FAQs

Here are a list of our frequently asked questions. If you do not find an answer to your question, here please fill out the short form on the 'Contact Us' page letting us know what your enquiry is about and we will get back to you as soon as possible.

What can I edit on my website?

When you were first given control over your website, you would have been sent the 'Editing Booklet'. Within this booklet it shows you how to log in and log out of your website, save, upload images and video as well as how to insert a number of other interactive features. Please refer to this booklet for guidance. If you cannot find your booklet or you have a question which is not answered in it, please do not hesitate to contact us on support@infokube.com.

How does the editing software work?

We use a very easy to use up to date system which is set out like a word document. The icons and layout should be familiar to most, if not, we provide ongoing support to assist you.

I am having problems editing my website, what do I do?

If you are experiencing any problems when editing please look into the following before contacting us, this may solve the problem:

- Make sure you are using the latest version of your internet browser
- If you are already using the most recent version of your browser, we recommend that you switch to Google Chrome as it is more compatible with the editing features than others.
- Ensure that you have read the help booklet clearly as the problem you may be experiencing may be easily rectified using a specific process.
  If after you have gone through all of these things you are still experiencing difficulties, contact us on support@infokube.com and we will assist you as soon as possible.

What support/help do you offer?

At infoKUBE, we provide a full support and maintenance service which is carried out by our support team who have years of experience in dealing with design or development requests. We constantly monitor any emails that come in from Monday - Friday | 9:00 - 5:30. If you wish to speak to someone over the phone, all you need to do is send us a quick email letting us know briefly what you problem is and a date and time which best for us to call you. The email address you need for any support requests is support@infokube.com.

Is there a yearly fee?

For the first year with us it is absolutely free! Every year after that, we charge a small fee of £299+VAT. This will cover all of your hosting costs, maintenance, monthly backups and support.

What are the processes to setting up a website?

At infoKUBE, the set up process is extremely simple. Firstly, all you will need to do is fill out a form detailing what it is that you are looking for whether it is a fully bespoke website or a template design. After this point the building process begins.

How much work is involved for us?

The workload varies for each product. If you would like a bespoke website that is specifically tailored to your school (extremely popular choice) you will be able to work along side your own Graphic Designer to produce a unique website (via email or Skype). With this product, you will get the opportunity to get a 1st, 2nd and 3rd draft prototype as you go through the design process.

If your schedule is extremely tight and you do not have time to think about design - we can do all of the work for you with our template websites. All you will need to do is choose a template and send us your logo and a few photos, we will then customise the website for you ready to go live immediately.

How long does it take to get a Bespoke website?

This is entirely up to you! We have created fully bespoke websites in 2 days due to quick customer responses, if your school schedule is full we understand that this process may take longer in most circumstances. The quicker you are in responding, the quicker the website can be produced. However, if you wish to take your time in building your website, that is perfectly fine - we will accommodate this and ensure that we are ready as and when you are.

How long does it take to get a Template website?

On average, you can get your website customised, populated and made LIVE for all to see within 1 full working week. This may vary depending on certain times of the year when we get an influx of new schools also wanting to upgrade their website but if this is the case, you will be made aware of the time frame on your initial point of contact.

When can I upgrade and how do I do this?

You can upgrade at anytime whether you are already a customer on the template design and would like to tailor your website specifically to your school or you are a new customer looking to upgrade your current website to one of our premium services that suits you.

Do you do logo design/ logo restoration?

Yes! If your current logo looks old and weathered due to repeated photocopying and scanning or you have lost your original... we can restore your logo for you. As long as you can provide us with an example of what your logo looks like, our Graphic Designers can revamp the logo to make it look brand new. You also will have the opportunity to make additions if you wanted to such as adding colour, adding a strap line or removing aspects that no longer suit the school brand. Also, if you do not have a logo AT ALL, we can create it for you.

For more information on this or to receive a quote, please contact our sales team on sales@infokube.com and we will be in contact within 1 working day.

What is the cancelling procedure?

You can cancel your subscription at anytime. Contact accounts@infokube.com and we will be in contact within 1 working day.