

# CottamWeb

# WELCOME PACK

For your  
WordPress Site Care Plan

Prepared for You  
[www.yourwebsite.com](http://www.yourwebsite.com)

# Hello!

I'm so excited to work with you to help take care of your website - keeping it secure, performing well, and working hard for your business.

This Welcome Pack outlines all the important information about your Care Plan including featured services and how they work, how to get support, office hours, and all the ways I can help you.

Please read it carefully and get in touch if you have any questions.

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# Meet Mike

Hello – I'm Mike Cottam

I've been building and managing WordPress websites for over 10-years!



Since 2012, I've been using WordPress to build and manage websites for small business owners who would rather focus on running their business and not their website.

I created my WordPress Site Care Plans specifically to help busy business owners outsource the day-to-day maintenance of their WordPress website.

My clients enjoy peace of mind knowing that their site is in safe hands, plus the convenience of having more time to do what matters most to them.

# Office Hours

Office hours are Monday-Friday, 8:30 am to 6 pm.

Should any issues arise outside normal office hours, send an email to [support@cottamweb.com](mailto:support@cottamweb.com) and I'll attend to it on the next business day.

## **What about emergencies?**

If you have a website emergency after hours, **please text +44 7624 211 077**. If I am available, I'll try to attend to it quickly, but if not, it will be the top priority on the next business day.

# About Your WordPress Site Care Plan

The following features are included in your WordPress Site Care Plan.

- **Daily website backups** stored offsite so that I always have a fresh copy of your website available in case of an emergency.
- **WordPress core, theme and plugin updates** so that your website is running on the latest WordPress software, enhancing performance and reducing security vulnerabilities.
- **Site security scans** so that I know if anything suspicious is happening on your website.
- **Site uptime monitoring** so that I'm notified quickly in case your website is down.
- **Periodic contact form testing** to ensure your contact forms are all in good working order.
- **Included website editing time** so that minor changes to your site are free.
- **Monthly report** so that you know how we're taking care of your website.

Depending on the WordPress Site Care Plan you have signed-up to, there may be additional features included in your plan.

# About your website editing allowance

Your WordPress Site Care Plan comes with a minimum of 60-minutes free website editing time each month. **This time does not roll over.**

If you need more time, it will be billed at my standard rate of £50.00 per hour. For larger projects, I'll provide a quote.

## What's included in 'website editing':

- Adding new content such as blog posts, pages, images etc.
- Editing existing content, for example removing a team member or changing site navigation.
- Integrating third-party products such as PayPal, MailChimp etc.
- Making minor design tweaks.

## What's not included in 'website editing':

- Expanded website design and development work.
- Larger projects such as adding ecommerce, eLearning or membership functionality to your site.
- Off-page Search engine optimisation.

If you're not sure, please ask.

# How to Get Support

If you have a support request (either something is not working or you want to submit a website editing task), there are **two ways** in which you can do this:

1. By sending an email to **support@cottamweb.com** and I will be in touch as soon as possible to confirm the issue has been resolved or the task has been completed.
2. By logging into your personal support dashboard at **<https://support.cottamweb.com>** and raising a support ticket.

I don't currently offer support via phone, text (except in emergencies) or social media channels.

## **Requesting support when something is not working:**

Please describe in detail the following:

- Explain what's happening.
- Tell me what **should** be happening instead.
- How long it's been happening.
- If you or anyone at your business was working on the site when it happened, and if so, what you were working on.
- Any error messages you're seeing.

## **If you're submitting a task:**

- The web page that needs content editing.
- The exact details of what content needs editing.
- Please attach any new content (including images) to your email.



# Top 10 FAQ

## **What's the typical response time for support?**

During office hours, it's typically less than 4 hours. On days when I'm out of the office for some time it may be as long as 1 working day.

## **What if I need a larger project than my support time allows?**

Send an email to me at [mike@cottamweb.com](mailto:mike@cottamweb.com) and describe your idea or request. I'll create a quote for you.

## **Does my monthly support time roll over?**

Like a retainer, the monthly time is there for you every month to reserve your place in my work queue; it does not roll over. If you need additional time, it's billed at a discounted rate (larger projects will get their own quote).

## **What's included in my support time?**

Simple adjustments or edits that take 15 minutes or less are included, like content changes, adding posts/pages, adding/changing images, adding calendar events, etc.

## **Are there discounts if I have more than one WordPress site that needs a Care Plan?**

Absolutely, send me an email to [mike@cottamweb.com](mailto:mike@cottamweb.com) and let me know how many sites you want to add. I'll get in touch about discounted pricing.

# Top 10 FAQ (continued)

## **What if my site breaks or get hacked?**

The whole purpose of my WordPress Site Care Plan is preventative care, so I hope to prevent anything like that from happening. While well-maintained websites rarely get hacked, it's just not possible to prevent all emergencies. In case your website does get hacked or breaks after an update, I'll be there to fix it, clean it or restore it with one of your stored backups.

## **Do you manage websites that you haven't built?**

Yes, I do manage websites that I haven't built. Please note that I will request admin access to your WordPress dashboard so I can assess the health of your site before taking it under my care. There may be a 'take-on' fee applicable if your site requires restorative work.

## **Are you insured?**

Yes, I am fully insured for professional indemnity and I am also registered with the Isle of Man Information Commissioner for data protection compliance.

## **What happens if a plugin I'm using gets abandoned?**

I'll know if this happens, and in most cases I can help find a modern, active alternative plugin.

## **What if I need to cancel?**

I'll be sorry to see you go, but there is no contract or penalty for cancelling your WordPress Site Care Plan. Send me an email at [mike@cottamweb.com](mailto:mike@cottamweb.com) and let me know. I'll begin the offboarding process on the day of your cancellation.

# Closing Thoughts

Thanks again - I really appreciate having you as a WordPress Site Care Plan client!

I'm here for you when you need me. Get in touch with a quick email to me at [mike@cottamweb.com](mailto:mike@cottamweb.com) with any questions.

**Mike Cottam**  
**CottamWeb**

