

E-commerce Web Hosting Package

Welcome To Your Windstream Hosting Service!

We are pleased you have chosen us as your solutions provider to help your business become even more successful. We recognize your time is valuable, which is why we created easy to follow instructions to setup your services quickly, as well as explain the features and options available with your solution.

You should have received a welcome email containing your Domain and Password, which you will need to setup your services. If you do not have your welcome email, please call us at 800.316.4581, option 1. We are happy to email you another welcome email containing your Domain and Password.

To begin learning about your new service and how to get it setup, continue reading below to start the step-by-step process.

Thanks again for choosing Windstream as your hosting solution provider.

Domain Names

IMPORTANT!

If you did not purchase your Domain Name from Windstream, or are moving your domain to Windstream from another provider you will need to update the name servers for your domain. You will need to work with your old provider or the company you purchased the Domain Name from and have the Name Servers updated to the Name Servers listed below:

Name Servers

ns1.windstreamhosting.biz

ns2.windstreamhosting.biz

ns3.windstreamhosting.biz

ns4.windstreamhosting.biz

Please Note:

You may not have email access for 24 to 48 hours once this is complete.

Accessing Your Control Panel

Your hosting service has a Control Panel, an interface allowing you to access, maintain, and monitor your hosting service.

To access the Control Panel:

- Click on the black Login tab at the top of this page.
- Use the Domain and Password provided to you in your welcome email to login to the 'Control Panel Login'.

Once logged in, you will find many useful tools for your hosting service along with a detailed help menu for each function of the control panel. To access the help menu for each functionality, click the '?' button located on the top right corner of each window.

Email

Special Instructions

If you are hosting your email with Windstream and using a Third Party Spam Filter for your Email, you will need to add in the following TEXT record in your DNS Manager:

- Name: mxok
- Type: TXT
- Value: key=bXgxYzI4LmNhcnJpZXJ6b25lLmNvbQ==
- Once propagated, your new record should reflect the following:
- mxok.yourdomain.com IN TXT 'key=bXgxYzI4LmNhcnJpZXJ6b25lLmNvbQ=='

EasyMail Setup (Email Setup)

Your email accounts are managed through the website control panel. To create your new email accounts, please go to the below link for instructions:

[Manage Email Addresses](#)

Should you wish to configure an email program such as Microsoft Outlook, Outlook Express, or Mac Mail, please click the link below to view our different email client guides.

[Email Client Settings](#)

Homepage Naming Conventions

The first page should be named either index.htm, index.html, index.shtml, index.phtml, index.php, index.wml, or index.php3. The server will return the first index file it finds, regardless of any other files you have. Therefore, it is best to keep only one index file in your public directory to avoid

confusion. If your package does not include scripting, your page must be named index.htm or index.html. Subsequent pages may be named whatever you wish, but the primary page must be named this way.

Please Note:

It is standard industry policy to label all of your pages in lower case text (for example, index.html is better than Index.html).

Uploading Files Using FTP

If you have an existing website and would like to move it to our servers, please follow the instructions below to FTP into our server. An FTP client, such as Filezilla is used to connect your computer to our servers.

Important Notes:

You must have a copy of your website. If you do not have a copy of your website, you may need to contact your former provider.

Verify that you have an FTP client installed on your computer. If you do not have an FTP client or you are not sure if you have one, you can download a free copy of Filezilla [HERE](#).

FTP Client Info

Setting

Host Name / Address

yourdomainname.com (your domain name)

User Name

yourdomainname.com (your domain name)

Password

The password from your Welcome Letter

To upload your site before the DNS propagates use the following information:

FTP Client Info

Setting

Host Name / Address

64.29.145.9

User Name

yourdomainname.com (your domain name)

Password

The password from your Welcome Letter

Once connected, you may move your website and anything that you want the public to see in the *public* folder. This would include any web pages, pictures, PDF documents, etc.

Managing Your DNS

Your DNS records are managed through the website control panel. To create or edit records, please do the following:

- Once logged into your control panel, select 'Manage' from your control panel tool bar.
- Locate and select the icon for 'DNS Manager'. This will open a new window on the page. Click the light grey 'Start' button.
- You are now at the DNS Manager Main Menu. Select 'Edit Zone File'.
- Here you will see your current zone file. Select any of the records in the left box and you will be able to edit it in the right box. You must '**Apply**' any record changed in the right box.
- There is also an option to 'Add record'. This is a blue link directly above your zone file on the left. Any new records will be entered in the right box (same box used to edit a current record). You must '**Apply**' any new record created in the right box.
- To the right of all records, except the root, there is a red delete icon for removing any records you may no longer need. If any record is removed you must '**Apply**' that change in the left box.
- Once finished with any edits, click the green 'Next' button to the right. This will take you to a confirmation screen. Click the green 'Next' button again to continue.
- You have successfully changed your zone file. Click the 'Close' button.

Please Note:

It may take 24 to 48 hours for DNS to completely propagate. If you would like to check your DNS records please visit the following link: <http://windstreamhosting.com/dnslookup>

Managing Your SSL

Your SSL is managed through the website control panel. To activate your SSL, please do the following:

- Once logged into your control panel, select 'Security' from your control panel tool bar.
- Locate and select the icon for 'SSL Manager'. This will open a new window on the page. Click the light grey 'Start' button.

From here, you will have a choice of a Generic SSL or Vanity SSL.

Previewing Your Website

If you are transferring a domain to our servers and wish to upload and preview your site before DNS propagation, our Preview feature allows you to do so. Once everything is uploaded in to the public directory, you can preview your site by visiting the following site:

<http://yourdomainname.com.c25.sitepreviewer.com/>

(make sure to replace yourdomainname.com with your actual domain name)

Please Note:

Some pictures and links may not work until the page has been successfully moved.

Support Information

Should you require assistance or have questions, please contact **Domain Services Support** at **800.316.4581**.