

## Step 1 - Creating Your Administrative Account

We presume that your Reseller account has been created. Here's how to create your Administrative account which you'll use to create your hosting plans, add your own domain, signup customer domains, etc.

1. Open your "New Account" notification e-mail from OnlineNIC.
2. Click the given Control Panel URL to get directly to your H-Sphere Control Panel login page. If you misplace it, you can always login from here in the support center or by going directly to:

<http://cp.onlinenic.com:8080>

3. At the login page, enter your login and password provided in the New Account email and click "Login"

You are now in your **Reseller** control panel. Your **reseller account**, represents you as a user of the system but doesn't allow you to provide hosting services. It only allows you to do certain functions pertaining to your account with us, such as change your reseller account password, view invoices, submit support tickets to OnlineNIC, view resource use, and login to your administrative control panel. It is a *gateway* to creating your **Administrative** account.

When you first login to your reseller account you will see the following on your screen:

Add administrative account	
Admin login	<input type="text"/>
Admin password	<input type="password"/>
Confirm password	<input type="password"/>
Description	<input type="text"/>
E-mail	<input type="text"/>
<input type="submit" value="Submit"/>	

- Enter your *Admin login*. It must be different from the one you used for your reseller account. It will be used to log directly into your Administrative account.
- Enter *Admin password* to log into your admin account.
- Enter *Description* for any additional info you want to leave about the account (optional).
- Enter contact *Email*.
- Click *Submit*.

On the next page, click *Login* to enter the newly created admin account:

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Your Administrative Account control panel will then appear in a new window.

Now you are ready to [setup your DNS zones and aliases....](#)

## Step 2 - Setting Up Your DNS Zones and Server Aliases

Once your Administrative Account is setup, the first thing you will want to do is define your "DNS Zone." Doing this adds your primary domain name to our nameservers and allows you to start hosting your own domains.

1. Select *DNS Manager* in the *E. Manager* menu.
2. On the page that appears, click the *Add DNS Zone* link.
3. Enter all necessary information on the page that appears, where:

*Name*: the name of your domain **without** the "www" part.

*Admin e-mail*: your e-mail address with ' .' instead of @

*Allow third level domain hosting*: check this box to let your customers setup domains like *customerdomain.yourdomain.com*.

*Master server* and *slave 1*: Leave as is.

4. Click *Submit*.

Before you leave that section you will also need to create an **instant alias** template.

The **instant alias** template is required to generate "instant aliases." They provide immediate access to your customers' sites while DNS servers get updated (think of it as a substitute for an IP address). It allows them to access their control panels and upload their files immediately upon sign-up, while they wait for the domain to be registered or transferred to our servers.

To create an Instant Alias Template in your admin account control panel, do the following in you Admin CP:

1. Select *DNS Manager* in the *E. Manager* menu.
2. Click the *Edit* icon under the *Action* field.
3. At the top of the page that shows, click the *Add instant alias* link.
4. In the form that appears, enter "u" or any other letter for prefix and leave the shared IP tag value as it is.
5. Click *Submit*.

Your next step is to add your **Aliases**. "Aliases" simply route the various resources you and your clients will use through **your** DNS zone on our servers, such as web, mail, control panel, nameservers. etc. To access the alias section, click on "Server Alias" from the E.Manager link.

There are two types of aliases to add, one is required and the other is optional.

The *required* aliases are for the various resources such as the control panel, web server, windows server, etc. To enable these aliases simply hit the "submit" button at the **bottom** of the "Server Aliases" page.

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The *optional* one is the server alias. A **server alias** provides you with your own "virtual" nameservers. Once you set up the server alias, your nameservers (ns1.yourname.com and ns2.yourname.com) will appear everywhere in place of the real server name (including in whois lookups etc.).

In other words, we will become totally transparent to the end customers, and you will look to them as a totally independent hosting provider.

*Note:* If you don't need your own virtual nameservers, you can skip this step and simply use our nameservers:

<b>NS1.ONLINENIC.COM</b>	<b>209.120.245.103</b>
<b>NS2.ONLINENIC.COM</b>	<b>209.120.245.107</b>

The above are "generic" nameservers and do not link to any public website, so many resellers simply select this option.

**Remember:** Even if you decide to use our nameservers you should still hit the "submit" button for the *bottom* section under "server aliases" to generate "Other reseller server aliases" for the individual resources as described above.

To add a Server Alias, do the following:

1. Select *Server Aliases* in the *E. Manager* menu.
2. Set your server aliases for NS1 and NS2 in the *Reseller's DNS server aliases* section and click *Submit*.

You will see two new IP's in the right hand column -- those will be your permanent IP's for your NS1.YOURNAME.COM and NS2.YOURNAME.COM nameservers. Now you can register those at your Registrar.

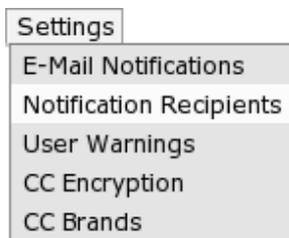
**IMPORTANT: These server aliases must be REGISTERED with the same Registrar that holds your domain name. It is very important that you do this or else nothing will work if you point domains to ns1.yourname.com and ns2.yourname.com without registering them as nameservers first. Please contact your Registrar directly if you have any questions about this. They will not charge you for this but it's a step you must do in order to use your own custom nameservers.**

Your next step is to set your **Email Notifications** so that you, or members of your staff, receive various notices from the H-Sphere system.

### Step 3 - Configure Your Mail Settings

H-Sphere allows you to configure e-mail addresses where copies (the BCC: field) of [e-mail notifications](#) - such as, welcome messages to customers upon their signup, billing letters, confirmations of domain registration - will be sent to. Also, you can add e-mail addresses to receive copies of trouble tickets and system notifications about critical errors, etc. Mostly, this option is provided to enable various departments of your company to track and resolve specific issues.

To subscribe e-mail addresses to receive notification copies, select *Notification Recipients* in the *Settings* menu:



On the page that appears, add their e-mails to the following mailing lists:

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Mail Settings	
Action	Recipients
Misc	Support <support@mycompany.com>   <a href="#">[Remove All]</a>
Custom Domain Registration	 <a href="#">[Remove All]</a>
Managing Debtors	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
Welcome Messages	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
Tax Exemptions	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
Domain Registration	 <a href="#">[Remove All]</a>
Managing Trials	Support <support@mycompany.com>   <a href="#">[Remove All]</a>
Trouble Ticket System	Admins <admins@example.com>   <a href="#">[Remove All]</a>
Accounting	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
Suspend/Resume	Support <support@example.com>   <a href="#">[Remove All]</a>

Your next step is to create your **service plan** and then setup the account for your own domain name...

## Step 4 - Creating Your Service Plan and Service Domain

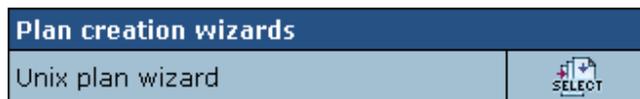
This step is required to host your corporate or primary reseller website within your hosting system. You can create your Service domain under either a Unix or Windows plan. We will use Unix in this example.

**IMPORTANT:** You must setup a "service" domain -- and it should be fully propagated to our servers -- before you change the DNS for any of your client websites, otherwise they will not work fully since they will be using the Service domain as the "DNS zone" on our system.

1. Select *Plan Creation Wizards* in the *INFO* menu:



2. Click the *Select* icon for *Unix plan wizard*:



3. On the first step of the *Unix Plan Creation Wizard*, set the plan name to *SERVICE PLAN*.
4. Check the *Include* boxes next to the resources you would like to use with your site. (Read more about plan resources in "[Creating And Editing Plans](#)" from the [H-Sphere User Manual](#)).
5. Be sure to check *Service Domain* under the "Domain Types" section.
6. Scroll down to the *Settings* section and set *Billing Type* to *Without Billing*.
7. Click the *Next* button to go to Step 2.
8. Complete the wizard by assigning the quotas you want to allow yourself for this account. Create "Service Plan."
9. Select *Plans* in the *INFO* menu.
10. Click the "Access" icon next to your newly created Service Plan.
11. Make sure only *Admin* is checked. This will indicate this plan is "private" and not for customers to sign up to.
12. Select *Plans* in the *INFO* menu.
13. Enable your *Service Plan* by turning the *OFF* button to *ON*.

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### Now you are ready to "signup" your domain to your Service Plan.

14. Select *Signup* from the left menu.
15. Click *Select* next to the recently created *Service plan*. The *Service Plan Signup Form* appears.
16. Create the service account by filling out the signup form. Please observe the following:
  - On the *signup* pages, click the *Arrow* in the lower right hand corner of the page to continue the signup process.
  - When entering your contact/billing information, your e-mail address should be of a different domain from the one you are about to manage with your CP. Otherwise you won't get any setup info.
  - At the *Payment Information* page, select *Use my contact information as my billing information*.
  - When prompted for the type of the domain, select **Register a Service domain**.

IMPORTANT: The above step must be followed, otherwise you will get an error. Do not select "Other Domain Registration or Transfer" or any other option except **"Register A Service Domain"** - even if the domain is already registered. This does not register it at the Registrar, only on our system.
  - On the next screen you should already see your domain name in the drop-down menu. Select it and hit next.
  - Enter a username and password for this account. It should be *different* from any other login in the system.
  - Continue by clicking the right arrow to finish setting up your Service Domain and close the window when prompted.

Now, to access the end user control panel for your newly created service domain, click on "Search" from the left hand menu of your Administrative Control Panel. You can pull the account up by the domain, by the username, or simply hit "search" again on the right hand screen and that will bring up all users.

When you have your Service Account pulled up, click the "Login" icon on the far right hand side of the screen.

You are now in the **End User Control Panel**. This is the exact same level of control panel your customers will have to manage their domains. (For more detailed information on using the various features included in the End User control panel, see the H-Sphere End User Manual).

Next, you will want to upload your files and create your mailboxes for your domain. It's important that you do those two steps before you update the DNS to ensure no downtime for your site or email while you switch it to our servers.

**To upload before your domain name has propagated**, you can use the server name as the hostname, ie., "web5.onnetsecure.net," "win3.onnetsecure.net," etc.

*In order to determine which server any given domain is on, click on the "FTP" icon in your **end user CP** and you will see it listed there.*

**IMPORTANT: there is an 8 character limit for the FTP username, so if you used a username longer than that it would have been truncated to the first 8 characters. This applies to all domains.**

Simply connect to the above location via ftp using the username and password you used when you filled out the signup form for your service account.

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To setup your mailboxes:

1. Click on the "Email" icon from the Quick Access menu of the **End User** control panel for your service domain.
2. On the page that displays, click on "Add New Mail Resource" at the bottom of the page.
3. Leave "mailbox" as the selection in the drop down menu and select "Next."
4. Assign a username and password for your mail account and save it.

That's it!

Note that you use the same procedure to setup mail forwards, autoresponders, mailing lists, etc. You would just select the appropriate item from the drop-down menu (instead of mailbox) if you wanted to use one of those resources.

### Updating Your DNS

Now that you have your files uploaded and email setup for your Service Domain, it's safe to have your Registrar update your nameserver information to point your domain to our servers. You should allow 48-72 hours for the domain to be switched over fully once you submit the request to your Registrar.

### Adding Additional Domains To Your Service Account

If you have additional domains that you manage and don't need to provide end user control panels to, you are ready to add them now under your Service Account.

1. Click on the "Domains" icon under the Quick Access menu of your End User Control Panel.
2. Enter the domain name in the appropriate box on this page and "continue" to add the domain.

The newly added domain will now appear in your end user control panel.

Simply click on the domain name to setup mailboxes and any other features.

Additional domains will also appear in the root folder when you connect to the service account via ftp. To upload files to the additional domain, simply connect to your service account via ftp and click on the domain name. Then place your content in that directory.

Tip: If you need to give clients ftp access to domains created under your Service account, you can give them their own logins by using the "FTP/User" link in your end user control panel. Click on "add sub-account" and assign them their own username and password for their domain name folder. The relative home directory should be set as:

/theirdomain.com

Now that you've setup your service account and know how to add additional domains, the next step is to configure your system for selling web hosting plans...

## Step 5 - Customizing Your Support Center

H-Sphere gives you a built-in Support Center for managing end user support tickets.

Click on "Support Center" in your Admin CP to see the system. When an end user submits a support ticket from their control panel, a ticket will be created in your Support Center and you will also be sent a confirmation copy via email.

Please note the following in regards to this system:

1. It is preferable that end users submit requests from their control panel and not via email. This is because tickets coming from their control panel will contain pertinent information about their account, such as their username, and also provide a direct login link to the CP.
2. You should always reply to support tickets from your Admin control panel and not via email. This is because email replies will not be logged and archived in the Support Center.
3. Likewise, you should also let your customers know they need to add comments to tickets from their control panel only and not reply via email for the same reasons.

Now, recognizing that some users will still want to send questions by email, H-Sphere has a mechanism to turn email submissions into trouble tickets and display them in your Support Center.

To set up that feature please do the following:

1. Log into your Admin account control panel
2. Select *Tech Support* in the *Settings* menu;
3. On the page that shows, configure your Support Center:

<b>Support Email</b>	Full support e-mail address (e.g. support@example.com) This e-mail address will be polled to generate trouble tickets and will be used to send replies. <b>Be sure you do NOT pop mail off this address local with your email client.</b>
<b>POP3 Host</b>	Name of the POP3 mail server
<b>POP3 User</b>	Full POP3 user login name. In H-Sphere it is the same as your support email.
<b>POP3 Password</b>	Password to this mailbox. The password is required to access the mailbox by POP3.

- Setting the above parameters will convert anything sent to your support email address into a trouble ticket.

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- In addition, you will also want to configure the following features of your Support Center:

<b>Automatically Close Answered Tickets After x Days</b>	<ul style="list-style-type: none"> <li>Enter days to keep answered trouble tickets open. Tickets will be closed after these many days once you answer them.</li> <li>Leave this field empty if you want answered tickets to be closed immediately.</li> <li>Enter -1 if you want all answered tickets to remain open in the Tickets Center.</li> </ul>
<b>Ticket Center Settings</b>	You can choose "Answered" and "On Hold" sections to show/hide in the Tickets Center.
<b>Default KnowledgeBase</b>	This feature is not currently in use.
<b>Default Support KnowledgeBase</b>	This feature is not currently in use.
<b>Max Suggestions</b>	This feature is not currently in use.
<b>Don't send confirmation emails for received Trouble Tickets</b>	With this box unchecked, the system will send receipt confirmations to e-mail senders. Please be careful with this option, because if the sender has an autoresponder enabled, you'll end up exchanging endless receipt confirmations with him.
<b>Do not check e-mail address</b>	When an e-mail message arrives to the support address, its <i>from</i> address and subject are checked to see if it's a follow up to an earlier response. If you enable <i>Do not check e-mail address</i> , incoming messages will be checked only by the subject. In this way, a reply from a different e-mail address won't be treated as a new support request if the subject remained unchanged.
<b>Highlight E-mails</b>	E-mails received from the domains you entered here will be highlighted with red in the main queue of trouble tickets. This is typically used for customers with priority support but can also be used for other purposes, for instance, to emphasize on brand new customers, etc.

- Click *Save* to confirm changes.

Now that your Support Center is configured, your next step is to customize your end User Control Panels:

## Step 6 - Customizing Your Control Panels

You have the ability to completely customize or "brand" your end user's control panels as well as your login page and signup forms. This is done in the "Look and Feel" section of your Administrative Control Panel.

Click on "Look and Feel" from your Admin control panel and you will see that you can customize the following items:

- **Banner HTML Code:** enter the HTML code for the banner you want to show up both in both your admin control panel and your end user control panels.

E.g.:

```
<a href="http://www.destination_company.com/cgi-bin/blah-blah.cgi" target="blah-bhlah"> </a>
```

**Tip:** use this banner to link to the **End User Manual** or our end user Knowledge Base to provide easy access to support for your clients.

- **Show Copyright:** toggle the button to show / hide the copyright notice in the top left corner of the window above the logo both in admin and user control panels.
- **Logo Image URL:** enter the URL address of the image to show up in the top left corner of the control panel

E.g.: <http://www.domain.com/images/logo.gif>

- **Signup Image URL:** enter the URL address of the image to show up in the top left corner of the hosting plan signup forms.

E.g.: <http://www.domain.com/images/signup.gif>

- **Login Image URL:** enter the URL address of the image to show up on the logging page on the right.

E.g.: <http://www.domain.com/images/login.gif>

Please note that you will need to create and upload these images to your website before you can configure them above.

In addition, you can customize the colors and also the design or "skin" that your end users will see.

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### Customizing Control Panel Design and Colors

You can choose from three different designs and color schemes for your end user's control panel.

To set a new preferred (i.e. default) design for the user control panel, do the following:

1. Select *Design Settings* from the *Look and Feel* menu.
2. In the *Choose Design* box select the default design.
3. Click the *Modify* button.
4. On the page that appears, change the settings:

The Left Menu Design Settings	
Users can choose this design 	<input checked="" type="radio"/> ON
New users will get this design as default 	<input type="radio"/> OFF
Choose Another Design	Left Menu  <input type="button" value="Modify"/>

- *Users can choose this design* - this option determines whether this design becomes available to your customers;
  - *New users will get this design as default* - switching this option ON will switch it off for all other designs;
  - *Choose another design* - go to another design to modify.
5. For each design (left menu, text based, no menu) you can set different image and icon sets and also create only one *custom color scheme*, by changing and retouching one of the predefined color schemes.

*\* If you choose a default color scheme, your custom color scheme settings will be lost.*

Color Scheme Setting	
Color Scheme:	Blue Haze  <input type="button" value="Apply"/>
Image Set:	Blue Haze  <input type="button" value="Set"/>
Choose Iconset	Blue Haze  <input type="button" value="Set"/>

After you change the settings, click the *Preview Window* icon at the bottom of the page to see how your settings will effect the end user control panel.

Now you can return to editing design settings or leave the *Design Settings* page.

Once your control panel is customized to your satisfaction, the next step is to setup your **payment processing** for your web hosting account...

## Step 7 - Setup Payment Processing

The next step is to set up a Merchant Gateway so you can charge your customers for the services you provide. You will need a merchant account with a supported gateway in order to use this feature. (If you don't have a merchant account, see the section below for details on using Paypal and other alternate payment methods).

1. Select *Merchant Gateway* in the *Settings* menu.
2. Select a merchant gateway in the *Add New Gateway* drop down box and click *Add*.
3. Enter the merchant gateway properties. Check with the [Merchant Gateway Manager](#) for merchant-specific instructions.
4. In the *Set Active* drop down box, select this merchant gateway.
5. In the *Payment Type* drop down box, select the credit card brand you would like to process with this merchant gateway.
6. Click the *Activate* button.

*Note:* if you do not have a merchant account, you may be interested in using an alternative online payment provider such as PayPal, WorldPay, or 2Checkout. We do support online payments using these providers.

For more details see [Online Payment Providers](#) in the H-Sphere Reseller Manual.

We'll cover the setup of Paypal here since that's the most common choice.

### Configuring Paypal

1. In your Admin CP, go to Settings -> Merchant Gateway.
2. Scroll down the page until you see the "Paypal" option. Turn it ON.
3. On the next page, enter your Paypal ID (normally this is an email address). In the *pass-through value* field you can put anything - this is for your internal use only.
4. Click Save.

Now when you click on the Signup form you will see Paypal listed as a payment option. A few notes about using Paypal:

- Paypal orders are always treated like check orders and must be "moderated," which means you will need to review and manually approve them before the account is created.
- When a person signs up using Paypal, they are asked to submit the payment immediately, but you should make sure you receive a receipt from Paypal before you approve it and credit the account as paid.
- Paypal users will be automatically sent invoices from our system if they are on monthly plans, but they must click a link and submit their payments manually. Be sure you have a receipt of their payment before issuing a credit to their account.

Now that you are setup for payment processing, the next step is to create your hosting plans and start signing up accounts!

## Step 8 – Creating Your Hosting Plans

(Step 1 of Plan Creation Wizard)

The creation of the hosting plans you will offer to your customers is done using the "Plan Creation Wizard" found under the "Info" section of your Admin CP.

When you click on the "Plan Creation Wizard" you will be presented with several choices. For the most part, you will use either the "Unix Plan Wizard" or the "Windows Plan Wizard" to create your plans (or both if you plan to offer plans under both platforms). You will also see a MySQL plan wizard and an Email Plan Wizard, which may be used if you want to create plans that offer *only* those features.

There are two pages of information you will need to fill out to create your plan. Page 1 asks you to define the features you want to include with each plan, and Page 2 asks you to set pricing for the plan and each feature.

### [A few things to note before creating your plans:](#)

- do *not* change the "Home Directory" on page 1 of the plan creation wizard (leave the default as is).
- if you leave fields blank on page 2 users will not be charged for those features
- billing is *monthly* by default, you can set other billing periods after the plan is created under the "settings" icon next to the hosting plan.
- save time by using the "copy" icon to copy your first plan and then change only the items you need to change, such as pricing, disk space, bandwidth, etc.
- after you plans are created you can quickly edit or change resource limits by clicking the "resource" icon next to the plan.
- Before you actually create the plans in H-Sphere you should have already thought

For a detailed discussion of plan creation, please refer to the HSphere reseller manual.

### **Here's how to create your hosting plans...**

1. From your Reseller control panel, login into your Administrative control panel
2. Click on "Plan Creation Wizards"
3. Click on "Unix Plan Wizard" or "Windows Plan Wizard," depending on the type of plan you want to create.
4. Set your plan features on page 1 (see the links above for a sample plan and discussion of each feature).

Once you have defined the items on Page 1, then go on to the Plan Creation Wizard [Step 2....](#)

## Step 9 - Set Your Pricing For Your Plans

### (Plan Creation Wizard Step 2)

Once you have defined the features to include in your plan, the next step is to set the pricing on page 2 of the plan creation wizard. For each resource, you have the option of charging a setup fee and a recurring fee for "units" of the resource that are used over and above the number you included free with the particular plan.

For example, if you create a "Starter" plan at \$14.95 per month and allow one domain name free with the plan, you might charge a \$10 setup and \$10 per month fee for *additional* domains.

You can set the following types of prices for resources and services:

- **Setup:** a one-time charge payable at the moment of purchasing a unit of this specific resource. Setup fee is not charged for free resources. Changes to setup prices apply only to new users; existing users are not effected.
- **Recurrent:** the amount payable at the beginning of each billing period. If a resource is purchased in the middle of a billing period, the recurrent fee is pro-rated. The recurrent fee is charged whenever a new billing period starts, including:
  - when a suspended account is resumed;
  - when a user changes their plan or payment interval.

Changes to recurrent prices apply only to new users; existing users are not effected. Recurrent fees are refundable and adjusted for [refund percentage](#).

- **Usage** (same as *extra* and *overlimit*): the payment for every resource unit used over the free units you included in the plan. Changes to usage prices affect *both* existing and new users.

**Here is a breakdown of each resource corresponding to each section of page 2 of the Plan Creation Wizard and tips on pricing...**

#### Section 1: Prices

*Actual Account:* The setup and monthly recurring fee for the account

#### Section 2: Quotas

*Summary Traffic:* This is the traffic or bandwidth that each account is allowed to use in total for web, mail and ftp.

**Note:** the "extra" column is the price the user will pay if they go over their allotted traffic limit during the month without purchasing an extra block of traffic in advance. This should be *higher* than the monthly recurring fee for additional traffic to encourage users to purchase extra traffic in advance rather than just going over quota.

*Disk Space Quota:* This is the amount of disk space allotted for web content.

**Note:** This does not include the space for mail and mysql resources unless "Summary Disk Usage" is checked on page 1 of the plan creation wizard.

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### Section 3: Domain Types

*Domain Registration:* allows for automated Registration through Enom. The pricing for this is done separately under the "Settings" --> "Domain Registrar" section of your Admin Control Panel.

*Domain:* Most plans will allow the customer to have at least one free domain included in the monthly fee (you can include multiple domains within each account however).

*SubDomain:* Most resellers allow a limited number of sub-domains free and then charge \$2 or \$3 per month for additional.

*Stopgap Domains:* allows your customers to use hosting services without a real domain by using the "instant alias" feature. There are no email services for stopgap domains and this feature is not normally charged for or used.

*Third Level Domain:* allow your customers to create third level domains based on the domain names you offer. E.g. if your domain name is example.com, a user can have a domain like thirdlevel.example.com. Third level domains have the same functionalities as second level domains, i.e. regular domains.

*Domain Alias:* this is also called a "pointer" domain. It's simply pointing a secondary domain to the primary domain. For example, if you have yourname.com you can register yourname.net and point it to the home page of yourname.com. Usually a small setup fee is charged for this.

*Parked Domain:* this allows your customers to use the H-Sphere DNS to register domains and point them to IP's on other servers *outside* of our network.

### Section 4: Web Services

Most plans offer these web services free as part of the plan. Feel free to charge if you wish.

*CGI Resource:* allows customers to map file extensions as CGI executables.

*cgi-bin Resource:* gives your customers their own cgi-bin, in which all scripts are executable.

*Front Page:* allow your customers to turn on and off FP extensions for their site.

*Server Side Includes:* allow SSI for your customers.

*PHP Module:* allow your customers to create dynamic pages with PHP.

*Redirect URL:* allow customers to redirect visitors from one URL to another.

*Directory Index:* allows customers to set their own custom directory indexes.

*Site Studio:* give your customers the web-based automatic website builder that allows them to create sites with no knowledge of html. (Some resellers charge extra for this feature).

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### Section 5: Site Statistics

*Transfer Log, Referrer Log, Agent Log and Error Log:* These are the raw log files on the server. We recommend you "include" these but do not "activate" them in your plans. Let your customers do that only if they need them (otherwise they will take up unnecessary space in your account).

*Webalizer, Modlogan Resource:* These are both Statistics programs that will allow your customers to see how many visitors they have had to their site. (You only need to include one or the other, not both.)

### Section 6: Mail Services

Mail services are usually limited to a set number of units, with a small monthly charge for additional units over that limit.

*Mailbox:* This where you will add how many mailboxes your customers will get with their account.

*Mailbox Quota:* This is where you will set the amount of mail quota for *each unique mailbox*.

*Auto Responder:* Allows users to setup autoresponders.

*Mail Alias:* Set the number of mail aliases to be included. Mail aliases are alternative names for one mailbox

*Mail Forward:* Set the number of mail forwards to be included. Forwards forward mail addressed to one email address to a second email address.

*Mailing List:* Set the number of mailings lists to be included with each account.

### Section 7: e-Commerce Options

*SSL Module:* enables your customers to purchase and install SSL certificates for their domain and secure their pages for transactions and other confidential information. Some resellers charge a setup fee for this..

*Shared SSL:* allows your customers to share **your** SSL certificate instead of buying their own. If you set this up, your customers would link to their secure pages using a sub-domain of your secure domain:

httpS://theirdomain.yourdomain.com.

Most resellers charge either a setup or monthly fee for this feature.

*osCommerce:* This is an eCommerce shopping cart. It's an open source cart and free to you as a Reseller. Resellers usually charge extra for this or included it only in a higher priced "E-Commerce" plan. Details and support forums for this shopping cart can be found at <http://osCommerce.com>

*Miva:* Allows customers to create an online store with Miva Merchant. Please note that they must buy the Miva software from Miva and install the Miva license. For details please visit <http://miva.com/products/merchant>

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### Section 8: Database Support

*MySQL User:* This where you will set how many database users are available for each account.

*MySQL Database:* This is where you will set the amount of databases for each account.

*MySQL Database Quota:* This is where you will set the database quota for each database.

### Section 9: Other Resources

*IP Address:* Allow users to switch from a shared IP to a static IP. You are charged \$3.50/month for all static IP's so be sure to charge a monthly fee of at least that amount for this item (or you can simply include it as part of your plan pricing).

**Note:** If you are going to be offering a shared IP environment, make sure that you do not offer any free IP addresses to your customers. If you are going to offer a dedicated IP environment to your customers make sure that you offer at least 1 free IP address.

*FTP Sub-account:* allows your customers to create additional logins and passwords to the main directory or sub-directories of an account.

*Virtual FTP Server:* your customers can allow friends and colleagues to upload and download files to their own password protected directories (dedicate IP required).

*Anonymous FTP Server:* anonymous ftp allows anyone to upload and download files from specific directories (dedicated IP required).

*Custom DNS Record:* allows your customers to create their own custom DNS records such as nameservers, A records, and MX records (only for advanced users).

*Shell Access:* allows your customers to connect via SSH. Note: if you include this your customers still have to request it turned ON via the **FTP/User** link in their end user control panel. All requests need to be approved by the OnlineNIC SysAdmins. Most resellers charge a small fee for SSH of \$2 or \$3 per month.

When you are done configuring your pricing on this page, select next to go to the next page. There you will have the option of setting up additional billing **periods**. We recommend you simply hit next at this point and save the plan because you can setup additional billing periods very easily after the plan is created as discussed below.

### Setting Additional Billing Periods

When you create a hosting plan, your pricing is based on monthly billing by default. However, you may want to offer 3-month, 6-month, or 12-month billing periods, perhaps even giving a discount for the longer payment terms.

To setup additional billing periods and discounts, do the following:

1. Click on Info in your Admin Panel.
2. Select the "Settings" icon next to the plan you want to work with.
3. Under the "billing configuration" section click "add" under the interval column.
4. Input the payment interval you want and any discounts you want to make available.

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You will now see these additional options on your signup forms.

### **Creating Signup Links For Automated Signup**

Now that you've created your hosting plans there is one more step needed in order to allow automated signup via your website: creating your signup links.

1. Click on "Info" in your Admin CP.
2. Under your hosting plans, click on the text that says "Signup Links"
3. That will then generate a unique hyperlink for each of your plans.
4. Simply cut and paste those links to use for the "order" or "signup" links or graphics on the hosting plans page of your website.

That's it! You are are ready for business. The last step offers some tips for signing up and managing your customers.

## Step 10 - Signing Up and Managing Customers

Once your system is configured, you have three ways of signing up new customers and adding domains:

1. Have them signup from your website using the "Signup Links" we discussed in the last step.
2. Signup new accounts from your Admin. CP by clicking on the "Signup" link and filling out the signup form.
3. Adding an additional domain manually within one of your existing accounts.

The difference between the first two options and the third option, is that when you signup and "account" you are giving the account an end user control panel. When you add an additional domain within an existing account, the domain still gets full services, but it must be managed from within the control panel account in which you added the domain. To add an additional domain within an existing account, simply click on the "Domains" icon in the end user control panel and then click on "add new domain."

Note that even if you add additional domains to your Service account or one of your other accounts, you can still give the client their own FTP logins, (using the FTP sub-account feature), as well as their own logins to the following:

**Webmail:** <http://theirdomain.com/webmail>

**Stats:** <http://theirdomain.com/webalizer>

### Finding and Managing Users

From your Administrative Control Panel, you can find all customer accounts using the "Search" link on your left hand menu. Simply click on "Search" and then bring up the user in question, or hit "search" again on the right hand screen and you can bring up all users. On the resulting page please note the following:

1. If you click on the username it will show you the client's contact info.
2. If you click on the "Account ID" it will show you the full data as submitted on the initial signup form when the account was created. The "Account ID" link is where you would go if you needed to find a credit card number or a lost password etc.
3. Under the "Billing" columns you can make various manual adjustments to the billing for any given client.
4. On the far right hand column you can log into the client's end user control panel, or suspend, or delete the account.

For a detailed discussion on Finding and Managing users from the H-Sphere Reseller Manual.

That's it for the "**10 Steps to Getting Started**"