



international mito patients



# Guide to creating and managing a website



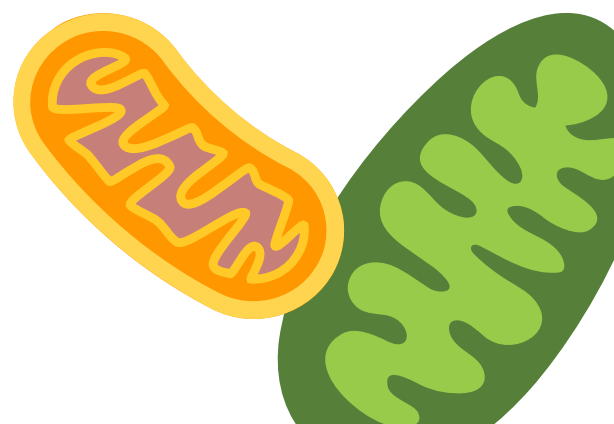
## Living up to our mission

### IMP's mission is to

*Increase quality of life for people with mitochondrial diseases (mito) by facilitating cross-border cooperation and collaboration among national patient organisations.*

### Our objectives are to:

- share best practices, information and knowledge, in order to:
  - promote early diagnosis;
  - develop appropriate care pathways;
  - clinically manage the disease;
- be an international bridge between patients, clinicians, scientists, industry and policy-makers; and
- promote and advocate for speedy development of treatments and cures.



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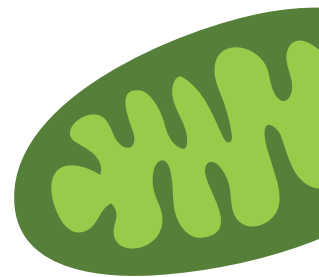
This guide is based on a content originally created by the Axial Spondyloarthritis International Federation (ASIF). IMP is grateful for ASIF's generosity in sharing its resources.



## Creating your website

### Website considerations

- There are many things that contribute to a perfect website – but small charitable organisations don't necessarily need a perfect website – they often need something **simple, but effective**, that meets their basic requirements and can grow with them.
- When starting, the process can be daunting, take significant time and be expensive. This guide highlights things to consider, but not all need to be done immediately.
- Your budget will determine many things about your website. For example, will you build the website yourself or get a developer to create it for you? Websites can be relatively easy to create; however seeking advice from an expert is often worth the investment as they may ask you things that you haven't considered. They can also help create a structure that will allow your website to grow as your organisation grows.
- **Quality content is vital** – if the information is not correct and relevant, people will not return to your site. Consider how often you can update the information – if your resources are limited, include content that will not become out of date too quickly.
- Ensure that you **regularly check your website** – links and images sometimes break, and information gets out-dated.



## Content management system (CMS)

- CMS is the software that allows you to create, manage and modify content on a website, without specialist knowledge in coding.
- There are lots of CMS platforms available, with WordPress being the most popular. It offers a free, easy to use, reliable and secure system, with many plug-ins that allow you to create contact forms and accept online donations etc.
- Security, especially if taking donations or collecting contact information, is vital. Whatever system you use, it is important to ensure that it is secure.
- Make sure the collection of any personal information complies with local privacy laws.
- With many people accessing websites on phones and tablets, it's important for them to be responsive. Today, most CMSs will incorporate mobile optimisation into the design, but it is always worth checking.



## Domains and Hosting

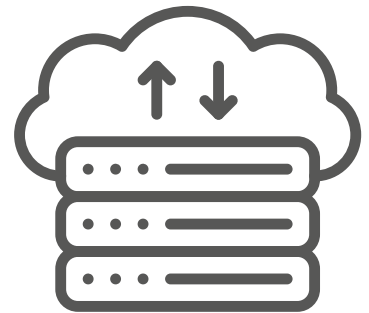
A **domain name** is a unique easy to remember address, for example '**mito.org**'. Choose one that is short, simple and relates to your organisation's name. You can search to find names that are available



- Most charities choose to use '.org' or '.org.uk' (or other specific country); this can help to convey a sense of trust
- There are many companies that sell domain names and offer different subscription options

A **website host** is a company that stores your website files and data, and allows your site to be online. The web hosting provider is responsible for sending your website content to your visitor

- There are many website hosting plans available - it is important to ensure the company has a **user-friendly control panel to manage your hosting account**, provides regular backups of your site, offers fast loading speeds and guarantees maximum uptime (you don't want your website to be offline).
- Check the add-ons and renewal fees when considering the pricing plans. Choose a company with good 24/7 customer service that can assist you with any issues, and who you can easily contact if you have technical problems.



It is worth considering buying your domain name and hosting from the same company as this can reduce complications. You may want to ask another patient organisation for a recommendation.



## Designing your website

- Your website will represent your organisation and will be one of the first places people will go to find out about you. What do you want them to know? What information do you want to share with them? Think about what you want your website to be and do?
- Consider drafting a brief for your website, including:
  - **Critical features** – who you are and what you do, contact information, donation facility, social media links, information about mito and your activities
  - **Important features** – requirements that are important but are less time critical, for example an events calendar
  - **Less important features** – items that can be added to the website after launch, for example links to other organisations.





## Brand and accessibility

**Your website should reinforce your brand.** As well as including your logo and colour palette, your website should use a consistent tone of voice (professional, friendly, welcoming etc.) so that visitors recognise your organisation.

The **Web Content Accessibility Guidelines (WCAG)** are an internationally recognised set of recommendations.

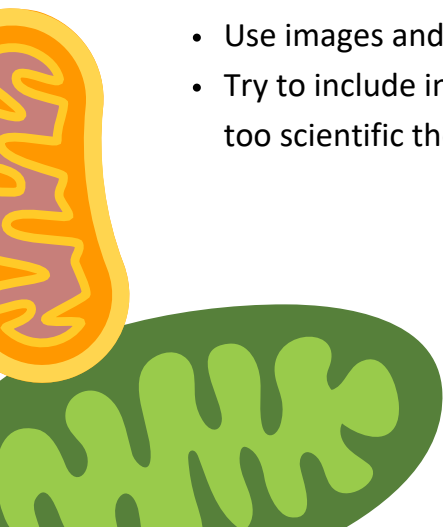
**Follow accessibility guidelines to ensure everyone can access your website.**

Does your CMS support accessibility? Have you used headings correctly to organise your content, used alt text for all images, given links unique and descriptive names, ensured forms are accessible, and considered the used of high contrast colours?

## Creating a strong website

Your website represents you. It's your chance to tell visitors who and what you are, your mission, and share valuable information about mito.

- Your home page should include your organisation's name, logo and the key information you want to share, for example what your organisation does – keep it simple and visually appealing.
- Your content should be sectioned into pages and with clearly marked menu items at the top of the home page to allow users to find the information they are looking for easily.
- Calls to action and contact information should also be easy to find.
- Use images and colour to break up text, invite users in and keep them interested.
- Try to include information and use language that your audience can relate to. If it's too scientific they may lose interest.



## Website design

On average, you have 15 seconds to capture someone's attention the first time they visit your website, so you need to be ready...

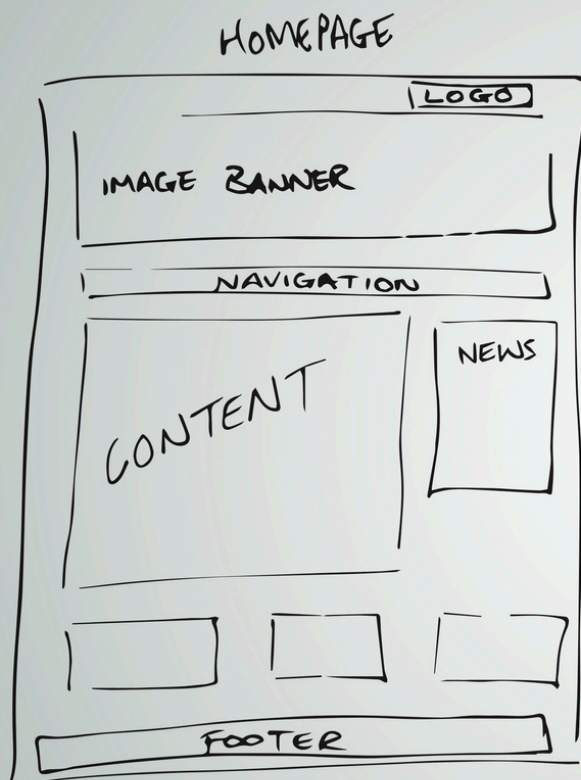
- Use attractive banners and images that catch the eye and communicate a message.
- Catchy, short headlines and lots of sub-heads in long content pieces help the reader stay interested and follow the story.
- Include relevant links to similar content throughout your website. Consider taking visitors on a journey, when they get to the bottom of an article, where can you point them to next?
- Include links to other resources so that your site can act as an information hub (always open these links in a new window so you don't lose them from your site).
- Tools such as [Canva](#) provide an easy way to create images and banners for websites, social media and other resources. It has a wide range of stock images and graphics that can be used to improve the look of your website. Canva has a free offering for charities.



**WEB  
DESIGN**

## Best practices to engage users

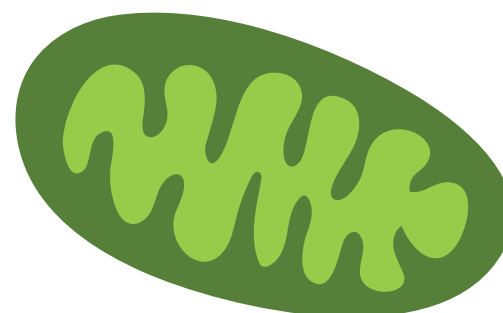
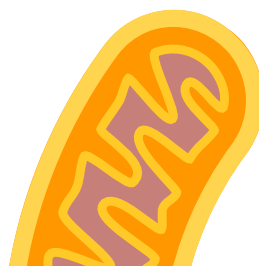
- Tell patient and caregiver stories
- Research, statistics and expert reports provide value, but also help to position your organisation as connected and knowledgeable
- Add new content as often as possible to keep your site fresh
- Combine different content formats like videos and podcasts to keep your site interesting
- Include IMP's logo to show your organisation is part of a global group and add credibility.



## Launching and managing your website

### Checklist for launching your website

- Ensure all dummy content has been deleted and placeholder images replaced
- Check your contact details
- Test any forms
- Set up web analytics
- Finalise legal pages, for example Privacy Policy
- Secure your site – you might choose to use a security plug-in
- Activate automatic updates for any plug-ins
- Create a back up policy – either in-house or via your web hosting company
- Test, test and test again!
- Once your website is live, invite a couple of people to visit your site and test the links, contact form, pages etc. before you tell people your website is live.



## Launching and managing your website contd

### Let your community know your website is live

- Social media is a key tool in launching your site and continuing to drive traffic there. Posts and tweets can link to your website to allow people to read a full article or find out more. Include links to your social media accounts on your website
- Ask your contacts to share your launch posts about your website
- Include an article about your website in your newsletter. You may choose to publish short articles in your electronic newsletter, which link through to full articles on the website; this will regularly drive traffic to your website
- Include your website address - and social media handles - on your email footer and in any printed material or presentations you give
- If you have relationships with healthcare practitioners, let them know you have a website and encourage them to let their patients know.

We have created separate, detailed guides called **Making the most of Social Media**, which can be found on our website.



## Future considerations

- Consider Search Engine Optimisation (SEO). This is the process of improving your site to increase its visibility when people search for something related to your organisation – there are many websites and companies offering advice
- Google Ad Grants offer not for profit organisations grants for ad space on Google.

## Tracking your website's performance

- Keeping track of how many people visit your website, what content they are most interested in, and how long they stay on a page can be helpful.
- This information can be used to ensure the content and services you are offering are of value.
- Google Analytics is a popular web analytics tool, which offers a basic free service as well as charging for advanced features. You may want to talk to a web developer about setting analytics up on your site.



## Some commonly used website terms

- Alt Text - is the descriptive text attached to images on your website. It can be recognised by screen readers and will show when images are hovered over.
- Browser - this is the interface that helps display web pages. Some examples are Chrome, Firefox, and Safari.
- Cookies - a cookie on a website refers to a text file that is created by a website and stored on a visitor's computer. Cookies help to recognise visitors and keep track of their preferences.
- Domain name - the name used to identify the location of a website.
- Home page - the main page of a website.
- Navigation bar - also called a 'menu', helps users find their way around a website.
- Plug-in - a piece of software that adds new features to an application, for example a security plug-in for a WordPress website.
- SEO - Search Engine Optimisation is the process of improving how your website performs in search engine results.
- URL - a uniform resource locator is the address of a web page. It usually starts with 'www.'



## We're here to help

We understand how daunting setting up your own organisation can be. IMP and our members were started by people like you, often who were looking to find more support for themselves or their loved ones. They were driven to make a difference and help others affected by mito. They were created by one or two people, often from their home at weekends or in the evenings, around work, family and frequent medical appointments.

We understand that every country has different contexts and challenges. We might not always have the answers, but we are committed to supporting our global mito community and will do all we can to help you.

We believe in your capacity to do this! It is likely that there will be obstacles and frustrations - please reach out to us - there may be others who have experienced similar things and can offer advice to help overcome them. Contact us at [info@mitopatients.org](mailto:info@mitopatients.org) or find other useful guides on our website at [www.mitopatients.org](http://www.mitopatients.org).

### Online resources:

- [How to set up a mito patient organisation](#)
- [Fundraising](#)
- [Guide to creating and managing a website](#)







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[www.mitopatients.org](http://www.mitopatients.org)  
[info@mitopatients.org](mailto:info@mitopatients.org)