

## Frequently-Asked Questions about Joomla Websites

### ***What is Joomla?***

The powerfully versatile content management system (CMS) with the funny name! Gone are the days of expensive Web design suites and high-priced webmasters. Now you can take full control of your website — without any programming knowledge or HTML training.



“Open-source” software, which now powers a significant percentage of business sites on the Internet, is available at no cost and the developer community is continuously updating it. They are also busy building new plug-ins to add virtually any imaginable feature, often at little or no cost.

Everything is modular, so changing the look and feel of your Joomla site can be as simple as installing a new template. Adding a “widget” (like those quote boxes available from Progressive and Safeco) usually takes but a few minutes using the *Custom HTML* module that comes with the core Joomla software. And best of all, the editing and upkeep your Joomla site is done entirely from within your Web browser.

### ***What are the system requirements?***

Your website hosting company must install the core Joomla 1.5 software on their server. Most retail hosts include it in a script library (such as *Fantastico*) that is available in the admin area of the hosting account. If you can't find it there, ask your host to install it for you.

### ***Are there any other costs involved?***

#### Custom Programming

Additional design or setup work is available on an hourly basis. We can modify a template or build one from scratch. We can set up additional extensions for added functionality. Currently, this work is available at \$95 per hour until your site goes live.

#### Website Hosting

If your current website hosting company doesn't support the free Joomla software, you may incur additional fees to move your site to another host. We can recommend one or even host it for you. Call or email us for details.

#### Domain Hosting

If you don't already have a domain (“dot.com” address), it can cost about \$35 per year for domain registration. We recommend using Network Solutions or Register.com and can help with this process as well.

#### Extensions & Plug-Ins

In most cases, the only other expenses might be for any commercial plug-ins and components that you wish to install on your site. You can purchase them directly from the vendor by browsing to <http://extensions.joomla.org>. They usually come with step-by-step instructions or you can hire us to set them up for you.

### ***What about after the 30 days of free support expires?***

Many agencies choose to sign up as a monthly support customer, even just for a few months, until they feel comfortable with the update and maintenance of their website. For only \$110 per month, you'll receive 1½ hours of support that may be used for training or further development of your site. For details and enrollment, visit [www.aspenglowservices.com/support](http://www.aspenglowservices.com/support).

### ***What if I don't want a template site? How do I get a design that's unique to my agency?***

The word "template" is used in Joomla to identify the package of images and styles that make up the site design. Unlike normal HTML websites, the layout and content of a Joomla site are separate — the design is stored in a template folder while the content is maintained in an SQL database. This makes it very simple to change the look of your site without having to redo each page separately. So even if you have a unique design created for your agency, it will be contained in a "template" that is installed on your Joomla website.

### ***What if I want to make changes to the template?***

Changes to the color scheme are included in the package price, however, if you want more elaborate changes, they will be subject to billing at a discounted hourly rate of \$95 until your site goes live. You can also make changes to the template yourself, using any web design or graphics program you wish. Instructions are freely available on the Joomla website at [www.joomla.org](http://www.joomla.org).

### ***What if I get a template from someone else?***

The templates created by Aspenglow Services are guaranteed to work on the site we set up for you. There are literally hundreds of other Joomla templates available on the Internet and many are free or inexpensive. In most cases, we can reconfigure them to work on your existing site or you might have to ask the template designer for help.

### ***What about quote forms?***

Your new site includes a free forms module called *Mad4Joomla* that enables you to build as many forms as you want. If you prefer, we offer a collection of prebuilt HTML forms that can be installed and customized for your agency. For details and prices, please contact us at 970-323-3456 | [kim@aspenglowservices.com](mailto:kim@aspenglowservices.com).

### ***Where can I get additional help?***

We are in the process of building a help desk site at [www.aspenglowservices.com/help](http://www.aspenglowservices.com/help). It will contain step-by-step instructions for many of the tasks you wish to perform on your new website. It will continue to grow in the upcoming weeks and months as we add new instructions plus tips and tricks for getting the most from Joomla.

You can also find answers to your questions on the Joomla.org website as well as in their community forum. We are also available to assist with whatever you need. We offer several billing options that are outlined on our website at [www.aspenglowservices.com/support](http://www.aspenglowservices.com/support).