



## MUTUAL RESPONSIBILITIES

As a business owner with a website, you are responsible for:

### Checking your website every now and again, my thoughts are *at least once a month!*

- Keeping the content current, relevant etc (*by checking regularly and passing on updates to me and not leaving things till the last minute*)
- Regularly assessing the visual aspects/vibe (*asking does it still represent 'me'*)
- Asking yourself, “what am I putting *out there*” when I look at my website?
- Letting me know about old events which need removing/new events which need promoting
- Actually reporting any adjustments/concerns to me, not just *thinking* them

### Requesting work/updates in the most communicative and logical manner

- Sending me everything I need to do the work, all information you have, to reduce back and forth emailing. You have 2 X 15 minute free general website updates per month  
See for tips on saving *us* time and *you* money by reading though my example only [Work Request Form](#)! Just follow the ideas and send emails as per usual
- Sending the correct passwords for logins needed to complete work (*not sending 'try this, try that'*) I don't have time to test passwords you have forgotten, or changed and not let me know

### Keep up with my stuff, I promise to send more small newsletters to facilitate this

- Read (re-read) my [Terms And Conditions](#) page
- When I send emails to everyone because there has been a malware issue for example, and I am asking for a response, please attend to it



### Try to solve issues yourself first

- Often when you ask me how to do something, or what something means - Guess what? I often Google it to check the information! Please Google before asking me. Please try to research issues, queries, interests. I shouldn't be your first port of call, *except in emergencies*, I want *you* to be able to solve issues when you can
- I want my clients to learn how to ask the right questions, and get the right answers online, when they have computer issues, facebook issues and then ask for my help if they just cannot get it sorted (*this is by no means leaving your stranded - ASK ME if you really get stuck :)*)

### Your Domain Names

- Knowing when your Domain Name registration renewal is due, where it's hosted, passwords  
If you change the email you used when setting up your Domain Name/had it setup.. you won't get your renewals. If you don't renew on time... your website and your webmail, will disappear! When you change to a new email... don't forget to change it here too
- I don't consider this an emergency from my end.. if you lose your website over the weekend because you didn't renew your domain, I won't be available until Monday morning



## INVOICES

- Paying invoices on time, communicating by email if payment will be late

### 7 day invoices:

Website updates over 30 minutes (*you get 2 x 15 minute updates per month free*)

Graphic Design work (*separate to reimbursing my payments to Vistaprint etc*)

All invoices not listed below - See "Other Work" under [Terms And Conditions](#) page

### 3 day invoices:

For any payment by neriKdesign direct to Vistaprint or Officeworks on your behalf - please don't order anything through me if you literally cannot pay in three days, without letting me know.

### End of Month invoices (Website Hosting and Email Hosting):

Annual Hosting - Invoiced quarterly. For example, those that fall Jan-Mar, invoiced in April, due end of April. Non payment will result in the website being suspended until paid. No exceptions.

## MALWARE

- You are responsible for purchasing and installing, running 24/7, malware/protection software on your laptop, ipads etc.
- If your computer is infected, I am *not responsible* to help you, however I am happy to do this during business hours (see "Other Work" under [Terms And Conditions](#) page).
- I now have two articles on these issues in the Article section of my website:
- [Articles on Malware and Staying Safe Online](#)
- Be very careful with emails, do NOT click on links within email unless you are absolutely sure of the source. *If it walks like a bank, talks like a bank and smells like a bank and asks you to click on a link - it's NOT a bank.*
- ZIP files/attachments are almost always Malware.



### Email issues with Mail Clients, your choice to use Gmail/Hotmail etc.

- If your website is working, and your webmail - *info@yoursite.com.au* - is also still working and accessible directly, meaning you can login and send/receive email on the server itself to get by, it is NOT an emergency (you can use this as a default login until we fix it during business hours)
- If you have forgotten a password - I don't have to remind you what it is on a Friday night
- If you have not been careful enough when clicking on email links, downloading malware which has in turn infected your laptop, or your webmail is now spamming every second, the only process to stop it, is immediately suspending the webmail from being able to send. Again be mindful of your online behaviour, it's easier and easier to get caught out
- If something happens to your Gmail/Hotmail account and it is no longer receiving your webmail OR, if Outlook has stopped working and is no longer connecting to your webmail...

*If you are still able to use your email via logging onto the server directly, these issues can be looked at during business hours as you can still use your email out of hours.*

### **Mac Mail**

- Statistically, Mac Mail accounts for 5% of mail client users, but 95% of email issues.
- If you use Mac Mail, I am sorry but due to the complicated way Mac Mail works, if your email needs a password reset, or your Mac Mail syncing fails.. you are on your own. I have spent *hours*, AFTER Apple Techs have not been able to help a client, and we did eventually fix the issue.. but I don't have this kind of time, so use Mac Mail at your peril!



### Generally, a web designer should:

- Build you an up to date, properly coded website, making it clear if you have a template and how your website is put together
- Use logical pages, tiers and navigation
- Use a design and layout which makes sense you, Good and visitors
- Following Google's latest rules for good web design - [Google's SEO Guide](#)
- Include optimisation as part of the initial design package (*50/50 do this, and often use software to work out the key words, rather than do it themselves*)
- Not have undisclosed “extras” you were not aware of / not clear
- Not use unnecessary techy language to confuse you / have you pay for something you don't really need (*like Domain Name Management*)

### I personally choose to add these:

- To work intuitively particularly with regard to visual design and purpose
- Include Graphic Design in my list of services (*since I have probably done the original design work already*)
- To *fiddle* to get things sitting perfectly (I can let my OCD loose on your website)
- Spelling and grammar checks (most of you know this is my 'thing')
- Let you know what you can do to maximise your website's potential (*although this gets a little tired when I don't hear back after spending time on suggestions*)
- There are articles on writing content and how ranking works etc [here](#)
- This is also the purpose of the Work Schedules
- Let you know if I think something doesn't look or feel right
- Website and Email hosting at the minimal price possible (*currently \$25 annually minimum based on Mailbox size needs*)



- Having me, in between you and the hosting company, means I can immediately attend to any hosting issues... you can be involved by having co-access to ticketing etc.
- The hosting payment allows me to spread out my hosting costs (*which includes all client's websites/email accounts*) and it also contributes to any time I spend on website or email issues which involve the hosting company. My guys (crucial.com.au) are always available for tech support, are in Sydney and are very helpful and friendly. When there is an emergency... this is priceless and not common, even here in Australia.
- Set up your webmail, however if your choice of redirection to Hotmail/Gmail or use of a mail client such as Outlook leads to issues, **it is not my responsibility to help you fix it if the server email is still functioning properly**
- Always setting up your Domain Name Registration completely in your name as an individual account and giving you full access

*(At least 60% of clients have had to wrestle their own Domain Names back from either a "friend" who helped set it up and put themselves as the only contact or even owner, an ex web designer who has registered the Domain Name in their own name as the owner/used a wholesale account rather than giving you your own account and access, or the hosting company itself)*

- I am not responsible to remind you when your domain name renewal is due or how to pay it when they do send you a renewal
- I am not responsible to check your website for old content/old events which need removing
- I am not responsible to check your passwords to see which ones still work
- I am not your personal Google!
- It is my goal to have general editing / updating work completed by the end of the day, two working days from submission, as long as the work submission is complete and all information is presented clearly.
- Work submitted Monday by 4pm, should be done by the very latest, Thursday 4pm.. work submitted on a Tuesday by the Friday. (*As I am currently not working Wednesdays, do not count that day*) Work requests needing clarification or re-submission due to further edits and changes, will take longer overall.