

WORDPRESS SUPPORT TOOLKIT

THE TOOLS

YOU NEED TO SUPPORT YOUR SITE(S)



WP FIX IT



JARRETT GUCCI @WPFIXITFAST



CANDY or MONEY



SMART PHONES



MOMMY







WORDPRESS TOOLKIT

TOOL



ORGINIZATION

TOOL



COMMUNICATION

TOOL



KNOWLEDGE

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



it's popular

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



sh@t happens

THINGS THAT CAUSE WP TO BREAK

Hosting requirements

Outdated WP version

Plugin conflicts

Theme conflicts

Plugin / Theme updates

Malicious files on server

Local computer settings

User errors

no exceptions

BACKUP
ENTIRE
SITE



best bu plugins

Free:

[Online Backup for WordPress](#)

[Duplicator](#)

[BackWPup](#)

[UpdraftPlus](#)

Paid:

[BackupBuddy](#)

[Snapshot](#)

[ManageWP](#)

[UpdraftPlus](#)



BACKUP MANUALLY

A person's hands are visible, holding a white rectangular sign with the words "FREE STUFF" printed in large, bold, red capital letters. The sign is centered within a white rounded rectangular frame. The background of the entire image is a mix of white, orange, and blue geometric shapes.

**FREE
STUFF**

TOOL

1

organization

Account Passwords

Project Files

TIME

passwords

LastPass FREE and \$12/year

Dashlane FREE and \$39.99/year

Sticky Password FREE and \$19.99/year

~~NOTEPAD or EXCEL~~

files

Google Drive \$10/month/user unlimited space

DropBox \$15/month/user unlimited space

BOX FREE 10GB

~~EMAIL INBOX~~

time

Appointy FREE and \$19 to \$59/month

Doodle FREE and \$39 to 69/year

When I Work \$9 to \$99/month

Franklin Covey
Planner



TOOL



communication

Support Requests
Instant Live Connection

EMAIL

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~~

TOOL



knowledge

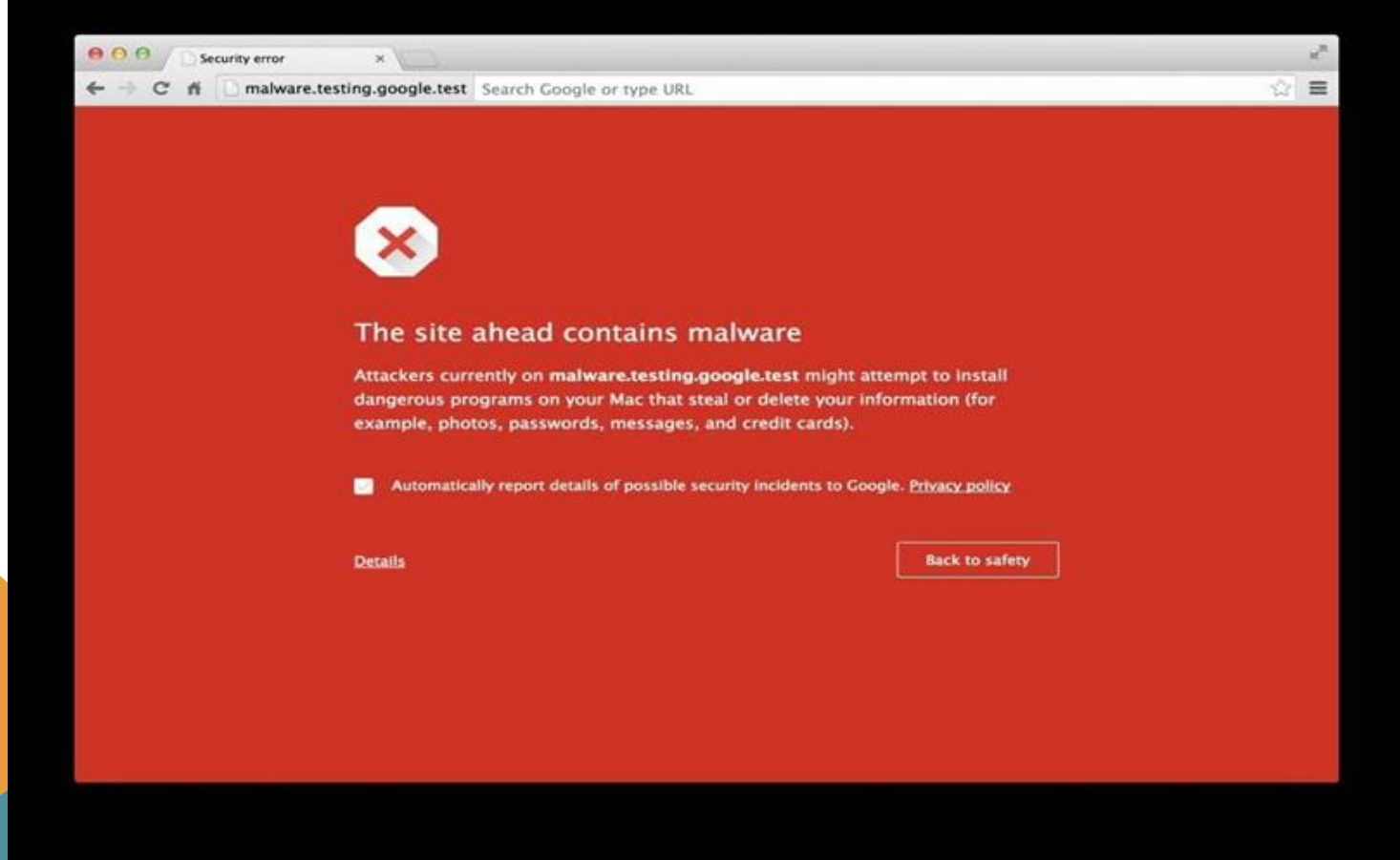
[WordPress.org Codex Lessons WP](#)

[WP Beginner](#)

[WP Help Forum](#)

[Lynda.com WordPress Lessons](#)

[WordPress Facebook Groups](#)



infection tools

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



infection tools

AFTER CLEANUP IS COMPLETE

1. [Best Security Plugins of 2016](#)
2. Request [Google Site Review](#)
3. Request [Google Site Review](#) if blacklisted
4. [Beef up Security in .htaccess file](#)



the control panel

1. Setup FTP accounts
2. Explore phpMyAdmin
3. Change site ar  atabase
4. Change user p  se
5. Deactivate plugins via database
6. Change theme via database
7. cPanel Video Tutorials



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KNOWLEDGE



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[WPFIXIT.COM/WCLAX](https://wpfixit.com/wclax)

