



Giving Life to Your Websites!!!

Getting Started Guide

www.angelwalthosting.com



Welcome to Angel & Walt Hosting!

**Congratulations on signing up for a
web hosting account with us.**

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Guide 1: Determine Your Needs

Getting started with your web hosting account is not complicated. The first step is determine what you need to do.

- Do you already have a web site or are you starting from scratch? If you're starting from scratch, go to step 2 below.
- Do you need to transfer your web site from a previous host? If so, Angel & Walt Hosting can help you with that.
Simply email transfers@angelwalthosting.com

a) Important Notice:

Our Migrations team offers multiple options to assist you with moving your website(s) from your old hosting account to your new or current Angel & Walt Hosting account. We offer a variety of free and paid migrations services after signing up for a new account. Please note that neither free nor paid services come with any guarantees, as your websites code or old server may come with settings or requirements that are not available on the destination. We highly suggest checking with your script/web developer before undertaking these services. Though if you'd like your code or sites reviewed, our team is always happy to assist with reviewing this for you.

Please note that the free migrations services is only offered for "as-is" transfers of your website content and data. Special requests and changes may incur a fee. Our team will be happy to provide you with detailed information regarding this if your request falls outside the scope of the free migration.

b) Wait Times:

We would request that you be aware that the migration process may take longer than the average support request. This is due to the complexity of this process, connection speed between your old host

and new hosting account, and to ensure that each website is thoroughly reviewed upon completion. The entire process can take 72 hours or longer. Please ensure that your old hosting account remains available until the process can be fully completed. If your old hosting account becomes unavailable during the process, we may not be able to complete the process or correct any errors.

- Once the transfer process is completed, proceed to step 2.

Guide 2: Changing DNS

In order to get your web site working, you must change your name servers. This is an easy, but necessary step you must follow to get started.

- If you registered your domain name with Angel & Walt Hosting during signup, we have taken care of this step for you.
- If you have registered your domain name with another company, you must follow the steps outlined below.

Any time you make a DNS (domain name server) change it takes around 24-48 hours to complete. During this propagation time routers all over the world are updating their cache. This causes your site to be up and down randomly during the first 48 hours for different people at different times. Think of DNS like an address. If you don't put an address on your mail the post office doesn't know where to send it. Domains are the same way if they don't have the DNS the internet doesn't know what server to send your request to.

Making the Changes

Every registrar has a different procedure for changing your domains DNS, however they are all done basically the same way. The welcome email you received from us provides you with the name servers you need to change your domain to. You will then take those name servers to wherever you bought your domain, and fill them in for your domain name.

Your name servers should look something like...

ns1.angelwalthosting.com

ns2.angelwalthosting.com

(do not use the above unless told so in your welcome email)

Once your DNS changes have been made, it takes roughly about 6 hours but may take up to 48 hours for your web site to start resolving to Angel & Walt Hosting's servers. If it takes longer than two days for your web site to start working, please contact our support team.

Guide 3: Logging into cPanel

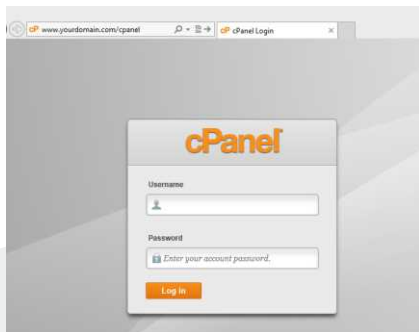


cPanel is a popular web hosting control panel that helps you manage your hosting account and assists you in creating web sites, managing e-mail addresses, & installing applications to a server.

You only get one username per cPanel. If you create addon, parked and subdomains, those domains can be accessed by logging in to your main cPanel; you will not have a separate cPanel or separate login credentials.

The username and password to log into cPanel can be found in your welcome email you received when you signed up. If you do not have the correct login credentials, please contact us via phone or live chat; or email for help. You may need to verify your identity when you do.

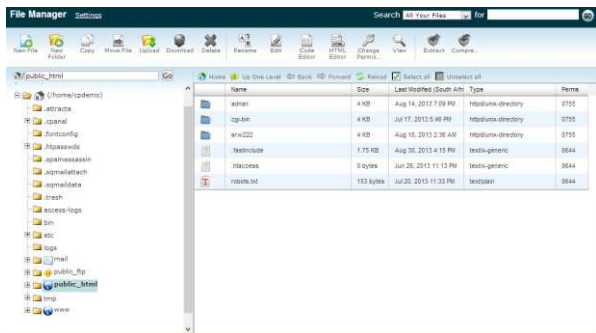
To log into your cPanel account, simply visit `yourdomain/cpanel`. You need to replace the `yourdomain` with your actual domain name.



Guide 4: Uploading Your Web Site

You can begin uploading to your account now by using an FTP Client or cPanel's File Manager.

- If you are using an FTP client, put in your site's IP address under the "FTP address" field. Use the username and password sent to you in your welcome email. FTP always runs on Port 21.
- Once your FTP is connected, go into the "public_html" folder and begin uploading your site. To replace the default place holder page, you must upload an index.html in all lowercase lettering or delete the page and replace it with your own index page.



Guide 5: Note These Useful Links

"Before propagation" as it is defined below is the point between when you sign up and when the changes to your name servers take effect (usually less than 24 hours after you change your name servers).

- "After propagation" is once your site is up and running normally.
- During propagation you should use the "Before propagation" format.

Place:	Before Propagation:	After Propagation:
cPanel	http://12.23.345.67/cpanel	http://yourdomain.com/cpanel
Webmail	http://12.23.345.67/webmail	http://yourdomain.com/webmail
Web Site	http://12.23.345.67/~username/	http://yourdomain.com

(Be sure to replace the information in red with the information from your welcome email).

Guide 6: Creating and Accessing your Emails



a) Creating Email Accounts

By default you have no email address setup and you will need to do so yourself. The main username may look like it is setup as an email, but if you wish to use it, you will need to add it as an email account. The same steps work for your primary, addon, and subdomains.

To create an email account:

1. Login to cPanel and click Email Accounts.
2. Fill in the name you want and select the domain name from the drop-down.
3. Type the desired password twice.
4. Change the quota if you want.
5. Click Create.

***NOTE:** You cannot create emails with a script or SSH.

b) Accessing Email via Webmail

If your domain has propagated, you can access webmail by typing any of the following URLs into your browser's address bar. In the examples below, substitute your domain name for yourdomain.

<http://www.yourdomain/webmail>

Once you go to any of the addresses above, you will be prompted for your email address and password.

Note: You are not being asked for your cPanel username and password.

1. In the Email Address field, type your full email address (e.g. username@example.com).
2. In the Password field, provide the password which you provided when you created the email account.

c) Configuring an email client e.g. Microsoft Outlook, Thunderbird

The instructions listed below are for the general setup of various email clients and cannot be guaranteed to work with every email client. The following configuration settings are appropriate for third party email clients such as Outlook, Thunderbird, Eudora, iPad, etc.

iPad Users: If you have already set up your email incorrectly, you cannot simply update the settings to be correct. Instead, you need to fully delete the account from the iPad, perform a hard reset and recreate the entire account with the proper settings.

Your/Display name: anything you want

Email address: enter the full address (name@yourdomain.com)

Type of connection: POP3 or IMAP

Incoming mail server: mail.yourdomain.com

Outgoing mail server: mail.yourdomain.com

Outgoing mail server does require authentication.

Incoming mail port: 110 for POP3, 143 for IMAP

Outgoing mail port: 25 (If 25 does not work, try 26, as some ISPs block port 25)

No SSL boxes should be checked*

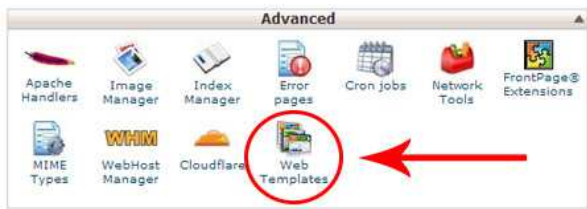
Username/Account name: must be the full email address (name@yourdomain.com).

Password: the email password. Do NOT use SPA (secure password authentication).

Guide 7: Get More from Your Hosting Account

Now that you have a hosting account with Angel & Walt Hosting, you have a lot of choices of options:

- Order our professional web design services.
- Order a web SiteBuilder account here by emailing sales@angelwalthosting.com with your request. You can see a demo of SiteBuilder here: <http://sitebuilder.websitewelcome.com/Wizard>
- Use some of the free templates included with your account in cpanel.



- Refer your friends to Angel & Walt Hosting and get paid for it with our Hosting Affiliate Program.

Guide 8: Get Help & Support



Angel & Walt Hosting is here 365days a year in case you ever have any questions. We are available via telephone, email and live chat. Looking for immediate answers? Check out our 400+ video tutorials at <http://tutorials.angelwalthosting.com>. It has over 400 videos that address commonly asked

questions and issues.

When to use chat support:

Chat is a great method to use if you're looking for quick answers to simple questions and problems. Our chat technicians are more than happy to help you troubleshoot and understand issues relating to email, your control panel, FTP, etc. They can also help you with many sales and billing questions and explain most Angel & Walt Hosting policies and procedures.

When to use ticket support:

If you feel your issue is more complicated and more technical than an average question, we suggest that you email our support team at support@angelwalthosting.com

Immediately after you email our support team, you will receive an email confirming we have received your email and that the issue has been placed in our 24/7 support queue. If you do not receive this email, we did not receive your support ticket.

Our best administrators work in our ticket system all the time. It is the best place to go to get your complicated issues resolved in a timely manner.

We do have a few suggestions for using our ticket system, though:

1. Only submit one ticket per issue. If you submit multiple tickets for the same issue, it actually slows down the support process.
2. Always be sure to include your primary domain name, username, and as much detail as possible. If a login or URL is needed to duplicate the problem, please include that as well. The more detail you provide to our administrators, the faster they can resolve your issue.

When to use phone support:

We are available 24/7/365 over the phone. Just like in chats, our phone support representatives can address most of your basic issues and concerns. The most complicated issues will require a support ticket to be submitted.

Guide 9: Manage Your Billing



Hosting services are subscription based and as such, you should pay your subscriptions in time to avoid any service disruption. You will be billed automatically for your web hosting on the appropriate date after your purchase was completed (i. e. if you pay monthly, you will be

billed monthly on the day of the month that you signed up). We accept bank deposit, Ecocash, Textacash and cash at our offices. If your bill is not paid in a timely manner, your service may be interrupted.

If you wish to cancel, upgrade, update information, get SSL certificates, IP addresses, or anything else related to billing, please go contact us. To manage your billing, including to update your details, view invoices, change your primary email address, etc., please go to www.angelwalthosting.com/clients



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