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Sean,

I actually enjoy managing the esthetics and content of my website, but I occasionally run up against technical challenges that I do not have the knowledge or skills to tackle. I found myself in one such situation recently, and wanted thank you for your assistance.

When I started receiving error messages that users opting in to my mailing list were generating an error and not being added, I was in a bit of a panic. This meant having potential clients that were trying to execute a call to action fall through the cracks. As this was a small one-off job, I originally contacted you to see if you knew anyone that could fix it. I was delighted and relieved when you replied you could help me out yourself.

You requested access to the three different accounts that were involved in the error, and worked within all three to update my settings to fix the error. You worked personally with at least one of the vendors' support team to diagnose the root cause within their software.

I am no longer receiving alarming "error" messages with every opt-in that is submitted, and my potential clients are finding their way safely to my mailing list and all the goodies that come with it. You were fast, efficient, and professional. You were also great at knowing how and what to ask to understand what the issue actually was. Thank you for your help, and I am so glad to know a true professional to whom I can trust my website.

Thanks,



Colleen Hight
Owner, Colleen Hight Photography