

# Your Peace of Mind is Our #1 Priority.

If ever you need help or simply have a question about your website we are here for you. Below are a few types of support requests you can send us.

## Technical Problems



### My website is not loading

If this happens you have nothing to worry about. It happens, Wordpress doesn't always act the way we expect and your website can fail to load.

Email us at [contact@personablemedia.com](mailto:contact@personablemedia.com) or call/text our hotline at 303-800-5415. Be sure to leave us a voicemail if our account managers are on another line and unable to answer your call.



### Something else isn't working

Something not working the way it used to? Some components on your website update automatically, especially if its not pre-installed by Personable Media.

Send us a screenshot of what's different and we'll do our best to resolve your issue.



### I want to add a new plugin

Need a new plugin? We ask you provide a link to the new plugin so we can research it and ensure it's compatible with your website.

Provide a screenshot of where you are working and describe what the plugin will do for you so we can ensure the plugin does that before we complete your request.

## Website Updates



### Interpret my website stats

Your website traffic 'SEO' reports are always visible from your Wordpress dashboard, however, it helps to have an expert interpret your statistics for you. We're happy to do this for you, just ask.



### Update my business or contact info

Need to update your business hours, phone number, address? Let us know, we are happy to perform this update for you.



### Update my homepage

Seasons changing and homepage sliders still displaying that autumn scenery? Is your business offering a new service, or running a promotion?

Send us the photo(s) you'd like us to modify, and use to update your sliders. Your customer success manager will follow up with you via email



### Update a page or blog post

This one is pretty descriptive. If you ever have an old photo, or updated content you need reflected on your website we are here to help you. Even if something isn't as mobile-friendly as you would like it to be simply reach out!



### Start A Blog

Is your business ready to join the blogging revolution of the Internet? Telling your story is important, if you've ever wanted to kickstart your business blog our team of expert content marketers are here to help.

CLICK, CALL OR TEXT!  
**303-800-5415**

[contact@personablemedia.com](mailto:contact@personablemedia.com)