

Dear Samantha

First of all, thank you very much for placing an order for a hosting account with GlowHost.com, Inc.

Your website hosting account for samrokkdesigns.com <<http://samrokkdesigns.com>> has been provisioned and you now have access to our web servers.

Your MyGlow Account Manager login details:

Login URL.: <https://glowhost.com/login>

Username...: xxxxxxxx@att.net

Password...: xxxxxxxx

Domain, cPanel and Mail Details

domain.....: samrokkdesigns.com

NS1.....: ns29.glowhost.net <<http://ns29.glowhost.net>>

NS2.....: ns30.glowhost.net <<http://ns30.glowhost.net>>

cPanel URL....: <http://deb.gendns12.com/cpanel>

cPanel User...: samrokkd

cPanel Pass...: xxxxxxxx

Incoming Mail Server: mail.samrokkdesigns.com

Outgoing Mail Server: mail.samrokkdesigns.com

SSL Enabled Incoming Mail Server: deb.gendns12.com

SSL Enabled Outgoing Mail Server: deb.gendns12.com

About MyGlow

MyGlow is your Account Manager or Management Panel for your account at GlowHost. It contains all of your billing information, domain and control panel information, and allows you access to our support helpdesk.

The best place to access your web site's cPanel control panel is from within MyGlow. Find the "Manage My domains" button after you have logged in. Here you will find a list of all the domains that you are hosting in our system. Next, on this same page, find the section for the "Control Panel Information" and you will see a link that will automatically log you into your control panel. Your control panel logins are also securely stored here for your convenience.

Basic

Advanced

Server Name: Remote Server



Connect using: FTP

FTP Address: ftp.samrokkdesigns.com

Port: 21

Username: samrokkd

Password:

Save

Test

Root Directory: public_html

Web URL: http://ftp.samrokkdesigns.com/public_

▶ More Options

Help

Cancel

Save

Accessing cPanel Manually

To access your control panel directly from a bookmark, before your domain resolves, or without going through your MyGlow account manager, you can go here:

<http://deb.gendns12.com/cpanel>

Username: samrokkd

Password: xxxxxxxx

After the domain name resolves, you may find it easier to remember this simple URL:

<http://samrokkdesigns.com/cpanel>

If you forget this information, you can always login to MyGlow and retrieve this information. MyGlow is your primary access point for everything at GlowHost so please remember to use it!

PLEASE NOTE:

Your domain name may not be immediately available when you type it into your browser. It typically takes about 24 hours or less for the domain to fully transverse the Internet. This rule applies to newly registered or recently modified domains. In some cases it will be immediately available to you.

Changing Your Domain's Name Servers

If you registered your domain through GlowHost when you placed your order, then you may skip this section.

If you registered this domain at <http://InstaPro.net>, or any other 3rd party site, you will need to login to your account at the site where you registered the domain, and update your Name Server details. This will point your domain to our servers.

Once your domain has resolved, you will see a "Welcome To GlowHost" page when you type your domain name into the address bar of your favorite web browser. When you see your welcome page, it means that your domain is now hosted with GlowHost.

When you see the welcome page, please read the instructions on that page for the next steps. Basically, you need to login to your account and remove this page, and if you still see this page after you have removed it, try to clear your browser's cache or test in another browser.

If you need help on how to change your Name Servers, or if this is your first time, we have some tutorials for some of the most popular registrars located at the link below:

<http://glowhost.com/support/videos/>

Please navigate to DNS Tutorials > Updating DNS and choose your registrar from the list. If your registrar is not listed, please watch a couple of the videos and you will notice the process is basically the same thing on each site.

As a reminder, use these nameservers:

ns29.glowhost.net

ns30.glowhost.net

Accessing Your Site Before The domain Resolves

To access your site before the domain name completes propagation across the Internet, you can go to the temporary URL below to view your site for previewing purposes.

<http://deb.gendns12.com/~samrokkd/>

FTP information.

If you would like to publish your site using FTP before your domain resolves, you can do so using your server's hostname below.

FTP Hostname:

deb.gendns12.com

If your FTP program asks for a "directory" or "remote folder" or similar, type "public_html" or you may use "www" (without the quotes). www is simply a "shortcut" to public_html.

Again you can login MyGlow for quick and easy reference to this. Just click on "Manage My domains" and find the section called "Site Publishing Information."

Email - POP3 / SMTP / IMAP

You can setup email addresses @samrokkdesigns.com in your control panel by clicking on the "mail" icon. You can then use your favorite email reader like Mozilla Thunderbird, Outlook, or a similar email program to access these addresses.

Alternatively you can access them over a web-based interface when your local mail reader is not available using our webmail options.

When you setup your email program, your username is always the full email address that you created, and the password will be the password you created for this email address in your control panel when you made the email account.

This is a correct email username: example@samrokkdesigns.com

This is not correct: user

Please check the box titled "my server requires authentication" (or similar) in your particular email reader.

More information on email account setup can be found in our knowledge base or video tutorials.

Webmail

If you would like to access your e-mail from your web browser instead of using a traditional mail program like

Thunderbird or Outlook, you can access it from this simple address:

<http://samrokkdesigns.com/webmail>

When you setup your email program, your username is always the full email address that you created, and the password will be the password you created for this email address in your control panel when you made the email account.

This is a correct email username: example@samrokkdesigns.com

This is not correct: user

Obtaining Technical Support

GlowHost Forums:

The address to the Community forum is:

<http://forums.glowhost.com/>

Knowledge Base:

The address to the Knowledge Base is:

<http://forums.glowhost.com/knowledge-base/>

Ask questions, tell stories, introduce yourself, link to your site, and get answers in our community forums. Our forums are the first place that you should try to obtain technical support.

Use the "Search" function at the forums to find the topic that you are after. If you can't find the answer to your question after using the search, please feel free to register and start a new thread.

Please be careful to not post your usernames or passwords in the forum as they are accessible to the general public.

If you have a question that is specific to your account, or requires that a GlowHost representative to obtain your logins or other confidential information, please use our Helpdesk which you can find once logged into your MyGlow Account Manager.

Other Technical Support Options

The address to GlowHost Technical Support Home is:

<http://glowhost.com/support>

GlowHost Advanced Site Search:

<http://glowhost.com/search>

Video Tutorials:

<http://glowhost.com/support/videos>

GlowHost Helpdesk

This is the place to go when you have "account specific" questions for your website.

If your question is general in scope, for example, you would like to know how to setup an email program, then the forum would be a better support option for you.

If your question is something that would require us to login to your cPanel, a billing question, or if you want us to take a look at settings for a script that you run on your website, then this is the type of question for our helpdesk.

The helpdesk is located here:

<https://glowhost.com/helpdesk/index.php?cmd=newticket>

You will need to be logged into your MyGlow Account Manager in order to access certain departments.

THANK YOU!

Again we would like to thank you for choosing GlowHost.com for your web hosting needs and welcome to our community!