Frequently Asked Questions
Development Department
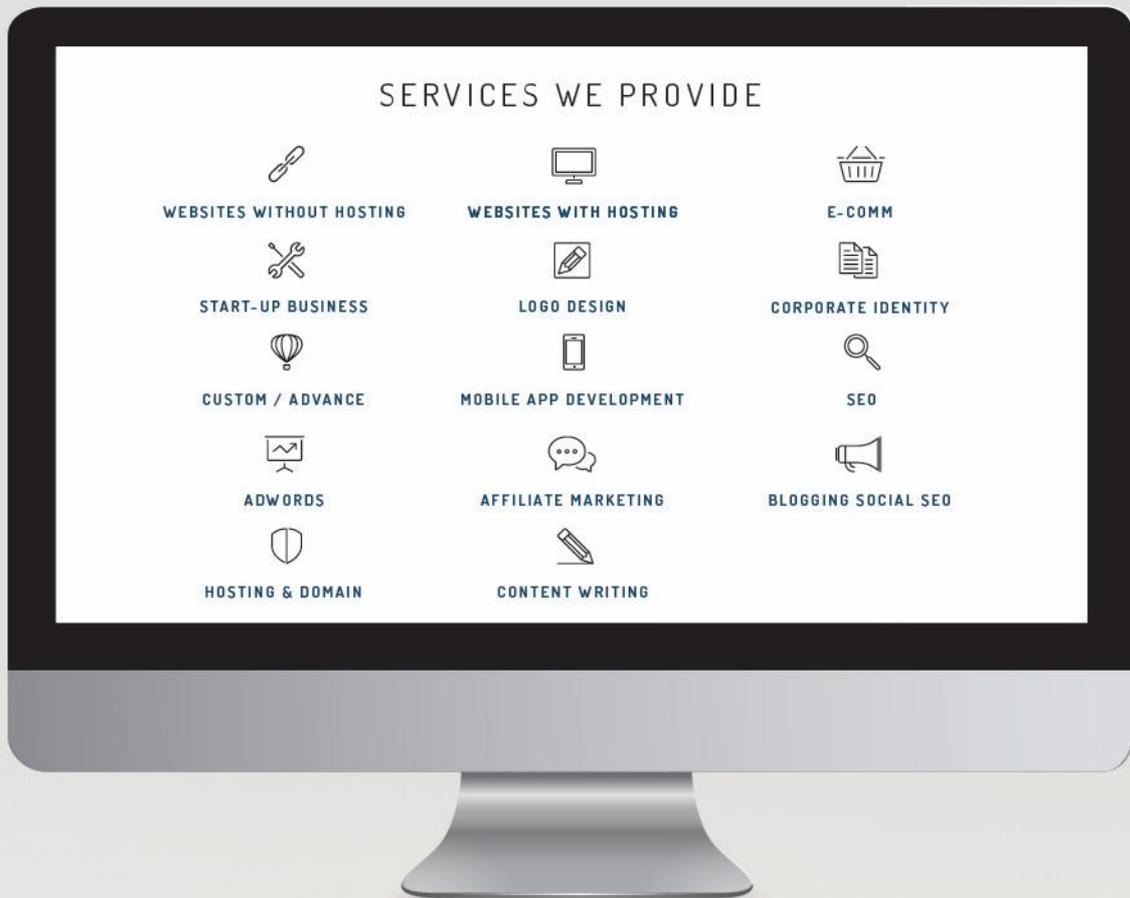
SERVICES WE PROVIDE

WEBSITES WITHOUT HOSTING   WEBSITES WITH HOSTING   E-COMM

START-UP BUSINESS   LOGO DESIGN   CORPORATE IDENTITY

CUSTOM / ADVANCE   MOBILE APP DEVELOPMENT   SEO

ADWORDS   AFFILIATE MARKETING   BLOGGING SOCIAL SEO

HOSTING & DOMAIN   CONTENT WRITING
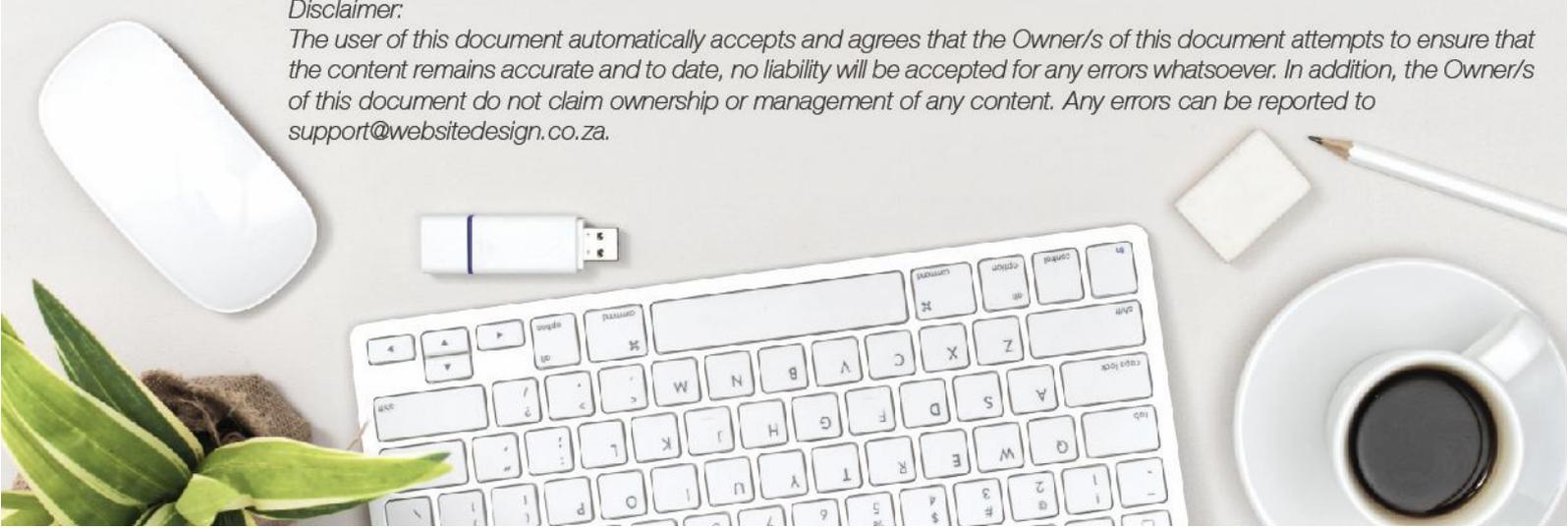
Q How long will it take for my web site to be designed?

A   The timeline of a website design project is dictate by the product you purchase which is formulated by the Project Management System. The most common delay in the creation and completion of a new website is waiting for content (text/images) to be sent to us by the client.

Q I paid for my website how do we move forward from this point?

A   You will be notified, as soon as your funds has cleared with Websitedesign.co.za's Admin Department that that your project is in review and will be activated soonest by the Project Manager. The project manager has 10 days to complete the review of the project, and receive the brief and domain instructions. As soon as this information has been reviewed and the Project Manager is satisfied will the project move to activation.

On activation the Project Manager will introduced the developer, whereby the developer will book your project to start on the first phase. A website is divided in the following phases; cosmetic, contextual, functional, review. Each phase will be systematically worked through and will require customer feedback. The site will be hosted on a preview domain while being worked on.

Once the project is nearing the final review phase, we will asked for final Balance Invoice to be settled as Project can only pay once this has been settled.

Q In what format should I supply words and photographs about my business for my new website?

A   It is helpful to us if you are able to provide text and photographs in electronic form - for example, the files output by a digital camera and the words in MS word or similar format. Website content is the most important requirement. Before development starts on your website, we require all of your content.

    a. For Content: Compile your text for all of your web pages. Accepted File Format: .doc /. txt /.pdf

    b. Company Logo: Accepted File Format: .jpg /.gif /.eps /.png/.psd / .ai

    c. Photographs or other graphics: Accepted File Format: .jpg /.gif /.png /.pdf

Q   **I run a small/medium size business and want an online presence to promote my business in a professional manner to new customers and to provide a more professional image to existing customers. What do I need to achieve this?**

A   You need a professionally developed website, a domain name, and hosting facilities for your website. You also need the website to be uploaded onto your hosting facilities and promoted to the search engines through the use of SEO's or Adwords Campaigns.

Q   **If I choose a CMS System 0r Content Management System - can I be sure that my webpages are "Search Engine Friendly"?**

A   Yes with the CMS Systems all web pages created are Search Engine Friendly. The CMS tools are easy to use - effective and intuitive. We will always suggest when completing a new website that you follow this with a SEO Session to assist your website.

Q   **I hear that there are hidden costs associated with web design services. Is this true?**

A No. We discuss with you your website requirements and then price accordingly and once you have placed an order for your website design with us, that price is strictly adhered to.

Q   **How do I update my website?**

A   There are many different methods which can be used to update websites. The method you choose and the functionality we build into your website design is solely up to yourself although of course we will be glad to advise you which method will suit your needs.

a.   We can provide an on line content management system where you can either update individual products/pages/services or particular sections of your website. e.g. company news.

b.   Or you can do a once-off update to your site whereby we will quote you on the required updates.

c.   If you have monthly updates then we will encourage your purchase an Update Package.

Q   **Will everyone see my web site the same?**

A   Your website visitors will see some things differently depending on their browser, screen resolution setting and their individual computer settings and toolbars. We design sites with that in mind and preview them in several browser types and resolution settings before publishing. Obviously as technology alters then eventually all websites may need re-evaluation.

Q   **Can you provide all our web design and hosting services?**

A   Yes - we are your one stop company to provide all your web services. No more - not knowing who to call if you have problems - we can register your domain name - design your website - provide your web hosting and arrange your email accounts for you.

Q   **Do you guarantee that my site will always be available?**

A   No web hosting service can guarantees 100% uptime. However we can say that our servers have had 100% up time for many years. Should our servers have any problems we do have the necessary backups in place to deal with this issue very speedily.

Q   **Do you use Flash animation in your website design?**

A   Yes we do use flash as and when required. It is important to note that there are times when flash animations can be an asset but it would be unwise to use "flash" to create an entire website or even entire pages of your website as search engines are not able to read the content of flash and therefore any words used in animations will not be indexed by the search engines.

Generally it is best to use flash for smaller banners, advertisements or demonstrations and incorporate the flash animation into a web page which also includes some written text in html. This way the search engines will be able to index your information

Q   **Can I get e-mail with my website?**

A   Yes you can have email and you will probably wish you set-up several email addressed e.g. sale@your-domain.com, info@your-domain.com, john.smith@your-domain.com

Q   **Can I have an e-commerce system for my website?**

A   Yes you can. We have Secure Servers (SSL) which use the latest encryption methods to ensure that your customers can buy from you website knowing that the information they enter is secure and safe.

Q   **When can I update my website content?**

A   If the website we have designed for you includes a Content Management System then you can access your administration areas from anywhere as long as you have an internet connection and make updates instantly as frequently as you wish.

Q   **Is there any training provided with the Content Management System - CMS?**

A   The Content Management Systems really are very easy to use and do have explanatory notes included where necessary. If you require more training please consult with your sales representative

Q   **Do you redesign existing websites?**

A   Yes we do. We can redesign, retaining your company corporate style or we can redesign to give you