

Web Hosting Getting Started Guide

This guide describes:

- [Hosting Terms and Definitions](#)
- [How to sync a domain with your hosting account](#)
- [How to change your domain's nameservers](#)
- [How to use FTP to upload data to your hosting account](#)
- [How to set up your email](#)
- [How to build your site using Sitebuilder](#)
- [How to contact Customer Support](#)

Hosting Terms and Definitions

Below are several terms you will see referenced throughout this guide. We've provided a brief explanation of each.

Hosting Service – A hosting account provides the hard disk space and continuous Internet connection necessary to ensure your website and its content is viewable and accessible on the World Wide Web.

Domain Name – Your domain name (sometimes referred to as a URL) is your website's online address. People who type your domain name (such as Domain.com) into their Internet browsers will be directed to your website.

After you've created a web hosting account, you will need to associate your domain name with your hosting service. Regardless of whether you purchase your domain name prior to, at the same time as, or after you've purchased your hosting service, you will need to complete this process. Review the section, "[Sync a Domain with Your Hosting Account](#)" for more information.

Email - After you've created a web hosting account, you can create email addresses specific to the domain name you associated with your hosting account. For instance, if your domain is "domain.com", you could create the email address "me@domain.com". Customized email accounts allow you to leverage your website's identity.

With Domain.com, you can access your email via the web, or set up your computer's email client (Outlook, Mac Mail, etc.) to manage your email while online or offline. For more information about creating and managing your email accounts, please review the "[Setting Up Your Email](#)" section below.

Sitebuilder - Our Sitebuilder program is an easy-to-use website creation tool that lets you create a custom website with or without web development experience. Choose from over 300 professionally designed templates, customize the template to suit your needs, add your own content, and publish your website. In just these few, simple steps your new website is accessible and visible worldwide.

FTP or File Transfer Protocol – Many professional web developers create and test their websites on their local computers. By creating web pages on a local computer, developers can quickly and easily make and test changes to their sites before making them visible to a wider audience. When updates to their sites are ready to be deployed, developers can upload the new content, images, and any additional data or files to their hosting account. At this point, the changes become "live" (i.e., viewable and accessible to anyone surfing the web). The ability to upload data to your hosting account in this manner is known as FTP or File Transfer Protocol.

After your domain and hosting account have been associated, you have the option of creating your website via an online program such as Sitebuilder, or building your site on your local computer and uploading it to your hosting account via FTP. To upload using FTP, you will need to log in to your hosting account's FTP service, locate your home directory, and upload your files to that folder. For more information on logging into FTP, locating your home directory, and uploading your files, please review the "[Use FTP to Upload Data to Your Hosting Account](#)" section below.

Customer Support - We offer our customers a variety of support options. At the end of this document you will find links to our online Knowledge Base and Support Ticket System, as well as telephone contact information for our Customer Support Specialists. Please see the "[Support](#)" section below.

Sync a Domain with Your Hosting Account

1. Log into your account.
2. Click on the **Hosting & Services** Tab. [Figure 1]

Figure 1



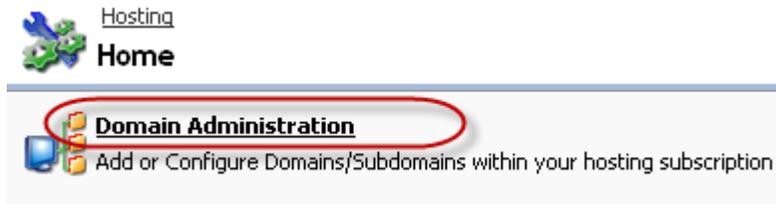
3. Click on the **Configure** button next to the Hosting Package ID. [Figure 2]

Figure 2



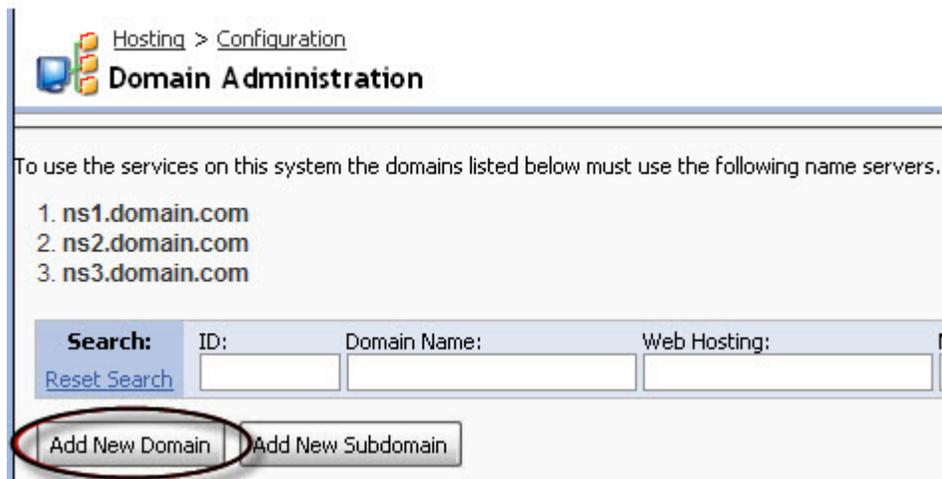
4. Click **Domain Administration** [Figure 3].
NOTE: This lists your existing domains and subdomains.

Figure 3



5. Click on the **Add New Domain** button. [Figure 4]

Figure 4



6. Enter your domain into the field. [Figure 5]
7. **For a Windows Hosting Account:** Select the **Website (Microsoft IIS)** radio button if the content on your website will be located directly in the web space (on the local server).

For a Linux Hosting Account: Select the **Website (Apache)** radio button [Figure 5] if the content on your website will be located directly in the web space (on the local server).

In both instances, it is highly recommended that you specify a specific folder where you'd like your files to reside.

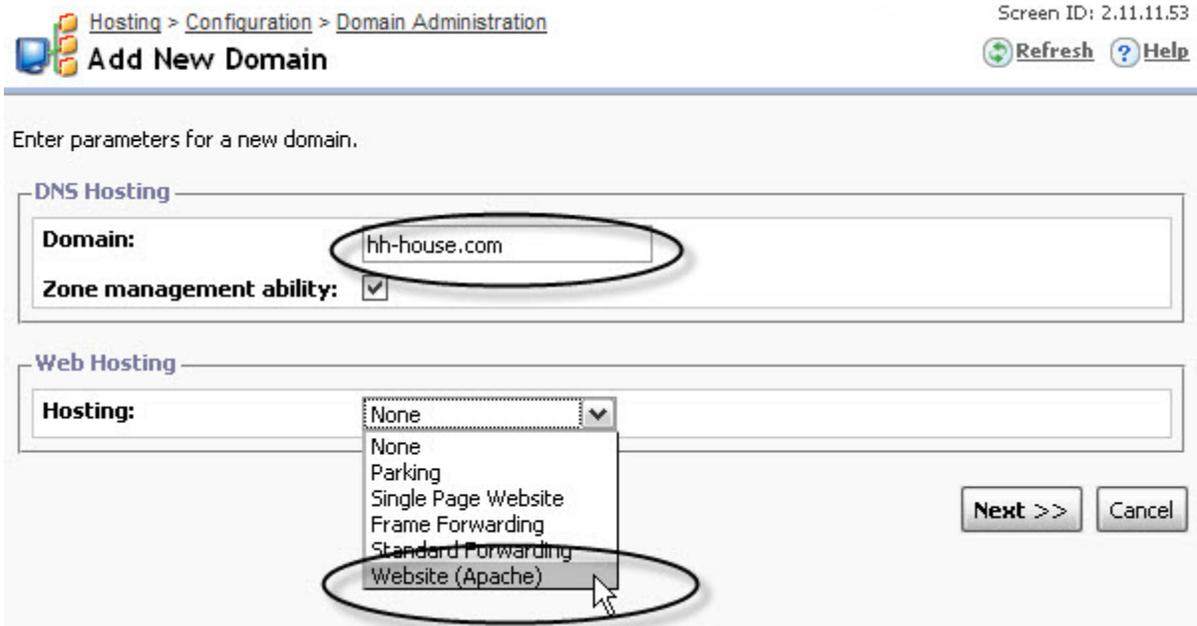
For instance: If you wish to have your site content located in the directory "newdomainlocation", you would set the file path as "/newdomainlocation". If you want to store your content in the root directory, you would set the file path as "/". We strongly recommend you designate a specific directory (such as "/newdomainlocation") rather than specify the root directory (such as "/").

What If I Choose "Forwarding" rather than "Website"? By selecting the Forwarding radio button, visitors to your domain will be redirected to another website.

NOTE: Forwarding gives you the ability to point your registered domain name to another domain name, URL,

or IP address for seamless redirection of traffic. All traffic that arrives at your registered domain name is automatically forwarded to another web address specified by you. For example, if you type www.ilovedomain.com into your browser, you would be rerouted to www.domain.com. Besides linking to a website, you can specify the address of any other available online resource: a specific web page, a file of any type, etc. The address should not be longer than 1024 characters.

Figure 5



Screen ID: 2.11.11.53

Refresh Help

Hosting > Configuration > Domain Administration

Add New Domain

Enter parameters for a new domain.

DNS Hosting

Domain: hh-house.com

Zone management ability:

Web Hosting

Hosting: None

- None
- Parking
- Single Page Website
- Frame Forwarding
- Standard Forwarding
- Website (Apache)

Next >> Cancel

Change Your Domain's Nameservers

For your email and hosting to function, your domain must point to Domain.com's nameservers. They are:

NS1.DOMAIN.COM
NS2.DOMAIN.COM
NS3.DOMAIN.COM

If you purchased your domain from another domain registrar, log into your domain registrar's account and follow their process to point your domain to Domain.com's nameservers (DNS Servers).

If you purchased your domain from Domain.com, follow the steps below:

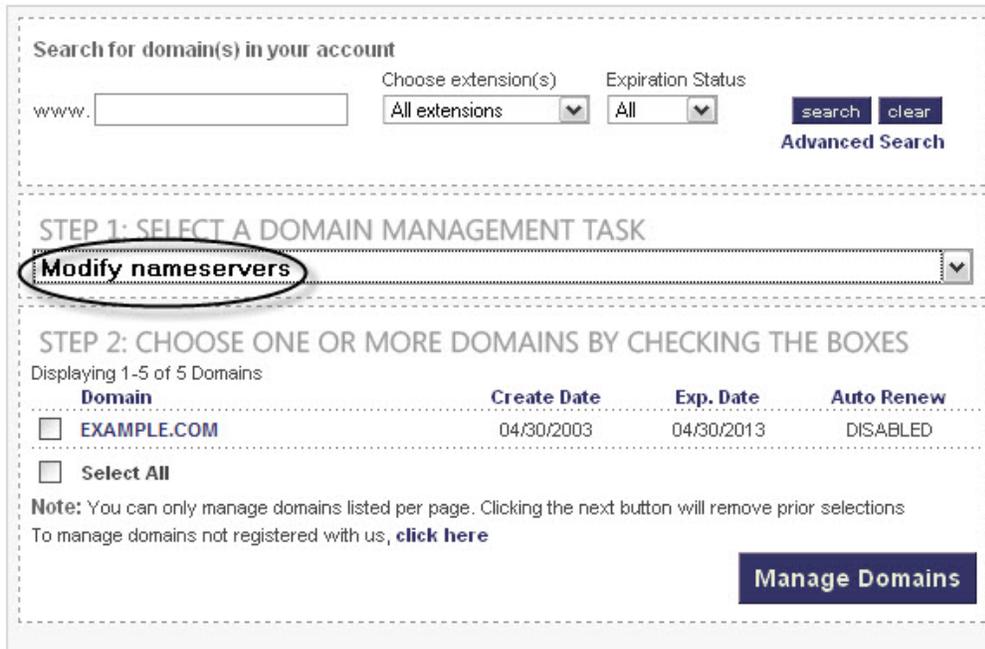
1. Log into your Domain.com account and click the **Manage Domains** tab. [Figure 1]

Figure 1



2. Check the boxes next to the domains you would like to update OR to select all of the domains listed on the page, click **Select All**.
3. In the dropdown menu under "Step 1: Select a Domain Management Task", select **Modify nameservers**. [Figure 2]

Figure 2



Search for domain(s) in your account

www. Choose extension(s) Expiration Status
All extensions All search clear
Advanced Search

STEP 1: SELECT A DOMAIN MANAGEMENT TASK

Modify nameservers

STEP 2: CHOOSE ONE OR MORE DOMAINS BY CHECKING THE BOXES

Displaying 1-5 of 5 Domains

Domain	Create Date	Exp. Date	Auto Renew
<input type="checkbox"/> EXAMPLE.COM	04/30/2003	04/30/2013	DISABLED
<input type="checkbox"/> Select All			

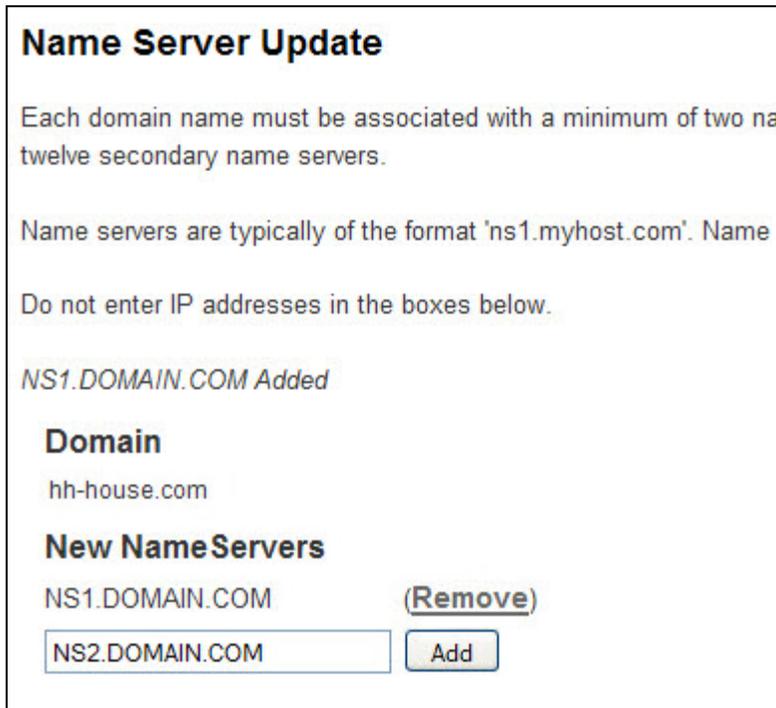
Note: You can only manage domains listed per page. Clicking the next button will remove prior selections
To manage domains not registered with us, [click here](#)

Manage Domains

4. Click **Go**.
5. Type in the first nameserver.
6. Click the **Add** button. [Figure 3]
7. Type in the second nameserver.

8. Click the **Add** button. [Figure 3]

Figure 3



Name Server Update

Each domain name must be associated with a minimum of two name servers and a maximum of twelve secondary name servers.

Name servers are typically of the format 'ns1.myhost.com'. Name servers should not contain IP addresses.

Do not enter IP addresses in the boxes below.

NS1.DOMAIN.COM Added

Domain
hh-house.com

New Name Servers

NS1.DOMAIN.COM	(Remove)
<input type="text" value="NS2.DOMAIN.COM"/>	<input type="button" value="Add"/>

9. Continue until all nameservers have been added. **IMPORTANT:** You do not need to enter IP addresses, only the names of the nameservers. The old nameservers will automatically be deleted during this process.
10. Enter the email address where you would like your confirmation to be sent.
11. Click **Continue**.

Your email will not function until the nameservers have had time to propagate, which typically takes between 24 and 48 hours after the changes have been made.

Use FTP to Upload Data to Your Hosting

If you'd like to upload a website to your hosting account, you will need to use FTP. Use the following process to locate your FTP settings:

1. Log into your account.
2. Click on the **Hosting & Services** tab. [Figure 1]

Figure 1



3. Click on the **Configure** button next to the Hosting Package ID. [Figure 2]

Figure 2



4. **Windows Hosting Accounts:** Click **Manage Web Space** then **Website Configuration**. Your FTP login name and password are shown at the bottom of the screen under “FTP Configuration”. Note: There is an “Edit” button in the lower right corner if you need to configure your FTP settings (i.e., your FTP password).

You will be connecting to the IP Address shown, and uploading into the “wwwroot/yourwebpace” folder.

Linux Hosting Accounts: Click **Manage Web Space** [Figure 3] then **FTP Access** [Figure 4]. Your FTP login name and password are shown at the top of the screen under “General”. Note: There is an “Edit” button in the lower right corner if you need to configure your FTP settings (i.e., your FTP password).

You will be connecting to the IP Address shown, and uploading into the “webpace/httpdocs/yourwebpace” folder [Figure 5].

Figure 3

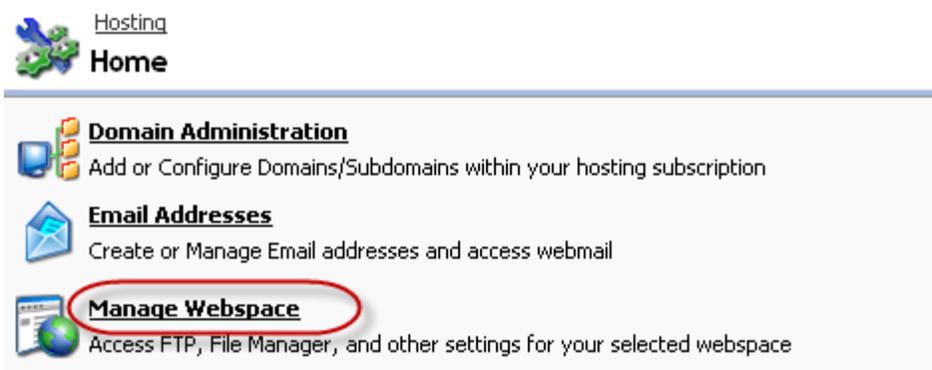


Figure 4

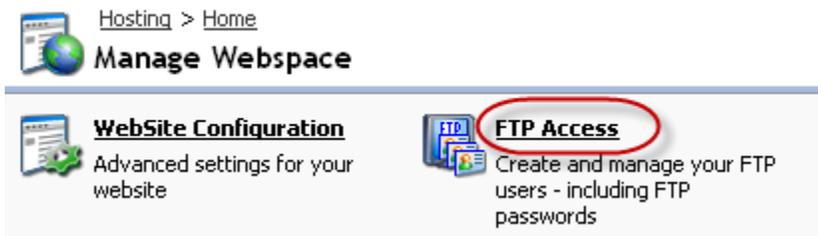
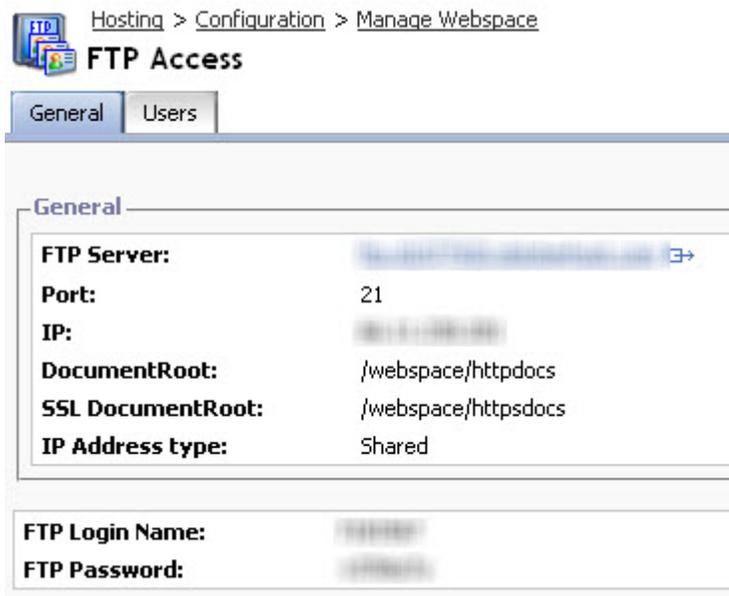


Figure 5



Setting Up Your Email

These instructions, in addition to helping you create email boxes for various users, will help you enable features such as email forwarding, SPAM-filtering, and virus-scanning.

Your email will not function until the nameservers have had time to propagate, which typically takes between 24 and 48 hours after the changes have been made. If you need help updating your nameservers, please review the topic in this document titled "[Change Your Domain's Nameservers](#)".

How to create new mail accounts:

1. Log into your account.
2. Click on the **Hosting & Services** tab. [Figure 1]

Figure 1



3. Click on the **Configure** button next to the Hosting Package ID. [Figure 2]

Figure 2



4. Click on the **Email** link.
5. Click on the **Email addresses** link.
6. Click on the **Add new email address** button.
7. Enter the desired user name for your new email address and select the domain from the drop down box.
8. **Advanced features** - You have the choice of enabling advanced features such as **virus checking** and **anti-spam checking**.
9. **Password** – Here you will input your selected password for your new email mailbox. Enter your unique password and confirm it by re-typing the password in the appropriate field. To prevent overwriting your selected password, **DO NOT** click on “Generate New Password” or your password will be replaced with a system generated password.

NOTE: If you choose, you can use the automatic password generation function to allow the system to create a unique valid password for you. To use this, click on the **Generate new password** button. The new password will be displayed for you to remember.
10. **Mailbox** – Here you can set the disk space quota for this specific email mailbox. You can configure it to use the maximum available storage or set up customized storage space allotments. If you have multiple email users, you will need to customize your storage.
11. **Forwarding** - If you would like to enable email forwarding, click the box next to **Enable mail forwarding**. Then enter the destination email addresses separated by a comma, semicolon, or space in the corresponding field. Email Forwarding will allow you to not only receive emails in your original mailbox, but will also forward a duplicate copy to another mailbox(es) of your choosing. For example, you can automatically forward emails from your domain specific email address to your Hotmail account.

12. **Configure Notifications** - This section contains the configuration settings for sending a notification message to your newly created mailbox. Check the **Send notification** checkbox to enable the option. Specify the email address to be used for notifying a new mailbox.
13. **Send test message to new Email address:** Check this box to indicate whether you wish to have a test message sent to your new email address. This is recommended to ensure your settings have been configured correctly.
14. Click the **Next>>** button when all values have been entered.
15. Click the **Finish** button.

Accessing WebMail

You can access your email account from anywhere with an Internet connection by using our WebMail system. Simply click on **WebMail Login** from the Domain.com homepage. A login screen will prompt you to enter your full email address and your email-specific password.

Note to those using an Email client (such as Outlook) and WebMail: By default all emails will be delivered to your Webmail account. However, should you open your desktop email client, your emails will be downloaded to your computer and removed from WebMail (unless you have set up your email client to leave the messages on the server).

Downloading Email to Your Desktop (POP3) – For Traditional Hosting Accounts

Setting up your mail client for POP3 access is easy. POP3 is the most common protocol for retrieving email messages on the Internet. You can use any POP3-compatible email client (Microsoft Outlook, Mac Mail, and Thunderbird) to access your email. These applications typically have their own directions for setting up your email account, but, universally, they will require you to supply several variables. They are:

Incoming Mail (POP3): pop.yourdomain.com
Outgoing Mail (SMTP): smtp.yourdomain.com
Account Name: youremailaccount@yourdomain.com
Account Password: Your selected password

* The Outgoing Mail Server requires authentication: use the same information as Incoming Server.

Downloading Email to Your Desktop (POP3) – For Email Only Accounts

If you do not have a traditional hosting account and instead have purchased an email hosting package with us, please use the following settings to set up Outlook 2003 to access your mailbox:

POP3/IMAP: pop.yourdomain.com
SMTP: smtp.yourdomain.com
Username: youremailaccount@yourdomain.com
Password: Your selected password

To setup mail in Outlook:

1. Click **Tools**.
2. Click **Email Accounts**.
3. Select **Add a new email account**.
4. Click **Next >**.

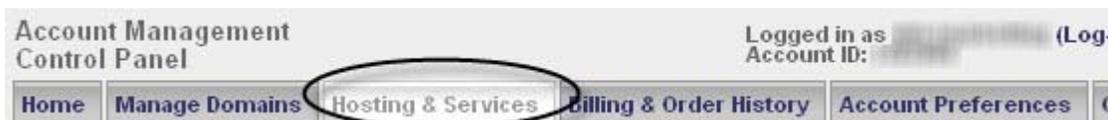
5. Select POP3. Click **Next >**.
6. Fill in your name and email address.
7. Input mail server information as shown above. Click **Next >**.
8. Click on the **More Settings** button.
9. Click on the **Outgoing Server** tab.
10. Check the box for **My outgoing server requires authentication**.
11. Click on **Advanced** tab.
12. Under Outgoing server (SMTP): Change to **587**
13. Click **OK**.
14. Click **Next >**.
15. Click **Finish**.

Using Sitebuilder

Sitebuilder is an innovative website building tool that allows you to build your website step-by-step. With Sitebuilder, you can quickly and easily create websites that are both compelling and professional. Sitebuilder comes with a wide variety of templates, themes, and images. Follow these steps to use Sitebuilder to create your website:

1. Log into your account.
2. Click on the **Hosting & Services** tab. [Figure 1]

Figure 1



3. Click on the **Configure** button next to the Hosting Package ID. [Figure 2]

Figure 2



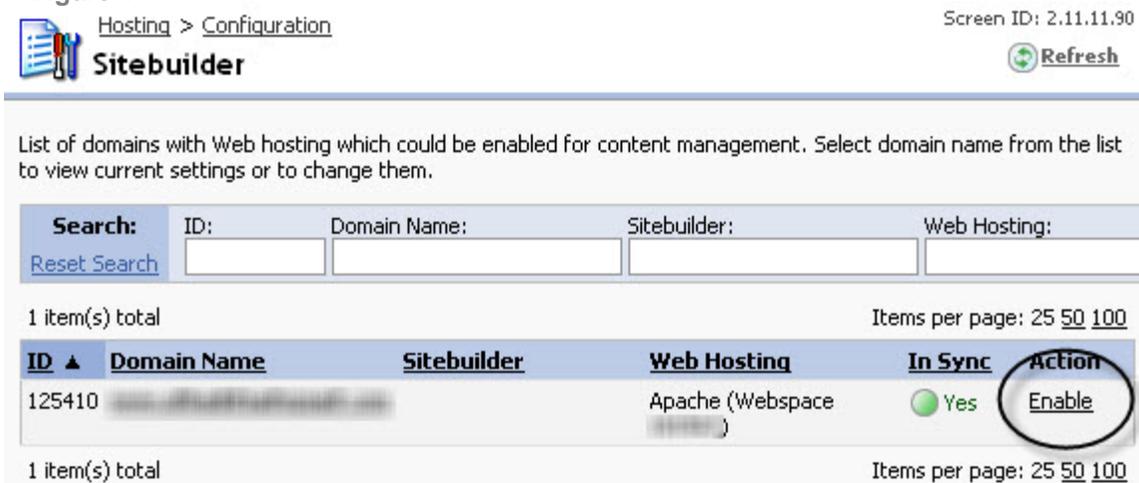
- Click **Sitebuilder** [Figure 3].

Figure 3



- Select the domain where you'd like to use Sitebuilder and click the Enable link [Figure 4].

Figure 4



Support

At Domain.com, we're here to help!

To access Domain.com's Knowledge Base, submit an online support ticket, view Maintenance Announcements and Service Alerts, or to report abuse or spam, visit www.domain.com/support.

To call our Technical Support staff directly:

- o (360) 253-2210
 - Monday – Friday, 6am – 6pm (Pacific)
 - Holiday Phone hours: 8am - 4-pm (Pacific)