

How do I get the hosting activation email that is also sent to my customers?

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When you set up a web hosting account, a Welcome Email can be sent automatically to the customer, informing them 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 and then click 'Delete this Email'. And if you want to test the email, click 'Test Email' and a test version of the email, with the example text included, will be sent to the email address used for your Heart Internet account. To add an additional recipient which can be your email or another member of your staff, enter the email address under 'Add another recipient' and click 'Add'. That email address will also receive the Welcome Email sent to a customer. The fields you need to complete for 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. (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. 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 Email template 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.

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