Congratulations and welcome to your new website!

One of the great things about Squarespace is that you'll be able to manage and maintain your website on your own. To get you started, here is a selection of key Knowledge Base articles to reference as you get more familiar with your website. If you need support or help, the award winning Squarespace Customer Care team is at the ready 24/7. You can reach out at anytime here.

Accessing your site

You can access your site via squarespace.com/login.

If you are having log-in or password trouble, go here.

Account and billing

If at any time you want to update your address, change your credit card information, or switch your billing plan, go here.

Adding a contributor

Squarespace supports multiple contributors and multiple levels of permissions. If you want to give someone access to your website, go here.

General troubleshooting

If at any time your website performance seems slow or off and you want to read up on troubleshooting advice, go here.

Adding a page

Adding pages is a simple process, whether you want to add a page to call out a new service or add a page to highlight holiday hours. When you're ready to read up on the detailed instructions, go here.

Images and videos

Having compelling images and videos is a great way to engage visitors to your website. Squarespace makes it easy to add and format a variety of media and file types. For guidance on adding and updating images and video, go here.

Blog

Blogging is a popular way to generate interest and engagement with a website. To learn more about the ins and outs of adding posts, RSS feeds, comments, and blog excerpts, go here.

Social media

Having a strong social media presence is a great way to bring traffic to your website. To learn about adding new social media accounts or about pushing more content to your existing social media accounts, go here.

Search Engine Optimization (SEO)

SEO refers to steps you can take to make sure your website shows up in search results for relevant keywords and your Squarespace website has many SEO elements baked right in. To learn how to make the most of them, go here.

Metrics

Squarespace makes it easy to keep track of your website's performance through its Metrics tools. You can monitor website traffic, track popular content, and find out what percentage of visitors are browsing from their phones. To learn more about how to use Metrics tools, go here.

Products

As your business grows and changes, you might want to add or update your product offerings. To learn more about product edits, adding variants, scheduling product launches, and how to handle a sold out product, go here.

Taxes

It's important to be in compliance with all tax rules and regulations when you sell products online. To learn how to create tax rules for every country and state to which you ship products, go here.

Shipping

Shipping is a major component of selling physical products online. Whether you want to ship flat rate, by weight, or carrier calculated, Squarespace lets you configure the right option for your store. To learn more about the ins and outs of shipping rates, go here.

Discount codes and coupons

Offering discounts, coupons or special pricing can be a great strategy to drive sales and encourage spending. To learn more about creating discount rules, go here.

Orders

Managing orders effectively is a crucial component to running a successful store; and handling issues smoothly is the hallmark of great customer service. If you want to learn more about cancelling or refunding orders, adding notes to an order, or even exporting orders, go here.

Checkout

The checkout page is often an underutilized point of contact with customers. Using a custom checkout form is a great way to collect additional information from customers, like gift messages, special delivery instructions, or comments. You can also create a newsletter opt-in or even add a product review tool at checkout. To learn more about optimizing checkout, go here.