

Help and Support

If you are having problems with any of our products or services, we want to be able to help you solve the problem as quickly as possible.

Before getting in touch with us, the answers to many problems can be found by using the support system which you will find by pressing the help button on your hosting control panel. The support database is very comprehensive, and is available 24 hours a day, 7 days a week.

If you do need to get in touch with us, it is really helpful if you could note exactly what any error messages say, and if there is an error number, such as "Error 326"

Web and Email Hosting

Many common questions regarding email setup and similar issues can be answered by reading the appropriate Factsheet - see the panel on the right.

In most cases problem solving can be done quickly and effectively by logging into your control panel, and then accessing the support database by clicking on the Help link button.

If you still cannot resolve the problem, please raise a support query by [email](#) or phone us during office hours on 01584 874353.

Website alterations and changes

Please contact us by [email](#) or phone us on 01584 874353 if you need changes or alterations to a website that has been built by us.

"Cannot connect to my email or website"

If you cannot connect to your **email**, please try to connect to any **website**, such as Google, BBC, etc. This will establish whether or not you have a working internet connection.

If you cannot connect to the internet (any website) at all, check the following:

- If you are using wi-fi, is your computer receiving a signal from the router?
- If you are using a cable to connect to your home or office network, check that all cables are connected (computer - router - main phone socket)
- Switch your computer off, and then try restarting your router (see your router's instruction manual, or just switch it off, wait 60 seconds and switch on again, then wait for it to find an internet connection). Then switch your computer on and try again.
- If none of the above work, you may have no broadband connection. Get in touch with your broadband provider, such as BT.

Search this website

FACTSHEETS

These printable factsheets (PDFs) deal with a number of common questions or issues.

Email issues

[Setting up your email using Outlook 2007](#)
[Setting up your email using Outlook Express](#)
[Setting up your email using another email program](#)
[POP or IMAP email - which is best for me?](#)
[Using POP3 email on multiple computers](#)

Website maintenance and SEO

[Website maintenance and updating](#)
[SEO - Search Engine Optimisation](#)

Ludlow Website

[Adverts and Links Factsheet](#)



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