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1 SiteWorks Operational Procedures

As a WordPress administrator, you have full control of your WordPress website. Your administrator login gives you the ability to add new functionality, and you have access to all the website settings.

However in order for the SiteWorks team to be able to support you in looking after your website we strongly advise you to comply with the requirements set out in this document.

If you consider you have good reason for making changes to the current settings, please check with the SiteWorks helpdesk before doing so.

1.1 Administrator Responsibilities

A u3a website administrator, or administration team, will be responsible for:

- setting up user accounts for any members of their local u3a who need to be able to log in to the website to maintain the website content
- making such changes to the website that can only be made by an administrator including changes to the website main menu and overall appearance
- installing and configuring any additional plugins chosen to meet the needs of the u3a [see note on plugins below]
- ensuring that all content complies with copyright legislation

- ensuring compliance with your u3a's GDPR and privacy policy

1.2 WordPress Settings

Administrators have full access to all the regular WordPress settings. You are unlikely to need to alter any of the preconfigured settings.

The following **General** settings must not be changed:

- the WordPress Address (URL) and Site Address (URL)
- the WordPress administrator email
- the Time zone

The following **Writing** settings must not be changed:

- Post via email should not be set up for reasons of security

The following **Reading** settings must not be changed:

- 'Your homepage displays' must be set to a static page but you may if appropriate select a different static page as your homepage

Discussion settings must not be changed

Media settings must not be changed

Permalinks settings must not be changed

ImSanity settings must not be changed

LiteSpeed Cache settings must not be changed [**note that due to issues with this plugin is should be disabled until they can be resolved**]

1.3 Pre-installed WordPress plugins

The following plugins must be present and activated:

ImSanity. This prevents oversized uploaded digital photos consuming unnecessary amounts of storage

LiteSpeed Cache. This works together with the webserver to improve your site's performance. [**note that due to issues with this plugin is should be disabled until they can be resolved**]

Loginizer. This helps to stop unauthorised logins to your website

MainWP Child. Without this we can't remotely support or manage your site

Meta Box. The u3a SiteWorks plugins depend on this plugin to work

Independent Analytics. For statistics on site visits.

Lightbox for Gallery and Image Block. Enables visitors to flick through images.

u3a SiteWorks plugins. These provide essential functionality for your u3a website

The following plugins are expected to be present and functionality described in the SiteWorks documentation will be affected if they are deactivated or removed:

Gutenslider. Provides an image slider block

Meta Field Block. Provides access to metadata for use in Query Loop blocks

1.4 Installing additional WordPress plugins

The WordPress plugin system allows the functionality of the website to be extended. There are currently around 60,000 third party plugins freely available for installation. The quality and suitability of these plugins for u3a use is very variable.

You must never "try out" plugins on your u3a website. Any evaluation of plugins should only ever be done on a development system such as that provided by 'Local'. Never install a plugin on your u3a website until you have thoroughly tested it first.

A u3a website administrator may install a third party plugin under the following conditions:

- there will be no support for the third party plugin available from the SiteWorks helpdesk, though help may be available from the u3a WordPress development forum
- in the event of any problems with the SiteWorks components of the website, the local administrator must deactivate any unsupported plugins and retest the problem before seeking help from the SiteWorks helpdesk
- in the event of serious problems with the website arising from the use of unsupported plugins the only remedies that can be offered by the SiteWorks helpdesk will be to arrange for the site to be restored from a recent backup, or to be reset as a "Starter" website.

1.5 Plugin automatic updates

For **pre-installed plugins**, the SiteWorks team will test out plugin updates as they occur and then deploy them using the MainWP management system. There is no need for a u3a administrator to update plugins manually. You should therefore not enable auto-updates on the pre-installed plugins, with the exception of the MainWP Child plugin which should be set to auto-update.

Where a u3a **installs other plugins**, they take full responsibility for applying updates. In the case where there are security concerns with a plugin the SiteWorks team will update the plugin on behalf of the using the MainWP management system.

1.6 WordPress Users

The SwDevAdmin user must not be removed from the Users list as without that we can't remotely manage or support your site.

1.7 WordPress configuration file, .htaccess files

The main WordPress configuration file **wp-config.php** must not be changed as that could result in all kinds of issues with the site. The **.htaccess** files that manage webserver operation must not be changed for the same reason.

If you require a change to **wp-config.php** or to an **.htaccess** file for any reason please contact the SiteWorks helpdesk to discuss your requirements

1.8 Email accounts

A 'no-reply' email account is set up for your SiteWorks domain and is used by WordPress to send out administrative emails. This account must not be changed.

1.9 Backups

Your website is backed up automatically on a daily basis. Backups are kept both online and offsite. Should your website run into problems you can contact the SiteWorks helpdesk to request that your account be restored to the state it was in on any day in the previous 14 days.

Copying your website for testing or training purposes

If you wish to take an offsite backup of your website for these purposes the plugin 'WP Migrate Lite' will export a complete copy of your website in a zip file that can be imported directly into the 'Local' WordPress development system.

Additional offsite backup

This should not be necessary as all SiteWorks sites benefit from daily onsite and offsite backup. However if you do decide that you want an additional backup please note that WordPress plugins will not provide a complete backup of your account. They only backup the WordPress database, file uploads and plugins. They will not back up your WordPress configuration nor your full account data including email.

If you choose to install a WordPress backup plugin, you may only use it to create backups that are stored offsite.

You may not store additional backups on the server where they will unnecessarily take up storage space.



u3a SiteWorks Operational Procedures

2 Revision History

Version	Date	Author	Change summary
1	2022-08	Nick Talbott	First version
2	2023-10	Graham Tigg	Was part of Migration 'Go live'
3	2024-01-04	Graham Tigg	Separated out from Migration document as it applies to live sites. Note about LiteSpeed plugin
4	2024-02-20	Graham Tigg	Sysadmin will update plugins where there is a security concern