FAQ's

Is the OH CMS a secure platform?
OH! CMS protects against common types of attacks, including Cross- Site Request Forgeries and SQL Injections, ensuring your website, your content and all stored data is safe and sound

Where will OH Media host my website?
OH! Media will host the website on a virtual private server, which is monitored and maintained in Canada.

Does OH Media monitor the server, and do I need to buy SSL?
OH! Media provides 24x7x365 server monitoring in which OH! Media staff and third-party server management partners monitor and receive alerts to issues and any problems that occur on our network. The hosting services are operated on a fully managed basis, meaning that we consider it our sole responsibility to monitor and maintain the service on behalf of our clients.

Our server is protected from common threats through the use of a firewall and multiple layers of protection against intruders. Server security issues are patched as we are made aware of them. All client websites are protected by SSL encryption, meaning that any data communication between your website and your visitors is encrypted and protected from prying eyes.

Will I be notified of any scheduled maintenance?
For scheduled maintenance tasks, clients are notified by email at least 10 days in advance.

Is there any exit process and provision?
Clients are free to discontinue use of our services and hosting service at any point, without warning. We will provide billable support as needed to provide files and assets that may be needed to move the site to another provider. This includes but is not limited to a full and complete export of the site files and databases that can be used by another provider to establish service with an alternative provider.

Does OH! Media manage the website SEO as well.
OH! Media makes SEO considerations for client sites throughout development, which includes ensuring that content is appropriately structured for optimal search engine crawling, development and distribution of appropriate heading tags, adding meta tags and submitting sitemaps to Google for re-indexing. If further search engine marketing or online advertising requirements are identified, Phoenix Group Advertising (OH! Media's parent company) can assist in developing a plan (at an additional cost).

Will the website be mobile friendly?
Prior to the launch of your new website, we will test the performance of the site in the current versions of all modern desktop and mobile browsers including Safari, Firefox, Chrome, and Microsoft Edge. Aside from browser and device testing, we will also test the site loading time in Google Pagespeed to ensure adequate loading time in areas with slower Internet speeds. We generally recommend (and attempt to achieve) a page load time of less than 2 seconds.

Will I get any ongoing support and help with website maintenance?
OH! Media provides ongoing support during the client relationship. Our staff is available during regular business hours to answer questions, provide general website support, provide advice and consultation on new website features and functionality, and attend to any problems or issues that may arise. In addition to being available by phone, OH! Media provides dedicated email helplines for support and update requests.