SaaSTech Servers

INDUSTRY WEBSITE GUIDE
Workshop workbook

DOMAINS / WEBSITES / BRANDED EMAIL

Computer & IT Support Services



Turn a technology problem into a clear, trustworthy next step.



Explore a practical example, watch the industry video and download the website planning workbook.

Microsoft 365 for your organization.

Make every page useful.

- Explain business IT and device-support options
- Clarify assessment, scope and approval
- Keep support enquiries free of sensitive data

Register or transfer your domain to SaaSTech Servers.

saastech.net/industry/computer-it-support

Scan for the guide and downloadable resources.

SCAN TO EXPLORE

SaaSTech Servers

SERVING CANADIAN BUSINESSES
Since 1999

Everything your business needs to move online.

Your name. Your website. Your business email.



DOMAIN CITY

Make a name.

Find your domain name or bring one you own.

WEBSITE VILLAGE

Build your online home.

Start with Website Builder or explore WordPress.

EMAIL TOWN

Look the part.

Use your business name in your team's email.

Not sure where to start?

Take a walk down Main Street.

Explore industry guides, website ideas and practical steps for your business.

Start at **saastech.net**

SCAN TO EXPLORE

Getting started with SaaSTech Servers

Create your free account before contacting support. Keep the detachable record private.

1 Create or sign in to your account

Use an email you can access and follow the secure account prompts. No purchase is required.

2 Keep your customer number and call-in PIN ready

Support may ask for both during a call you initiated through verified Contact Us.

3 Enable two-step verification

Have your registered phone or authenticator device with you when calling SaaSTech Servers; you may need it to sign in or verify the account yourself.

Create My Account | saastech.net/create-account

Contact Us	Account Learning Centre	Delegate access playlist
		

On Contact Us, check your language/region and currency settings, then use the local contact number shown there.

The Account Learning Centre covers setup and delegation for Website Builder and other services. Choose Work with delegates.

Cut or tear out the card below before sharing this workbook

PRIVATE account reference and call-in authentication

Organization or name _____

Account sign-in email _____

Customer number _____

Call-in PIN _____

Domain names _____

Reviewed on _____

Update your call-in PIN at pin.saastech.net or in My Account after signing in.

Never share your account password or call-in PIN with someone helping manage your services. Each helper should create their own SaaSTech Servers account and receive only the delegated permissions they need. Review purchase/payment and account-security permissions carefully.

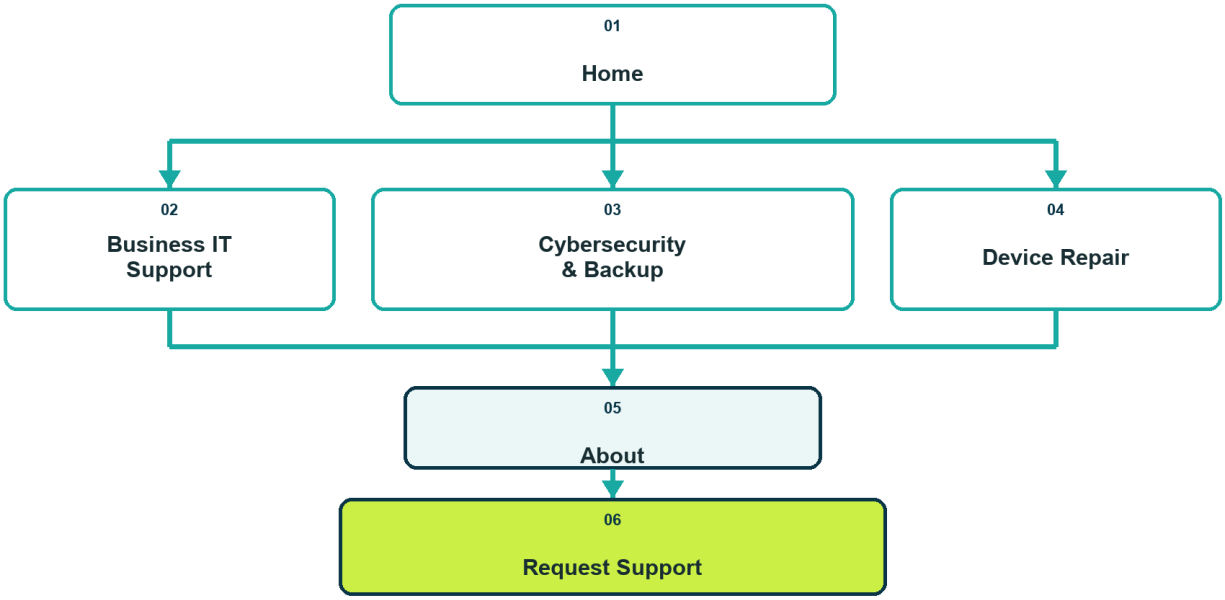
For official support, give the call-in PIN only during a call you initiated through verified Contact Us. Never share passwords, sign-in verification codes or recovery codes.

Do not record passwords, verification/recovery codes, security answers or payment details here. Keep this card safe and cut or tear it out before sharing the workbook.

Use a secure password manager for passwords and recovery information.

Computer and IT support website workbook

Plan a clear six-page support website before entering content in Website Builder. Each page combines practical advice, Prairie Byte example wording, and space for your own draft.



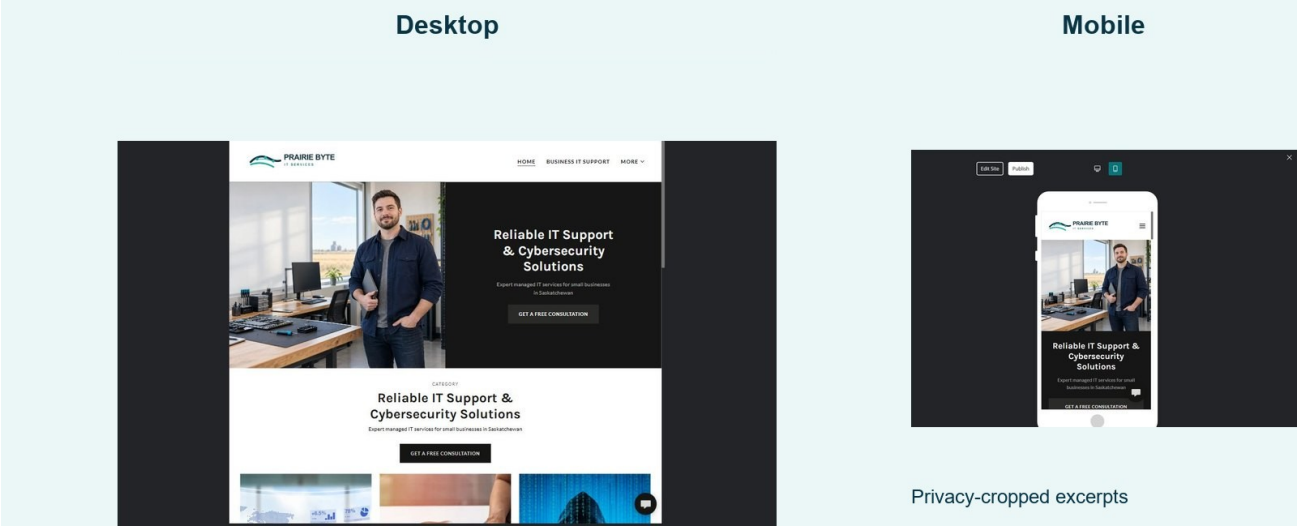
A visitor chooses the problem path, confirms who is behind the service, then requests support safely.

Before the workshop

Bring your verified business name, service area, business hours, public contact details, current logo files, and a list of services you can explain accurately. Keep private customer records and credentials out of the website draft.

The main customer problem this website should solve

1 Home



Current Prairie Byte Home page on desktop and mobile

Website advice

Explain who you help, the common problems you solve, and the safest next step.

Prairie Byte example

Clear technology help for the way your business works. Prairie Byte supports workstations, Microsoft 365, networks, backups, and everyday device issues for small organizations.

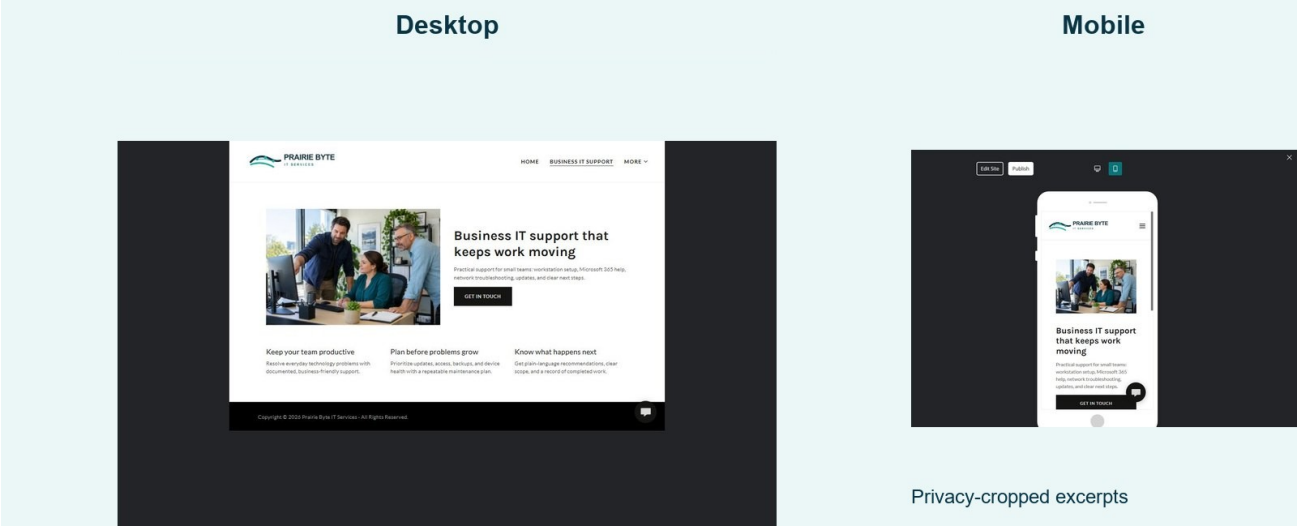
Your draft

Page headline

Supporting message

Primary action and destination

2 Business IT Support



Current Prairie Byte Business IT Support page on desktop and mobile

Website advice

Group recurring business support around outcomes instead of technical product names.

Prairie Byte example

Keep your team productive with practical help for devices, accounts, updates, network problems, and new staff setup.

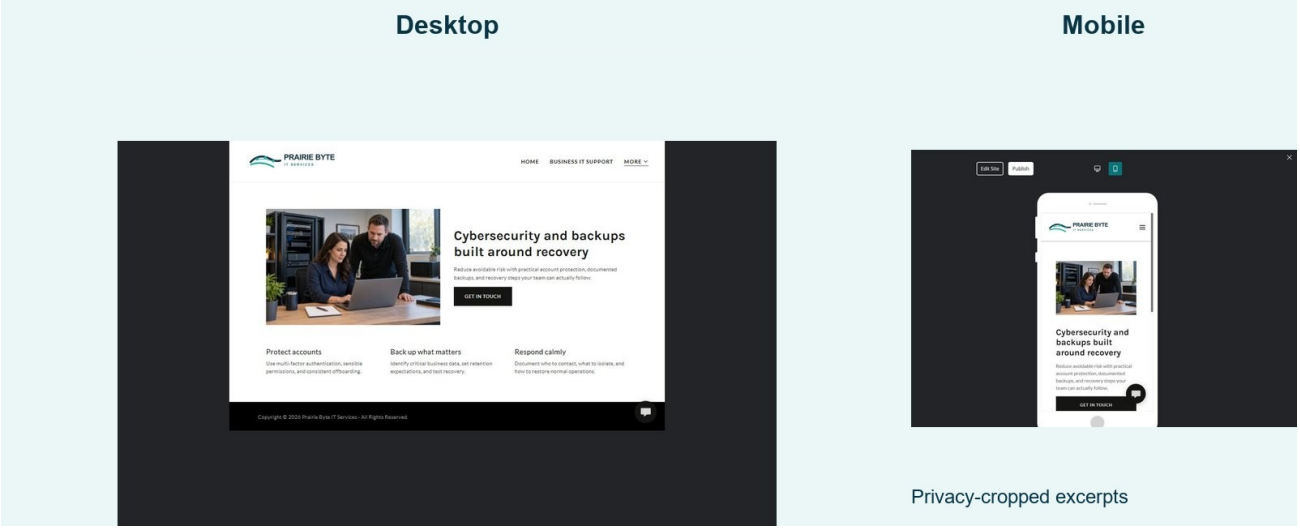
Your draft

Page headline

Supporting message

Primary action and destination

3 Cybersecurity and Backup



Current Prairie Byte Cybersecurity and Backup page on desktop and mobile

Website advice

Explain prevention, recovery, and limits without making guarantees.

Prairie Byte example

Protect accounts, back up important business information, and prepare a clear response plan before a disruption.

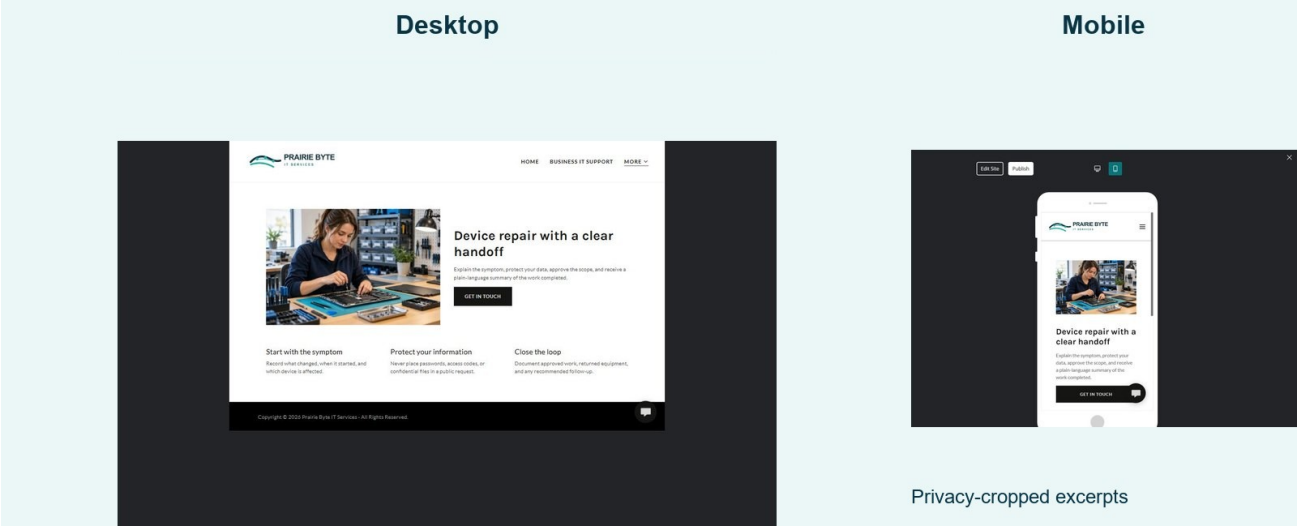
Your draft

Page headline

Supporting message

Primary action and destination

4 Device Repair



Current Prairie Byte Device Repair page on desktop and mobile

Website advice

Set expectations for assessment, privacy, approvals, and handoff.

Prairie Byte example

Start with the symptom, explain the proposed repair, protect customer information, and close the loop with clear pickup notes.

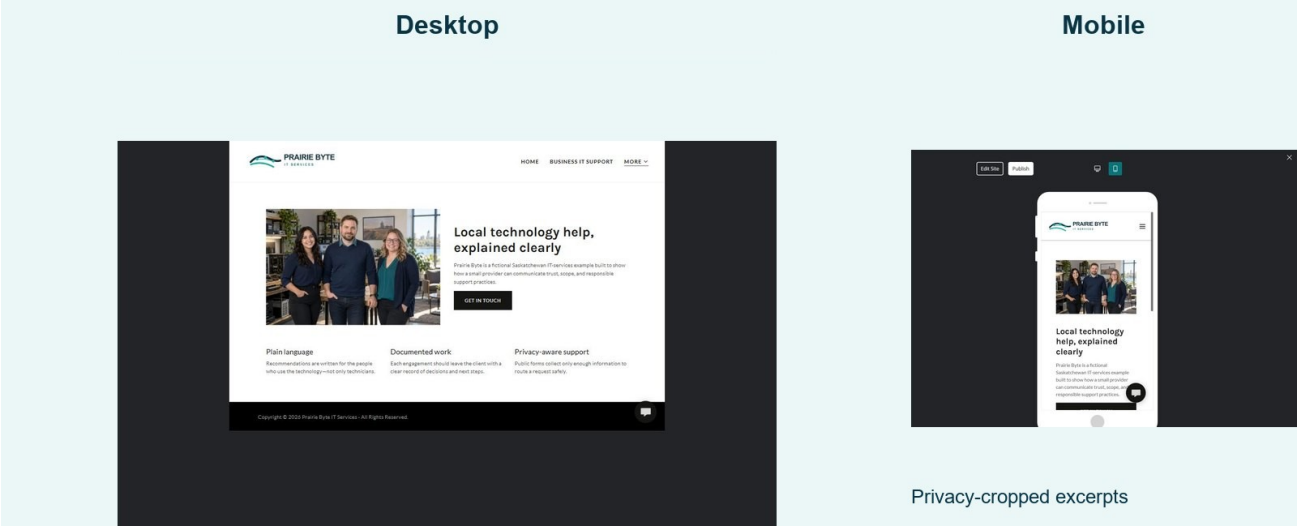
Your draft

Page headline

Supporting message

Primary action and destination

5 About



Current Prairie Byte About page on desktop and mobile

Website advice

Show the people and working principles behind the service.

Prairie Byte example

Prairie Byte provides local technology help in plain language, documents completed work, and uses privacy-aware support practices.

Your draft

Page headline

Supporting message

Primary action and destination

6 Request Support



Current Prairie Byte Request Support page on desktop and mobile

Website advice

Collect only the details needed to route a non-urgent request.

Prairie Byte example

Tell us what stopped working without including passwords, access codes, confidential files, health information, or payment information.

Your draft

Page headline

Supporting message

Primary action and destination

Launch review

- ☐ Every page answers a distinct visitor question.
- ☐ All services, hours, prices, response times, and qualifications are verified.
- ☐ Each page uses a distinct, relevant image with permission to publish.
- ☐ The support form excludes credentials and sensitive records.
- ☐ Buttons work on desktop and mobile, and contact details are consistent.
- ☐ A named backup is saved before major revisions or publishing.

Website Builder

Learn about Website Builder: https://www.saastech.net/products/website-builder

Return to this industry guide: https://www.saastech.net/industry/computer-it-support