Qsite FAQ

Your site. Your creation.

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Draft. Answers about plans, cancelling and privacy follow the draft general terms and data processing agreement, which a lawyer still has to check.

Getting started

What is Qsite?

Qsite is a website service for small businesses, associations and private people. You get a website that works on phones, tablets and computers, hosting, e-mail on your own domain and one admin where you manage everything yourself. Qsite takes care of security and updates.

Do I need technical knowledge?

No. If you can write an e-mail, you can manage your Qsite. You choose a ready-made design, type your texts in an editor like a word processor, and AI can help you write. Changing a coded design yourself does need HTML and CSS, but that is never required.

My site is new. Where can I see it?

Every new site is online straight away on a temporary address, for example yourname.qsite.site. Search engines do not index it, so you can work in peace. When your own domain points to Qsite, the site moves to your domain and the temporary address forwards to it. Use View website under Home in the admin to open your site.

Can I use my own domain name?

Yes. You can bring a domain you already have, or we can register one for you. Point the domain to Qsite (we send you the settings) and we connect it to your site, including a secure https connection. Until then your site stays on its temporary address.

Can I manage my site on my phone?

The admin is made for a computer or laptop. Your website itself works well on phones and tablets.

Can the admin be in English?

Yes. The admin uses the language of your site, which you set under Settings, field Language: Dutch, English, German, French, Spanish or Portuguese. On the login screen you can choose the language below the login button.

How do I make a free site?

On the login screen click No site yet? Make one for free, or go to admin.qsite.com/aanmelden. Choose a template, the name and web address of your site, and fill in your name, e-mail address and a password. Click the link in the e-mail we send you within 48 hours, and your site is ready on yourname.qsite.site, with everything of Pro for the first 14 days.

Logging in and security

How do I log in?

Go to admin.qsite.com, or add /admin to the address of your own site. Enter your e-mail address and password. Administrators then enter a code from their authenticator app.

I forgot my password. What now?

Go to your own site and add /wachtwoord-vergeten to the address, for example www.yoursite.nl/wachtwoord-vergeten. Enter your e-mail address and you receive a link to choose a new password. The link is valid for 60 minutes. A password must be at least 12 characters.

The link in my welcome e-mail no longer works.

The link in the welcome e-mail is valid for 7 days. If it has expired, use the forgot password page described above, or ask support for a new invitation.

I moved from the old Qsite. Does my old password still work?

No. For your safety, everyone who moved to the new Qsite chooses a new password through the forgot password link. Your content, users and members have moved with you.

Why do I need a login code from an app?

Administrators can change everything on a site, so they log in with a password and a code from an authenticator app, such as Google Authenticator or Microsoft Authenticator. Even if your password leaks, nobody can log in without your phone. Editors only need a password.

I lost my phone or got a new one. How do I log in?

Click Lost your phone? Use a recovery code on the login screen and enter one of the recovery codes you saved when you set up the login code. Each code works once. If you have no codes left, contact support. We first check that it is really you, then reset your login code so you can set it up again.

Can colleagues work on the site too?

Yes. Administrators add users under Users. Choose Administrator for someone who may do everything, or Editor for someone who only works on content. Per folder you set who may read, write, edit or manage. With groups you give rights to several people at once.

Your website

Does my site work on phones?

Yes. All templates and designs made with Redesign work on phones, tablets and computers. Sites carried over from the old Qsite keep their own design; older designs that were not made for phones are shown in a centred frame until you choose a new template.

Is my site secure?

Yes. Qsite sites use a secure https connection, and we keep the system up to date. Administrators log in with a login code. Forms are protected against spam robots, and payment keys for your shop are stored encrypted.

What can I put on my site?

Pages, news, a weblog, an agenda, a calendar with bookings, photo albums, links, a guestbook, polls, a members list with a members area, forms, newsletters and a webshop. Each is a folder in the menu of your site; you add them under Commands with Add folder.

Can I make a part of my site for members only?

Yes. In the folder settings, tick Only for members and users (members area), and turn on Login for customers on the site under Settings. Members then log in on your site. Visitors can also sign up as a member themselves.

How many visitors does my site have?

See Statistics in the admin: visitors and page views per day and per page, for the last 7, 30 or 90 days or the last year. You can also add your own Google Analytics code under Settings.

Can my site be in more languages?

Yes. Tick the extra language under Settings, Other languages, and click Translate missing pages with AI, or translate each page yourself with the language tabs at the top of the page. Each language gets its own pages, such as /en/, with a language switcher on the site. Free has one language, Start two and Pro as many as you like.

Content and editing

How do I change a page?

Click the folder in the tree on the left, click the page, change the text in the editor and click save. Tick Draft (not visible on the site) if you want to save without publishing.

How do I add an item to the menu?

Open the folder the new item goes under, or click the name of your site at the top of the tree for the main menu. Choose Add folder under Commands, pick the type (for example Pages or News), fill in the name in the menu and save.

How do I add photos and files?

In the editor, click Insert image or Insert file. This opens the Upload Manager, where you choose a file or upload a new one. Files can be up to 20 MB. For a photo album, use Add photos or upload a zip file with photos in the album folder.

How large should my photos be?

A width of about 1600 pixels is sharp on almost every screen and loads fast. In photo albums Qsite resizes new photos for you to the width you choose, from 480 to 1600 pixels.

I deleted something by mistake. Can I get it back?

Yes. Deleted folders and items go to the recycle bin at the bottom of the tree. An administrator ticks what should come back and clicks Restore selected items. Once the recycle bin is emptied, items are gone for good.

Can I publish something later, or take it offline automatically?

Yes. Fill in Visible from and Visible until on the item. Qsite shows it only in that period.

Can I import a Word or PDF document?

Yes, in folders of the type Pages or News. Choose Import Word document or Import PDF document under Commands. Qsite turns it into a page that you can then check and edit. Files can be up to 20 MB.

Can visitors respond to my news or blog?

Yes. Turn on Allow comments in the folder settings of a News or Weblog folder. Comments appear under the message in the admin, where you approve, hide or delete them. In the guestbook, Publish messages straight away decides whether you check messages first.

Design and templates

How do I change the look of my site?

Under Design, choose Templates for a ready-made design that you adjust with your own colours, fonts, logo and photo, or Redesign to let AI make a design from your description. You always see a preview first, and Restore puts your previous design back.

Will a new design hurt my place in Google?

No. A new template or Redesign only changes the look. Your pages, texts and web addresses stay the same.

How many templates are there?

There are 250 templates: 20 layouts in 230 versions for specific kinds of businesses and organisations. Search by sector, such as bakery or lawyer, or filter by kind of site. The template photos come from Pixabay and may be kept or replaced with your own.

Qsite AI

What does Qsite AI do?

Qsite AI helps you write and improve texts (Write with AI, Improve with AI), writes page titles and descriptions for Google (SEO with AI), fixes SEO points with one click, suggests keywords and gives ranking advice, and makes complete new designs with Redesign. The AI only fills in fields; you check the result and decide whether to save it.

I do not like what the AI wrote. Can I go back?

Yes. Click Undo in the AI bar to get your own text back. Nothing is saved until you click save.

Is there a limit to using AI?

Yes, to keep the service fair for everyone: 100 AI requests per site per day and 20 per minute per user, and 5 Redesigns per site per day. The limits reset every day.

What happens to my texts when I use AI?

Only the text of the page you are working on, plus your instruction, is sent to the AI service to produce the result. The AI does not save anything on your site by itself, and you decide what is published.

Being found in Google

How do I get found in Google?

Open SEO in the admin. Qsite checks your site every Monday (or when you click Check now) and lists what to improve, with a score out of 100. Many points can be fixed with one click. Add the keywords people use to find you, and use them in your page titles and texts.

Why do I not see my place in Google?

Positions appear once your site is linked to Google Search Console. Add the account shown on the SEO screen as a user of your site in Search Console. Positions are updated every Monday. A new site often needs a few weeks before Google shows it.

Check now does not work any more.

Check now can be used 10 times per hour per site. Wait a while and try again. The automatic check runs every Monday anyway.

Forms and newsletters

How do I put a contact form on my site?

Go to Forms and click Add form. A new form already has Name, E-mail address and Message. Fill in Send to, then open a page and use the Form button in the editor to place it.

I do not receive the messages from my form.

First check the addresses under Send to in the form, and your spam folder. All messages are also stored in the admin: open the form and look under Submitted. If messages are there but not in your mailbox, check Mail settings or contact support.

How do you keep spam out of my forms?

Forms have built-in protection against spam robots. Your visitors do not have to solve puzzles.

Can I send a newsletter?

Yes. Go to Mailing and choose New mailing. Send to one or more member folders, or to all members with an e-mail address. Every mailing has an unsubscribe link, and members who unsubscribe get no further mailings. Under Sent items you see per recipient whether the e-mail went out.

Can I import my existing address list?

Yes. Open a Members folder and choose Import members (CSV). Save your list from Excel as CSV with column names on the first line, and match each column to a field. Existing members with the same e-mail address are updated. Only import people who agreed to receive your mail.

E-mail

Can I have e-mail addresses on my own domain?

Yes. Administrators add mailboxes and forward addresses under E-mail. The number of mailboxes depends on your package.

Which settings do I use in my mail program?

Use your full e-mail address as the user name and the password of the mailbox. Outgoing mail (SMTP): mail.qsite.eu, port 587, with STARTTLS. Incoming mail: mail.qsite.eu, IMAP port 993 with SSL. Most mail apps find these settings by themselves when you enter your address and password.

I cannot add another e-mail address.

Your package has a maximum number of mailboxes. When it is reached, the button says your package is full. Forward addresses can often still be added. Contact us to extend your package.

Can my site send mail from my own address?

Yes. Under Mail settings, fill in the user name and password of a mailbox on your own domain at Own mailbox, and click Send a test mail. Without it, mails go out through the Qsite account and replies still reach your sender address.

Webshop

Can I have a webshop?

Yes, on Pro: it includes a small webshop with up to 25 products. For a larger shop there is the Webshop plan at 29.95 euro a month. Free and Start have no shop. An administrator adds the shop as a folder of the type Shop, with Add folder.

How do customers pay in my webshop?

Through Mollie, with iDEAL, credit card and the other methods you turn on in your Mollie account. Enter your Mollie API key under Shop settings. Without a key, customers can pay in advance by bank transfer.

Do I need my own Mollie account?

Yes. Payments go straight to your own Mollie account, so the money is yours without Qsite in between. Creating a Mollie account is free; Mollie charges a small fee per payment.

Can I set shipping costs, discounts and sizes?

Yes. Under Shop settings you add shipping methods with costs per weight and country, a minimum order amount and two discount levels. Under Manage size ranges you make sizes such as S, M, L, with their own price and stock per product.

Account, plans and invoices

Where do I find my invoices?

On the start page of the admin, under Your invoices, with Download PDF for each invoice. This is visible to administrators of the site.

How do I change my company details or billing address?

On the start page, click Change your details under Your details. We update our invoicing at the same time.

Which package do I have?

See Your package on the start page of the admin. Under Your contract you see when your subscription started.

What does Qsite cost?

You can start for free. The Free plan gives you a site on yourname.qsite.site. Start costs 9.95 euro a month and Pro 19.95 euro a month, including VAT, paid per year. Paying per month is possible for 25 percent more. Non-profit organisations pay half price. Pro includes a small

webshop with up to 25 products; for a larger shop there is the Webshop plan at 29.95 euro a month.

Can I try Qsite for free?

Yes. Every new site gets 14 days of Pro for free, without payment details. After the trial you choose Start or Pro, or you simply continue on the Free plan.

What is the difference between Free, Start and Pro?

Free: 5 pages, 20 AI texts a month, 500 MB storage, one language, an address on qsite.site and a small Made with Qsite link. Start: 25 pages, 100 AI texts and 2 AI redesigns a month, 5 GB, two languages and your own domain name. Pro: unlimited pages and languages, 300 AI texts and 10 AI redesigns a month, 25 GB and a small webshop with up to 25 products. Larger shops go on the Webshop plan at 29.95 euro a month. The manual has the full table in the chapter Plans and what they include.

Qsite says I have reached a limit. What now?

Each plan has limits for pages, storage and AI per month. For pages and storage, delete what you no longer need or choose a bigger plan. AI texts and redesigns start again on the first day of the next month; the message tells you the date. To move to a bigger plan, ask us through the support form.

How do I upgrade or downgrade my package?

You can move to a larger package at any time. It takes effect immediately, and you pay the difference for the rest of your current period. A move to a smaller package takes effect at the end of the period you have already paid for. Ask us through the support form and we change it for you.

How do I cancel?

You can cancel your paid package at any time through the support form. Your package continues until the end of the period you have already paid for, and after that your site moves to the Free plan. Nothing is deleted. If you use your own domain name or mailboxes, we warn you in advance, so you can save your e-mail and move your domain if you want to.

How do I pay for Qsite?

Preferably by automatic debit: you make the first payment with iDEAL, and after that the amount is collected automatically. You receive an invoice for every payment, which you also find in the admin under Your invoices.

Privacy and data

Can I download my content?

Yes. Choose Export under Commands in a folder, or tick folders at the top level and choose Export. Members can be exported to Excel. Your images and files are in the Upload Manager.

Is Qsite GDPR (AVG) compliant?

Qsite stores your site and its data on servers in the European Union (Frankfurt), uses secure connections and gives you the tools to handle personal data with care: unsubscribe links in

every mailing, members who can change their own details, and export of your data. For the personal data we process for you, such as form entries and members, our data processing agreement applies. It is part of our general terms, so you do not need to sign anything. You find it at www.qsite.com/en/data-processing-agreement. As the owner of your site you remain responsible for your own privacy statement.

Support

What is the Qsite AI button at the bottom right?

That is Qsite AI, our assistant in the admin. Ask it how to do something and it answers from the manual and the FAQ, with the sources it used. If it cannot help, click Talk to a person and Qsite support replies by e-mail within one working day.

How do I reach support?

Use the Support box on the start page of the admin, or Help in the menu bar, where you choose question, problem or wish. You can also e-mail support@qsite.com. We reply within one working day.

Someone asked for my password on behalf of Qsite.

Do not give it. Qsite never asks for your password, not by e-mail and not by phone. If you did share it, change your password straight away and let us know.

Is there a manual?

Yes. The Qsite user manual explains every part of the admin step by step. The Help page in the admin also has short explanations.