

Web Site Responsibilities

August, 2015

Vendor

HOA Online Resource

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Responsibilities:

- Hosting, backups, database maintenance, WordPress installation, initial site setup, website availability
- Provide three Emails and keep them running
- Setup and maintenance of our domain
- Technical support if any of the above don't work
- Advice if we have problems with our website

Access:

- Full access to the database, server, and all areas of the website.

Webmaster

Responsibilities:

- Primary technical contact with vendor
- Template installation
- First level support for all web site and Email problems
- Creation of new pages, as approved by the IT committee
- Creation of posting accounts, as approved by organizations
- Maintenance of site security (posting restrictions)
- Advice on site management, including:
 - Advice about ongoing changes in site content
 - Suggesting posting rules
 - Suggesting forms
 - Provide training, support, and advice to posters
- Suspend posting privileges if required
- Manage "take down" requests
- Enforce posting requirements and restrictions
- Primary backup for Office Manager
- Provide assistance when exceptions must be made to posting requirements and restrictions
- Maintain and protect their website password

Access:

- Full access to all areas of the website

Office Manager

Responsibilities:

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- Primary business contact with vendor
- Document and manage website expenses and budget
- Coordinate the calendar and enter all calendar events
- Compose and initiate "blast" Emails
- Maintain resident information (name, Email address, etc.)
- Primary poster and data entry for all organizations that do not have posters
- Meet all posting requirements and restrictions
- Maintain and protect their website password

Access:

- Full access to all posting and data entry
- Full access to all information about all residents

Poster

Responsibilities:

- Update information on their assigned page(s)
- Observe all posting requirements and restrictions
- Maintain and protect their website password

Access:

- Full access to posting and data entry for assigned pages

Organizations

- Nominate and approve people to post for their organization, -or-
- Request the Office Manager to post information about their organization
- Review content of their section of the website for accuracy and appropriateness
- Review how information is organized on their page(s) and recommend improvements

Access:

- No special access to the website

IT Committee

Responsibilities:

- Promotion of the website within our community
- Approval all rules and forms
- Final approval of suspending a poster's privileges
- Review and recommend changes to all website areas that are not "owned" by an organization
- Approval of major changes to the web site
- Primary contact with SOCA board

Access:

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- No special access to the website

SOCA Board

Responsibilities:

- Final arbiter of all website policies and content
- Establishment of the website budget

Access:

- Read-only access to all resident information. Condo board members also have read-only access to all resident information.

Residents

Responsibilities:

- Maintain their profile
- Maintain and protect their website password

Access:

- Full access to some fields in their profile