

Welcome to Vidahost Thanks for signing up.

By now you should have received your a setup email from us ('Hosting Account Setup Complete') which contains all the logins that you need to get started. We have placed you on webspace with an **incredible specification**, and that runs on our own **private superfast network**.

You are all set to get started.

This welcome document is a guide to some of the main features with Vidahost. It covers the following:

1. An **Introduction** to cPanel
2. How **Domain Names** work
3. **One-Click Installs** - A site in minutes
4. **File Management**
5. **MySQL Databases**
6. Creating and managing **E-mail Accounts**
7. **12x Daily Backups**
8. **Multiple Domains**
9. Common Issues and **Solutions**
10. Our **Affiliate System**
11. **Support** and Knowledgebase

We pride ourselves on our support, so if you have any questions please call us on **0800 0470417** or email us at support@vidahost.com and we will be more than happy to help.

If you are transferring to us from another provider, send us a quick email. In many cases we can help you with the move - and we can certainly offer custom advice for your situation. If your old host uses cPanel. for instance, we can manage the whole process seamlessly.



Above: This is a Dell R710. We use one of these to host your shared hosting package. It has disks in RAID 10, which means that if a hard drive fails, we can simply replace it without even having to take the server offline.

Right: This is the cPanel homescreen - from here you can control almost all aspects of your hosting package.

1. An Introduction to cPanel

cPanel is the name of the control panel you can use to manage your site. In our setup email, you can login using the details that look like this:

cPanel URL: <https://xxxxxxx.footholds.net:2083>

Username: xxxxxxxx

Password: xxxxxxxxxx

You can also login from **Vidahost.com** - provided your domain name is registered and pointing to us (see section 2) you can use the form on the right.

cPanel is separate from our **My.Vidahost** billing system and lets you control all of your hosting in one area.



While it is very easy to use, cPanel has a lot of options. You will not need them all, but this guide outlines most of the fundamentals! We hope it helps you get to grips with cPanel quickly, because it is an immensely powerful system.

2. How Domain Names work

Each cPanel account has a domain name associated with it - this is your **'main domain'**. From our starter package up, we provide a free domain registration - otherwise we charge a small amount for the registration.

If you have registered the domain through us, this works automatically. If you have registered a domain elsewhere, you need to change the nameservers to the following:

Nameserver 1: ns1.vidahost.com

Nameserver 2: ns2.vidahost.com

Advanced: A domain name isn't intrinsically linked to a hosting package. You can register a domain name with whichever registrar you like. and then set the nameservers (like ours above) with that registrar.

When you visit a domain name set to our nameservers, our cluster of servers sees the request. Using something called 'vhosts' we then point the visitor to whichever cPanel account that domain name is associated with.

Have a look at section 8 for more information.

If you want to test on our servers before you point the domain name to us, or if you have not registered your domain name yet, you can also use a **'temporary URL'**. This is also in your setup email - it will be in the following format:

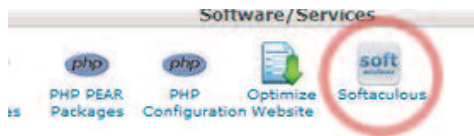
Temporary URL: <http://123.456.789.10/~xxxxxx>

Advanced: The number you see above is the server IP address. Note that whenever we ask you to connect to a 'hostname' - for example your mailserver or your ftp hostname, these just point to this IP.

3. One Click Installs with Softaculous

Do you want to design your own website? We recommend using one of the many excellent open source scripts out there, like **Wordpress** or **Joomla**. If you want to set up your own E-Commerce shop you could also use cart software like **Magento**, **Cubecart** or **Prestashop**. At Vidahost you can auto-install all of this software (and much more) in one-click!

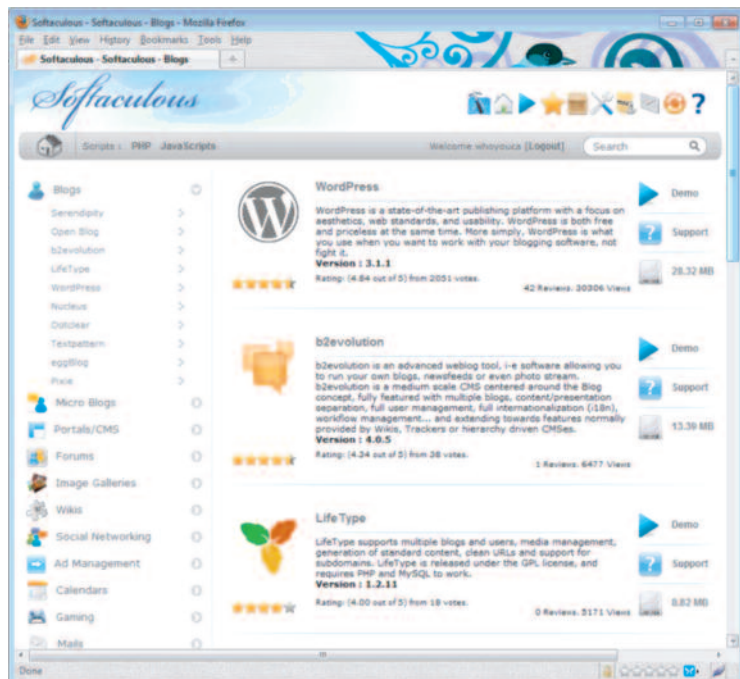
To do this, first log into cPanel, and then click 'Softaculous'.



This will then load up a new window which lets you browse through all the different software available. If you wanted to install Wordpress you could just click that on the left and then click 'Install' on the top right.

Softaculous also includes demos and reviews of all the available software, plus you can use it to update anything installed to the latest version.

For a detailed walkthrough on how to use this, go to youtube.com and search for **'Vidahost Softaculous'**. That is a walkthrough on how to install Wordpress, and is very comprehensive.



If you would like some advice on which software to use, why not ask on our forum, at forum.vidahost.com?

4. File Management

Alternatively, if you want to design your websites on your computer, or if you want to upload files from your computer, you can use **FTP**. This stands for **'File Transfer Protocol'**.

To use FTP you can either use the **'File Manager'** through cPanel, or a desktop program such as **Filezilla** or **Dreamweaver**. They will prompt you for a hostname, username, password and port - all of which you can find in our setup email.

So how does it work?

Essentially, the server we host on works like a big file system, which (very simplified) looks like this:



When you connect via FTP it logs you into the 'your account' folder. When a visitor goes your domain name in their web browser they load the contents of the 'public_html' folder, which their browser then shows as webpages.

Advanced: If you are using a full FTP client (like Filezilla) then the interface looks very similar to your standard file explorer. You can treat files and folders in the same way - overwrite, deleting and renames all work online too!

5. MySQL Databases

Please note that database administration is really intended for advanced users only. Most basic users that require databases can install software using Softaculous (section 3) instead, and understanding is not fundamental to running a successful website.



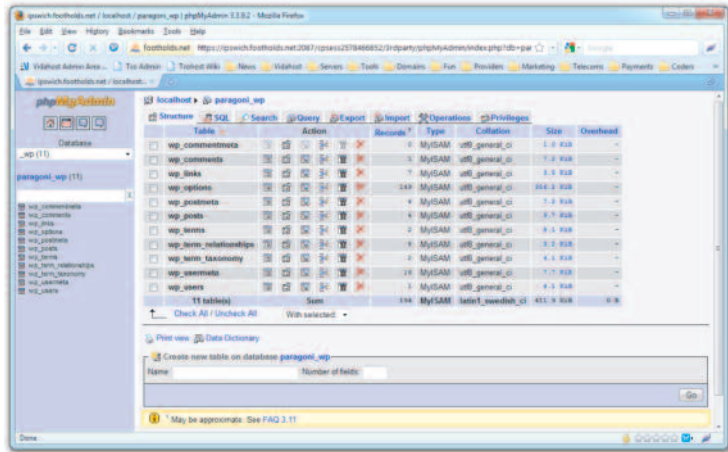
Databases are a very powerful part of running a site online. They can store dynamic content you want to display on your website. You can create and manage databases through the 'Databases' section in cPanel, where you'll see the four options shown above.

Left: This is the Softaculous dashboard. On the left you can browse through almost 200 different software programs to install in one-click!

MySQL Databases and the **MySQL Database Wizard** let We recommend using the Database wizard, which sets you up with everything you need.

The database hostname is 'localhost' when in a config file. If you want to access tehe site remotely, you can use the server hostname to connect. **Remote MySQL** is useful if you want to connect to a database from elsewhere - you just need to add the remote IP to the access list.

PHPMyAdmin is an online interface for administering your databases. It's a fully featured editor. You can import databases from an SQL dump using the 'Import' tab.



If you are having problems connecting, the error is almost always either that the login details are incorrect, or that the user has not been added to the database.

6. Creating and Managing E-mail Accounts

Emails are a fundamental part of any business, and email support with Vidahost is truly first class. We'll first look at setting up email accounts, and then show you can check them.

To configure mailboxes, log into cPanel and click 'E-mail Accounts'. Enter the required email address and enter a password, then click 'Create Account'. By default we set an email quota size of 250MB per account, which you can change at any time.

Now that your emails are setup, you can access them in several ways:

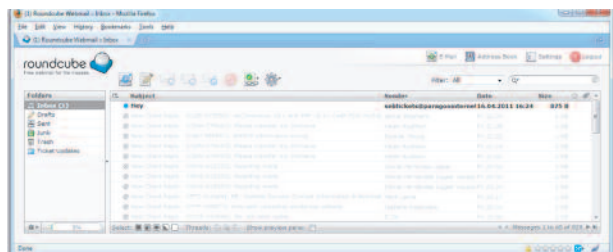
Webmail

We give you a choice of three options - for beginners we recommend Roundcube, which looks fantastic.

Go to www.yourdomain.com/webmail

Username: Full e-mail address

Password: The e-mail password you created.



Through a Desktop Client (e.g. Outlook)

It's very straightforward to configure your emails in a mail client and access them on your computer.

Because there are so many mail client variations we have created a few walkthroughs - just go to Vidahost.com and search for the name of your mail client. If you do not have one already, **Mozilla Thunderbird** is a great open source option.

Advanced: The default mail details are:
POP/IMAP/SMTP Hostname: *mail.domain.com*
Username: *Full Email Address*
Password: *Email Address Password*
SSL: *Off (or on using server hostname)*
SMTP Authentication: *On*
Alternate SMTP port: *26*



Phone Setup

Blackberry, Android and iPhone mobiles all support IMAP, which means we fully support them. You can configure them with the info in the box above.

Have an explore of all the email features in cPanel - there are many options including email forwarding, auto-responders, spam filtering and many more.

7. 12 x Daily Backups

Everyone makes mistakes. When you develop sites there is a high chance that at some stage you'll need to roll back your files, or recover an email.



This is why we have partnered with R1Soft to offer 12 x daily incremental backups of your hosting space.

If you need to restore at any point, either click 'R1Soft' in your control panel or get in touch with us, letting us know what you would like restored. Restores usually take around 15 minutes.

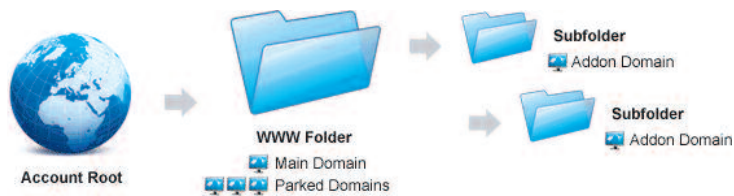
We take these backups offsite and make multiple copies, so in case of a totally catastrophic event which would take out the whole datacentre, we estimate that we could get everything back online within 48-72 hours.

Full Backup
A full backup includes all of the files in your home directory, your MySQL databases, and your email forwarders and filters. You can back up your account to preserve your data, or to move your account to another cPanel server.

[Download or Generate a Full Website Backup](#)

Of course, it's always advisable to take backups yourself. You can do this through cPanel by clicking the 'backups' icon and downloading a full cPanel backup.

8. Multi Domain



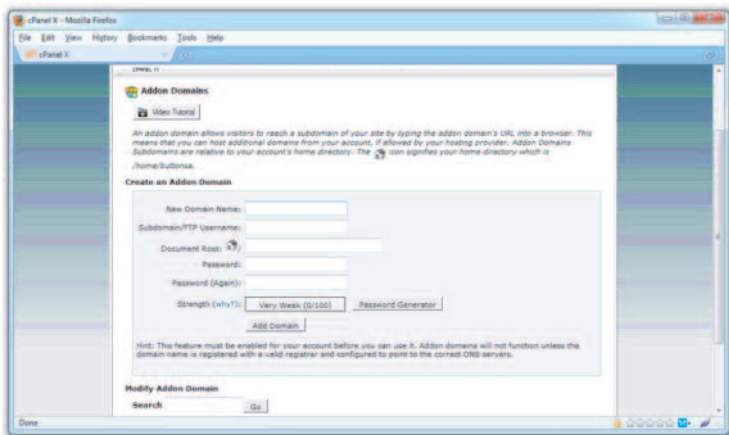
There are two ways that you can use Vidahost hosting for multiple domains. The first is through **parked domains** which are effectively domain aliases. These are useful if you have multiple versions of one domain (a .com and a .co.uk, for example) and want to use them both for the same website.

Advanced: When adding parked domains, beware of a 'duplicate content' issue. When Google crawls your sites, you could be penalised for having the same content on two sites. For this reason, it's advisable to use a **301 redirect** (cPanel -> Redirects) to forward secondary domains to your main domain.

You can use a parked domain in exactly the same way as a main domain - create emails, setup ftp accounts and so on.

The second (and more major) multiple domain option is **addon domains**. Addon domains let you run multiple independent websites from your hosting space. This is available with packages from our Starter upwards.

If you look back to the folder structure in part 4, addon domains run out of the subfolders within your account. You can set exactly where through cpanel 'addon domains' option. When filling that information in, you need to specify a 'directory path' that you would like to use. Don't worry so much about the 'subdomain' and 'password' fields there - most people don't use them.



As soon as an addon domain is created, you can then use:

- Softaculous to auto-install scripts
- FTP to upload files (navigate to the directory path)
- Email Account to setup emails
- And your extra domain names to load their own site.

No body knows about this setup but you - it's totally transparent.

9. Common Issues

Is Spam Filtering enabled by default?

While we do some spam filtering all the time, we do not enable Spam Assassin by default. To do so go to cPanel, then click Spam Assassin.

Spam Assassin works on a scoring system, where emails are marked out of 10, and then discarded or deleted based on their score. You can adjust the score through the Spam Assassin configuration.

I have a question about domain transfers...

If you have any questions about domain transfers, have one in progress, or want to know some more about transferring domains to us, then the best thing to do is to contact us. We could pretty much fill up another one of these documents with domain transfer info so we won't do that here!

Most fundamentally, if you want to point a domain to our hosting you need to set the nameservers to:

ns1.vidahost.com
ns2.vidahost.com

Transfers are separate to this and you register domains with whoever you like. However, we think our domain registration features and prices are excellent, and would love to do you a deal on transferring your domains over to us!

Do I need an SSL?

If you want to take personal details on your site, then you should have an SSL certificate. This not only encrypts the connection between your visitor and the server, but also proves to the user that you are a legitimate operation.

We can offer you an SSL certificate for £29+VAT per year, which also enables you to display a site seal on your website.

Note that if you forward on your users to Paypal or Sagepay for payment processing, and don't take personal details yourself, there's no real need to sign up for an SSL certificate. As with everything we do at Vidahost - we don't try and sell you something you don't need.

Can I use Google Apps for my email?

Yes - absolutely. We give you full DNS management. To add Google Apps support click 'MX Entry' in cPanel and then follow Google's instructions. You can also set general DNS entries through 'Advanced DNS Zone manager'



I cannot send email...

Some providers (such as O2, Orange, Three and Talk Talk) block email sending on port 25. If you cannot send email through your mail client, try changing your outgoing port to 26

Also make sure that you have SSL off and SMTP Authentication ON. If you do want to use SSL, use the server hostname as the mailservers.

My site has gone offline!

If you suddenly can't see your site then the most likely cause is that you have been blocked by our security system. This usually happens because you have been entering an incorrect password.

Send us an email with the IP address you see at [vidahost.com/ip](mailto:support@vidahost.com) and we'll unblock you and let you know the reason.

My site is online, but I can't access cPanel

Some networks (usually work or educational networks) block cPanel access. We have a workaround set up - try going to <http://cpanel.domain.com>

I need a login reset

To reset your password you can login to your Vidahost client billing area at my.vidahost.com, view the details of your hosting package and then resetting the login.

You can also upgrade and downgrade your package from this area.

Advanced:

- We run suPHP which means you never need to worry about changing permissions for write access. The default of 755 for directories and 644 for files is fine. However, we strongly recommend setting PHP files to chmod 400 (or 600 if you need write access).

- Due to running suPHP, php_flag and php_value lines are not supported however we can provide your account with a custom php.ini on request.

- Additionally, many functions are disabled by default to enhance security. One common issue is that Prestashop can require exec() for image uploads so do contact us should you see any issues.

- We run mod_security and Suhosin. This can very occasionally cause issues with some software. The configurations we run are well-tuned but should you see a 406 Not Acceptable error, please contact us for assistance.

10. Our Affiliate System

If you like the way we run things - and want to tell other people about us - then our **affiliate system** may be of interest. **Vidahost** has grown to 7000+ customers almost entirely through reputation and word of mouth, so our affiliate system is a way of saying thank you.

We pay 25% commission on the initial sign up amount of any shared or reseller hosting account referred - so for example if you refer someone to our yearly advanced package that's £25. There's no long delay and no catches - we give you a £5 bonus for signing up, and you can withdraw any amount over £10 by bank transfer, Paypal, or to credit on your own **Vidahost** account.

For more details log into My.Vidahost and click '**Affiliate Centre**'.

11. Support and Knowledgebase

We have a comprehensive knowledgebase coming soon!

In the meantime, you can contact us by the following means:

Phone: 0800 0470417

9am - 11pm, 7 days a week, 365 days a year

Email: support@vidahost.com

7 days a week, 365 days a year. 10 minute average response!

Community Forums: forum.vidahost.com

If you would like someone to contact us on your behalf (for example a designer) please add them as a contact on your **My.Vidahost** account.

Thanks for reading! And good luck!