Getting Started Guide

Shared Hosting

Your First Website Online

Getting Started Guide: Shared Hosting

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Introduction

Now that you've purchased a shared hosting account, you're probably anxious to get started and set it up. This guide assists you in getting your website up and running quickly. Along the way, we also pass on some general hosting information you can use to impress your friends.

Your hosting account shares server space and resources with other accounts, hence the term shared hosting. This contrasts with dedicated hosting, which has only one user per server. Shared hosting's benefits are we maintain the server and it's easy to use.

SECURITY INFORMATION

To prevent someone from manipulating or abusing your hosting account, we recommend you create a strong password. However, if your password has been compromised, you can change it through the Hosting Control Center.

After resetting your password, it may take up to 30 minutes to take effect.

To Change Your Hosting Account Password

1. Log in to your Account Manager.

2. Click **Web Hosting**.

3. Next to the account you want to use, click **Launch**.

4. From the **Settings** section, click the **Account Login** icon.

5. To change your hosting account password, enter and confirm a new password, and then click **Update**.

CREATING A STRONG PASSWORD

The Hosting Control Center enforces rules that ensure your password cannot be easily hacked. To meet our security criteria, your password must:

- Contain at least 8 characters.

- Include lowercase letters, uppercase letters.

- Include a ! (exclamation point), @ (at symbol), # (hash mark), or % (percent sign).

- Begin with a letter.

GETTING HELP

After your account is set up, you can get assistance from our Help Center.

To Access the Help Center

1. Log in to your Account Manager.

2. Click **Web Hosting**.

3. Next to the account you want to use, click **Launch**.

4. From the **Help** menu, select **Help Center**.

5. In the **Get Help – Select Your Product** section of the Help Center, click **Hosting & Servers** and select **Web Hosting**.

The Hosting Control Center also provides context–sensitive help through question mark icons that appear beside select form fields. When clicked, these icons provide additional information and/or explanation.

You can also contact Customer Support directly for answers to your questions.

OTHER RESOURCES

Use these resources to learn more about programming your shared hosting account:

W3Schools®	http://www.w3schools.com/
	A free repository of Web programming tutorials on topics from XHTML to PHP.
DevGuru™	http://www.devguru.com/
	DevGuru is an exhaustive Web programming reference website.

Setting Up Your New Hosting Account

Before you can upload your website to your hosting account, you have to set it up. This involves creating a File Transfer Protocol (FTP) user name and password, as well as getting your domain's nameservers (DNS). Your hosting account's DNS information points your domain name to your hosting account.

SETTING UP YOUR HOSTING ACCOUNT

Your account is not automatically set up when you purchase a hosting plan. You need to log in and complete the set-up process in the Hosting Control Center.

To Set up Your Hosting Account

1. Log in to your Account Manager.

The **Account Manager** is where you manage account administrative functions and hosting-related products such as email. The **Hosting Control Center** is where you configure hosting-account functionality.

2. Click **Web Hosting**.

3. Next to the account you want to use, click **Launch**.

4. Complete the following fields, and then click **Finish**:

Enter Domain	Enter the domain name you want to use.
FTP user name	Use the automatically generated user name, or click **Change**, and then enter the FTP user name you want to use.
Password & **Confirm Password**	Enter the password you want to use to access your hosting account with FTP and to log in to the Hosting Control Center directly.
(*Optional*) **SSL Credits**	If you have SSL credits in the same account as the domain name you want to use, select the SSL credit you want to use with this hosting account.

Hosting account setup generally occurs in 30 minutes but can require up to 24 hours. We'll send you an email with your account information when it is set up and ready to use.

CHECKING YOUR HOSTING ACCOUNT STATUS

While you're waiting for your hosting account set up to finish, you can check its status. The status for your hosting account displays on the Hosting page in the Hosting Control Center.

To Check the Status of Your Hosting Account

1. Log in to your Account Manager.

2. Click **Web Hosting**.

3. Next to the account you want to check, click **Options**.

4. Go to the **Customize** tab.

The **Status** field displays the current status of your hosting account. In general, the following are the different types of account status that you'll see:

Initialize Account	You still need to set up your hosting account. To set up your hosting account, click **Launch** next to the account you want to set up.
Pending DNS	Your domain name's nameservers must be set correctly. For more information, see Setting Your Name Servers below.
Pending Account Change	This account status displays whenever you have upgraded or downgraded your hosting account.
Pending Setup	This account status displays after you have set up your account. It may take up to 24 hours for us to configure your hosting account before you can use it.

Setup	Your account is set up. You may still have to wait up to 48 hours before you can upload files to your account (FTP), set up databases, or configure your website.

Once your hosting account is set up, you can log in to the Hosting Control Center to manage your account, set up databases, and install various website features.

SETTING YOUR NAMESERVERS (DNS)

Nameservers are the Internet's equivalent to phone books. They let you access a website by only knowing its domain name and not its hosting account's IP address. If the Internet didn't use the Domain Name System (DNS), you'd have to remember each website's individual IP address, like remembering phone numbers.

When you're setting up or changing your domain name's DNS settings, it can take up to 48 hours for the Internet to recognize the change, known as propagation.

Set your nameservers with the company that you used to purchase your domain name. If you purchased your domain through us and it's in the same account as your hosting, we update your nameservers automatically.

To Find Your Nameservers

1. Log in to your Account Manager.

2. Click **Web Hosting**.

3. Next to the account you want to use, click **Launch**.

4. From the **Settings** menu, select **DNS Manager**.

Your domain's nameservers display in the **NS (Nameserver)** section.

Click **change zone** to find other domain name's nameservers.

If your domain is not registered through us, contact your registrar for information about changing your domain name's nameservers.

GETTING ACQUAINTED WITH THE HOSTING CONTROL CENTER

The Hosting Control Center lets you manage your account settings, content, databases, Web statistics, and more.

Below is an example of what your Hosting Control Center looks like when you first log in:
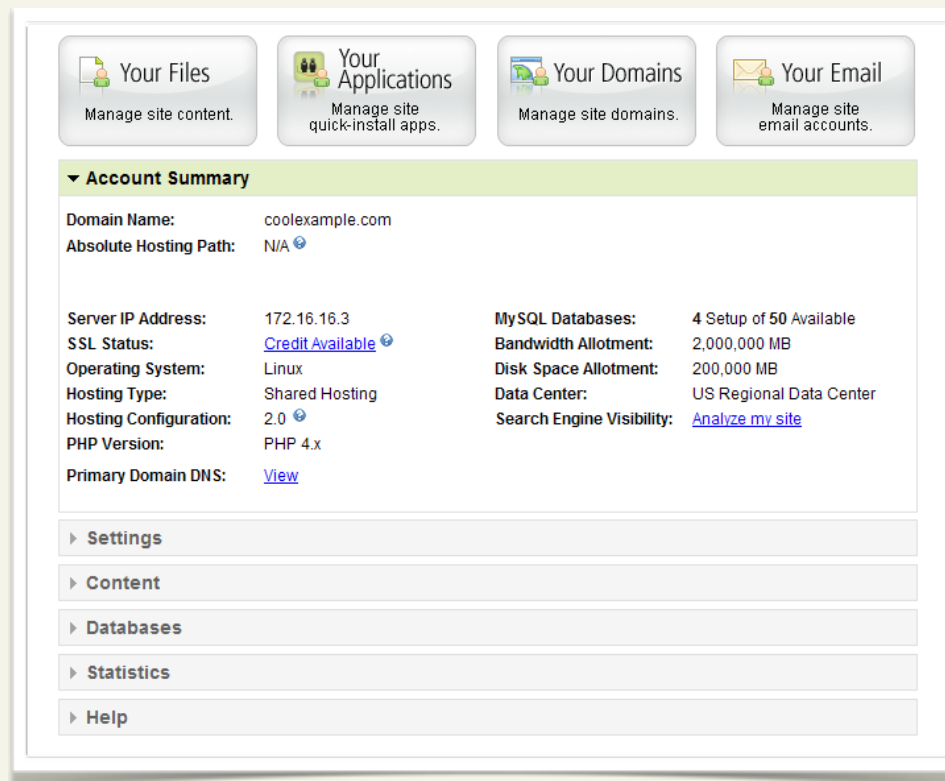
Creating and Uploading a Web Page

The reason you purchased a shared hosting account to begin with is to see your original content out on the Web. The easiest way to accomplish this is by creating and uploading HTML/XHTML pages. In the sections that follow, we'll walk you through both processes.

CREATING YOUR FIRST WEB PAGE

To test your new hosting account, you can create a simple HTML page and upload it to your new Web server. One way to make Web pages is using a language called HTML. Once you upload this test file to your account and make sure that everything works, you can remove it and start creating your own website.

To Create a Test HTML Web Page

1. Open a plain text editor. If you use Microsoft Windows, open **Notepad** (**Start** > **All Programs** > **Accessories** > **Notepad**). If you use an Apple computer, open **TextEdit**.

2. Type the following lines of code (HTML) into your plain text editor:

```
<html>
<head>
<title>My New Website</title>
</head>
<body>
<h1>This is My New Website</h1>
<p>Hey! Welcome to my website. I wrote this
code all by myself. Stay tuned.</p>
</body>
</html>
```

3. Save your file as **index.html** (all lowercase). Some editors try to save your file as "index.txt" but you should be able to override this by typing the file name when you save your HTML page. If not, you can manually rename your file after you save it.

WHERE CAN I LEARN MORE ABOUT HTML?

HTML (or XHTML) is the coding language used to create Web pages. Using HTML, you surround a block of text with codes that indicate how it should appear or what purpose it serves in a document.

Here are a few places on the Web where you can learn more about HTML:

- [W3 School's XHTML Tutorial](#)

- [Webmonkey's HTML Basics](#)

There are also a number of commercial tools available that help you create a website even if you don't know HTML. These are called WYSIWYG (pronounced whi-zee-wig) or What-You-See-Is-What-You-Get editors. Macromedia Dreamweaver® and Microsoft FrontPage® are two examples of WYSIWYG editors.

UPLOADING YOUR FIRST WEB PAGE

To upload files to your website, you need an FTP client. FTP stands for File Transfer Protocol. Using FTP, you can move files from your computer to your hosting account.

There are many free FTP clients available on the Internet you can use to transfer your files. If you only need to upload a few simple files, you can also use the Web-based FTP client available in the Hosting Control Center.

To Upload Your Web Page Using Your Hosting Control Center

1. Log in to your Account Manager.

2. Click **Web Hosting**.

3. Next to the account you want to use, click **Launch**.

4. Under the **Content** section of the Hosting Control Center, click the **FTP Client** icon.

5. If a security certificate window displays, click **Yes** or **Trust** to accept the certificate and open the FTP program. In general, this is what the FTP program looks like when you open it for the first time:

6. In the **Local System** section, go to the location on your computer where you saved your index.html file and select your file.

7. Click the **>>** arrows to upload the index.html file to your hosting account.

After you upload your file, open a new Web Browser window and type the URL to your file in the address bar. Your URL should look like this:

http://www._coolexample.com_**/** (_coolexample.com_ is your domain name).
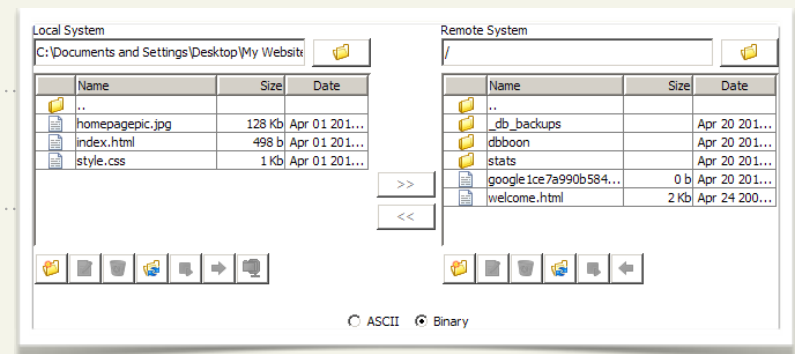
You should now see a simple Web page, like this:

If not, you may still need to wait for your hosting account to complete the setup process.

If you continue to have problems uploading your file, or you cannot see your index.html page, contact customer support.

OTHER FTP CLIENTS FOR YOUR WEBSITE

While the FTP client that comes with your Hosting Manager is convenient, it is not designed for transferring large amounts of data. If you need to upload a large number of files, you should use a traditional FTP client.

These are some popular and inexpensive (some of them are free) FTP clients that you can download and use:

- FileZilla

- Smart FTP (Windows)

- Fetch (Mac)

- gFTP (Linux)

FTP Client Settings

After downloading and installing one of these clients, you can use it to connect to your hosting account. Below are some basic settings you need to know, regardless of the FTP client you use:

FTP User Name	This is the user name for your hosting account.
FTP Password	This your password for your hosting account.

Website URL	http://www.*coolexample.com* (Where "coolexample.com" is your domain name.)
FTP Site URL	ftp://www.*coolexample.com* (Where "coolexample.com" is your domain name.)
Start Directory	Some FTP clients will ask for a "Home" or "Start" directory. Our hosting service does not require this. Simply leave the box blank or enter a single forward slash (i.e., /).

Troubleshooting

Sometimes you do all the preparations to get your website up and running, and something just doesn't work. We have identified some of the most common pitfalls, or problems, that you may experience. This section presents important information and recommendations for fixing these problems.

WHY CAN'T I UPLOAD MY WEBSITE?

If you are having trouble uploading your site content, there are a couple of things you can check to make sure your files end up in the right place.

Use the correct password to upload files

Use your hosting account password to upload files. Change your password through the Hosting Control Center.

To Change Your Hosting Account Password

1. Log in to your Account Manager.

2. Click **Web Hosting**.

3. Next to the account you want to use, click **Launch**.

4. Under the Settings section of the Hosting Control Center, click the **Account Login** icon.

5. To change your hosting account password, type a new password in the fields and click **Update**.

Verify the directory to which you're uploading

You must upload files to the appropriate directory in order for your website content to show up. Depending on your FTP client, you may be asked for a "home" or "start" directory. Our hosting service doesn't require this, so leave that field blank. If your client requires a value, enter a single forward slash (i.e., /).

WHY ISN'T MY WEBSITE DISPLAYING CORRECTLY?

Even though you set up your hosting and uploaded your files, it's possible your Website still won't display. There is no need to fret. The following issues can be potential show–stoppers, so check each item to verify your settings are correct.

Verify your home page file name

When someone types your domain name into a Web browser, the default home page should display. This page must have a name that is supported by our hosting servers. Use one of the following names:

| default.html | default.htm | default.asp | index.php | home.htm | welcome.html |
| index.htm | index.html | index.jsp | index.shtml | home.html | welcome.htm |

We recommend using index.html as your home page. Only Windows-based hosting accounts support index.aspx. Windows-based hosting accounts running IIS 6 do not support index.php.

Solve image problems

Typically, there are two reasons why images do not display properly. Either your image was not uploaded to your Web server or the path to the image is incorrect. Check these two things to make sure the image is uploaded correctly:

- Double–check that the path to your image and the name of the image are the same, including the use of uppercase and lowercase letters. If these names are not identical, the server cannot find your image.

- When the server cannot find an image, a red X displays. Right-click on the red X and select properties to see the link to the image.

Correct broken site links

If you create your website pages on your local computer, the code needs to adjust for the change that occurs when you upload site content. Web page URLs, image paths, and database names can all be environment-sensitive.

We recommend using relative URLs when linking to Web pages. Relative URLs identify a Web page in relation to, or in the context of, the current page. Because they do not reference the domain name, relative URLs do not require modifications when changing environments.

Ensure your DNS is pointed correctly

If you registered your domain through us, your DNS records were automatically updated when you set up your hosting account. If you registered your domain name somewhere else, double-check that the nameservers are correct.

Refresh your Web browser

Browsers can cache Web pages. To clear the cache and refresh your page, press **CTRL** + **F5** on your keyboard.

Using Your Web Statistics

The only thing more exciting than launching a website is seeing that people actually visit it. Knowing your audience can help you better tailor your site to their behavior. It just so happens that all shared hosting accounts come with built-in Web statistics.

ENABLING WEB STATISTICS

Your Web statistics are disabled by default, so you need to enable them to start collecting information about the visitors to your website. Enable your Web statistics using the Hosting Control Center.

To Start Collecting Statistics for Your Website

1. Log in to your Account Manager.

2. Click **Web Hosting**.

3. Next to the account you want to use, click **Launch**.

4. Under the **Statistics** section of the Hosting Control Center, click the **Configure Web Statistics** icon.

5. Select **Enable Web Statistics**.

6. The enabling process will begin automatically. It may take up to 30 minutes to take effect in your account.

After enabling Web Statistics for your site, it might take 24 hours before it begins collecting data.

ACCESSING YOUR WEB STATISTICS

Access your Web statistics by going to:

http://www.*coolexample.com***/stats** (where *coolexample.com* is your domain name).

RESETTING YOUR WEB STATISTICS

It is possible that after you've collected a lot of data about the visitors to your site, you want to start over again at zero. Perhaps you've recently changed the business focus on your site, or you've just finished a redesign. You can reset your Web statistics any time using the Hosting Control Center.

To Reset Your Web Statistics

1. Log in to your Account Manager.

2. Click **Web Hosting**.

3. Next to the account you want to use, click **Launch**.

4. From the **Web Statistics** section, click **Configure Web Statistics**.

5. Select **Reset**.

6. Click **Continue** and then click **Submit**.