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# Heart Internet

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## **Reseller Pro - The Book**

All the information you need  
to successfully run your hosting business.

# Contents

- 2. Introduction
- 4. Your Reseller Control Centre
- 21. The eXtend Control Panel
- 41. Selling Hosting Packages
- 53. Selling Domain Names
- 73. Selling Email Services
- 83. Using HostPay
- 130. Using Third-Party Sales Solutions
- 137. Branding and Marketing Yourself
- 176. Managing Your Customers
- 194. Communicating With Your Customers
- 217. Supporting Your Customers
- 236. Upselling to Your Customers
- 255. Advanced Features
- 268. If You Need Help

# Introduction

Welcome to **Reseller Pro: The Guide**. This book will cover all aspects of being a Reseller with Heart Internet. From setting up your first hosting account to working with the API, this book will provide you with the information you need to successfully run your hosting business.

Whether you choose to run a plug-and-play automated business with HostPay, or are providing bespoke hosting for your design and development clients, our innovative and award-winning Reseller hosting gives you everything you need to build your business.

With our resources, support, and exclusive discounts, you can do more with our Reseller account, and we hope that this book will be a much-used tool in your reselling arsenal.

# Introduction

## About this book

This book is divided into the general areas that you will find within your Reseller Pro account – from the control panel you see when you first log in to the advanced features available. Each chapter provides references to other chapters, and there is a full index in the back for quick reference.

If you have any questions or feedback on this book, we would be happy to hear it. Please fill out our Customer Feedback Form at <https://customer.heartinternet.uk/manage/rfeedback.cgi>.

# Chapter 1. Your Reseller Control Centre

The Reseller Control Centre is the place to find everything you need to run your reselling business. In it, you can create new hosting accounts, manage your customers, and set up HostPay or other sales solutions.

If you have purchased additional products separately from your Reseller Pro account, such as a Dedicated Server, Email Marketing, or Virtual Name Servers, you can access them through your Heart Internet Customer Area as well as your Reseller Control Centre.

# Chapter 1. Your Reseller Control Centre

## How to Get To Your Reseller Control Centre

To access your Reseller Control Centre, log into your Heart Internet Customer Area (<https://customer.heartinternet.uk/>) and click on the Reseller Control Centre link button:

You can also access it directly by going to: <https://customer.heartinternet.uk/manage/reseller/>

### Want to make this your default page?

Once you're in your Reseller Control Centre, scroll down to the bottom and check the box next to 'Make the Reseller Control Centre my default page'.  
Now the next time you log into your Heart Internet account, you'll be taken directly to the Reseller Control Centre!



# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

Your Reseller Control Centre contains everything you need to run your business, and it can be organised to fit your needs.

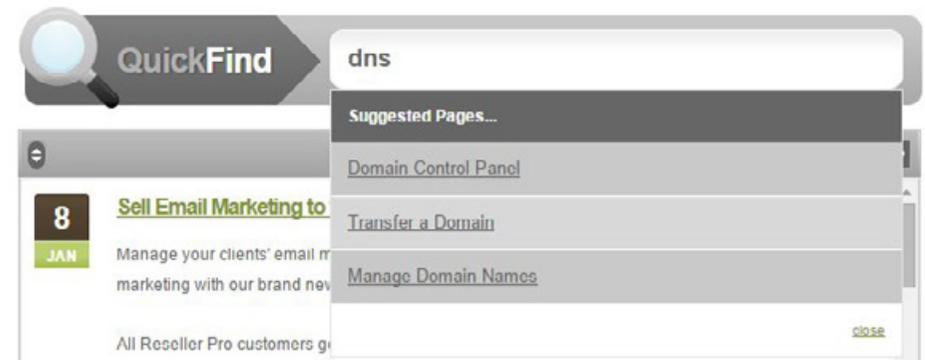
### Navigating Your Reseller Control Centre

The panels can be moved up or down or minimised, making it easy to see only what you need to see.

To move a panel up or down, click on the Up and Down Arrow symbol on the top left and drag the panel up or down. And to minimise or maximise a panel, click on the Subtraction or Addition symbol on the top right.



If you ever want to return to the default set-up, click the '[Reset Interface Settings](#)' button at the bottom of the page.



### Quickfind

A fast and easy way to look for a feature within your Reseller Control Panel. Enter in the name of what you are looking for, and several options will load.

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

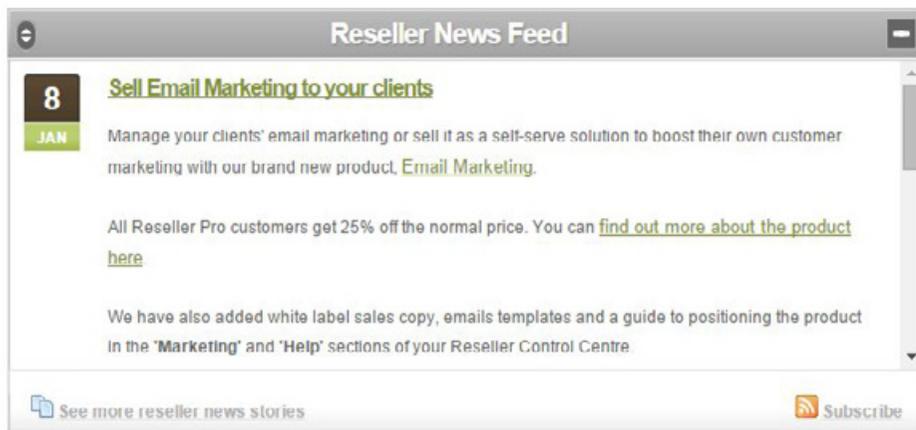
### The Main Reseller Control Centre Panels

Once you have arranged your Reseller Control Centre into a way that works for you, you can use the features within the panels.

The panels are:

### Reseller News Feed

New features and information that deals directly with Resellers will be posted here. You can see the latest news here for resellers here. Alternatively, you can subscribe to the news feed through a RSS reader of your choice.



# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Manage Web Hosting

This is where you can manage everything to do with accounts on our shared hosting platform. Along with adding and managing accounts, you can also add on features, arrange backups, and set up messages to send to your customers.



# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

The features available in Manage Web Hosting are:

- **Add Hosting Accounts** – Attach your configured hosting packages to domain names to create hosting accounts
- **Manage Hosting Accounts** – Review and edit all the hosting accounts you have made
- **Configure Hosting Package Types** – Create hosting packages with the features you want to sell
- **Order Premium Hosting** – Order Premium Hosting packages for your customers
- **Manage Premium Hosting** – Manage your customers' Premium Hosting packages
- **Snapshot Backups** – Order and set up automatic daily backups for your customers' sites
- **Back Up Multiple Sites** – Select a number of sites and back them up into one file
- **MySQL Backups** – Back up your customers' MySQL databases
- **Master FTP and Multisite** – Set up a single FTP login for all of your customers' sites or just a select few
- **Customer Renewal Notifications** – Enable renewal dates for your hosting accounts
- **Email Customers Passwords** – Email your customers a new eXtend Control Panel password
- **Setup Demos** – Create demonstration sites for your customers to try out some of the packages available
- **Order SiteDesigner** – Order SiteDesigner packages for your customers
- **Manage SiteDesigner** – Manage your customers' SiteDesigner sites



### See Chapter 3. Selling Hosting Packages

For more information on Web Hosting

CHAPTER 3

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Manage Domain Names

This is where you can manage all the domain names you hold for you and your customers, including looking up domains, setting up domain information, and mapping domains.



The features available in Manage Domain Names are:

- **Domain Control Panel** – Set up, customise, and enable the Domain Control Panel for your customers
- **Domain References** – Create references to attach hosting packages to domains that are held by another registrar
- **Domain Mappings** – Map multiple domains to a single hosting account

- **WHOIS** – Look up the full details for any domain name, including owner and registrar
- **Nominet Tag** – Choose your preferred Nominet tag for all .uk domain names



**See Chapter 4. Selling Domain Names**

For more information on Domain Names

**CHAPTER 4**

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Manage VPS, Hybrid, and Dedicated Servers

If you are offering servers to your customers, you can order and manage any servers here.



The features available in Manage VPS, Hybrid, and Dedicated Servers are:

- **Order VPS** – Configure and order Virtual Private Servers for your customers
- **Order Hybrid Servers** – Configure and order Hybrid Servers for your customers

- **Manage VPS and Hybrid Servers** – Manage your customers' virtual servers
- **Load Balancers** – Purchase and manage load balancers for virtual servers
- **Configure VPS CP** – Brand and configure the control panel for your customers' virtual servers
- **Order Dedicated Servers** – Configure and order Dedicated Servers for your customers
- **Manage Dedicated Servers** – Manage your customers' virtual servers
- **Configure DS CP** – Brand and configure the control panel for your customers' dedicated servers



**See Chapter 12.** Upselling to Your Customers

For more information on Servers

**CHAPTER 12**

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Sales and Integration

Set up our in-house sales and customer management system, or use our API for third-party systems such as WHMCS.



The features available in Sales and Integration are:

- **HostPay** – Our built-in free e-commerce and CRM system available to all resellers
- **API/WHMCS** – Information on our API and how to integrate it with WHMCS
- **Instant Activation** – Details of our Instant Activation Order System and how to use it
- **Customer Database** – Our built-in customer database to manage your customers



**See Chapter 6 & 7. Using HostPay & Using Third-Party Sales Solutions**

For more information on selling to customers

**CHAPTER 6**

**CHAPTER 7**

### Manage Add-Ons

Through here, you can purchase manage of the add-ons your customers want, and assign them to their accounts.

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre



The features available in Manage Add-Ons are:

- **Secure Server Certificates** – Order personalised SSL certificates and install them on your customers' accounts
- **Exchange Mailboxes** – Order and manage Microsoft Hosted Exchange mailboxes
- **Premium Mailboxes** – Upgrade your customers' standard mailboxes to larger Premium mailboxes
- **Domain Privacy** – Cancel the existing Domain Privacy for your customers' domains or order additional Domain Privacy
- **Manage MS SQL Databases** – Order and assign MS SQL databases for your customers

- **goMobi** – Order and manage your customers' goMobi mobile site builder packages
- **SiteGuard/StopTheHacker** – Order and manage our website protection system for your and your customers' websites
- **Web Builder Plus** – Give your customers the ability to create websites without needing to know how to code
- **Add-ons Renewal Manager** – Review which add-ons are due to expire in the next 31 days



**See Chapter 12. Upselling to Your Customers**

For more information on add-ons

**CHAPTER 12**

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Reseller Preferences

Reseller Preferences contains everything you need to brand and personalise what your customers see.



**See Chapter 8, 10 & 11.** Branding and Marketing Yourself, Communicating with your customers & Supporting Your Customers

For more information on personalising your systems

CHAPTER 8

CHAPTER 10

CHAPTER 11

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

The features of Reseller Preferences are:

- **Configure eXtend** – Configure your customers' eXtend Control Panel with your company's name and contact details
- **eXtend Themes** – Design the eXtend Control Panel to match your style and branding
- **System Status Page** – Build a branded system status page to keep customers up to date on the status of our servers
- **Manage Support Database** – Configure our Customer Support Database for your customers
- **Deactivated Page** – Create a page that will go live when you deactivate a hosting account
- **Welcome Emails** – Write and configure the email that is sent to customers when they receive a hosting account
- **Default Index Page** – Create the page that goes live when you create a new hosting account
- **Configure Webmail** – Configure your customers' Webmail with your company's information
- **Virtual Name Servers** – Order virtual nameservers to use for your customers' DNS settings
- **SSH Access** – Request SSH access for your customers
- **Password Reset Emails** – Write and configure the email that goes out when your customer requests their eXtend Control Panel password reset
- **Mailbox Over-Quota Emails** – Write and configure the email that goes out when your customer reaches 90% of their mailbox capacity
- **Reseller Logins** – Create additional logins for your Reseller Pro account for your employees
- **Transfer Complete Emails** – Write and configure the email that goes out when your customer's domain name transfers over successfully
- **eXtend Message Centre** – Create messages that appear that top of your customers' eXtend Control Panels
- **Set Global Hosting Flags** – Apply changes to all your hosting packages and accounts

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Reports

Keep track of how your accounts are doing with our reporting features.



The features available in Reports are:

- **Packages by Server** – See all your hosting accounts and which server they are on
- **Domain Status Report** – See where all your domain names are hosted and their renewal dates

- **Disk Usage Report** – See how much space your hosting accounts are using and their limits
- **Bandwidth Report** – See how much bandwidth your hosting accounts have been using
- **Mailbox Size Report** – See the size of your customers' mailboxes
- **MySQL Database Size Report** – See the size of your customers' MySQL databases
- **Accounts Added and Removed Report** – See a graph of the number of accounts you have added and removed over the past 12 months



**See Chapter 13. Advanced Features**

For more information on Reporting

**CHAPTER 13**

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Marketing

The Marketing Panel gives you plenty of resources to make your reselling business shine.



The features available in Marketing are:

- **White Label Hosting Guides** – PDFs with tips and information on building websites
- **White Label Reseller Material** – PDFs with information on our products
- **Email Templates** – Templates for sending out sales emails to your customers

- **Product Data Sheets** – Data sheets with detailed information for your customers
- **Icons and Templates** – Free icons and website templates for you to use



## See Chapter 10. Communicating With Your Customers

For more information on using our marketing materials

**CHAPTER 10**

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Help

If you need help with anything, we have PDF guides to talk you through many of the features available to you as a Reseller.



The features of Help are:

- **Getting Started Guide** – A basic guide to how the reseller account works
- **Video Tutorials** – Tutorials on working with HostPay
- **Your Feedback** – A form for you to give us feedback on the Reseller Control Centre

- **Support Database** – Our extensive support database
- **Getting Started with HostPay** – PDF guide on how HostPay works
- **Heart Internet Price List** – The current prices we charge for our services
- **How to brand Reseller Pro as your own** – PDF guide on how to brand your reselling business
- **How to position & sell VPS** – PDF guide for selling VPS to your customers
- **How to position and sell Email Marketing** – PDF guide for selling Email Marketing to your customers



**See Chapter 14. If You Need Help**

For more information on getting support

**CHAPTER 14**

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Additional Reseller Control Centre Panels

#### View/Manage a Domain



The screenshot shows a web browser window titled "View/Manage a Domain". Inside the window, there is a text label "Select a domain to manage" followed by a dropdown menu with the text "- Choose a domain -" and a green "GO" button to its right.

You can quickly manage your customers' individual hosting packages through View/Manage a Domain. Make changes, run diagnostics, manage domain mappings, or disable the account from here.



### See Chapter 3. Selling Hosting Packages

For more information on editing hosting packages

CHAPTER 3

#### Access eXtend Web Hosting Control Panel



The screenshot shows a web browser window titled "Access eXtend Web Hosting Control Panel". Inside the window, there is a "Super User Login" checkbox, a dropdown menu with the text "Choose Your Domain", and a green "GO" button to its right.

If you want to see what your customers see when they log in, you can access their eXtend Control Panels through this panel. Simply choose the domain from the drop-down menu, and you can go into their eXtend Control Panel to make any changes or solve any problems they are having.



### See Chapter 2. The eXtend Control Panel

For more information on your customer's panel

CHAPTER 2

# Chapter 1. Your Reseller Control Centre

## Features of Your Reseller Control Centre

### Statistics Summary

The Statistics Summary gives you a quick glance on how your business is doing, with packages, domains, and other information. You can also see the addresses to give your customers for their eXtend Control Panel, Domain Control Panel, and Webmail.

Statistics Summary	
Resold Packages	16
Domains	20
Custom Name Servers	No
Web Builder Plus Credits	0
HostPay Activated?	Yes
eXtend Address	<a href="http://extendcp.co.uk/">http://extendcp.co.uk/</a>
Domain CP Address	<a href="http://managethisdomain.com/">http://managethisdomain.com/</a>
WebMail Address	<a href="http://www.outitqoes.com/">http://www.outitqoes.com/</a>

### Services to Be Renewed Within 30 Days

If there are any services coming up that need renewing, you can see them here and then renew them as needed.

Services to be Renewed within 30 Days	
Domains	0
Antivirus	0
Reseller account	0



## See Chapter 8. Branding and Marketing Yourself

For more information on these Control Panels

CHAPTER 8

## Chapter 2. The eXtend Control Panel

The eXtend Control Panel is Heart Internet's web hosting management platform, built in-house by our developers and designed to make managing a website easy and convenient.

Each shared hosting account you create within your Reseller Pro account automatically comes with a free eXtend Control Panel. Through the eXtend Control Panel, your customers will take control of their hosting account, whether adding domain names, building a website, or managing an add-on.

# Chapter 2. The eXtend Control Panel

## How to Access the eXtend Control Panel

There are a few different ways your customers can get to the eXtend Control Panel.

### Through HostPay

If you are using HostPay, your customers can log into your HostPay website and access their eXtend Control Panel without needing to log in again. Much like how the Heart Internet Customer Area includes a link to all your domain names, the HostPay Customer Area will give them a link to their site.



### Through a Personalised URL

You can also create a single point of reference for all your customers with your own domain name or subdomain. So, for example, if you wanted all your customers to access eXtend through your main website, you could say that the eXtend Control Panel was at:

<http://controlpanel.genericsscreenshotdomain.com> or  
<http://extend.genericsscreenshotdomain.com>

The name would be entirely up to you, and you can set it to be on any domain name.

Or if you chose "all domains" as your option, you can have it be the subdomain on any domain name your customer has purchased. Which means that <http://control.genericsscreenshotdomain.com> and <http://control.genericville.uk> would direct to the same location – the login for the eXtend Control Panel.



Did you know you can brand eXtend to match your company?

**See Chapter 8. Branding and Marketing Yourself**

to find out more!

**CHAPTER 8**

# Chapter 2. The eXtend Control Panel

## How to Access the eXtend Control Panel

To set the Control Panel Web Address:

1. Log into your Reseller Control Centre
2. Click '**Configure eXtend**' under '**Reseller Preferences**'
3. Enter in the subdomain you wish to use
4. Select the domain name you wish to use from the drop-down menu
5. Click '**Update Now**'

Please note that it will take up to 24 hours for the changes to propagate across the web.

### Control Panel Web Address

You can have your own personalised web address for your customers to go to when they access the eXtend Control panel. An example address would be cp.yourdomain.com or controlpanel.yourdomain.com. To activate this feature type in the first part of the web address and then select one of your domain names from the list for the second part.

If you change the setting, any previous web addresses you set will no longer work.

Current setting: **http://extend.(any domain)**

Subdomain	Domain Name
<input type="text"/>	(all domains) ▼

**Update Now**

# Chapter 2. The eXtend Control Panel

## How to Access the eXtend Control Panel

### Through the Default eXtend Control Panel Address

If you have not set up a personalised web address or have HostPay installed, your customers can always access their eXtend Control Panel by going to <http://extendcp.co.uk/>. This is our default eXtend Control Panel address, and all they will need to do is log in for an easy way to their control panel.

# Chapter 2. The eXtend Control Panel

## Accessing Your Customers' eXtend Control Panels

By accessing your customers' eXtend Control Panel, you can make any changes they need, such as installing software, or solve any problems they are having. You can also see how changes you are making to the design and style of the eXtend Control Panel look to your customers.

You can access any of your customers' eXtend Control Panels through three methods.

By going to the 'Manage Hosting Accounts' page in your Reseller Control Centre, you can see all your customers' domains. You can then click 'Customer' under the Control Panel column to see the eXtend Control Panel as it appears to your customer, or 'Super User' to see all the features possible for that account (including features you have not activated for that customer).

### Manage Hosting Accounts

Del?	Enabled? ▼ ▲	Edit	Control Panel	Upgrade to
<input type="checkbox"/>	Yes ▼	<a href="#">Edit</a>	<a href="#">Customer Superuser Domain</a>	<a href="#">VPS Hybrid</a>
<input type="checkbox"/>	Yes ▼	<a href="#">Edit</a>	<a href="#">Customer Superuser Domain</a>	N/A
<input type="checkbox"/>	Yes ▼	<a href="#">Edit</a>	<a href="#">Customer Superuser Domain</a>	<a href="#">VPS Hybrid</a>

# Chapter 2. The eXtend Control Panel

## Accessing Your Customers' eXtend Control Panels

### Reseller Control Centre

You can also access the eXtend Control Panel through the 'Access eXtend Web Hosting Control Panel' panel on the Reseller Control Centre main page. Select the domain name for the account from the drop-down menu, and click 'Go'. If you want to log in as a Super User to see all the features available for that account, check the box next to 'Super User Login'.



### Your Customers' eXtend Control Panel

Once you're in your customer's eXtend Control Panel, you can move to another customer's panel by simply selecting the domain from the drop-down list at the top and clicking 'Go'. If you want to log in as a Super User to see all the features available for that account, check the box next to 'Super User Login'.

This also allows you to switch to a Super User once you are logged into the customer's eXtend Control Panel.



# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### General Features

The eXtend Control Panel has useful features available to your customers no matter how you set up their hosting packages.

### Account Info

The Account Info panel contains much of the information your customers require for their website, including the domain name and mail server name, the package they are on, the server they are on and which type it is, how much web space and bandwidth they are using, how many mailboxes, databases, and subdomains they are using, and a link to a temporary web address, so that they can check out their website even if the domain hasn't fully propagated to that account.



### See Chapter 3. Selling Hosting Packages

For more information on setting limits on your customer's web space, bandwidth, and number of mailboxes, databases, and subdomains.

CHAPTER 3

Account Info	
Domain Name:	genericscreenshotdomain.com
Package Type:	Unlimited Linux Hosting
Server Type:	Linux
Temp Web Address:	<a href="#">Visit Website</a>
Web Space:	3/unlimited MB <input type="text"/>
Bandwidth:	1/unlimited MB <input type="text"/>
Web Server:	web239
Mail Boxes:	2/unlimited <input type="text"/>
Mail Server:	mail.genericscreenshotdomain.com
My SQL Databases:	0/unlimited <input type="text"/>
Subdomains:	0/unlimited <input type="text"/>

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Control Panel Password

Your customers can change their eXtend Control Panel password once they've logged in, letting them create separate passwords for their Control Panel and their FTP access. With a Password Strength checker, they will also be told if their password meets standard password safety criteria – at least 8 characters long and with at least one number and one special character.



The screenshot shows a 'Control Panel Password' form. It features a text input field, a 'Change' button, and a 'Password Strength' indicator showing 'N/A'.

If you need to

### Reset your customer's eXtend Control Panel password

you can do it here, or you can direct them to do it through the eXtend Login Page.

### FTP Details

This has your customer's FTP details, including username, password, and FTP server. If they have difficulty using the FTP server, they can also use the FTP IP address.



The screenshot shows the 'FTP Details' interface with the following information:

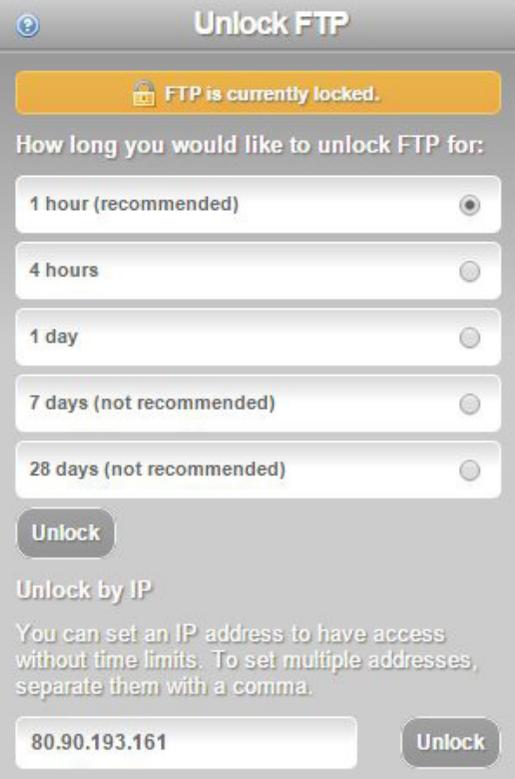
FTP Details	
Username:	genericscreenshotdomain.com
Password:	<a href="#">click here to show</a>
FTP Server:	ftp.genericscreenshotdomain.com
FTP Server IP:	70.170.44.11
FTP Users:	<a href="#">1/unlimited</a> <input type="text"/>

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Unlock FTP

Due to security measures, we automatically lock FTP access to our servers, preventing anyone from accessing your sites through FTP. If your customers want to upload their files using FTP, they will need to unlock FTP access for the period of time they need. They can also unlock FTP for a specific IP address, giving that IP address permanent access to their site through FTP.



The screenshot shows a control panel window titled "Unlock FTP". At the top, there is a yellow banner with a lock icon and the text "FTP is currently locked." Below this, the question "How long you would like to unlock FTP for:" is followed by five radio button options: "1 hour (recommended)", "4 hours", "1 day", "7 days (not recommended)", and "28 days (not recommended)". The "1 hour (recommended)" option is selected. Below the radio buttons is a grey "Unlock" button. Underneath, the section "Unlock by IP" contains the text: "You can set an IP address to have access without time limits. To set multiple addresses, separate them with a comma." Below this text is a text input field containing "80.90.193.161" and a grey "Unlock" button.

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Your Home Page

You can also add your URL, support site, and sales and support emails onto your customers' eXtend Control Panel.



### Support

At the top of the page, along with a Home button and a Log Out button is the 'Help' button. This directs your customers to our white-label Customer Support Database, which contains many answers to possible questions they have about websites, domain names, email accounts, and more.



## See Chapter 11. Supporting Your Customers

To find out more about the Customer Support Database



# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Editable Panels

The main panels in your customer's eXtend Control Panel are visible only if you have enabled at least one of the features available within.

These panels can be moved up or down or minimised, making it easy for your customers to see only what they want to see.

To move a panel up or down, click on the Up and Down Arrow symbol on the top left and drag the panel up or down. To minimise or maximise a panel, click on the Subtraction or Addition symbol on the top right.



For the sake of ease, our screenshots show all the features available to a Linux hosted account. There are different features available if you host a site on a Windows account, and not all of these features will appear on your customers' accounts.



### See Chapter 3. Selling Hosting Packages

For more information on creating hosting packages and adding or removing features.

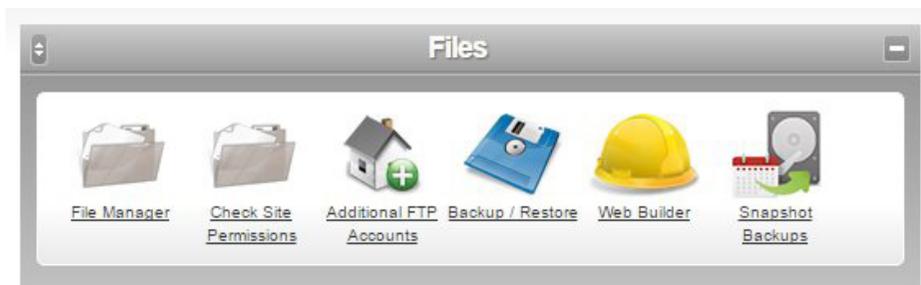


# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Files

The Files panel is where your customers can edit their website, either using the File Manager or FTP.



The features available in Files are:

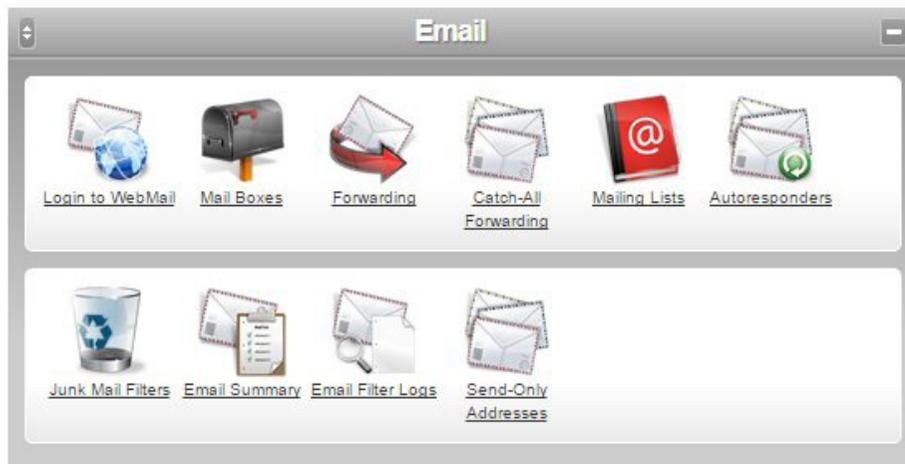
- **File Manager** – Upload, edit, or remove files and folders on your website
- **Check Site Permissions** – Check all the permissions across your site
- **Additional FTP Accounts** – Add and edit additional FTP logins
- **Backup / Restore** – Create, download, or restore a full or partial backup of the site
- **Web Builder** – Use Website Builder to create a site without needing to know how to code
- **Snapshot Backups** – If enabled, set up automatic daily backups of the entire site

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Email

The Email panel holds everything your customer needs to manage their email, including creating new email addresses and logging into Webmail.



The features available in Email are:

- **Login to Webmail** – Allows you to log into webmail for any of your mailboxes
- **Mail Boxes** – Add new mailboxes or check and edit your existing ones
- **Forwarding** – Create email addresses that will automatically forward to another address
- **Catch-All Forwarding** – Create a single email address that will automatically forward all email to another address
- **Mailing Lists** – Create a mailing list, where you can send a single email to multiple subscribers
- **Autoresponders** – Create an email address that sends an automatic response when emailed
- **Junk Mail Filters** – Activate a spam email filter on email accounts and place all junk mail into a separate folder
- **Email Summary** – See all your email settings in one easy location
- **Email Filter Logs** – Receive a weekly log of all the email filter activity in your email
- **Send-Only Addresses** – Create an email address that is only used to send emails, not receive them

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Web Stats & Logs

In the Web Stats & Logs panel, your customers can check on the visitor logs, bandwidth used, or install a range of analytics packages to help them keep track of their site's statistics.



The features available in Web Stats & Logs are:

- **Google Site Map** – Create an XML sitemap to use within Google Sitemaps for better optimisation
- **Webalizer Statistics** – Install and use Webalizer, a graphical statistics program that reviews the access logs provided
- **AWStats Statistics** – Install and use AWStats, detailed and easy to read site analytics software
- **Open Web Analytics** – Install and use Open Web Analytics, a web statistics package
- **Log File Download** – View the latest visitors to your site, errors, and download the access log for more information
- **Hits Counter and Logger** – Add an image-based counter to a page on your site and get a full set of statistics for the page as well
- **Bandwidth Statistics** – See how much bandwidth you have used in the past day, month, and year
- **Tracewatch** – Install and use this real-time analytics program to review your site
- **Piwik** – Install and use this detailed website statistics software

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Web Tools

More suited to the advanced user, the Web Tools panel gives your customer the ability to do more with their website, including databases, cron jobs, subdomains, and redirects.



The features available in Web Tools are:

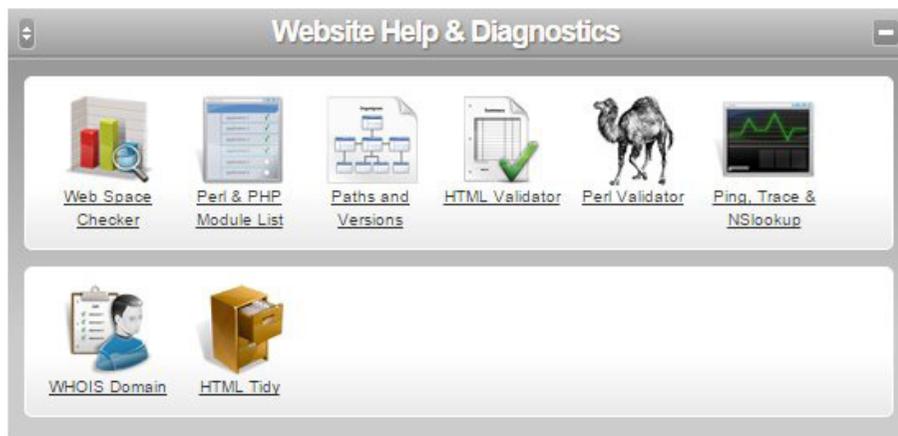
- **MySQL Databases** – Create and manage MySQL databases
- **Password Protection** – Protect certain directories with a username and password
- **Scheduled Tasks** – Set up cron jobs to perform commands at certain times
- **Sub Domains** – Create subdomains to build separate sections of your website
- **Change Your Passwords** – Change your eXtend Control Panel password or your FTP/SSH password
- **IP Address Blocking** – Block certain IP addresses or ranges from visiting your website
- **Directory Indexing** – Choose whether your directories are seen as file listings or not
- **SSH Server Access** – If enabled, log directly into your hosting account through SSH
- **Website Redirect** – Point directories on your website to redirect to other websites
- **Switch PHP Version** – Select which version of PHP you want to run on your site

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Website Help & Diagnostics

The Website Help & Diagnostics panel gives your customers extra help when working with their website, including letting them know what software is available on the server, how much space they've used, and checking their code for any errors.



The features available in Website Help & Diagnostics are:

- **Web Space Checker** – Check how much space you're using on your whole account or within a certain directory
- **Perl & PHP Module List** – See which Perl, PHP, and Pear modules are installed on your account's server
- **Paths and Versions** – See the server paths for software installed on the server and the version running
- **HTML Validator** – A link to the W3C Markup Validation Service to check your HTML code
- **Perl Validator** – A script checker to validate your Perl programming
- **Ping, Trace & NSlookup** – Look up an IP address, hostname, or domain
- **WHOIS Domain** – See the full WHOIS information on any domain name
- **HTML Tidy** – Clean up your HTML to cut down on file size and problems

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### Web Resources

We've pulled together thousands of resources for your customers to help them create their website. They are all free to use and download from the Web Resources panel.



The features available in Web Resources are:

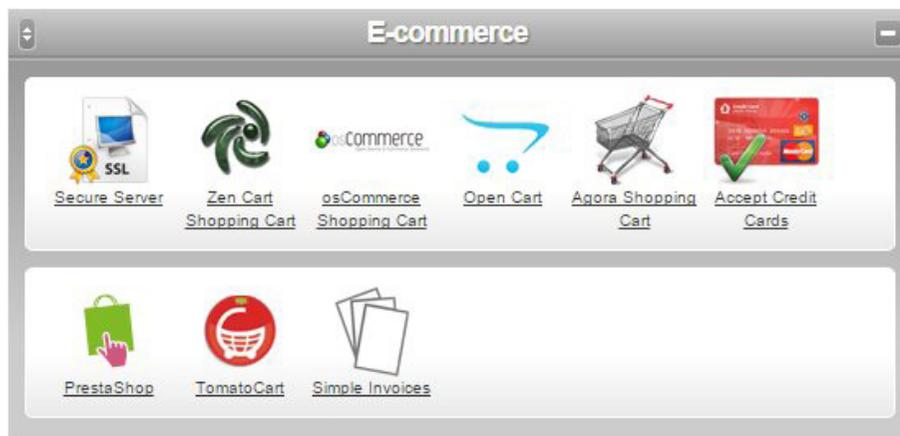
- **Free Software** – Over 20 pieces of software to help you create your website
- **22,500 Photos** – 22,500 royalty-free photos, organised by category and ready to use
- **Handy Links** – A collection of links to other sites that can help you create your website
- **Javascript Maker** – Over 10 free pieces of JavaScript to add dynamic content to your site
- **100+ Logos** – Over 100 company logos that are free for you to use and modify to develop your brand
- **Icons** – Six free open-source icon sets to use on your website
- **Email Templates** – A collection of HTML templates to use for email newsletters
- **Web Templates** – Over 100 free HTML and CSS web templates to use on your website
- **Vector images** – Over 1,000 vector images to download and use for free
- **Fonts** – A full range of free to use fonts for any of your projects

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### E-Commerce

If you are offering e-commerce solutions to your customers, the E-Commerce panel includes one-click installers for e-commerce solutions, links to third-party payment systems, and information on our shared Secure Server.



The features available in E-Commerce are:

- **Secure Server** – How to access the shared secure server for convenient SSL certification
- **Zen Cart Shopping Cart** – Install and use this popular e-commerce solution
- **osCommerce Shopping Cart** – Install this e-commerce solution with support for PayPal and WorldPay
- **Open Cart** – Install and use this feature-filled e-commerce system
- **Agora Shopping Cart** – Install this fully featured shopping cart solution
- **Accept Credit Cards** – Links to a range of third-party merchants that will allow you to accept credit cards on your e-commerce system
- **PrestaShop** – Install and use this leading online shopping system
- **TomatoCart** – Use this convenient online store solution
- **Simple Invoices** – Install and use this web-based invoicing system with your clients

# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

### CGI Scripts

Our large collection of one-click software installers includes popular favourites such as WordPress, Joomla!, Moodle, Drupal, Squirrel Mail, dotProject, and Status.net, and more. You can choose which programs are available, and also automatically install software onto newly created hosting packages.



Want to add a feature?

**See Chapter 3. Selling Hosting Packages**

to find out how to edit a hosting package and add a feature.

**CHAPTER 3**



# Chapter 2. The eXtend Control Panel

## Features of eXtend Control Panel

The types of packages available in CGI scripts are:

- **Blogging software and content management systems** – Build your blog or website and manage the design and content easily
- **Social media, forums, and bulletin boards** – Create communities with your visitors
- **Photo and multimedia galleries** – Show off your photography or artistic skills
- **Project management and tracking** – Keep track of projects and issues on the web
- **Other web applications** – Everything from password protection to search engines

## Chapter 3. Selling Hosting Packages

Shared Hosting Packages are the main product available within your Reseller Pro account. You can set the amount of space, bandwidth, subdomains, FTP accounts, MySQL databases, mailboxes, and more, as well as choose which operating system your customers will use and what features will be available to them.

You can create as many or as few packages as you need, whether you are offering a diverse portfolio of hosting possibilities, or giving your customers a single set for fast and easy management.

Unless you purchase Premium Hosting, VPS, Hybrid Servers, or Dedicated Servers, all your hosting options will be on a shared server with sites from other hosts. This provides your customers with fast and convenient web hosting without having to worry about software or security updates – everything is taken care of on the back end, so they only need to worry about the front end of development.

# Chapter 3. Selling Hosting Packages

## Creating Hosting Packages

Creating a hosting package is very simple, and gives you plenty of opportunities for customisation. Whether limiting the amount of bandwidth they can use, choosing only a few applications they can install, or giving them full access, you can be sure that the hosting package you create will be just absolutely perfect for your needs.



**See Chapter 10.** Communicating With Your Customers

For more information on automated emails

**CHAPTER 10**



**See Chapter 11.** Supporting Your Customers

For more information on the Support Database

**CHAPTER 11**



**See Chapter 12.** Upselling to Your Customers

For more information on Snapshot Backups

**CHAPTER 12**

# Chapter 3. Selling Hosting Packages

## Creating Hosting Packages

To create a package:

1. Click 'Configure Hosting Package Types'
2. Click 'Web Hosting Package Creation Wizard'
3. Select the web server type
4. Give the package a name
5. Select the amount you want your customers to have of the following items:
  - Web space
  - Bandwidth
  - Subdomains
  - Additional FTP accounts
  - MySQL databases
  - Email forwarding accounts
  - Email autoresponding accounts
  - Mailing lists
  - Mailboxes
6. Select the automated Welcome Email customers will receive when they are attached to the package
7. Select the automated Password Reset Email customers will receive when they reset the password
8. Check the box if you want customers to be able to access the Support Database
9. Check the box if you want customers to maintain their domain names with their eXtend Control Panel
10. Check the box if you have purchased Snapshot Backups and wish to enable them
11. Click 'Next'
12. Check the boxes for the web tools you want your customers to have with this package
13. Click 'Next'
14. Check the boxes for the web apps you want your customers to be able to install
15. Select the app you would like to have installed automatically from the drop-down list
16. Click 'Create Package'
17. The package is now created and available for use

# Chapter 3. Selling Hosting Packages

## Attaching Hosting Packages to Domain Names

Once you have created a hosting package, you can attach it to a particular domain name to create a hosting account. Each hosting account uses the domain name as the identifier, and your customers will be able to log into their eXtend Control Panel and Domain Control Panel with the domain name as their login.

You can only assign one hosting package per domain name, but you can assign as many add-ons as you wish, and you can edit or change the hosting package as needed.

This assumes you have purchased or transferred a domain name and that you have already created a package.



**See Chapter 4. Selling Domain Names**

For more information on Domain Names

**CHAPTER 4**

# Chapter 3. Selling Hosting Packages

## Attaching Hosting Packages to Domain Names

To add a package to a domain:

1. Click 'Add Hosting Accounts'
2. Select the domain name from the drop-down list
3. Select the operating system
4. Select the package from the drop-down list
5. Click 'Activate Hosting'
6. The account is now attached

From here, you can notify a customer that they have the new package. Either enter in the email address or assign a customer from the Customer Database. Then click '**Complete Setup**' to confirm.

# Chapter 3. Selling Hosting Packages

## The Manage Hosting Accounts Page

On the Manage Hosting Accounts page, you can see the hosting packages you currently have, organised by domain name.

You can access the eXtend Control Panel or the Domain Control Panel for each package, edit the features offered for each package, delete or disable the package, group packages together, or upgrade the package to a VPS or Hybrid Server.

If you are also using HostPay, you can also see which packages were created or assigned in HostPay.



See Chapter 2. The eXtend Control Panel

For more information on your customers' Control Panel

CHAPTER 2

Manage accounts Snapshot backups

Update Now

Find a Domain:

Accounts Per Page 100

Page 1 of 1 (0 packages hidden)

Created	Domain Name	Package	Del?	Enabled?	Edit	Control Panel	Upgrade to
25/09/14	<a href="#">yourhost.net</a>	Unlimited Linux...	<input type="checkbox"/>	Yes	Edit	Customer Superuser Domain	VPS Hybrid
11/02/15	<a href="#">mysecretclub.com</a>	Unlimited Linux...	<input type="checkbox"/>	Yes	Edit	Customer Superuser Domain	VPS Hybrid
09/09/14	<a href="#">itsbetterthanothers.co.uk</a>	Unlimited Linux...	<input type="checkbox"/>	Yes	Edit	Customer Superuser Domain	VPS Hybrid
17/02/15	<a href="#">genericasreeshdomain.com</a>	Unlimited Linux...	<input type="checkbox"/>	Yes	Edit	Customer Superuser Domain	VPS Hybrid

Update Now Group... Ungroup

Printer Friendly Version Export to CSV

Show HostPay Assignments

# Chapter 3. Selling Hosting Packages

## Editing Hosting Packages

Once you have a hosting account, you can edit the package to create a bespoke package for your customer, or change all your packages to add new features. You can also move customers from one package to another without losing your customers' data.

You can also sell on features to your customers as add-ons, such as increased bandwidth, more webspace, additional mailboxes, or the ability to install certain software.

### Editing All Instances of a Hosting Package

If you have decided to change the features of your hosting packages, you can change them across all the current active accounts.

To edit all instances of a Hosting Package:

1. Click 'Configure Hosting Packages'
2. Select the package you want to edit
3. Check the box next to 'Synchronise accounts'
4. Make your changes to 'Package Features'
5. Click 'Next'

6. Make your changes to 'Web Tools'
7. Click 'Next'
8. Make your changes to 'Web Apps'
9. Click 'Edit Package'
10. The package is now edited

If you do not check the 'Synchronise accounts' box, only future accounts will have the changes you have just added – your existing accounts will remain just as they are.

# Chapter 3. Selling Hosting Packages

## Editing Hosting Packages

### Editing a Single Hosting Package

If you have a customer who needs a particular feature, or you like to tailor your packages to match your customers' needs, you can also edit the package attached to a hosting account, and the changes will only apply to that account.

To edit a single Hosting Package:

1. Click 'Manage Hosting Accounts'
2. Click the 'Edit' link for the package you want to edit
3. Make your changes to 'Package Features'
4. Click 'Next'
5. Make your changes to 'Web Tools'
6. Click 'Next'
7. Make your changes to 'Web Apps'
8. Click 'Edit Package'
9. The package is now edited

To switch a single Hosting Account to a new Hosting Package:

1. Click 'Manage Hosting Accounts'
2. Click the 'Edit' link for the package you want to edit
3. Next to 'Package', select the new Hosting Package from the drop-down list
4. Click 'Next'
5. Click 'Next'
6. Click 'Edit Package'
7. You have now switched the account to the new package

# Chapter 3. Selling Hosting Packages

## Deactivating Hosting Packages

If you want to take your customer's site down but still provide them with the possibility of returning, you can set their package to Inactive, where the site will be taken down and they will lose access to their files.

To set a Hosting Package to inactive:

1. Click 'Manage Hosting Accounts'
2. Select 'No' from the drop-down list under the 'Enabled?' column
3. Click 'Update Now'
4. Confirm the disabling
5. The account will be disabled

To reactivate a Hosting Package:

1. Click 'Manage Hosting Accounts'
2. Select 'Yes' from the drop-down list under the 'Enabled?' column
3. Click 'Update Now'
4. The account will be reactivated

Deactivated accounts will be deleted after 50 days, so please make certain your customers know the details of deactivation and deletion.

# Chapter 3. Selling Hosting Packages

## Removing Hosting Packages

If your customer cancels their account, or if you have a hosting package that you no longer want to keep in the system, you can delete both the hosting account or delete the hosting package. You cannot delete a hosting package without first removing all hosting accounts that are attached to that package – you can delete the hosting account or switch it to another package.

To remove a Hosting Account:

1. Click 'Manage Hosting Accounts'
2. Check the box under the 'Del?' column for the package you want to delete
3. Click 'Update Now'
4. Confirm the deletion
5. The package will be removed

To remove a Hosting Package:

1. Ensure all instances of the Hosting Package are removed
2. Click 'Configuring Hosting Packages'
3. Click the name of the package you want to remove
4. Check the box next to 'Delete Package'
5. Click 'Next'
6. Click 'Next'
7. Click 'Edit Package'
8. The package is now deleted

# Chapter 3. Selling Hosting Packages

## Grouping Hosting Packages

Within 'Manage Hosting Accounts', you have the ability to group your hosting accounts into particular groups. You can choose to group them by customer, by package, or by another indicator. With a group, you can set up additional reseller logins or a master FTP login, giving you and your staff more options when dividing up the work needed to support your customers.

To create a group:

1. Click 'Manage Hosting Accounts'
2. Select the rows for the packages you wish to group
3. Click 'Group...'
4. Select an existing group from the drop-down menu or create a new group by clicking 'New'
5. The group will now be created

# Chapter 3. Selling Hosting Packages

## Pricing and Marketing Hosting Packages

The pricing of your new hosting packages is entirely your decision – the cost of every shared hosting package you create is already built into your standard Reseller Pro account, so no matter how many you sell and create, your cost will remain the same.

We advise you to look at other webhosts and see what they offer and for how much. This will not only give you a good idea on what your pricing should be, but will also show you if there are Unique Selling Points you can offer that other webhosts cannot and the marketing angles taken by other businesses.

Also consider how much time you will be spending on each account. Are you planning on creating bespoke accounts for each customer? Will you be offering around-the-clock support? Are you offering design and development as well as hosting?

Each Reseller Pro account is different, and you must look at your own business to price and market your hosting packages accordingly.

## Chapter 4. Selling Domain Names

You can sell hosting, servers, and add-ons, but without a domain name to point them to, other people cannot see them.

This is why it is important to sell domain names and provide your customers with an ability to transfer domain names to Heart Internet. With domain names and hosting under the same company, you can be sure of steady service and adaptability.

# Chapter 4. Selling Domain Names

## Purchasing Domain Names

If you use HostPay or a third-party system that accesses the API, your customers will be able to select and purchase domain names on their own. But if you are using a different system, or purchasing domain names for them, you will need to purchase the domain names directly from Heart Internet.

You can purchase domain names from the Heart Internet website, or use the Order Domains Name page in your Heart Internet Customer Area. From the Order Domains Names page, you can order domains individually, as a set, or search for particular keywords to see what domains are available.



**See Chapter 6 & 7. Using HostPay  
& Using Third-Party Sales Solutions**

For more information on selling to domain names and the API

[CHAPTER 6](#)

[CHAPTER 7](#)

# Chapter 4. Selling Domain Names

## Purchasing Domain Names

To purchase a single domain name:

1. Log into your Heart Internet Customer Area
2. Click 'Order Domain Names'
3. In 'Single Domain Search', enter the domain name you wish to search for
4. Click the Magnifying Glass icon to search
5. Select the domain name and extension you wish to purchase by checking the box under 'Select'
6. Choose the number of years you wish to purchase the domain name for from the drop-down list
7. Click 'Add To Basket'
8. Complete the payment process
9. You have now successfully purchased a domain name

If you want to purchase the same domain name with different extensions (such as buying a .com, a .co.uk, and a .uk), you can select as many extensions as you wish on the Domain Search page.

The screenshot displays the 'Domain search' interface. At the top, the search bar contains 'genericscreenshotdomain' and a 'SEARCH AGAIN' button. Below the search bar, there is a 'FILTER' sidebar on the left with a search input and a magnifying glass icon. The sidebar lists various categories with their respective counts: All (280), Popular (16), New (2), United Kingdom (12), Geographic (32), Generic (31), Business (41), Commerce (37), Education (10), Finance (18), Food & Drink (16), Government (8), Industry (17), Lifestyle & Personal (52), and Media (14). The main content area is titled 'Popular' and features an 'ADD TO BASKET' button. It lists several domain extensions with their availability status, price, and a 'Select' button. The extensions shown are: .uk (available, 2 Years - £11.98), .co.uk (available, 2 Years - £5.98), .com (taken), .london (40% OFF FIRST YEAR, 1 Year - £17.99), .wales (available, 1 Year - £10.99), and .cymru (available, 1 Year - £10.99).

# Chapter 4. Selling Domain Names

## Purchasing Domain Names

To search for several domain names:

1. Log into your Heart Internet Customer Area
2. Click 'Order Domain Names'
3. In Multi Domain Search, enter in the domain names you wish to purchase, including the extensions, each on a separate line
4. Click 'Search Now'
5. Select the domain names you wish to purchase by checking the box under 'Select'
6. Choose the number of years you wish to purchase the domain names for from the drop-down list
7. Click 'Add To Basket'
8. Complete the payment process
9. You have now successfully purchased the domain names

Domain search genericscreenshotdomain.com SEARCH AGAIN

FILTER	search	STATUS	DOMAIN	PRICE	ACTION
All (2)		TAKEN	genericscreenshotdomain.com		
Popular (2)		AVAILABLE	janegenerica.com	2 Years - £16.98	Select
New (0)		AVAILABLE	albertgenerica.com	2 Years - £16.98	Select
United Kingdom (1)		AVAILABLE	jennifergenerica.com	2 Years - £16.98	Select
Geographic (0)		AVAILABLE	genericville.uk	2 Years - £11.98	Select
Generic (0)		COMING SOON	janegeneri.ca	Register Interest	
Business (1)		COMING SOON	albertgeneri.ca	Register Interest	
Commerce (0)		COMING SOON	jennifergeneri.ca	Register Interest	
Education (0)					
Finance (0)					
Food & Drink (0)					
Government (0)					
Industry (0)					
Lifestyle & Personal (0)					
Media (0)					
Professional (0)					
Real Estate (0)					
Sort (0)					

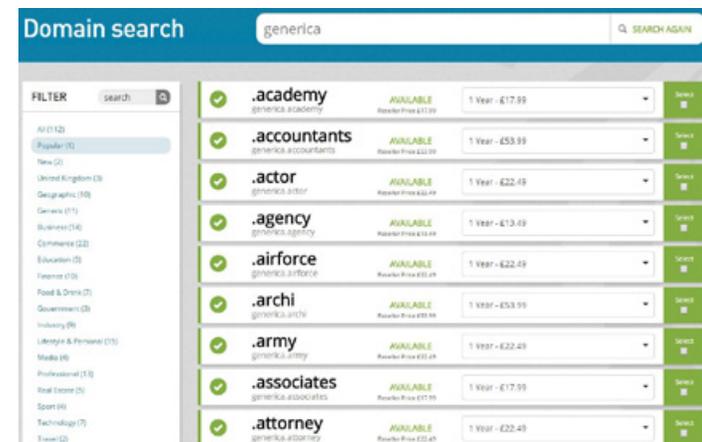
# Chapter 4. Selling Domain Names

## Purchasing Domain Names

To search for keyword-based domain names:

1. Log into your Heart Internet Customer Area
2. Click 'Order Domain Names'
3. In Keyword Domain Search, enter in the keywords you want to search for, each on a separate line
4. Click 'Search Now'
5. Select the domain names you wish to purchase by checking the box under 'Select'
6. Choose the number of years you wish to purchase the domain names for from the drop-down list
7. Click 'Add To Basket'
8. Complete the payment process
9. You have now successfully purchased the domain names

Please keep in mind that when you search for keywords, the results will bring back every possible extension available for that domain name, and the longer the list of keywords is, the longer the search will take.



### Want to look up a domain name?

If you would like to check a domain name before purchasing it, or want to see who has it, you can do a full domain name lookup through your Reseller Control Centre. Just click on the 'WHOIS' link under 'Manage Domain Names', enter in the domain name, and click 'WHOIS'!

# Chapter 4. Selling Domain Names

## Using the Domain Robot

If you are buying domain names in bulk, or are using HostPay or the API to allow your customers to purchase domain names, you will be using the Domain Robot.

The Domain Robot is Heart Internet's automated domain ordering system. Simply send the Domain Robot a properly formatted email with the details of the domain names you wish to purchase, and the Robot will purchase them and add them to your account.

You will need Domain Credits to use the Domain Robot. Domain Credits are an easy way to purchase domain names in bulk and save money.

Domain Credits are available in the following formats:

Type of Credit	What it purchases
<b>Nominet (2+ Year) Domain Credits</b>	For .co.uk, .me.uk, and .org.uk domain names for two years and over
<b>Nominet (1 Year) Domain Credits</b>	For .co.uk, .me.uk, and .org.uk domain names for one year
<b>.com Domain Credits</b>	For .com, .net, .org, .eu, .info, .name, and .biz domain names for one year
<b>.com Transfer-In Credits</b>	For .com, .net, .org, .eu, .info, .name, and .biz domain names for one year
<b>Domain Privacy Credits</b>	For adding domain privacy to a domain name

For each domain name you purchase through the Domain Robot, you will need to have the appropriate credits. For example, if you were buying a .com domain name for five years with domain privacy attached, you would need five .com Domain Credits and five Domain Privacy Credits.

# Chapter 4. Selling Domain Names

## Using the Domain Robot

To purchase Domain Credits:

1. Log into your Heart Internet Customer Area
2. Click '[Order Bulk Domains](#)'
3. Select the Domain Credits you wish to purchase and click '[Buy Now](#)' or '[Buy With PayPal](#)'
4. Complete the checkout process
5. You will now have the Domain Credits you need

Once you have purchased the Domain Credits, you can send an email to the Domain Robot.

The Domain Robot requires emails to be in a particular format and syntax. When sending an email to the Domain Robot, ensure:

- ✓ The email is in plain-text format (not HTML)
- ✓ Each line has a keyword, then a colon (:), then the information
- ✓ You include your customer name and password as the first two lines

You can see the full list of keywords, and the syntax that must be used, on the Domain Robot page.

To see or change your Domain Robot password:

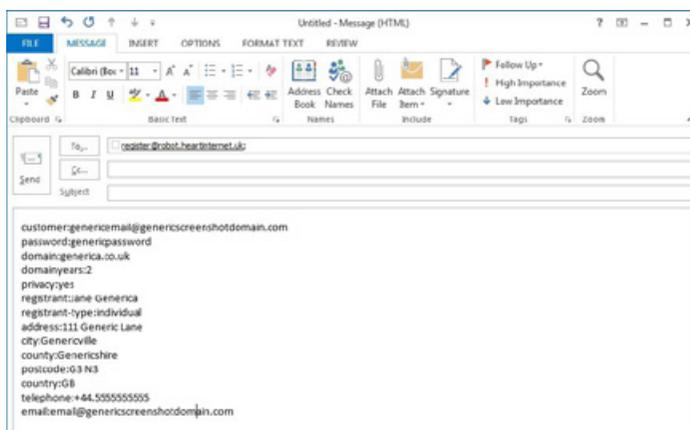
1. Log into your Heart Internet Customer Area
2. Click '[Order Bulk Domains](#)'
3. Click the '[Using the Domain Robot](#)' link
4. Click the '[Click here to reveal your domain robot password](#)' link to see your Domain Robot password
5. Enter in the new password underneath that link
6. Re-enter the password to confirm it
7. Click '[Change Now](#)'
8. The password will be changed

# Chapter 4. Selling Domain Names

## Using the Domain Robot

To send an email to the Domain Robot:

1. Open up an email in your email program
2. Make certain it is plain-text and has no subject line
3. Enter in the keywords and details needed for your domain name, one on each line
4. Send the email to [register@robot.heartinternet.uk](mailto:register@robot.heartinternet.uk)
5. The domain names will now be registered



Through Domain Robot, you can send in as many domain names as you wish, all on the same line. Simply separate the domain names by a semicolon ( ; ) on the 'domain:' line. So, for example, if you wanted to purchase the .com, the .net, and the .co.uk of the same domain name, your 'domain:' line would be:

`domain:generica.com;generica.net;generica.co.uk`

And if you are purchasing the domains for yourself, you can remove all the registrant information and simply include your customer email address, your Domain Robot password, the domains you wish to register, the number of years, and whether or not you want Domain Privacy.

### Want to test out the Domain Robot?

If you want to see how the Domain Robot works, test out your formatting, or check your programming skills without spending money or purchasing random domain names, send your Domain Robot emails to [register-test@robot.heartinternet.uk](mailto:register-test@robot.heartinternet.uk) first. This tests how you've written your emails, but doesn't use Domain Credits!

# Chapter 4. Selling Domain Names

## Transferring Domain Names

If your customers have domain names held with another company, they may wish to transfer them to you. When domain names are hosted by Heart Internet, it can make renewals and attaching hosting packages and add-ons easier. Plus, your customers will have access to the Domain Control Panel and the features available there.

You can transfer domain names manually, or through the Domain Robot. In both instances, the transferral process varies depending on what the domain extension is. All .uk domain names go through Nominet, the UK's internet registrar, which has a different process from other registrars.

To transfer a .uk domain name manually:

1. Log into the registrar that hosts your domain name
2. Select the domain name you want to move
3. Select the IPS Tag
4. Enter in 'HEARTINTERNET' or 'EXTEND' as your new IPS Tag
5. Save the domain name
6. After 24 hours, log into your Heart Internet Customer Area
7. Click 'Transfer a Domain'
8. Enter in the domain name that you are transferring
9. Click 'Start Transfer'
10. Complete the checkout process
11. Your domain will transfer over

# Chapter 4. Selling Domain Names

## Transferring Domain Names

To transfer a generic Top-Level Domain (gTLD) name (such as .com) manually:

1. Log into the registrar that hosts your domain name
2. Select the domain name you want to move
3. Make certain that the administrative contact for the domain name is an email address someone regularly checks
4. Unlock the domain name
5. Select transfer from the registrar
6. Wait to receive an authorisation code from the company
7. Log into your Heart Internet Customer Area
8. Click 'Transfer a Domain'
9. Enter in the domain name that you are transferring
10. Click 'Start Transfer'
11. Complete the checkout process
12. Wait for an email which contains a link to a webpage that requires the authorisation code
13. Enter in the authorisation code
14. Approve the transfer from the current registrar
15. The domain will transfer over

To transfer a domain name through the Domain Robot:

1. Ensure that the domain is unlocked or that the IPS tag has been changed
2. Make certain you have the correct Domain Credits
3. Send a standard domain email to the Domain Robot, using 'transfer:' instead of 'domain:'

For all domain names, the transfer process may take some time. Please make certain that your customer is aware of the time needed and the procedures they must do in order for the transfer to go through.

When transferring a domain name, you also have the option of changing the nameservers. Nameservers are where the hosting is located, and the domain name points to those servers to provide the web site.

If your customer is keeping their hosting with another company, do not change the nameservers. If you are transferring the name manually, check the box next to 'Leave nameservers unchanged'. If you are transferring the name through the Domain Robot, put 'changenameservers:no' on a separate line.

# Chapter 4. Selling Domain Names

## Attaching Domains to Hosting Packages

Your customer's domain name is the primary reference for all their hosting and add-ons. When setting up hosting, purchasing a server, upgrading their email account, or logging into their eXtend Control Panel, the primary domain name will be the main contact for products purchased within your Reseller Pro account.

This assumes you have already created a hosting package.



### See Chapter 3. Selling Hosting Packages

For more information on creating hosting packages

CHAPTER 3

To add a hosting package to a domain:

1. Click ['Add Hosting Accounts'](#)
2. Select the domain name from the drop-down list
3. Select the operating system
4. Select the package from the drop-down list
5. Click ['Activate Hosting'](#)
6. The hosting account is now created

From here, you can notify the customer that they now have hosting. Either enter in the email address, or assign a customer from the Customer Database. Then click ['Complete Setup'](#) to confirm.

# Chapter 4. Selling Domain Names

## Attaching Domains to Hosting Packages

### Domain References

If your customer chooses to keep their domain name hosted elsewhere, or if you are in the process of transferring the domain name and want to start building the website on our servers, you can create a Domain Reference.

A Domain Reference exists only within the Reseller Pro hosting area – you will have to make certain that the domain name's nameservers are changed to Heart Internet or that the name is transferred through. You will not be able to access your referenced site through the domain name otherwise.

To set up a Domain Reference:

1. Click 'Domain References' under 'Manage Domain Names'
2. Enter in the domain name under 'Add a new Domain Reference'
3. Click 'Add Reference'
4. The reference will be added

### Add a new Domain Reference

To create a domain reference simply enter the domain into the field below and click "Add Reference", for example **www.heartinternet.uk** would be **heartinternet.uk**

<b>Domain Name:</b>	<input type="text" value="genericville.uk"/>	<b>Add Reference</b>
---------------------	--	----------------------

Domain References that are not associated with a hosting account or add-on will be deleted after 24 hours.

# Chapter 4. Selling Domain Names

## Attaching Domains to Hosting Packages

### Domain Mappings

If a customer has multiple domain names and wants them all pointed at the same hosting account (for example, genericscreenshotdomain.com and genericscreenshotdomain.net), you can map the additional domain names to the account.

This will allow visitors to see the same site under different domain names. So, for example, if someone visits genericscreenshotdomain.com/jane, they will see the same page as they would if they visit genericscreenshotdomain.net/jane.

This will only point domain names to the main public\_html folder. We do not support having multiple domain names on a hosting package that point to different directories.

To map a domain:

1. Ensure both domain names are purchased or transferred into your Heart Internet Reseller account and that one has a hosting account assigned to it
2. Click **'Domain Mappings'** under **'Manage Domain Names'**

3. Select the parked domain from the drop-down list under **'Parked Domains'**
4. Select the primary domain from the drop-down list under **'Map to'**
5. Click **'Map Domain'**
6. The domain will now point to the primary domain

Please allow some time for this mapping to be fully completed.

On the Domain Mappings page, you can also edit your existing mappings, switching the primary domain or deleting the mapping.

### Existing Mappings

You can change a domain on a web hosting account to be the primary domain name (please note that this will change the web hosting account login). Alternatively, you can delete a mapping from a web hosting account.

Update Mappings

Domain Type	Domain Name	Select to Make Primary	Delete Mapping
Primary Domain	genericscreenshotdomain.com	<input checked="" type="radio"/>	N/A
Mapped Domain	genericscreenshotdomain.net	<input type="radio"/>	<input type="checkbox"/>

[ Back to top ]

# Chapter 4. Selling Domain Names

## Removing Domain Names

When you purchase a domain name, you have it for the amount of time you have specified, from one year to 10 years.

If a customer no longer wants the domain name, you can remove it from the hosting account and point it to another location, such as a single holding page, your own website, or another account. You can also make certain that the domain name will not renew when its expiration date approaches.

To remove a hosting account:

1. Click ['Manage Hosting Accounts'](#)
2. Check the box under the ['Del?'](#) column for the package you want to delete
3. Click ['Update Now'](#)
4. Confirm the deletion
5. The package will be removed

**Remind your customers...**

...that if they do not renew their domain names, other people could register it or there could be additional fees in getting it back. Only set a domain name to not renew when they're absolutely clear they do not want it!

To ensure a domain name does not renew:

1. Log into your Heart Internet Customer Area
2. Click ['Manage Domain Names'](#)
3. Select the domain name from the drop-down lists under Domain Parking or Web Hosting Domains
4. Click ['Manage Now'](#)
5. Click ['Renewal'](#)
6. If the domain name is set to automatically renew, click ['Change to cancel'](#)
7. The domain name will now no longer automatically renew

# Chapter 4. Selling Domain Names

## The Domain Control Panel

When you purchase a domain name, you automatically have access to Heart Internet's Domain Control Panel. Within the Domain Control Panel, you can change the nameservers, manage DNS, change the contact information, renew your domain name, or, if the domain is not attached to a hosting account, set up email forwarding, web forwarding, create a basic home page, or set the domain name for sale. You can also unlock the domain if you want to transfer your gTLD out of Heart Internet.

To access your customer's Domain Control Panel:

1. Click 'Domain Control Panel'
2. Click 'Manage/View usernames and passwords now' under 'Control Panel Login'
3. Scroll down to the domain name you wish to view
4. Click on the domain name
5. You will now be in the Domain Control Panel

## Activating the Domain Control Panel

You can choose to give your customers access to the Domain Control Panel. If they have access to it, they will be able to make changes to their domain name, including transferring it to another company.

To activate the Domain Control Panel for your customers:

1. Click 'Domain Control Panel'
2. Under 'Enable/Disable Control Panel', click the 'here' link
3. The Domain Control Panel will be enabled

## Enable/Disable Control Panel

Click [here](#) to enable the Domain Control Panel for your customers.

# Chapter 4. Selling Domain Names

## The Domain Control Panel

Your customers can access the Domain Control Panel via:

- ✓ Their eXtend Control Panel
- ✓ A domain or subdomain of your choosing (for example, [dcp.genericscreenshotdomain.com](http://dcp.genericscreenshotdomain.com))
- ✓ The white-label website: [managethisdomain.com](http://managethisdomain.com)

### Setting the Features

Once you have enabled the Domain Control Panel for your customers, you can also enable or disable features for your customers.

The features are:

- **Domain Authentication Code** – The code needed to transfer gTLDs
- **Catch-All Email Forwarding** – Forwarding all emails sent to this domain to a separate email address (available only if a hosting account is not attached)
- **Change Contacts** – Changing the Owner, Technical Contact, Administrative Contact, and Billing Contact for the domain name
- **DNS Management** – Changing the DNS records for the domain name
- **Anti-Virus Filter Logs** – The email anti-virus software's logs of activity
- **Email Forwarding** – Forwarding emails sent to specific email addresses on this domain to another email address (available only if a hosting account is not attached)
- **Domain For Sale Page** – Set up a single page informing visitors that the domain name is for sale
- **Home Page Creator** – Set up a single home page for the domain name
- **Change Nominet Tag** – Changing the Nominet tag to transfer .uk domain names
- **Domain Locking** – Unlock the gTLD domain for transferring out
- **Change Nameservers** – Changing the nameservers to point to a host
- **SiteDesigner** – Pointing a domain name to a SiteDesigner website
- **Opt Out of WHOIS** – Setting up domain privacy for WHOIS
- **Web Forwarding** – Forwarding a domain name to a different URL

# Chapter 4. Selling Domain Names

## The Domain Control Panel

To enable or disable features:

1. Click 'Domain Control Panel'
2. Under 'Features List', check or uncheck all the boxes relating to the features you want to enable or disable
3. Click 'Update Now'
4. Your customer's Domain Control Panel will now have the features you want

### Feature List

You can choose the features that your control panel can access; simply tick the items you would like to include.

- Domain Auth Code
- Catchall Email Forwarding
- Change Contacts
- DNS Management
- Antivirus filter logs
- Email Forwarding
- Domain For Sale Page
- Home Page Creator
- Change Nominot Tag
- Domain Locking
- Change Nameservers
- SiteDesigner
- Opt Out of WHOIS
- Web Forwarding

Update Now

# Chapter 4. Selling Domain Names

## Your Nominet Preferences and Virtual Nameservers

When you set up a domain name, you have the option of using white-label Nominet details or nameservers. This means that your customers will not see Heart Internet in their details.

### Nominet IPS Tag

The Nominet IPS Tag can only be set to HEARTINTERNET or EXTEND. These IPS Tags must be used if you want the domain name to point to our servers.

To choose which IPS Tag to use:

1. Click 'Nominet Tag'
2. Select the IPS Tag from the drop-down list
3. Select whether or not you want all your .uk domains to be on this tag from the drop-down list
4. Click 'Update'

### Your Preferred Nominet Tag

We currently operate two different Nominet tags, **HEARTINTERNET** and **EXTEND**. Some resellers may prefer to tell their clients to use the **EXTEND** tag because the name is more anonymous. If you wish to do so, you can set this preference [here](#).

Tag to use for all new domain registrations:

Move all your existing UK domains to this tag?

You can also include your contact details, which will appear in the WHOIS results as well as emails sent to your domain customers.

# Chapter 4. Selling Domain Names

## Your Nominet Preferences and Virtual Nameservers

### Nameservers

When a customer points a domain name to your hosting account, the default nameservers are:

- ✓ ns.mainnameserver.com
- ✓ ns2.mainnameserver.com

These are designed to be anonymous, but you can also purchase Virtual Nameservers, which allow you to use your own domain name as a nameserver.

So, for example, with a Virtual Nameserver, you can have:

- ✓ ns.genericscreenshotdomain.com
- ✓ ns2.genericscreenshotdomain.com

To purchase Virtual Nameservers:

1. Log into your Heart Internet Customer Area
2. Click 'Order Add-ons'
3. Select 'Virtual Name Servers'
4. Select your payment option
5. Click 'Add to basket'
6. Complete the checkout process

Once you have purchased the Virtual Nameservers, you can set them up and apply them to your sites by clicking 'Virtual Name Servers' under 'Reseller Preferences'.

# Chapter 4. Selling Domain Names

## Pricing and Marketing Domain Names

With the wide range of domain extensions now available, the pricing and marketing of domain names is your decision. You can choose to limit the range of domain names you sell, or provide the full range of extensions, from .academy to .zone.

To see the full range of domain name extensions and prices:

1. Log into your Heart Internet Customer Area
2. Click '[Renew Services](#)'
3. Click '[View Heart Internet Renewals Price List](#)'

Please note that this does not include any additional fees or VAT.

We advise you to look at the cost of the domain names you want to sell, then look at other webhosts and see what they offer and for how much. This will not only give you a good idea on what your pricing should be, but will also show you if there are untapped markets in the domain name field.

Each Reseller Pro account is different, and you must look at your own business to price and market domain names accordingly.

## Chapter 5. Selling Email Services

With every hosting package you sell, you have the option of adding at least one email address to that package. With our shared hosting, you can have an unlimited number of email addresses within each package, but you can choose to limit the number based on the hosting package.

# Chapter 5. Selling Email Services

## Your customer's mailbox

If you set up a mailbox for your customer, you are creating an email address where emails are stored on our server until the customer deletes them. You can also create:

- ✓ **Forwarding email addresses** – Where emails sent to an address are not stored on our server, but are instead forwarded immediately to another email address hosted elsewhere
- ✓ **Autoresponders** – Where emails sent to an address are stored on our server, and a pre-written reply is automatically sent back to the sender
- ✓ **Mailing lists** – Where one email can be sent to up to 2,500 different people, who have opted in to receive that message
- ✓ **Send-only addresses** – Where the email address can be used to send email, but no emails can be sent to it

# Chapter 5. Selling Email Services

## Your customer's mailbox

Heart Internet's Standard mailbox settings are as follows:

### POP3 or IMAP

These are the protocols for downloading and accessing the email in the mailbox. Both are available with the Standard mailbox, and your customers can choose the protocol that would best work for them.

- **POP3** means you download the email into your mail client while deleting it from the mail server.
- **IMAP** means you download the email into your mail client while it remains on the mail server.

### Access

Your customers can access their mailbox through webmail – using our domain <http://www.outitgoes.com>, a domain or subdomain of your choice, or their eXtend Control Panel – or download mail into a mail client on their device.

### Size

Each Standard mailbox has 400mb of space available. Standard mailboxes can be upgraded to Premium mailboxes without losing content.

### Junk Mail Filters

Your customer will have the option of turning on our built-in junk mail filter, which will strip out spam email as it arrives and redirect it to a specific spam folder or email address. Some actual messages may be labelled as spam, so it is recommended that all spam folders are regularly checked.

# Chapter 5. Selling Email Services

## Adding mailboxes to hosting packages

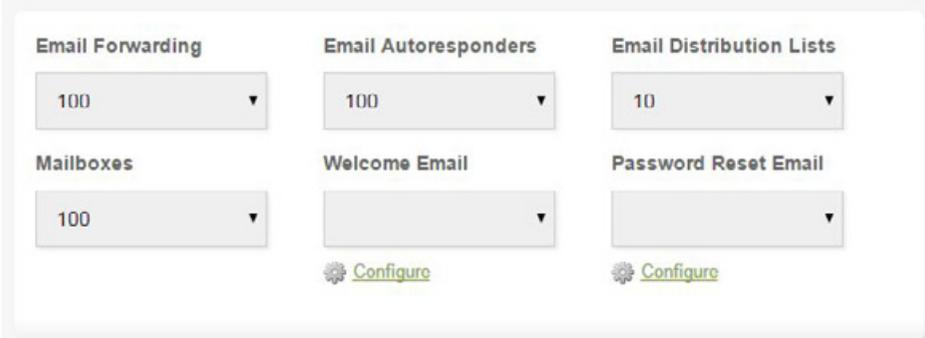
When creating hosting packages, you can add a number of mailboxes, as well as forwarding email accounts, autoresponding email accounts, and mailing lists.

While you can give your customers unlimited mailboxes, having too many active mailboxes can cause undue strain on the server, so it is always recommend to give your customers a set limit.

To add a mailbox to a hosting package:

1. Click 'Configure Hosting Packages'
2. Select the hosting package you wish to edit, or click on 'Web Hosting Package Creation Wizard' to create a new package
3. In 'Package Setup', choose a number from the drop-down list under 'Mailboxes'
4. Click 'Next'
5. Click 'Next'
6. Click 'Create Package' or 'Edit Package'
7. You have now added mailboxes to the package

You can do the same with forwarders and autoresponders, as well as mailing lists.



The screenshot shows a configuration interface with three columns of settings. Each column has a title, a dropdown menu, and a 'Configure' button. The first column is for 'Email Forwarding' with a dropdown set to '100' and a 'Mailboxes' label below it. The second column is for 'Email Autoresponders' with a dropdown set to '100' and a 'Welcome Email' label below it. The third column is for 'Email Distribution Lists' with a dropdown set to '10' and a 'Password Reset Email' label below it. Each 'Configure' button is accompanied by a gear icon.

Email Forwarding	Email Autoresponders	Email Distribution Lists
100 ▼	100 ▼	10 ▼
Mailboxes	Welcome Email	Password Reset Email
100 ▼	▼	▼
	<a href="#">Configure</a>	<a href="#">Configure</a>

# Chapter 5. Selling Email Services

## Setting up hosting customers' mailboxes

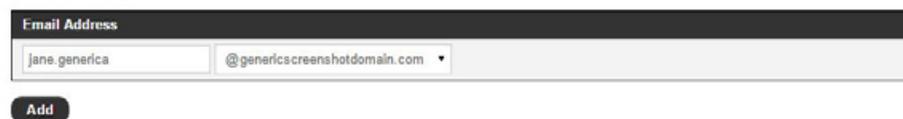
Your customers can set up their own mailboxes within their eXtend Control Panel, but if you choose to set them up for them, you can also access their eXtend Control Panel and set up the addresses.

To set up a mailbox:

1. Click 'Manage Hosting Accounts' under 'Manage Web Hosting'
2. Click 'Customer' under the 'Control Panel' column for the hosting account you need to edit
3. In the customer's eXtend Control Panel, click 'Mail Boxes' under 'Email'
4. Under 'Add a New Mail Box', enter in the name of the mailbox
5. Click 'Add'
6. The mailbox is now created

### Add a New Mail Box

To add a mail box please enter the primary email address for this mail box below. A new mail box can take up to an hour to before it can send and receive emails. If you need to set a specific password, you will be able to edit it from the "Modify Mail Boxes" section below after you have created the mailbox.



Form fields: Email Address (jane.generic), Domain (@genericscreenshotdomain.com), Add button.

The system will automatically generate the password for the mailbox. You can see it under 'Modify Mail Boxes' in the 'Password' column. There, you can also change the password, if needed.

A new mailbox can take up to an hour before it can send and receive emails.

To delete a mailbox:

1. In the customer's eXtend Control Panel, click 'Mail Boxes' under 'Email'
2. Under 'Modify Mail Boxes', check the box in the 'Delete' column for the mailbox you wish to remove
3. Click 'Modify'
4. The mailbox will be removed

If there are existing emails in that mailbox, or if that mailbox receives new emails after you have deleted it, you can have the emails redirect to another address by checking the box next to 'When deleting a mail box, please send leftover emails to'. You will need to specify an email address.

You or your customers can also set up spam/junk folders for each mailbox by clicking 'Junk Mail Filters' in their eXtend Control Panel.

# Chapter 5. Selling Email Services

## Setting up domain customers' mailboxes

If you have a customer that has a domain name but not a hosting package, you can also set up email for them.

### Setting up a forwarding email

By default, they will not have a mailbox, but you can set up forwarding emails for them within the Domain Control Panel. This is a free service for all domain name owners with Heart Internet, but it only works if the domain name's nameservers have not been pointed to a different host.

To set up a forwarding email:

1. Click 'Domain Control Panel' under 'Manage Domain Names'
2. Click 'Manage/View usernames and passwords now' under 'Control Panel Login'
3. Click the domain name you wish to access
4. Click 'Email Forwarding' in the customer's Domain Control Panel
5. Enter in the name they would like to use
6. Enter in the destination email address
7. Click 'Update Now'

The forwarding email can take up to an hour before it can forward emails.

**Add a New Email Forwarding Address**

Email Address to Forward	Destination Address(es)
<input type="text" value="jane"/> @aimationadventures.com	<input type="text" value="email@genericsscreenshotdomain.com"/> <a href="#">Add more...</a>
	<input type="radio"/> Reject all email to this address
	<input type="radio"/> Ignore all email to this address

**Update Now** Note: This can take up to an hour to become effective.

# Chapter 5. Selling Email Services

## Setting up domain customers' mailboxes

### Purchasing a mailbox

If your customer would like a mailbox to use with a mail client or Webmail, but does not want a hosting package, you can purchase a separate Standard mailbox for their domain name, giving them a place to send and receive emails without needing a website.

To purchase a mailbox:

1. Log into your Reseller Control Centre
2. Click 'Add-ons' under 'Order' in the right-hand menu
3. Click 'More' next to 'Mail Boxes'
4. Select the amount and payment method for the mailboxes
5. Click 'Add to basket'
6. Complete the payment process

**Mail Boxes** - Price: £8.99 per year  
Buy a mailbox to use with your domain name, use with any email client. [Less](#)

A mail box gives you the ability to store email and collect it when you want to using a program like Outlook Express or our free Webmail program. You can use mail boxes in conjunction with our free catch-all email forwarding or normal email forwarding feature, for example you could set all email@your-domain.com to go to your mail box and then collect this mail each day with Outlook Express.

Mail boxes are great value as well! Just £8.99 each per year or 10 for just £49.99 per year!

**1 X Mail Box**

£8.99      Payment via:  Credit/Debit Card    Direct Debit   [Add to basket](#)

**10 X Mail Boxes**

£49.99      Payment via:  Credit/Debit Card    Direct Debit   [Add to basket](#)

Once you have purchased a mailbox, you can attach it to the domain name and tell the customer the login information.

# Chapter 5. Selling Email Services

## Upgrading customers to Premium mailboxes

A Standard mailbox has a 400mb size limit. You can upgrade your customers to a Premium mailbox, which has 2GB initially. You can then upgrade each Premium mailbox in 2GB increments up to 10GB as well.

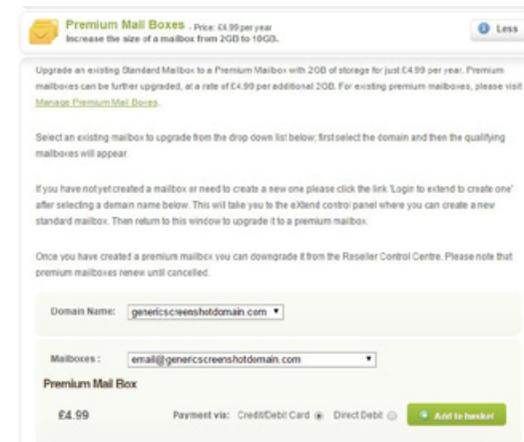
You can upgrade a Standard mailbox to a Premium mailbox, or create a new mailbox to be a Premium mailbox from the start. If you are upgrading a mailbox, all the settings and emails inside the Standard mailbox will automatically transfer into the Premium mailbox.

There must be a Standard mailbox or a hosting package attached to a domain name to have a Premium mailbox.

To purchase a Premium mailbox:

1. Log into your Reseller Control Centre
2. Click 'Premium Mailboxes' under 'Manage Add-ons'
3. Click 'Click here to order additional Premium Mail Boxes'
4. Select the domain name from the drop-down list
5. Select the mailbox from the drop-down list or select 'Need a new mailbox?' to open up the eXtend Control Panel and create a new mailbox

6. Select the payment method for the mailbox
7. Click 'Add to basket'
8. Complete the payment process
9. The Premium mailbox will be created



The screenshot shows a web interface for upgrading a mailbox. At the top, it says 'Premium Mail Boxes - Price: £4.99 per year' and 'Increase the size of a mailbox from 2GB to 10GB.' Below this, there is a 'Less' button. The main text explains the upgrade process: 'Upgrade an existing Standard Mailbox to a Premium Mailbox with 2GB of storage for just £4.99 per year. Premium mailboxes can be further upgraded, at a rate of £4.99 per additional 2GB. For existing premium mailboxes, please visit [Manage Premium Mail Boxes](#).' It then instructs the user to 'Select an existing mailbox to upgrade from the drop down list below, first select the domain and then the qualifying mailboxes will appear.' There are two instructions for users who haven't created a mailbox yet: 'If you have not yet created a mailbox or need to create a new one please click the link 'Login to extend to create one' after selecting a domain name below. This will take you to the eXtend control panel where you can create a new standard mailbox. Then return to this window to upgrade it to a premium mailbox.' and 'Once you have created a premium mailbox you can downgrade it from the Reseller Control Centre. Please note that premium mailboxes renew until cancelled.' The form includes a 'Domain Name' dropdown menu with 'genericscreenshotdomain.com' selected, a 'Mailboxes' dropdown menu with 'email@genericscreenshotdomain.com' selected, and a 'Premium Mail Box' section showing a price of '£4.99' and a 'Payment via:' section with options for 'Credit/Debit Card' and 'Direct Debit', and an 'Add to basket' button.

You can also downgrade a Premium mailbox to a Standard mailbox in the 'Manage Premium Mail Boxes' page.

# Chapter 5. Selling Email Services

## Upgrading customers to Exchange mailboxes

If your customer needs powerful email management for their business, you can also upgrade them to an Exchange mailbox.

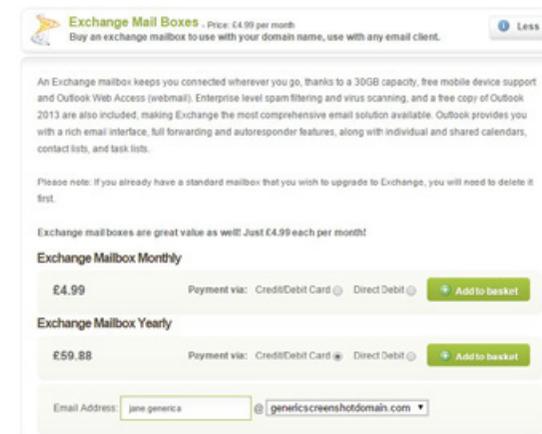
Exchange mailboxes use our hosted Microsoft Exchange server, with all the features needed for business email, including 30GB of storage, automatic data synchronisation across devices, task lists, shareable calendars, group meeting functionality, out-of-office responses, and top virus and spam protection. Plus, each mailbox comes with a free copy of Microsoft Outlook.

Exchange mailboxes are available for accounts with just domain names as well as accounts with hosting packages. You will be creating an entirely new mailbox, so if the customer currently has a Standard or Premium mailbox, they will need to download all the emails from that account then delete the account before you can create a new Exchange mailbox.

To purchase an Exchange mailbox:

1. Log into your Reseller Control Centre
2. Click 'Exchange Mailboxes' under 'Manage Add-ons'
3. Click 'Click here to order additional Exchange mail boxes'
4. Select the payment method and period for the address

5. Enter in the mailbox's name
6. Select the domain name from the drop-down list
7. Click 'Add to Basket'
8. Complete the payment process
9. The mailbox is now created



Once the mailbox is set up, you can point your customer towards their free download of Microsoft Outlook 2013.

# Chapter 5. Selling Email Services

## Pricing and marketing Premium and Exchange email

The selling and pricing of Premium and Exchange mailboxes is your decision. While an unlimited amount of Standard mailboxes is already built into your standard Reseller Pro account, there are additional costs for Premium and Exchange mailboxes. We do offer you exclusive discounts over the regular price of our mailboxes, but you will need to consider the amount you will be spending against the amount you will be earning.

You can offer Premium and Exchange mailboxes on a bespoke basis, rather than as a standard product, or include it as a package deal with other products.

Each Reseller Pro account is different, and you must look at your own business to price and market email accordingly.



### See Chapter 12. Upselling to Your Customers

For more information on selling and adding Premium and Exchange Email to your customers.

**CHAPTER 12**

## Chapter 6. Using HostPay

HostPay is our built-in hosting e-commerce and CRM solution. Designed to be an easy way to sell hosting, domain names, and add-ons, as well as keep track of your customers, HostPay is available for free for all Reseller Pro customers.

You can use third-party solutions for your customer and sales management, but if you are not comfortable with building a system or working with an API, HostPay may be the best solution for you.

# Chapter 6. Using HostPay

## Setting up HostPay

Once you have decided to use HostPay, it is a fairly straightforward process to set it up on your account.

### Installing HostPay

You can set up HostPay on any hosting package that has the following features:

- Built on the Linux shared hosting platform
- Has access to the Shared Secure Server or you have purchased a Personalised Secure Server
- Has an empty directory to place the HostPay files in

You can use your main directory ([www.genericscreenshotdomain.com](http://www.genericscreenshotdomain.com)) or a subdirectory ([www.genericscreenshotdomain.com/hostpay](http://www.genericscreenshotdomain.com/hostpay)). If you are using a subdirectory, make certain it exists on the domain, either by logging into the site via FTP and creating a directory through there, or creating a directory using the eXtend Control Panel's File Manager.



## See Chapter 3. Selling Hosting Packages

For more information on setting up a hosting package

**CHAPTER 3**

# Chapter 6. Using HostPay

## Setting up HostPay

To install HostPay:

1. Click 'HostPay'
2. Click 'Install HostPay'
3. Select the domain name from the drop-down list
4. Enter in the directory name if you are placing it in a subdirectory
5. Select which SSL mode you want to use
6. Click 'Install HostPay Now'

Please note that you can only install HostPay to an empty directory

genericscreenshotdomain.com / store

Secure Server Mode (SSL): Use SSL for payment gateways only

Install HostPay Now

The system will install a default version of HostPay, that you will need to customise with your details. The default version will also be running in Test Mode, which means that you will be able to test the payment system without spending money.

The screenshot displays the HostPay website interface. At the top, there is a navigation bar with links for Home, Hosting, Domain Names, SiteDesigner, Dedicated Servers, VPS, Latest News, About Us, Contact Us, Order Now, and View Basket. A 'Company Logo' is on the left, and 'Webmail Login' and 'Control Panel' are on the right. Below the navigation bar is a 'Domain Search' section with a search box and a 'search' button. To the right is a 'Customer Login' section with fields for Username, Password, and Remember me, along with a 'submit' button and a link for 'Forgot your Password?'. The main content area features three service cards: 'Web Hosting' starting at £6.99, 'Domains' starting at £5.99, and 'Add-Ons' starting at £4.99. Each card lists several features and includes 'Order Now' and 'More Info' buttons. Below these cards is a 'Latest News' section with three news items, each with a 'Keep Updated' button. To the right of the news is a 'Customer Quotes' section with three testimonials and a link to 'Read more customer testimonials'. At the bottom right, there is a small note: 'HostPay is Running in Test Mode. This template is: index.htm'.

# Chapter 6. Using HostPay

## Setting up HostPay

### Installing a Staging Version

If you want to test HostPay redesigns or processes before you push them live to your HostPay installation, you can also install a staging version.

The staging version allows you to make modifications to the site while your customers are still able to purchase and use your live HostPay site. However, any changes you make to the Global Preferences and Products while in staging will also appear on the live site. The staging version is ideal for design changes.

The staging version must be on the same domain name as your live version of HostPay. You must have an empty directory to install it to.

To install your HostPay staging version:

1. Click 'HostPay'
2. Click 'Install Staging'
3. Enter the directory name you are installing staging into
4. Click 'Install HostPay Staging Now'
5. The staging version will now be installed

Please note that you can only install HostPay staging platform to an empty directory.

genericscreenshotdomain.com/ stagingstore

Secure Server Mode (SSL): Use SSL for payment gateways only ▼

**Install HostPay Staging Now**

If you have made changes to your live version and would like to apply those changes to your staging version, you can move those files over by clicking 'Copy Live to Staging Now' in the 'Install Staging' page

# Chapter 6. Using HostPay

## Setting up HostPay

### Changing Global Preferences

Once you have installed HostPay, you can now edit the global preferences, customising HostPay to fit with your processes.

To change Global Preferences:

1. Click 'HostPay'
2. Click 'Global Preferences'
3. Expand sections by clicking the + icon
4. Make your changes
5. Click 'Save Changes'
6. The preferences will now be changed

The preferences that can be changed within HostPay are:

### Currency and Tax

You can choose the currency you wish to use (Australian Dollar, Canadian Dollar, Euro, Japanese Yen, New Zealand Dollar, Pound Sterling, Swiss Franc, or US Dollar), set the tax rate and name, enter in your tax number, and choose to add tax to the prices automatically. This also shows you your Invoice Company Name and Address, which you can adjust in your Heart Internet Customer Area under 'Contacts & Billing Details'.

Currency and Tax	
Currency	Pound Sterling (£) ▾
Tax Rate	1.2 %
Tax Name	VAT
Tax Number (e.g. UK VAT number)	5555555
Invoice Company Name	Generic Screenshot Domain Ltd.
Invoice Company Address	2 Castle Quay NOTTINGHAM GB NG7 1FW
Add Tax to Prices?	<input checked="" type="checkbox"/> (if you disable this, prices will be marked as not including tax)

# Chapter 6. Using HostPay

## Setting up HostPay

### Terms and Conditions

Each live installation of HostPay must have a Terms and Conditions page. If you have not written a Terms and Conditions page, we do provide an example version to use for your own site, which you can download, edit, and upload to your web site. Once you have a version, add the URL here.

Terms and Conditions	
You must supply a terms and conditions URL for HostPay to work. If you don't already have a set of terms and conditions then you are free to use ours. Please download and modify them by clicking <a href="#">here</a> , then upload them to your web space and provide the URL in the box below.	
Terms & Conditions URL	<input type="text" value="http://generic:screenholdomain.com/store/terms.html"/>

### Language and Location

Set the language and location for SEO purposes. Please note that this does not automatically translate your HostPay site into your specified language.

Language and Location	
Language	<input type="text" value="en: English"/>
Location	<input type="text" value="GB: United Kingdom"/>

# Chapter 6. Using HostPay

## Setting up HostPay

### Hosting Package Descriptions URL

You will need to have a page where you describe your hosting packages. This page will be created by you, but also need to be set up to link to HostPay's Package Chooser, which automatically takes your customers through the process of buying hosting. Enter the URL here of the page you will create to describe your hosting packages.

**Hosting Package Descriptions URL**

HostPay needs to know the web address of the web address on your website where you describe and sell your hosting packages. On your hosting packages page you should link any "Order now" type links to our special web address below. This will lead your customers through the correct process, including asking them to choose a domain if they have not already done so.

<http://genericscreenshotdomain.com/store/package-chooser>

**Hosting Package Descriptions URL**

### Page Title Prefix

For search engine optimisation reasons, it is always good to have the company name in the page's title. Here, you can specify a prefix that goes ahead of the specific page text across all your dynamically generated pages.

**Page Title Prefix**

The page title in dynamic pages will consist of a global prefix and a specific suffix. You can configure the global prefix here.

**Global Page Title Prefix**

# Chapter 6. Using HostPay

## Setting up HostPay

### PDF Logo and Email

If you or your customers choose to produce PDF versions of invoices, this will ensure that the invoice has your correct logo on it. The logo should be around 300 pixels wide by 90 pixels high, and should be either a non-transparent PNG or a JPG. You can also set up an email address to be the primary address for the PDF invoices.

**PDF Logo and Email**

You can add your logo to pdf invoices. To do this, specify the filename here. You should place a copy of your logo in theme-images in your HostPay installation.

Please note that filenames are case sensitive so e.g. if you enter MYLOGO.png the file you place in your web space must be called 'MYLOGO.png'.

**Logo filename**

The logo should be a PNG file with no transparency, or alternatively a JPEG file, other format images must be converted to PNG before they can be used. The logo should be approximately 300 pixels wide by 90 high.

By default the email address from your default contact configured here: [Add/Edit Contact Details](#) will be used in the pdf invoices. You can override this by entering an address here.

**Email address**

### Domain Management Method

You can choose how you want your customers to register domain names. If the API is on, all domains will be automatically renewed, registered, or transferred once payment has completed. If the API is off, the domain purchases your customers are making will be automatically added to your basket to purchase. And if you choose Domain Notification Only, you will be notified of the domain purchases your customers are making, but it will be entirely up to you to choose how you act upon them.

**Domain Management Method**

**Heart Internet API On - Auto Registration** This is default domain registration, transfer and renewal method in HostPay. All domains will be automatically registered, transferred or renewed once payment has been completed by your end user. This is the best method for fast registration.

**Heart Internet API Off - Semi-auto Registration** If you would prefer to not use the Heart Internet API then HostPay can send you a message in HostPay Admin each time you receive an order for a domain (we will also email you). The special message will allow you to push the domain name into your shopping basket and purchase it from Heart Internet as normal.

**Domain Notification Only - Manual Registration** Using this method we email you a Heart Internet API message which includes the domain name and registration details once payment has been completed by your end user. You can use this to register the domain name through the API or you can use the information to register the domain name manually.

# Chapter 6. Using HostPay

## Setting up HostPay

### Exclude Domains from Default Registration Method

If you are allowing your customers to automatically purchase domain names or add them to your shopping basket, you can also exclude certain domain extensions, preventing your customers from purchasing them. This could cut down on the amount of money you spend on domain names, as some extensions are more expensive than others. Simply check the box for each domain extension you wish to exclude.

Exclude Domains from Default Registration Method

If you are using either of the first two domain registration methods above (Heart Internet API on or off) then you can also choose to register certain extensions using the "Domain Notification Only - Manual Registration" method.

To do this, select the domains below that you would like to exclude from your normal registration method. For the domains you exclude we will email you a Heart Internet API message - which includes the domain name and registration details - once payment has been completed by your end user.

tienda	Exclude?	<input type="checkbox"/>
shiksha	Exclude?	<input type="checkbox"/>
ninja	Exclude?	<input type="checkbox"/>
camera	Exclude?	<input type="checkbox"/>
nagoya	Exclude?	<input type="checkbox"/>
cab	Exclude?	<input type="checkbox"/>
club	Exclude?	<input type="checkbox"/>
cc	Exclude?	<input type="checkbox"/>
red	Exclude?	<input type="checkbox"/>
exposed	Exclude?	<input type="checkbox"/>

### Allow Domain References

If a customer is in the process of moving their entire website, or if they have their domain name hosted with another company, a domain reference allows them to purchase hosting with you while keeping their domain elsewhere. If you want to allow customers to do this, check the box.

Allow Domain References

If you enable this, your customers will be able to purchase hosting from you while keeping their domain with another company and either changing the nameservers or maintaining their own DNS records directly. If you have customers who are unwilling to actually transfer their domain, or you don't provide domain registration or renewal services, this option would be appropriate to enable.

Once this feature is enabled the user will be able to specify a domain when they purchase a web hosting package.

Allow Domain References?

# Chapter 6. Using HostPay

## Setting up HostPay

### Assignment Process

If you have hosting products that include a free domain name and you check this option, the system will check with you on whether or not the customer will need to pay for renewing or setting up the domain.

Assignment Process

If you enable this and you have some [Hosting Products](#) that have one or more free domain types, the following process will be applied that is not normally applied:

- When you assign a domain to a customer you will be asked whether the customer should pay for renewal where appropriate.
- When you assign a package to a customer, you will be asked to select a domain that the customer will be able to renew for free where appropriate.
- When you unassign a domain that the customer could renew for free, they will no longer be able to renew it for free.
- When you unassign a package that has free domain types associated with it, you will be asked to select a domain for which the customer will now have to pay for renewals.

**Apply Free Domains during Assign / Unassign?**

### Allow Hosting Upgrades

If you want the customers to upgrade their hosting packages through the Manage Web Hosting page, check this box, and they will then be able to upgrade automatically.

Allow Hosting Upgrades

If you enable this your customers will be able to upgrade their hosting via the Manage Web Hosting page. If they choose to upgrade the new hosting will be put in their basket. They will then be able to pay via the checkout process as normal.

Please note that the upgrade process may require some manual work e.g. if your customer pays by subscription you will need to cancel the subscription and in most cases you will need to refund an amount.

**Allow Hosting Upgrades?**

# Chapter 6. Using HostPay

## Setting up HostPay

### Allow Upsell of Addons

When a customer checks out, you have the option of listing one or more add-ons to appear during the checkout process as an upsell. By checking this box, you will be able to configure upsales through the 'Add-On Products' page.

Allow Upsell of Addons

If you enable this you will be able to configure one or more of your addons to be 'upsold' with either domain products or hosting products. An extra "Order Addons" page will appear before stage 1 of the checkout. Once you enable this you can configure upsell at [Add-on Products](#).

Allow Upsell of Addons?

### Delay Service Setup

By checking this, all orders will be placed into a queue and not set up automatically. This helps you prevent fraud and customers who are abusing the system.

Delay Service Setup

If you have been receiving orders for hosting where the customer has then used the new hosting in an abusive way e.g. to send spam, this feature may help to deter this type of activity.

If this option is set, when a customer pays for an order the services will not be setup until you have had the opportunity to verify the order in some way.

All new orders will first appear in the **Queued Orders** section of [HostPay](#). Once you have verified the order, click the invoice number in the "Queued Orders" list then next to "Payment Status" select "Payment Made - Setup Order". The services will then be setup.

Note that this will affect all services - domains, hosting, addons, and dedicated servers.

Delay Service Setup?

# Chapter 6. Using HostPay

## Setting up HostPay

### Allow Upsell of VPS Backups

If you are selling VPS packages, you can add in an upsell for backup products as well by checking this box.

 Allow Upsell of VPS Backups

---

If you enable this your customers will have the opportunity to order a backup product for their VPS once they have put a VPS in their basket.

**Allow Upsell of VPS backups?**

### Allow Ahead of Time Domain Renewals

Domain name renewals are usually only available 30 days before the expiration date. By checking this box, your customers will be able to renew domain names out of that period, giving them more time to renew.

 Allow Ahead of Time Domain Renewals

---

If you enable this your customers will have the opportunity to order domain renewals before they are due on the Manage Domains page.

**Allow Ahead of Time Domain Renewals?**

# Chapter 6. Using HostPay

## Setting up HostPay

### Site is Under Construction

This redirects your customers to a maintenance page. However, you can grant certain customers the ability to view the site as normal during this period in the 'Customer Information' page.

 Site is Under Construction
If you enable this your customers will be redirected to an 'Under Construction' (maintenance) page. Only privileged customers will be able to view the site normally while this flag is set. You can grant this privilege to customers via the Customer Information page for the customer.
<b>Site is Under Construction?</b> <input type="checkbox"/>

### Renew at Current Price

When a customer renews their services, they will be renewing the products at the same price they paid for them. If you would rather have your customers renew under the current price, check this box.

 Renew at Current Price
By default your customers will be able to renew their services based on the original price at which they were ordered. If you enable this your customers will be able to renew their services based on the current product prices (provided that a subscription was not set up). Subscriptions should be cancelled and re-created when you change the price of a relevant product
<b>Renew at Current Price?</b> <input type="checkbox"/>

# Chapter 6. Using HostPay

## Setting up HostPay

### Allow Order SiteDesigner Trials

If you are offering SiteDesigner to your customers, you can also offer free trials of SiteDesigner to allow them to test the product before purchasing it.

**+ Allow order SiteDesigner Trials**

If you enable this your customers will be able to order free SiteDesigner trials.

**Allow order SiteDesigner trial?**

### Test Mode

If your HostPay installation is in Test Mode, this means that you can test the processes, including purchasing hosting and domain names, without charging any money or registering domain names. Many Payment Gateway Providers will require you to complete a few test transactions before you are able to take live payments.

**- Test Mode**

Test Mode allows you to test your HostPay installation without charging yourself any real money or registering any domain names.

The purpose of this is to test your installation of HostPay before going live. This is a requirement for several of the Payment Gateway providers, who will not allow you to take live payments until this process has been completed.

Please note that whilst in test mode no products will be created.

**Test Mode?**

# Chapter 6. Using HostPay

## Adding products to HostPay

Once you have set up your HostPay site as you want it to be, you can begin to add products.

### Selling Domain Products

Selling domain names can be an easy way to increase your sales, especially if you use Heart Internet's API to automatically purchase, renew, and transfer domain names. Your customers can purchase as many domain names as they want, at the prices you specify, without you having to manually add the domain names.

You can add Domain Products by group or extension, and either new or transferred domains.

The groups are:

<b>.CC Domain</b>	<b>.TV Domain</b>
<b>.CO Domain</b>	<b>.EU Domain</b>
<b>.ME Domain</b>	<b>Global Domain (for generic TLDs such as .com)</b>
<b>.MOBI Domain</b>	<b>.UK Domain</b>
<b>.PW Domain</b>	<b>.UK Domain for one year</b>
<b>.TEL Domain</b>	<b>.UK.COM Domain</b>

# Chapter 6. Using HostPay

## Adding products to HostPay

You can also add in the extensions individually.

The extensions are:

.BIZ	.ME.UK
.COM	.ORG.UK
.INFO	.EU.COM
.NAME	.GB.COM
.NET	.GB.NET
.ORG	.UK.COM
.CO.UK	.UK.NET

To add Domain Products:

1. Click 'HostPay'
2. Click 'Domain Products'
3. Under 'Add New Domain Products', select the domain product you want to sell in the drop-down list
4. Click 'Add'
5. Click 'Save Changes'
6. The product will be added

### Add New Domain Products

To set up a new domain product to sell, select a domain type below and click "Add".

# Chapter 6. Using HostPay

## Adding products to HostPay

To edit existing Domain Products:

1. Under 'Manage Existing Domain Products', find the domain product you wish to alter
2. Change the name under the 'Product Type/Description' column
3. Change the pricing under the 'Price to Charge (excluding tax)' column
4. Change the length of registration in the drop-down list under the 'Default Reg. Years' column
5. Change the maximum length of registration in the drop-down list under the 'Max Reg. Years' column
6. Click 'Save Changes'
7. The product will now be priced and named as you wish

### Manage Existing Domain Products

hide show

Product Type/Description	Price to Charge (excluding tax)	Default Reg. Years	Max Reg. Years	Min Reg. Years	Delete
Global Domain ( .com etc ) COM / NFT / ORG and more	£ 15.00 yearly	1 ▼	10 ▼	1	Delete

Save Changes

The Global Domain group does not include the newer generic Top-Level Domains (gTLDs) that are now available for purchase, such as .bike, .club, and .today. You can also sell these domain names, but the pricing for them will vary dependent on the extension, as different registrars provide different prices.

# Chapter 6. Using HostPay

## Adding products to HostPay

To add a gTLD:

1. Under 'New gTLD Products', select the domain from the drop-down list
2. Click 'Add'
3. Edit the name under the 'Product Type/Description' column
4. Edit the price under the 'Price to Charge (excluding tax)' column, based on the cost to you (displayed below)
5. Edit the length of registration under 'Default Reg. Years'
6. Edit the maximum registration length under 'Max Reg. Years'
7. Click 'Save Changes'
8. The gTLD will now be added

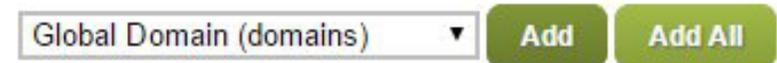
The quoted 'cost' in the Price to Charge column indicates how much these domains will cost you.

Product Type/Description	Price to Charge (excluding tax)	Default Reg. Years	Max Reg. Years	Min Reg. Years	Delete
Global Domain (domains) Generic .DOMAIN	£ 24.99 yearly cost *£17.99	1	10	1	Delete

\* Includes your 10% reseller discount.

Save Changes

You can also add all possible gTLDs to HostPay by clicking the 'Add All' button.



## See Chapter 4. Selling Domain Names

For more information on selling domains to your customers.

CHAPTER 4

# Chapter 6. Using HostPay

## Adding products to HostPay

### Adding Hosting Packages

Once you have added domain names, adding Hosting Packages is the next logical step. The packages you have already created in your Reseller Pro account will automatically appear as an option in your HostPay set up. From there, you simply need to set the pricing and set them available for purchasing.

When you add a hosting package, you have the option of adding it as a monthly, quarterly, yearly, or biyearly payment option. You also have the option of adding it as a single flat-rate fee, the 'Never' option. You can also add a description, include a set-up fee, attach a free domain name to the package, and offer upgrade possibilities.

To add a hosting package:

1. Click 'HostPay'
2. Click 'Hosting Products'
3. Click the + icon next to the hosting package you wish to add
4. Select the payment period you want to use
5. In the 'Details' tab, enter in the name of the product, the price, and the set-up fee
6. Check the box next to 'For Sale'
7. In the 'Description' tab, enter in a short description of the product
8. In the 'Bundled Products' tab, check the box if you would like to include a free domain name
9. In the 'Upgrade Options' tab, check the boxes for the packages you would allow customers to upgrade from if they decide to move on from this package
10. Click 'Save Product Changes'
11. The product will now be added

# Chapter 6. Using HostPay

## Adding products to HostPay

Product	ID	Server Type	Price				
			month	quart	year	blyr	never
+ Easy WordPress Hosting	316474		-	-	-	-	-
- Single Page Sites	316469		2.50	-	25.00	-	-

Monthly	Quarterly	Yearly	Biyearly	Never
Details	Description	Bundled Products	Upgrade Options	

Name:

Price: £

Setup fee: £

For Sale:

+ SiteDesigner	317050		-	-	-	-	-
+ Unlimited Linux Hosting	316376		-	-	-	-	-
+ Unlimited Windows Hosting	316375		-	-	-	-	-

If you want to add more than one payment period, you will need to treat each period as a separate package.

For example, if you want to sell one hosting package in both monthly and yearly periods, you will need to make certain that both the 'Monthly' and 'Yearly' tabs are completed and listed as being for sale.

Also, your descriptions should be brief, as you should make a detailed descriptions page and link to it from your HostPay homepage.



### See Chapter 3. Selling Hosting Packages

For more information on creating hosting packages

CHAPTER 3

# Chapter 6. Using HostPay

## Adding products to HostPay

### Selling Add-Ons and Servers

HostPay is ideal for selling domain names and hosting packages, but can also sell add-ons such as SiteDesigner, Domain Privacy, and Exchange Email Hosting, as well as VPS, Hybrid Servers, and Dedicated Servers. Plus, you can create your own add-ons for services you offer aside from hosting, such as graphic design, print materials, and search engine optimisation.



### See Chapter 12. Upselling to Your Customers

For more information on selling servers and add-ons to your customers

CHAPTER 12

# Chapter 6. Using HostPay

## Setting up Payment Systems

Once you have set up all the items that you wish to sell within HostPay, the next vital stage is ensuring that your customers can pay.

We have a range of payment systems built into HostPay that you can use. You will need to set up accounts with the payment gateways you wish to use, but once you enter valid details into your HostPay set-up, you will be able to accept payments the way you want.

The payment gateways we accept are:

- ✓ PayPal Website Payments Standard
- ✓ PayPal Website Payments Pro
- ✓ Google Checkout
- ✓ Google Wallet
- ✓ WorldPay
- ✓ SagePay
- ✓ NoChex

- ✓ 2Checkout
- ✓ GoCardless
- ✓ Cheque
- ✓ Invoice

We have a detailed Payment Gateways Guide available at <https://customer.heartinternet.uk/manage/manage-reseller-shop-gateway-info.cgi>. If you are planning on using PayPal, Google, WorldPay, SagePay, NoChex, 2Checkout, or GoCardless, please read the information there to ensure you set up your payment gateway correctly.

# Chapter 6. Using HostPay

## Setting up Payment Systems

To set up a payment system:

1. Click 'HostPay'
2. Click 'Payment Gateways'
3. Scroll down to the payment gateway you wish to use
4. Enter in the valid information
5. Click 'Save Changes'
6. The payment method will be set up

PayPal Website Payments Standard	
PayPal Email	<input type="text" value="email@genericsscreenshotdomain.com"/>
PayPal Testing Email	<input type="text" value="testing@genericsscreenshotdomain.com"/>
PayPal Page Style	<input type="text" value="Primary"/>
Display Name	<input type="text" value="Generic Screenshot Domain Ltd."/>

# Chapter 6. Using HostPay

## Setting up Payment Systems

### Creating Discount Codes

If you want to offer your customers a discount, you can generate codes automatically through the 'Discount Codes' pay. You can either provide a fixed value discount or a percentage discount, make them limited-time offers, have them apply to as many items as you wish, and have multiple or single-time use.

To create a discount code:

1. Click 'HostPay'
2. Click 'Discount Codes'
3. Click 'Add New Code'
4. In the 'Code' tab, enter in the unique code name and the percentage off or the fixed value discount
5. In the 'Valid' tab, set the dates in which the code will be valid. Check the box if you want the code to never expire
6. In the 'Applies To' tab, set the items the discount applies to, going through each tab as needed
7. In the 'Restrictions' tab, select which customer it applies to via the drop-down list, limit the number of uses, and set whether or not customers can use it when renewing a product
8. Click 'Update Code'
9. The code will now be active

Code ↑↓	Discount ↑↓	Valid From ↑↓	Action
GENERICSALE	50.00%	27/03/2015	<a href="#">Edit</a>   <a href="#">Delete</a>

[\(Toggle customise table layout\)](#)

[Add New Code](#)

# Chapter 6. Using HostPay

## Setting up Customer Accounts

Once your HostPay site is live, your customers will be able to create accounts on your site, and all you will need to do is manage your customers through the HostPay Management section. There, you can check your customers in the HostPay Customer Database and contact them if needed.

### New Customer Options

Before you launch your site, you can make changes to the questions you are asking customers. You can ask them how they found your website, you can only allow inhabitants of certain countries to purchase items from your website, and you can choose the security questions available for customers to select.



**See Chapter 9. Managing Your Customers**

For more information on the HostPay Customer Database

**CHAPTER 9**

To set up a referral source question:

1. Click 'HostPay'
2. Click 'New Customer Options'
3. Under 'Customer Referral Source', add a new referral source in the text field
4. Click 'Add'
5. Delete an existing referral source by checking the box under the 'Delete?' column
6. To use 'Other Source' and let the customer fill it in, add some text to the text field next to 'Other Source'
7. Click 'Save Changes'
8. The referral source question will now be exactly as you want it

# Chapter 6. Using HostPay

## Setting up Customer Accounts

### Customer Referral Source

Knowing where your customers come from is vital to your business. List all the different places you advertise. We suggest you include Google, Yahoo and Word-of-Mouth as standard.

Generic-Con 2015	<input type="button" value="Add"/>		
Name	Move up	Move down	Delete?
Google	▲	▼	<input type="checkbox"/>
Generic Magazine	▲	▼	<input type="checkbox"/>
Friends and Family	▲	▼	<input type="checkbox"/>
Billboards	▲	▼	<input type="checkbox"/>

If you want to allow your customers to indicate sources other than those you've listed, enter the description here:

Other source:	<input type="text" value="Other Sources"/>	e.g. "Other" - Set blank to disable this feature
<input type="button" value="Save Changes"/>		

To set allowed countries:

1. Click 'HostPay'
2. Click 'New Customer Options'
3. Under 'Allowed Countries', select a country from the drop-down list
4. Move the countries as preferred using the up and down arrow icons or by clicking 'Sort Alphabetically'
5. Click 'Save Changes'
6. Inhabitants from those countries will now be able to set up an account and purchase items from your site

### Allowed Countries

You may only want to allow customers to use your services from certain countries. If so, simply select the countries you want to allow below. We have selected some of the most popular countries and added these to the top of the list.

Ireland			
Name	Move up	Move down	Delete?
Ireland	▲	▼	<input type="checkbox"/>
United Kingdom	▲	▼	<input type="checkbox"/>
<input type="button" value="Sort Alphabetically"/>			
<input type="button" value="Save Changes"/>			

# Chapter 6. Using HostPay

## Setting up Customer Accounts

To choose your security questions:

1. Click 'HostPay'
2. Click 'New Customer Options'
3. Under 'Security Questions', check the boxes for the questions you want to keep
4. Click 'Save Changes'
5. Only those questions will appear as possible security questions for your customers

### Security Questions

In the event of one of your customers losing their password you will be able to verify their identity by asking them for the answer to their chosen security question. We would recommend you give your customers the choice of at least four of these.

What is your pets name	<input type="checkbox"/>
What was the first school you attended?	<input checked="" type="checkbox"/>
What was your first job?	<input checked="" type="checkbox"/>
What city were you born in?	<input checked="" type="checkbox"/>
What was your first car?	<input checked="" type="checkbox"/>

### The Customer Control Panel

When your customers log into your HostPay site, they can see the Customer Control Panel, where they are able to order, manage their hosting, and contact your Support.

If you are working on your HostPay set-up and want to briefly prevent your customers from accessing their Control Panel, you can disable it within the 'Customer Control Panel' page.

To disable the Control Panel:

1. Click 'HostPay'
2. Click 'Customer Control Panel'
3. Under 'Disable Your Control Panel', check the box
4. Click 'Save Changes'
5. Your customers' control panel will be disabled

You can also set up how your customers will contact you for support. You can provide a simple email form that will send an email to the address you specify, you can point them to your own support system, or you can use HostPay's integrated ticketing system.

# Chapter 6. Using HostPay

## Setting up Customer Accounts

To choose a support system:

1. Click 'HostPay'
2. Click 'Customer Control Panel'
3. Under 'Contact Support', tick the radio button for the option you want to use
4. Either enter in your email address or URL for the option you have chosen
5. Click 'Save Changes'
6. Your customers will now be able to contact you



**See Chapter 11.** Supporting Your Customers

For more information on the HostPay Support Tickets

**CHAPTER 11**

### Contact Support

As standard there is a "Contact Support" link in the Customer Control Panel, to configure this feature use the options below.

<input type="radio"/>	<b>Default Support Form</b>	A simple way for your customers to contact you. Completed forms will be sent to: Email Address: <input type="text" value="support@genericsscreenshotdomain.com"/>
<input type="radio"/>	<b>Your own Support Link</b>	If you use a ticketing system or have a different way to contact your support, simply provide the link to it below:- Support URL: <input type="text"/>
<input checked="" type="radio"/>	<b>HostPay Ticket System</b>	Enable the HostPay integrated ticket system so that your customers can raise tickets via their HostPay customer control panel when they click "Contact Support". You can respond to tickets from <a href="#">this admin area</a> . Notification for ticket updates and creation will be sent to:- Email Address: <input type="text" value="support@genericsscreenshotdomain.com"/> <a href="#">Manage ticket operators</a>

HostPay will also automatically send your customers emails reminding them to renew their services. You can adjust the number of emails that are sent and the intervals they are sent.

# Chapter 6. Using HostPay

## Setting up Customer Accounts

To adjust the renewal emails:

1. Click 'HostPay'
2. Click 'Customer Control Panel'
3. For the renewal period you need, select the interval in the drop-down list
4. Select the number of emails in the drop-down list
5. Click 'Save Changes'
6. You and your customers will now receive emails at that interval

### Renewal Reminder Intervals

The renewal reminder interval sets how far in advance of the due date renewal reminder emails will start to be sent to your customers. For example if the interval is 7 days and the frequency is daily then a renewal reminder email will be sent from each day for 7 days before renewal. You can edit your renewal emails by clicking [here](#).

Renewal Period	Interval (days)	Reminder Email Frequency
Monthly	7 ▼	Twice * ▼
Quarterly	7 ▼	Twice * ▼
Biyearly	28 ▼	Twice * ▼
Yearly	28 ▼	Twice * ▼

\* This will send a notice to you and your customer at the point(s) you specify. You will separately be sent a notice 7 days in advance to allow you to follow any last-minute retention procedures you might have. This refers to the number of times you will be communicated to about a pending HostPay renewal.

Save Changes

# Chapter 6. Using HostPay

## Setting up Customer Accounts

### Getting Feedback from Customers

You can set up a Feedback page on your HostPay site, which your customers can fill out and give you feedback on your products and services. Your customers can rate you on a five-point matrix, or enter in text.

The Feedback page will automatically send to your default contact details, which are editable in the ['Contacts & Billing Details'](#) page in your Heart Internet Customer Area. Alternatively, you can enter in an email address on the ['Feedback System'](#) page to receive your responses.

To create a Feedback page:

1. Click ['HostPay'](#)
2. Click ['Feedback System'](#)
3. Click ['Add Question'](#)
4. Enter in the question text
5. Select whether you want it to have text input or a rating question
6. Click ['Save'](#) once you have added all the questions
7. The page will now be available to your customers

### Example layout

**Key:**

- ☰ Click and hold this to drag the question up or down.
- ✖ Click to delete the question.
- ⚙ Click to edit the question or edit rating options.

Please note that the actual layout seen by your customers may vary due to css differences etc.

✖

How do you rate your hosting package?

Very Good ▾

✖

What new software would you like to see?

Your customer's response

[Add Question](#) [Save](#)

# Chapter 6. Using HostPay

## Editing HostPay templates

With HostPay, you can adjust the templates to match your company's branding and style. Whether simply adding a logo, changing the colour, or revising all the text, you can work with the templates to build a site that suits your business.

### Choosing a Template

We have a selection of templates for you to choose from, including five Premium templates in a variety of colours and 13 Classic templates.

#### Want to test your new templates before putting them live?

Set up your Staging version and then click 'Customise Staging' to make your changes before you put them on your live site!

To select a HostPay Template:

1. Click 'HostPay'
2. Click 'Customise End User CP'
3. View larger versions of the templates by clicking on the thumbnail images

4. Select the template you wish to use by ticking the radio button underneath the thumbnail image
5. Click 'Save Changes'



If you want to start from fresh, you can check the box next to 'Generate sample pages' and the template will produce new sample pages, which you will then need to edit.

# Chapter 6. Using HostPay

## Editing HostPay templates

### Editing the Templates

Once you have chosen a template, you can then edit it to include your branding and information. Each template has a master design, which is broken up into smaller sections that can be edited individually, and then individual pages, which you can also edit.

To edit these templates, you should have a basic understanding of HTML and how to use it. While the large amounts of code may seem daunting, there is very little you actually need to change, and it is primarily text. Have your site open in one window, and the code open in another, then work out exactly what you need to change and where it is.

You can also download the templates from the '[Customise End User CP](#)' page, giving you a version to work on without having to worry about it being on your live site or on staging.

If you make changes to these template pages and sections, then choose a new template, your changes will not be saved. Additionally, if you move HostPay from one site to another, you will need to back up your template files on your account in order to keep your customisations.

The template sections are:

- **footer.rhtml** – The bottom of your HostPay pages
- **footer-printable.rhtml** – The bottom of your HostPay pages if a customer chooses to print out the page
- **front-page.rhtml** – The customer's control panel front page (not the HostPay site's front page)
- **header.rhtml** – The top of your HostPay pages
- **header-printable.rhtml** – The top of your HostPay pages if a customer chooses to print out the page
- **user-menu.rhtml** – The menu that your customers see when they are logged into their control panel
- **user-menu.rhtml.orig** – The original version of the menu that your customers see when they are logged into their control panel

These sections only appear on pages that are generated by HostPay. If you make changes to them, but do not make changes to the static pages (such as your Terms & Conditions), your static pages will still have the default layout and text.





# Chapter 6. Using HostPay

## Editing HostPay templates

Along with the dynamically generated pages, there are also static pages that are added to your site that you can use to inform your customers about the products you are selling. These are placed into your HostPay directory, and you can edit them yourself without worrying about ruining any HostPay code. You can access them through your eXtend Control Panel's File Manager or via FTP, and edit them in your favourite text editor or web design program.

# Chapter 6. Using HostPay

## Editing HostPay emails

HostPay automatically sends your customers emails when they do certain things, such as order a product, reset their password, or have a product up for renewal. You can edit these emails to match your tone and style on the site. These emails can be sent as plain-text or HTML, and also sent to additional recipients.

Each email has special tags that customise the message to the customer, such as their name, their email address, and the products they have purchased. Keep these tags within the email in order to make certain that necessary information is provided.

The emails that are sent out by HostPay are:

### New Customer Welcome Email

Sent when a customer creates an account on your site. The special tags are:

**[NAME]** – Your customer's name

**[USERNAME]** – Your customer's login username (which is their email address)

**[PASSWORD]** – Your customer's password for your site

**[LINK]** – A link back to your HostPay site

### New Hosting Welcome Email

Sent when your customer is assigned a hosting account. This is not HostPay specific, and is used for every hosting account you create.



**See Chapter 10.** Communicating with Your Customers

For more information on the Welcome Emails

**CHAPTER 10**

# Chapter 6. Using HostPay

## Editing HostPay emails

### Order Confirmation Email

Sent when your customer makes a purchase. The special tags are:

**[NAME]** – Your customer's name

**[BASKET]** – What the basket held at the time of the order

**[INVOICE]** – The invoice ID

**[CURRENCY]** – The currency symbol

**[TOTAL]** – The total cost for the items purchased (excluding VAT)

**[TOTALVAT]** – The total VAT for the items purchased

**[TOTALINCVAT]** – The total cost for the items purchased plus the total VAT

**[PAYMENTGATEWAY]** – The payment gateway used for the order

**[DATE]** – The date the order was placed

**[BASKETSTART]** – The start of the Basket Loop Block

**[BASKETEND]** – The end of the Basket Loop Block

**[ITEMNAME]** – The name of the item purchased

**[ITEMPRICE]** – The price of the item purchased (excluding VAT)

**[ITEMVAT]** – The VAT for the item purchased

**[ITEMPRICEINCVAT]** – The total price of the item purchased plus the VAT

# Chapter 6. Using HostPay

## Editing HostPay emails

The Basket Loop Block makes it easy to display orders that contained multiple items by repeating elements until all the items purchased are displayed. An example of a Basket Loop Block would be (including HTML):

```
<table border="1" cellpadding="5" cellspacing="0">
<tr>
<th>Item</th>
<th>Price</th>
<th>VAT</th>
<th>Total Price</th>
</tr>
[BASKETSTART]
<tr>
<th>[[ITEMNAME]]</th>
<td>[[CURRENCY]][[ITEMPRICE]]</td>
<td>[[CURRENCY]][[ITEMVAT]]</td>
<td>[[CURRENCY]][[ITEMPRICEINCVAT]]</td>
</tr>
[BASKETEND]
</table>
```

Which, when sent to a customer who purchased two items, would produce something that would look like:

Item	Price	VAT	Total Price
Single-Page Hosting	£2.50	£0.50	£3.00
.COM Domain Name	£15.00	£3.00	£18.00

# Chapter 6. Using HostPay

## Editing HostPay emails

### Renewal Reminder Email

Sent at a certain interval when a customer's product is up for renewal, as determined by you in the 'Customer Control Panel' page. The special tags are:

**[NAME]** – The customer's name

**[PRODUCTS]** – The products up for renewal, including expiration dates

**[LINK]** – A link back to your HostPay site

**[PRODUCT\_TYPE]** – The type of products that need renewal

[PRODUCT\_TYPE] is only used in the subject line of the email.

### Password Reminder Email

Sent when the customer requests to be reminded of their password. The special tags are:

**[NAME]** – Your customer's name

**[PASSWORD]** – Your customer's password

**[LINK]** – A link back to your HostPay site

# Chapter 6. Using HostPay

## Editing HostPay emails

### Bespoke Invoice Email

If your customer requests an invoice, this is the template that will be used when you send it to your customer. The special tags are:

**[NAME]** – Your customer's name

**[DESCRIPTION]** – The description of the items purchased

**[AMOUNT]** – The total price of the invoice

**[LINK]** – A link back to your HostPay site

### Updated Ticket Email

If you are using the Support Ticket system within HostPay and you or your customer updates a ticket, this will be sent. The special tags are:

**[NAME]** – Your customer's name

**[TICKET\_UPDATE]** – The information provided at the last update

**[TICKET\_REF]** – The ticket reference number

**[TICKET\_TITLE]** – The title of the ticket

**[LINK]** – A link back to your HostPay site



**See Chapter 9. Managing Your Customers**

For more information on invoicing your customers

**CHAPTER 9**

# Chapter 6. Using HostPay

## Editing HostPay emails

### Created Ticket Email

If you are using the Support Ticket system within HostPay, this is sent when a customer creates a new support ticket. The special tags are:

**[NAME]** – Your customer's name

**[TICKET\_UPDATE]** – The information provided within the ticket

**[TICKET\_TITLE]** – The title of the ticket

**[LINK]** – A link back to your HostPay site



**See Chapter 11.** Supporting Your Customers

For more information on the HostPay Support Tickets

**CHAPTER 11**

### Domain Transfer IPSTAG Error Email

If your customer is attempting to transfer a .UK domain name and has not changed the IPS Tag for that domain, this email is sent to them. The special tags are:

**[NAME]** – Your customer's name

**[DOMAIN]** – Your customer's domain name

**[COMPANY]** – Your company's name

### Domain Transfer Domain Locked Error Email

If your customer is attempting to transfer a gTLD domain name and has not unlocked it at their previous registrar, this email is sent to them. The special tags are:

**[NAME]** – Your customer's name

**[DOMAIN]** – Your customer's domain name

**[COMPANY]** – Your company's name

# Chapter 6. Using HostPay

## Editing HostPay emails

### Domain Transfer Complete Email

When your customer's domain transfer is complete, this email is sent to them. This email is different from the other Transfer Complete Email you can edit through the 'Reseller Preferences' section of your Reseller Pro Control Panel.

The special tags are:

[NAME] – Your customer's name

[DOMAIN] – Your customer's domain name

[COMPANY] – Your company's name



**See Chapter 4. Selling Domain Names**

For more information on transferring domain names

**CHAPTER 4**

### Credit Note Email

If you refund a customer and raise a credit note, this is the email that is sent. The special tags are:

[NAME] – Your customer's name

[BASKET] – The credit note basket

[COMPANY] – Your company's name

### Feedback Thank You Email

If your customer uses your Feedback Form to send you some information, this is the automatic response they will receive. The special tags are:

[NAME] – Your customer's name

[COMPANY] – Your company's name

# Chapter 6. Using HostPay

## Editing HostPay emails

### New VPS Email

When your customer purchases a new VPS, this is the message they receive while it is being provisioned. The special tags are:

**[NAME]** – Your customer's name

**[COMPANY]** – Your company's name

**[CPANELTEXT]** – Text explaining to your customers how to access their VPS control panel

**[CPANELURL]** – The URL for the control panel

**[SERVERNAME]** – The domain name of their server

**[OS]** – The operating system

**[CORES]** – The number of CPU cores the server has

**[RAMGB]** – The amount of RAM the server has, in GB

**[HDDGB]** – The amount of hard disk space the server has, in GB

**[IPADDRESS]** – The server's IP address

**[USERNAME]** – The name to log into their VPS with

**[PASSWORD]** – The password to log into their VPS with

### New SSL Certificate Installation Email

When a customer purchases an SSL certificate and it is being installed on the web server, this email is sent. The special tags are:

**[NAME]** – Your customer's name

**[COMPANY]** – Your company's name

**[DOMAIN]** – The domain name the SSL certificate is being installed on



**See Chapter 12.** Upselling to Your Customers

to find out more about additional items to sell to your customers

**CHAPTER 12**

# Chapter 6. Using HostPay

## Editing HostPay emails

### Hosting Details Email

If your customer does not remember the full details of their hosting account, you can send a detailed reminder email with all the details included. The special tags are:

**[NAME]** – Your customer's name

**[COMPANY]** – Your company's name

**[DOMAIN]** – The domain name used

**[TEMPURL]** – A temporary URL customers can access their site at before the domain name is fully attached to the site and the site is live

**[PACKAGE]** – The package the customer has purchased

**[PASSWORD]** – The password for the customer's FTP login

**[LOGINPASSWORD]** – The password to log into the eXtend Control Panel

**[WEBSERVER]** – The IP address for the server the package is on

**[MAILSERVER]** – The IP address of the mailserver they can use (instead of mail.[DOMAIN])

**[FTPSERVER]** – The IP address of the FTP server they can use (instead of ftp.[DOMAIN])

**[WEBNAME]** – The name of the server the package is on

**[MAILNAME]** – The name of the mailserver the package is on

**[FTPNAME]** – The name of the FTP server the package is on

**[SETUPDATE]** – The time and date the account is set up

**[OSTYPE]** – The operating system of the server they are on

# Chapter 6. Using HostPay

## Editing HostPay emails

### HostPay Reports and Statistics

HostPay provides reports and statistics to help you track how your business is doing. Matched with the Reporting Features available in your Reseller Control Centre, you can review the data and make any changes if needed.

To access the HostPay Reports:

1. Click 'HostPay'
2. Click 'Reports and Statistics' under 'Management'

The reports generated are:

- **Referral Sources** – Where customers state that they have come from when they create an account
- **Renewals** – The renewal dates and frequencies of those renewals
- **Outstanding Bespoke Invoices** – Any invoices that you have sent out but have not been paid
- **Customer Invoices** – All customer invoices
- **Invoices by Date** – All customer invoices arranged by date

- **Recent Orders** – The latest orders organised by year and month
- **Invoices by Discount Code** – All customer invoices that have a discount code attached to them
- **Package Usage by Product** – Which products are being the most used
- **Package Usage by Customer** – Which customers are using the most products
- **Free Trials** – How many free trials you have given out to customers
- **Expired Domains** – Which domains have expired



**See Chapter 13. Advanced Features**

to find out more about reporting

**CHAPTER 13**

# Chapter 6. Using HostPay

## Removing HostPay

You can have only one instance of HostPay in your Reseller Pro account. If you choose to move your HostPay site from one domain name to another, you can do so without losing your customers or other settings.

To transfer your HostPay site:

1. Back up any templates you have edited from your current site
2. Click 'HostPay'
3. Click 'Reinstall HostPay'
4. Select the new domain name from the drop-down list
5. Enter in the directory you want HostPay to be in
6. Click 'Install HostPay Now'
7. HostPay will now be installed on the new site
8. Upload the templates you have backed up into the new site
9. Delete all HostPay files from your old site
10. Your site is now transferred

If you decide you no longer want to use HostPay as your selling platform, you can remove it from your website through the File Manager or FTP and replace it with another sales solution. You will need to make certain that your new system integrates with Heart Internet's Reseller Pro API and customer database.

# Chapter 6. Using HostPay

## Removing HostPay

To remove HostPay and switch to a new solution:

1. Transfer your existing customers into your Reseller Pro Customer Database
2. Transfer your customers' hosting accounts to your customers' accounts in the Customer Database
3. Install the new online shopping system you wish to use onto your website
4. Delete all HostPay files from your website
5. Delete all your customers from your HostPay Customer Database
6. This will remove HostPay from your system.

And if you decide that you no longer want to sell hosting to your customers, you can delete HostPay altogether.

To remove your hosting business:

1. Delete all HostPay files from your website
2. Delete all your customers from your HostPay Customer Database
3. HostPay will now be removed



**See Chapter 7. Using Third-Party Sales Solutions**

to find out more about the API

**CHAPTER 7**

## Chapter 7. Using Third-Party Sales Solutions

If HostPay does not fulfil your needs, or if you are already using a system and do not want to transfer to another system, you can use third-party software to build your hosting reseller sales site.

When choosing a third-party solution, make certain that it includes everything you need for your reselling business. Do you want it to set up hosting packages, domain names, and other products automatically, or do you want it to notify you of a sale and then you set the products up manually? How will you take payments? Do you want to invoice customers or do you want them to pay right away? Do you need an additional Customer Relationship Management (CRM) system or is it built in?

There are many aspects to consider when choosing a third-party solution, but once you have chosen one or designed your own, you can then use Heart Internet's API or Instant Activation Order System to integrate smoothly with your Reseller Control Centre.

Please remember that while we do provide features that can be used with third-party solutions, we cannot provide support for those solutions. If you choose a third-party solution, you will need to make certain you have the skillset available to run these systems.

# Chapter 7. Using Third-Party Sales Solutions

## Using WHMCS

WHMCS is a popular web hosting sales solution, giving you a large range of features and versatile licensing options. WHMCS has a built-in Heart Internet module, which allows you to use WHMCS with your Heart Internet Reseller Pro account automatically through our API.

How to get the details for your WHMCS server:

1. Click **'API / WHMCS'**
2. Scroll to **'Getting Started'**
3. Under **'Live Environment'** and **'Your Full Login Details'**, copy the cIID and password

To set up WHMCS for domain registration:

1. Log into your WHMCS server
2. Click **'Setup'**
3. Click **'Domain Registrars'**
4. Select **'Heartinternet'** from the drop-down list
5. Enter in your cIID and password
6. Click **'Domain Pricing'** from the **'Setup'** menu
7. In the TLDs you want to use with Heart Internet, assign **'Heartinternet'** in the Automation Registration drop-down list
8. You have now set up WHMCS to sell domain names

### No matter which third-party system you choose

you will need to know your hosting packages' ID. You'll find it under **'Configure Hosting Packages'** in the **'Package ID Number'** column.

# Chapter 7. Using Third-Party Sales Solutions

## Using WHMCS

To set up WHMCS for selling hosting packages:

1. Log into your WHMCS server
2. Click 'Setup'
3. Click 'Products/Services'
4. Click 'Servers'
5. Add a new server, with the module set as 'Heartinternet'
6. Enter in the cllD and password
7. In 'Product/Services', create a new product
8. In 'Module Settings', select 'Heartinternet' from the drop-down list
9. Enter in the package ID for the hosting package you are selling
10. Select the automation setting you want for orders
11. Click 'Save'
12. You have now added a hosting package

Your WHMCS server should have the 700 and 1701 ports open for outbound connections for live connections and test connections, respectively.

you can find more about

### using WHMCS with Heart Internet

on the WHMCS Documentation site: [http://docs.whmcs.com/Heart\\_Internet](http://docs.whmcs.com/Heart_Internet)

# Chapter 7. Using Third-Party Sales Solutions

## Using the API

If you have the programming skill, or have hired a developer to build your systems, you can use our API to integrate our domain and hosting reselling into your bespoke systems.

The API comes with much of the functionality needed, including setting up hosting packages, registering domain names, changing a hosting package's limits, deactivating accounts, and more. We also have a faster API mechanism for checking domain name availability, which you can access through the main API page.

To begin building with the API, you will need your login details. Login details are available for full Resellers (who sell hosting packages and domain names) and domain Resellers (who sell only domain names).

To get your API login:

1. Click '[API / WHMCS](#)'
2. Scroll down to '[Getting Started](#)'
3. Under '[Live Environment](#)', find your domain and full Reseller Logins, with cIIDs and passwords for each, for your live systems
4. Under '[Test Environment](#)', find your domain and full Reseller logins, with cIIDs and passwords for each, for testing your systems

Once you are able to access the API, you will then need to produce software that can support TCP sockets as well as XML and TLS. We have some examples written in Perl, PHP, and Ruby available on the '[API / WHMCS](#)' page, as well as full documentation for the API.

# Chapter 7. Using Third-Party Sales Solutions

## Using the Instant Activation Order System

If you have the technical expertise and your own shopping cart, custom order form, or WorldPay Select Junior account, you can integrate our Instant Activation Order System. This lets your customers create an account with you and order hosting in real time without needing to use HostPay or another system.

You will still need to set up domain names manually, but you will not need to create a customer account or a hosting package.

To use the Instant Activation Order System with a custom order form:

1. Click 'Instant Activation'
2. Scroll down to 'Custom Order Form'
3. Use the activation URL shown on the page within your script
4. Ensure that the variables listed are included:
  - `authcode=[PASSWORD]` – Your password as seen on the page
  - `email=[CUSTOMER'S EMAIL]` – The customer's email address
  - `email-name=[CUSTOMER'S NAME]` – The customer's name
  - `M_domain=[DOMAIN]` – The domain name for the hosting package

- `M_typeid=[ID]` –The ID for the hosting package to be setup (or use `M_ttypename` for the name of the hosting package)
- `status=Y` – Leave as-is in order for the system to work

You must pass values for `M_typeid` or `M_ttypename` in order for the system to correctly attach a hosting package to the customer account.

# Chapter 7. Using Third-Party Sales Solutions

## Using the Instant Activation Order System

To use the Instant Activation Order System with WorldPay Select Junior:

1. Click 'Instant Activation'
2. Scroll down to 'WorldPay Order Form'
3. In your script, ensure that the domain name and hosting package type are passed along using the variables:
  - M\_domain – For the domain name
  - M\_typename – For the hosting package name
  - M\_typeid – For the ID of the hosting package
4. In the WorldPay Customer Management System:
  - Set the Callback URL to <https://customer.heartinternet.uk/addpack.cgi>
  - Set the Callback Password to the password shown on the page

If there are any errors in setting up the account, you will be notified at the email address you have specified in your Heart Internet contact details. You should then be able to complete the setup manually.

When a customer finishes a transaction, whether they complete, cancel, or have an error, there must be a page that the Instant Activation Order System redirects to. This is called a Back Link.

To set up a Back Link:

1. Click 'Instant Activation'
2. Under 'Back Link', enter in the URL for the page
3. Click 'Set Backlink'
4. The system will now go to that page

If you want to get more specific in your messages to your customers, you can have a 'Transaction Successful' back link and a 'Transaction Failed' back link. These are called Default Redirects.

# Chapter 7. Using Third-Party Sales Solutions

## Using the Instant Activation Order System

To set up the Default Redirects:

1. Click 'Instant Activation'
2. Under 'Default Redirects', enter in the URL for the Transaction Successful redirect
3. Click 'Set 'On Success' URL'
4. Enter in the URL for the Transaction Failed redirect
5. Click 'Set 'On Failure' URL'
6. The redirects will now be in place

## Chapter 8. Branding and Marketing Yourself

You want to be certain that people recognise you as a unique company with much to offer people looking for web hosting, but ensuring that everything is branded accordingly can be difficult.

We understand the problems that resellers face when it comes to selling hosting, and we want to make it as easy as possible for you to get your brand out there – showing everyone that you're the place to go if they want hosting.

# Chapter 8. Branding and Marketing Yourself

## Building Your Brand

As a hosting company, there are three stages to building your brand:

1. Building and designing your website
2. Customising your customer's control panels
3. Editing information available to your customers

With each of these, we have provided tools and resources to help you brand your web hosting business.

# Chapter 8. Branding and Marketing Yourself

## Building Your Website

People can't buy hosting from you if you don't have a website for them to look at. A well-designed and regularly updated website shows your customers that you know about web hosting, and helps build that initial relationship that can lead to sales.

### Website Templates

If you have chosen to create your own website, Heart Internet has a collection of templates designed for web hosting sites, all available for you to use royalty-free. Simply download, edit in your text editor, then upload into your web space.

To access the templates:

1. Log into your Reseller Control Centre
2. Click 'Icons and Templates' under 'Marketing'
3. Scroll down to 'XHTML/CSS web hosting templates'
4. Click 'Preview' to view each template
5. Download the one you want to use

#### XHTML/CSS web hosting templates

We have converted a number of our HostPay themes in to XHTML/CSS templates free for anyone to use. These web hosting templates are fully W3C compliant and have been tested across all the major browsers.



All templates come with all necessary images, CSS, and a few HTML files to use as a basis for your site. You can edit the images or CSS files to change the colour or design the sites as you wish.

### HostPay Templates

Within HostPay, you can customise how the site looks by using one of the many templates we have provided, or by editing the templates themselves.

You can download the theme files to test out your designs and concepts before you apply them to your existing HostPay site or to your staging site. You can also use the text we provide for the HostPay site, or edit each page with your own content.

# Chapter 8. Branding and Marketing Yourself

## Building Your Website

By default, all HostPay site templates are designed to be 960px wide, and many of the templates contain code designed specifically for HostPay's functionality. If you are planning on making changes to the HostPay templates, please test out your changes on a staging site before you make them live.



### See Chapter 6. Using HostPay

For more information on editing HostPay templates

CHAPTER 6

## Preparing Your Graphics

Creating good graphics for your website can be difficult if you're not a designer, and it can also be difficult to make certain that what you have is suitable for use on the web.

Here are some tips for creating usable graphics for your site:

- ✓ Know the difference between JPG, GIF, PNG, and SVG:
  - **JPG** – Best for images with lots of different colours, such as photographs
  - **GIF** – Best for animation but poor on colour range
  - **PNG** – Best for images with transparent backgrounds
  - **SVG** – Best for scalable images, such as logos
- ✓ If hiring a designer or an agency, ensure that you get print-quality 300dpi versions of your images, in case you want to use them on promotional material or need to scale them appropriately
- ✓ Test your images to make sure that any text on them can be visible, if need be
- ✓ If there is a place to upload a logo, double-check the dimensions of the sample logo already in place, and apply them accordingly to your image to prevent misalignment or distortion

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

The eXtend Control Panel is your customer's main point of contact for your brand. Whether uploading files, installing a program, or just checking their email, it is likely that your customer will be spending a large amount of time within the eXtend Control Panel, and your branding will make it clear that this is a part of your web hosting just as much as your website is.

### Changing the Details

Your brand name and contact information is vitally important for you to display to your customers. Along with providing your customers a way to get in touch with you, it also reinforces the brand name, leading to easier referrals to potentially new customers.



### See Chapter 2. The eXtend Control Panel

For how to access your customers' Control Panels

CHAPTER 2

### Adding your name

As a default, your customers' control panel says 'eXtend' on the top. You can change this to state your company name, or whatever name you want to give your control panel.



To change the name of the control panel:

1. Click 'Configure eXtend' under 'Reseller Preferences'
2. Under 'eXtend Brand Name', enter in the new name in the text field next to 'Brand Name'
3. Click 'Update Now'
4. The name will now appear at the top of your customers' control panel

#### eXtend Brand Name

You can pick a custom word to replace "eXtend" in the eXtend control panel from here. Please note that Web Builder does have to be on a .extendcp.co.uk web address but otherwise this feature will totally white label your control panel.

Brand Name:

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

### Adding your details

At the bottom of the right menu in your customers' control panel, you can find a panel with your details, giving your customers an easy to contact you or access your website. If you do not fill in the details, this panel will not appear on your customers' eXtend Control Panel.



The screenshot shows a control panel titled "Generic Web Hosting" with four input fields for contact information. Each field contains a placeholder URL or email address.

Field Label	Value
Home Page:	<a href="http://www.genericsscreenshotdomain.com">http://www.genericsscreenshotdomain.com</a>
Support Site:	<a href="http://www.genericsscreenshotdomain.com">http://www.genericsscreenshotdomain.com</a>
Sales Email:	<a href="mailto:genericemail@genericsscreenshotdomain.com">genericemail@genericsscreenshotdomain.com</a>
Support Email:	<a href="mailto:genericemail@genericsscreenshotdomain.com">genericemail@genericsscreenshotdomain.com</a>

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

To add your details:

1. Click 'Configure eXtend' under 'Reseller Preferences'
2. Scroll to 'eXtend Front Page'
3. Enter in your company's name
4. Enter in your URL
5. Enter in your support URL
6. Enter in a sales email address
7. Enter in a support email address
8. Click 'Update Now'
9. The details will now appear on your customers' control panel

### eXtend Front Page

You can customise the contact details that appear on the eXtend Control Panel front page. Any fields you leave empty will not appear.

The only default field is "company name"; if you don't type anything for the company name, nothing will appear at all.

<b>Your Company Name</b>	<input type="text" value="Generic Web Hosting"/>
<b>Home Page URL</b>	<input type="text" value="http://www.genericscreenshotdomain.com"/>
<b>Support Site URL</b>	<input type="text" value="http://www.genericscreenshotdomain.com"/>
<b>Sales Email Address</b>	<input type="text" value="genericemail@genericsscreenshotdomain.com"/>
<b>Support Email Address</b>	<input type="text" value="genericemail@genericsscreenshotdomain.com"/>

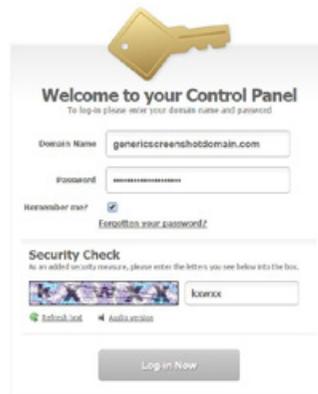
# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

### Changing the address

Your customers can always access their eXtend Control Panel by going to <http://extendcp.co.uk> – our default address for the eXtend Control Panel. Once there, they just need to enter in their domain name, password, and the CAPTCHA security text, and they will go straight into their control panel.

If you want your customers to access their control panel through your main website, you can point the eXtend Control Panel to a subdomain on your site. Alternatively, if you want your customers to be able to access the control panel on their own sites, you can point the eXtend Control Panel to subdomains on their sites.



This is the Control Panel Web Address, and you can configure it as you want.

### Control Panel Web Address

This feature allows you to have your own personalised web address for your customers to go to when they access your Dedicated Server Control Panel, an example address would be `manage-ds.yourdomain.co.uk` or `controlpanel.yourdomain.com`. You can also select **"all servers"** which would allow your customer to go to `manage-ds.any-server-name.com`. If you do not want to use your own domain name at all then your customers can use our generic domain name - [www.ds-10.com](http://www.ds-10.com).

To activate this feature simply type in the first part of the web address and then select one of your domain names from the list for the second part.

Current setting: `http://ds.(any domain)`

Subdomain	Domain Name
<input type="text"/>	(all servers) ▼

Update Now

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

To set the Control Panel Web Address:

1. Click 'Configure eXtend' under 'Reseller Preferences'
2. Enter in the subdomain you wish to use
3. Select the domain name you wish to use from the drop-down menu
4. Click 'Update Now'
5. Give at least 24 hours for the new subdomain to work

### Adding Google Translate

If you are selling hosting to customers in other countries, you might want to provide them with a control panel in their own language. Unfortunately, due to the nature of shared hosting, we cannot produce multilingual control panels, but we do have the option for adding Google Translate to the control panel, which will produce a passable translation service for much of what is on the page in a number of languages.



To add Google Translate to your Control Panel:

1. Click 'Configure eXtend' under 'Reseller Preferences'
2. Check the box next to 'Google Translate enabled'
3. Click 'Update Now'
4. The Google Translate button will appear

### Google Translate

Google Translate allows visitors from other countries to use eXtend. You can turn the Google Translator for your control panel on and off below.

Google Translate enabled:

Update Now

### Forwarding customers to a logout page

When a customer logs out of their control panel, you can set where they are directed to. If you leave it blank, they will just be taken back to the login page, but you can set it to your website or another page with specific call-to-actions.

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

To add a logout page:

1. Click 'Configure eXtend' under 'Reseller Preferences'
2. Under 'Logout Page', enter in the URL you want customers to go to in the text field next to 'Exit page'
3. Click 'Update Now'
4. The customers will now go to that page when they log out

### Logout Page

When your customers click the 'logout' link in the eXtend Control Panel, they can be automatically forwarded to the page of your choice. Enter the URL you would like to send them to below.

Exit page:

### Creating a custom login page

We have designed the eXtend Control Panel login page to be as white-label as possible, to make it as versatile as our Resellers. However, if you would like to give your customers more, you can create your own login page.

Cross-site requests (where the form goes to another site) are allowed for our login page, and you can create a login page on your own site that automatically directs your customers to their control panels.

Because our login process includes a CAPTCHA (a security measure designed to stop hackers from accessing the system), you will need to include it into your login page as well. It will need to be directly copied and pasted from our code for your customers to log in.

Creating your own login page only works if you are not putting eXtend as a subdomain on each site (such as control.genericscreenshotdomain.com). If that is the case, you will need to look into using our API to request a pre-authenticated login URL, which will allow customers to use their control panel directly from the login on your site.



## See Chapter 7. Using Third-Party Sales Solutions

to find out more about the API

**CHAPTER 7**

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

To create a custom login page:

1. Create an HTML page for your site
2. Include a form in your page
3. Have the form post to:
4. <http://www.extendcp.co.uk/login.cgi>
5. Include an input field with the name 'username'
6. Include an input field with the name 'password'
7. Include the code for the CAPTCHA:
8. Upload your page onto your site
9. Your customers will now be able to log in

```
<!-- Load the CAPTCHA -->
<div id="captchabox"></div>
<script type="text/javascript" src="http://www.extendcp.co.uk/build-captcha.js"> </script>
<script type="text/javascript">
load_login_captcha("captchabox", "http://www.extendcp.co.uk");
</script>
<!-- CAPTCHA loaded -->
```

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

### Changing the Theme

The eXtend Control Panel gives your customers everything they need to work with their website. And you can change the look of the panel to match with your website and branding strategy.

### Selecting a theme

There are three main themes for the eXtend Control Panel: Simple, Modern, and Advanced.

### Use a Ready-to-go Brand

#### 1. Select a Theme

Choose from three main looks. Advanced, simple or modern.



To select a theme:

1. Click 'eXtend Themes' under 'Reseller Preferences'
2. Choose one of the three themes
3. Click 'Apply Brand'
4. Your control panel will now be in that theme



# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

### Selecting a banner

After you select a theme, you can also select one of the many banners we have created. With a variety of colours and themes, you should be able to find a banner that works for your brand.

You can preview banner images and themes in the ['This is Your Preview'](#) section, which can help you decide what looks good and what works for you and your customers.

However, please keep in mind that with the Modern and Simple themes, the name of your control panel will be on top of the banner image you choose. Busier banner images may make it difficult to read the text.

### 3. Now Customise

Click the header banner you would like, to see it previewed above.



Advanced Settings >

Apply Brand

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

To select a banner:

1. Click 'eXtend Themes' under 'Reseller Preferences'
2. Choose your theme under 'Select a Theme'
3. Choose your banner under 'Now Customise'
4. Click 'Apply Brand'
5. Your banner will now be used



### Uploading your own banner

If none of the banners work for your style, and you wish to create your own, there is also the option to upload your own banner. Your banner must be in .JPG format and should not have too large of a file size.

Each theme has different dimensions for the top banner, and it is important that your own banner also matches those dimensions.

### Upload Custom Banner

You can upload a custom JPEG image to replace the banner, but please make sure it is the same size (892 x 122 px for "advanced", 870 x 38 px for "simple" and 912 x 107 px for "modern") as the ones displayed above.

Unfortunately, no preview is available for this option.

Choose file kittenbanner.jpg

Apply Brand

# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

The banner dimensions for each theme:

Theme	Height	Width
Advanced	122px	892px
Modern	107px	912px
Simple	38px	870px

To upload your own banner:

1. Create your banner in your image editor and save it
2. Click 'eXtend Themes' under 'Reseller Preferences'
3. Choose your theme under 'Select a Theme'
4. Click 'Advanced Settings >'
5. Under 'Upload Custom Banner', click 'Choose File'
6. Select your banner image

7. Click 'Apply Brand'
8. Your banner image will now be on the control panel





# Chapter 8. Branding and Marketing Yourself

## Customising the eXtend Control Panel

To edit the HTML or CSS:

1. Click 'eXtend Themes' under 'Reseller Preferences'
2. Click 'Advanced Settings >'
3. In the box under 'Upload HTML Template and Preview', paste in any HTML changes you have made
4. In the box under 'Upload CSS File and Preview', paste in any CSS changes you have made
5. Click 'Apply Brand'
6. The changes will be applied

If you make any changes to the HTML, you need to keep the [BODY] element in the middle of the page – this is where the main part of the control panel will go. You will also be unable to add <body> or <head> tags, as the server will add those in.

There are also some frequently asked questions at the end of the page with more information on customising your control panel.

If you want to revert to a default control panel, simply choose a new theme at the top, then click 'Apply Brand'. Your control panel will automatically change to that basic version, and you can then make any changes you wish.



# Chapter 8. Branding and Marketing Yourself

## Customising the Domain Control Panel

The Domain Control Panel is the main way your customers can make changes to their domain names, whether adjusting a DNS record, changing the contact information, or editing the features for the domain name.

While you cannot customise it as much as you can customise the eXtend Control Panel, you can change some elements, making the Domain Control Panel part of the same family as your website and your eXtend Control Panel.

### Adding your details

You can have your contact details appear on the Domain Control Panel much like they do on the eXtend Control Panel. If you leave this section blank, the details will not appear on the control panel.

Domain Control Panel Customisation

You can customise the contact details that appear on the Domain Control Panel front page. Any fields you leave empty will not appear. The only default field is "company name". If you don't type anything for the company name, nothing will appear at all.

Theme	<input type="checkbox"/> Use your eXtend theme
Your Company Name	Generic - ScreenShot Domain Ltd
Home Page URL	MyPhone.GenericScreenShotDomain.com
Support Site URL	MyPhone.GenericScreenShotDomain.com
Sales Email Address	generic@mail@GenericScreenShotDomain.com
Support Email Address	generic@mail@GenericScreenShotDomain.com



## See Chapter 4. Selling Domain Names

For more information on the Domain Control Panel

CHAPTER 4

# Chapter 8. Branding and Marketing Yourself

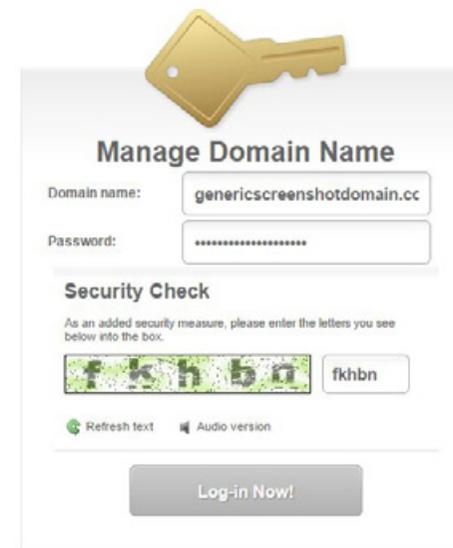
## Customising the Domain Control Panel

To add your details:

1. Click 'Domain Control Panel' under 'Manage Domain Names'
2. Scroll to 'Domain Control Panel Customisation'
3. Enter in your company's name
4. Enter in your URL
5. Enter in your support URL
6. Enter in a sales email address
7. Enter in a support email address
8. Click 'Update Now'
9. The details will now appear on your customers' control panel

### Changing the address

Your customers can always access their Domain Name Control Panel by going to <http://managethisdomain.com> – our default address for the Domain Name Control Panel. Once there, they just need to enter in their domain name, password, and the CAPTCHA security text, and they will go straight into their control panel.



**Manage Domain Name**

Domain name:

Password:

**Security Check**

As an added security measure, please enter the letters you see below into the box.

[Refresh text](#) [Audio version](#)

If you want your customers to access their control panel through your main website, you can point the Domain Name Control Panel to a subdomain on your site. Alternatively, if you want your customers to be able to access the control panel on their own sites, you can point the Domain Name Control Panel to subdomains on their sites.

# Chapter 8. Branding and Marketing Yourself

## Customising the Domain Control Panel

This is the Control Panel Web Address, and you can configure it as you want.

### Control Panel Web Address

This feature allows you to have your own personalised web address for your customers to go to when they access your Domain Control Panel. An example address would be `managedomain.yourdomain.co.uk` or `controlpanel.yourdomain.com`. You can also select "(all domains)" which would allow your customer to go to `managedomain.any-site-you-host.com`. If you do not want to use your own domain name at all then your customers can use our generic domain name, [www.managethisdomain.com](http://www.managethisdomain.com).

To activate this feature, simply type in your chosen name (e.g. `managedomain`) for the first part of the web address. Please ensure that you don't already have a subdomain with this name. Then select one of your domain names from the list for the second part.

If you change the setting, any previous web addresses you set will no longer work.

Current setting: `http://domain.(any domain)`

Subdomain	Domain Name
<input type="text"/>	<input type="text" value="(all domains)"/>

Update Now

To set the Control Panel Web Address:

1. Click 'Domain Control Panel' under 'Manage Domain Names'
2. Scroll to 'Control Panel Web Address'
3. Enter in the subdomain you wish to use
4. Select the domain name you wish to use from the drop-down menu
5. Click 'Update Now'
6. Give at least 24 hours for the new subdomain to work

# Chapter 8. Branding and Marketing Yourself

## Customising the Domain Control Panel

### Creating a logout page

When a customer logs out of their control panel, you can set where they are directed to. If you leave it blank, they will just be taken back to the login page, but you can set it to your website or another page with specific call-to-actions.

To add a logout page:

1. Click 'Domain Control Panel' under 'Manage Domain Names'
2. Under 'Logout Page', enter in the URL you want customers to go to in the text field next to 'Exit page'
3. Click 'Update Now'
4. The customers will now go to that page when they log out

### Logout Page

When your customers click the 'logout' link in the eXtend Control Panel, they can be automatically forwarded to the page of your choice. Enter the URL you would like to send them to below.

Exit page:

# Chapter 8. Branding and Marketing Yourself

## Customising the Domain Control Panel

### Changing the theme to match the eXtend Control Panel

To give your customers a more cohesive experience while using your systems, you can have your Domain Name Control Panel match your eXtend Control Panel.

#### Domain Control Panel Customisation

You can customise the contact details that appear on the Domain Control Panel front page. Any fields you leave empty will not appear. The only default field is "company name"; if you don't type anything for the company name, nothing will appear at all.

**Theme**  Use your eXtend theme

To change the theme:

1. Click 'Domain Control Panel' under 'Manage Domain Names'
2. Scroll to 'Domain Control Panel Customisation'
3. Check the box next to 'Use your eXtend theme'
4. Click 'Update Now'
5. The Domain Name Control Panel will now have the same theme

The screenshot shows the Domain Control Panel interface for the domain 'airmotionadventures.com'. The header includes the title 'Domain Control Panel' and a 'Generic Panel' button. The main content area is titled 'Manage Domain Parking' and displays contact information for 'Generic Screenshot Domain Ltd.', including Home Page, Sales Email, Support Site, and Support Email. Below this is a 'Manage Domain' section with icons for various services: Change Contacts, Email Forwarding, Catchall Email Forwarding, Web Forwarding, Home Page Creator, Domain For Sale Page, DNS Management, Change Nameservers, Domain Locking, and Domain Auth Code. A footer note states: 'You have purchased domain privacy for this domain, so contact updates will not be reflected in WHOIS. If you wish to transfer the domain to someone else, you must cancel the domain privacy service first.'

# Chapter 8. Branding and Marketing Yourself

## Customising Server Control Panels

If you sell VPS, Hybrid, or Dedicated Servers, each comes with a separate control panel to give your customers the details they need for their server as well as the ability to reboot the server if they need to. Each control panel can be customised to provide continuity between systems. And unlike the eXtend or the Domain Name Control Panels, you can add a logo to your VPS/Hybrid Server Control Panel. This image should be no larger than 200 x 200 pixels.



See **Chapter 12**. Upselling to Your Customers

For more information on the server control panels

**CHAPTER 12**

### The VPS/Hybrid Server Control Panel

With the VPS/Hybrid Server Control Panel, your customer will be able to see their server's name, the operating system, the IP addresses associated with it, and bandwidth statistics, as well as being able to access the server through the console, power the server on or off, and reboot the server if necessary.

### Adding your details

You can have your contact details appear on the VPS/Hybrid Server Control Panel much like they do on the eXtend Control Panel. If you leave this section blank, the details will not appear on the control panel.

**Branding**

You can customise the contact details that appear on the VPS Control Panel front page. Any fields you leave empty will not appear. The only default field is "company name", if you don't type anything for the company name, nothing will appear at all.

The logo URL should point to an image file of no more than 200 x 200 pixels. If you leave it blank, no logo will be shown.

Theme	<input type="checkbox"/> Use your eXtend theme
Your Company Name	Generic Screenshot Domain Ltd.
Logo URL	http://www.genericsscreenshotdomain.com
Home Page URL	http://www.genericsscreenshotdomain.com
Support Site URL	http://www.genericsscreenshotdomain.com
Sales Email Address	genericemail@genericsscreenshotdomain.com
Support Email Address	genericemail@genericsscreenshotdomain.com

# Chapter 8. Branding and Marketing Yourself

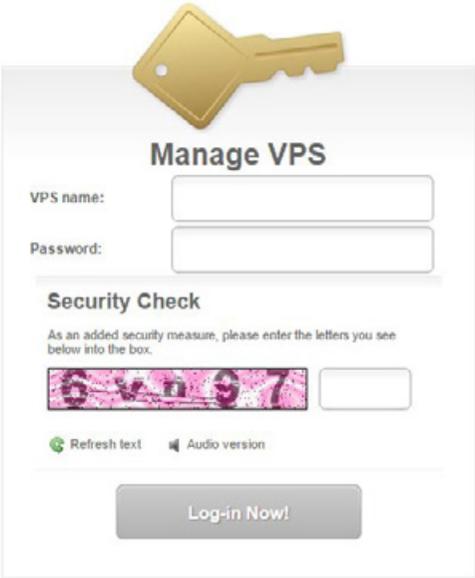
## Customising Server Control Panels

To add your details:

1. Click 'Configure VPS CP' under 'Manage VPS, Hybrid and Dedicated Servers'
2. Scroll to 'Branding' under 'Customisation'
3. Enter in your company's name
4. Enter in the URL for your logo
5. Enter in the URL for your home page
6. Enter in the URL for your support section
7. Enter in a sales email address
8. Enter in a support email address
9. Click 'Update Now'
10. The details will now appear on your customers' control panel

### Changing the address

Your customers can always access their VPS/Hybrid Server Control Panel by going to <http://vps-10.com> – our default address for the VPS/Hybrid Server Control Panel. Once there, they just need to enter in their server name, password, and the CAPTCHA security text, and they will go straight into their control panel.



The screenshot shows a web form titled "Manage VPS" with a gold key icon above it. The form contains the following elements:

- A "VPS name:" label followed by a text input field.
- A "Password:" label followed by a text input field.
- A "Security Check" section with the instruction: "As an added security measure, please enter the letters you see below into the box." Below this is a CAPTCHA image showing the characters "6 w n 9 7" and an empty text input field.
- Two small links below the CAPTCHA: "Refresh text" (with a circular arrow icon) and "Audio version" (with a speaker icon).
- A "Log-in Now!" button at the bottom of the form.

If you want your customers to access their control panel through your main website, you can point the VPS/Hybrid Server Control Panel to a subdomain on your site. Alternatively, if you want your customers to be able to access the control panel on their own sites, you can point the VPS/Hybrid Server Control Panel to subdomains on their sites.

# Chapter 8. Branding and Marketing Yourself

## Customising Server Control Panels

This is the Control Panel Web Address, and you can configure it as you want.

**Control Panel Web Address**

You can configure a personalised web address for your customers to access your VPS Control Panel. For example, `manage-vps.yourdomain.co.uk` or `controlpanel.yourdomain.com`. You can also select "(all domains)" to allow your customers to go to (specified-subdomain).(any-site-you-host) (for example `manage-vps.(a-site-you-host)`).

If you don't configure a personalised address, your customers can still use our generic domain name [www.vps-10.com](http://www.vps-10.com).

To activate this feature simply type in the first part of the web address and then select one of your domain names from the list for the second part.

Current setting: `http://vps.(any domain)`

Subdomain	Domain Name
<input type="text"/>	(all domains) ▼

[Update Now](#)

To set the Control Panel Web Address:

1. Click 'Configure VPS CP' under 'Manage VPS, Hybrid and Dedicated Servers'
2. Scroll to 'Control Panel Web Address'
3. Enter in the subdomain you wish to use
4. Select the domain name you wish to use from the drop-down menu
5. Click 'Update Now'
6. Give at least 24 hours for the new subdomain to work

# Chapter 8. Branding and Marketing Yourself

## Customising Server Control Panels

### Changing the theme to match the eXtend Control Panel

To give your customers a more cohesive experience while using your systems, you can have your VPS/Hybrid Server Control Panel match your eXtend Control Panel.

#### Branding

You can customise the contact details that appear on the VPS Control Panel front page. Any fields you leave empty will not appear. The only default field is "company name". If you don't type anything for the company name, nothing will appear at all.

The logo URL should point to an image file of no more than 200 x 200 pixels. If you leave it blank, no logo will be shown.

#### Theme

Use your eXtend theme

To change the theme:

1. Click 'Configure VPS CP' under 'Manage VPS, Hybrid and Dedicated Servers'
2. Scroll to 'Branding' under 'Customisation'
3. Check the box next to 'Use your eXtend theme'
4. Click 'Update Now'
5. The VPS/Hybrid Server Control Panel will now have the same theme

# Chapter 8. Branding and Marketing Yourself

## Customising Server Control Panels

### The Dedicated Server Control Panel

Within the Dedicated Server Control Panel, your customers will be able to see their server's name, operating system, IP addresses, bandwidth usage, and reboot the server.

#### Adding your details

You can have your contact details appear on the Dedicated Server Control Panel much like they do on the eXtend Control Panel. If you leave this section blank, the details will not appear on the control panel.

Unlike the eXtend or the Domain Name Control Panels, you can add a logo to your Dedicated Server Control Panel. This image should be no larger than 200 x 200 pixels.

### Dedicated Server Control Panel Customisation

You can customise the contact details that appear on the Dedicated Server Control Panel front page. Any fields you leave empty will not appear. The only default field is "company name", if you don't type anything for the company name, nothing will appear at all.

The logo URL should point to an image file of no more than 200 x 200 pixels. If you leave it blank, no logo will be shown.

<b>Theme</b>	<input type="checkbox"/> Use your eXtend theme
<b>Your Company Name</b>	<input type="text" value="Generic Screenshot Domain Ltd."/>
<b>Logo URL</b>	<input type="text" value="http://www.genericscreenshotdomain.com"/>
<b>Home Page URL</b>	<input type="text" value="http://www.genericscreenshotdomain.com"/>
<b>Support Site URL</b>	<input type="text" value="http://www.genericscreenshotdomain.com"/>
<b>Sales Email Address</b>	<input type="text" value="genericemail@genericsscreenshotdomain.i"/>
<b>Support Email Address</b>	<input type="text" value="genericemail@genericsscreenshotdomain.i"/>

# Chapter 8. Branding and Marketing Yourself

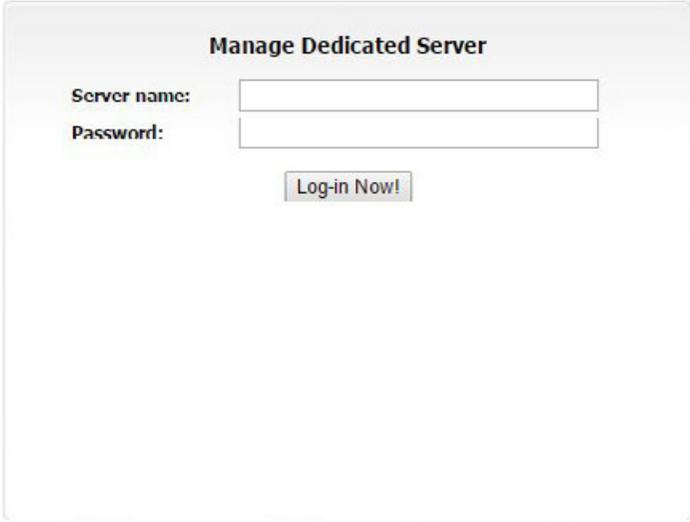
## Customising Server Control Panels

To add your details:

1. Click 'Configure DS CP' under 'Manage VPS, Hybrid and Dedicated Servers'
2. Scroll to 'Dedicated Server Control Panel Customisation'
3. Enter in your company's name
4. Enter in the URL for your logo
5. Enter in the URL for your home page
6. Enter in the URL for your support section
7. Enter in a sales email address
8. Enter in a support email address
9. Click 'Update Now'
10. The details will now appear on your customers' control panel

### Changing the address

Your customers can always access their Dedicated Server Control Panel by going to <http://ds-10.com> – our default address for the Dedicated Server Control Panel. Once there, they just need to enter in their server name and password to go straight into their control panel.



The screenshot shows a web form titled "Manage Dedicated Server". It contains two input fields: "Server name:" and "Password:". Below the "Password:" field is a button labeled "Log-in Now!".

If you want your customers to access their control panel through your main website, you can point the Dedicated Server Control Panel to a subdomain on your site. Alternatively, if you want your customers to be able to access the control panel on their own sites, you can point the Dedicated Server Control Panel to subdomains on their sites.

# Chapter 8. Branding and Marketing Yourself

## Customising Server Control Panels

This is the Control Panel Web Address, and you can configure it as you want.

### Control Panel Web Address

This feature allows you to have your own personalised web address for your customers to go to when they access your Domain Control Panel. An example address would be `managedomain.yourdomain.co.uk` or `controlpanel.yourdomain.com`. You can also select "**(all domains)**" which would allow your customer to go to `managedomain.any-site-you-host.com`. If you do not want to use your own domain name at all then your customers can use our generic domain name, [www.managethisdomain.com](http://www.managethisdomain.com).

To activate this feature, simply type in your chosen name (e.g. **managedomain**) for the first part of the web address. Please ensure that you don't already have a subdomain with this name. Then select one of your domain names from the list for the second part.

If you change the setting, any previous web addresses you set will no longer work.

Current setting: `http://domain.(any domain)`

Subdomain	Domain Name
<input type="text"/>	<input type="text" value="(all domains)"/>

Update Now

To set the Control Panel Web Address:

1. Click 'Configure DS CP' under 'Manage VPS, Hybrid and Dedicated Servers'
2. Scroll to 'Control Panel Web Address'
3. Enter in the subdomain you wish to use
4. Select the domain name you wish to use from the drop-down menu
5. Click 'Update Now'
6. Give at least 24 hours for the new subdomain to work

# Chapter 8. Branding and Marketing Yourself

## Customising Server Control Panels

### Changing the theme to match the eXtend Control Panel

To give your customers a more cohesive experience while using your systems, you can have your VPS/Hybrid Server Control Panel match your eXtend Control Panel.

### Dedicated Server Control Panel Customisation

You can customise the contact details that appear on the Dedicated Server Control Panel front page. Any fields you leave empty will not appear. The only default field is "company name", if you don't type anything for the company name, nothing will appear at all.

The logo URL should point to an image file of no more than 200 x 200 pixels. If you leave it blank, no logo will be shown.

Theme	<input checked="" type="checkbox"/> Use your eXtend theme
-------	---

To change the theme:

1. Click 'Configure VPS CP' under 'Manage VPS, Hybrid and Dedicated Servers'
2. Scroll to 'Branding' under 'Customisation'
3. Check the box next to 'Use your eXtend theme'
4. Click 'Update Now'
5. The VPS/Hybrid Server Control Panel will now have the same theme

# Chapter 8. Branding and Marketing Yourself

## Customising Webmail

While some of your customers will prefer to download their email onto their devices, others will be using the Webmail system. When your customers visit their Webmail page, whether through the eXtend Control Panel or through a domain or subdomain of your choosing, you can include some of the Webmail features into your branding scheme.

### Branding the login page

Within the Reseller Control Centre, you can brand the Webmail login page to match your site style. This would only appear if you activated a new address for the webmail or if your customers logged out of Webmail from the eXtend Control Panel.

If you create your own login page, you will need to keep the [BODY] tag in the middle – this is how the login page will bring in the form for your customers to use.

You can create a full HTML file and upload it to the Reseller Control Centre, or paste the HTML code in.

To create a login page:

1. Click 'Configure Webmail' under 'Reseller Preferences'

2. Design your own login page in a text file, making certain to include [BODY] in the centre
3. To upload a saved HTML file:
  - Click 'Choose File'
  - Select your file
  - Click 'Upload Now'

### Brand the Login Page

Creating your own login page look and feel (to match your web site) has never been easier. Simply create an HTML file and either upload from your computer or copy and paste it in the text area below.

To make everything work you must use [BODY] to mark where the body text should go.

For example:-

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml" xml:lang="en">
<head>
<title>My Web Site</title>
</head>
<body>
[BODY]
<p><a href="/wap">Mobile Phone Login (WAP)</a></p>
</body>
</html>
```

Choose file webmail.html

Upload Now

# Chapter 8. Branding and Marketing Yourself

## Customising Webmail

4. To paste in the HTML:

- Copy the HTML from your file
- Paste into the text box under 'Paste HTML'
- Click 'Update Now'

### Paste HTML

Simply paste your HTML code into the box below and click "Update Now".

Clear

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml" xml:lang="en">
<head>
<title>Generic Webmail Login</title>
<style type="text/css">
body {background: #fff; color: #000; font-family: Trebuchet MS, Verdana, sans-serif;}
h1 {text-align: center; font-size: 200%;}
a:link {color: #000;}
a:visited {color: #00f;}
a:hover, a:active {color: #0f0;}
</style>
</head>
<body>
<h1>Generic Webmail Login</h1>
[BODY]
<p>Courtesy of <a href="http://www.generic.screenshotdomain.com/">Generic Screenshot Domain Hosting Ltd </a></p>
</body>
</html>
```

Update Now

5. The login page will be created

# Chapter 8. Branding and Marketing Yourself

## Customising Webmail

### Changing the address

Your customers can always access their webmail through <http://www.outitgoes.com>. If you want your customers to access their email through your main website, you can point Webmail to a subdomain on your site. Alternatively, if you want your customers to be able to access their email on their own sites, you can point the Webmail to subdomains on their sites.

This is Personalised Webmail, and you can configure it as you want.

### Configure Personalised Webmail

If you would like every web hosting account you have to have a unique webmail address select the "All your hosted domains" option from the drop down box. Or if you would like to offer Webmail on one specific domain then select that domain name from the list.

Please note that once activated this feature takes up to 48 hours to come online.

You can also configure the exit page for when your users exit Webmail. By default users will be directed to [www.outitgoes.com](http://www.outitgoes.com) after logging out. You can change the default website by filling in the "Exit URL" field below.

Subdomain	Domain Name
<input type="text" value="http:// email"/>	<input type="text" value="(All your hosted domains)"/>
<b>Exit URL (it's best to copy and paste this)</b>	
<input type="text" value="http://"/>	

To set Personalised Webmail:

1. Click 'Configure Webmail' under 'Reseller Preferences'
2. Scroll to 'Configure Personalised Email'
3. Enter in the subdomain you wish to use
4. Select the domain name you wish to use from the drop-down menu
5. Click 'Update Now'
6. Give at least 24 hours for the new subdomain to work

# Chapter 8. Branding and Marketing Yourself

## Customising Webmail

### Creating a logout page

When a customer logs out of their email, you can set where they are directed to. If you leave it blank, they will just be taken back to the login page, but you can set it to your website or another page with specific call-to-actions.

To add a logout page:

1. Click 'Configure Webmail' under 'Reseller Preferences'
2. Under 'Configure Personalised Webmail', enter in the URL you want customers to go to in the text field under 'Exit URL'
3. Click 'Update Now'
4. The customers will now go to that page when they log out

# Chapter 8. Branding and Marketing Yourself

## Creating a System Status Page

Heart Internet has a white-label system status website that shows you and your customers if there are any problems with our servers or network connection. You can find it at <http://www.webhostingstatus.com/>.

If you would like to create your own system status page, to host on your own site or to create your own system status website, you can do so on any site held on one of our Linux servers. Each Reseller has a unique System Status Key to identify you in the system as a Reseller.

To create a System Status page:

1. Click 'System Status Page' under 'Reseller Preferences'
2. Copy the PHP code in the middle of the page under 'Set up Instructions'
3. Create a PHP page with that code in the appropriate location
4. Upload the PHP page to your site or domain
5. You have now created a System Status page

This must be on a Linux shared hosting account within your Reseller account.

## Generic System Status

### Current System Status

All systems are operating normally.

### Planned System Maintenance

There is currently no planned maintenance.

Courtesy of [Generic Screenshot Domain Hosting Ltd.](#)

# Chapter 8. Branding and Marketing Yourself

## Making a Custom Default Landing Page

When a customer purchases either a new hosting account or a new domain name, a generic white-label page is put up. You can customise these pages to ensure that if your customer does not automatically start building a website or pointing a domain to an existing site, that your company is still recognised as the owner of that account or domain name.

### Creating a page for new hosting accounts

When your customer purchases a new hosting package, a default page is put up until the customer adds their own index page.

To create a custom default index page:

1. Click 'Default Index Page' under 'Reseller Preferences'
2. Write an HTML text file with the information you want the page to hold
3. Copy that HTML text
4. Paste into the text box under 'Configure Index Page'
5. Click 'Update Index Page'
6. The page is now created

## Index Page

When you set up a web hosting account, a standard default webpage is shown when users go to the corresponding website. You can create your own default page to be shown on all your new websites instead.

### Configure Index Page

This is the index.html page that will be installed when a new web hosting account is set up.

Leave this blank if you want our standard default index page.

Preview your existing index page

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml" xml:lang="en">
<head>
<title>Generic Screenshot Domain Hosting</title>
<style type="text/css">
body {background: #fff; color: #000; font-family: Tahoma, MS, Verdana, sans-serif;}
h1 {text-align: center; font-size: 200%;}
a:link {color: #000;}
a:visited {color: #000;}
a:hover, a:active {color: #000;}
</style>
</head>
<body>
<h1>Generic Screenshot Domain Hosting</h1>
<p>This site has been purchased by a customer of <a href="http://www.generic-screenshotdomain.com/">Generic Screenshot
Domain Hosting Ltd.</a></p>
<p>Please visit later to see what exciting new webpage this customer will create.</p>
<p>And find your own web hosting at <a href="http://www.generic-screenshotdomain.com/">Generic Screenshot Domain Hosting Ltd.
</a></p>
</body>
</html>
```

Update Index Page

# Chapter 8. Branding and Marketing Yourself

## Making a Custom Default Landing Page

### Creating a page for new domain names

You can also create a default holding page for domain names. When you or a customer purchases a domain name, the default holding page will appear until the domain is pointed at a site or a hosting package is purchased.

Creating a default domain name holding page is different from creating a default hosting holding page, as you will need to create and upload an HTML page to an account before you can use it. The domain will not redirect to the site with the page, but, instead, the domain will point at the page.

#### Default Holding Page

This feature sets the default holding page for any new domains you register. If you leave this blank, and you are a web hosting reseller, a "brandless" holding page will be used.

Full URL:

To create a custom default domain page:

1. Click 'Domain Control Panel' under 'Manage Domain Names'
2. Create an HTML page with the information you want on the default domain page
3. Upload the HTML page to your site
4. Copy the full URL of your HTML page
5. Paste into the text box next to 'Full URL' under 'Default Holding Page'
6. Click 'Update Now'
7. Your default domain page will now be used

# Chapter 8. Branding and Marketing Yourself

## Making a Custom Deactivated Site Page

There will be times, unfortunately, when you will need to take down a customer's hosting package. Whether it's due to a cancellation, lack of payment, or other reason, you will need to have something in place for when the site is taken down.

You can create a customised deactivated site page which can tell visitors that the site is down as well as display your information.

To create your custom deactivated page:

1. Click 'Deactivated Page' under 'Reseller Preferences'
2. Create your own HTML file
3. Copy the HTML
4. Paste into the text box under 'Configure Deactivated Page'
5. Click 'Update Deactivated Page'
6. The page will now be used when you deactivate an account

## Deactivated Page

If you deactivate one of your web hosting accounts, you can display a web page of your own design on the site.

### Configure Deactivated Page

Leave this blank if you want our [standard deactivated page](#).

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml" xml:lang="en">
<head>
<title>Generic Screenshot Domain Hosting</title>
<style type="text/css">
body {background: #fff; color: #000; font family: Trebuchet MS, Verdana, sans serif;}
h1 {text-align: center; font-size: 200%;}
a:link {color: #000;}
a:visited {color: #000;}
a:hover, a:active {color: #000;}
</style>
</head>
<body>
<h1>Generic Screenshot Domain Hosting</h1>
<p>Unfortunately, this site has been deactivated.</p>
<p>Find your own web hosting at <a href="http://www.genericscreenshotdomain.com">Generic Screenshot Domain Hosting Ltd </a>
</p>
</body>
</html>
```

Update Deactivated Page

# Chapter 8. Branding and Marketing Yourself

## Editing White Label Materials

White Label materials are documents produced without any branding or contact information. You can then use these documents as a guide for your own documents or web pages, or add your branding and contact information to the documents themselves.

Our White Label Materials include guides on creating websites, information on products available, and data sheets providing more specific information on certain products. These are all available for you to edit and use as you require.

To edit PDF files, you will need a PDF editor, such as Adobe Acrobat. Alternatively, you can copy the text into a word processor, style as needed, and then save the new file as a PDF.



**See Chapter 10.** Communicating with Your Customers

For more information on the White Label Materials

**CHAPTER 10**

## Chapter 9. Managing Your Customers

Keeping track of your customers is vital to any business. Whether simply making certain they have the right hosting package assigned to them, or building a lasting relationship with them through regular emails and contact, your Reseller Control Centre can help you manage and organise your customers as you need.

# Chapter 9. Managing Your Customers

## Customer Database

The built-in Customer Database in the Reseller Control Centre is perfect for businesses who already have a Customer Relationship Management (CRM) system in place and simply need to attach customers to hosting packages. You can also easily email all your customers through the Customer Database.

The Customer Database only has fields for:

- ✓ Name
- ✓ Email
- ✓ Company Name
- ✓ Address, City, Postcode, County, and Country
- ✓ Landline, Fax, and Mobile Phone Numbers
- ✓ Notes

Only Name and Email are required to create a customer within the database. Any other information you feel is important to the customer, such as which hosting package they are assigned to, domain names they hold, and other such details, must go into the Notes field.

You can also download all your customer contacts as a CSV file, for uploading into another CRM or producing additional materials.



**See Chapter 10.** Communicating with Your Customers

For more information on emailing customers

**CHAPTER 10**

# Chapter 9. Managing Your Customers

## Customer Database

### Adding New Customers

If you want customers to be in the database, you must add them manually.

To add new customers:

1. Click 'Customer Database'
2. Click 'Add New Contact'
3. Enter in the name
4. Enter in the email address
5. Enter in additional information if you have it
6. Click 'Add'
7. The customer is now added

### Customer Database

The screenshot shows a web form titled "Customer Database" with the following fields and values:

- Name (required): Albert Generica
- Email (required): email@genericascreenshotdomain.com
- Company Name: Generic Screenshot Domain Ltd.
- Address: 111 Generic Avenue
- City: Genericville
- Postcode: G3 N3
- County/State: Genericshire
- Country: United Kingdom (dropdown menu)
- Phone: 555 555 5555
- Phone (mobile):
- Phone (fax):
- Notes: Birthday: 01/01/1960  
Likely to upgrade hosting within the next year.

At the bottom of the form, there is a green "Add" button and a character count: "1979 characters left".

# Chapter 9. Managing Your Customers

## Customer Database

### Editing Existing Customers

If a customer's information changes, you will need to edit it within the Customer Database. Along with changing their email or address, you can also update the notes you have on them.

To edit an existing customer:

1. Click 'Customer Database'
2. Click the customer under 'Current Contacts'
3. Make your edits
4. Click 'Update'
5. The customer is now edited

### Current Contacts

Below is a list of your contacts, click a contact to view more information.

Albert Generica <email@genericsscreenshotdomain.com>

[Download all customer contacts as a CSV file](#)

### Adding Customers to Products

With the Customer Database, you cannot add many of the products to the customer. However, within the Hosting Package system, you can add your customers to their hosting packages as the primary contact for that package. This means they will be able to reset the password for FTP and the eXtend Control Panel.

You cannot attach customers within the Customer Database to domain name contacts. You will need to do that manually within the Domain Control Panel.



**See Chapter 4. Selling Domain Names**

For more information on domain name contacts

**CHAPTER 4**

# Chapter 9. Managing Your Customers

## Customer Database

Contact & Access Details

Contact: (For password recovery)

"Albert Generica" <email@genericsscreenshotdomain.com> ▾

Add New Name:  + Add New Email:  [Add](#)

FTP Password: [Reveal password](#)  
[Set a new Password](#)

eXtend Password: [Set a new Password](#)

To add a customer to a hosting package:

This assumes you have already created the hosting account.

1. Click 'Manage Hosting Accounts'
2. Find the package you want to add to a customer
3. Click 'Edit'
4. Click the Down Arrow next to 'Contact & Access Details'
5. Select your customer from the drop-down list
6. Click 'Next'
7. Click 'Next'
8. Click 'Edit Package'
9. The customer will now be attached to that product

# Chapter 9. Managing Your Customers

## Customer Database

### Removing Customers

There will be times when you need to remove customers from your system. Although the Customer Database does connect to the Hosting Packages, you can delete customers from the system even if the customer is attached to a hosting package. The package will simply no longer have a contact associated with it.

To delete an existing customer:

1. Click 'Customer Database'
2. Click the customer under 'Current Contacts'
3. Click 'Delete'
4. The customer is now removed from the database

# Chapter 9. Managing Your Customers

## HostPay Customer Database

HostPay provides you with more management options for your customers. Along with customers being able to set up their own accounts through the HostPay front-end, you can add and edit customer accounts within the HostPay back-end. You can also invoice customers and attach packages and other products to them.

### Adding New Customers

Most customers will add themselves to the system through the HostPay front-end. But if you need to add a customer manually, you can do so through the HostPay back-end.

To create a customer, you must have a name, email address, telephone number, and valid postcode. The postcode is checked against the Ordnance Survey's list of current postcodes, and the email address cannot be used by another customer in the system, as the email address is how the customer logs in.

#### Add New Customer

If you would like to register a customer to use HostPay (rather than the customer signing up from your website) click [here](#).

Solution	Ms
First Name(s)	Jessie
Surname	Genetic
Organisation type	Company or other organisation
Organisation name	Genetic Screenshot Domain Ltd.
First line of address	111 Genetic Avenue
Second line of address	
Town	Geneticville
County	Geneticshire
Postcode	G3 3G3
Country	United Kingdom <small>Click <a href="#">New Customer Options</a> to add more options.</small>
Telephone number	555 555 5555
Mobile number	
Fax number	
Email address	email@geneticscreenshotdomain.co
Date of birth	31 / January / 1970
Security question	What was the first school you attended?
Security answer	Geneticville Infants School

Register Now

# Chapter 9. Managing Your Customers

## HostPay Customer Database

To add a new customer:

1. Click 'HostPay'
2. Click 'Your Customers' under 'Management'
3. Click the link under 'Add New Customer'
4. Select the salutation that best works for your customer
5. Enter in the customer's first name and surname
6. Select the customer's organisation type from the drop-down menu
7. Enter in the organisation name
8. Enter in the address
9. Select the country from the drop-down menu
10. Enter in the telephone numbers
11. Enter in the email address
12. Enter in the date of birth
13. Select the security question from the drop-down menu
14. Enter in the security answer
15. Click 'Register Now'
16. The customer will now be registered

### Want to change...

the referral sources, countries customers can come from, or security questions? Click the 'New Customer Options' link next to Country and change the details as necessary.

# Chapter 9. Managing Your Customers

## HostPay Customer Database

### Editing Existing Customers

Once a customer is in the HostPay system, you can view their customer account and make changes as needed, including changing contact details, adding comments, unsubscribing them from your mailing list, or creating a bespoke invoice for them. You can also see which packages are assigned to them and whether they have any outstanding support tickets or invoices.

To view existing customers:

1. Click 'HostPay'
2. Click 'Your Customers' under 'Management'
3. Click on the link for your customer under the 'Details' column

## Your Customers

The following list shows all the customers who have created a login to your HostPay system. You may view their details including, name, address, password, invoices and purchased services by clicking the link next to their email address.



Search customers:  X

Accounts Per Page

25 ▼

[\[First\]](#) [\[Prev\]](#) [\[Next\]](#) [\[Last\]](#)

Page 1 of 1 (0 contacts hidden)

Name ▼▲	Email ▼▲	Products? ▼▲	Details	Delete?
Edward Generica	genericemail@genericsscreenshotdomain.com	No	<a href="#">click here</a>	<input type="checkbox"/>
Jennifer Generica	email@genericsscreenshotdomain.com	No	<a href="#">click here</a>	<input type="checkbox"/>
				<input type="button" value="Delete"/>

# Chapter 9. Managing Your Customers

## HostPay Customer Database

To edit your customers' details:

1. Click 'Change contact details'
2. Make all necessary changes
3. Click 'Update Now'

Please remember that when you change the email address for a customer, it will also change the login.

To make a comment on your customer:

1. Enter in your comment in the box that states 'Type in your comments here'
2. Click 'Add Comment'
3. The comment will be automatically added



# Chapter 9. Managing Your Customers

## HostPay Customer Database

To edit security information:

1. Change the security question from the drop-down menu
2. Type in the new security answer
3. Change the date of birth if needed
4. Click 'Update Now'
5. The changes will be made

To edit login details:

1. Click the link next to the Password cell to change the password
2. Check the box if you want customers to view their sites when under construction
3. Click 'Update Now'
4. The password will be changed

Please note that you can only change the username in the Customers' Details section, where it is their email address.

You can also log in as the customer by clicking 'Login as Customer', or send the customer a password reminder by clicking 'Send Password Reminder'.

To unsubscribe your customer from the mailing list:

1. Select 'No' from the drop-down menu
2. Click 'Update Now'
3. The customer will no longer receive emails from you

# Chapter 9. Managing Your Customers

## HostPay Customer Database

### Adding Products to Customers

Most products will be purchased by the customer in the HostPay front-end. If you are importing in an existing customer, or will be invoicing them, you can assign a product to that customer.

This assumes you have created a product within HostPay and that you have an existing hosting package to assign both the customer and the product to.

To attach a product to a customer:

1. Click 'HostPay'
2. Click 'Assign Products to Logins' under 'Management'
3. Enter in the customer's name or email address
4. Select the customer from the names that appear
5. Click the type of product you want to add to the customer – Domain Names, Hosting Packages, VPS, or Add-ons
6. Select the existing hosting package
7. Click 'Assign'
8. Select the product you want the package to be assigned to and the renewal date
9. Click 'Assign Now'
10. The package and product is now assigned to that customer

### Assign Products to Logins

#### Filter Customers

Enter a customer name or email address to limit to that customer.



#### Customer

Jennifer Generica (Generic Screenshot Domain Ltd.) <email@genericsscreenshotdomain.com>

#### Current Products

##### Domain Names

genericsscreenshotdomain.com

##### Hosting Packages

genericsscreenshotdomain.com

Domain Names

Hosting Packages

VPS

Addons

# Chapter 9. Managing Your Customers

## HostPay Customer Database

### Removing Customers

There will be times you will need to remove a customer from your HostPay system. Although you can attach customers to packages, you can still remove them from the system. This will remove all the contact information from the existing package.

To remove a customer:

1. Click 'HostPay'
2. Click 'Your Customers' under 'Management'
3. Check the box under the 'Delete' column for the customer you want to remove
4. Click 'Delete'
5. The customer will be deleted

### Importing Customers

If you are just starting to use HostPay, but already have customers saved in another database, such as the Reseller Control Centre Customer Database, or a CSV file from an external system or desktop-based program, you can import those customers into your new HostPay Customer database.

When you import customers, there will be fields that are available in HostPay that are not filled in for these customers, including the security question and date of birth. Please ask your customers to complete these forms once you have imported them in.

### Importing Customers from the Customer Database

When importing customers from the Customer Database, you will need to decide if your customers will be purchasing and using hosting packages or hosting packages and domain names.

# Chapter 9. Managing Your Customers

## HostPay Customer Database

To import customers from the Customer Database:

1. Click 'HostPay'
2. Click 'Import Customers'
3. Select what the customer will be using
4. Check the box if you want the customer to receive a Welcome Email
5. Click 'Create'
6. The customer will now be added

Contact	Add?
"Albert Generica" <genericemail@genericsscreenshotdomain.com>	Hosting package(s) ▼

If you select 'Hosting package(s) and domains' the customer will be able to access the domain control panel.

Send welcome emails?

Create

### Importing Customers from a CSV

You can use this feature to import from other CRMs or e-commerce solutions, such as HostDirector. Once you have imported the customers, you will need to assign them products through 'Assign Products to Logins'.

When importing customers from a CSV file, you will need to ensure that the columns match the fields we need for a smooth import.

# Chapter 9. Managing Your Customers

## HostPay Customer Database

You should have the following columns, all lower-case and spelled as shown:

- company
- firstname
- surname
- email
- telephone
- fax
- address1
- address2
- town
- county
- country
- postcode
- password

You can download a sample CSV file from the Import Customers page.

To import customers from a CSV:

1. Click 'HostPay'
2. Click 'Import Customers' under 'Management'
3. Click 'Choose File'
4. Select your CSV from your computer
5. Check the box if you want to send Welcome Emails
6. Click 'Import Now'
7. The customers will now be imported

# Chapter 9. Managing Your Customers

## Contacting Customers

Once your customers are in the system, you can then use the features within the Reseller Control Centre and HostPay to contact them.

### Emailing Customers

There are many ways to email your customers, depending on what systems you are using and how you want to email them.

If you are using the Customer Database, you can set up automatic emails that are triggered when a customer completes an action, such as transferring a domain name or being assigned a hosting package. You can also send your own emails to customers who have certain hosting packages.

If you are using HostPay, there are a range of emails that are automatically sent out to customers when they complete an action, from signing up with your site to leaving feedback. You can also send your own emails to customers, either all customers, customers with web hosting, customers who have purchased a product, and customers who have not purchased a product.

With emails on both systems, there are variables that allow you to personalise the emails you send, such as automatically adding the person's name, their hosting package, and the domain name for their package.



## See Chapter 10. Communicating with Your Customers

For more information on emailing your customers

**CHAPTER 10**

### Invoicing Customers

Within HostPay, you can create bespoke invoices for your customers, giving you another payment option for your business.

Bespoke invoices are sent through the 'Your Customers' section of your HostPay, and edited through the 'Email Templates and Settings' section. Once you have edited the Bespoke Invoice template to match your preferred style and branding, you can produce invoices as needed.

# Chapter 9. Managing Your Customers

## Contacting Customers

### If you supply web hosting or other digital services...

...to consumers within the EU, you will need to pay VAT for these services in the consumer's country, not within your country. You can find out more on the Gov.UK's website: <https://www.gov.uk/vat-on-digital-services-in-the-eu>

Create Bespoke invoice

If you would like to send a bespoke invoice to this customer to request payment for a product or service use this feature below. You should specify the amount the user needs to pay and provide a description of the product or service. Once you complete this HostPay will send the user an email giving the user a link that they can pay the invoice from using your supported payment methods.

The amount you enter should be the amount excluding any tax.

You should avoid certain characters in the description that can cause issues when sent to the payment providers. These INCLUDE: < > & #

Amount

£ 75

Description (Maximum 255 characters)

Billed for

- One year's registration of your domain (www.heartinternet.com)
- One year's hosting on the Unlimited Linux package
- One year's support

Our CONTACTS

Thank you!

Request Payment Now

To create an invoice:

1. Click 'HostPay'
2. Click 'Your Customers' under 'Management'

3. Click the link under the 'Details' column for the customer you want to send an invoice to
4. Scroll down to 'Create Bespoke invoice'
5. Enter in the amount
6. Enter in a description
7. Click 'Request Payment Now'
8. The invoice will be sent to your customer, to you, and to any other email addresses you have specified in the template



See Chapter 6. Using HostPay

For more information on editing HostPay emails

CHAPTER 6

# Chapter 9. Managing Your Customers

## Privacy Legislation

For your customers, privacy is important to them. They need to know that their details are stored safely and are not distributed to third-party vendors. They want to know that, by purchasing a product from you, they will not end up on a spam mailing list.

### UK Law

The Data Protection Act provides the legal standing for people to view personal data an organisation holds on them, request that incorrect information within that data is corrected, or request that their data is not used for direct marketing. Organisations also have the responsibility to make certain that this data is not used in any way that may potentially cause damage or distress.

There is also the Privacy and Electronic Communications Regulations, which makes it unlawful to send someone direct marketing if they have not specifically granted permission or if there isn't a previous relationship with them (such as purchasing a product from your business).

### Good Practice

We encourage all our resellers to practice strong data protection, as it builds trust with your customers and helps your business grow.

Some of the ways you can keep your customers secure are:

- ✓ Make certain that your customers know exactly who you are and what you are going to do with their information.
- ✓ If you are planning to use your customers' information to send them marketing material, such as sending them a newsletter, ensure that they have opted in.
- ✓ Don't ask for more information than you need and have a plan in place for what to do when you no longer need the information.

With some reading and common sense, it can be easy to make certain that your customers have the security and trust they deserve.

You can find out more about the  
**Data Protection Act and Privacy and Electronic  
Communications Regulations**

including how they affect your business, at the Information Commissioner's Office:  
<https://ico.org.uk/for-organisations/>

# Chapter 10. Communicating With Your Customers

Communicating with your customers will be one of the most important parts of your reseller business. Good communication not only keeps your customers happy, it also helps you build long and lasting relationships with them, which leads to more referrals, more purchases, and more profit.

Within your Reseller Control Centre, you can:

- ✓ Edit and create automated emails
- ✓ Send a message through their eXtend Control Panels
- ✓ Send newsletters and other emails

We also have a selection of white-label materials for you to use as either direct sales materials to your customers or as a guide for creating your own sales materials.

# Chapter 10. Communicating With Your Customers

## Automated Emails

When a customer completes an action within the system, you can set up an email to be sent automatically to them. You can find these emails within the 'Reseller Preferences' panel in your Reseller Control Centre.

If you leave the email blank, it will not go out to your customers. If you put content into the email, the next time a customer completes that action, they will receive the email. We provide example messages as a guide, but you can write your emails as you see fit.

Within each automated email template, there are variables that you can include that will change depending on who the email is being sent to. This allows you to personalise each email without having to look up the information for each one. You can use the variables within the body of the email or within the subject line.

Emails can be written in plain text or, if you have experience of creating HTML emails, you can use HTML for added styling and the use of images.

### Welcome Emails

When you set up a web hosting account, a Welcome Email can be sent automatically to the customer, informing them that the account has been created and providing them with all the information they need to access it, including the domain name, the ftp and mail server information, and the logins and passwords.

After creating an email, click on the 'Save this Email' button to save it for future use. Or if you are not happy with the email, click 'Reset to Default' to use the example email we have provided.

At any time, if you want to delete an email you have saved, select it from the drop-down menu, then click '[Delete this Email](#)'. And if you want to test the email, click '[Test Email](#)' and a test version of the email, with example text included, will be sent to the email address used for your Heart Internet account.

# Chapter 10. Communicating With Your Customers

## Automated Emails

Please select which email you would like to edit.

<b>Title (not email subject)</b>	<input type="text" value="Introductory Email"/>
<b>From (your name)</b>	<input type="text" value="Jane Generica"/>
<b>From (your email address)</b>	<input type="text" value="generic.email@generic.screenshotdomain.com"/>
<b>Subject</b>	<input type="text" value="Welcome to your new hosting package, [DOMAIN]!"/>
<b>Content type</b>	<input type="button" value="Plain text"/>
<b>Body</b>	<div style="border: 1px solid #ccc; padding: 5px;"><p>Welcome to your new web hosting account on <a href="#">GenericScreenshotDomain.com!</a></p><p>Your domain name is [DOMAIN] and should be live within 24-48 hours. Until it is, you can access your site via [TEMPURL].</p><p>You are on the [PACKAGE] on a [OSTYPE] server.</p><p>To access your website, simply login into the <a href="#">cPanel</a> Control Panel at <a href="http://www.cpanelcp.co.uk">http://www.cpanelcp.co.uk</a> with:</p><p>Username: [DOMAIN] Password: [LOGINPASSWORD]</p><p>Please keep these details private!</p><p>If you want to access your site via FTP, use this information:</p><p>Server: ftp.[DOMAIN] or [FTPSERVER]</p></div>

-  -

The fields you need to complete within the Welcome Email template are:

### Title

The internal name you have for this particular template. This is not shown to your customers and provides you with a way to differentiate between hosting packages.

### From (Your Name)

The name you want the emails to come from. You can choose your own name, another person's name, or your company's name.

### From (Your Email Address)

The email address that the emails are coming from. If you want these emails to appear in your customers' inboxes, it is recommended that you attach a live mailbox to this From field.

### Subject

The subject line for the email. This should be to-the-point but also very explanatory, introducing your customer to exactly what will be inside the email. You can also use variables in the subject line, such as [DOMAIN] to list the customer's domain name.

# Chapter 10. Communicating With Your Customers

## Automated Emails

### Content Type

Select whether you want to use plain text or HTML. Due to how different email clients render HTML emails, if you are not experienced with HTML emails, it may be better to use plain text.

### Body

The main content of the email. You can include variables in the body to provide personalised details.

The variables that can be used within the Welcome Emails are:

**[DOMAIN]** – The domain name used

**[TEMPURL]** – A temporary URL customers can access their site at before the domain name is fully attached to the site and the site is live

**[PACKAGE]** – The package the customer has purchased

**[PASSWORD]** – The password for the customer's FTP login

**[LOGINPASSWORD]** – The password to log into the eXtend Control Panel

**[WEBSERVER]** – The IP address for the server the package is on

**[MAILSERVER]** – The IP address of the mailserver they can use (instead of mail.[DOMAIN])

**[FTPSERVER]** – The IP address of the FTP server they can use (instead of ftp.[DOMAIN])

**[WEBNAME]** – The name of the server the package is on

**[MAILNAME]** – The name of the mailserver the package is on

**[FTPNAME]** – The name of the FTP server the package is on

**[SETUPDATE]** – The time and date the account is set up

**[OSTYPE]** – The operating system of the server they are on

After you have created one email, you can set up multiple Welcome Emails and attach them to particular hosting packages under '[Manage Hosting Packages](#)' in your Reseller Control Centre.

# Chapter 10. Communicating With Your Customers

## Automated Emails



### See Chapter 3. Selling Hosting Packages

For more information on editing HostPay emails

CHAPTER 3

### Password Reset Emails

If your customer has forgotten their password for their eXtend Control Panel, there is an option on the page for them to request a password reset. Once they have requested it, the Password Reset Email will be sent to them.

After creating an email, click on the 'Save this Email' button to save it for future use. Or if you are not happy with the email, click 'Reset to Default' to use the example email we have provided.

At any time, if you want to delete an email you have saved, select it from the drop-down menu, then click 'Delete this Email'. And if you want to test the email, click 'Test Email' and a test version of the email will be sent to the email address used for your Heart Internet account.

Please select which email you would like to edit: --Create a new email--

Title (not email subject)	Password Reset
From (your name)	Jane Generica
From (your email address)	genericemail@genericsscreenshotdomain.com
Subject	Reset Your [CPNAME] Password
Content type	Plain text
Body	<p>We have received a request to reset your [CPNAME] password. If you would like to reset your password, please go to this link: [RESET_URL] There, please fill in the domain name and your password will be changed. If you have not requested a password reset, please ignore this email.</p>

Save this Email - Reset to Default - Delete this email - Test Email

# Chapter 10. Communicating With Your Customers

## Automated Emails

The fields you need to complete within the Password Reset Email template are:

### Title

The internal name you have for this particular template. This is not shown to your customers and provides you with a way to differentiate between hosting packages.

### From (Your Name)

The name you want the emails to come from. You can choose your own name, another person's name, or your company's name.

### From (Your Email Address)

The email address that the emails are coming from. If you want these emails to appear in your customers' inboxes, it is recommended that you attach a live mailbox to this From field.

### Subject

The subject line for the email. This should be to-the-point but also very explanatory, introducing your customer to exactly what will be inside the email. You can also use variables in the subject line, such as [CPNAME] to list the customer's control panel name.

### Content Type

Select whether you want to use plain text or HTML. Due to how different email clients render HTML emails, if you are not experienced with HTML emails, it may be better to use plain text.

### Body

The main content of the email. You can include variables in the body to provide personalised details.

The variables that can be used within the Password Reset Emails are:

**[CPNAME]** – The Control Panel's name (if you have changed it from the standard eXtend Control Panel)

**[RESET\_URL]** – The URL where the customer can reset their password

After you have created one email, you can set up multiple Password Reset Emails and attach them to particular hosting packages under 'Manage Hosting Packages' in your Reseller Control Centre.

# Chapter 10. Communicating With Your Customers

## Automated Emails



### See Chapter 11. Supporting Your Customers

For more information on resetting your customers' passwords

CHAPTER 11

### Mailbox Over Quota Emails

The Standard mailbox available to your customers can hold up to 400MB of email and attachments, and the Premium mailbox can hold initially up to 2GB, and you can increase the size up to 10GB in 2GB increments. If they reach the limit of their mailbox, they will be unable to receive any further emails. To let them know before they run out of space, you can send an automatic email when they reach 90% capacity in their mailbox.

After creating an email, click on the 'Save this Email' button to save it for future use. Or if you are not happy with the email, click 'Reset to Default' to use the example email we have provided.

At any time, if you want to delete the email you have saved, click 'Delete this Email' and it will revert to a blank email. If you want to test the email, click 'Test Email' and a test version of the email will be sent to the email address used for your Heart Internet account.

The screenshot shows an email configuration form with the following fields:

- Title (not email subject):** Mailbox Quota
- From (your name):** Jane Generica
- From (your email address):** genericemail@genericsscreenshotdomain.com
- Subject:** Your Mailbox is Nearly Full
- Content type:** Plain text
- Body:** Your mailbox is dangerously close to being full. It is currently at [PERCENT]% of the space available. If your mailbox fills up, you will no longer be able to receive email. Please consider removing unnecessary emails, especially any with large attachments, or contact us to look into upgrading your email service.

Below the form, there is a checkbox: "Please tick this box if you would like to receive a notification when a mailbox over-quota email is sent". At the bottom, there are four buttons: "Save this Email", "Reset to Default", "Delete this email", and "Test Email".

# Chapter 10. Communicating With Your Customers

## Automated Emails

The fields you need to complete within the Mailbox Over Quota Email template are:

### Title

The internal name you have for this particular template. This is not shown to your customers.

### From (Your Name)

The name you want the emails to come from. You can choose your own name, another person's name, or your company's name.

### From (Your Email Address)

The email address that the emails are coming from. If you want these emails to appear in your customers' inboxes, it is recommended that you attach a live mailbox to this From field.

### Subject

The subject line for the email. This should be to-the-point but also very explanatory, introducing your customer to exactly what will be inside the email.

### Content Type

Select whether you want to use plain text or HTML. Due to how different email clients render HTML emails, if you are not experienced with HTML emails, it may be better to use plain text.

### Body

The main content of the email. You can include variables in the body to provide personalised details.

The variable that can be used within the Mailbox Over Quota Emails is:

**[PERCENT]** – The amount of space used within the mailbox, displayed as a percentage (but without the % symbol)



**See Chapter 5. Selling Email Services**

For more information on Email Services

**CHAPTER 5**

# Chapter 10. Communicating With Your Customers

## Automated Emails

### Transfer Complete Emails

When your customer is transferring a domain name from an external domain host to your Reseller Pro account, you can send a Transfer Complete email once the domain has successfully transferred over.

After creating an email, click on the 'Save this Email' button to save it for future use. Or if you are not happy with the email, click '[Reset to Default](#)' to use the example email we have provided.

At any time, if you want to delete an email you have saved, select it from the drop-down menu, then click '[Delete this Email](#)'. And if you want to test the email, click '[Test Email](#)' and a test version of the email will be sent to the email address used for your Heart Internet account.

The fields you need to complete within the Transfer Complete template are:

#### Title

The internal name you have for this particular template. This is not shown to your customers.

The screenshot shows a form for configuring an email template. The fields are as follows:

- Title (not email subject):** Domain Name Transfer
- From (your name):** Jane Generica
- From (your email address):** genericemail@genericsscreenshotdomain.com
- Subject:** Your [DOMAIN] has now transferred!
- Content type:** Plain text
- Body:** A text area containing the following message:  
We are pleased to inform you that your domain name, [DOMAIN], has successfully transferred into your account with GenericScreenshotsDomain.  
You can now access all the features of our Domain Control Panel, including web and email forwarding, or you could set up a web hosting account with us at <http://www.genericsscreenshotdomain.com>.

At the bottom of the form, there are four buttons: 'Save this Email', 'Reset to Default', 'Delete this email', and 'Test Email'.

#### From (Your Name)

The name you want the emails to come from. You can choose your own name, another person's name, or your company's name.

# Chapter 10. Communicating With Your Customers

## Automated Emails

### From (Your Email Address)

The email address that the emails are coming from. If you want these emails to appear in your customers' inboxes, it is recommended that you attach a live mailbox to this From field.



### See Chapter 4. Selling Domain Names

For more information on transferring a domain name

CHAPTER 4

### Subject

The subject line for the email. This should be to-the-point but also very explanatory, introducing your customer to exactly what will be inside the email. You can also use variables in the subject line, such as [DOMAIN] to list the customer's domain name.

### Content Type

Select whether you want to use plain text or HTML. Due to how different email clients render HTML emails, if you are not experienced with HTML emails, it may be better to use plain text.

### Body

The main content of the email. You can include variables in the body to provide personalised details.

The variable that can be used within the Transfer Complete Emails is:

**[DOMAIN]** – The domain name that has completed its transfer

### HostPay Emails

HostPay also have a range of automatic emails that it sends to your customers. Within HostPay's '[Email Templates & Settings](#)' area, you can edit the content of the email, as well as your name, your email address, and the subject line.

# Chapter 10. Communicating With Your Customers

## Automated Emails

The emails are:

- New Customer Welcome Email
- New Hosting Welcome Email
- Order Confirmation Email
- Renewal Reminder Email
- Password Reminder Email
- Bespoke Invoice Email
- Updated Ticket Email
- Created Ticket Email
- Domain Transfer IPSTAG Error Email
- Domain Transfer Domain Locked Error Email
- Domain Transfer Complete Email
- Credit Note Email
- Feedback Thank You Email
- New VPS Email
- New SSL Certificate Installation Email
- Hosting Details Email

You can also set up additional recipients to receive the emails that are sent out. For example, if you are automatically sending out an email informing a customer that you have created a bespoke invoice for them, you can also have that sent to your Accounts department to ensure that the bill is paid accordingly.



**See Chapter 6.** Using HostPay

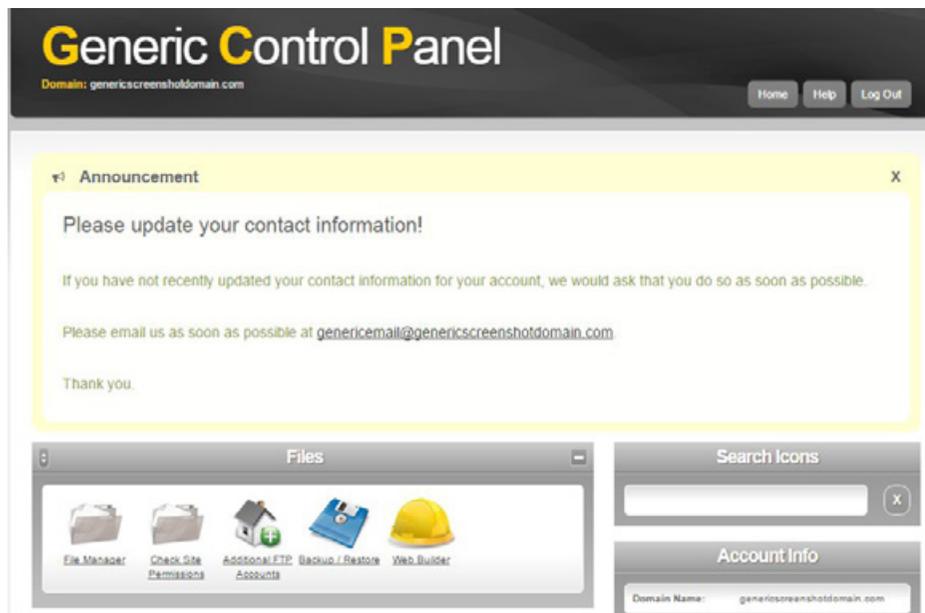
For more information on editing HostPay emails

**CHAPTER 6**

# Chapter 10. Communicating With Your Customers

## eXtend Message Centre

If you have a message that needs to appear to your customers, but is not urgent enough for an email, you can use the eXtend Message Centre to put a message on their eXtend Control Panels. This message appears at the top of your customers' eXtend Control Panels, and will be visible until they chose to close it or until you delete the message.



To add a message to the eXtend Message Centre:

1. Click 'eXtend Message Centre' under 'Reseller Preferences'
2. Enter in the title under 'Headline'
3. Enter in the message under 'Message'
4. Check the checkboxes for the hosting packages you want the message to appear on
5. Click 'Preview' to check the message
6. Click 'Submit' to save the message

# Chapter 10. Communicating With Your Customers

## eXtend Message Centre

### Add New Message

#### Heading

Please update your contact information!

#### Message

If you have not recently updated your contact information for your account, we would ask that you do so as soon as possible.

Please email us as soon as possible at [\[url=mailto:genericemail@genericsscreenshotdomain.com\]genericemail@genericsscreenshotdomain.com\[/url\]](mailto:genericemail@genericsscreenshotdomain.com).

Thank you.

#### Packages to display message

Package	Active Packages	Include
Easy WordPress Hosting	1	<input checked="" type="checkbox"/>
SiteDesigner	0	<input type="checkbox"/>
Unlimited Linux Hosting	6	<input checked="" type="checkbox"/>
Unlimited Windows Hosting	1	<input checked="" type="checkbox"/>

Preview

Submit

If you want to add links, use the following formats:

[url=http://www.genericsscreenshotdomain.com]The name of the link[/url]

[url]http://www.genericsscreenshotdomain.com[/url]

If multiple messages are assigned to the same package, they will see only one message, selected randomly each time they load the control panel.

### Active Messages

Message Heading	Number of Packages Visible to
<b>Please update your contact information!</b>	<b>3</b>
If you have not recently updated your contact information for your account, we would ask that you do so as soon as possible. Please email us as soon as possible at <a href="mailto:genericemail@genericsscreenshotdomain.com">[url=mailto:genericemail@genericsscreenshotdomain.com]genericemail@genericsscreenshotdomain.com[/url]</a> . Thank you.	<ul style="list-style-type: none"><li>Easy WordPress Hosting <input checked="" type="checkbox"/></li><li>Unlimited Linux Hosting <input checked="" type="checkbox"/></li><li>Unlimited Windows Hosting <input checked="" type="checkbox"/></li></ul>

# Chapter 10. Communicating With Your Customers

## eXtend Message Centre

To edit a message on your eXtend Message Centre:

1. Click the + icon next to your message's title
2. Click the Pencil icon
3. Edit as needed
4. Click the Check Mark icon
5. The edits will be saved

To delete a message on your eXtend Message Centre:

1. Click the + icon next to your message's title
2. Click the Bin icon
3. Confirm that you wish to delete the message
4. The message will be deleted



**See Chapter 2.** The eXtend Control Panel

For how to accessing your customers' eXtend Control Panel

**CHAPTER 2**

# Chapter 10. Communicating With Your Customers

## White Label Materials

Being part of a small business often means that you are often the director, the sales manager, the accounts manager, the systems administrator, and the marketing executive. To help you accomplish all these roles, we provide you with materials that are free for you to use. You can simply add your logo and brand name, or use our copy as a guide for your own.

You can find all our white label materials under the 'Marketing' panel in your Reseller Control Centre.



To edit PDF files, you will need a PDF editor, such as Adobe Acrobat. Alternatively, you can copy the text into a word processor, style as needed, and then save the new file as a PDF.

## Web Hosting Guides

Written for your customers, our Web Hosting Guides talk them through planning and building their first website, including HTML, CSS, SEO, and analytics. These files are provided as PDFs, and you can edit them as needed to add your own branding.

The guides are:

- Planning Your Website
- Building Your Website
- Marketing Your Website
- Improving Your Website

# Chapter 10. Communicating With Your Customers

## White Label Materials

### Reseller Products Material

Our Reseller Products Materials give you fast and easy to understand information about the products available for you to resell to your customers. You can use the PDFs as they are presented, edit them to add your own branding, or use the copy on your website.

The materials are:

- Web Hosting
- Cloud Hosting
- Email Marketing
- Domain Names
- VPS
- Hybrid Servers
- Dedicated Servers
- SiteDesigner

### Reseller Add-Ons Material

Our Reseller Add-Ons Materials help you sell these additional features to your customers, providing you with sales copy and specifications on each product. You can use the PDFs as they are presented, edit them to add your own branding, or use the copy on your website.

The materials are:

- StopTheHacker
- Website Builder
- Mobile Website Builder
- Hosted Exchange Email
- Search Engine Submission
- SSL Certificates

# Chapter 10. Communicating With Your Customers

## White Label Materials

### Reseller Features Material

Our Reseller Features Materials provide additional information for your customers, giving you sales copy and specifications on particular selling points. You can use the PDFs as they are presented, edit them to add your own branding, or use the copy on your website.

The materials are:

- Your Customers' Control Panel
- Linux Web Hosting
- Windows Web Hosting
- WordPress Hosting
- E-Commerce Hosting
- One-Click Install Applications

### Email Marketing Templates

Our Email Marketing Templates give you attractive and easy to read emails you can send to your customers, as well as informative copy describing some of the products available to you as a reseller. You use the templates as a basis for your own writing, use the copy within your own templates, or edit the template to include your branding.

Each template comes with the HTML email template, optimised PNG images, and editable PNG images to give you the ability to make changes to the images provided. You can edit the HTML templates in an HTML editor or within your email system.

You cannot display, license, sub-license, or distribute these templates. You cannot copy them to your website to offer as a download yourself or distribute it as a template to your customers.

# Chapter 10. Communicating With Your Customers

## White Label Materials

Our Email Marketing Templates are:

- Email Marketing
- goMobi
- Dedicated Servers
- Hosted Exchange
- SSL Certificates
- Domain Names
- VPS
- SiteDesigner
- Cloud Web Hosting
- .uk Domain Names

## Newsletter Templates

If you choose to send out a regular newsletter, a good template can make the difference between a customer reading the email or just deleting it. You can use the template as it is given or make changes to add your own branding. Then just add your copy, and send it to your customers.

Each template comes with the HTML template, optimised PNG images, and editable PNG images to give you the ability to make changes to the images provided. You can edit the HTML templates in an HTML editor or within your email system.

The templates available are:

- Hosting Newsletter
- Premium Blue Newsletter
- Clean Newsletter

# Chapter 10. Communicating With Your Customers

## White Label Materials

### Product Data Sheets

Our Product Data Sheets provide detailed information about our products for your customers. You can use these PDFs on their own, use the text on your website or own publications, or edit the PDFs to include your branding.

Our data sheets include:

- Web Hosting
- Virtual Private Servers
- Email Marketing
- Dedicated Servers
- StopTheHacker
- Hosted Exchange
- SiteDesigner
- Cloud Web Hosting

# Chapter 10. Communicating With Your Customers

## Emailing Your Customers

Once you know what you need to say to your customers, you then need to work out how to send it. If you are only emailing a few of your customers, you can use your own email software, but as you increase the numbers, you will need to look into an alternate solution, as many mailboxes and email software packages are not designed for mass mailing, and could cause your email address to be marked as a spammer.

Within your Reseller Control Centre, you can send emails to your customers through the Customer Database, or, if you are using HostPay, you can email your customers through their Email Your Customers feature.

### Heart Internet's Email Marketing system

is designed for mass mailing, and works closely with email providers and other systems to ensure that you can send many emails cleanly, clearly, and effectively.

Find out more at <https://www.heartinternet.uk/email-marketing>

## Emailing Contacts

In the Customer Database, there is the option to email your customers based on the hosting packages they hold. You can then write a brief plain-text email with the information they need.

To email your customers:

1. Log into the Reseller Control Centre
2. Click 'Customer Database' under 'Sales and Integration'
3. Under 'Email Contacts', select the hosting package group you wish to email in the drop-down list
4. Click 'Email Contents'
5. Enter in your Name
6. Enter in your Email Address
7. Enter in a Subject
8. Enter in the body of the email
9. Click 'Send Now'
10. The email will now be sent

# Chapter 10. Communicating With Your Customers

## Emailing Your Customers

- Contacts with a **Unlimited Linux Hosting** package.

<b>From (Name):</b>	Jane Generica
<b>From (Email Address):</b>	genericemail@genericsscreenshotdomain.com
<b>Subject:</b>	Your website will be down for 1 hour for maintenance.

Hello,

Your website will be down at midnight, 20th March, for approximately 2 hours while we conduct some necessary maintenance on the system.

If you have any questions, please contact Customer Support.

Send Now

This primarily works for quick messages to a specific group of customers – such as when a site is down, when a file cannot be accessed, or when a special offer is available. Also, as it only sends plain-text emails, you cannot add images, colours, or HTML elements to your email.

# Chapter 10. Communicating With Your Customers

## Emailing Your Customers

### Emailing Customers in HostPay

If you are using HostPay, you can email your customers through your HostPay customer database. You can send emails to all customers, customers with web hosting, customers who have purchased something, and customers who have not purchased something.

You can also use the following variables:

**[NAME]** – The customer's name, including title

**[USERNAME]** – The email address your customer uses to log in with

**[PASSWORD]** – Your customer's password

You are also able to choose between plain-text or HTML for the body of the email, giving you the ability to add images, links, colours, and other HTML elements. Plus you can send a test email to yourself before you send it to your customers.

To email your customers in HostPay:

1. Log into the Reseller Control Centre
2. Click 'HostPay' under 'Sales and Integration'
3. Click 'Email Your Customers' under 'Management'
4. Select the group you wish to email to in the drop-down list
5. Enter in your Name
6. Enter in your Email Address
7. Enter in a Subject
8. Select the content type in the drop-down list
9. Enter in the body of the email
10. Click 'Send Now'
11. The email is now sent

# Chapter 10. Communicating With Your Customers

## Emailing Your Customers

From (Your Name)	Jane Generica
From (Your Email Address)	genericemail@genericsscreenshotdomain.com
Subject	Website Maintenance at 12:00 on 20/03
Content type	Plain text ▾
Body	<p>Dear [NAME],</p> <p>We will be taking down your website for approximately 20 minutes on 20th March at 12:00.</p> <p>This is to perform routine maintenance.</p> <p>We will notify you when your site is back up.</p> <p>Thank you for your understanding.</p> <p>Sincerely,</p> <p>Jane Generica Generic Screenshot Domain Hosting</p>

# Chapter 11. Supporting Your Customers

A successful web hosting business doesn't just provide the hosting space – it also provides support for when things go wrong. If a customer has a question, the better company is available to help them, whether through an FAQ (Frequently Asked Questions), support tickets, or even simply a contact form.

As a Reseller, you not only have access to our large and detailed Heart Internet Customer Support Database as a customer, but you can also provide our knowledge to your customers, through our customised support database, support ticketing system in HostPay, third-party software available through our one-click installers, and our Customer Service team available to answer your questions 24 hours a day, 7 days a week.

# Chapter 11. Supporting Your Customers

## Customer Support Database

Our detailed Customer Support Database not only provides support for you as a Heart Internet customer, but we have designed it so that your customers can access it as well.

With no references to Heart Internet, the database is designed to fit within your customer's eXtend Control Panel, and have your branding and name throughout. You can add the Support Database to individual hosting accounts, certain hosting packages, or all your hosting packages.

To add the Support Database to a single hosting account:

1. Click 'Manage Hosting Accounts'
2. Click 'Edit' for the account you want to edit
3. Check the box next to 'Enable Support Database'
4. Click 'Next'
5. Click 'Next'
6. Click 'Edit Package'
7. The Support Database is now added for that account

The screenshot shows a configuration interface for a Customer Support Database. At the top, there is a 'Mailboxes' section with a dropdown menu showing '1'. Below this, there are three toggleable options:

- Enable Support Database**
- Enable eXtend to DomainCP switcher**
- Enable Snapshot Backups** You must purchase a [Snapshot Backups](#) subscription to offer this service to your customers.

At the bottom right of the interface, there is a green button labeled 'Next' with a right-pointing arrow.

# Chapter 11. Supporting Your Customers

## Customer Support Database

To add the Support Database to a hosting package:

1. Click 'Configure Hosting Packages'
2. Click the hosting package you want to edit
3. Check the box next to 'Synchronise Accounts'
4. Check the box next to 'Enable Support Database'
5. Click 'Next'
6. Click 'Next'
7. Click 'Edit Package'
8. The Support Database is now added for that package

To add the Support Database to all your hosting packages:

1. Click 'Manage Support Database'
2. Click 'Enable support database'
3. The Support Database will now appear in all existing packages and accounts

You can also limit what your customers see within the Support Database.

If, for example, you are not reselling Dedicated Servers, you can remove all the Support Database categories regarding Dedicated Servers.

To configure the Support Database:

1. Click 'Manage Support Database'
2. Uncheck the boxes for the categories you do not want your customers to see
3. Click 'Update Now'
4. The categories will now be arranged as you need them



**See Chapter 8.** Branding and Marketing Yourself

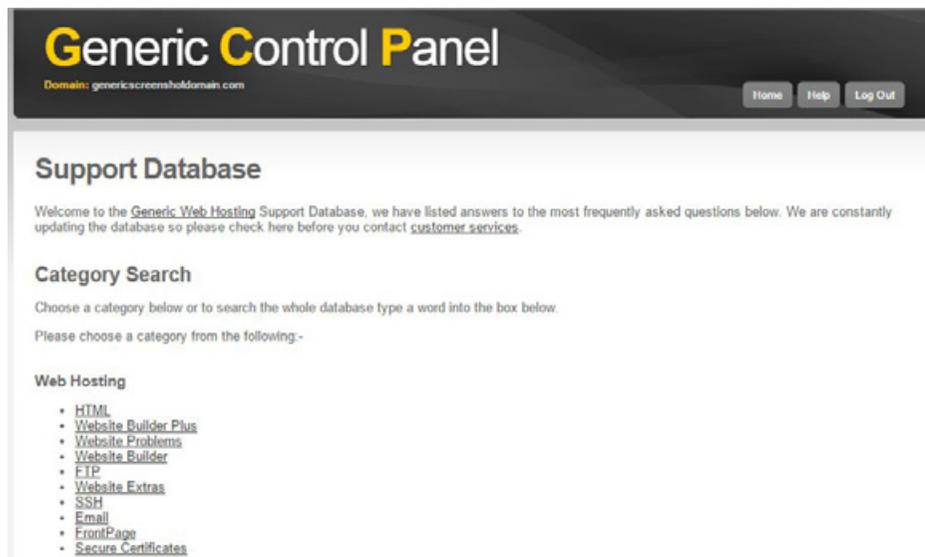
For information on customising and branding your customers' eXtend Control Panel.

**CHAPTER 8**

# Chapter 11. Supporting Your Customers

## Customer Support Database

The Support Database is available to your customers through their eXtend Control Panel.



To access the Support Database as a customer:

1. Log into your customer's eXtend Control Panel
2. Click the 'Help' button at the top
3. You are now in the Support Database

### Can't find what you're looking for in the Support Database?

You can always suggest new questions for the Support Database! Just go to the Heart Internet Customer Support Database, search for your question, then put in your suggestion under 'Suggest an article that you'd like to see!'

# Chapter 11. Supporting Your Customers

## HostPay Support Tickets

If you are using HostPay, you can also use the HostPay support ticket system in tandem with the Support Database to provide full coverage for your customers.

To use the Support Ticket system on your HostPay site, you need to activate it from your HostPay administrative section. You can use a simple default email form, use your own ticketing system, or use the built-in support ticketing system.

If you choose the built-in system, your customers will then have the ability to create a Support Ticket on the 'Contact Support' page. There, they can enter in the subject, choose whether it is a Billing question or a General question from the drop-down menu, and then tell you about the problem in the body. Once they click 'Create Ticket', the support ticket is in the system, and both you and the customer can update the ticket or close the ticket.

To activate the Customer Support Ticket system:

1. Click 'Customer Control Panel'
2. Select the radio button next to 'HostPay Ticket System'

3. Enter in the email address that will receive notifications of when tickets are created or updated
4. Click 'Save Changes'

Within the same panel, you have the option of creating new ticket operators. Ticket operators are a way for you to assign different tickets to different staff, whether using it as an escalating system or focusing on knowledge fields.

To create new staff for Support Tickets:

1. Click 'Customer Control Panel'
2. Scroll down to 'HostPay Ticket System'
3. Click 'Manage Ticket Operators'
4. Enter in the new Operator Name
5. Click 'Create'
6. When the operator is created, click 'Edit Signature'
7. Add in a signature
8. Click 'Update Signature'

# Chapter 11. Supporting Your Customers

## HostPay Support Tickets

### Viewing Customer Support Tickets

Once a customer has created a ticket, you can see all the tickets in the 'Support Ticket System' page off of the main HostPay administrative page.

#### View Customer Support Tickets

Operator	Login	Status	Search Text
Show all	Show all	Show all	

Reset View

Below are your support tickets matching your selection.(1)

You are logged in as **Support Staff**. [\(Change\)](#)

Tickets Per Page: 25

[First] [Prev] [Next] [Last]

Page 1 of 1 (0 packages hidden)

Login	Updated	Ticket Ref	Title	Updates	Status
<a href="#">email@genericscree...</a> (log in as customer)	11/20/2015 09/03/2015	1503090004	general Downloads my email to my phone	2 Updates <a href="#">View All</a>	 Pending- response

Please note that for email notifications of ticket updates to be sent, you must have a [ticket update notification email](#) template set up.

To see a Customer Support Ticket:

1. Click 'Support Ticket System'
2. Make certain the drop-downs for 'Operator', 'Login', and 'Status' are set to 'Show All'
3. The tickets will be shown below

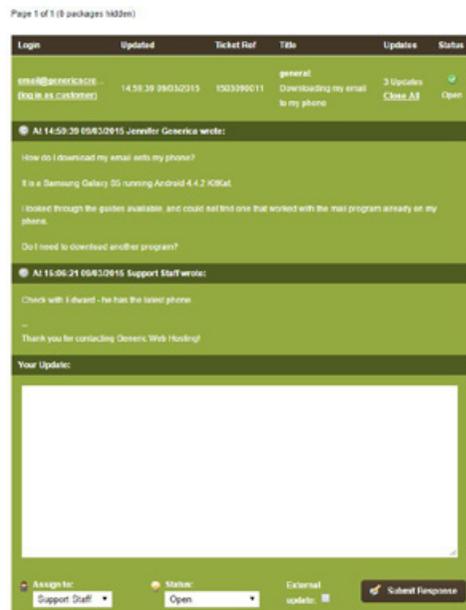
Within this page, you can also switch which staff member you are logged in as through the drop-down list, giving you the ability to assign tickets to your staff.

# Chapter 11. Supporting Your Customers

## HostPay Support Tickets

### Answering Customer Support Tickets

Answering Support Tickets not only requires the technical knowledge to answer effectively, but also an understanding of customer management and answering in a clear way that can be easily understood.



Please note that for email notifications of what updates to be sent, you must have a [ticket update notification email](#) template set up.

To assign a staff member to a Support Ticket:

1. Click 'Support Ticket System'
2. Click 'View All' for the ticket you wish to edit
3. Under 'Assign to', select the staff member you want to use
4. Under 'Status', select 'Open' in the drop-down list
5. Enter in a brief statement under 'Your Update' to indicate that the ticket is being transferred to another staff member
6. Click 'Submit Response'

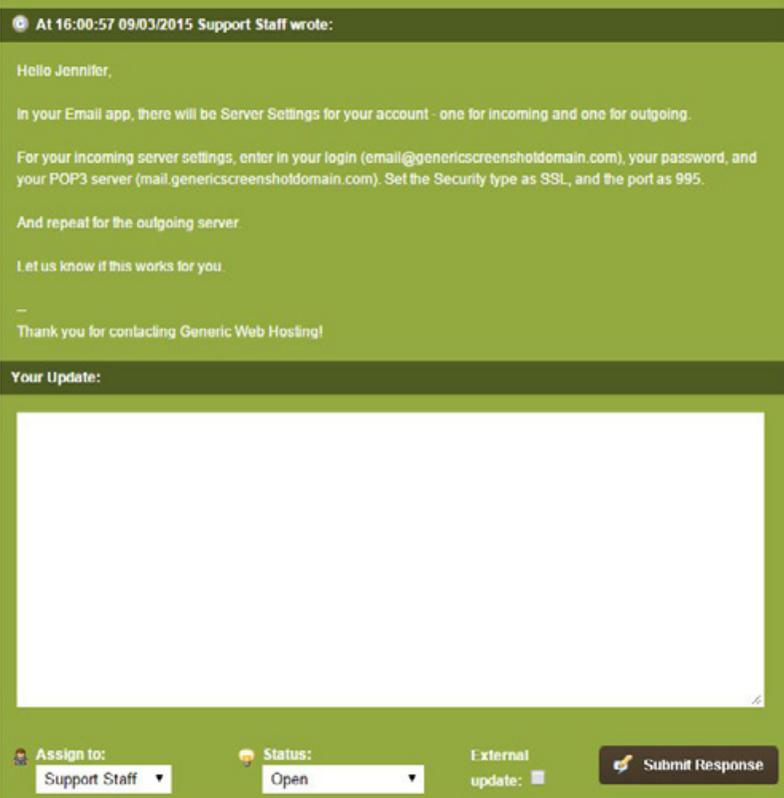
If you uncheck the box next to 'External Update', your customer will not see the update.

# Chapter 11. Supporting Your Customers

## HostPay Support Tickets

To answer a Support Ticket:

1. Click 'Support Ticket System'
2. Click 'View All' for the ticket you wish to edit
3. Enter in your answer under 'Your Update'
4. If this completes the answer, select 'Closed' in the drop-down list, or select 'Pending-Response' if you need a response from the customer
5. Ensure the box next to 'External Update' is checked so that the customer gets a response
6. Click 'Submit Response'



The screenshot displays a support ticket interface with a green header. The message from Support Staff, dated 09/03/2015 at 16:00:57, reads: "Hello Jennifer, In your Email app, there will be Server Settings for your account - one for incoming and one for outgoing. For your incoming server settings, enter in your login (email@genericsscreensholdomain.com), your password, and your POP3 server (mail.genericsscreensholdomain.com). Set the Security type as SSL, and the port as 995. And repeat for the outgoing server. Let us know if this works for you. Thank you for contacting Generic Web Hosting!". Below the message is a large text area labeled "Your Update:". At the bottom, there are controls for "Assign to:" (set to "Support Staff"), "Status:" (set to "Open"), "External update:" (checked), and a "Submit Response" button.

# Chapter 11. Supporting Your Customers

## HostPay Support Tickets

### Closing Customer Support Tickets

Once a customer is pleased with the answer, or if you cannot proceed any further with the problem, either the customer or you can close the ticket. A ticket can be reopened by the customer or by your staff member, if need be.

To close a Support Ticket:

1. Click 'Support Ticket System'
2. Click 'View All' for the ticket you wish to edit
3. Enter in your answer under 'Your Update'
4. Select 'Closed' in the drop-down list
5. Click 'Submit Response'

If you uncheck the box next to 'External Update', your customer will not see the update.



The screenshot shows a support ticket interface with a green header. The header text reads: "At 16:04:03 09/03/2015 Jennifer Generica wrote:". Below the header, the customer's message is displayed: "Fantastic, thank you!". Underneath, there is a section labeled "Your Update:" followed by a large, empty text input area. At the bottom of the form, there are three fields: "Assign to:" with a dropdown menu showing "Support Staff", "Status:" with a dropdown menu showing "Closed", and "External update:" with an unchecked checkbox. To the right of these fields is a dark green button with a white icon and the text "Submit Response".

# Chapter 11. Supporting Your Customers

## Third-Party Support Systems

If you choose to not use the Support Database or HostPay's Support Tickets system, you can install any number of third-party solutions onto your site. Simply find and install any software that would normally work on a website.

Your customers may need to create an additional login for these support systems, and you will not be able to easily add them to the eXtend Control Panel, which can cause problems, but they can also provide you with more control over the features you provide.

### Support Databases

A Support Database is essentially a large Frequently Asked Questions, with questions and answers organised according to categories you specify. Any content management system can effectively produce a Support Database, and there are several that you can use within the one-click installers available with our Shared Hosting packages.

Some of the content management systems available are:

- PHPMyFAQ
- WordPress
- Joomla!
- Drupal
- MediaWiki

### Ticketing Systems

Ticketing Systems give your customers the ability to put in support tickets for your staff to answer. They're excellent for troubleshooting problems and providing documentation during the process. While this can be done through email, a ticketing system provides a bit more formality and makes it easy for other staff members to track the progress of a situation.

There are a few ticketing systems available as one-click installers within the Shared Hosting packages.

# Chapter 11. Supporting Your Customers

## Third-Party Support Systems

The ticketing systems available are:

- Trouble Ticket Express
- osTicket
- MantisBT

### Support Forums

A message board or forum on your site can provide an informal and convenient way for your customers to get support, either from your staff or from other customers. Used in conjunction with a Support Database or Ticketing System, a Support Forum can provide a way to weed out easily answered questions without your staff needing to get involved.

Forums do require regular moderating however, to prevent spam, inflammatory arguments, and other problems from occurring. There is a wide range of forum software available as a one-click installation on our Shared Hosting packages.

Some of the forums available are:

- phpBB
- Vanilla Forums
- Simple Machines Forum
- bbPress Forums

### Live Chat Help

Live chat is a good way to show that you are available for your customers if they need to get in contact with you. It works very well alongside a Ticketing System, as the Ticketing System can take over when your staff are unavailable.

You will need to make certain your staff know how to perform good customer service over live chat, and you will need to be prepared for potential abuse from customers. Our Shared Hosting packages have Crafty Syntax Live Chat available as a one-click installer.

# Chapter 11. Supporting Your Customers

## Logging In As Your Customer

Occasionally, your customers' problems cannot be solved through written instructions. Or perhaps your customer is having a difficult time explaining what the problem is. Whatever the situation, logging in as your customer and fixing the problem yourself can solve the problem and relieve your customers' worries quickly and easily.

### Logging into your customers' Control Panels

Logging into your customers' eXtend Control Panel or Domain Control Panel gives you the ability to install software, change DNS settings, and more. You can access the eXtend Control Panel as the customer would see it, or as a super user, which gives you all the features available within the eXtend Control Panel.

To log into your customer's eXtend Control Panel as a standard user:

1. Log into your Reseller Control Centre
2. Scroll down to 'Access eXtend Web Hosting Control Panel'
3. Select the account you want to log into from the drop-down list
4. The eXtend Control Panel will load in a new window or tab



**See Chapter 2.** The eXtend Control Panel

For more ways to log into your customers' eXtend Control Panel.

**CHAPTER 2**

# Chapter 11. Supporting Your Customers

## Logging In As Your Customer

To log into your customer's eXtend Control Panel as a super user:

1. Log into your Reseller Control Centre
2. Scroll down to '[Access eXtend Web Hosting Control Panel](#)'
3. Check the box next to '[Super User Login](#)'
4. Select the account you want to log into from the drop-down list
5. The eXtend Control Panel will load in a new window or tab



**See Chapter 4. Selling Domain Names**

For more information on the Domain Control Panel

**CHAPTER 4**

To log into your customer's Domain Control Panel:

1. Click '[Manage Hosting Accounts](#)'
2. Click 'Domain' under the '[Control Panel](#)' column for the domain you want to use
3. You are now in the Domain Control Panel

### Logging into their Account through FTP

If you need to put files into your customer's account, reset permissions, or fix a problem, using FTP to directly access their account makes it easier to sort out problems quickly.

### Remember

you must unlock FTP access for your customers' accounts before you can use FTP!

# Chapter 11. Supporting Your Customers

## Logging In As Your Customer

To log into FTP as your customer:

1. Click 'Manage Hosting Accounts'
2. Click 'Customer' under the 'Control Panel' column for the account you want to access
3. Unlock FTP access for the period of time needed
4. The FTP details will be on the right menu
5. Log in using those details in your FTP client

If you have many accounts that need work, or want to use a single FTP account to access all your sites, a Master FTP account will give you access to a particular group or all your hosting accounts via a convenient single account.

To log into FTP using a Master FTP account:

1. Click 'Master FTP and Multisite'
2. Under 'Master Multisite', find the username you created previously
3. Reset the password if needed
4. Log in using those details in your FTP client



### See Chapter 13. Advanced Features

For more information on Multisite FTP accounts

**CHAPTER 13**

# Chapter 11. Supporting Your Customers

## Logging In As Your Customer

### Logging into their Webmail

It is rare that you will need to log into their webmail, but if their mailbox has filled up, or there is another problem, you may need to access it.

#### Log-in Now

Please select the mailbox you would like to log-in to. Alternatively, use the manual log-in to specify a username, password and server name for any IMAP compliant server.

Select Mailbox	email@genericscreenshotdomain.com ▼
Interface	Advanced ▼
Type	IMAP4rev1

**Log-in Now**

To log into their Webmail:

1. Click 'Manage Hosting Accounts'
2. Click 'Customer' under the 'Control Panel' column for the account you want to log into
3. In the eXtend Control Panel, click 'Login to WebMail'
4. Select the mailbox address from the drop-down list under 'Log-in Now'
5. Click 'Log-in Now'
6. The webmail account will open in a new window or tab

### Logging into their HostPay Account

If a customer has difficulty with their HostPay account, you can also log in as that customer and change things as needed. You cannot purchase products for them, but you can change their details.

To log into their HostPay account:

1. Click 'HostPay'
2. Click 'Your Customers'
3. Click the link under the 'Details' column for the customer
4. Click 'Login as customer'
5. You will now be logged in as the customer

# Chapter 11. Supporting Your Customers

## Resetting Passwords

As passwords become more complex and varied for customers, it is more likely they will need their passwords resetting at some point.

Many of the control panels and systems within your Reseller Pro account will allow customers to reset the passwords themselves, but if they are having difficulty, you can also reset passwords for them.

### Resetting eXtend Control Panel passwords

The eXtend Control Panel password is the primary way the customer can access their website, as the eXtend Control Panel includes FTP login information and webmail login information. You can send your customers an email that directs them to a link to reset the password.

To send your customers a password reset email:

1. Click ['Email Customer Passwords'](#)
2. Select the domain name from the drop-down menu
3. The registered email address will automatically appear
4. Click ['Send Email Now'](#)
5. The customer will receive an email with a link to reset their password

To set your own password for the eXtend Control Panel:

1. Click ['Manage Hosting Accounts'](#)
2. Click ['Customer'](#) under the ['Control Panel'](#) column for the domain you want to use
3. In the eXtend Control Panel, go to ['Control Panel Password'](#) on the right menu
4. Enter in a new password that reaches ['Good'](#) status
5. Click ['Change'](#)
6. The password will be changed



**See Chapter 10.** Communicating with Your Customers

For more information on formatting the Password Reset Email.

**CHAPTER 10**

# Chapter 11. Supporting Your Customers

## Resetting Passwords

### Resetting FTP passwords

If your customers cannot change their FTP passwords themselves, you can also change FTP passwords through the eXtend Control Panel for that account.

To change the default FTP account password:

1. In the eXtend Control Panel, click ['Change Your Passwords'](#)
2. Under ['FTP and SSH Password'](#), enter in a new password that reaches ['Good'](#) status
3. Click ['Change Password'](#)
4. The password is now changed

To change the password for an additional FTP account:

1. In the eXtend Control Panel, click ['Additional FTP Accounts'](#)
2. Under ['Modify an FTP Account'](#), click ['Generate new'](#) in the ['Password'](#) column
3. A new password will be generated

### Resetting Webmail passwords

If your customers cannot change mailbox passwords themselves, you can change the password for the mailbox in the eXtend Control Panel. This will affect not only the Webmail, but also POP3/IMAP applications they have downloading their email, such as an email app on their phone, a mail client on their desktop, etc.

To change the password for the mailbox:

1. In the eXtend Control Panel, click ['Mail Boxes'](#)
2. Under ['Modify Mail Boxes'](#), click the text field under the ['Password'](#) column for the account you want to change
3. Enter in a new password
4. Click ['Modify'](#)
5. The password is now changed

# Chapter 11. Supporting Your Customers

## Resetting Passwords

### Resetting HostPay login passwords

If your customer cannot log into their HostPay login, they can get a password reminder through your HostPay site. You can also send them a password reminder through your HostPay administrative area, or you can reset the password itself.

To reset the HostPay login password:

1. Click 'HostPay'
2. Click 'Your Customers'
3. Click the link under the 'Details' column for the customer
4. Under 'Login', in the 'Password' row, click the 'click here to edit' link
5. Change the password
6. Click 'Update Now'
7. The password will now be changed

### Resetting other passwords

Your customers may have installed software that also require logins. Most of these programs will come with password retrieval features, and they should use them to retrieve their passwords.

# Chapter 11. Supporting Your Customers

## Getting Help for Your Customers

If a customer has a question that you cannot answer, you can always come to us for help – 24 hours a day, 7 days a week, 365 days a year.

Your first step should be to look at our Customer Support Database, located at <http://www.heartinternet.uk/support>. This has many of the same answers as your customers' version of the Support Database, but also includes answers that are not available for your customers.

If you cannot find the answer you are looking for, you can raise a ticket with us at '[Customer Services](#)', which is available on the right-hand menu.



### See Chapter 14. If You Need Help

For more information on raising support tickets

**CHAPTER 14**

## Chapter 12. Upselling To Your Customers

Once your customers have purchased a domain name and a shared hosting package, you can provide support and renewals year after year, or you can build upon that relationship by marketing and selling additional services and products.

Whether providing one of our add-ons, selling servers, or marketing your own products, you can create new streams of revenue just as easily as you have created your hosting reselling business.



If you are using a third-party e-commerce solution for your hosting sales, you will need to know how to add products in the system

**See Chapter 7. Using Third-Party Sales Solutions**

For more information on using third-party systems

**CHAPTER 7**

# Chapter 12. Upselling To Your Customers

## Selling Add-Ons

Heart Internet has a broad range of add-ons that are available for you to resell onto your customers, including Email Marketing, SiteDesigner, Search Engine Optimisation, Hosted Exchange Mailboxes, and SSL Certificates.

The Add-Ons can be found in two places in your Reseller Control Centre – under Manage Web Hosting and under Manage Add-Ons.

### Add-Ons

Along with shared hosting packages, you can give your customers the same high-quality products you purchase from Heart Internet, including:

#### SiteDesigner

SiteDesigner is website designer software that allows your customers to create professional-looking websites quickly and easily, with responsive drag-and-drop design and full customisation.

#### Snapshot Backups

With Snapshot Backups, you can offer your customers a full image snapshot of their account on a server on a weekly or monthly basis, giving them full backups easily.

#### Secure Server Certificates

Offer your customers added security with their own Secure Server Certificate (SSL).

#### Exchange and Premium Mailboxes

The standard mailbox size that comes with every hosting package is 400MB. If your customers need more space, you can upgrade them to a Premium Mailbox, which starts at 2GB, with additional fees for additional space up to 10GB, or move them to a Hosted Exchange Mailbox, which has 40GB and comes with a free copy of Microsoft Outlook.

#### Search Engine Optimisation

Give your customers detailed search engine optimisation reports to fine-tune their website, and then submit it to hundreds of search engines and directories to push it up the search engine results.

#### Domain Privacy and Mapping

Keep your customers' privacy from the WHOIS database with the ability to add privacy to any website, hiding your customers' addresses and names. Or map several domain names to the same web hosting account, giving your customers even more versatility with their brand name.

# Chapter 12. Upselling To Your Customers

## Selling Add-Ons

### goMobi Mobile Site Builder

Give your customers the ability to make a fast and convenient smartphone-optimised website – perfect for small businesses looking to succeed.

### SiteGuard and StopTheHacker

Protect your customers' websites against hackers, viruses, and spam emails with SiteGuard and StopTheHacker proactive protection.

### Web Builder Plus

A fast, easy, and convenient instant website builder with a set number of pages and templates. Perfect for anyone who wants a website, but does not know how to code.

### How to Sell Add-Ons

If you choose to sell add-ons with your hosting packages, there are different ways to host them. However, in most cases, you will need to manually purchase and activate the add-ons for your customers after they have purchased it from you.

### Selling Add-ons in HostPay

HostPay provides you with the ability to create add-ons and sell them automatically as part of your system.

#### Add New Add-on Products

To set up a new add-on to sell, select an add-on below and the charging period for the product e.g. monthly.

Exchange Mailbox | yearly | Add

#### Manage Existing Add-on Products

Name: Exchange Mailbox

Description: (HTML is supported)  
<p>Enjoy 20GB of storage and a free copy of Outlook with our Exchange Mailbox system.</p>

Is this product attached to another product? If so, please select. No

Price to Charge: (excluding tax) £ 75 yearly

Setup Fee: £ 20

Management url: http://www.genericcreensho

Is this Add-on for sale?

Change the display order ▲▼

Delete the above product? Delete

Save Changes

# Chapter 12. Upselling To Your Customers

## Selling Add-Ons

To create an add-on in HostPay:

1. Click 'HostPay'
2. Click 'Add-On Products'
3. Select the add-on from the drop-down list under 'Add New Add-on Products'
4. Select the charging period from the other drop-down list
5. Click 'Add'
6. Edit the product's name, if you wish
7. Enter in the product's description
8. Enter in the price
9. Enter in the set-up fee
10. Enter in the URL for managing this add-on
11. Check the box next to 'Is this Add-on for sale?'
12. Click 'Save Changes'
13. The add-on will now be available for purchase on your HostPay site

## How to Point an Add-On to an Account

Once a customer has purchased an add-on, you will need to purchase it from Heart Internet and then point it towards the customer's account.

Most of the add-on products are associated with the customers' domain name, and can be simply related to the domain name after you purchase it.

**Exchange Mail Boxes** - Price: £4.99 per month  
Buy an exchange mailbox to use with your domain name, use with any email client. [Less](#)

An Exchange mailbox keeps you connected wherever you go, thanks to a 30GB capacity, free mobile device support and Outlook Web Access (webmail). Enterprise level spam filtering and virus scanning, and a free copy of Outlook 2013 are also included, making Exchange the most comprehensive email solution available. Outlook provides you with a rich email interface, full forwarding and autoresponder features, along with individual and shared calendars, contact lists, and task lists.

Please note: If you already have a standard mailbox that you wish to upgrade to Exchange, you will need to delete it first.

Exchange mail boxes are great value as well! Just £4.99 each per month!

**Exchange Mailbox Monthly**  
£4.99 Payment via: CreditDebit Card Direct Debit [Add to basket](#)

**Exchange Mailbox Yearly**  
£59.88 Payment via: CreditDebit Card Direct Debit [Add to basket](#)

Email Address:  @

# Chapter 12. Upselling To Your Customers

## Selling Servers

While most of your Reseller Pro account will be focused on shared web hosting, you do have the option of selling servers as well. With a server, you and your customers can run more resource-intensive programs, such as popular websites, busy mobile apps, game servers, and more.

Heart Internet only provides hardware support for our servers, with the customer responsible for the software and security updates. You can keep this policy with your customers, or, if you have technical knowledge, you can provide software as well as hardware support.

### Virtual Private Servers (VPS)

Virtual Private Servers give you fully customisable server space within a physical server rack, providing you with powerful space without paying for the entire server. Ideal for e-commerce development, start-up mobile applications, smaller game servers, and email hosting.

### Hybrid Servers

Combining the ease and affordability of a virtual private server with dedicated resources, a Hybrid Server allows for even more traffic and performance under pressure. Perfect for expanding e-commerce retailers, high-traffic websites, popular mobile applications, and popular game servers.

### Dedicated Servers

A dedicated server is just that – a physical server held in our data centre's server racks. Designed to provide maximum power for large and popular online retailers, high-traffic applications, streaming media, and busy game servers.

### Server Control Panels

Each server comes with its own Control Panel, much like the Domain Control Panel. On the Server Control Panel, your customers can see their server's details, how to access their server through SSH/Console, and reboot their server manually.

If you choose to sell servers, you can also add in the Server Control Panel for each server. Your customers can access it through a URL of your choice or through <http://www.vps-10.com> and <http://www.ds-10.com>, our generic control panel URLs.

The Server Control Panel is different from cPanel or Plesk, as the Server Control Panel only provides details about the server, whereas cPanel or Plesk manage the server for you.

# Chapter 12. Upselling To Your Customers

## Selling Servers

To activate the VPS/Hybrid Server Control Panel:

1. Click 'Configure VPS CP' under 'Manage VPS, Hybrid and Dedicated Servers'
2. Scroll down to 'Enable Control Panel'
3. Click the 'here' link to activate the control panels
4. Customise the control panels as desired

### Enable Control Panel

Click [here](#) to enable the VPS Control Panel for your customers.

To activate the Dedicated Server Control Panel:

1. Click 'Configure DS CP'
2. Scroll down to 'Enable Control Panel'
3. Click the 'here' link to activate the control panels
4. Customise the control panels as desired

### Enable/Disable Control Panel

Click [here](#) to enable the Dedicated Server Control Panel for your customers.

You must have already enabled selling the servers before you can enable the control panels.

# Chapter 12. Upselling To Your Customers

## Selling Servers

### Load Balancers

Load Balancers distribute traffic between multiple VPS and Hybrid servers, improving the performance of popular websites or other services. If one server fails or is overburdened, the others can seamlessly take on the traffic.

Load balancers are used to create cloud hosting, where multiple servers host the same accounts and traffic is easily transferred between the servers to keep sites up no matter how popular they become.

If you sell servers, you can also purchase and resell Load Balancers.

To purchase Load Balancers:

1. Click 'Load Balancers' under 'Manage VPS, Hybrid and Dedicated Servers'
2. Click 'Learn More and Purchase Now'
3. Select the payment option and period
4. Click 'Add To Basket'
5. Complete the payment process

Once you have purchased the Load Balancers, your Manage Load Balancers page will include the management information you need to set up and arrange your load balancer to properly support your servers.

### How to Sell Servers

The selling and pricing of servers is your choice. Shared hosting is often more than enough performance for many websites and customers, but if you have customers who are comfortable with the responsibility of running a server, or have sites that require more resources, setting up and reselling servers can be a convenient way to increase your revenue streams.

All servers are sold to you on a rolling monthly or yearly contract, and you can cancel them at any time.

### Selling Servers in HostPay

HostPay has the ability to sell the range of servers we have available, and you can customise the type of servers you offer to your customers.

# Chapter 12. Upselling To Your Customers

## Selling Servers

To sell Virtual Private Servers:

1. Click 'HostPay'
2. Click 'VPS Products' in 'Configuration'
3. Check the box next to 'Yes I wish to sell VPS'
4. Select whether you will be paying by credit card or direct debit from the drop-down list
5. Customise a VPS product using the sliders, or select our Base, Plus, or Pro packages
6. Click 'Add These Products' if you have customised a server, or 'Update These Products' if you have chosen one of our packages
7. The VPS products will now be available to purchase

Payment Type

Please select card or direct debit. This will affect the values displayed as 'Cost to you'.

Credit Card ▼

**Add Product**

CPU: 6 Cores

Memory: 15GB

Disk Space: 300GB

Name: Ultra VPS

Description: Our highest-powered VPS available, with 6 cores, 15G

	Monthly	Yearly
Cost to you:	£125.49	£1374.39
Price your customers will pay: £	150	1500
For Sale:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Add these products**

Base (1 Cores, 1 GB Ram, 50GB Hdd) Monthly: £11.99, Yearly: £124.67

Plus (2 Cores, 3 GB Ram, 100 GB Hdd) Monthly: £35.39, Yearly: £382.07

Pro (4 Cores, 6 GB Ram, 150 GB Hdd) Monthly: £67.79, Yearly: £738.47

Our VPS come automatically with Linux CentOS, but you can offer additional operating systems and charge accordingly.

# Chapter 12. Upselling To Your Customers

## Selling Servers

To add VPS Operating Systems:

1. Check the boxes next to the operating systems you wish to add
2. Adjust the prices as needed compared to what you will be paying
3. Click 'Update all OS products'
4. The operating systems will now be available to purchase

Some customers prefer to use a control panel on their server to make it easier to use. We have licences for Plesk and cPanel available, which you can also sell on to your customers for their VPS.

**Operating Systems**

You can offer your customers a range of operating systems that will be installed on their VPS. You can configure which and at what price here.

Operating System	Monthly			Yearly		
	Cost(£)	Price(£)	For Sale	Cost(£)	Price(£)	For Sale
centos5	0.00	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/>
centos6	0.00	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/>
debian_7_wheezy	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
fedora	0.00	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/>
freebsd_83	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
freebsd_9	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
netbsd_512	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
suse	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
ubuntu	0.00	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/>
ubuntu_lts	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
ubuntu_lts_1204	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>	0.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
windows2012	10.00	<input type="text" value="15.00"/>	<input checked="" type="checkbox"/>	110.00	<input type="text" value="150.00"/>	<input checked="" type="checkbox"/>
windows_se_64	7.50	<input type="text" value="9.00"/>	<input type="checkbox"/>	82.50	<input type="text" value="99.00"/>	<input type="checkbox"/>
windows_we_64	3.75	<input type="text" value="4.50"/>	<input type="checkbox"/>	41.25	<input type="text" value="49.50"/>	<input type="checkbox"/>

# Chapter 12. Upselling To Your Customers

## Selling Servers

To add VPS Control Panels:

1. Check the boxes next to the control panels you wish to add
2. Adjust the pricing accordingly
3. Click 'Update all Control Panel products'
4. The control panels will now be available for your customers to purchase

And finally, you can also sell server backups to your customers. Along with set increments, you can add your own backup increment through the drop-down list.

**Control Panel**

You can offer your customers a range of cpanel products that will be installed on their VPS. You can configure which and at what price here.

Control Panel	Monthly			Yearly		
	Cost(£)	Price(£)	For Sale	Cost(£)	Price(£)	For Sale
plesk10_power_pack	9.99	<input type="text" value="12.00"/>	<input checked="" type="checkbox"/>	119.00	<input type="text" value="150.00"/>	<input checked="" type="checkbox"/>
plesk_ul	10.00	<input type="text" value="12.00"/>	<input type="checkbox"/>	120.00	<input type="text" value="144.00"/>	<input type="checkbox"/>
plesk_ul_power_pack	15.00	<input type="text" value="18.00"/>	<input type="checkbox"/>	180.00	<input type="text" value="216.00"/>	<input type="checkbox"/>
plesk30	6.00	<input type="text" value="7.20"/>	<input type="checkbox"/>	72.00	<input type="text" value="86.40"/>	<input type="checkbox"/>
plesk30_power_pack	12.99	<input type="text" value="15.59"/>	<input type="checkbox"/>	155.88	<input type="text" value="187.06"/>	<input type="checkbox"/>
plesk100_power_pack	14.99	<input type="text" value="17.99"/>	<input type="checkbox"/>	179.00	<input type="text" value="215.06"/>	<input type="checkbox"/>
cpanel	10.00	<input type="text" value="15.00"/>	<input checked="" type="checkbox"/>	120.00	<input type="text" value="175.00"/>	<input checked="" type="checkbox"/>
plesk10	3.00	<input type="text" value="3.60"/>	<input type="checkbox"/>	36.00	<input type="text" value="43.20"/>	<input type="checkbox"/>
plesk100	8.00	<input type="text" value="9.60"/>	<input type="checkbox"/>	96.00	<input type="text" value="115.20"/>	<input type="checkbox"/>

**Update all Control Panel products**      **Tick all**      **Tick all**  
**Untick all**      **Untick all**

# Chapter 12. Upselling To Your Customers

## Selling Servers

To add VPS Backups:

1. Check the boxes next to the backup amounts you wish to add
2. Adjust the pricing accordingly
3. Click 'Update all Backup products'
4. The backups will now be available for your customers to purchase

You can also set up advanced VPS products, where you charge customers extra per additional CPU, RAM, HDD, or backup. This gives your customers even more versatility in their VPS purchases, and can provide an easy way for you to sell a wide range of servers without having to set up separate packages for each.

**Backup**

You can offer your customers a range of backup products associated with their VPS. You can configure which and at what price here.

Backup Size	Monthly			Yearly		
	Cost(£)	Price(£)	For Sale	Cost(£)	Price(£)	For Sale
50 GB Backup	8.75	<input type="text" value="12.00"/>	<input checked="" type="checkbox"/>	96.25	<input type="text" value="125.00"/>	<input checked="" type="checkbox"/>
100 GB Backup	17.50	<input type="text" value="21.00"/>	<input type="checkbox"/>	192.50	<input type="text" value="231.00"/>	<input type="checkbox"/>
150 GB Backup	26.25	<input type="text" value="31.50"/>	<input type="checkbox"/>	288.75	<input type="text" value="346.50"/>	<input type="checkbox"/>
300 GB Backup	52.50	<input type="text" value="65.00"/>	<input checked="" type="checkbox"/>	577.50	<input type="text" value="700.00"/>	<input checked="" type="checkbox"/>
500 GB Backup	87.50	<input type="text" value="100.00"/>	<input checked="" type="checkbox"/>	962.50	<input type="text" value="1000.00"/>	<input checked="" type="checkbox"/>

GB

# Chapter 12. Upselling To Your Customers

## Selling Servers

To sell an advanced VPS:

1. Click 'HostPay'
2. Click 'VPS Products' in 'Configuration'
3. Click the link that says 'Click here to configure advanced VPS products'
4. Check the boxes for the Base VPS
5. Adjust the pricing for the Base VPS, CPU cores, RAM, and HDD
6. Check the boxes for the backup if you wish to include it
7. Adjust the pricing for the backup
8. Click 'Update All Advanced Products'
9. Your server package and add-ons will be available

Hybrid servers are also available through the VPS Products section. They are provided in basic packages, making it easier to sell than VPS packages, but are also less customisable. You can also add control panels as add-ons for your hybrid servers.

## VPS Products (Advanced)

You can configure a price for a 'base' product and the price per extra cpu, extra GB of RAM, and price per extra 10GB of HDD.

You can also configure the price per 10GB of backup.

Item	Monthly			Yearly		
	Cost(£) (card / debit)	Price(£)	For Sale	Cost(£) (card / debit)	Price(£)	For Sale
Base product (1 CPU Core, 1GB RAM, 50 GB HDD)	9.99 / 8.99	<input type="text" value="15.00"/>	<input checked="" type="checkbox"/>	103.89 / 90.89	<input type="text" value="150.00"/>	<input checked="" type="checkbox"/>
Per Extra CPU Core	3.00 / 3.00	<input type="text" value="5.00"/>		33.00 / 33.00	<input type="text" value="40.00"/>	
Per Extra 1 GB RAM	4.50 / 4.50	<input type="text" value="7.50"/>		49.50 / 49.50	<input type="text" value="60.00"/>	
Per Extra 10 GB HDD	1.50 / 1.50	<input type="text" value="2.50"/>		16.50 / 16.50	<input type="text" value="25.00"/>	
Per Extra 10 GB Backup	1.75 / N/A	<input type="text" value="3.00"/>	<input checked="" type="checkbox"/>	19.25 / N/A	<input type="text" value="30.00"/>	<input checked="" type="checkbox"/>

[Update all advanced products](#)

# Chapter 12. Upselling To Your Customers

## Selling Servers

To sell Hybrid Servers:

1. Click 'HostPay'
2. Click 'VPS Products' under 'Configuration'
3. Click the link that says 'Click here to configure hybrid server (dedicated RAM and RAID disks) VPS products'
4. Check the box next to 'Yes, I wish to sell Hybrid Servers'
5. Check the boxes in the 'Active' column for the servers you wish to sell
6. Adjust the customer pricing accordingly
7. Check the boxes in the 'Active' column for the control panels you wish to sell
8. Adjusting the customer pricing accordingly
9. Click 'Update'
10. The hybrid servers will now be for sale

Selling Dedicated Servers is similar to selling VPS and Hybrid Servers, but there are specific packages and payment options. The cPanel control panel and server backups are also available as add-ons, and you can also add on a UK domain name as an added bonus.

### VPS Hybrid Server Products

Click the checkbox below to enable VPS hybrid server sales on your HostPay account. Once you have done this you can add hybrid servers to the VPS section of your shop. You will be able to set product pricing as soon as you have enabled this feature. OS and control panels for hybrid servers are shared with regular VPS, and can be managed by clicking [here](#).

Yes, I wish to sell Hybrid Servers.

#### Products

Hybrid Servers		Monthly			Yearly		
Name	Specification	You Pay	Customer's Pay	Active	You Pay	Customer's Pay	Active
HD006-RAID-18	18 cores 32GB RAM RAID10	€112.49	€ <input type="text"/>	<input type="checkbox"/>	€1237.98	€ <input type="text"/>	<input type="checkbox"/>
HD100	6 cores 20GB RAM RAID1	€44.99	€ <input type="text"/>	<input checked="" type="checkbox"/>	€494.88	€ <input type="text"/>	<input checked="" type="checkbox"/>
HD100	18 cores 32GB RAM RAID5	€39.99	€ <input type="text"/>	<input type="checkbox"/>	€439.89	€ <input type="text"/>	<input type="checkbox"/>
HD200	12 cores 20GB RAM RAID1	€67.89	€ <input type="text"/>	<input checked="" type="checkbox"/>	€742.42	€ <input type="text"/>	<input checked="" type="checkbox"/>

#### cPanel for Hybrid

Name	You Pay	Customer's Pay	Active	You Pay	Customer's Pay	Active
VPS - Plan (18 sites) with Power Pack	€9.99	€ <input type="text"/>	<input checked="" type="checkbox"/>	€109.88	€ <input type="text"/>	<input checked="" type="checkbox"/>
VPS - Plan (6 limited sites) Monthly	€10.90	€ <input type="text"/>	<input type="checkbox"/>	€120.06	€ <input type="text"/>	<input type="checkbox"/>
VPS - Plan (6 limited sites) with Power Pack Monthly	€15.90	€ <input type="text"/>	<input checked="" type="checkbox"/>	€180.06	€ <input type="text"/>	<input checked="" type="checkbox"/>
VPS - Plan (30 sites)	€8.00	€ <input type="text"/>	<input type="checkbox"/>	€72.00	€ <input type="text"/>	<input type="checkbox"/>
VPS - Plan (18 sites) with Power Pack	€12.99	€ <input type="text"/>	<input type="checkbox"/>	€155.88	€ <input type="text"/>	<input type="checkbox"/>
VPS - Plan (100 sites) with Power Pack	€14.99	€ <input type="text"/>	<input type="checkbox"/>	€179.88	€ <input type="text"/>	<input type="checkbox"/>
VPS - cPanel	€20	€ <input type="text"/>	<input checked="" type="checkbox"/>	€240	€ <input type="text"/>	<input checked="" type="checkbox"/>
VPS - Plan (18 sites)	€3.00	€ <input type="text"/>	<input type="checkbox"/>	€36.00	€ <input type="text"/>	<input type="checkbox"/>
VPS - Plan (100 sites)	€8.00	€ <input type="text"/>	<input type="checkbox"/>	€96.00	€ <input type="text"/>	<input type="checkbox"/>

When you are happy with the configuration, press below to save the changes.

# Chapter 12. Upselling To Your Customers

## Selling Servers

To sell Dedicated Servers:

1. Click 'HostPay'
2. Click 'Dedicated Server Products' under 'Configuration'
3. Check the box next to 'Yes I wish to sell Dedicated Servers'
4. Check the boxes in the 'For Sale?' column for the servers you wish to sell
5. Adjust your customers' pricing as needed
6. Check the boxes in the 'For Sale?' column under 'cPanel' if you want to offer cPanel
7. Check the boxes in the 'For Sale?' column under 'Server Backups' if you want to offer server backups
8. Check the box for 'UK Domain' if you want to offer a free UK domain name to your customers
9. Click 'Save Changes'
10. Dedicated Servers will now be available to your customers



# Chapter 12. Upselling To Your Customers

## Selling Servers

### How to Set Up a Server

If you have sold a server, our system does not automatically set up the server for you. You must purchase the server, wait for it to be set up by our systems, then provide your customer with their server's information.

This does increase the time between sale and deployment, but it also gives you a chance to double-check your customers' requirements and work with them to ensure they get exactly what they need.

To order a Virtual Private Server:

1. Click ['Order VPS' under 'Manage VPS, Hybrid, and Dedicated Servers'](#)
2. Select the package your customer has purchased, or click ['Create a custom VPS'](#) to purchase the VPS you have created
3. Ensure your purchase matches your customer's specifications
4. Go through the checkout process
5. Wait for the server to be implemented
6. Pass the details on to your customer

You can check on the status of your new VPS and manage it accordingly through ['Manage VPS and Hybrid Servers'](#).

To order a Hybrid Server:

1. Click ['Order Hybrid Servers' under 'Manage VPS, Hybrid, and Dedicated Servers'](#)
2. Select the Hybrid configuration your customer has specified
3. Select the operating system chosen
4. Select the control panel chosen
5. Select snapshot backups, if requested
6. Ensure your purchase matches your customer's specifications
7. Go through the checkout process
8. Wait for the server to be implemented
9. Pass the details on to the customer

You can check on the status of your new Hybrid Server and manage it accordingly through ['Manage VPS and Hybrid Servers'](#).

# Chapter 12. Upselling To Your Customers

## Selling Servers

To order a Dedicated Server:

1. Click 'Order Dedicated Servers' under 'Manage VPS, Hybrid, and Dedicated Servers'
2. Select the package your customer has purchased, including choosing the operating system, cPanel, and server backups, if requested
3. Choose the radio button for the payment method
4. Ensure your purchase matches your customer's specifications
5. Click 'Order'
6. Go through the checkout process
7. Wait for the server to be implemented
8. Pass the details on to the customer

You can check on the status of your new Dedicated Server and manage it accordingly through 'Manage Dedicated Servers'.



Did you know you can also customise the server control panels?

**See Chapter 8. Branding and Marketing Yourself**

For more information

**CHAPTER 8**

# Chapter 12. Upselling To Your Customers

## Selling Premium Hosting

Premium Hosting gives your customers the power and versatility of a Virtual Private Server, but Heart Internet supports the operating system and hardware, ensuring that your customers never need to worry about security updates or OS problems.

This makes Premium Hosting ideal for customers who need the resources available for VPS, but do not have the technical knowledge needed for running their own server. You can set the pricing for Premium Hosting as needed – this is a unique feature from Heart Internet, and it can be difficult to determine a fair market price.

Because this is a new product, it does not currently have a set product listing within HostPay. To sell Premium Hosting, please refer to 'Selling Additional Services in HostPay' later in this chapter.

To order Premium Hosting:

1. Click '[Order Premium Hosting](#)'
2. Select the Premium Hosting package your customer requested
3. Select the payment interval from the drop-down menu
4. Choose the radio button for the payment method

5. Click '[Buy Now](#)'
6. Go through the checkout process
7. Wait for the Premium Hosting account to be implemented
8. Pass the details on to the customer

You can check on the status of your Premium Hosting account and manage it accordingly through '[Manage Premium Hosting](#)'.

# Chapter 12. Upselling To Your Customers

## Additional Services

Along with domain names, web hosting, and add-ons you can buy and sell from Heart Internet, you can also add additional services to your portfolio of products.

If you work in branding, design, public relations, marketing, search engine optimisation, development, or any other related field, you can add those items to your online presence and sell them either separately.

### Selling Additional Services in HostPay

You can add additional services to HostPay as add-ons, much like you would for Domain Privacy, Premium Mailboxes, or Search Engine Optimiser.

#### Add New Add-on Products

To set up a new add-on to sell, select an add-on below and the charging period for the product e.g. monthly.

Exchange Mailbox    yearly    **Add**

#### Manage Existing Add-on Products

Name: Exchange Mailbox

Description: (HTML is supported)   
 <p>Enjoy 30GB of storage and a free copy of Outlook with our Exchange Mailbox system.</p>

Is this product attached to another product? If so, please select. No

Price to Charge: (excluding tax) £ 75 **yearly**

Setup Fee: £ 20

Management url: http://www.genericcreensho

Is this Add-on for sale?

Change the display order ▲▼

Delete the above product? **Delete**

**Save Changes**

# Chapter 12. Upselling To Your Customers

## Additional Services

To create an additional product:

1. Click 'HostPay'
2. Click 'Add-on Products'
3. Under 'Add New Add-On Products', select 'Custom Add-on' from the drop-down list
4. Select the charging period for the product from the other drop-down list
5. Click 'Add'
6. Enter in the product's name
7. Enter in the product's description
8. Select if the product is attached to a hosting product, a domain product, or nothing from the drop-down list
9. Enter in the price
10. Enter in the set-up fee
11. Enter in the web address for managing this add-on
12. Check the box next to 'Is this Add-on for sale?'
13. Click 'Save Changes'
14. The additional product is now for sale on your HostPay site

# Chapter 13. Advanced Features

## Reseller Logins

Along with your Heart Internet login, you can create additional logins within your Reseller Control Centre to give your staff access to information they need, such as billing, development, and support.

### Creating an Additional Login

When you create an additional login, your staff will log in using your email address followed by a '/' and their username. So, for example, if your email login is [email@genericsscreenshotdomain.com](mailto:email@genericsscreenshotdomain.com) and you are creating a login for your employee Jane, she would enter in [email@genericsscreenshotdomain.com/Jane](mailto:email@genericsscreenshotdomain.com/Jane) at the login screen.

How to create a new Reseller Login:

1. Click 'Reseller Logins' under 'Reseller Preferences'
2. Under 'Add Sub-Users', enter in the user name you want to use
3. The user will be created under 'Existing Sub-Users'
4. Copy down the password, as it will be encrypted on additional logins

You can change the password at any time by clicking on the '(Encrypted)' cell under the 'Password' column. A pop-up will appear asking for the new password. Please make certain your password follows standard password security standards, such as changing case, adding numbers, or adding special characters.

You can also add the user's name and email address by clicking on the '(None)' cell under the 'Name / Email' column.

### Existing Sub-Users

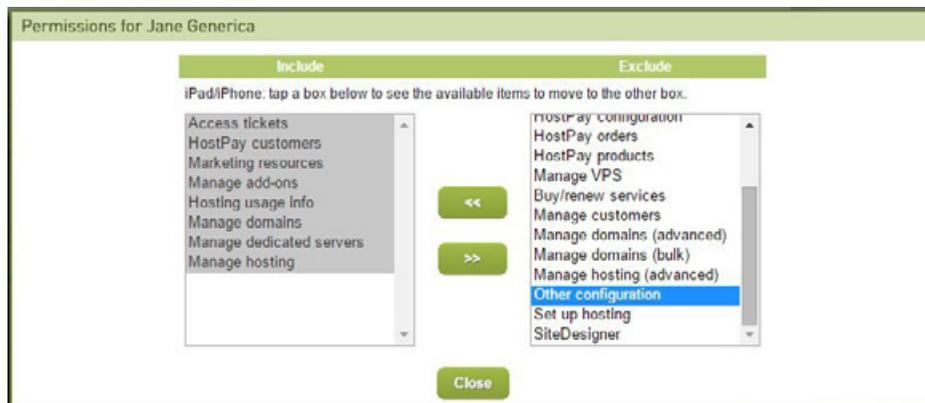
Username	Name / Email	Groups	Package Groups	Permissions	Password	Del?
generic@genericsscreenshotdomain.com/Jane	Jane Generica jane@genericsscreenshotdomain.com	(None)	(None)	(None)	(Encrypted)	

# Chapter 13. Advanced Features

## Reseller Logins

### Giving Additional Logins Permissions

When you create an additional login, they initially do not have the ability to make any changes.



To give a user permission settings:

1. Click on the '(None)' cell under the 'Permissions' column
2. Select the features you want the user to be able to do in the 'Exclude' column
3. Click on the '<<' button to move them into the 'Include' column
4. Once you have included all the features, click the 'Close' button

If you want to set up particular roles within your Reseller account and assign users to those roles, you can create Groups, which will have permissions assigned to all the users within the group.

You can also create package groups, which are users assigned to a particular hosting package, rather than a role.

# Chapter 13. Advanced Features

## Reseller Logins

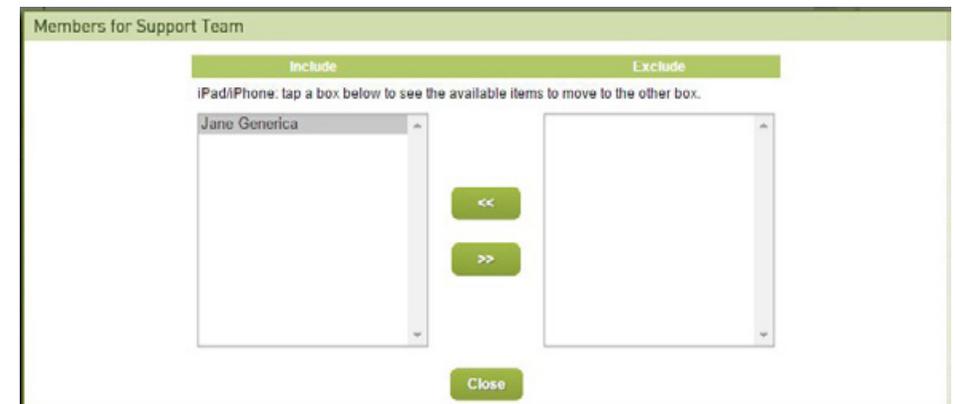
To create a new Group:

1. Under 'Add Groups', enter in the group's name
2. Click 'Add'
3. The group will be created under 'Existing Groups'

### Existing Groups

Group Name	Package Groups	Permissions	Users	Del?
Support Team	(None)	(None)	(None)	

You can then assign users to the group by two ways – adding users to the group, or adding the group to the user.

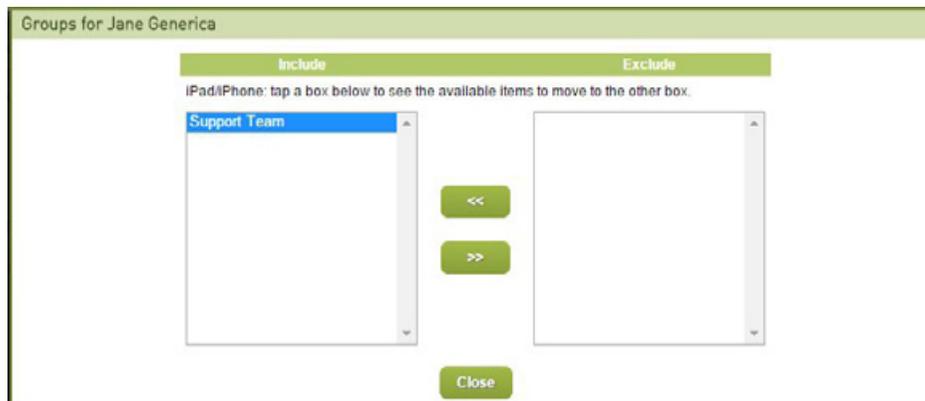


# Chapter 13. Advanced Features

## Reseller Logins

To assign a user to a group:

1. Click on the 'None' cell under the 'Users' column
2. Select the user under the 'Exclude' column
3. Click on the '<<' button to move the user to the 'Include' column
4. Once complete, click on the 'Close' button



To assign a group to a user:

1. Click on the 'None' cell under the 'Groups' column
2. Select the group under the 'Exclude' column
3. Click on the '<<' button to move the group to the 'Include' column
4. Once complete, click on the 'Close' button



**See Chapter 3. Selling Hosting Packages**

For more information on creating Hosting Package Groups

**CHAPTER 3**

# Chapter 13. Advanced Features

## Reseller Logins

You can also assign individual permissions to users or groups under 'Permissions'. Simply click on the cell under the 'Groups' or 'Users' column for the permission you want to configure and the appropriate editing screen will appear.

### Permissions

Below are the different permissions you can set. Each maps to a set of features in this control panel.

Permission	Groups	Users
Manage add-ons	Support Team	(None)
Access tickets	Support Team	(None)
Control panel branding	(None)	(None)
Delete hosting (only valid with Manage hosting)	(None)	(None)
Download site contents (bulk)	(None)	(None)
Full API access	(None)	(None)
HostPay configuration	(None)	(None)
HostPay customers	Support Team	(None)
HostPay orders	(None)	(None)
HostPay products	(None)	(None)
Hosting usage info	(None)	(None)
Manage VPS	(None)	(None)
Buy/renew services	(None)	(None)
Manage customers	Support Team	(None)
Manage dedicated servers	Support Team	(None)
Manage domains	Support Team	(None)
Manage domains (advanced)	(None)	(None)
Manage domains (bulk)	(None)	(None)
Manage hosting	Support Team	(None)
Manage hosting (advanced)	(None)	(None)
Marketing resources	Support Team	(None)
Other configuration	(None)	(None)
Set up hosting	(None)	(None)
SiteDesigner	(None)	(None)

# Chapter 13. Advanced Features

## Global Hosting Flags

With global hosting flags, you can change certain aspects of your server hosting across all packages and accounts.

Currently, you can add a button within your customers' eXtend Control Panel to take them to their Domain Control Panel.

To change a global hosting flag:

1. Click 'Set Global Hosting Flags' under 'Reseller Preferences'
2. Check the box under the 'Enabled?' column
3. Click 'Update'
4. The setting will be changed across all your packages and accounts



**See Chapter 2.** The eXtend Control Panel

For more information on the control panel.

**CHAPTER 2**

# Chapter 13. Advanced Features

## Demonstration Sites

Many customers want to see how a product works before they choose to buy it. Through the Reseller Control Centre, you can create demonstration sites, showing potential customers how your packages work.

You can use our existing demonstration sites for SiteDesigner, Website Builder Plus, and VPS, or you can set up a domain name with a hosting package to hold your eXtend Control Panel or Website Builder demonstration site.

To set up a demonstration site for the eXtend Control Panel or Website Builder:

1. Click on 'Setup Demos' in the 'Manage Web Hosting' panel
2. Select the domain name from the drop-down list
3. The demonstration sites will be built and you can link to them from your site



**See Chapter 12.** Upselling to Your Customers

For more information on add-ons and servers

**CHAPTER 12**

# Chapter 13. Advanced Features

## Multisite FTP

As a Reseller, you can create a single FTP account that can then log into any of your customer accounts. Or if you have your hosting accounts arranged into groups, you can arrange for a single FTP account to log into only those accounts.

### Global FTP Unlocking

We have locked FTP access to all our servers for added security. This means that you cannot access any site through your FTP client unless you have unlocked it in advance. However, you can unlock all your customers' accounts for your IP address, or a range of IP addresses that you use, which means you will never need to worry about unlocking the server before accessing your customers' accounts.

To unlock global FTP access:

1. Click on 'Master FTP and Multisite' under 'Manage Web Hosting'
2. Enter in up to 10 IP addresses that you wish to unlock under 'Global FTP Unlock', separating each IP address with a comma
3. Click 'Update'
4. Each IP address will have FTP access across all your accounts

### Global FTP Unlock

FTP access to all web hosting accounts is locked by default to prevent unauthorised access. As a Reseller, you can add a special override to the FTP lock so that you can FTP to any of your customer accounts with a valid username and password when you log in from a specified IP address. Your current IP address is shown below. Please enter the IP address you would like to enable for all accounts on your Reseller package (if you want to unlock FTP for just one hosting account then you should login to [extend](#) for that account). You can add up to 10 IP addresses by separating them with commas.

Your current IP address is: 0.0.0.100

IP Address(es)

If you have many sites, this might take a few minutes to update them all, so please be patient.

Update

Clear

# Chapter 13. Advanced Features

## Multisite FTP

### Master Multisite FTP Login

If you want to access all your accounts in one FTP login, you can create a master multisite login. Through this account, if you log into any of the ftp servers you have on your account, you will automatically see all the hosting accounts you hold.

To create a master multisite FTP login:

1. Click 'Master FTP and Multisite' under 'Manage Web Hosting'
2. Under 'Master Multisite', select the domain name you wish to use from the drop-down menu
3. Click 'Create'
4. Make a note of the password, as it will not be shown again
5. Use your new FTP login

If you need to reset the password at any time, click 'Reset Password', and a new password will be automatically generated.

### Master Multisite

You have a single FTP user to access all websites on your Heart Internet account via FTP. When you FTP in as this user (to any of our FTP servers), you will get a full access to all your hosted sites.

Please ensure that you keep the password safe, eg. don't put it in any scripts. You should make a note of the password immediately as it will not be shown again, however you can generate a new one at any time in future

### Password & Delete

Username **masterftp@genericscreenshotdomain.com**

Password (hidden)

Reset Password

Delete

### Lock FTP

 FTP is currently unlocked and will be automatically locked in 6 days, 23 hours, 58 minutes

Lock FTP now

### Package Group FTP

If you have your hosting packages arranged in groups, you can also create a single FTP login for those groups. This will allow you, or the person you have working on those sites, access to the sites that are needed, but does not allow access to other sites.

# Chapter 13. Advanced Features

## Multisite FTP

To create a Multisite Package FTP:

1. Click 'Master FTP and Multisite' under 'Manage Web Hosting'
2. Under 'Multisite FTP', select your Package Group from the drop-down menu
3. Select a domain name from the drop-down menu
4. Click 'Create'
5. Make note of the password, because it will not be visible again
6. Use your new FTP login



See Chapter 3. Selling Hosting Packages

For more information on grouping hosting packages together

CHAPTER 3

## Multisite FTP

If you have customers with multiple web hosting packages you can group these on the [Manage Hosting Accounts](#) page. Then you can use the option below to create an FTP account that allows access to all those packages at once from FTP. You should make a note of the password immediately as it will not be shown again, however you can generate a new one at any time in future.

Package Group

Username master@

Create

This table shows your current multisite FTP users. If you tick "eXtend" it will also be usable as an eXtend login for that group.

Group	eXtend?	Username	Password	Reset Password	Delete
Linux	<input type="checkbox"/>	master@ <input type="text" value="genericsscreenshotdomain.com"/>	(hidden)	<input type="button" value="Reset"/>	<input type="button" value="Delete"/>

To unlock a multisite FTP, you can use the global "Global FTP Unlock" above as with any other FTP user, or unlock individual Multisite FTP users by going to [http://extend.\(each domain name\)/ftp/](http://extend.(each domain name)/ftp/).

This FTP login can also be used as an eXtend Control Panel login, if you check the box in the 'eXtend?' column.

# Chapter 13. Advanced Features

## Snapshot Backups

Our Premium Snapshot Backups take daily backups of the websites and databases within your Reseller Pro account, which automatically protects you against data loss. We keep the backups for a rolling 30 days, meaning that you can restore a customer's website from any point within the past 30 days. You can offer this as part of your standard hosting service, or as an extra to certain customers – you pay the same low rate no matter how you use the backups.

Our Premium Snapshot Backup service is priced on a tier structure, based on the number of websites that are active within your account on the billing date for the service. The tiers are:

- 0 – 25 sites
- 26 – 50 sites
- 51 – 100 sites
- 101 – 250 sites
- 251 – 1000 sites

If you have more than 1000 sites, the price increases for every 100 additional sites. You can pay monthly or annually, and the rate automatically adjusts on your next billing date.

To activate Premium Snapshot Backups:

1. Click '[Snapshot Backups](#)' under '[Manage Web Hosting](#)'
2. Select the payment schedule and method
3. Click '[Activate Backups](#)'
4. The backups will now be available

To restore a Premium Snapshot Backup:

1. Click '[Snapshot Backups](#)' under '[Manage Web Hosting](#)'
2. Find the domain name in the table
3. Click '[Restore](#)'
4. Select the date you wish to restore from
5. Select whether you want to have the current site overwritten or have the backup moved to a separate directory
6. The site will be restored to that previous version

# Chapter 13. Advanced Features

## Reporting Features

Within the Reseller Control Centre, you can see some of the basic information you need when running a Reselling business, all under the 'Reports' panel. These give you an opportunity to track how your accounts are doing, and to make any changes if need be.



**See Chapter 6.** Using HostPay

For more information

**CHAPTER 6**

### Packages by Server

The 'Packages by Server' report gives you the name of the web and mail servers your accounts are on. This is helpful if you need to open a ticket with our Support Team, as you will be able to point them directly to the problem. You can also edit each account from this report, if you need to.

### Domain Status Report

The 'Domain Status' report tells you the status of each domain name in your account, including when it was purchased/transferred, the renewal date, if it is with Heart Internet or is a reference, and provides a link to the Domain Control Panel to manage the domain.

You can also transfer all domains to Heart Internet, if you choose to.

### Disk Usage

Although you have unlimited disk space with your Reseller account, you may choose to set limits on your customers. With 'Disk Usage', you can check exactly how much space each account is using, as well as what limit you've set them at.

You can then choose to disable their account if you need to, or edit their disk space limit.

# Chapter 13. Advanced Features

## Reporting Features

### Bandwidth Usage

We also provide unlimited bandwidth, but you may set limits or there may be a suddenly burst of popularity on one account that affects the performance of other accounts. In the 'Bandwidth Usage' report, you can check on exactly how much bandwidth is being used on each site, including this month's, last month's, and expected figures.

You can disable accounts if needed, or edit them to increase their bandwidth allowance.

### Mailbox Size

Each Standard mailbox has 400MB to use. If a customer is getting close to that limit, you can suggest upgrading to a Premium mailbox, or send them a message asking them to clear out their mailbox. In the 'Mailbox Size' report, you can see the current mailbox size, the maximum size, and the percentage being currently used.

### Database Size

We provide unlimited MySQL databases to our Resellers, but the larger a database is, the more its performance is slowed down and easily affected. With the 'Database Size' report, you can keep track of the size of any databases that are over 1MB.

### Accounts Added and Removed

In the 'Accounts Added and Removed' report, you can see the bar chart and the statistics of how many hosting packages you have added and removed over the past 12 months.

## Chapter 14. If You Need Help

As one of our valued Reseller customers, we want to support you in your hosting business. If you have any questions that are not answered in this book, there are several ways to find the answers to your problems.

# Chapter 14. If You Need Help

## Our Support Database

You can find our customer support database at <http://www.heartinternet.uk/support>. We update this database with the questions you and your fellow customers have, and work to keep it as timely and informative as possible.

If you have a question that you would like answered, please submit it by clicking the 'Suggest a Support Question' link in the database.

# Chapter 14. If You Need Help

## Our Customer Services Team

Our Customer Services team is available 24 hours a day, 7 days a week, 365 days a year to answer your questions.

To contact Support:

1. Log into your Heart Internet Customer Area
2. Click 'Customer Services' on the right-hand menu
3. Click 'Create a new Customer Services Ticket'
4. If you need to add an alternate contact, click the + icon next to 'If you would like to enter alternative contact information for this ticket, please click here'
5. Enter the name and email address of the alternate contact
6. Select the service you have a question about from the drop-down list
7. Enter in a short one-line summary of the problem
8. Enter in the full details of the problem, including any error messages
9. Attach a screenshot or attachment if you have one
10. Click 'Submit Ticket'

The screenshot shows the 'Ticket Details' form in the Heart Internet Customer Area. It is divided into three main sections: 'Service', 'Summary', and 'Details'.  
1. **Service\***: A dropdown menu with the placeholder text 'Please select service...'. Below it, a note states: 'Please select one specific service if possible; alternatively please ensure that you mention some of the known-affected services in the details below. Any services listed in red are known to be on servers which have a system status message in effect. Please check the [system status](#) before raising tickets for these.'  
2. **Summary\***: A text input field with the instruction: 'Please enter a short, one-line summary of the problem.'  
3. **Details\***: A large text area with the instruction: 'Please give as full a description of your problem as possible below including any error messages:'. Below this area is a note: '\* Required information'.  
4. **Optional File Attachment**: A section with a folder icon and a blue arrow pointing to the right. It contains the text: 'If you think a screenshot would help to show the problem or error message you are experiencing then please attach one below. Please keep the file to under 1MB. Supported file types include: GIF, JPEG, PNG, TIFF, TXT, HTML and LOG.' Below this is a link: '[How to make a screenshot image file](#)'. There is a 'Choose file' button and the text 'No file chosen'.  
5. At the bottom, there is a checkbox: 'Tick this box if your email or website is completely inaccessible. (Abuse of this facility will result in account suspension.)'.  
6. At the very bottom is a green 'Submit ticket' button.

# Chapter 14. If You Need Help

## Our Customer Services Team

Please make certain that your information about the problem is as detailed as possible, including what you were doing at the time, any error messages that appeared, and what should have happened instead of the problem.

Also, when you enter in the details of the problem, answers from the Support Database will appear. Please review the questions and answers that appear – you may find that your question has already been answered.

You will receive an email notifying you that you have submitted the ticket, and then you will receive emails when the ticket is updated by our Customer Services Team. You can also check on the status of your current and past tickets from the Customer Services page by clicking the 'View Current and Past Customer Services Tickets' link.

# Chapter 14. If You Need Help

## If your website is down

If your site is down, please first check the status of your server at <http://www.webhostingstatus.com/>. This not only includes any current problems, but also tells you about planned maintenance.

If you think it might be down for just you, you can check the URL at <http://www.downforeveryoneorjustme.com/>.

If it is down and it isn't listed as a server problem, then raise a ticket with the Customer Services team and check the box next to 'Tick this box if your email or website is completely inaccessible'.

This is not to be used lightly, and abuse of this facility will result in your account being suspended.

# Chapter 14. If You Need Help

## If you have a sales enquiry

If you are interested in finding out more about a product before you purchase it, you can contact our Sales team during standard UK business hours (9am – 5:30pm GMT) using:

- ✓ Email: [sales@heartinternet.co.uk](mailto:sales@heartinternet.co.uk)
- ✓ Form: <https://www.heartinternet.uk/contact>
- ✓ Telephone: 0330 660 0255
- ✓ International Telephone: +44 115 845 6654

# Chapter 14. If You Need Help

## Your Feedback

Your feedback on your Reseller Pro account, the features available, and the service provided is incredibly important to us. We regularly send out email surveys to find out your opinion on the service we provide, and we also have a form that you can fill out at any time.

To give us feedback:

1. Log into your Heart Internet Customer Area
2. Click 'Your Feedback' on the right-hand menu
3. Add in your answers in
4. Click 'Send Feedback Now'

The screenshot shows a web form titled "Reseller Feedback". At the top, it asks, "Do you have some ideas about how we can improve our Reseller Hub? Let the right people know by completing our feedback form below." The form contains several sections with text input fields and dropdown menus:

- "How can we improve the Reseller Control Centre?" (text input)
- "What additional features would you like to see in the Reseller Control Centre?" (text input)
- "What additional features would you like to be included in xHand Control Panel?" (text input)
- "What additional features would you like to be included in Housify?" (text input)
- "Are there any additional CSERP scripts that you would like the xHand control panel to be able to automatically install?" (text input)
- "How would you rate the technical support you have received from our technical support team?" (dropdown menu)
- "How would you rate the xHand control panel?" (dropdown menu)
- "How would you rate the customer control panel (where you are now)?" (dropdown menu)
- "What was the main factor that made you choose Heart Internet?" (dropdown menu)
- "Do you have any other comments?" (text input)
- "Customer Testimonial - if you would like to be included on our testimonials page please write a few sentences here explaining your experience with Heart Internet" (text input)

At the bottom of the form is a green button labeled "Send Feedback Now".