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WEBZIM

Hosting Guide



WEBZIM 2023 HOSTING GUIDE

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This guide can also be accessed online on:

<https://clientzone.webzim.co.zw/index.php?rp=/knowledgebase/1/Setting-Up>

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How to Login to your C Panel

Method 1 – Via Webzim Account

1. Visit <https://clientzone.webzim.co.zw/>, and click Login, enter your email address and password, and click Login. If you forgot your password, click “Forgot Password”, enter your email address, click “Submit”, and you will receive a password reset link in your Email.
2. After login in, click on your domain name under “Your Active Products/Services” and click on “Login to Cpanel”. You will then be logged in automatically into your CPanel.

Method 2 – Direct Cpanel Login Page

Web Hosting Clients: Visit cpanel.yourdomain.co.zw (replace *yourdomain.co.zw* with the name of your domain). Email Hosting Clients: Visit <https://rssd4286.webaccountserver.com:2083/>. You will see a login screen requiring your Username and Password. On creation of your hosting account, you will have received an email with the subject “Web Hosting Account Information”. This email contains your username and default password. Use those credentials to login. If you fail to see the emails then contact us. If you forgot your Cpanel password after changing it, contact us.

If you see the error message “Your connection is not private” it means you have not installed your SSL Certificate. Either click “Advanced” followed by “Proceed” and login into Cpanel or Login via Method 1 above and install the free SSL certificate (Refer to How to install an SSL Certificate).

How to install the free SSL Certificate

Note that an SSL Certificate can only be installed on Web Hosting Accounts. If you bought an email hosting account, you can't install an SSL Certificate since your package does not support hosting websites.

Your WEBZIM web hosting account comes with a free SSL Certificate. An SSL Certificate enables you to create a website with an address which starts with “HTTPS”. An HTTPS website will show a padlock or green bar in the browser before your site address. An SSL Certificate (Secure Sockets Layer), also called a Digital Certificate, creates a secure link between a website and a visitor's browser.

To install the free SSL Certificate, login to your CPanel, scroll down to the *Security* section, then click on “*Lets Encrypt SSL*”, then scroll down to “*Issue a new certificate*”, and click “*issue*” next to your domain name, then ensure the box under “*Add cPanel subdomains**?*” which is next to “(cpanel, webmail, webdisk)” is **ticked**. Leave the other boxes ticked. Scroll down and click “*Issue*”, you will then receive a success notification “The SSL certificate is now installed onto the domain...”, then Logout or just click on the Cpanel Logo on the top left to go back to the Cpanel main page. If you get an error message contact us.

How to Create Emails

All hosting accounts come with email hosting. The number of emails you can create depend on your package, check our packages on <https://webzim.co.zw/>. To create emails, login to your Cpanel, scroll down to the Email section, then click on “*Email Accounts*”. Click on “*Create*”, and enter the email you want to create under *username*, and password. Under “*Optional Settings*”, you can click “*Edit Settings*” and choose to limit the size of your mailbox, or click on “*Unlimited*” to limit it to your hosting account maximum storage capacity. After that click on “*Create*”. You will see a notification “*Success: You created....*” Your email address which you have created will appear.

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How to change Cpanel Password

You can only change the CPanel password if you know the current one. If you don't know the current one get in touch with us and we will reset it. Login to your Cpanel, on the top right corner next to the "bell" sign, click on "*User Menu*", then click "Password and Security". Enter the Old Password and New Password and click "Change your password Now".

How to change Email Password

Method 1 – Via CPanel

Log in to your CPanel, scroll down to the Email section, then click on "Email Accounts". You will see a list of your emails. Scroll down to the email you want to change the password, then click on "Manage", enter your new password under "New Password" and click "Update Email Settings"

Method 2 – Via Webmail

Login to your Webmail, click on your email address which is on the top right next to the Logout Sign, then click on "Password and Security". Enter the new password, confirm the new password and click "Save".

How to change Webzim Account Password

Visit <https://clientzone.webzim.co.zw/>, and click Login, then click "Forgot Password", enter your email address, click "Submit", and you will receive a password reset link in your Email.

How to access your Emails

There are 4 ways of accessing your emails, via Web browser (Webmail), Mobile Phone Application (Bluemail), Computer Application (Thunderbird) and Computer Application (Outlook). For computer applications, Thunderbird is the easier one to setup and use. The below steps you do them AFTER you have already created emails in your CPanel.

Method 1 – Access Email via Webmail- (Can be accessed via any web browser eg via phone, computer etc)

Visit your domain.co.zw/webmail (*replace yourdomain.co.zw with the name of your domain*). Enter your email address (eg sales@yourdomain.co.zw) and password, and click Log in. Under "**Open your Inbox**", you will see Roundcube, click on Roundcube to open your Inbox. To set a default so that the next time it goes straight to your Inbox when you login: on the Webmail first page, tick the checkbox "*Open my inbox when I log in*", and click Open. After selecting the default, next time you log in to your Webmail, you will be taken straight to your Inbox. You will be able to send messages, view messages etc.

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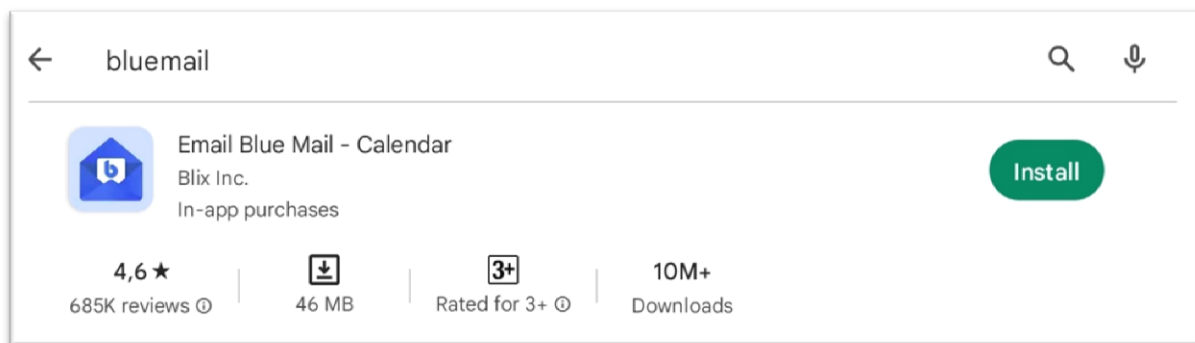
Method 2 – Access Email via Mobile/Phone Application

This method can be used with phones/tablets which have an Android or iOS operating system (e.g. Samsung, Apple iPhone, Huawei, LG, Lenovo etc.)

Go to the Play Store or App Store, and search and install an app called Bluemail (There are many applications which you can use e.g. Outlook etc, but for this guide we will use Blue Mail. We included Manual settings below which you can use with other apps). Direct Links:

<https://play.google.com/store/apps/details?id=me.bluemail.mail> and

<https://itunes.apple.com/us/app/blue-mail-email-mailbox/id1063729305>



Install the application on your phone. Open Blue Mail. Click “Add Account”. Click “Other Email” at the bottom. Enter your email address eg sales@yourdomain.co.zw , and your Password.

IMPORTANT! Untick the automatic box. Click Next. Click **IMAP**. You will then see the Incoming Server Settings screen.

Incoming Server Settings: Enter the below settings

Email Address: Ensure your full email address is there eg info@company.co.zw

Username: Ensure your full email address is there eg info@company.co.zw

Password: This is the password you already entered, leave as it is

IMAP Server: Enter rssd4286.webaccountserver.com

Security: Choose SSL/TLS

Authentication: Choose PLAIN

Port: Ensure Port number is 993

Then click Next. After that, you will be required to enter Outgoing Server Settings.

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Outgoing Server Settings: Enter the below settings

SMTP Server: Enter rssid4286.webaccountserver.com

Security: Choose SSL/TLS

Port: Ensure Port number is 465

Ensure Require Sign In is ticked

Authentication: Choose LOGIN

Username: Ensure your full email address is there eg info@company.co.zw

Password: This is the password you already entered, leave as it is

Click **Next**


It will then check your settings.

If it's successful, it will prompt you to add your Name (which you want to be shown to the people who you sent emails to) and Description (For you to identify your email account if you add many email addresses on your app). Enter the information. Then click **Done**.

You will see Push under Instant Push Notifications. Leave it like that. Click **Done**. If it shows you the Welcome Tutorial, click Skip on the top right corner if you don't want to see it. It will take you to your inbox. To add another email address, open Bluemail, click the three dots on the **lower right bottom**, then Various Account Settings, click Accounts, and click Add Account. For a full tutorial on using Bluemail, visit <https://bluemail.help/category/general-help/> or <https://bluemailtutorial.com/>. After setting up your account, test to see whether you can send and receive emails successfully.

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Method 3 – Access via Computer Application – Thunderbird

This method can be used with Computers and Laptops. Download and Install Thunderbird on your computer. Download Link: <https://www.thunderbird.net/en-US/download/>. After Installation open Thunderbird. The first time you open Thunderbird, you will see a pop up titled “Set up an Existing Email Account” asking you for your name, email address and password. If you don’t see it or if you already had Thunderbird on your computer, click on the three lines on the top right corner.  This is the Menu button.

Then click on “New”, then “Existing Mail Account”. You will see a new tab “Set up an Existing Email Account” asking you for your name, email address and password.

Enter your Name (which you want to be shown to the people who you sent emails to), Email Address

(e.g. sales@yourdomain.co.zw), and Password. Leave the Remember Password Box ticked. Click “Configure manually”. You will see the below

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INCOMING SERVER: Enter the below settings

Protocol: IMAP

Hostname: rssid4286.webaccountserver.com

Port: 993

Connection security: SSL/TLS

Authentication method: Normal Password

Username: Enter your full email address (e.g. *sales@yourdomain.co.zw*)

OUTGOING SERVER: Enter the below setting

Hostname: rssid4286.webaccountserver.com

Port: 465

Connection Security: SSL/TLS

Authentication method: Normal Password

Username: Enter your full email address (e.g. *sales@yourdomain.co.zw*)

When done it should be like the bottom image on the previous Page: NB: Replace sales@yourdomain.co.zw with your email address. Click Done and click Finish on the next coming page.

Close Thunderbird. Open it again. You will see the email address you would have added. Click on the Email Address. You will then be able to write messages, check your messages etc. For a full Thunderbird tutorial and other Thunderbird Functionalites, visit <https://support.mozilla.org/enUS/products/thunderbird/learn-basics-get-started> .

To add other emails to Thunderbird, click on the three lines on the top right corner in Thunderbird. This is the Menu button. Then click on Options, then Account Settings. Then click on “Account Actions” which is on the bottom of the box which pops out. Then click Add Mail Account. Then follow the above instructions again.

If you face any challenges, contact us.

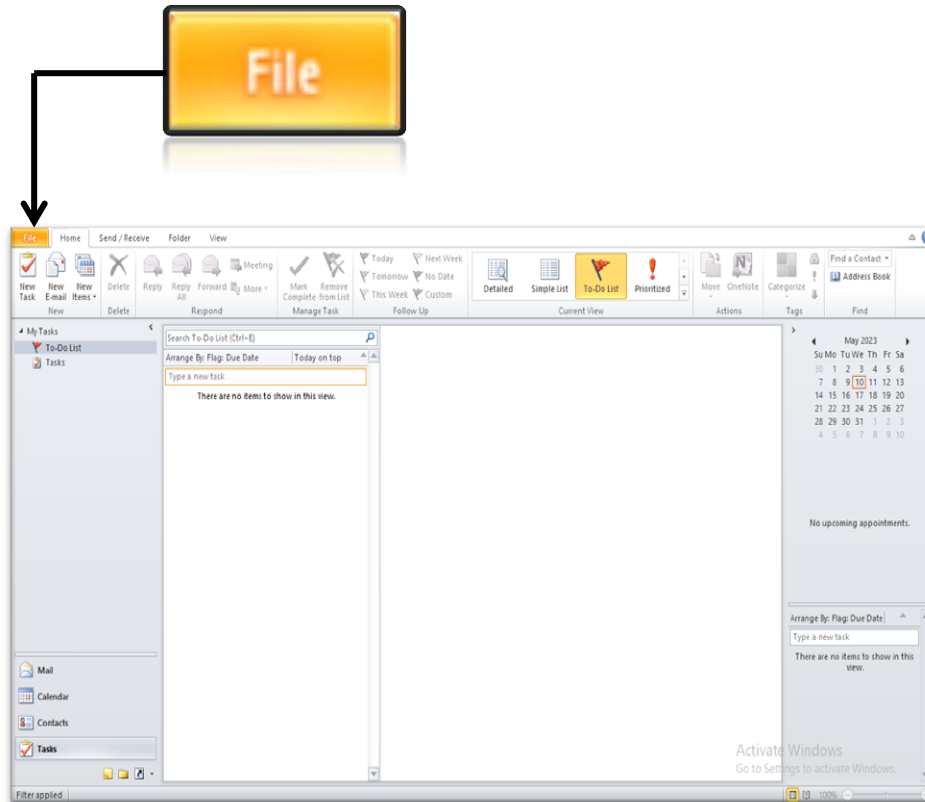
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Method 4 – Access via Computer Application – Microsoft Outlook

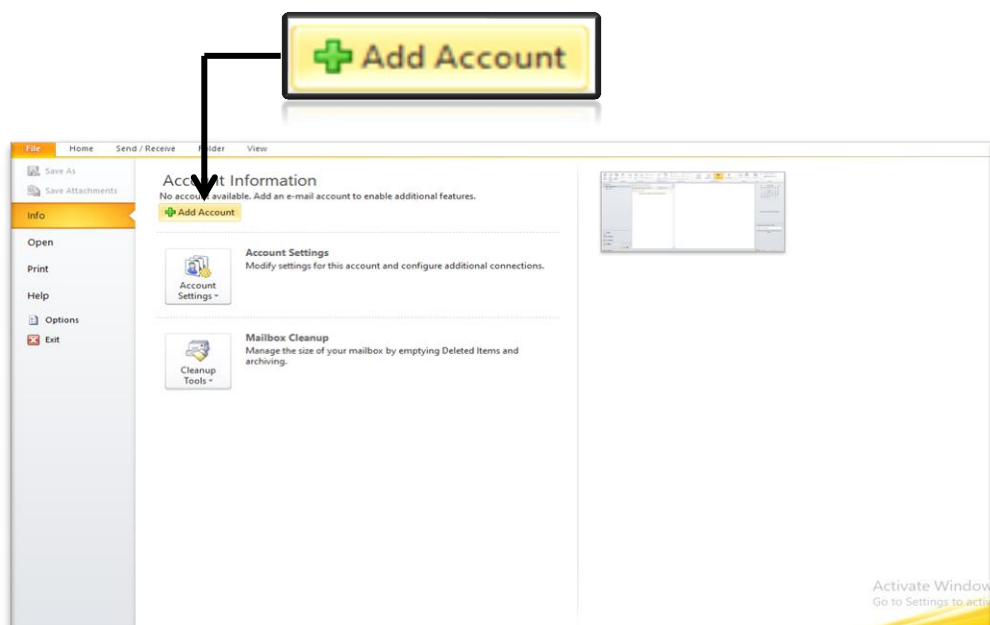
There are different versions of Outlooks. This guide covers Outlook 2010 and 2016.

Outlook 2010 Settings

1. Open Outlook and click **File**

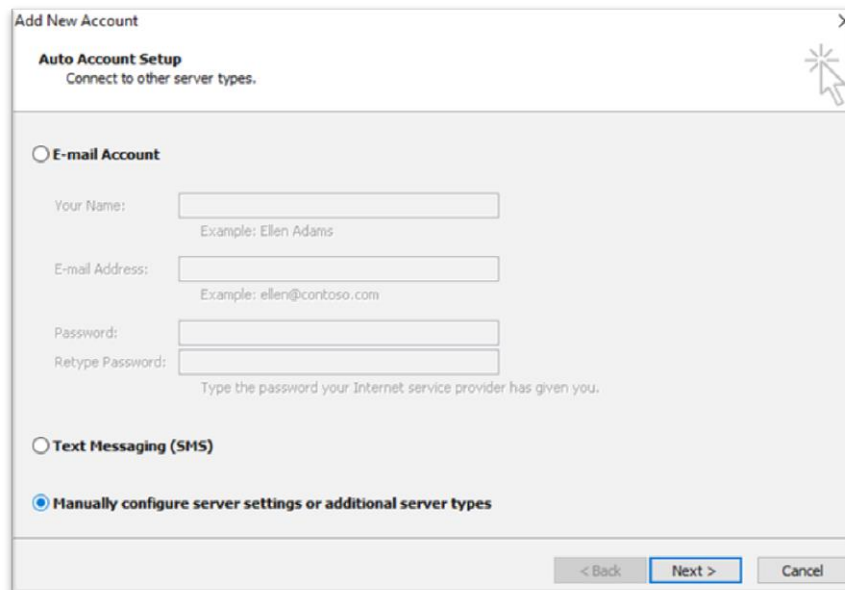


2. Click **Add Account**



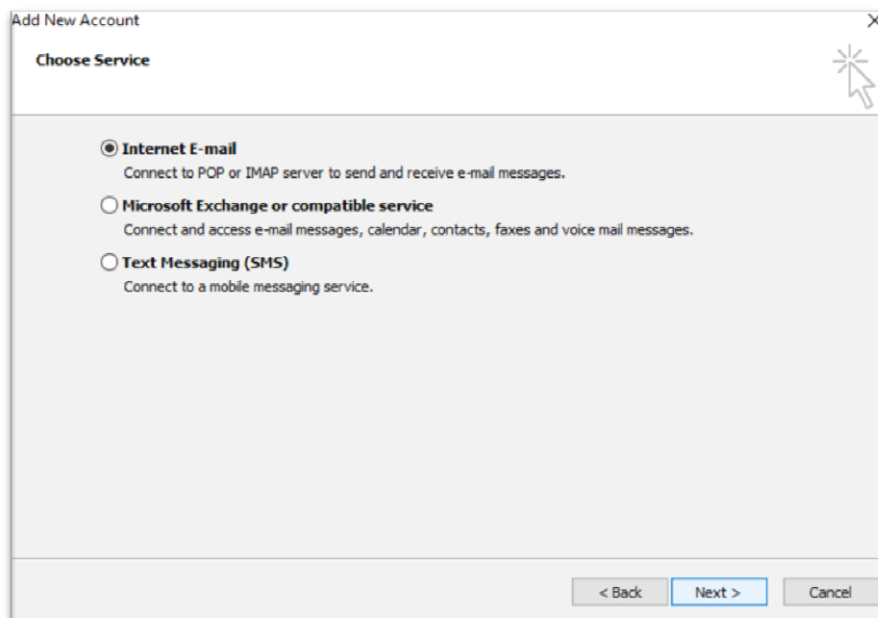
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3. Don't enter your details, just Click/Tick on *Manual setup or additional server types* then click *Next*.



The screenshot shows the 'Add New Account' dialog box with the 'Auto Account Setup' tab selected. The dialog has a title bar with a close button (X) and a help icon (question mark). The main content area is titled 'Auto Account Setup' with the subtitle 'Connect to other server types.' Below this, there are three radio button options: 'E-mail Account', 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. The 'Manually configure server settings or additional server types' option is selected. Below the radio buttons, there are input fields for 'Your Name', 'E-mail Address', 'Password', and 'Retype Password'. The 'Your Name' field has an example 'Ellen Adams'. The 'E-mail Address' field has an example 'ellen@contoso.com'. The 'Password' and 'Retype Password' fields have a note: 'Type the password your Internet service provider has given you.' At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

4. Choose the “Internet E-mail” option, and click “Next”.



The screenshot shows the 'Add New Account' dialog box with the 'Choose Service' tab selected. The dialog has a title bar with a close button (X) and a help icon (question mark). The main content area is titled 'Choose Service'. Below this, there are three radio button options: 'Internet E-mail', 'Microsoft Exchange or compatible service', and 'Text Messaging (SMS)'. The 'Internet E-mail' option is selected. Below the radio buttons, there are three lines of text: 'Connect to POP or IMAP server to send and receive e-mail messages.', 'Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.', and 'Connect to a mobile messaging service.' At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

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5. Internet E-mail Settings

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name:
E-mail Address:

Server Information
Account Type:
Incoming mail server:
Outgoing mail server (SMTP):

Logon Information
User Name:
Password:
☒ Remember password
☐ Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

☒ Test Account Settings by clicking the Next button

Internet E-mail Settings

Your Name: Enter the name you want associated with that email

Email Address: Your full Email address e.g. info@company.co.zw

Account Type: You can choose POP3 or IMAP. We recommend IMAP. In short IMAP allows you to access your emails from multiple devices, while with POP3 you can't do that.

Incoming Mail Server: Enter rssd4286.webaccountserver.com

Outgoing Mail Server: Enter rssd4286.webaccountserver.com

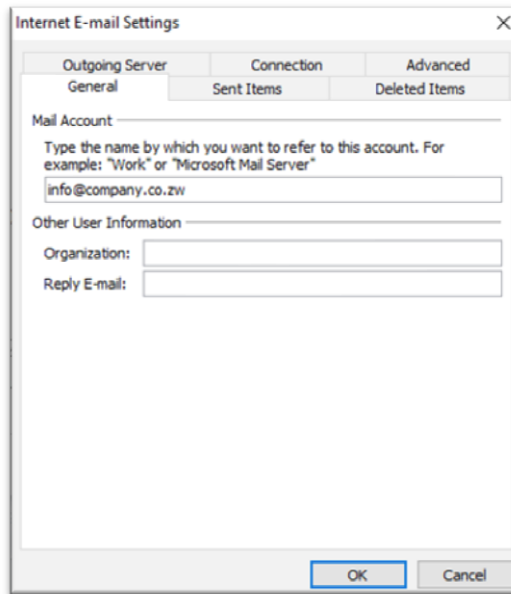
User Name: Your full Email address e.g. info@company.co.zw

Password: Enter your email password

Ensure the Remember Password box is ticked.

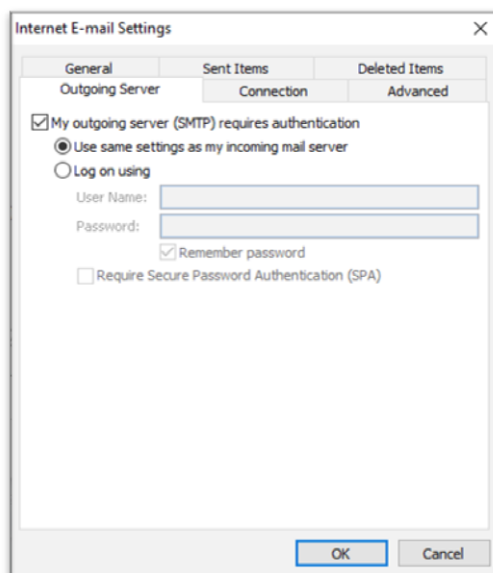
Click on **More Settings** which is on the bottom right. The below will pop up

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The 'Internet E-mail Settings' dialog box is shown with the 'General' tab selected. It contains fields for 'Mail Account' (with a placeholder 'info@company.co.zw'), 'Other User Information' (Organization and Reply E-mail), and 'Outgoing Server' (General, Connection, Advanced, Sent Items, Deleted Items). The 'OK' button is highlighted.

6. Click on **Outgoing Server**

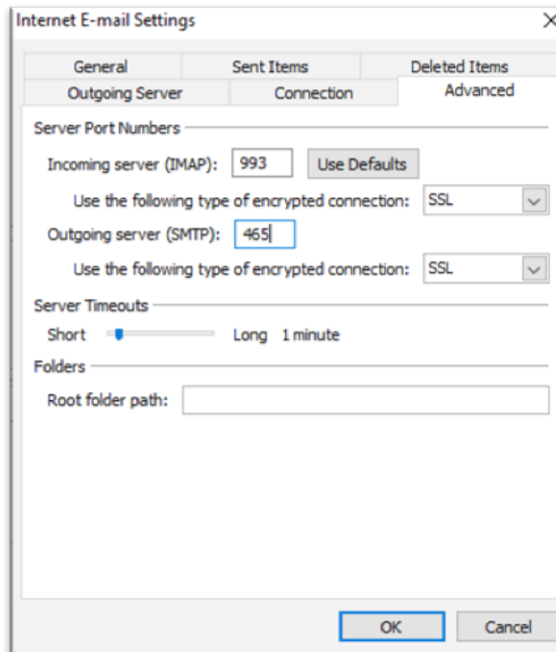


The 'Internet E-mail Settings' dialog box is shown with the 'Outgoing Server' tab selected. It contains a checkbox for 'My outgoing server (SMTP) requires authentication', which is checked. Below it are two radio buttons: 'Use same settings as my incoming mail server' (selected) and 'Log on using'. The 'Log on using' section has fields for 'User Name' and 'Password', and a 'Remember password' checkbox. There is also a 'Require Secure Password Authentication (SPA)' checkbox.

Tick/Select on “*My Outgoing server (SMTP) requires authentication*” as shown above
Make sure “*Use same settings as my incoming mail server*” is selected as shown above.

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7. Click on **Advanced**



On *Incoming Server* enter 993 if you are setting your email as IMAP. If you are setting the email as POP3 then enter 995.

On *Use the following type of encrypted connection* select **SSL**. (NB: On other outlook version you may see a box written “This server requires an encrypted connection SSL.” Make sure you tick the box)

On *Outgoing Server (SMTP)* enter **465**

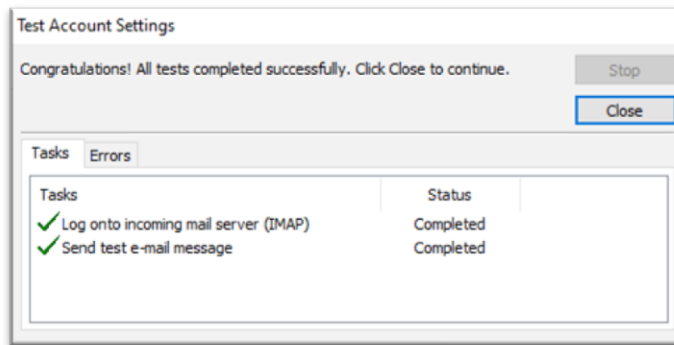
On *Use the following type of encrypted connection* select **SSL**.

Important! Ensure the *Outgoing Server (SMTP)* is still 465. If it has changed enter 465 again.

After that click on **OK**

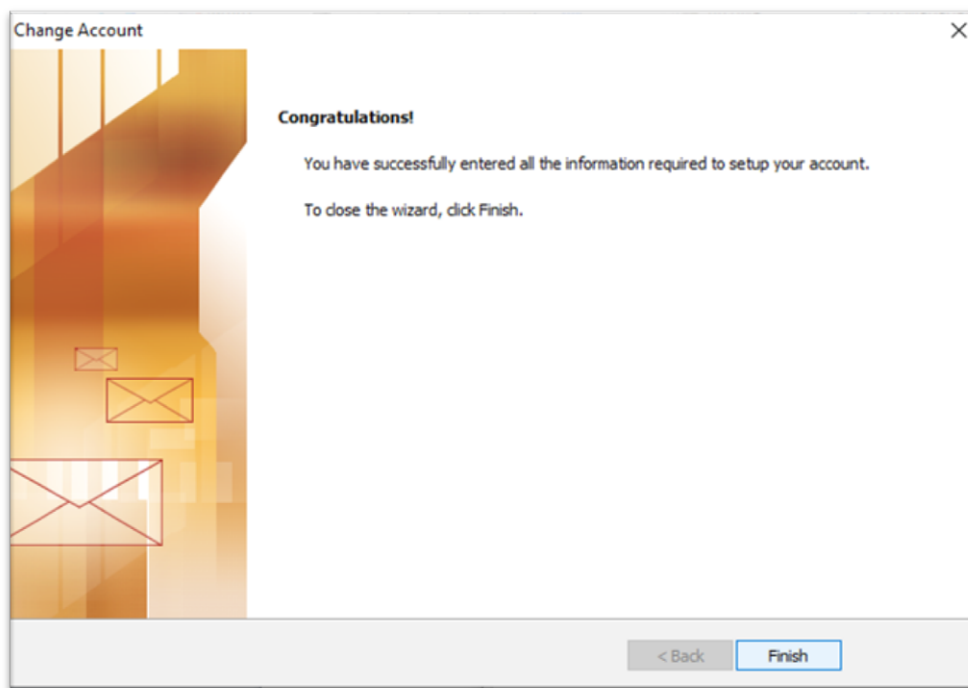
Then click on **Test Account Settings** (NB: If you are using other Outlook Versions you may not see this option, so just click on Next)

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The above will popup, if your settings are correct then Status will be shown as *Completed*. If it shows *Failed* on any of the two then you need to double check your settings by going through this guide again. You may also need to double check your password.

8. Click **Close** on the Test Account Settings Popup. Then click on **Next**. You will then see the below Congratulations message.

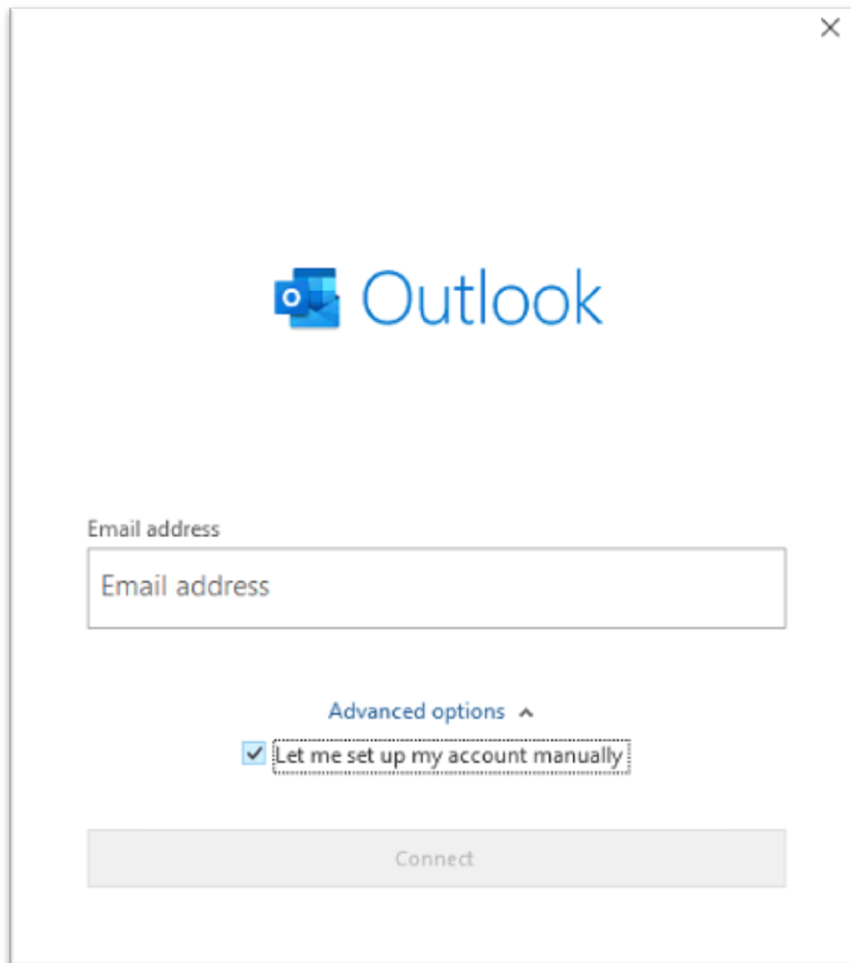


9. Click on **Finish**. You will then be taken to your Outlook, which will then load and download your messages from the server.

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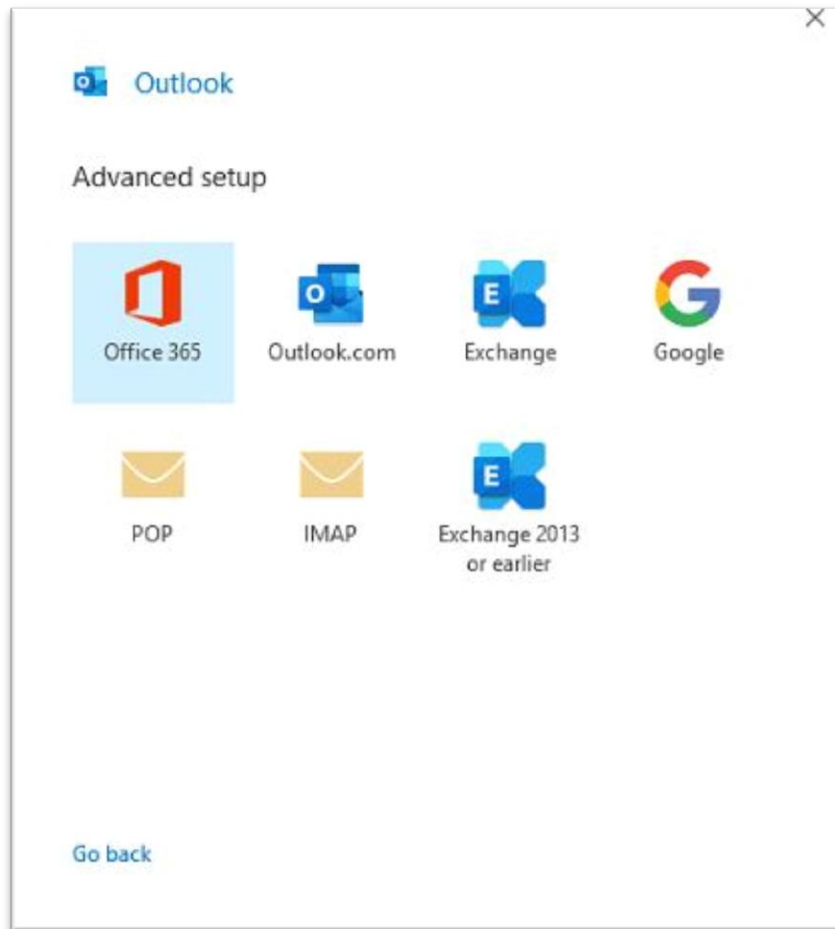
Outlook 2016 Settings

1. Open outlook, and on the top left click the 'File' tab. (If it's your first time to open Outlook and you may not have access to the File Tab, but you will see a window requiring your email address, so skip to Step 3)
2. Click Add account (For pictures of these steps scroll upto the Outlook 2010/2013 instructions above)
3. Enter your email address and click on *Advanced option* and then tick “*Let me setup my account manually*”



4. Click Connect
5. You can choose IMAP or POP. We recommend IMAP. In short IMAP allows you to access your emails from multiple devices, while with POP you can't do that.

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6. Enter the below settings on the screen which appears

Incoming Mail

Server: Enter rssid4286.webaccountserver.com

Port: Enter 993 if you are setting your email as IMAP. If you are setting the email as POP then enter 995.

Encryption Method: Select SSL/TLS

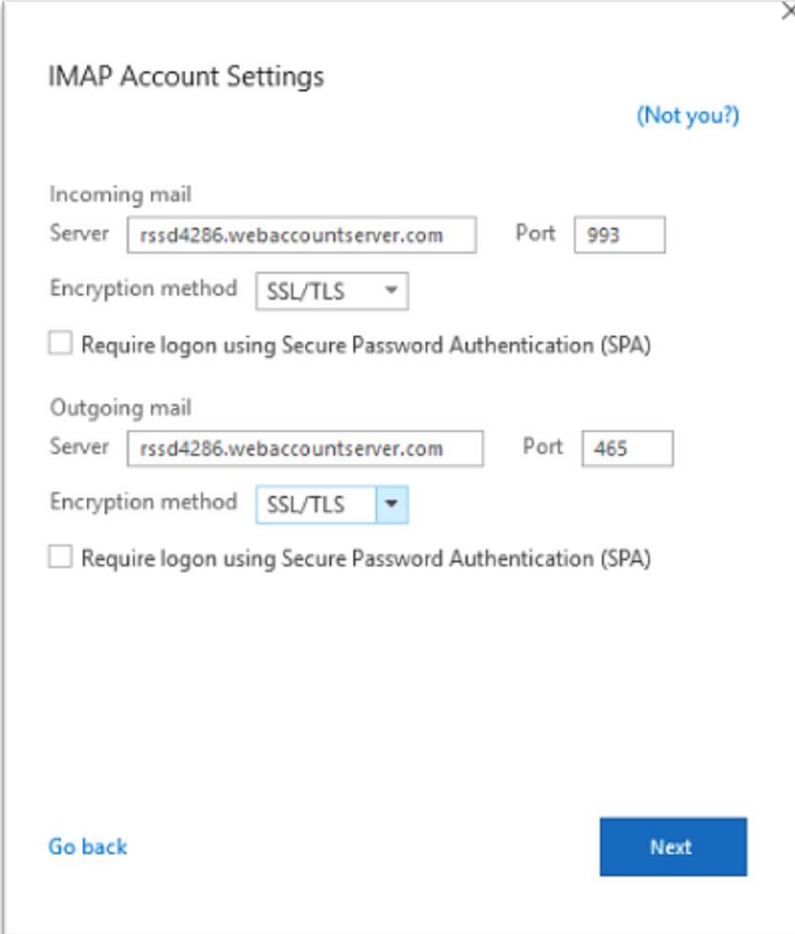
Outgoing Mail

Server: Enter rssid4286.webaccountserver.com

Port: Enter 465

Encryption Method: Select SSL/TLS

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IMAP Account Settings [\(Not you?\)](#)

Incoming mail

Server Port

Encryption method

☐ Require logon using Secure Password Authentication (SPA)

Outgoing mail

Server Port

Encryption method

☐ Require logon using Secure Password Authentication (SPA)

[Go back](#) [Next](#)

It should be like below

7. Click the “Next” button. You will be required to enter your password. Enter the password and click connect. You will see a success confirmation that your email has been added.

If the above instructions are not compatible with your Outlook Version, or if you face any challenges, then get in touch with us and we will assist you.

This guide can also be accessed online on:

<https://clientzone.webzim.co.zw/index.php?rp=/knowledgebase/1/Setting-Up>