



## Cymru 1 Hosting Account QuickStart Guide

Thank you for choosing Cymru 1 to provide your website hosting and email. In this QuickStart Guide you will find information on how to login to your control panel, how to set up and use email addresses, how to upload files to your website and much more.

Before you begin reading, please take a moment to make a written note of your domain name and Control Panel and FTP usernames and passwords in the box below. Details of these were included in the Welcome email to which this Guide was attached. Keep this information in a safe and secure place so that you can refer to it in the future. You will be asked to provide your domain name if you contact technical support so that we can easily identify your account.

**Your domain name:** \_\_\_\_\_

**Your Control Panel Username:** \_\_\_\_\_

**Your Control Panel Password:** \_\_\_\_\_

**Your FTP username:** \_\_\_\_\_

**Your FTP Password:** \_\_\_\_\_

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**Cymru 1 Hosting Account QuickStart Guide, V2.0, Published October 11<sup>th</sup> 2007**

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Cymru 1 Limited is Registered in Wales. Company number: 4262212.

Registered address: 7-9 High Street, Porthmadog, Gwynedd LL49 9LR (no post to this address please)

Postal Address: Cymru 1 Limited, PO Box 30, Porthmadog, Gwynedd LL49 9UG.

Sales: Telephone 0870 940 4101. Email: [sales@cymru1.net](mailto:sales@cymru1.net)

Billing: Telephone 0870 950 4103. Email: [billing@cymru1.net](mailto:billing@cymru1.net)

Support: Telephone 0871 871 4747. Email: [support@cymru1.net](mailto:support@cymru1.net)

Calls to our 0871 Technical Support number cost 10p per minute from a normal BT line.

Lines are normally open from 9:30am to 5:30pm Monday to Friday, excluding public holidays.

Plesk is a trademark of SW Soft, 13755 Sunrise Valley Drive, Suite 600, Herndon, VA 20171, USA.

## 1) About Your Hosting Account

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Your hosting account provides publicly accessible web space for your website, allowing anyone anywhere in the world to access it as long as they have access to the Internet. It also keeps track of statistics about visitors to your site, provides email and anti-spam facilities and many other features.

Cymru 1 provides two basic types of account: Silver and Gold. Although they differ in their features and capabilities, both are hosted on very powerful and extremely reliable servers co-located at the Telehouse North Datacentre, in the heart of London's Docklands – one of the main hubs of Internet connectivity in the UK.

### **Cymru 1 Hosting account features include:**

- Business-class performance and reliability – ensuring your site stays accessible to visitors
- Easy to use online Control Panel to administer your account
- Advanced security – helping to protect your site and others from hackers
- Sophisticated spam filtering (Gold account only) – reduce unwanted emails
- Virus protection – reduce the possibility of a virus getting onto your computers
- Extensive visitor statistics – see how popular your website really is
- Optional PHP scripting and MySQL Database facilities – for advanced hosting needs

## 2) Logging in to and Using your Control Panel

You control and configure your hosting account using an online Control Panel. This is powered by a sophisticated software platform known as Plesk.

To login to your Control Panel, open your web browser and visit <https://www.cymru1.net/gold>



Fig 1: The Plesk Control Panel Login page

- In the login box, enter your Control Panel username
- In the Password box, enter your Control Panel password
- Click on the Login button

You will then see the main Plesk “desktop” which is where you make changes and control your hosting account:

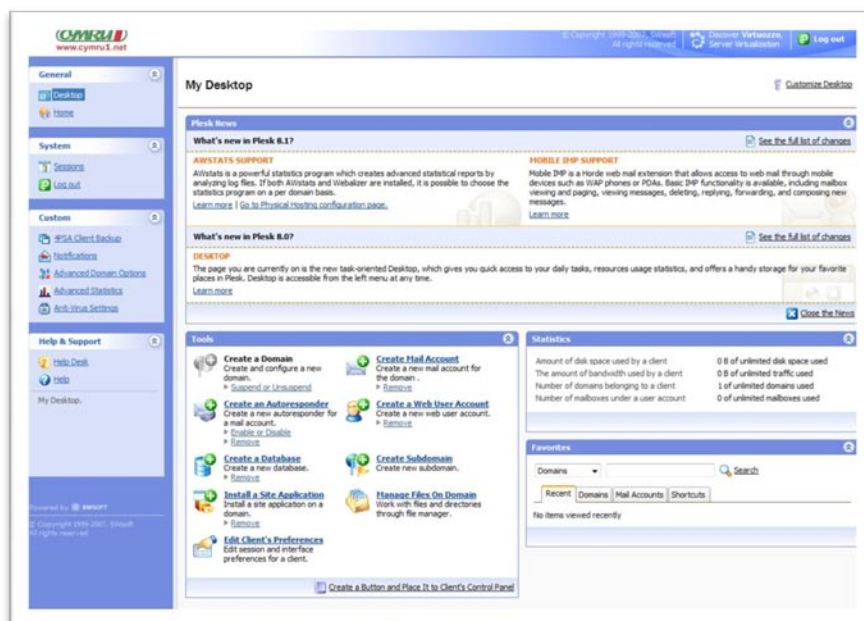


Fig 2: The Plesk Control Panel My Desktop page

The first thing you are likely to want to do is to create an Email address. To do so just click on the Create Mail Account link you'll see in the Tools box at the bottom of the My Desktop page. You will find more information on creating and using Email accounts in the next section of this QuickStart Guide. Or for detailed information on using the Plesk control panel in general, please download and read the full Plesk 8 User Manual. This is available from <http://www.cymru1.net/gold/plesk8.pdf>

Additional information is also available at <http://www.cymru1.net/help/goldother.php>

### 3) Creating Email addresses and aliases

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To quickly get to the part of the Control Panel that deals with creating and editing Email addresses, login to your Control Panel as explained in Section 2. Once logged in you'll see the My Desktop page, as shown in Fig 2 on page 4 of this Guide.



Fig 3: Home link

Now click on the **Home** link you'll see in the General box in the left hand column of the My Desktop page. See Figure 3 on the left.

You'll then see a list of all the domain names you have associated with your account. Click on the domain name you'd like to add or modify an email address for. Doing so will show you all the main options that are available for that domain name, as well as show some summary statistics for it.

In the Services section of the page, look for the Mail icon and click on it. This will bring up the Mail section of the Control Panel



Any existing email addresses will be listed on this page. To add a new one, simply click on the **Add New Mail Name** icon. A "Mail Name" is simply another terms for email address.

On the next page, enter the email address you want to create in the Mail Name box, then enter and repeat the password you want to use for it in the next box. Normally you should not need to change or adjust any other options on this page. Simply click on the OK button to create the new address.

#### Tip: Mail Names and Mail Aliases. What's the difference?

Immediately after you have created a new email address you will be in the Mail Name configuration page. On this page you will see an icon labelled Add New Mail Alias. This is not the same as Add New Mail Name.

A Mail Alias is another name for an existing email address. For example you might create a Mail Name of **sales** for your domain. This would create an email address of **sales@yourdomain.com** complete with its own mailbox from where you can pick up email that arrives for that address. If you also want to have, for example, an address of **info@yourdomain.com** then you could create a separate and distinct Mail Name called **info** OR alternatively you could simply add an Alias called **info** to the existing **sales** Mail Name.

What's the difference? In each case you would receive email sent to both **sales@yourdomain.com** and **info@yourdomain.com**. The difference between these two ways of creating addresses is as follows:

If you have two distinct Mail Names, one for sales and one for info, then each will have its own individual mailbox for email, and you would have to set up two different email accounts in your email program, one for sales and one for info, in order to download emails sent to both addresses. In contrast, if you create a Mail Name of **sales**, then add an Alias of **info** to it, there would only be one mailbox (in this example it would be for **sales@yourdomain.com**). But this single mailbox would receive email sent to both **sales@yourdomain.com** and **info@yourdomain.com** which means that you would only need to create one account in your email program (for **sales@yourdomain.com**) in order to receive email for both addresses.

**Important Note:** After creating your first Mail Name, to immediately create another one click on the Up Level link you'll see at the top right hand of the page. This will return you to the Mail section. Click on Add New Mail Name once more to add the second Mail Name.



## 4) Forwarding email to another address

You can configure a Mail Name (email address) to automatically forward any email that is sent to it to another email address anywhere in the world.

For example, if you have created a Mail Name of **you@yourdomain.com** you can configure your hosting account to automatically forward any email sent to that address to any other address – for example you@your-isp.com

Before doing so, please read the important notes you'll find below.

To forward a Mail Name to another address, first login to your Control Panel, click on the Home link and then on the Mail icon (see Section 2 on Page 4 for details) to get to the Mail section of your Control Panel account.

You will see a list of all the Mail Names (email addresses) that you have already configured.

Click on the name of one you want to configure to forward email to another address

You will now be in the configuration page for that Mail Name (email address).

Click on the Redirect icon



On the next page, put a tick in the Redirect check box, and enter the address you want to forward email to in the line below. Click on OK to confirm. See Figure 4.

Fig 4: Redirecting Email

### Very Important Note: Mailboxes and Redirects

When you redirect email as explained on this page, it is vital to note that **if your Mail Name (email address) has a Mailbox associated with it** then a copy of all email sent to that email address will be stored in your hosting account AS WELL as being forwarded to the address you have specified. This is fine if you really do want a copy to go to another address (your email account at home, for example, or a Hotmail or Gmail account when you are away from the office) and also intend collecting the original message from your hosting account later on using Outlook or another email program.

However, if you only want to forward email, and do not want a copy stored in your hosting account (which can quickly go over its disk space limit if you do not download your stored email regularly) then you need to disable the Mailbox normally associated with a Mail Name. A Mailbox is the place where received email for a Mail Name (email address) is stored until you collect it using Outlook or another email program. By disabling the Mailbox, a copy is not stored in your hosting account.

To disable a Mailbox for a particular Mail Name, go to the Mail section of the Control Panel as explained in the main part of this page and click on the name of the Mail Name (email address) you want to configure. Once you are in the configuration page for that Mail Name, click on the Mailbox icon and then UNTICK the check box next to the word "Mailbox". Click on OK to confirm. Doing this removes the Mailbox (and any email it might contain!) associated with the Mail Name, and prevents it from storing a copy of any email received.

**DANGER:** If you disable a Mailbox associated with a Mail Name you MUST configure it to Redirect to another address. If a Mail Name has no Mailbox and no Redirect set up, any email sent to that address will simply vanish into thin air.

## 5) Using an Email program to collect your Email

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The basics of setting up an email account is very similar for all Email programs. You'll find specific information on setting up your email account in a number of Email programs, including Outlook Express, Outlook 2003, Outlook XP, Outlook 2007, Thunderbird, Entourage and Mac Mail in the online Help section of our website at <http://www.cymru1.net/help/goldemail.php>

Regardless of which program you use, when setting up an email account in any email program you will be asked for the same basic set of information. Please use the following as a guide on how to answer the basic questions when asked. Even if you are an expert computer user, please pay attention to item 6 and also the important notes that follow:

- 1) Your Name. Enter your real name (or the name of your company if you prefer)
- 2) Your Email Address. Enter the full email address (**you@yourdomain.com**) that you have created in the Mail section of the Control Panel.
- 3) Your Email server type. Select POP3 if asked. (Not all email programs ask for this information when setting up an account so don't worry if you don't see this option).
- 4) Your POP3 (incoming email) server address. Enter the name of your domain name here, without any www or similar. E.g. just enter **yourdomain.com** and not www.yourdomain.com or mail.yourdomain.com etc.
- 5) Your SMTP (outgoing email) server address. You need to contact your ISP (the company you use to connect to the internet) for advice on what to enter here. Often it is something along the lines of smtp.your-isp.com or mail.your-isp.com or similar. For example, if you use Cymru 1 to provide your internet access, you would enter **smtp.cymru247.net** for this question.
- 6) Your email account username and password. For your email account username you must enter your full email address (e.g. **you@yourdomain.com**) and NOT just the part before the @ symbol. Many email programs will automatically suggest the username for you based on your email address but will do so incorrectly (e.g. they will incorrectly suggest your email account username should be **you** instead of **you@yourdomain.com**).

**Important Note:** Some ISPs may require you to change an advanced setting in your email program in order to be able to send email via their SMTP servers (step 5 above). If you have difficulty sending email please contact your ISP for help - unless you use Cymru 1 to provide your internet access we will not be able to advise you on which settings to use nor diagnose problems with sending email.

## 6) Uploading files to your Website

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In order to use your hosting account for your website, you need to upload a copy of files that make up the website. In order to do this you need to use what's known as an FTP program. FTP facilities are often built-in to your website design program.

No matter which FTP program you use in all cases the details you will need are the same, as listed below. Even if you are an advanced user you should take note of items 1 and 4 and the notes that follow.

- 1) Your FTP server address: Enter your domain name for this (without the www or similar. In other words use **yourdomain.com** and not www.yourdomain.com or ftp.yourdomain.com)
- 2) Your FTP username: This was included in your Welcome email
- 3) Your FTP password: This was included in your Welcome email
- 4) Host directory (also sometimes known as web root): Enter **/httpdocs** for this.

**IMPORTANT NOTE:** If your FTP program does not ask you for the Host Directory (item 4 above), before uploading files to your website you may need to manually navigate to the **/httpdocs** directory (folder) once you have connected to the FTP server - all files for your website must be placed in the /httpdocs directory.

In addition, if you have any difficulties uploading files, try selecting the "Use Passive Mode" option that is available in all FTP programs.

### **Tip: Naming your home page**

The home page of your website must be called index.html or index.htm (or index.php if you use the advanced PHP scripting option). If you call it anything else (e.g. home.htm or home.html) visitors to your website will see a "page not found" error page because our servers will be looking for index.htm or index.html (or index.php) and will be unable to find one.

### **Tip: Deleting the default Plesk holding page**

When a hosting account is created on our servers, a default holding page will be automatically created and placed in your /httpdocs directory. Until you upload your own website, visitors to your domain will see this holding page.

This default holding page is named as **index.html**. If your own website's home page is not called **index.html** (i.e. if the homepage is called **index.htm**, with no "l" at the end) then visitors to your website will continue to see the holding page even after you have uploaded your site. This is because pages ending with **.html** take precedence over pages ending with **.htm**. To rectify this, simply delete the index.html file using your FTP program.

## 7) Other features of your account

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As well as the features we've covered already, you may like to explore the many other features of your hosting account, some of which we have highlighted here:

### Visitor Statistics:

Visit <http://www.yourdomain.com/webstat> for an overview of your website statistics over the page 12 months. Click on the name of a month in the box at the bottom for more detailed statistics for that month.

Gold account holders only: Depending on your account configuration, more advanced statistics for the current month may also be available at <http://www.yourdomain.com/astats> with historical statistics being available via the Advanced Statistics link in the left hand column of your Control Panel account.

### SpamGuardian Anti-Spam facilities (Gold accounts only):

Your Gold account features an advanced anti-spam system that can help to block a very large proportion of the spam (unsolicited email) that would otherwise arrive in your mailbox. You can even view an online chart of how much spam is being blocked so that you can see how effective it is based on the settings that you choose.

For more information on this feature, please visit <http://www.cymru1.net/help/spamguardian.php>

### Exploring further:

For information on other features and facilities visit <http://www.cymru1.net/help/goldother.php> which includes a link to allow you to download a full user manual for the Plesk control panel.

## 8) Optional Extras

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Your hosting account can be upgraded with a number of optional extras. Please contact the Sales department (see next page) for more information and prices. Optional features include:

- **Universal SMTP facilities:** This allows you to use our SMTP servers no matter which ISP you use to connect to the internet.
- **Online Website Editor:** An easy to use online website editor for updating the content of your website without the need for a dedicated program installed on your computer,
- **Advanced Anti-Spam facilities:** An additional layer of protection against spam (and viruses) for customers with severe spam problems
- **Script installation and customisation facilities:** We can install and customise PHP or Perl scripts for your website
- **Professional Website design and updating:** Whatever your needs, we can help.
- **Search Engine Submission:** We can submit your website details to search engines and web directories to help increase the number of visitors who view your pages.

## 9) How to contact us

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### Technical support

You will find extensive online help, including information on using and trouble-shooting your email accounts, webspace and Control Panel at <http://www.cymru1.net/help/goldhelp.php>

In addition, context-sensitive help and additional information is available within the Control Panel by clicking on the Help link next to the blue “?” icon you’ll see at the bottom of the left hand navigation column.

But if you need help or assistance on a topic that is not covered in any of the online resources you can contact us by email or by telephone:

To contact the Technical Support department, whenever possible please send an email to [support@cymru1.net](mailto:support@cymru1.net), being sure to include your domain name so that we can locate your account as quickly as possible, and a detailed description of your problem and any error messages you have encountered.

If the matter is very urgent or you are unable to send email, you can alternatively contact the Technical Support department by phone on 0871 871 4747 (calls cost 10p per minute from a normal BT line). Lines are normally open between 9:30am and 5:30pm, Monday to Friday.

### Accounts and Billing

If possible, please send an email to [billing@cymru1.net](mailto:billing@cymru1.net) being sure to include your domain name so that we can locate your account as quickly as possible.

Alternatively you can contact the Billing department by phone on 0870 950 4103 (calls cost 8p per minute from a normal BT line). Lines are normally open between 9:30am and 5:30pm, Monday to Friday.

### Sales

If possible, please send an email to [sales@cymru1.net](mailto:sales@cymru1.net) being sure to include your domain name so that we can locate your account as quickly as possible.

Alternatively you can contact the Sales department by phone on 0870 950 4101 (calls cost 8p per minute from a normal BT line). Lines are normally open between 9:30am and 5:30pm, Monday to Friday.