Contacting Support

Getting Started · https://sitecrafter.uk/docs/contacting-support/

Once your new website is live you can contact our website and hosting support team by emailing support@sitecrafter.uk

Our support desk opening hours for none urgent support at **9am to 5pm Monday to Friday**.

We also offer out of hours support for urgent issues, for example when your website is unresponsive or offline. You can access out of hours support by calling **0333 3034072**

In order to help us to diagnose your issue quickly it is often helpful if you can describe the exact steps we need to take to recreate the issue at our end. It may also be helpful to include screenshots and any error codes you have seen where possible.

What is covered by support?

The following is covered by the Help Desk:

- Help and advice on using WordPress
- Setting up new users on WordPress
- Reporting of Incidents relating to the hosted and Application environment
- Investigation and fixing of Incidents relating to the hosted and Application environment
- Recovery from last database backup
- Handling requests for change to the Application
- Reporting of a functional defect of the site
- Resolution Management of the functional defects
- Changing background images on a site
- Password support
- Setting up Google Analytics users
- Google Webmaster Tools integration