

Site Maintenance

A website is never done, and a business grows and changes. Here are some resources for keeping your site shipshape after launch.

General Support

[Shopify support](#) is great to call on for day to day questions about orders, customers, website functionality, and the like.

Retain the Aeolidia Team

Aeolidia's post-project retainer service spans everything from content to marketing to design and development work. We would love to keep being your team! You can see the range of what we can do for you here:

- [Aeolidia Retainer Capabilities](#)

In Case of Emergency

If your website is down (either not loading at all, or loading with an error message on an otherwise blank page) or suddenly extremely slow, you'll get the quickest response if you contact [Shopify support](#) about this. Shopify will be available to help at night and on the weekends.

If you are having any problems with your email at your domain, please contact your email host.

If your website itself breaks, looks strange, or functions oddly after you've made a change or update, we would recommend that you contact us to discuss correcting the issue. You can reach Sam about this at sam@aeolidia.com.

Get Help for Smaller Tasks

You may not have larger ongoing projects, but sometimes you need a web developer. If you need help now and then, we have heard good things about these two services:

- <https://heycarson.com/>
- <https://www.taskhusky.com/>

Keep Your Site Secure

Shopify will do the bulk of the work that goes into keeping your site secure. For your part, you should be sure to use a strong password, make sure your employees (if any) do the same and enable Two Factor Authentication, which you can learn more about here:

- [Two-step authentication](#)

Domain & Account Maintenance

To keep your site active, you will need to be sure that your domain is renewed every year, and that your Shopify account is paid for. Make sure your email address is kept up to date with your domain registrar and Shopify, so you get reminder emails about your services renewing or expiring.

Backing Up Your Site

Shopify does not provide a way to create a backup of your entire website. However, you can export a series of CSV files from your store:

- [Backing up your website](#)

Shopify is a hosted service. They host and maintain the software that helps run your storefront and shop admin so that you don't need to apply patches and upgrades. You don't need to worry about creating regular backups either.

However, it is good practice to back your site up in the following circumstances:

- Before installing apps, especially those that make changes to your product listings or pricing.
- Before importing a list of new products.

Setting up regular backups can't hurt. For peace of mind, you could use an app such as [Rewind](#).

Analyzing Statistics

You can use your Google Analytics account to see how many people are visiting, where they came from, and other helpful info.

Here are some sections from the Google Analytics Help Center that are good for getting started:

- [Find your way around](#)
- [Reporting tools](#)
- [Traffic sources reports](#)

Questions

We are happy to hear from you about anything after launch. An email to sam@aeolidia.com gets you right back in touch. Sam will often be able to help, point you toward a solution, word your request for app developers, or guide you in making adjustments. Please keep in touch!