Chat ID: 18090438 Initial Question: Packages

5:06:23 PM Robert F Thank you for contacting Live Support! My name is Robert and I can help you with your package inquiry.

5:06:42 PM Steepe Good day

5:07:36 PM Steepe I have quite a no of issues I want resolved.

5:08:33 PM Steepe 1. In the package list, there are 4 packages listed there. There should be only 2 listed.

5:09:05 PM Steepe This is causing some confusion

5:09:06 PM Steepe This is causing some confusion.

5:10:53 PM Steepe 2. I need the correct login credentials to our cpanel, plesk and whm sent to us.

5:11:35 PM Steepe I have gotten 3 email addresses with conflicting credentials sent to me.

5:11:56 PM Steepe u there?

5:13:45 PM Robert F Hello Steepe. I can help you and I am really sorry for your inconvenience. May I ask the two packages that should be active?

5:15:11 PM Steepe a shared package and a vps package

5:16:28 PM Robert F I am checking as it looks like you signed up for 2 VPS packages. Do you want to cancel one?

5:16:59 PM Steepe we only signed up for one

5:17:31 PM Steepe one with cpanel, plesk and whm

5:18:22 PM Robert F Did you get an email for VPS-135443 : server.rainoil.com.ng (192.232.202.153)

5:19:13 PM Steepe I got like 3 sets of email

5:19:26 PM Steepe This have left me in confustion

5:19:27 PM Robert F They are each different

5:21:20 PM Steepe please i just want only one reflected in my account

5:21:37 PM Steepe the one that has plesk, cpanel and whm

5:24:53 PM Robert F I am getting the duplicate VPS package

5:25:02 PM Robert F I am getting it cancelled at this time

5:25:20 PM Robert F One of the 3 emails has the information for email for VPS-135443 : server.rainoil.com.ng (192.232.202.153)

5:26:14 PM Steepe splendid. Please can we have the correct email resent to the email address on file

5:26:50 PM Steepe Also, I have tried the credentials on the three emails and none of them gets me into whm

5:29:03 PM Robert F Have you logged in at any time since you signed up over a month ago?

5:29:38 PM Steepe never into the whm

5:30:25 PM Steepe .Only into plesk and I dont even know the url into cpanel.

5:32:41 PM Robert F The same password to Plesk is the same root password for WHM

5:33:02 PM Steepe then it isnt working

5:34:55 PM Steepe if we can have them reset for us and the new credential sent to us, it will be very helpful.

5:38:13 PM Robert F I have sent another email with an updated password

5:38:49 PM Steepe the email has come in

5:39:33 PM Steepe trying it out

5:41:54 PM Steepe How do I get access to the cpanel?

5:42:50 PM Robert F Were you able to log into WHM?

5:44:02 PM Steepe yeah...logged in now.

5:46:56 PM Steepe What next?

5:47:25 PM Robert F Go to "Account Information", then "List Accounts". Are there any accounts showing?

5:49:21 PM Steepe None.

5:49:53 PM Robert F You would need to set up some cPanel accounts to get started.

5:50:00 PM Steepe So i think I have to create an account then.

5:50:28 PM Steepe Ok..... I think I got it figured out now.

5:50:35 PM Robert F I really thank you for your patience and understanding during this process.

5:51:48 PM Steepe What port would I use to access the cpanel after I have created the account?

5:52:21 PM Robert F 2082

5:52:54 PM Steepe splendid

5:53:46 PM Steepe Thank u so much for your time.

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