

HostPay EOL FAQ

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From 28th February 2023, you will no longer be able to use HostPay or the Reseller API to resell products and services to your clients. **What to do next** If you are currently using HostPay, you'll need to download or copy ALL your customer records and assigned products, and any reports you may need in future, using the HostPay management system. Whilst our support team cannot help with extracting your data, they are available for other questions around the HostPay retirement. **All data must be downloaded or copied before 28th February 2023 as it will not be recoverable once HostPay is retired. The more data you have, the longer this process will take, and so we strongly encourage you to begin to download or copy your data as soon as possible.**

Frequently Asked Questions

What will the HostPay and Reseller API retirement mean for reseller customers? Once HostPay and the Reseller API have been retired, from 28th February 2023 you won't be able to use HostPay or the API for communications between your website and Heart Internet. This means the following actions will no longer be available:

- Order processing
- Provisioning of products
- Renewals of products
- Managing/editing or deleting products via the HostPay system or API
- Accessing customer records via your HostPay site or API
- Access to invoices in HostPay
- HostPay ticketing system
- Contacting customers via the mail features of HostPay

What will happen to my customers' hosting packages and products? Your customers' hosting and products will not be deleted or affected in any way. All resold products will remain intact and can be accessed via your reseller account within the Reseller Control Centre (RCC). There will be no changes to the package names or features you have assigned to your products via the HostPay system. All servers and domain names will remain active, and your customers will be able to access them via these external white label links:

- Hosting packages : <https://ssl.extendcp.co.uk>
- Domains : <https://www.managethisdomain.com>
- Dedicated servers : <https://www.ds-10.com>
- VPS servers : <https://www.vps-10.com>
- Mailboxes : <https://www.outitgoes.com>

You can use the RCC to update these URLs to a custom domain name and to set passwords for customer access.

Before HostPay and the API are retired how can I access my customer records and invoices? You must download or copy ALL your customer records, assigned products and any reports you'll need in future, using the HostPay management system, in the next 90 days (before 28th February 2023). After this time, you will permanently lose access to this data. The following reports can all be viewed in the management system...

- Referral Sources
- Renewal Report
- Outstanding Bespoke Invoices
- Customer Invoices
- Customer Invoices by Date
- Recent Orders
- Customer Invoices by Discount Code
- Package Usage by Product
- Package Usage by Customer
- Free Trials
- Expired Domains

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Online URL: <https://www.heartinternet.uk/support/article/hostpay-eol-faq.html>