Why can't I see my site after uploading it to my hosting account?

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There can be many reasons why your site is not appearing after you upload it. **Check the Nameservers** Is your domain name on the correct nameservers for our hosting? To use our hosting packages, you must be on our nameservers. Log into your Domain Control Panel and check that they point to: ns.mainnameserver.com ns2.mainnameserver.com Or: ns.heartinternet.co.uk ns2.heartinternet.co.uk Or to the nameservers you were given when you created your hosting account. If they were not pointing to the correct nameservers, you will need to wait approximately 24 hours for the nameservers to propagate across the Internet once you have fixed them. **New Accounts** If you have just purchased the hosting and you have transferred or purchased a new domain, it can also take approximately 24 hours for the nameservers to propagate. During this time, you can view your site through the temporary URL available in your eXtend Control Panel. **Correct Directory and File Name** Make certain that you have uploaded the files into the public_html folder. Also make certain that your home page is named index.html â€" all lower case. If your home page is index.php or index.cgi, make sure that the default index.html file has been removed through your File Manager or FTP client. **FTP Client Transfer Mode** Finally, check that you are using the right transfer mode in your FTP client. Text files, such as PHP, Perl, or HTML files, should be uploaded using 'Text' or 'ASCII' mode. Images, such as JPG, PNG, and GIF, should be uploaded using 'Binary' mode. Many FTP clients do this automatically, but check if it seems that some files are uploading and others are not. If you are still having problems, please raise a Support Ticket with our Customer Services team.

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