

# Website Information

## INTRODUCTION

Congratulations, your new website is now live! In most cases, your new site should propagate within a few hours but can take up to 48 hours. Now that your new website is active, there are a few helpful resources we'd like to share with your practice.

### Receiving Appointment Requests

**Form Functionality:** First and foremost, we want to ensure you receive all online appointment requests or contact form submissions without missing a beat. However, it's not uncommon for these alerts to end up in the spam folder because your email service doesn't recognize the sender (your website). To be sure you don't miss any of these requests, please do the following:

1. Locate the message from our test submission in your spam folder from sender [no-reply@yourdomain.com](mailto:no-reply@yourdomain.com).
2. Move the message out of spam and into your inbox or whitelist the email.
3. Submit one additional test internally to confirm submissions are sent directly to your inbox.

After completing these 3 steps, you will receive all future submissions in the correct location!

## Hosting and Website Edits

**Hosting Cost:** Members of Dentive's network pay \$20/month and receive the benefit of free daily website backups and 2 hours of package time for website edits throughout the year.

**How Do I Request an Edit?** If you need any changes made to your website like adding or removing team members, photos, text, etc., send an email, detailing your desired edits to the web designer you worked with during the creation of your website. Your designer's contact information is listed below.

**What If I Exceed My 2 Hours of Edit Time For a Year?** Though very rare, we charge **\$125/hour** on larger and more time consuming requests that exceed the budgeted 2 hours of annual edit time. Larger requests can include; building new web pages, making frequent updates to event pages, adding large sections regularly, or implementing new 3rd party applications. For 95% of our clients, 2 hours more than covers the sum of time for all edit requests for a year, though. We estimate and communicate the scope and cost of larger changes for your review and approval before proceeding to avoid any confusion.

### Designer Contact Information

Please retain this contact information for any future website edit requests. Most requests are processed within 2 business days.

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