you'd expect the element to behave

An example would be:

Hi,

I'm looking at <https://www.imaginaire.co.uk/seo/> on Google Chrome on my laptop. My screen resolution is 1920x1080. The button in the hero area isn't clicking through to anything, I click it and nothing happens. I'd expect it to take the user to the contact us page.

Logging in to your website

You should have been set up with a username when we launched the website for you. Usually, you will have been sent a link to click so that you can set your own password.

To access the login screen for your website, visit yourwebsite.co.uk/wp-admin and you will be presented with the login screen.

Simply use your details and you will be taken to the administrative area of your website where you can change pages etc.

How to edit pages

We've made editing the pages of your website as simple as possible. The video above shows you how to use our editor and make changes to your pages.

If you're stuck, contact us at support@imaginaire.co.uk and we'll be happy to help.

How to add/edit testimonials

Testimonials are a great way to build trust on your website and to show that you do good work. Our testimonials facility is easy to use and means you can add new testimonials whenever you like.

The video above shows you exactly how.

If you need any help, email us at support@imaginaire.co.uk and we'll be glad to help.

How to add/edit case studies

Case studies are a great way to demonstrate work that you've done in the past. This video shows you how to add and edit case studies.

Please note: if you don't see this option in your admin area, it is because it's a premium upgrade. Please get in touch if you'd like us to build a case studies area for you and we can give you a quotation.

If you're struggling and need our help, email us at support@imaginaire.co.uk and somebody will be happy to help out.

How to add/edit news/blog posts

Adding and editing news posts is a doddle. Watch our video above to see how to do it yourself.

If you're having trouble with it, contact us at support@imaginaire.co.uk and we'll be happy to help.