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.

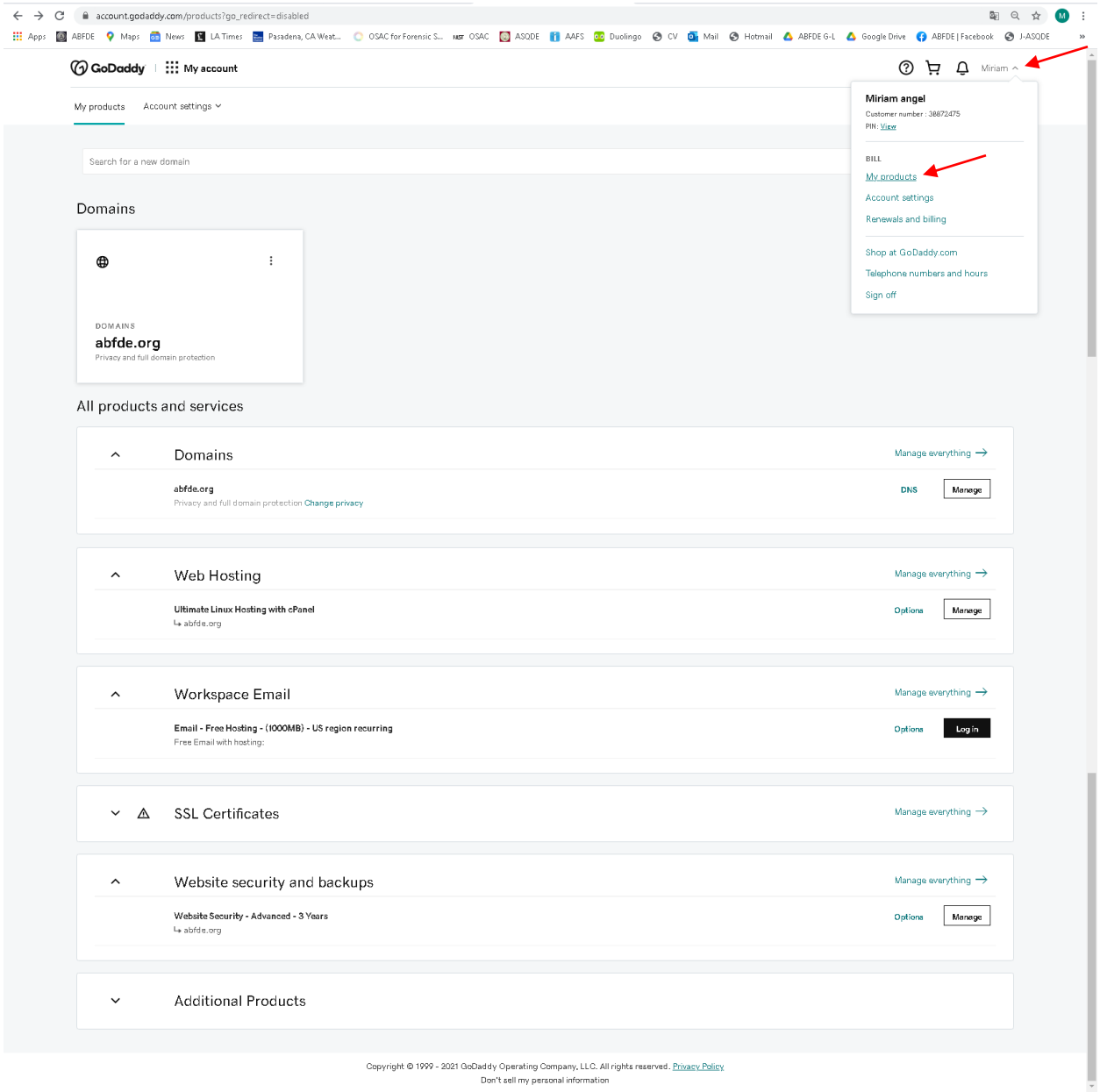
    5.4 Suggestions or Comments for the Board submissions are shared with the Board of Directors.

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:



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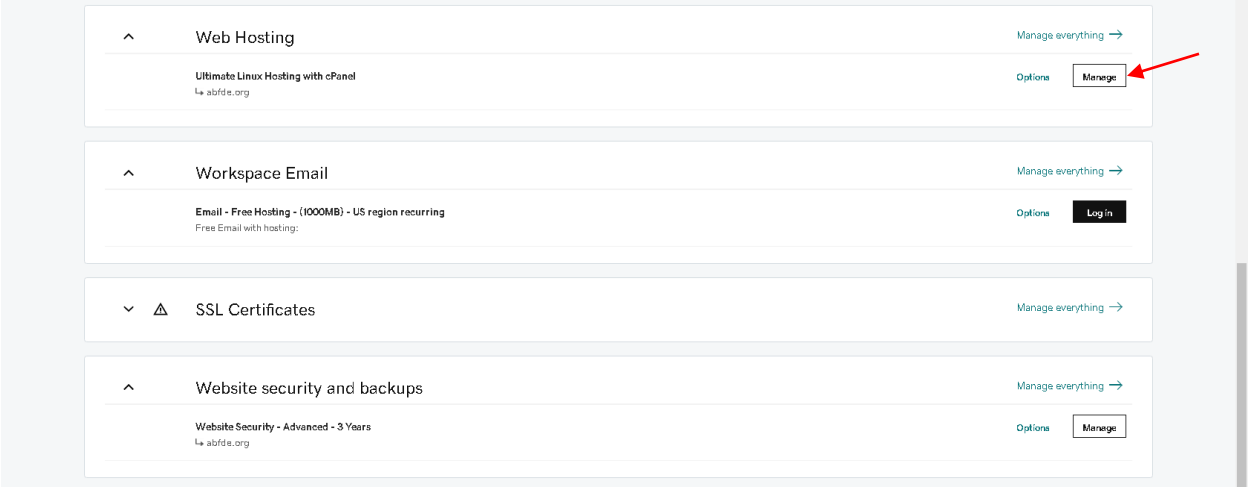
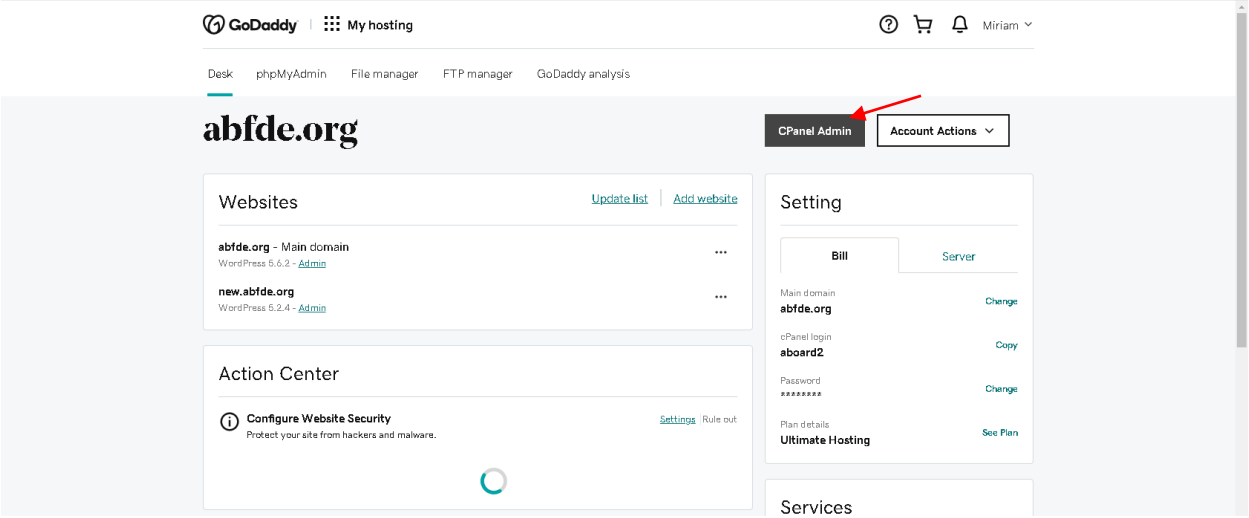
Website file Access

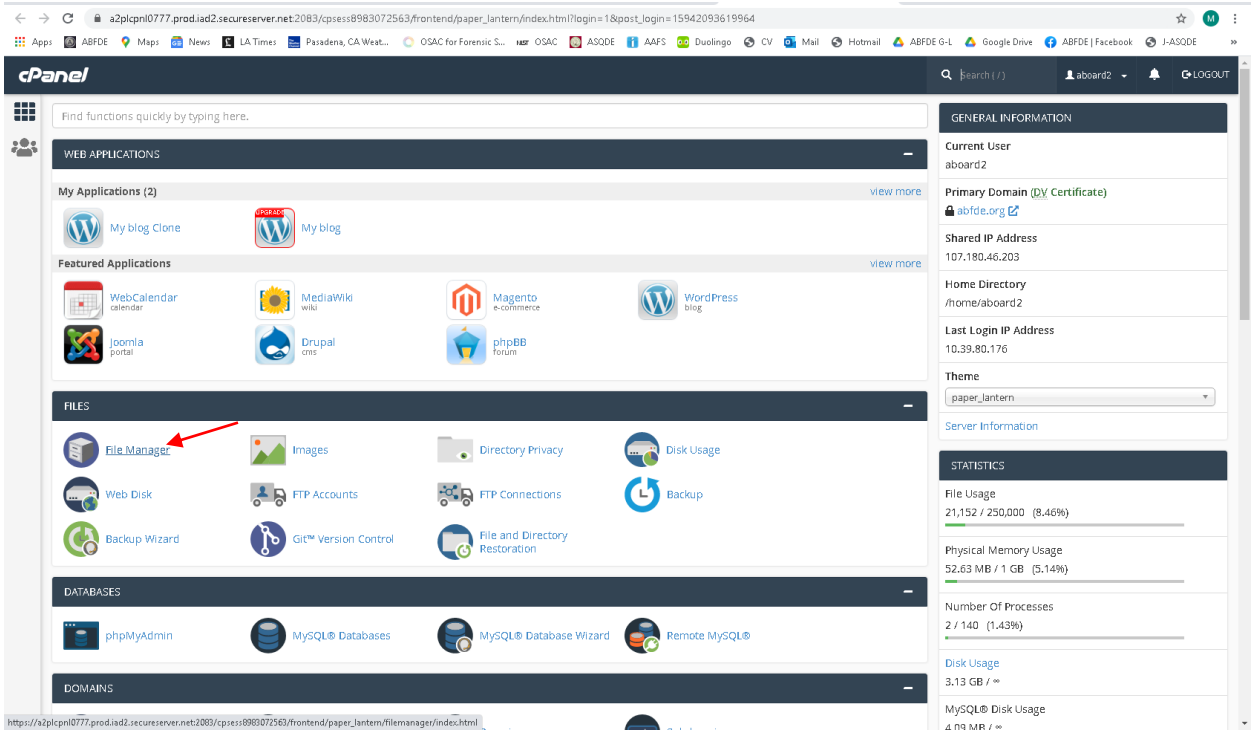
Almost everything we do to maintain our website is done through WordPress, so there shouldn't be much need to access our website files on GoDaddy's server. One example where you might want to access files on the server is to upload a file that is larger than WordPress will allow. Our website files and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



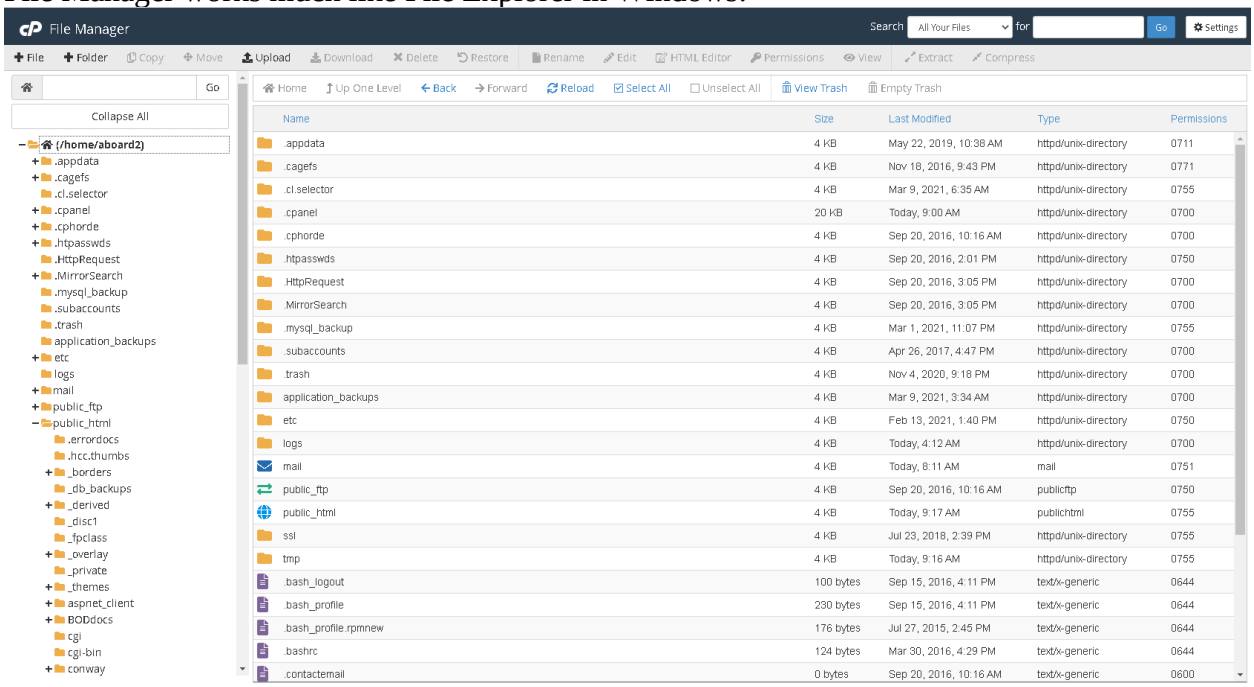
Then click CPanel Admin:



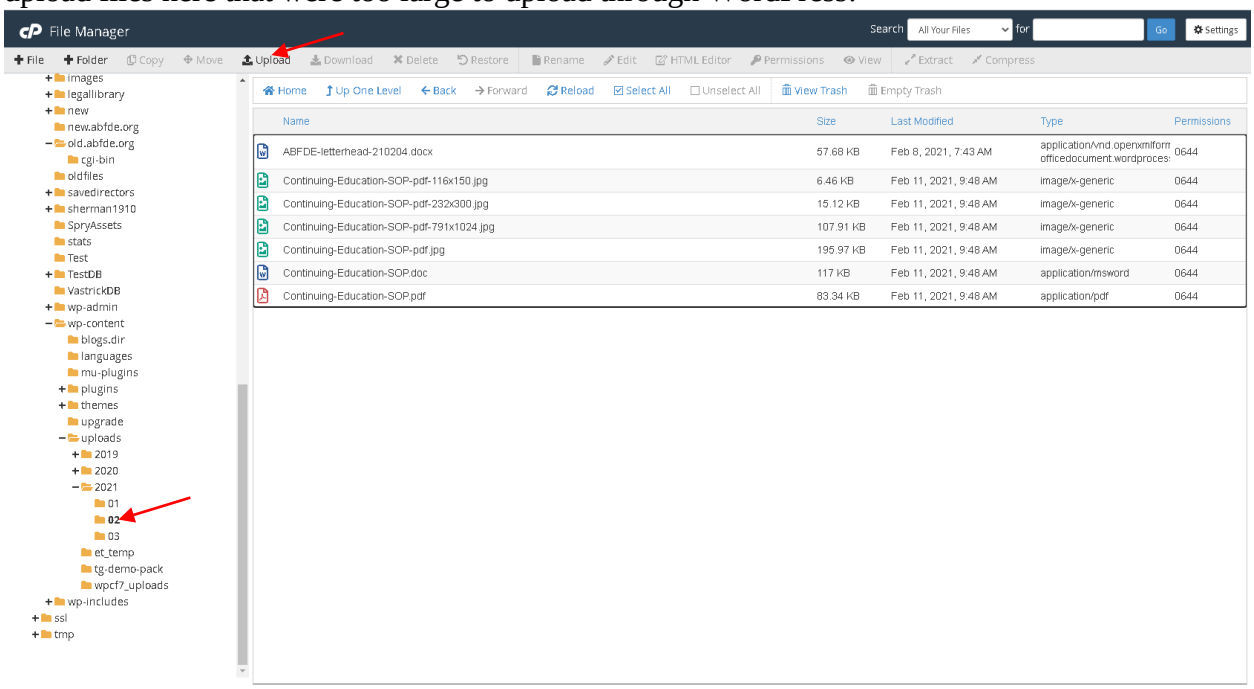
In cPanel, there is general information on the right. Click on File Manager, indicated by the red arrow below:



File Manager works much like File Explorer in Windows:



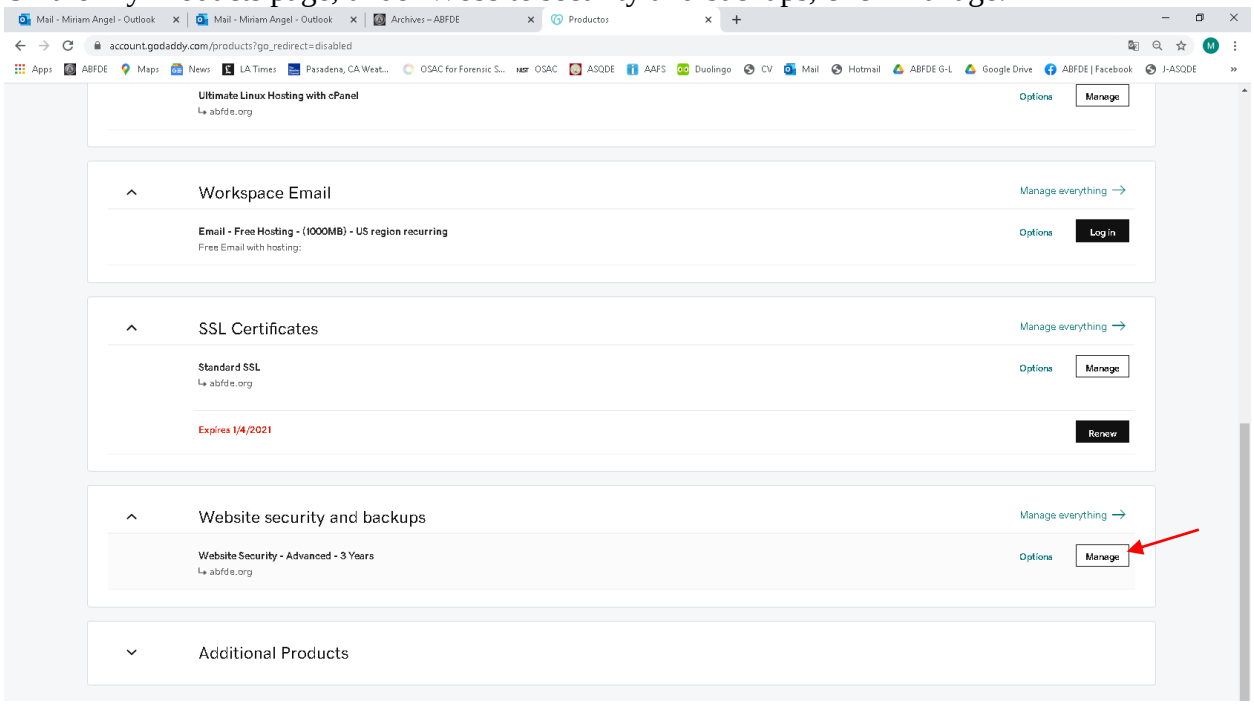
Our website files, like those stored in the Media section of WordPress (pdfs, Word documents, etc.) can be found in public/html-->wp-content-->uploads. Below shows the 02 subfolder of 2021, so all the files uploaded in February 2021 in the Media area of WordPress are shown in the window on the right.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



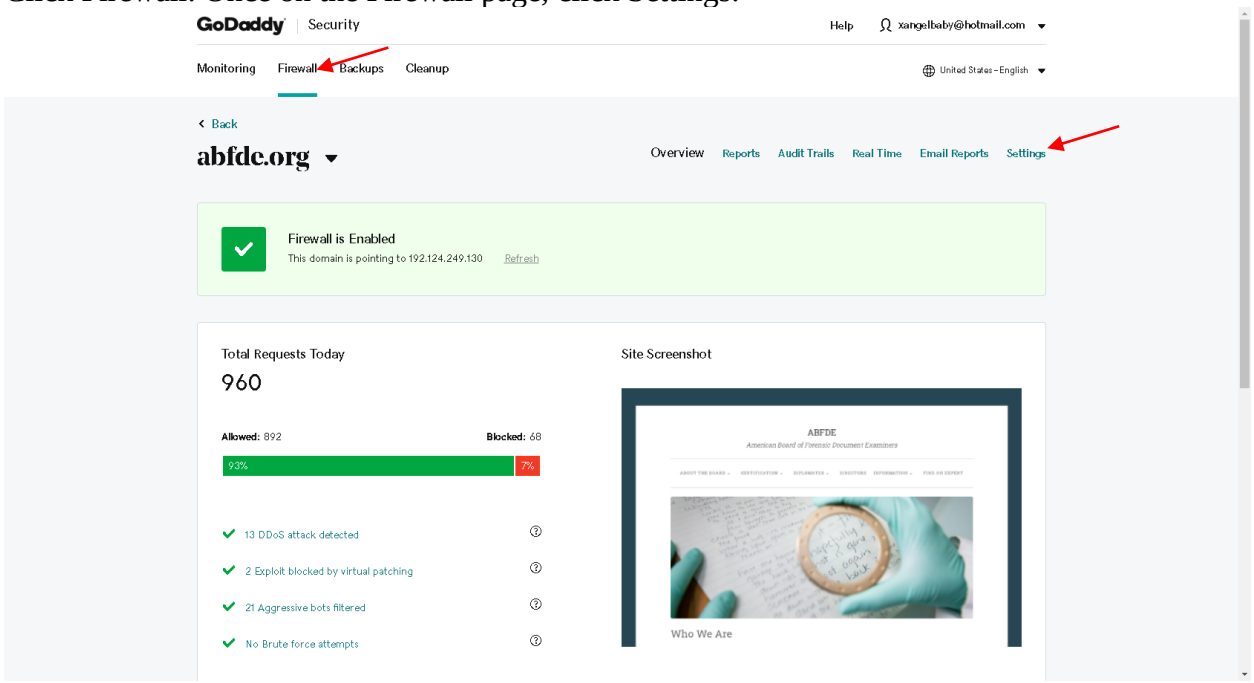
Firewall Troubleshooting

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:

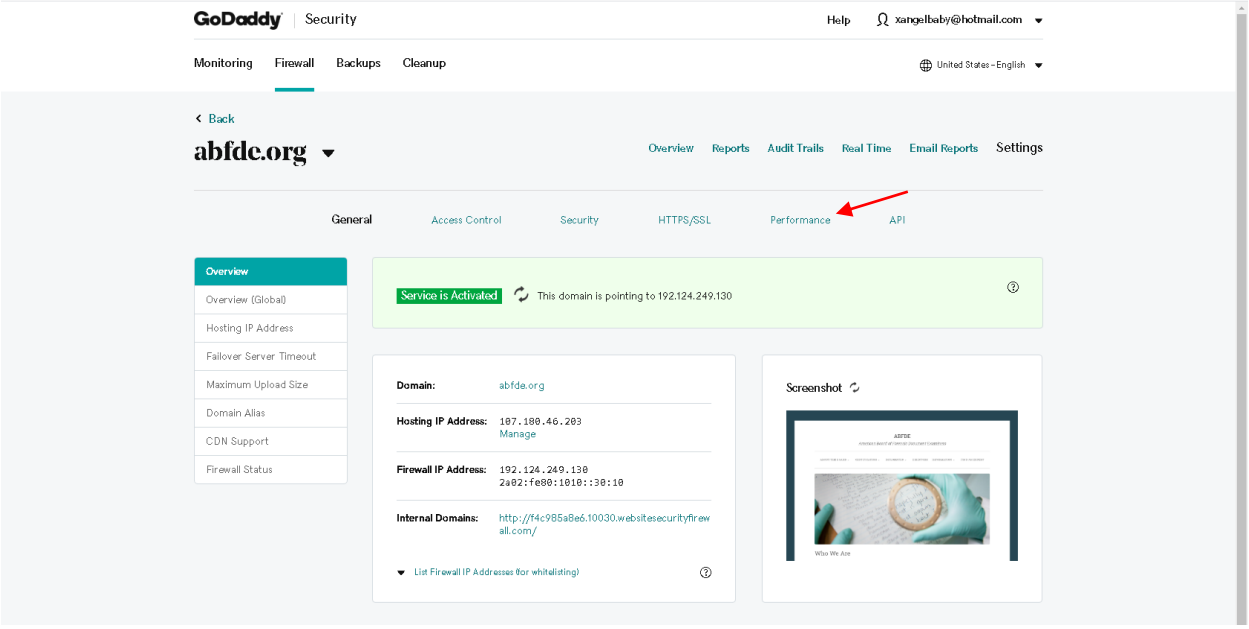
On the My Products page, under Website security and backups, click Manage:



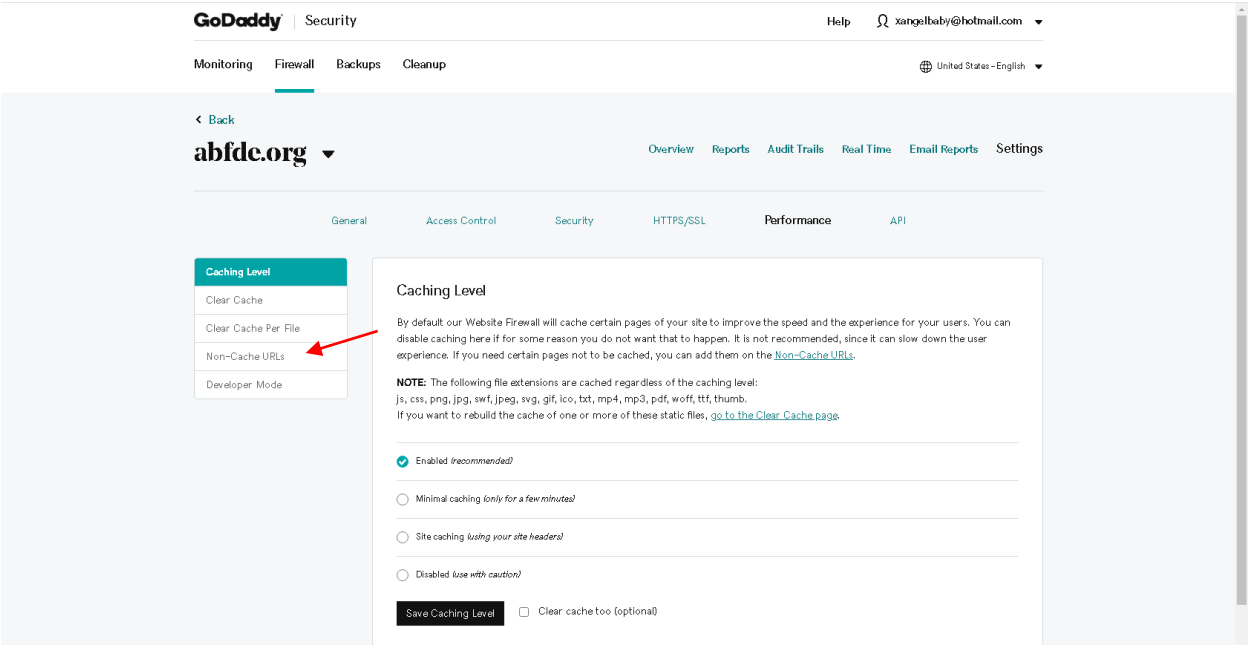
Click Firewall. Once on the Firewall page, click Settings:



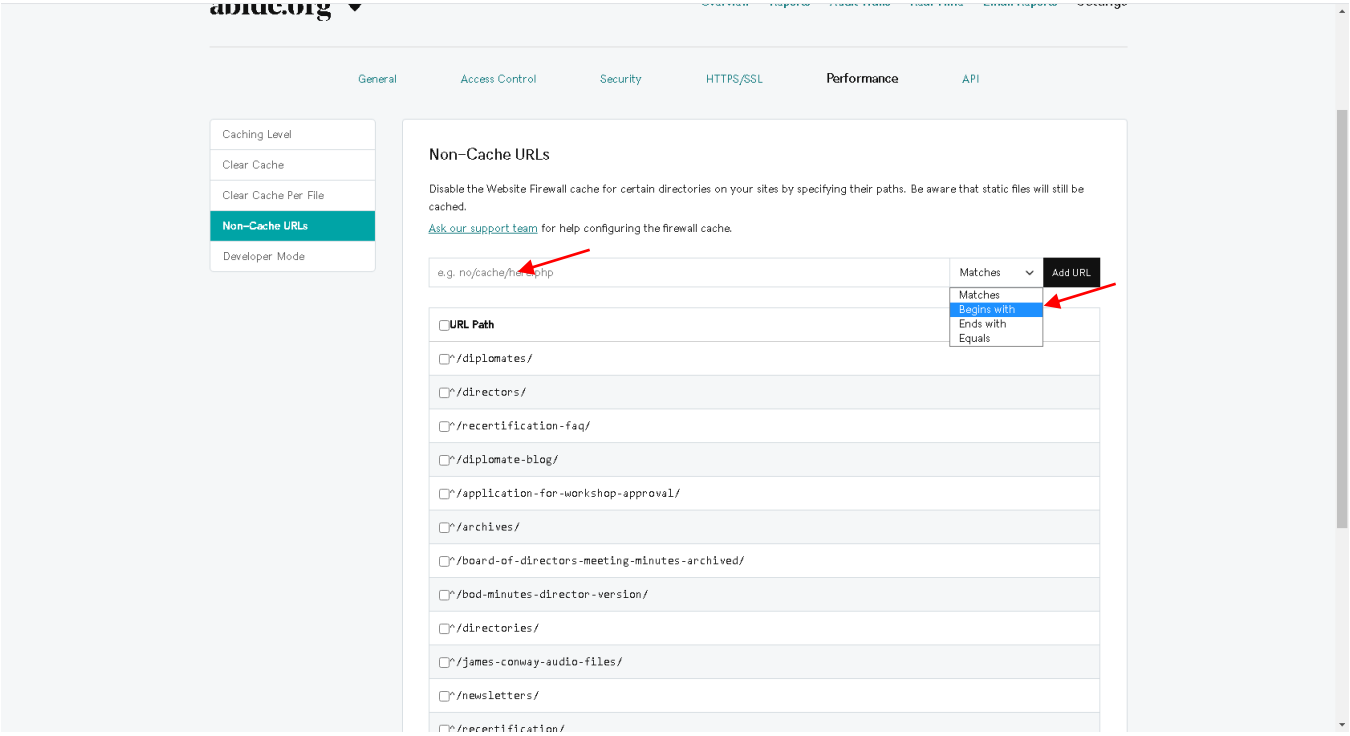
Click Performance:



Click Non-Cache URLs:



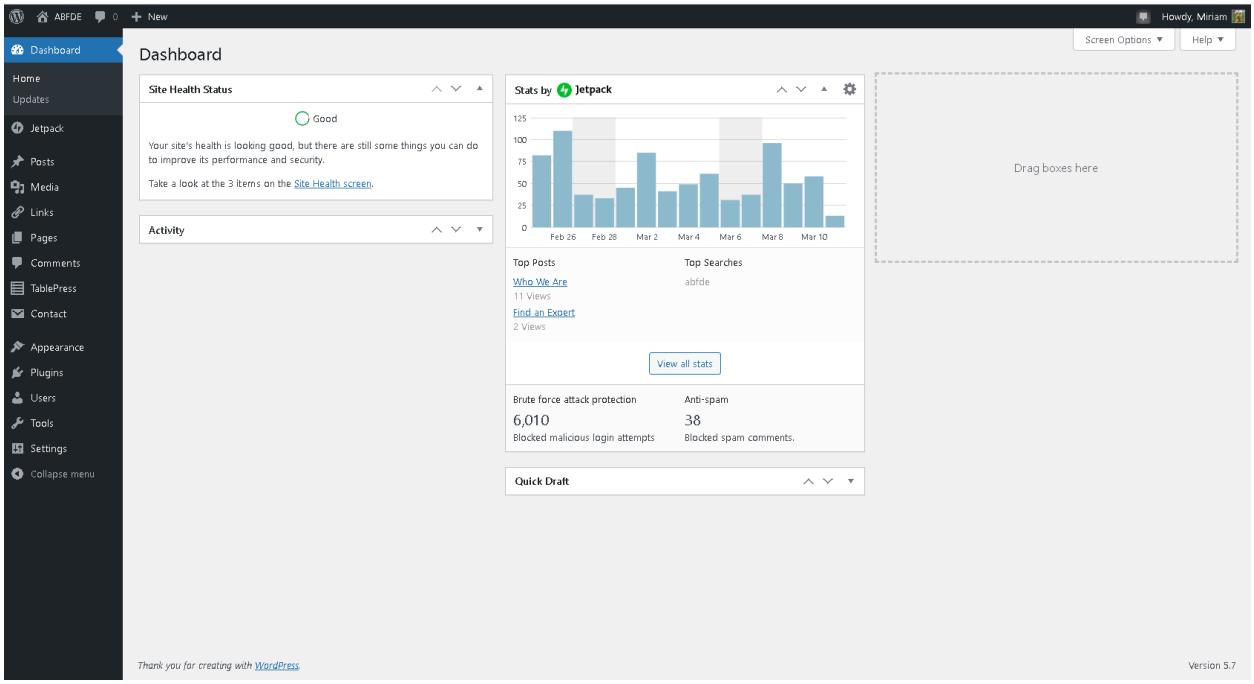
In the box below, you will enter "/" followed by the password-protected webpage name and then another "/." (The webpage name is found in WordPress; see details on the following page.) For example, if the webpage is "diplomate-blog-test" (without the quotes), you will enter "/diplomate-blog-test/" (without 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.



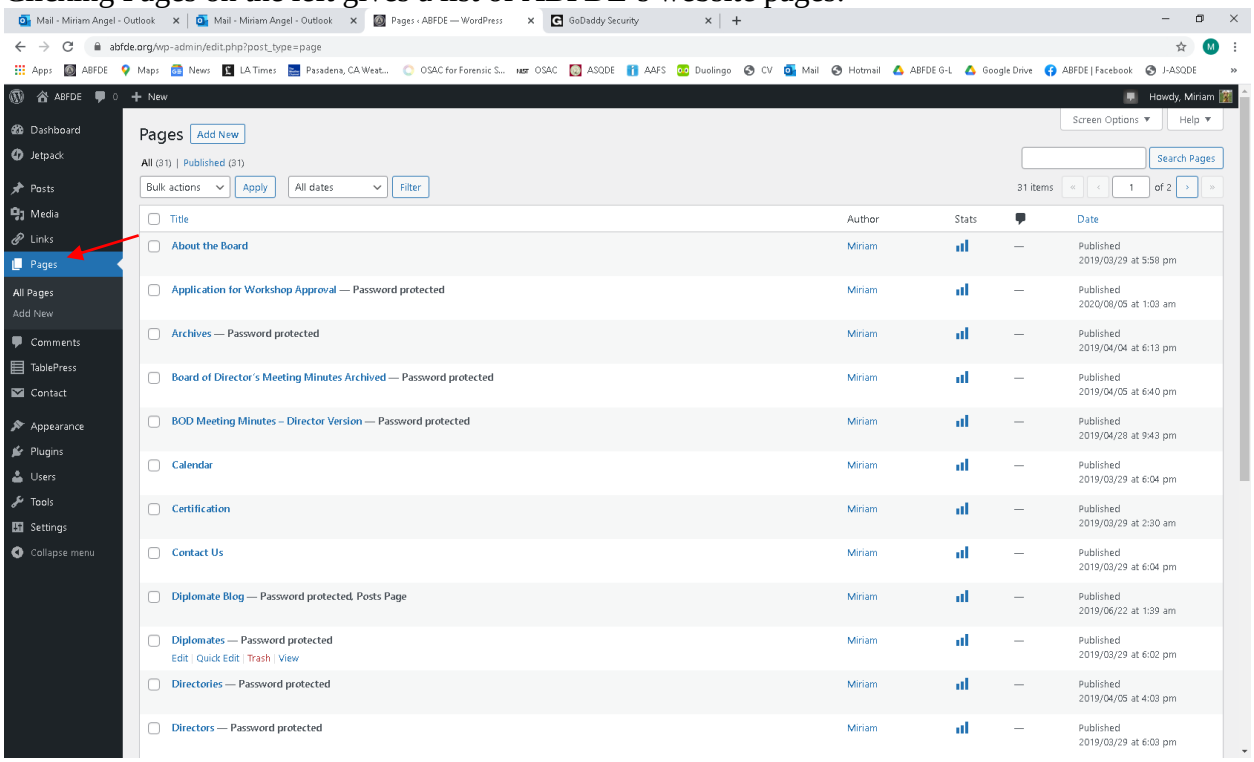
Webpage Name

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

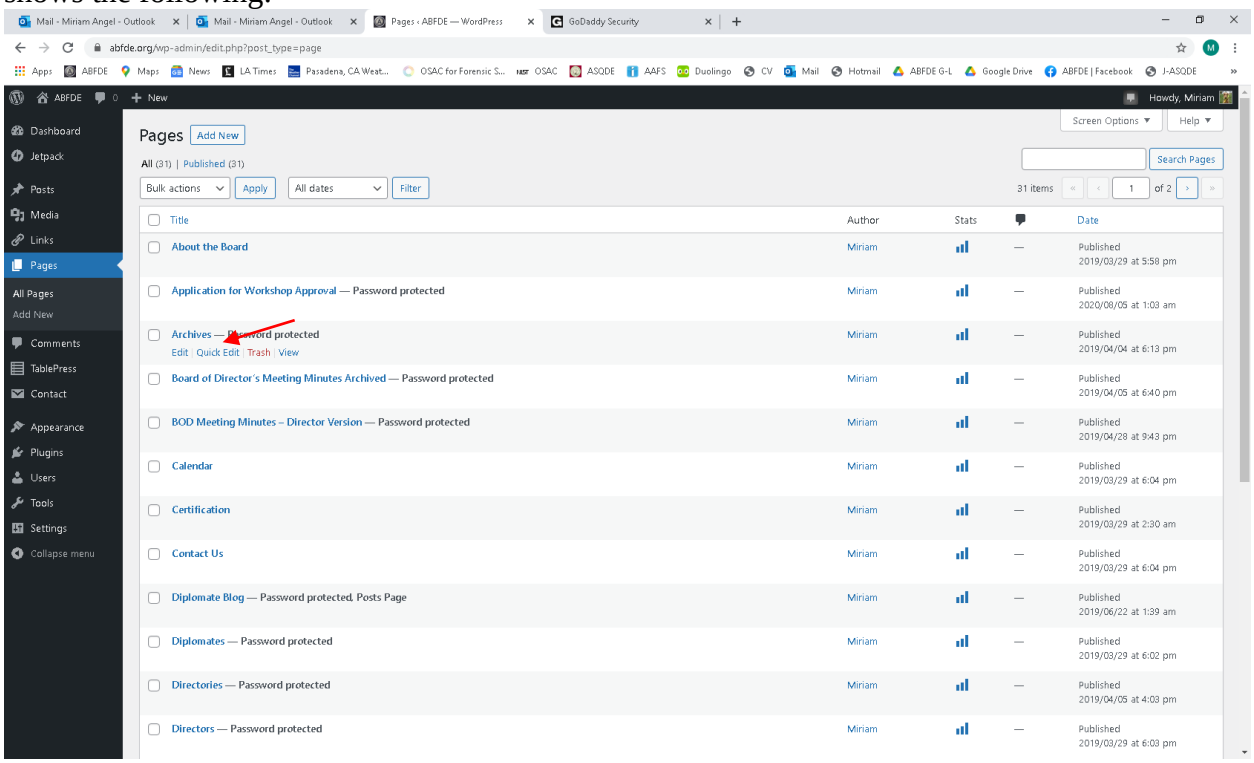
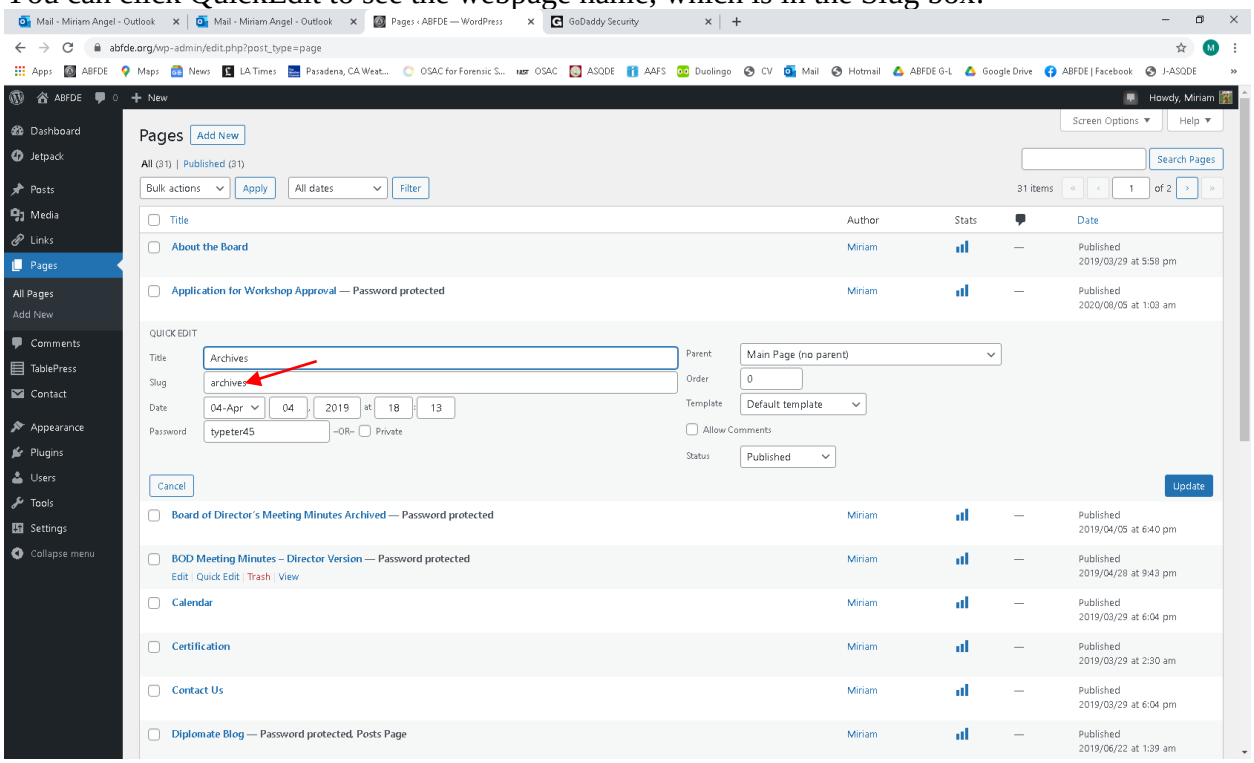
Here is the Dashboard you see when you log into WordPress using an admin account:



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



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: