

Intro 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, and then Option 1. We are happy to email you another welcome email containing your Domain and Password.

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.

EasySiteWizard Pro(Website Creation Tool)

EasySiteWizard allows you customize a website in just a few simple steps. You have access to over 300 industry specific templates or use an indexed library of over 30,000 web-ready images. With our Page Editor you can tailor your website to exactly your specifications. Follow these simple steps to create your website:

- Log in to the website control panel with your login information from your Welcome Letter.
- Once logged in, click on the build button then click on EasySiteWizard Pro.
- Java plug-in is required in order to use Page Editor, which is the application necessary to build your website. If this is not installed on your computer, a prompt will appear providing you with a link to download the plug-in.

If you need assistance building your website using the EasySiteWizard application, please click the following link to watch a video tutorial.

[Video Tutorial](#)

Please Note:

Windstream Domain Services does not assist in website development; including populating text fields and uploading data or images. Windstream does offer professional web development services for customers interested in having their website custom designed for them. For more information please call 800.843.9214.

Support Information

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