



Dear Student

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

Your website hosting account for imcommstudent.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>
Email ID: imcommstudent@gmail.com
Password: F2TMrM8n

Domain Nameservers

Domain: imcommstudent.com
NS1: ns37.glowhost.net
NS2: ns38.glowhost.net

Web Site Control Panel (cPanel)

cPanel URL: <https://quebec.gendns.com/cpanel>
cPanel User: shawntya
cPanel Pass: UYDfQBvdZF0Kw7xW

Standard FTP settings

FTP Host (server name): quebec.gendns.com
FTP Port: 21
FTP User: imcomm
FTP Pass: UYDfQBvdZF0Kw7xW

If your FTP program asks for a remote directory, root directory or folder, please use the following:

public_html

This is the folder to where you should upload your web site.

Secure FTP settings (Advanced)

FTP Host (server name): quebec.gendns.com
FTP Port: 21
FTP Protocol: Explicit TLS
FTP User: imcomm
FTP Pass: UYDfQBvdZF0Kw7xW

If your FTP program asks for a remote directory, root directory or folder, please use the following:

public_html

This is the folder to where you should upload your web site.

Email settings for Outlook, Thunderbird or similar

You will first need to create email addresses in your cPanel control panel. Once that is complete you can then set up your favorite email program with the following settings:

Incoming Mail Server: mail.imcommstudent.com
POP3 Port: 110
or
IMAP Port: 143

Outgoing Mail Server: mail.imcommstudent.com
SMTP Port: 25 or 26
(Your ISP may block port 25)

SSL secured email settings (Advanced)

Incoming Mail Server: quebec.gendns.com
POP3 Port: 995
or
IMAP Port: 993
Connection Security: SSL / TLS

SMTP Outgoing Mail Server: quebec.gendns.com
Port: 465
Connection Security: SSL / TLS

About MyGlow - Your GlowHost Account Manager

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. MyGlow is your primary access point for everything related to your account at GlowHost, so please remember to use it.

The best place to access your web site's cPanel control panel is from within MyGlow.

To do this, 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 button that will automatically log you into your control panel.

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:

<https://quebec.gendns.com/cpanel>

Username: shawntya
Password: UYDfQBvdZF0Kw7xW

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

<http://imcommstudent.com/cpanel>

Your control panel logins are also securely stored within MyGlow for your convenience. If you forget this information, you can always login to MyGlow to retrieve it.

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 your 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 welcome 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 nameservers, or if this is your first time, we have some video tutorials for some of the most popular registrars located at the link below:

<https://glowhost.com/support/>

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:

ns37.glowhost.net
ns38.glowhost.net

Viewing Your Website Before DNS Propagation

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.

You can follow the steps below to view your domain on the GlowHost server before DNS has propagated:

[Windows Instructions](#)
[Mac Instructions](#)

Don't forget to revert the hosts file changes once you're done testing!
Please note that some scripts or apps may not work properly until your domain resolves.

FTP information

Your main account FTP connection settings are above. You can create additional FTP users for each addon domain or for each user who needs an FTP account. This can be done inside of cPanel by clicking on the FTP users icon. We recommend using unique FTP user accounts instead of the main account FTP whenever possible. We also recommend assigning a unique FTP user account to each computer or person who accesses your site. FTP users will have a username like:

user@imcommstudent.com

This is a different format than the main FTP username, which as a reminder, does not require the [@imcommstudent.com](http://imcommstudent.com) part.

Email - POP3 / SMTP / IMAP

You can setup email addresses [@imcommstudent.com](mailto:imcommstudent.com) in your control panel by clicking on the "Email Accounts" 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: user@imcommstudent.com
This is not correct: user

Obtaining Technical Support

GlowHost offers a number of ways to find the answers to your technical needs. Please have a look below to see some of the options to which are available to you.

GlowHost Community Support Forums:

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.

The address to the Community forum is: <https://forums.glowhost.com/>

This is a peer supported forum however our support team also frequents these boards looking for unanswered posts. The forums have many years worth of customer questions as well as a knowledge base for the most commonly encountered problems. Please use the "search" function on the forum when looking for answers to see if the same question has been asked before.

GlowHost Knowledge Base:

The address to the Knowledge Base is:
<https://documentation.glowhost.com/>

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 the GlowHost Technical Support Home is:
<https://glowhost.com/support>

This page includes numerous ways to reach us as well as hundreds of video tutorials to help you out!

GlowHost Helpdesk

This is the place to go when you have questions for your website such as something that would require us to login to your cPanel, a billing question, or settings for a script that you run on your website.

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.

Thanks for hosting with GlowHost.com
Proudly Hosting Since 2002



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