CAID Tech Tips Site

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# Purpose

The purpose of my website is to provide a simple tech tips site. This site addresses 3 main points, first the obstacles that most people face when trying to work on their own technical issues, fear. The second, point is to provide some basic troubleshooting information, such as power cycling and backups. The final purpose is to address some of the best practices for security when working with digital information and access that we have today.

# Audience

The audience of this site is anyone who interacts with technology and considers themselves “non-technical’. There is no specific group, age demographic, or category of people. However, it is written with a very basic level of technical instruction so is not intended for the technically inclined person, other then as a resource to direct the basic user. A key focus of the content of the writing is to not speak down to or minimize the intelligence of any user. One of the key “issues” that my parents have when working with technology is when their grand children say to them, just give it to me. They are very smart, but this action makes them feel foolish. The intention for the audience of this site is to empower them with the ability to complete these tasks on their own.

# Website

[CAID Tech Tips](https://mck06016.github.io/wdd130/tech_tips/index.html)

[CAID Tech Tips | Home (mck06016.github.io)](https://mck06016.github.io/wdd130/tech_tips/index.html)

<https://mck06016.github.io/wdd130/tech_tips/index.html>

Three links all direct to the same location, however provided in different format in case of linking issues.

# Goals

There were two basic goals for this site, first to ensure that the reader felt empowered and not foolish. No one can be expected to have knowledge in every field. Allowing people to be comfortable with this allows for technical issues to be addressed sooner because the user is comfortable asking for assistance. The second purpose is to provide some basic support topics. I chose 4 topics based on the frequency with which I see users experience problems that are either solved or made worse by these issues.   
I addressed the solution that solves 80% of the technical issues that the average user experiences, power cycle your device. The next advise is to use backups to ensure that essential data is retained even if you have a device failure, no one wants to loose the pictures of kids or tax information. Then I addressed some of the best practices with email and password security. These are points of difficulty for many basic users, there are too many passwords to keep track of, or they get too many emails and click on everything. Small changes in behaviours can drastically increase security.

# Design Process

My limited HTML kept me from making my initial site merge with the site that my company has, but that was the basic idea. I spoke with my employer to let him know I would be working on this and to ask if I could use the company logo, he approved. Our company site: [CAID Consulting Inc. – IT Consulting (caidci.com)](https://www.caidci.com/), has a dark black background and white writing. It also has interactive features that I an not yet skilled enough to code, but I wanted the basics to appear similar. I placed the logo, and menu bars in the same location. I also designed the white on dark based on this. Other design elements were determined by skill level in positioning and transition between sections.

# Conclusion

This process showed me the importance of planning when developing websites. You need to know content basics before looking at layout, but you also need to know the layout before coding the content. Developing the content in HTML and then building the Layout, then requires a lot of edits to the HTML. I had to go back and fort a lot to correct the HTML I had originally created. I also learned the benefit of having a color scheme and plan prior to starting the first page as it prevents there needing to be a lot of edits to the code and CSS after the fact.

Also between the first website we completed and this personal website, I really learned the value of creating a structure to the CSS code. In the first site (White Water Rafting) I was so focused on understanding the CSS portion, that the code just went in one after another. This made locating specific settings or checking if there was already a section for that class or id, very difficult. For this site, I added comments to indicate what section of the code the following CSS applied to, even calling out the specific CSS for specific child pages. This allowed me to navigate the CSS much easier.