



## Management of Your Website into 2023

Hello! As you may be aware, I'm heading off to University this October. This short document outlines how this will affect the management of your website and help to manage expectations whilst I'm away.

## I am Available during Holiday Periods Only

My University rules state that I'm not permitted to carry out paid employment during term time. This means that whilst I am at University, I will not be able to respond to emails and I will be unable to make changes to your website (except in emergency cases). However, during holiday periods, I will be available to take on new projects and complete any additional work for you (hopefully in greater volume than before). A provisional copy of my term dates is provided here for you.

Able to complete work for you	Only available for emergencies
July 2022 – 31 <sup>st</sup> September 2022	1 <sup>st</sup> October 2022 – 10 <sup>th</sup> December 2022
11 <sup>th</sup> December 2022 – 13 <sup>th</sup> January 2023	14 <sup>th</sup> January 2023 – 13 <sup>th</sup> March 2023
14 <sup>th</sup> March 2023 – 21 <sup>st</sup> April 2023	22 <sup>nd</sup> April 2023 – 18 <sup>th</sup> June 2023
19 <sup>th</sup> June 2023 – 6 <sup>th</sup> October 2023	7 <sup>th</sup> October - TBC

Please note that these dates may change slightly and an automatic response will tell you if this is the case. Periodically, I will be putting aside time to check non-emergency requests and whilst I won't be able to complete the work at that point, we can schedule it in for my available periods to better set your expectations.

## Emergency Help is Still Available

Whilst I am not able to work during term time, I am available should you have a critical issue involving your website or email\*. I reserve the right to decide whether your issue requires immediate intervention or not. Usually, I would consider an issue to be an emergency if it physically prevents your customers from reaching you and/or making sales (for example, your website being down to a faulty plugin update). Please note that depending on the complexity of the issue, it may be necessary to bill you for my time after the issue has been resolved.

\*This only applies if I have set your email account up for you. Please contact your IT support department if your email comes from another service.

### Get in Touch!

If you have any issues or problems with these instructions, please do not hesitate to get in touch!

[JAKE@WEB-JUGGLER.COM](mailto:JAKE@WEB-JUGGLER.COM)



## New Email Address

**Please use my new email address. From September 2022, please use [jake@web-juggler.com](mailto:jake@web-juggler.com) for website related queries.** During my University terms, this will be set up to send an automatic reply to confirm that it is an 'emergency-only' period. This message will also provide the next date when I will be able to take up non-immediate requests. I will check this every 24hrs for emergencies; however, I am unlikely to send a manual response until the next holiday period (sorry!).

You can still use the existing email address you have for me; however, you won't receive an automatic reply and I am less likely to see an emergency request sent here.

During holiday periods, I will still be open to taking on new clients (possibly with greater bandwidth than before). If you are making a referral, you may wish to pass them my email address **hello@web-juggler.com** so they receive an alternative automatic response. I am super grateful for every referral you send my way!

## What Happens Automatically?

Backup of your website happens each night automatically. I can restore a backup if your site crashes due to an issue with an update or recent change. This is a relatively quick process but you may lose changes made within the past 24hrs. Please contact me at **jake@web-juggler.com** should you require a backup to be restored at any point (this does count as an emergency).

You may already be managing some elements of your website yourself. If this is the case, your instructions may explain some further details in regards to plugin updates that happen in the background. Generally, you are welcome to update plugins whenever you notice them. I will inform you as soon as possible if I am aware of an issue with an update.

If you would like further access to other elements of your website to make small edits yourself, please get in touch and I can provide a copy of the relevant instructions.

## Thank you for being Understanding

Thank you so much for taking the time to read this and for your continued support. If anything is unclear or you require further information, please contact me ([jake@web-juggler.com](mailto:jake@web-juggler.com)).

### Get in Touch!

If you have any issues or problems with these instructions, please do not hesitate to get in touch!

**JAKE@WEB-JUGGLER.COM**