

How can my customers use the Domain Control Panel?

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If you are a Reseller, you can give your customers access to the Domain Control Panel for their domain names. Within the Domain Control Panel, your customers can change the nameservers, manage DNS, change the contact information, renew the 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. They can also unlock the domain if they want to transfer your gTLD out of Heart Internet. **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: Click 'Domain Control Panel' Under 'Enable/Disable Control Panel', click the 'here' link The Domain Control Panel will be enabled Your customers can access the Domain Control Panel through: Their eXtend Control Panel A domain or subdomain of your choice www.managethisdomain.com **Setting the Domain Control Panel 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 Opt Out of WHOIS " Setting up domain privacy for WHOIS Web Forwarding " Forwarding a domain name to a different URL To enable or disable features: Click 'Domain Control Panel' Under 'Features List', check or uncheck all the boxes relating to the features you want to enable or disable Click 'Update Now' Your customer's Domain Control Panel will now have the features you want **Changing Your Customers' Domain Control Panel Passwords** The method for changing the password for your customer's Domain Control Panel depends on if there is a hosting package attached to the domain name or not. If there is no hosting package attached: Log into your Reseller Control Centre Click 'Domain Control Panel' Click the 'Manage/View usernames and passwords now' link Scroll down to the domain name you wish to change the password for Enter the new password you wish to change it to Click 'Update Now' The password will have been changed If you use the Domain Robot to handle domains, the same options will appear on the Domain Robot page in your Reseller account. If there is a hosting package attached, the password is the same as the eXtend Control Panel password. To change the eXtend Control Panel password: Log into your Reseller Control Centre Click 'Manage Hosting Accounts' Scroll down to the domain name you wish to change the password for Click the 'Customer' link under the 'Control Panel' column In the customer's eXtend Control Panel, click 'Change Your Passwords' Enter in a new Control Panel password Click 'Change Password' The password will have been changed for both the eXtend Control Panel and the Domain Control Panel When you are changing your customers' passwords, please use appropriate password security, including varying capitalisation, adding numbers, and including special characters.

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