THE TOOLS YOU NEED TO SUPPORT YOUR SITE(S)

WORDPRESS SUPPORT TOOLKIT

JARRETT GUCCI @WPFIXITFAST
CANDY or MONEY
SMART PHONES
MOMMY
WHAT WE ARE GOING TO COVER

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WORDPRESS TOOLKIT

TOOL 1
ORGANIZATION

TOOL 2
COMMUNICATION

TOOL 3
KNOWLEDGE

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LET’S SHARE
the plan

1) WHY WORDPRESS NEEDS SUPPORT
2) WHO IS RESPONSIBLE FOR SUPPORT
3) WHAT TOOLS CAN BE USED FOR SUPPORT
this is a hyperlink

GRAB ALL SLIDES AT LINK BELOW

WPFIXIT.COM/WCLAX
WORDPRESS IS USED WORLDWIDE

Over 50 million downloads of WordPress.org
100,000+ new sites created daily
41,000+ free plugins available on WP.org
2,000+ free themes on WP.org
571 WordCamps in 48 Countries
WHO IS RESPONSIBLE FOR WORDPRESS SUPPORT

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<table>
<thead>
<tr>
<th>THINGS THAT CAUSE WP TO BREAK</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hosting requirements</strong></td>
</tr>
<tr>
<td>Outdated WP version</td>
</tr>
<tr>
<td>Plugin conflicts</td>
</tr>
<tr>
<td>Theme conflicts</td>
</tr>
</tbody>
</table>

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No exceptions

Backup entire site
Free:
- Online Backup for WordPress
- Duplicator
- BackWPup
- UpdraftPlus

Paid:
- BackupBuddy
- Snapshot
- ManageWP
- UpdraftPlus

BACKUP MANUALLY
TOOL

1

organization

Account Passwords
Project Files

TIME

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passwords

- LastPass  FREE and $12/year
- Dashlane  FREE and $39.99/year
- Sticky Password  FREE and $19.99/year

**NOTEPAD** or **EXCEL**

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Google Drive $10/month/user unlimited space
DropBox $15/month/user unlimited space
BOX FREE 10GB
Appointy  FREE and $19 to $59/month
Doodle    FREE and $39 to 69/year
When I Work $9 to $99/month

Franklin Covey Planner
support

Freshdesk  FREE and $0 to $70/user/month
Zendesk  FREE and $5 to 99/user/year
Help Scout  FREE and $15/user/month

CELL VOICEMAIL
live help

**Pure Chat**  FREE and $15 to $99/month

**Olark**  FREE and $15.99 to $21.99/user/month

**JoinMe**  FREE and $20 to $25/user/month

PHONE CALL
reaching out

Google Inbox  - FREE
Boomerang  - FREE to $49.99/month
15 FREE GMAIL Plugins

MS OUTLOOK
WordPress.org Codex Lessons
WP Beginner
WP Help Forum
Lynda.com WordPress Lessons
WordPress Facebook Groups
The site ahead contains malware

Attackers currently on malware.testing.google.test might attempt to install dangerous programs on your Mac that steal or delete your information (for example, photos, passwords, messages, and credit cards).

- Automatically report details of possible security incidents to Google. Privacy policy

Details

Back to safety
MALICIOUS CODE OR MALWARE

1. List of online infection scanners
2. Do admin scan with Anti-Malware from GOTMLS
3. Free computer scanner MalwareBytes
4. Contact host for server scan
AFTER CLEANUP IS COMPLETE

2. Request Google Site Review
3. Request Google Site Review if blacklisted
4. Beef up Security in .htaccess file
1. **Setup FTP accounts**
2. **Explore phpMyAdmin**
3. **Change site address via database**
4. **Change user password via database**
5. **Deactivate plugins via database**
6. **Change theme via database**
7. **cPanel Video Tutorials**
WORDPRESS TOOLKIT

1. TOOL
   ORGINIZATION

2. TOOL
   COMMUNICATION

3. TOOL
   KNOWLEDGE

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