Welcome To Live Chat

Print Rate And Exit

8:06:04 PM

System

Adarsh K has joined the chat!

8:06:19 PM

Adarsh K

Hello Callum, Welcome to Live Chat. My name is Adarsh, I'll be helping you . How are you doing today?

8:06:57 PM

Callum Maltby

Not too bad thanks, thanks for chatitng

8:07:19 PM

Adarsh K

Good to hear.

8:07:21 PM

Adarsh K

How can I help you today?

8:07:31 PM

Callum Maltby

I purchased a site this morning, but I can't/don't know how to access the cpanel

8:08:00 PM

Callum Maltby

The site: [bachelorswithbachelors.com](http://bachelorswithbachelors.com/) doesn't have the default landing page

8:08:08 PM

Adarsh K

I see that you have signed up for the SiteBuilder account .

8:08:19 PM

Adarsh K

cPanel and SiteBuilder are 2 different account .

8:09:12 PM

Callum Maltby

okay. Is it possible to move over to cpanel? I want to write the site from html up

8:09:49 PM

Adarsh K

Yes, your package can be switched from SiteBuilder to cPanel . However, the website contents or the email backup cannot be moved as these are two different platform. Once the switch is completed, you will need to rebuild your website from start and also recreate your email accounts.

8:10:17 PM

Callum Maltby

That's not a problem, I haven't done any work on it yet

8:11:10 PM

Adarsh K

There are few steps you will need to follow to complete the switch. This involves in registering for a new package, during which you will be charged an additional amount. However, we will be completely refunding this new charge once the switch is complete. . Please read through the steps below and follow it as detailed.  
  
a. Log into the portal  
  
b. Click on 'Create a New Site' or 'Host a New Site' yellow button  
  
c. Click on the 'Select' button for 'cPanel Hosting'  
  
d. You will be taken to the package registration page. Click on 'I Already Own a Domain'  
  
e. Enter the domain name ' [bachelorswithbachelors.net](http://bachelorswithbachelors.net/)' instead of ' [bachelorswithbachelors.com](http://bachelorswithbachelors.com/) '. This is just a dummy name and we are not registering this. Adding the domain through 'I Already Own a Domain' is an important step to setup the new account without actually registering a domain. Therefore, please make sure that you do not select the option 'Choose a New Domain'. Use 'I Already Own a Domain'.  
  
f. Under 'Package Information', select the Monthly Plan and click on 'Complete'. You will be charged for the monthly package, however this amount will be refunded immediately when we complete the switch.  
  
g. It will take couple of minutes to provision the account.

8:12:06 PM

Callum Maltby

Okay, I'll do this now. Will you stay on the line?

8:12:51 PM

Adarsh K

Sure!

8:14:44 PM

Callum Maltby

Step E done

8:15:32 PM

Callum Maltby

Done. Paypal payment sent through

8:16:16 PM

Adarsh K

We apologize for any inconveniences. At this time your Paypal payment is still processing in the Paypal API.

8:16:21 PM

Adarsh K

This is usually completed within 24 hours, however if it goes longer than 48 hours, we would recommend contacting Paypal to confirm that the transaction was successful.

8:16:34 PM

Adarsh K

Please get back to us once the cPanel account provisions .

8:16:49 PM

Callum Maltby

Would a credit card be faster?

8:16:56 PM

Callum Maltby

I'm keen to fix this tonight

8:17:49 PM

Adarsh K

Yes.

8:17:55 PM

Adarsh K

If you wish, we can cancel this paypal order from your account and you can re-register your account through credit card.

8:18:23 PM

Callum Maltby

Paypal just sent me a message saying that automatic payment has been set up

8:18:47 PM

Callum Maltby

If it's still going to take time, then credit card might be the way to go

8:19:38 PM

Adarsh K

If you wish, we can cancel this paypal order from your account and you can re-register your account through credit card.

8:20:08 PM

Callum Maltby

Okay, if you haven't seen anything, let's do that

8:21:28 PM

Adarsh K

I have cancelled the order , please contact paypal and cancel the subscription from your end .

8:21:44 PM

Callum Maltby

Done

8:21:59 PM

Adarsh K

Please use the above steps to signup using credit card .

8:22:06 PM

Callum Maltby

I'll start the steps over again, sorry about that

8:22:26 PM

Adarsh K

That's alright.

8:24:32 PM

Callum Maltby

okay, I've found the wallet

8:26:25 PM

Callum Maltby

Done

8:26:53 PM

Adarsh K

Perfect!

8:27:03 PM

Adarsh K

In order to proceed with this chat, I need you to authenticate the ownership of the account.

8:27:06 PM

Adarsh K

Could you please provide me your last 4 digits of the card you are using for this account so I can verify your authority on the account?

8:27:32 PM

Callum Maltby

2731

8:27:47 PM

Adarsh K

Thank you for your authentication.

8:27:57 PM

Adarsh K

Would you mind if I place you on hold for 3-4 minutes while I check this?

8:28:17 PM

Callum Maltby

okay

8:29:53 PM

Adarsh K

Thank you for your patience. I submitted a ticket for you and escalated this to an administrator. Please check your email for a copy of this ticket. The reference regarding the switch is EID-48919153

8:30:01 PM

Adarsh K

One of our admin will contact you as soon as possible via email.

8:30:46 PM

Callum Maltby

Thanks for your help. Do you have a rough guess of how long until I'll be up and running?

8:31:14 PM

Adarsh K

Normally tickets are answered the same day, usually within a few hours. Tickets are addressed in the order they are received, so please wait patiently and you should have a response shortly.

8:31:21 PM

Adarsh K

I will assign the domain for you .

8:34:18 PM

Adarsh K

I have assigned the domain with in the cPanel .

8:34:25 PM

Adarsh K

Once the domain is assigned, it may take anywhere from 1-2 hours to 24 hours for your domain to point to our server. This timeline is determined by your ISP and how quickly they update their cache, however it is usually updated in a few hours.

8:35:50 PM

Callum Maltby

I see on [my.ehost.com](http://my.ehost.com/) there is a domain [bachelorswithbachelors.net](http://bachelorswithbachelors.net/) that has a pending order. Is that the one that is changing back to .com?

8:36:30 PM

Adarsh K

No, the other one .

8:37:16 PM

Callum Maltby

Oh, okay. So am I able to start uploading .html, or should I wait until that one changes to .com?

8:38:02 PM

Adarsh K

The domain has already changed with in the cPanel , you will be able to access the domain after 12 to 24 hours

8:40:18 PM

Callum Maltby

Excellent, thanks!

8:40:44 PM

Callum Maltby

Sorry, one last thing

8:41:11 PM

Callum Maltby

In the cPanel, the main domain is quoted as [bachelorswithbachelors.co](http://bachelorswithbachelors.co/)

8:41:39 PM

Adarsh K

I am sorry I will assign the domain

8:43:14 PM

Adarsh K

Please check the domain now.

8:44:09 PM

Callum Maltby

On the 'Manage My Websites' page, the domain still reads as .net, but under cPanel it's .com

8:44:58 PM

Adarsh K

Yes, please ignore the .net domain .

8:47:53 PM

Callum Maltby

The administrator will deal with refunds, right?

8:49:21 PM

Adarsh K

Yes, Callum.

8:51:16 PM

Adarsh K

Did you receive my last message?

8:52:02 PM

Callum Maltby

Re, refunds? Yep. Sorry, I'm just having heaps of fun writing html. Thanks so much for your help Adarsh!

8:54:20 PM

Adarsh K

You are welcome!

8:54:22 PM

Adarsh K

If you think of anything else, we are here 24 hours. Otherwise, have a great day!

8:54:23 PM

Adarsh K

If you are satisfied with this support interaction, please click on the 'Rate and Exit' button to rate this chat experience.

8:54:27 PM

Adarsh K

Take care, Bye !

8:54:35 PM

System

This chat session has ended.