



WEBSITE

Standard Operating Procedures

DIRECTIVE: To provide information to Diplomates, Candidates, and the public per requirements of the ABFDE and FSAB and to promote the ABFDE.

1. Maintain the ABFDE's Internet Service Provider (ISP) account.
 - 1.1 Our current ISP is GoDaddy, and our Customer # is 38872475.
 - 1.2 At least two people (ideally Website committee members) should have the password and PIN for our account.
 - 1.3 Renew our abfde.org domain name, hosting, and website security essentials software package when they become due. Report these expenses in the annual Website Committee Report.
 - 1.4 Renewal of an SSL certificate is an essential part of website security. The certificate is included in some website security plans. If not, it must be renewed separately.
2. Update the website.
 - 2.1 New Diplomate, Diplomate resignation, or Diplomate requested changes: Find an Expert page
 - 2.2 Change in Directors, Executive Committee, or Committee Chairs: About the Board page
 - 2.3 Updated Directory: Diplomates page, archive older version in Archives submenu of Diplomates page
 - 2.4 BOD Meeting Minutes – Diplomates' version: Diplomates page, archive older version in Archives submenu of Diplomates menu
 - 2.5 BOD Meeting Minutes – Directors' version: Directors page

- 2.6 Updated SOP: Directors page
- 2.7 Updated BOD Terms, Committee Assignments, letterhead, or email lists:
Directors page
- 2.8 New Recertification Manager: Recertification submenu of Diplomates menu
- 2.9 Updated Points Scoring Table: Recertification submenu of Diplomates menu
- 2.10 Updated Annual Submission Forms: Recertification submenu of Diplomates
menu
- 2.11 Updated list of upcoming forensic conferences: Calendar submenu of Information
menu
3. Maintenance of website application firewall
 - 3.1 In 2021, the ABFDE upgraded the website security plan to include an application
firewall. This firewall software blocks access to the website it considers
suspicious. However, there can be instances when access from trusted sources is
erroneously blocked. See the appendix for troubleshooting information.
4. Post current ABFDE news and information.
 - 4.1 In lieu of a newsletter, information is disseminated through posts on the Blog in the
Diplomates menu.
 - 4.2 Each post needs to be password-protected individually. The same password for
Diplomates is used for all Diplomate-related information on the website.
5. Respond to form submissions sent through the website, such as the Contact Us form. The
following form responses should be forwarded:
 - 5.1 Questions regarding sensitive issues or Diplomate status are forwarded to the
President.
 - 5.2 Update Directory Listing submissions are forwarded to the Secretary.
 - 5.3 Application for Workshop Approval submissions are forwarded to the Continuing
Education Committee.
 - 5.4 Suggestions or Comments for the Board submissions are shared with the Board of
Directors.
6. Conduct an annual review of the website to ensure FSAB compliance and posted
information is up to date.

Appendix: GoDaddy Access and Firewall Maintenance

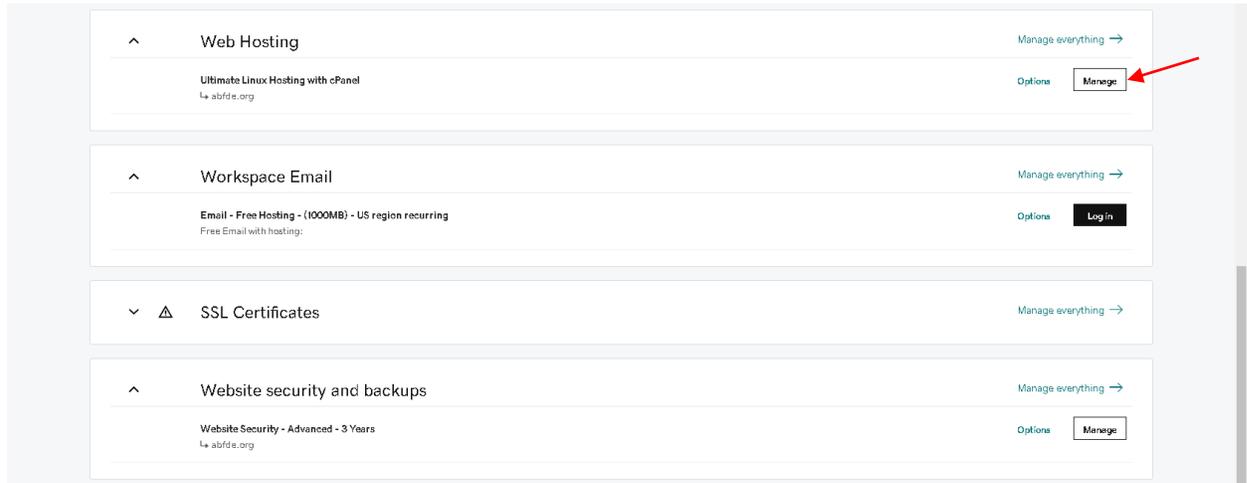
General information is given below, first for accessing and transferring files on the GoDaddy server, then fixing issues with users having difficulty accessing password protected pages because of our firewall. Alternatively, **GoDaddy has excellent customer service at 480-463-8300.**

To access our account, log in to GoDaddy and click your name on the top right to get the drop-down window seen below. Go to the My Products page:

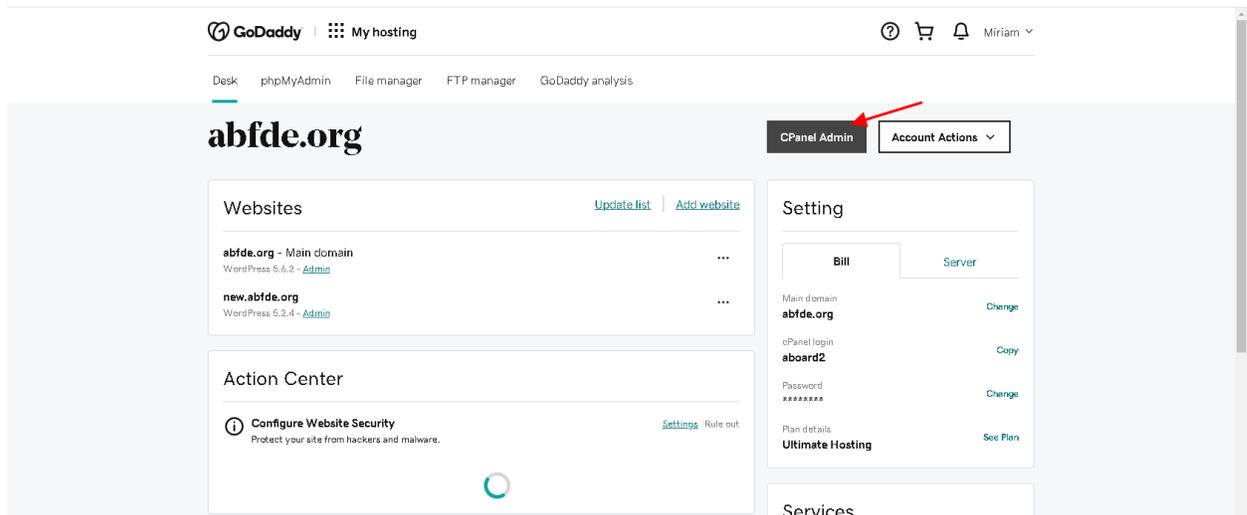
The screenshot shows the GoDaddy account dashboard. At the top right, the user's name 'Miriam' is visible with a dropdown arrow. A red arrow points to this dropdown menu, which is open and shows the following options: 'Miriam angel', 'Customer number: 38872475', 'PH: [View](#)', 'BILL', 'My products' (highlighted with a red arrow), 'Account settings', 'Renewals and billing', 'Shop at GoDaddy.com', 'Telephone numbers and hours', and 'Sign off'. Below the dropdown, the 'My products' section is visible, showing a search bar for a new domain and a list of domains including 'abfde.org'. The 'All products and services' section is also visible, listing various services such as Domains, Web Hosting, Workspace Email, SSL Certificates, Website security and backups, and Additional Products.

Website file Access

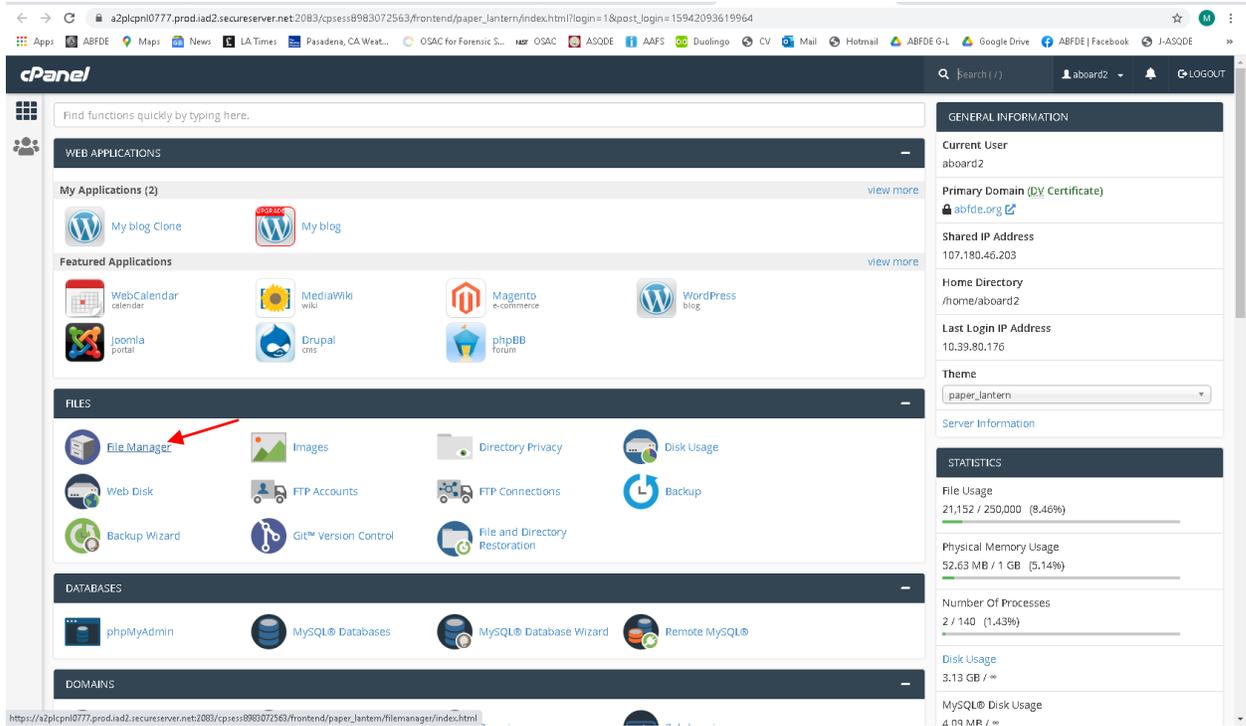
Almost everything we do to maintain our website is done through WordPress, so there shouldn't be much need to access our website files on GoDaddy's server. One example where you might want to access files on the server is to upload a file that is larger than WordPress will allow. Our website files and other applications can be accessed using cPanel. To get to cPanel, click Manage in the Web Hosting section of the My Products page:



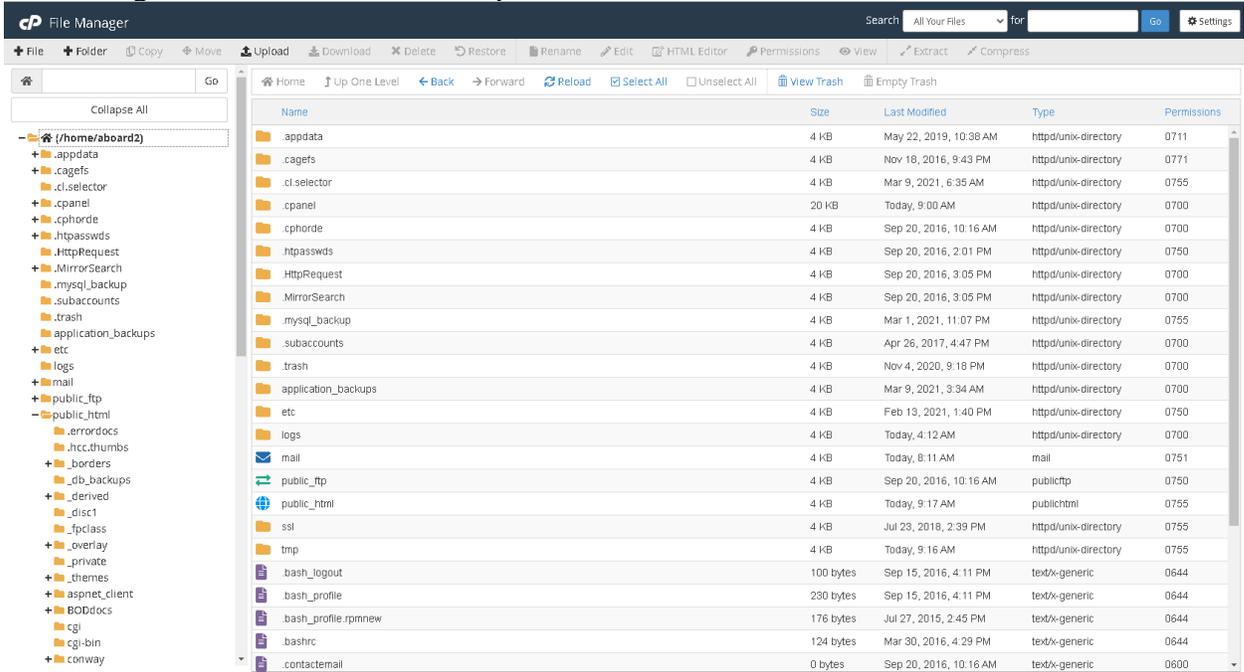
Then click CPanel Admin:



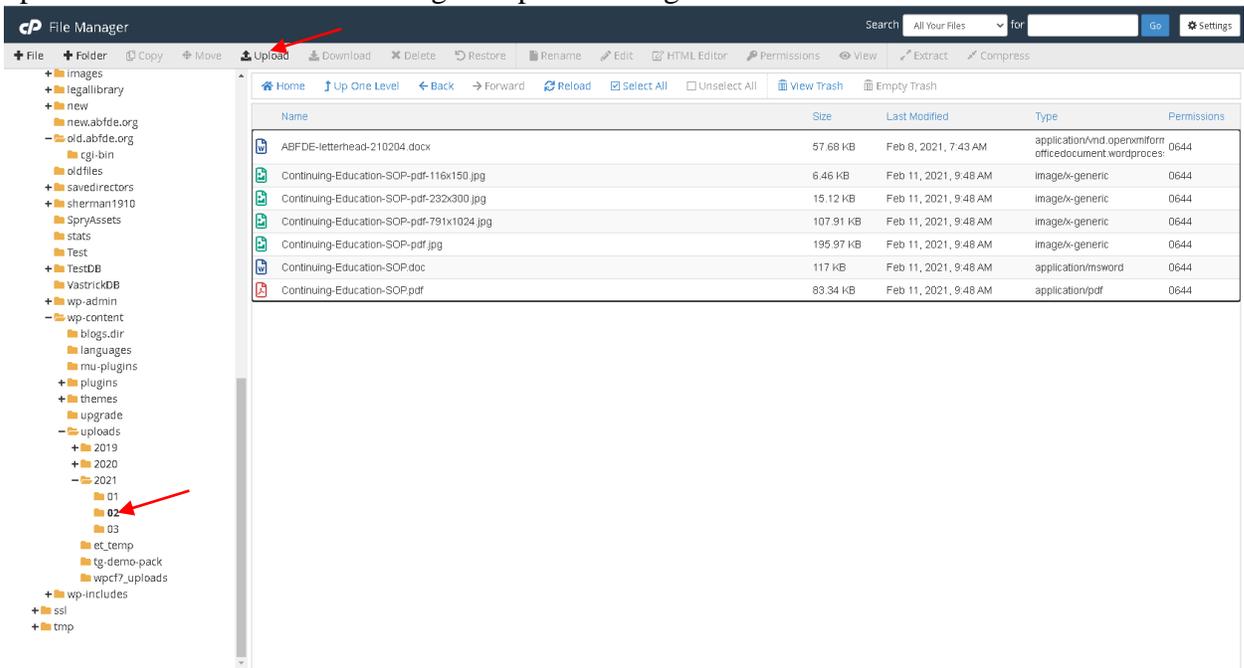
In cPanel, there is general information on the right. Click on File Manager, indicated by the red arrow below:



File Manager works much like File Explorer in Windows:



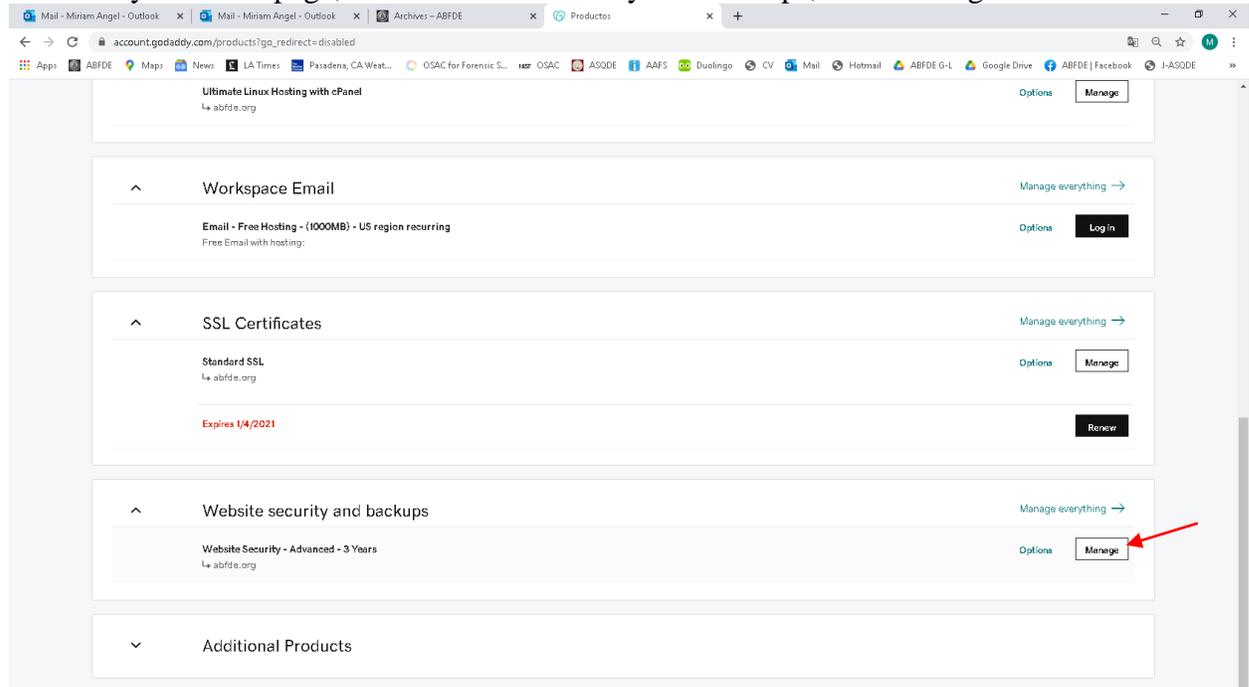
Our website files, like those stored in the Media section of WordPress (pdfs, Word documents, etc.) can be found in public/html-->wp-content-->uploads. Below shows the 02 subfolder of 2021, so all the files uploaded in February 2021 in the Media area of WordPress are shown in the window on the right. Note the “Upload” link in the top menu. You can upload files here that were too large to upload through WordPress:



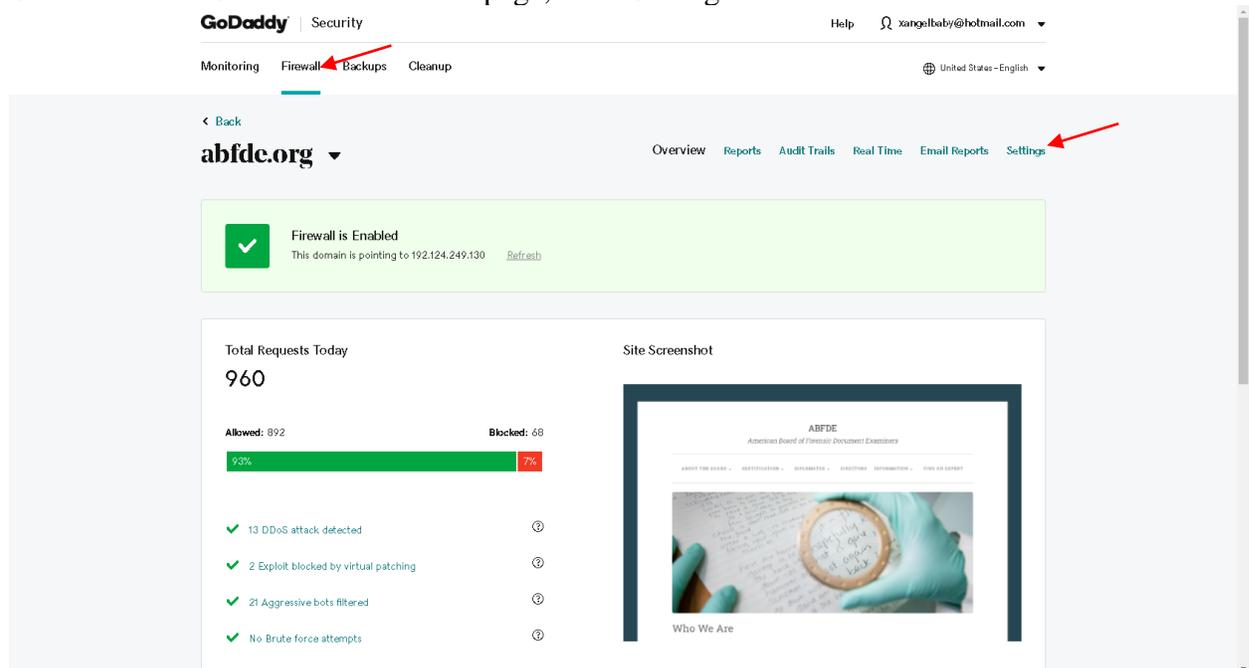
Firewall Troubleshooting

When ABFDE upgraded our website security plan, a Website Application Firewall (WAF) was installed. Users initially had reported an inability to access password-protected pages on our website. Any time a new password-protected page is added in WordPress, you should do the following:

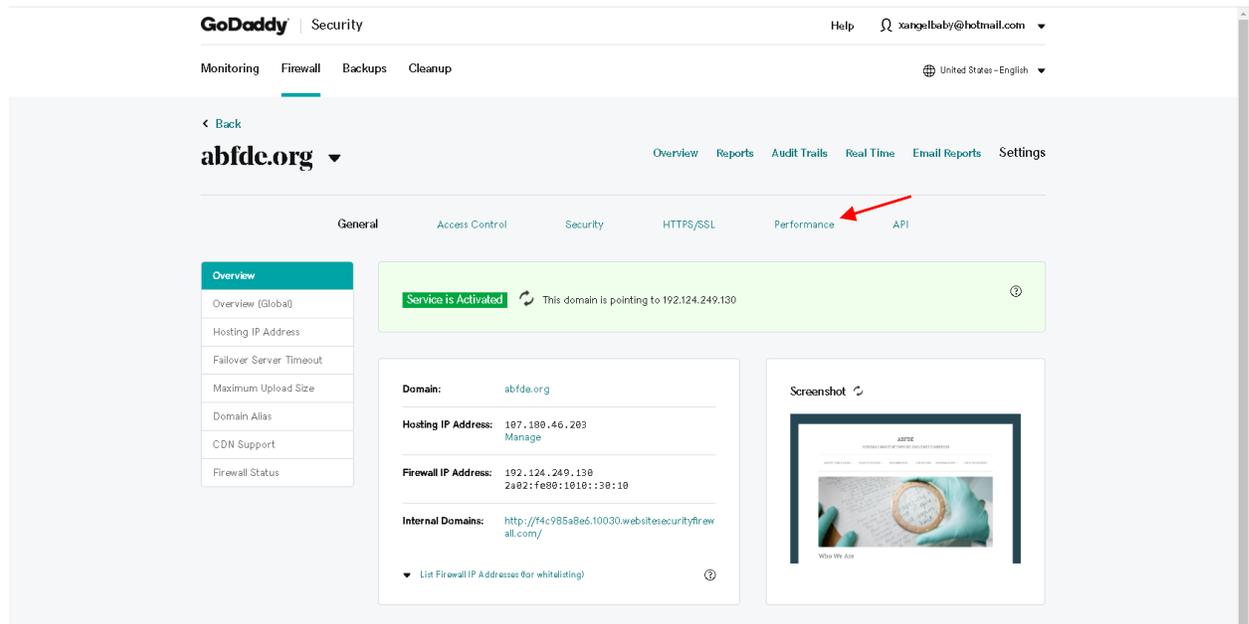
On the My Products page, under Website security and backups, click Manage:



Click Firewall. Once on the Firewall page, click Settings:



Click Performance:



The screenshot shows the GoDaddy Security dashboard for the domain **abfde.org**. The 'Performance' tab is selected and highlighted with a red arrow. The page displays a 'Service is Activated' status and a notification that the domain is pointing to IP 192.124.249.130. A sidebar on the left lists various settings, and the main content area shows domain details and a screenshot of the website.

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Monitoring Firewall Backups Cleanup United States - English

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General Access Control Security HTTPS/SSL Performance API

Overview

- Overview (Global)
- Hosting IP Address
- Fallover Server Timeout
- Maximum Upload Size
- Domain Alias
- CDN Support
- Firewall Status

Service is Activated This domain is pointing to 192.124.249.130

Domain: abfde.org

Hosting IP Address: 187.188.46.203
Marigae

Firewall IP Address: 192.124.249.130
2a62:fe88:1010::30:10

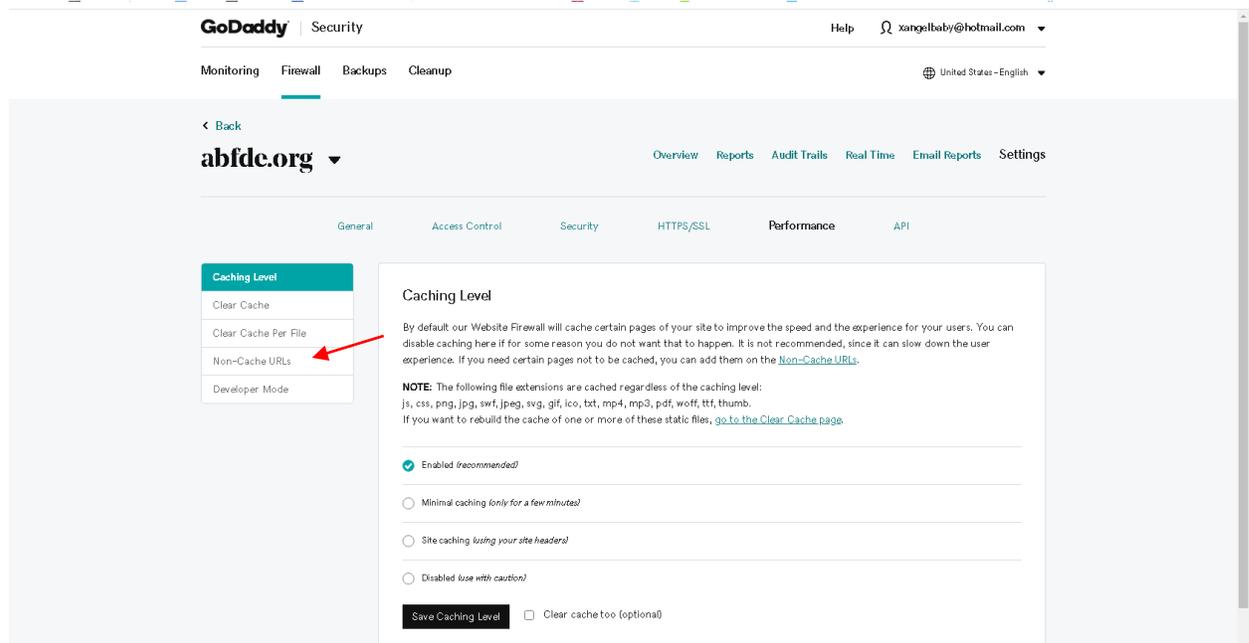
Internal Domains: http://f4c985a8e6.10030.websitefirewall.com/

List Firewall IP Addresses (for whitelisting)

Screenshot

Wuu Wv Aoo

Click Non-Cache URLs:



The screenshot shows the GoDaddy Security dashboard for the domain **abfde.org**. The 'Performance' tab is selected. The 'Caching Level' sub-tab is active, and the 'Non-Cache URLs' option in the sidebar is highlighted with a red arrow. The main content area shows the 'Caching Level' settings, which are currently set to 'Enabled (recommended)'.

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Caching Level

- Clear Cache
- Clear Cache Per File
- Non-Cache URLs
- Developer Mode

Caching Level

By default, our Website Firewall will cache certain pages of your site to improve the speed and the experience for your users. You can disable caching here if for some reason you do not want that to happen. It is not recommended, since it can slow down the user experience. If you need certain pages not to be cached, you can add them on the [Non-Cache URLs](#).

NOTE: The following file extensions are cached regardless of the caching level: js, css, png, jpg, swf, jpeg, svg, gif, ico, txt, mp4, mp3, pdf, woff, ttf, thumb. If you want to rebuild the cache of one or more of these static files, [go to the Clear Cache page](#).

Enabled (recommended)

Minimal caching (only for a few minutes)

Site caching (using your site headers)

Disabled (use with caution)

Save Caching Level Clear cache too (optional)

In the box below, you will enter “/” followed by the password-protected webpage name and then another “/.” (The webpage name is found in WordPress; see details on the following page.) For example, if the webpage is “diplomate-blog-test” (without the quotes), you will enter “/diplomate-blog-test/” (without the quotes) in the box below. You also need to change “Matches” to “Begins with.” Last, click “Add URL,” and the page will be added to the list. The user should now be able to access the password-protected page.

The screenshot shows the WordPress Performance settings page for a site. The 'Non-Cache URLs' section is active, showing a list of URLs to be excluded from caching. The text input field contains the example path '/cache/faq.php'. A dropdown menu is open, showing options: 'Matches', 'Begins with', 'Ends with', and 'Equals'. The 'Begins with' option is selected. A red arrow points to the 'Add URL' button. Another red arrow points to the text input field.

URL Path	Matches	Add URL
<input type="checkbox"/> /diplomates/	Matches	Add URL
<input type="checkbox"/> /directors/	Begins with	Add URL
<input type="checkbox"/> /recertification-faq/	Ends with	Add URL
<input type="checkbox"/> /diplomate-blog/	Equals	Add URL
<input type="checkbox"/> /application-for-workshop-approval/		
<input type="checkbox"/> /archives/		
<input type="checkbox"/> /board-of-directors-meeting-minutes-archived/		
<input type="checkbox"/> /bod-minutes-director-version/		
<input type="checkbox"/> /directories/		
<input type="checkbox"/> /james-conway-audio-files/		
<input type="checkbox"/> /newsletters/		
<input type="checkbox"/> /recertification/		

Webpage Name

The webpage name you enter above is what the page was named when added in WordPress. Following is how to see that webpage name.

Here is the Dashboard you see when you log into WordPress using an admin account:

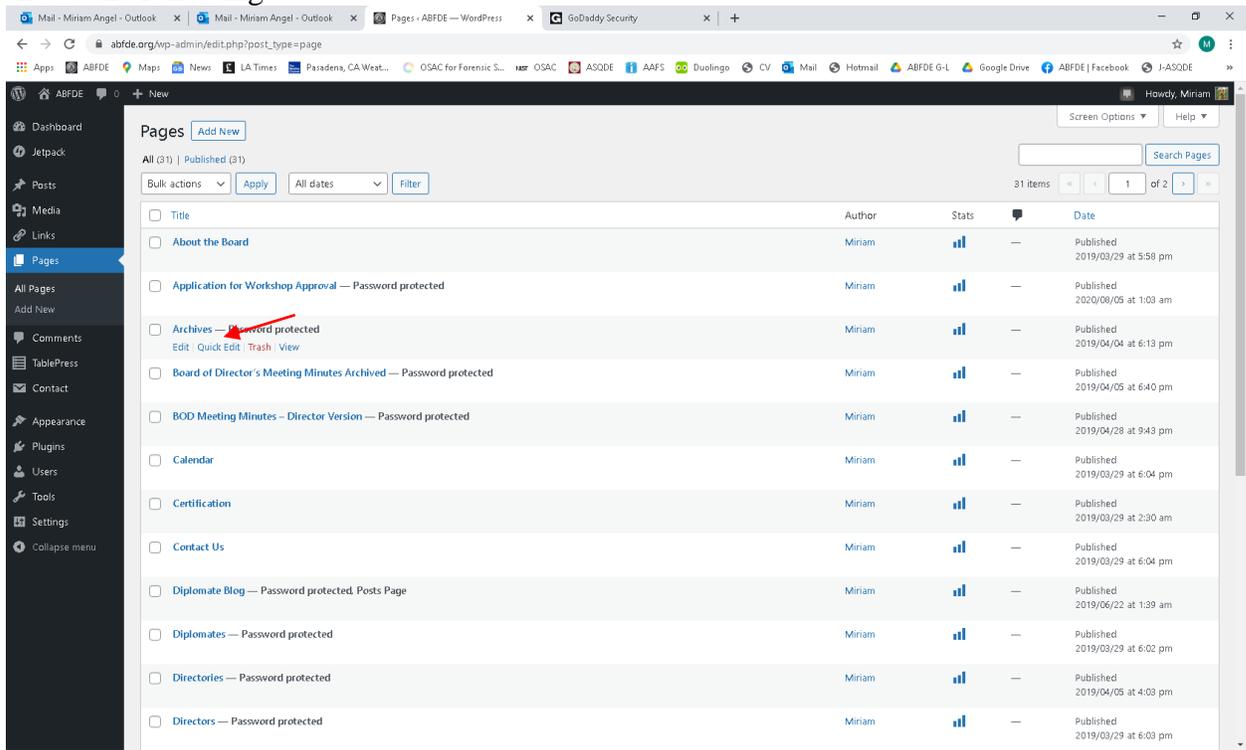
The screenshot shows the WordPress Dashboard for the user 'Howdy, Miriam'. The left sidebar contains navigation links for Dashboard, Home, Updates, Jetpack, Posts, Media, Links, Pages, Comments, TablePress, Contact, Appearance, Plugins, Users, Tools, Settings, and Collapse menu. The main content area displays several widgets: 'Site Health Status' (Good), 'Stats by Jetpack' (a bar chart showing traffic from Feb 26 to Mar 10), 'Top Posts' (listing 'Who We Are' and 'Find an Expert'), 'Top Searches' (listing 'abfde'), and security statistics (6,010 blocked malicious login attempts, 38 blocked spam comments). A 'Quick Draft' section is visible at the bottom. A dashed box on the right side of the dashboard is labeled 'Drag boxes here'. The footer includes the text 'Thank you for creating with WordPress' and 'Version 5.7'.

Clicking Pages on the left gives a list of ABFDE's website pages:

The screenshot shows the WordPress 'Pages' list view. The left sidebar has the 'Pages' link highlighted with a red arrow. The main content area displays a table of 31 published pages. The table has columns for Title, Author, Stats, and Date. The pages listed include 'About the Board', 'Application for Workshop Approval — Password protected', 'Archives — Password protected', 'Board of Director's Meeting Minutes Archived — Password protected', 'BOD Meeting Minutes — Director Version — Password protected', 'Calendar', 'Certification', 'Contact Us', 'Diplomate Blog — Password protected, Posts Page', 'Diplomates — Password protected', 'Directories — Password protected', and 'Directors — Password protected'. The 'About the Board' page is the first one listed.

Title	Author	Stats	Date
<input type="checkbox"/> About the Board	Miriam		Published 2019/03/29 at 5:58 pm
<input type="checkbox"/> Application for Workshop Approval — Password protected	Miriam		Published 2020/08/05 at 1:03 am
<input type="checkbox"/> Archives — Password protected	Miriam		Published 2019/04/04 at 6:13 pm
<input type="checkbox"/> Board of Director's Meeting Minutes Archived — Password protected	Miriam		Published 2019/04/05 at 6:40 pm
<input type="checkbox"/> BOD Meeting Minutes — Director Version — Password protected	Miriam		Published 2019/04/28 at 9:43 pm
<input type="checkbox"/> Calendar	Miriam		Published 2019/03/29 at 6:04 pm
<input type="checkbox"/> Certification	Miriam		Published 2019/03/29 at 2:30 am
<input type="checkbox"/> Contact Us	Miriam		Published 2019/03/29 at 6:04 pm
<input type="checkbox"/> Diplomate Blog — Password protected, Posts Page	Miriam		Published 2019/06/22 at 1:39 am
<input type="checkbox"/> Diplomates — Password protected	Miriam		Published 2019/03/29 at 6:02 pm
<input type="checkbox"/> Directories — Password protected	Miriam		Published 2019/04/05 at 4:03 pm
<input type="checkbox"/> Directors — Password protected	Miriam		Published 2019/03/29 at 6:03 pm

Hovering the mouse over one of the password protected pages in that list (here, Archives) shows the following:



You can click QuickEdit to see the webpage name, which is in the Slug box:

