

Have questions?

Just email [support@thethemefoundry.com](mailto:support@thethemefoundry.com) and we'll be happy to help you out!

## How to setup and install WordPress

Many webhosts offer one-click tools to install WordPress for you. Be sure to contact your webhost and ask them how they recommend installing WordPress.

## Installing your new theme

1. Download your new theme package to your computer.
2. From your WordPress dashboard navigate to Appearance – Themes.
3. Click on the Install Themes tab at the top of the screen.
4. Click on the small Upload link just underneath the tabs at the top.
5. Click on the Browse... button and choose the package you just downloaded.
6. Click the Install Now button when prompted.
7. Click the Manage Themes tab at the top of the page.
8. Find your theme and click the Activate link below the screenshot.
9. You're done! Enjoy your new theme.

## Troubleshooting: I can't choose the theme folder to upload

Safari automatically decompresses .zip files on download, and WordPress requires a .zip file for this step. Head back to your downloads page, right click on the Download button, and select Download Linked File As... from the menu. Choose a location and then find that .zip file for step #5.

If you can't right click, open Safari and navigate to Preferences – General. Now un-check the Open "safe" files after downloading option and re-download the theme.

## Troubleshooting: I don't see the Install Themes tab

You're most likely using WordPress.com. Themes purchased on this site require a self-hosted WordPress installation.

## Troubleshooting: I'm receiving a "Destination folder already exists" error

Log in to your server via FTP and delete any matching folders from your /wp-content/themes directory. For example, if you were installing Oxford you would need to delete that theme folder.

## Troubleshooting: I'm receiving a "PCLZIP\_ERR\_BAD\_FORMAT" error

WordPress can't correctly unzip your theme or plugin .zip file when you try to upload it. If that happens, unzip your theme or plugin .zip file locally on your computer, then sign into your server via FTP.

If you're trying to upload your theme move into your /wp-content/themes folder. If you're trying to upload your Make Plus plugin, move into your /wp-content/plugins folder. Delete any matching directories, then copy the theme or plugin folder you just unzipped from your computer over to your server.

## Installing your child theme

Before making changes to the theme code, we recommend that you install a child theme. This ensures that your changes won't be lost when updating to a new version. You can find a copy of your child theme in your theme folder.

Any future changes you make inside the child theme will automatically take precedence over the "parent".

WordPress considers a child theme to be an entirely separate theme from the parent with regard to theme options. If you have configured options for the parent theme in the Customizer before installing the child theme, these options will not carry over to the child. You can either configure the options again for the child theme, or try to migrate the theme options using a plugin such as [Theme Customizations Cloner](#).

## Adding custom CSS styles

Adding custom CSS styles is super easy. Just head to your Customizer and open up the Additional tab. Then, add all of your custom CSS styles to the bottom of this section.

## Editing or adding a template file

Say, for example, you want to edit your sidebar.php file. Instead of editing the file directly, make a copy, and move the copy into your child theme folder. Now, make your changes to your new sidebar.php file. The new file will automatically override the file in the parent theme and will be protected when you update. This will work for all the template files in the main folder of your theme. You may also add

your own custom page templates by uploading them to your child theme folder.

## Finding your theme's version number

Knowing your theme's version number helps us help you! To find your theme's version, head to Appearance – Themes in the Dashboard. Hover over your active theme and select Theme Details. You'll find your theme's version number next to the theme name in the information that pops up (hint: it's next to the theme name).

## Translating the theme

Check out [translate.thethemefoundry.com](https://translate.thethemefoundry.com) for details on changing themes to use your preferred language.

## Hiring an expert to customize your site

If you'd like to make design changes to your site and don't know how, we'd recommend contacting the fine folks at [Codeable](#).

We've has partnered with Codeable, and when you use our referral link above, you'll receive a \$35 discount on your service fees.

Don't hesitate to let us know about your experience with Codeable. We want to know how everything went and if you had any problems with the service.

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## Activating Typekit® fonts

Many of our themes comes with a premium Typekit font, built right in, without the need for a separate Typekit account. When you first install and activate the theme, you will see a notice that you need to authorize your site in order to display the fonts.

1. Upon activation, you will be directed to the Font Authorization screen. You can also access this screen under the Appearance menu.
2. Here, you will see two options: Authorize and Use Typekit Kit ID.
3. In most cases, the Authorize option will be sufficient. Enter the email address and password associated with your Theme Foundry account.
4. Click Authorize Site. You will only need to do this once per domain.

There are some special cases where the Use Typekit Kit ID option will be necessary. The most common of these is if your site is getting more than 50,000 page views per month across all of the domains for which it is authorized. In this case you will need to sign up for your own Typekit account and create your own kit to use. This field is where you enter your own kit ID.

## Improving image quality

By default, WordPress compresses and resizes your images so that your site loads more quickly. This process degrades image quality. Here are several tips to improve image quality:

- Don't use blurry or pixelated images. Instead, capture or source high quality and high

resolution photographs.

- When possible, [resize your images](#) to the required dimensions before uploading them to WordPress. You can find a list of image dimensions at the bottom of most theme tutorials.
- Regardless of file format, use the RGB (screen) color space. The CMYK color space is for print media.
- Increase WordPress' default JPEG image compression limit with the [SimpleJPEGQuality](#) plugin.
- Alter the sharpness of resized images with the [Sharpen Resized Images](#) plugin.

## What to do if your site is hacked

WordPress is an extremely popular platform, and because of its popularity it is often the target of hackers looking to "take over" pieces of your site for their own benefit. Hackers like to maximize the effect of their work, so they'll often target widely installed plugins or themes with known security vulnerabilities. In most cases, your site was not targeted specifically, but was hacked because of some vulnerability in a plugin or theme installed on your site.

If your site is hacked, we've assembled some resources to help you get up and running again. Even if your site has not been hacked, many of these articles cover security topics that are helpful for anyone in charge of a WordPress website.

- [WordPress 'my site was hacked' guide](#)
- [How to clean your WordPress installation](#)
- [Removing backdoors from hacked sites](#)
- [A free site scanner from Sucuri](#)
- [Vulnerabilities and security tips from Sucuri](#)