



Assent

Quick Start Guide

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1. General

Domain Names

It can take up to 48 hours, after an order is placed, for a domain name to be registered and fully functioning ready to use.

Account Details

You should have been given your account details, including your username and password, on a separate document. If not, please contact help@assent1.com.

Web

If you have purchased web space for a website you will need to delete the `index.html` holding page which is automatically generated.

Control Panel

For security reasons, our control panel is now protected by our firewall. If you would like to manage your domain directly using the control panel, please contact us.

Reports

Reports on disk space and bandwidth usage are available upon request.

Visitor Statistics

Our comprehensive graphical statistics will display information on visitor sources and habits. Access them in your web browser via www.domainname.com/webstat. A username and password may be required.



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2. Email Setup

Creating or Removing an Email Address

Check your service plan for the allowed number of email addresses. If you would like additional email addresses created please contact support.

Security

It is mandatory that all mail accounts use complex passwords which should include a number and a special character (! @ \$ % ^ & *)

If you believe your password is known or compromised, please contact support immediately to have it reset.

Space quotas apply.

2.2 Using Email Client Software

You can use software such as Microsoft Outlook to send and receive emails through your account.

Account Type:	POP3 / SMTP
Username / Password:	As supplied.
Email Address:	As supplied.
Incoming Mail Server + Port:	mail. <i>domainname.com</i> 110
Outgoing Mail Server + Port:	mail. <i>domainname.com</i> 25
Outgoing Server Authentication	Requires Authentication. Use Same Settings as my incoming server.

2.3 Using Web Mail

Using your web browser, go to [http://webmail.*domainname.com*](http://webmail.domainname.com). No WWW is needed.

Use the details from your documentation to log in. Remember the username is the part of the email address before the @ sign.

Once you have logged in you may be asked about maintenance options. These are to keep your email account tidy and generally help you. Choose the option, which will suit you best or click skip.

Now you can send and receive emails using the web mail account. Select "Compose" to write an email or click the "inbox" icon to view your messages.

There is also an address book and calendar which you can use. These can all be found on a menu at the bottom of the screen.



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2.4 Using Email on Smart Phones

Our email service supports IMAP push email for smart phones. Use the same details to set the account up.

2.5 Using Email with Restrictive ISPs

For security reasons, some ISPs may block access to SMTP port 25 apart from their own email addresses.

In this case we provide an alternative SMTP port **587**. Change this in the account settings on your email client.

3. Uploading a Website Using FTP

Choosing an FTP Client

To upload files using FTP you need some FTP software.

Windows FTP Client

If you are using windows XP or later you can use the built in FTP client. Go to "My Computer" and look for the address bar where you can type in you FTP address. If it is not displayed, go to the View Menu and then toolbars, select address bar.

Then type your FTP address in to the address bar. It will look like: ftp://www.mydomain.com.

Other FTP Clients

Some widely used FTP clients:

- Filezilla - <http://filezilla-project.org/>
- Smart FTP - <http://www.smartftp.com/>
- Cute FTP - <http://www.cuteftp.com>
- CoffeeCup Direct FTP - <http://www.coffeecup.com/software/>

Connecting and Uploading

Please see you documentation for FTP details.

For public viewing, upload your documents to the **httpdocs** folder.

Check that your home page is named either index or default and that there are no other files called index of default in this directory.

Note

Changes to Name Servers and other DNS records could take up to 48 hours to take effect.