

Why are some features missing from the eXtend Control Panel for some accounts?

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Features will only appear in the eXtend Control Panel if they have been enabled for that specific account or hosting package. For example, if an account holder wants to install WordPress via the one-click installers, WordPress must be ticked for that package or that account. Resellers can edit hosting packages and individual accounts as needed, to ensure that their customers receive the features they want to see on their eXtend Control Panel. To edit hosting packages: Log into the Reseller Control Centre Click 'Configure Hosting Package Types' Select the package you wish to edit Make your edits for the Package Features Click 'Next' Make your edits for the Web Tools Click 'Next' Make your edits for the Web Apps Tick the checkbox next to 'Synchronise accounts' to ensure your edits are applied to existing accounts that use this package Click 'Edit Package' The package will now be altered To edit individual accounts: Log into the Reseller Control Centre Click 'Manage Hosting Packages' Click the 'Edit' link for the account you wish to edit Make your edits for the Package Features Click 'Next' Make your edits for the Web Tools Click 'Next' Make your edits for the Web Apps Click 'Edit Package' The account will now be altered

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