

Home Business Websites

CONTACT SUPPORT

Do you have a question regarding the setup of your website?

If you require assistance, have a question or are just not sure about something - please don't hesitate to contact our support centre.

All support calls need to be logged through our support centre, as this ensures that you receive the fastest possible assistance. It also ensures that we can direct your call to the correct department.

Please send any questions or problems directly to support@homebusinesswebsites.com.au

Please include the name of your website and also provide as much detail as possible.

Things that you should include:-

- What is the problem that you are having?
- Where is the problem eg: on your website, with a particular product, at checkout, in admin etc.
- Is there an error? Please provide the details of the error.
- Including a screen shot, particularly if there is an error, is also very helpful.

The more information that you are able to provide, the easier it will be for us to assist you.

Please also include your store: admin login and password details.

eg: admindiana / dl\$38\$2-21B7

We also recommend referring to the [Troubleshooting Guidelines](#) of your instructions to make sure you have followed all of the recommendations.

How have you found the setup of your Website?

This is probably the number one question that we get asked by new customers, 'How easy is it to add products to a website' and 'how easy is the setup process?'

We would love to hear your feedback on how you have found the setup process, how you found setting up your website, adding products to your store and following the setup instructions.

We would also be interested to share your feedback and comments regarding the setup of your store, with others. Whilst we understand that everyone starting a new business is extremely busy, and that your time has never been more valuable, *your comments and feedback can be helpful to us, to others and most importantly to your new business.*

If you can take the time to record a very simple video testimonial about how you have found using your website, the setup process, following the website instructions etc - we would welcome the opportunity of posting your video on our YouTube channel. This not only gives your website and new business great exposure, but it will also really help with your SEO and Google Rankings.

YouTube is the second largest search engine in the world (second only to Google), and having a listing here, on an established YouTube Channel with details about your business is priceless. *You should be sure to include details about your business, your website name, details of what you sell and any information that you would like to include about 'yourself'.* It doesn't need to be anything fancy or professional, just something simple and in your own words.

How to record a video testimonial?

You can record a video testimonial on any mobile phone, mobile device or tablet, or using a laptop or a computer with a webcam. You can even use a digital camera provided it has video.

Even easier, you can go to; <http://www.screencast-o-matic.com/> and click on "start recording" to record a free video directly on screen (remember to smile :-)

Once you have recorded your video, simply send the video to us using www.dropsend.com

Drop Send allows large files and videos to be sent securely online, please address your video to; sales@homebusinesswebsites.com.au (using www.dropsend.com)

We look forward to receiving and promoting your video testimonial, and to hearing how you have the setup process for your website.

Should you experience any problems, please don't hesitate to contact our support centre.

Email: support@homebusinesswebsites.com.au