

DotEasy Guide

1. Accounts and management

- **Parent Accounts**- Parent account or Master account is like admin account from where the client can overview and access his child accounts. They can view the invoices as well in most cases. They can also see all the products that are inside the child accounts.

- **Child accounts**- child accounts are like subaccounts in which the clients can order and manage separate products. Also the child accounts store information (address, billing, payment methods) that are relevant for the products that the client has. Example: In child1 the client can have domain and hosting related to a domain.com and all the billing and address information is managed from there and NOT from the Parent Account. In child2 the client can have hosting and domain for domain.co.uk and manage it. If client claims that their billing info is incorrect they have to change it from the child account.

Child accounts are able to login ONLY into their account from clients.doteasy.com and they have separate login with username and password. Example: clients.doteasy.com , Username- child1 , password- ..2.cx.jdwsj9oh12 and the client will login into the child account only without having access to other accounts.

We can merge accounts, however the client would need to provide us with the Support PINs of both accounts. We can provide general information on the username, however it needs to be redacted. Example: username of the account is child123, we can give the client that the username starts with ch*****3 .

2. The products that are unique for this brand are:

Website Builder – easy template website builder

Hosted Apps- legacy site builder that will be removed

Smartermail – Email Solution for management of email accounts

Email and Virus Protection (SpamExperts). - Spam Experts- basically filters

Domain Management- DNS management and Redirects

To check the old site version of Doteasy check archive.doteasy.com

Website Builder- It cannot function without Hosting Package. If you see a Website Builder without Hosting it means its not functioning. This is 3rd party product which we have basic access, however can offer and troubleshoot in order to make it work. For client queries we can explore the application and if we cant find something ask-doteasy channel is the place to escalate. Website builder has different tiers that provide different features. They can be reviewed in here: <https://archive.doteasy.com/website-builder/>

The IP behind the Website Builder is usually 51.79.51.72 but there are other variations and if you are not quite sure for it you can check in Upmind>Website Builder (domain.com) > Manage> Scroll down to IP Address. If the IP address is not visible there it is possible that the client does not use it.

If the client wants to switch to Website Builder that they already have in their account just changing the IP should be enough, however sometimes it might be needed to be manually switched from legacy.doteasy.com (escalate in ask-doteasy)

SSL and Website builder- Starter and Unlimited hosting (website builder tiers) do not have inbuild SSL and it needs to be purchased by the client and installed by us (ask-doteasy) .

Pricing wise it is 5.11CAD per month. It is best to match the due date of the Website Builder with the one of the Hosting package the client has so that the SSL price will be automatically adjusted or we have to manually calculate it.

HostedApps (web tools, web pages etc) are going to be deleted and we no longer offer them to clients. If a client comes with a query you can advise them to start using Website Builder (we can add it for him). Also raise a ticket and ask-doteasy for support on the case.

Smartermail – As mentioned previously its a legacy Email Solution attached to the Web Hosting that allows the clients to have number of email accounts with limited storage shared between all email IDs.

If Smartermail is present in the accounts there is a high chance for the client to be using it. To confirm use dig mx and the result should be dpmailXX or dpmailXXX.doteasy.com .

Migrating from Smartermail to cPanel is ONLY if the client does the manual migration via export/import through Mail Client.

The Storage Tier is as follows:

- Basic Hosting (legacy), Ultra Hosting(legacy), Starter Hosting – 1GB (6 users)
- Unlimited, Business, Cloud Hosting plans- 10GB. (10 users)

Additional Storage- MailPro and SPAM and Email Protection provide 2GB storage.

To check if the client has MailPro – Upmind> Hosting> Overview

Smartermail has admin email and user email. Admin email has access to manage and edit all the other users. (admin email generally is the upmind account username @domain.com. Example if the username of the upmind account is angel, then the admin account for Smartermail is angel@domain.com).

If Smartermail is present in the accounts there is a high chance for the client to be using it. To confirm use dig mx and the result should be dpmailXX or dpmailXXX.doteasy.com .

To check the email usage for the whole Smartermail package follow the next steps:

Smartermail> Login > Login with the admin email> Left side Settings- Cogwheel>Users (check on top).

To check email usage for the users:

Smartermail> Login > Login with the admin email> Left side Settings- Cogwheel>Domain Summary Report >Traffic Reports> Disk Usage

For logs we do have access through SysPass but it is best to escalate to ask-doteasy

Email and Virus protection- Basic SpamExperts tool that can be used for filtering. Usually its best to ask-doteasy. The client needs to have email service of Smartermail or cPanel before activating Email and Virus protection.

The MX records for Email and Virus protection are:

mx1.doteasy.com – prio 10

mx2.doteasy.com – prio 20

mx3.doteasy.com – prio 30

Domain Management- DNS and redirect solution. Clients can use this free product as add-on to their domain to manage their DNS records or make a redirect from their domain to a link. This does not require them to have cPanel to manage.

Adding the Domain Management goes as follows: Upmind>Place new order> Domain Services> Domain Management> Proceed with the order. It's free and after that go to the newly added product>Create> place the domain in the 3rd field and click "Create".

Redirect- there is a menu inside the product called "HTTP redirect". In order for it to work, the A record should point to our redirect server - 192.250.239.171

Otherwise than that it's a simple DNS record management.

In order for this to work you can check with Slack Command /masterdns domain.com and if it's using dedns.whgi.net then it is using the Domain Management tool.

The nameservers of DotEasy are few pairs that are all on our DNS Cluster.

ns1.mysecurecloudhost.com

ns2.mysecurecloudhost.com

ns3.mysecurecloudhost.com

ns4.mysecurecloudhost.com

Example for Doteasy NS. Numbers may be different but it's okay.

dns1.doteasy.com

dns2.doteasy.com

dns21.doteasy.com

dns22.doteasy.com