

Thank You For Choosing Hostway!

We're thrilled that you've become a Hostway customer! We've designed this Welcome Kit to give you a quick account setup guide, details about key features, helpful marketing tips and special offers.



Quick Start

Follow these easy steps to get your account set up and your Web site ready to be published on the Internet. [Click here to get started.](#)

- | | |
|-------------------------|-------------------------|
| 1 Log into Your Account | 4 Upload Files |
| 2 Set Up Master Account | 5 Register Domain Names |
| 3 Set Up Your Email | 6 Publish Your Site |

Your Plan

These features are included in your plan to make creating and owning a Web site and email accounts simple and safe.

- | | |
|---------------|-------------|
| ▶ SiteBuilder | ▶ CleanMail |
| ▶ SiteMail | ▶ SiteBlog |

Web Site Design

We have all the tools you need to create a professional, full-featured Web site.

- Custom Web Design
- Site Design
- Ecommerce Site Design

Web Site Marketing Tools

Use these marketing tools to get the word out and draw customers to your Web site.

- WebStats
- LocalSearch Business Profile
- Search Engine Marketing

How To Guides

Our white papers are loaded with in-depth information to help you succeed with your online business.

- Online Marketing Guide
- Pay Per Click Advertising
- Search Engine Optimization

Frequently Asked Questions

Looking for answers? Check out our frequently asked questions section and get the solutions you need for your most pressing questions. [Click here to get started.](#)

SiteControl
for existing customers
[Login](#)

[Download PDF Version](#)

Welcome Kit

Quick Start

We want to make sure that setting up your Hostway account and hosting your site with Hostway is quick and easy. The following overview quickly explains the steps you will follow while going through the setup wizard to activate your account.

- [1. Log into Your Account](#)
- [2. Set Up Master Account](#)
- [3. Register Domain Names](#)
- [4. Set Up Your Email](#)
- [5. Upload Files](#)
- [6. Publish Your Site](#)

1 Log into Your Account

When you sign up for hosting with Hostway and your order is processed, you'll receive a confirmation email that provides login instructions and a username and password that will allow you to access SiteControl, Hostway's online control panel, to set up your account.

With SiteControl, you can manage your account at anytime and from any location, as long as you have an Internet connection and a browser. Your Customer Account is already set up for you. It enables you to manage all aspects of your account.

In order to activate your account, you must set a password for your Master User account.

For more information see [Logging Into Your Account](#).

2 Set Up Master Account

As soon as you click the link to activate your account, you must confirm your Customer Account password. Next, the Set Up Your Master Account page appears. This account enables you to connect to the Web server using SSH (UNIX platforms only) and FTP (uploading your files) as well as to connect to the mail server to retrieve, read and send email.

You will need to enter a password you want to use for the Master User Account. It's important to choose a memorable yet secret password for your account so that access to your site is protected. Retype the password to confirm, and then click Set Password. You will use this password with your Master User name.

For more information see [Setting Up Your Master Account](#).

3 Register Domain Names

Before visitors can access your site on the Internet and you can begin using your new email accounts, you must ensure that you have a registered domain name.

If you need to register your domain name, you can do so directly within SiteControl or at [hostway.com](#). (You may have chosen to register your domain when you placed your hosting order.) If your domain name is registered with a

registrar other than Hostway, you can transfer your account to Hostway if you prefer. To transfer your registration, login to SiteControl, click on Domain Name, and then click on Transfer Domain Name to Hostway.

If you are transferring your Domain Name, the process usually takes 24-72 hours, so be patient! Also, it's recommended not to cancel hosting with your current provider until your new site is transferred to Hostway to ensure there is no downtime.

For more information see [Domain Name Registration](#).

4 Set Up Your Email

Every Hostway hosting plan comes with at least one email account. We know that sending and retrieving email is mission critical to you. We have created a system where you can access the email for your account in several ways.

You can use Hostway's Web-based email interface, SiteMail or a traditional email client, such as Microsoft Outlook or Netscape Communicator, to check your mail. If you would like to use an email client to check your mail, you will need to configure it to work with Hostway's mail server. If you do not want to use an email client, you can skip this step.

On the Email Page in SiteControl, click on the email client you would like to use and detailed instructions for setting up the selected email client will be displayed. Follow these simple steps to set up your email accounts.

For more information see [Setting Up Email](#).

5 Upload Files

When you are ready to publish your Web site, you can upload files to the Web server using FTP or a Web-development application such as Microsoft FrontPage. SiteControl provides the information you will need to connect to and transfer files to and from the Web server using the selected method. We won't go into too much detail here, but we provide you with all the information you need to get your site uploaded and tested.

For more information see [Uploading Files](#).

6 Publish Your Site

Hostway provides you unlimited access to your Web server 24 hours a day, 365 days a year, allowing you to set up, change or maintain your Web site at any time.

The most common method of uploading Web files is FTP. FTP stands for *File Transfer Protocol*. It is a protocol that enables you to transfer files between computers on the Internet. FTP is most commonly used to transfer Web page files from an individual's computer to the Web server hosting the Web site. You can also use FTP to download files from a Web site to your own computer.

Hostway provides a Web-based FTP tool that enables you to quickly and easily connect to your Web server directly from within SiteControl. Because you use this tool while logged in to SiteControl, the application is able to use your account information to automatically establish a connection and authenticate you. To access the built-in FTP tool, select the Web site Tools section in SiteControl and then click the Web-based FTP link.

There are also a number of third-party FTP applications you can use. Many of these can be downloaded from the Internet or purchased online. Many Web development applications also provide utilities that enable you to publish your Web site files. Some of these include Macromedia Dreamweaver and Microsoft FrontPage. You can also use the Windows 2000 and WindowsXP Add Network Place component to upload files.

Once you have uploaded your site, be sure to test it to make sure the information is there and the links work.

If you don't have a site just yet, use Hostway SiteBuilder to create one in a matter of minutes. You can get access to Hostway SiteBuilder through SiteControl under the Web Site Tools section. To learn more about Hostway SiteBuilder, [click here](#).

For more information see [Publishing Your Site](#).

Your Plan

You don't have to be an expert to create and manage your Web site with Hostway. Your hosting plan includes features that walk you through the process of setting up your Web site, email and blog. You can access all of the following features by logging into SiteControl.

- [1. SiteBuilder](#)
- [2. SiteMail](#)
- [3. CleanMail](#)
- [4. SiteBlog](#)

SiteBuilder

With SiteBuilder 3.0, included in all hosting plans, you can create Web pages from professionally designed templates. You can even add a photo album and guest book to your Web site. In addition, a Flash wizard can help you bring your Web site to life with animated images. Plus, you get a Web site search engine optimizer to help you rise in the search engine ranks.

Features

- . 3-10 Web pages depending on plan
- . Up to 100 template options
- . Photo album
- . Guest book
- . Flash animation wizard
- . Web site search engine optimizer

SiteBuilder Plus

You can create an unlimited number of Web pages from over 100 templates, plus you'll get:

- . Three photo albums
- . Database functionality
- . Voting capabilities
- . Visitor forum
- . Maps to locate your business
- . News ticker

SiteBuilder Premiere

You can create an unlimited number of Web pages from over 250 templates, plus you'll get:

- . Five photo albums
- . Database functionality
- . Voting capabilities
- . Visitor forum
- . Maps with driving directions
- . News ticker

Log into SiteControl to upgrade your plan.

SiteMail

Your hosting plan includes SiteMail, Hostway's Web-based email tool that allows you to check your messages from anywhere you have an Internet connection and a Web browser. You can upgrade your plan to get more email accounts. Look at the table to see which plan fits your needs.

Plan	Number of email accounts
Gold	25
Gold Plus	60
Platinum	200
Platinum Plus	300
Diamond	400
Diamond Plus	750

ColdFusion Standard 200

ColdFusion Advanced 400

You can upgrade your plan in SiteControl.

CleanMail

When it comes to spam and viruses passed through email, we've got you covered! CleanMail scans all messages for spam and viruses before they reach your computer. It classifies spam messages into categories and prevents you from accidentally spreading viruses to your customers, coworkers, friends and family. CleanMail is Web-based, so there's no need to install software on work stations, and it's maintained by Hostway, so you don't have to upgrade virus definitions.

CleanMail Plus

CleanMail Plus gives you more control with:

- Individual account filter settings
- Preset filtering rules
- Enable/disable ability
- Individual protection levels for each account
- List of banned email addresses
- List of "always allow" email addresses

Upgrade your plan in SiteControl to get CleanMail Plus.

SiteBlog

Generate a buzz about your business with SiteBlog, the perfect platform for creating a dialog with your customers and offering Podcasts. Personal, Gold, Gold Plus and Platinum plans include three blogs with up to five authors each. With customizable templates, color palettes and header images, you can match the look and feel of your Web site. Plus you'll be protected from spam comments.

BizBlog

You can expand your blogging capabilities by upgrading to a plan that includes BizBlog. BizBlog offers you five blogs with up to 10 authors.

Upgrade to plans that include BizBlog in [SiteControl](#).

Site Design

If you don't have the time or experience to build your Web site yourself, Hostway can help! Read on to learn how you can get a professionally designed Web site at affordable prices.

Call 1-800-308-8519 to order.



Custom Web Design

If you need a Web site that doesn't fit into our prepackaged template designs, we can design a custom Web site for you. Call 1-866-491-9374 or sign up online to get a free quote. Hostway's experienced designers can take care of all your needs, from extensive Flash animations to complex online stores.

Site Design

When you have Hostway's designers create your template-based Web site, you get a professional site at an affordable price. Learn how Hostway can boost your business's online credibility with a template-based Web site built to your specifications.

Professional Site Design

- Three professionally designed Web pages
- Two hours of design consultation
- Customer preview, final review and approval of the site
- \$179 for all these features
- Additional packages with more features available

Ecommerce Site Design

- Navigation button selection from our extensive gallery
- Creation of up to 25 product and manufacturer entries
- Add or remove Web site sections including, Reviews and What's New
- Customer newsletter creation based on your content
- \$399 for all these features and more
- Other packages with added features available

[GET A FREE QUOTE](#)

[VIEW PORTFOLIO](#)

Call 1-866-491-9374

Marketing Tools

Whether you're a one-person operation or a business with a dedicated marketing staff, you'll find the tools you need to promote your Web site online and track the results of your efforts. With a Hostway Web hosting account, marketing your Web site is easy and inexpensive. Read on to learn more about the products and services we offer.



WebStats

The analog WebStats included in your Web hosting plan can show you yearly, quarterly, monthly, weekly, daily, hourly, quarter-hour and five-minute views of your Web traffic. In addition, you can see which domains, organizations and ISP's accessed your Web site, and you have other reporting features such as request reports and file type reports. For more control of your data, you can upgrade to the Urchin package.

Urchin

For only \$5/mo for each domain name, you can:

- Set the date ranges for reports
- Narrow your report using a search function
- Analyze visitors' true paths
- Quickly load reports and process logs
- Export data easily
- View reports by any parameter

Log into SiteControl to upgrade to Urchin.

LocalSearch Business Profile

When people go on the Internet to find local businesses, will they find you? A LocalSearch Business Profile places your business in front of potential local customers for only \$129.95/year. You fill out a simple online form, and Hostway creates a professional profile and distributes it to 26 local search engines, including Google Local, Yahoo! Local, SuperPages.com and the Yahoo! Yellow Pages.

Order your LocalSearch Business Profile [here](#).

Search Engine Marketing

EZSubmit

With EZSubmit, you can send your Web site directly to 20 search engines, alerting their Web crawlers to your presence.

Search Engine Starter

Search Engine Starter lets you continually submit your site to 100 search engines and gives you confirmation that your updates are indexed.

Search Engine Power Pack

In addition to the features above, you'll receive regular search

Pay Per Click Advertising

Popular search engines offer advertising space on their results pages for specific keywords and charge you only when someone clicks on your ad. You can have all of the benefits of a successful pay per click advertising campaign with none of the hassle by letting Hostway's experts take care of everything for you. Hostway's Pay Per Click management service can boost quality traffic to your Web site by developing high-performing keyword lists and advertisements for your business. We'll manage the keyword bids and provide you

engine position reports, tips on how you can improve your rankings and meta tag and keyword suggestions.

Log into SiteControl to order SearchEngine Starter

with easy-to-understand reports.

Call 800-308-8519 or [sign up online](#) for a free consultation.

Frequently Asked Questions

When starting your Web site, you may find you have a lot of questions come up along the way. We want to make sure you have all the information you need to make the most of your Web site and that your questions get answered quickly and thoroughly. To help you every step of the way, we've included answers to some of the most common questions about our products and services.

Pick the type of service that you want to learn more about and check out our answers.

Domain Name Registration | [Email](#) | [Web Hosting](#) | [Ecommerce](#)

Domain Name Registration For Existing Customers

- [What can I do with my domain?](#)
- [What services are included with domain registration?](#)
- [How do I FTP or upload my Web site to my account?](#)
- [Can I upgrade to Web hosting and other services offered by Hostway?](#)
- [Do I get phone support if I only have domain name registration with Hostway?](#)
- [How can I change my nameservers?](#)
- [How do I set up a business card page?](#)
- [How do I add email accounts to my domain name?](#)
- [Why do my domain names show different plan information within SiteControl?](#)
- [What is the Whois record?](#)
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Transferring Domain Name Registration Changing Registrar FAQ

- [How do I transfer my domain name registration to Hostway?](#)
- [How long will it take for my transfer to be processed?](#)
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- [What happens to my domain name during a domain name registration transfer?](#)
- [Can I transfer my domain name registration if it has expired?](#)
- [What is a redemption period?](#)
- [What is "registrar hold?"](#)
- [What is "registrar lock?"](#)

What can I do with my domain?

A domain name is your identity on the Internet. When you register your domain name with Hostway, you have several options. Since the domain name is registered under your name, you are making sure that no one else will take your identity. You can sit on it as long as you keep renewing your domain name registration with Hostway.

With your domain name registration service, you receive the following tools:

- Free parking page
- Domain forwarding
- Access to SiteControl, Hostway's advanced control panel to manage your account

What services are included with my domain registration service with Hostway?

With your domain name registration service, you receive the following tools, free of charge:

Free parking page

This is set up automatically when your domain name is activated. You do not need to take any actions to receive the free parking page. After 48 hours of your domain name being registered, you should type your domain name in your browser while connected to the Internet; you should be able to pull up your parking page. Without a parking page, visitors will receive a "site not found" error message.

Domain forwarding

Let's say that you already have a Web site at <http://www.abc.com>. You then decide to register xyz.com at Hostway to take advantage of our great offer. Then you can forward all Web traffic that comes to xyz.com to abc.com. This is what is meant by domain forwarding. Think of it as your call forwarding service for your domain name. You can configure your domain by logging into [SiteControl](#) .

Access to SiteControl

You can manage your domain name and account with SiteControl, Hostway's Web-based control panel. It's easy to use and is available 24 hours a day, 7 days a week. You can:

- . Change nameservers associated with your domain name
- . Update your contact information
- . Check your billing status in real time
- . Make payments online
- . Access other setup functions for your domain name

How do I FTP or upload my Web site to my account?

In order to upload your Web site to your account, you need to order a Web hosting plan with Hostway. If you only have domain name registration service with Hostway, you would not be able to upload your Web site. Hostway has a solid reputation as one of the top-notch providers of Web hosting service to customers small and large. Our plans start as low as \$8.95/month. If you wish to upgrade to a Web hosting plan, please browse our Web hosting and Ecommerce hosting sections. Once you've selected the plan that is right for you, please log into SiteControl to request an upgrade.

Can I upgrade to Web hosting and other services offered by Hostway?

You bet! To start, you can upgrade to our email plans to start using your domain name in your email address. For example, instead of using yourname@aol.com to send and receive emails, you can use yourname@yourdomain.com. This has the advantage of making you look a lot more professional.

You can decide to upgrade to a fully-featured Web hosting account when you are ready to launch your Web site. Hostway offers Web hosting plans to satisfy needs of customers both small and large.

If you decide to upgrade to either Web hosting or email plans, you can do so in SiteControl, Hostway's advanced control panel. You can log into SiteControl [here](#).

Do I get phone support if I only have domain name registration with Hostway?

To make sure that we are delivering the lowest possible price on our domain name registrations, phone support is not available for domain name only customers. However, you can email our support team 24x7 and receive a reply within one hour. Also, by going through this FAQ, you may be able to find answers to your questions right away.

You can also try our extensive knowledge base at help.hostway.com. There is a search box you can use to find the answers you are looking for.

24x7 toll free phone support is available with our Web hosting plans (Value Plus and Gold Plans excluded).

How can I change my nameservers?

If you plan to use Hostway's Web hosting service, there is no need to change your nameservers. However, if you plan to use a third party hosting service, your hosting provider may ask you to change your nameservers or DNS information associated with your domain name. To do so, you would follow the instructions laid out [here](#).

How do I set up a Business Card page?

If you have ordered the Email Starter or Email Plus Plan from Hostway, you also receive a free Business Card page. With Business Card, you can edit your parking page to look like a business card so that people who type your domain name in their browsers will be presented with your contact information. This further enhances your professional image along with using your own domain name in email addresses.

To activate your Business Card page, please log into SiteControl. And click the "Domain name" link. Then, click the " Setup Business Card Park Page" link. Then follow the Wizard link.

How do I add email accounts to my domain name?

Email accounts enable you to send and receive email using your domain name instead of your ISP's name. For example, instead of using myname@aol.com you can use myname@mydomainname.com. To add email to your domain name, you need to upgrade to an Email or Web hosting plan. You can upgrade using SiteControl's Order Service section.

What is a registrar? Who is ICANN?

A registrar is a company that has been licensed by ICANN to register domain names for the public. Hostway currently works with AAAQ and DomainPeople, ICANN accredited registrars, to process domain name registrations. Just like many products and services available for purchase on the Net, you can shop for the best domain name registration service from different registrars. You will find that Hostway delivers one of the best values in the domain name registration space.

ICANN stands for The Internet Corporation for Assigned Names and Numbers. It is a nonprofit organization made up of various stakeholders in the Internet space and governs the domain name registration space.

Why do my domain names show different plan information within SiteControl?

If you click the down arrow in the drop down menu that appears in the top left corner of SiteControl, you should be able see several entries. The first one is for your domain name registration. The second is for your Web hosting account.

What is the Whois record?

The Whois record shows who owns a particular domain name and how to contact the owner. It is a part of public record as mandated by ICANN, the governing body that regulates the domain name registration space. You can look up the Whois record on .com, .net, .org, .info and .biz domain names by visiting hostway.com and using the domain name look up tool.

Who are AAAQ and Domain People?

AAAQ and Domain People are the domain name registrars that Hostway has partnered with to process your domain name registration. On the Whois information for your domain name, you will see AAAQ or Domain People as your domain name registrar.

How do I transfer my domain name registration to Hostway?

For the time being, you would have to be a current customer of Hostway to transfer your domain name registration to us. You can become a customer by registering a new domain name or by ordering any of our Web hosting plans.

Once you are activated as a customer, you can log into SiteControl. Click the "Domain Name" link. And click the "Transfer a Domain Name to Hostway" link.

How long will it take for my transfer to be processed?

Transferring your domain name registration to another registrar can take 5 to 14 days. Once you've submitted your request through SiteControl, Hostway sends an email message to the Administrative Contact listed on the Whois record requesting authorization for the registrar transfer. The Administrative Contact has 14 days to respond to the email message. Once the Administrative Contact authorizes the registrar change, it takes 5 to 7 days to process the request. If the Administrative Contact doesn't authorize the request or doesn't respond within the allotted time, your transfer process will be aborted.

How can I check the status of my transfer?

It can take up to 14 days for a transfer request to go through. If it has been more than 14 days, please email our support team for the status.

What is the password required for domain name registration transfer within SiteControl?

How do I get the password? In order for Hostway to initiate the domain name registration transfer process on your behalf, we need the password that you are assigned by your current registrar. Without it, the request to start the transfer process will be rejected by your registrar. You can obtain the password by contacting your current registrar.

What happens to my domain name during a domain name registration transfer?

Until the domain name registration process is complete, nothing will happen to your domain name registration. As long as you stay current with your billing with your current registrar, there will be no service interruption. However, if your domain name expires after you have requested the transfer, it will cease to function properly unless you renew your service with your current registrar.

Can I transfer my domain name registration if it has expired?

No, you have to bring your domain name registration billing up to date with your current registrar before you can transfer your domain name registration to Hostway.

You can wait until your domain name becomes available to register again (usually 70 days after the domain name has expired). However, with this method, you are risking losing your domain name.

What is a redemption period?

If a domain is not renewed, the registry will delete it 30 to 45 days after the expiration date. Some registries provide a domain redemption service at a premium cost, after a domain is deleted, that will re-activate your domain. In order to redeem a domain name with Hostway, you will be charged a redemption fee of \$100 for domains registered with AAAQ and DomainPeople and up to \$125 for domains registered with other registrar partners. This fee includes both the redemption service cost and the domain renewal fee.

What is "registrar hold?"

When you registered your domain name, you may have requested a 'hold' on your domain name. In this case, we cannot initiate the transfer of the domain name registration on your behalf. You would have to initiate the transfer yourself, directly with your current registrar. Please contact your registrar for instructions on removing the hold on your domain name.

What is "registrar lock?"

You may have requested a 'lock' on your domain name when you registered it. In this case, because there is no contact information available, you would have to first request 'unlocking' of your domain name with your current registrar before Hostway can proceed with the transfer process. Please contact your current registrar for instructions on unlocking your domain name.

Frequently Asked Questions

When starting your Web site, you may find you have a lot of questions come up along the way. We want to make sure you have all the information you need to make the most of your Web site and that your questions get answered quickly and thoroughly. To help you every step of the way, we've included answers to some of the most common questions about our products and services.

Pick the type of service that you want to learn more about and check out our answers.

[Domain Name Registration](#) | [Email](#) | [Web Hosting](#) | [Ecommerce](#)

Email FAQs

- [Do you provide spam filtering?](#)
- [Do you provide virus filtering for incoming email messages?](#)
- [What is SMTP?](#)
- [What is email forwarding?](#)
- [What is an email alias?](#)
- [What is an autoresponder?](#)
- [How do I set up my email account? What information do I need?](#)
- [I want to send my customers information on a regular basis. Can I set up a mailing list?](#)
- [How do I change my email password?](#)
- [How do I check my mail?](#)
- [Is there a limit to the number of messages I can have in my mail box?](#)
- [What is the maximum size for an email attachment?](#)

Do you provide spam filtering?

Yes. Hostway's CleanMail and CleanMail Plus provide spam and virus filtering that helps keep your email spam- and virus-free. All incoming email messages are automatically scanned to detect viruses and to determine if the message meets specially defined "spam criteria."

Our standard spam filtering system, which utilizes SpamAssasin, is built around a set of spam rules that have been carefully developed to provide you protection from spam while reducing the number of valid email messages that may be mistakenly categorized as spam.

All incoming emails are evaluated against these spam rules and are assigned a "spam score." This score determines whether the message will be classified as spam. For standard filtering, the threshold is set at 5, meaning any message with a score of 5 or higher is classified as spam. Messages scoring between 5 and 10 will be delivered, but will include a spam notification in the subject of the email so that you can immediately identify and delete these messages. The following illustrates a sample subject line of an email message that scores between 5 and 10.

*****SPAM*****FREE PAY-PER-VIEW for life!

Messages that receive a spam ranking above 10 are automatically deleted so that they do not end up in your in-box.

Upgrading to CleanMail Plus enables you to customize spam filtering to meet your unique needs.

Do you provide virus filtering for incoming email messages?

Yes. Hostway's CleanMail and CleanMail Plus provide spam and virus filtering that helps keep your email spam- and virus-free. All incoming email messages are automatically scanned to detect viruses and to determine if the message meets specially defined "spam criteria."

As soon as an email reaches our mail servers, our virus filtering system scans the incoming message and any attachments using the latest virus definitions. With standard virus filtering, if an email is found to contain a virus, the email is automatically deleted and a notification is sent to both the sender and the recipient. Upgrading to CleanMail Plus enables you to customize the virus scanning to meet your unique needs.

Our virus definitions are updated on a daily basis to provide the greatest security.

What is SMTP?

SMTP (Simple Mail Transfer Protocol) is a protocol for sending email messages across the Internet. It is used in conjunction with both POP3 and IMAP, protocols that enable you to download messages from a mail server to your computer. SMTP is used for outgoing mail while POP3 and IMAP are used for incoming mail. Hostway does not support IMAP.

If you want to use an email client such as Microsoft Outlook or Netscape Communicator to send email messages, you will need to configure the client so that it connects to the correct SMTP mail server each time you send mail.

What is email forwarding?

Email forwarding is a way for you to have email messages that are sent to one address automatically forwarded to a different address. For example, your customers may send all of their requests for information to the email address `information@yourdomain.com`. You could set up your email so that all of the messages sent to that address are automatically forwarded to your personal email account at `yourname@yourisp.com`.

Hostway provides unlimited use of email forwarding. You can set up different forwarding addresses in SiteControl.

What is an email alias?

An email alias is a "virtual" email account. It enables you to use an email address that doesn't really exist and have all the messages sent to that address routed to a real email account.

For example, you may want to provide a link on your Web site that enables visitors to send email to the Web Master, who is really you. You can use the email alias `webmaster@yourdomain.com` but have the email routed to your real email account.

Hostway enables you to set up an unlimited number of email aliases.

What is an autoresponder?

An email autoresponder sends an automated email response to each incoming message that is sent to a specific address. For example, a potential customer may send an email to `sales@yourdomain.com` asking for more information about some of your products. You can have the autoresponder send a prewritten message back to the customer thanking them for their interest and letting them know that a sales representative will be contacting them shortly. This feature helps you to improve your company's image, as your customers will know right away that you have received their email and that you are responsive to their needs.

Hostway enables you to set up an autoresponder for each of your email accounts.

How do I set up my email account? What information do I need?

When you first activate your Hostway account, one default email account is already set up for you. Usually, this will be in the format `domainname@domainname.com`. This email account is associated with your Master User account, and you will use your Master User

account password to access this account's mail. You can view the details of this account in SiteControl by selecting the Email link.

If your plan includes multiple email accounts, you can set these up in SiteControl as well. The SiteControl User Guide provides step-by-step instructions for creating and modifying email accounts.

If you would like to create additional email accounts, you can do so from within SiteControl.

I want to send my customers information on a regular basis. Can I set up a mailing list?

Yes. Hostway offers a tool called "MailMan" that enables you to create and manage mailing lists. For each mailing list you create, MailMan creates a Web page that your site's visitors can use to subscribe to and unsubscribe from lists. MailMan provides other features such as archiving, mail-to-news gateways, integrated bounce handling and spam prevention.

You can create and manage your Mailman mailing list directly from SiteControl. The SiteControl User Guide provides detailed instructions for using MailMan.

How do I change my email password?

You can change your email password in SiteControl. Click the Users/Passwords link and then click the Change Password link next to your account. The next time you check your mail, you will use the new password. If you are using an email client such as Microsoft Outlook or Netscape Communicator, be sure you make the necessary changes to your connection information.

If you change the password for your Master User account, remember that you use the same password to connect to the Web server and transfer files, so be sure to change the password in your FTP client or in Microsoft FrontPage.

How do I check my mail?

You can check your mail using a traditional email client such as Microsoft Outlook or Netscape Navigator or by using Hostway's Web-based email application, SiteMail.

SiteMail enables you to check your email using your Web browser from any location as long as you have access to the Internet. One of the advantages of SiteMail is that you can use SiteMail and traditional email clients such as Outlook to check the same email account. So, when you're in the office you can use your favorite email application, but when you're traveling you can just log in to SiteMail.

To use SiteMail, simply point your browser to sitemail.hostway.com and then log in using your email address and password.

If you want to use another email client you will have to configure it so that it can connect to the mail server. You will need to know your incoming (POP3) server name, your outgoing (SMTP) server name and your user name and password. Hostway's User Guides and Manuals provide detailed instructions for setting up the most common email clients.

Is there a limit to the number of messages I can have in my mail box?

So long as an email account remains below its size quota (for example, it's 75 MB on the Gold Plus Plan), there is no limit to the number of messages.

If you would like to increase your email account's quota, then in the Email section of SiteControl click Change Quota next to the appropriate email account.

What is the maximum size for an email attachment?

You can send and receive attachments up to 10 MB in size, as long as this does not cause your mailbox to exceed your plan's email account quota. But, the mail server does limit all outgoing and incoming emails to 10 MB.

Frequently Asked Questions

When starting your Web site, you may find you have a lot of questions come up along the way. We want to make sure you have all the information you need to make the most of your Web site and that your questions get answered quickly and thoroughly. To help you every step of the way, we've included answers to some of the most common questions about our products and services.

Pick the type of service that you want to learn more about and check out our answers.

[Domain Name Registration](#) | [Email](#) | **[Web Hosting](#)** | [Ecommerce](#)

Web Hosting FAQs

- [Do I need any special software to launch my site?](#)
- [Once I place my order, how long does it take to get my site up and running?](#)
- [Does Hostway offer 24-hour support?](#)
- [Can I access my site at any time to make changes?](#)
- [How do I manage my account and access Hostway's tools? What about checking email?](#)
- [What database solutions does Hostway offer?](#)
- [Will Hostway help design my Web site?](#)
- [What is Hostway's policy on upgrading software that comes with my hosting plan?](#)

Do I need any special software to launch my site?

As long as you have a browser and an Internet connection, you can get your Web site up and running. Hostway provides a Web-based FTP tool you can use to upload your files as well as an optional site building tool you can use to design your site. Of course, you can use your own FTP and HTML applications if you like.

Once I place my order, how long does it take to get my site up and running?

Once you place your order and your payment is processed, you can upload your site immediately using the temporary URL we will provide you. Your temporary URL enables you to get your site up and running while your domain name propagates throughout the Internet.

Does Hostway offer 24-hour support?

Yes. Hostway's technical support staff is available 24-hours a day to assist you with any problems you have. All of our plans provide email support. Select plans also provide 24-hour telephone support.

Can I access my site at any time to make changes?

Yes. You can access your Web site files at any time to upload files or make changes. You can use Hostway's Web-based FTP to access your files, or you can use a third-party FTP client or Web development tool such as FrontPage. Any changes you make to your site will take effect immediately.

How do I manage my account and access Hostway's tools? What about checking email?

Hostway provides a Web-based control panel, SiteControl, you can use to manage all aspects of your Web hosting account and access Hostway's suite of tools. Hostway also provides a Web-based email tool, SiteMail, that enables you to send and receive email.

Because both of these tools are Web-based, you can access them at any time and from any location as long as you have a browser and a connection to the Internet.

What database solutions does Hostway offer?

Hostway offers a number of database solutions. For select Linux plans, Hostway offers MySQL, an open source relational database management system that utilizes the SQL database language. It is a multi-user, multi-threaded database server that provides speed, robustness and ease-of-use. Hostway's MySQL databases are hosted on a dedicated MySQL server to ensure better database processing and faster performance.

For select Windows plans, Hostway offers Microsoft SQL Server, a complete database and data analysis software package. It is highly scalable and well-suited to complex ecommerce sites and enterprise applications. At Hostway, Microsoft SQL Server databases are hosted on a dedicated server to ensure optimal use of resources and faster performance. Hostway's Windows plans also support Microsoft Access, an easy-to-use database application that integrates with many Microsoft Office products. Access is a good choice if you want to use data from an existing Microsoft Office product or if you do not have large amounts of data.

For detailed information on the databases the different plans support, please see Hostway's Plan Comparisons.

Will Hostway help design my Web site?

Hostway provides optional Web site design services through SiteDesign Studio and a database of Web designers you can use to find third-party designers that meet your needs.

Hostway also provides a Web-based site building tool, SiteBuilder, that enables you to create your own Web site quickly and easily, even if you do not know HTML. With SiteBuilder, you can use a professionally designed template to build your site or create a customized site just as you like. SiteBuilder also includes a gallery of hundreds of photos and images you can add to your site.

What is Hostway's policy on upgrading software that comes with my hosting plan?

You probably have some experience with upgrading software. If so, you are probably also aware of some of the pitfalls involved with such upgrades. As we are responsible for the reliability and stability of hundreds of thousands of Web sites and email systems, we are very careful when it comes to modifying our software.

As a matter of policy, we do not roll out the latest changes until they have been subjected to our extensive internal testing for at least several months. Also, we believe that it's wise to let the new release stabilize for several months, rather than roll out the changes immediately. Of course, there are some exceptions to this. When new security holes are identified and new patches released to fix them, we generally apply those patches right away.

Frequently Asked Questions

When starting your Web site, you may find you have a lot of questions come up along the way. We want to make sure you have all the information you need to make the most of your Web site and that your questions get answered quickly and thoroughly. To help you every step of the way, we've included answers to some of the most common questions about our products and services.

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Ecommerce FAQs

- [Can I sell products that can be downloaded, such as music or software?](#)
- [What is Hostway Merchant Manager?](#)
- [What is MivaMerchant? What about Cart32?](#)
- [Will I be able to customize the "look and feel" of my online store?](#)
- [What are my options for handling transactions?](#)
- [What are third-party online credit card processors?](#)
- [What do I need to handle "real time" online credit card transactions myself?](#)
- [What is a merchant account? How do I get one?](#)
- [I already have a merchant account. Can I use it with Hostway's ecommerce plans?](#)
- [What is a payment gateway? How do I find one?](#)
- [How can I assure my customers that their transactions are secure?](#)
- [What is SSL?](#)
- [What is an SSL Certificate? How do I get one?](#)

Can I sell products that can be downloaded, such as music or software?

Hostway's shared Web hosting accounts are not configured for the purposes of distributing software and/or multimedia products. If you wish to distribute software and/or multimedia files, please contact sales@hostway.com to make special arrangements.

What is Hostway Merchant Manager?

Merchant Manager is Hostway's Web-based online store creation and management tool. With Merchant Manager, you can quickly and easily create an online catalog and get your store up and running. Merchant Manager is available for both Windows and Linux hosting plans and supports a number of the most popular payment gateways.

When you order an ecommerce plan from Hostway, you get Merchant Manager automatically. We will handle the initial installation and configuration of the shopping cart software. You can then use the Web-based interfaces to design and maintain your store.

What is MivaMerchant? What about Cart32?

MivaMerchant (for UNIX Platforms) and Cart32 (for Windows Platforms) are software packages that enable you to develop your online store. These shopping cart applications integrate all of the things you need to build and manage your online store, including cataloging products, order fulfillment, inventory management, shopping carts and order and credit card processing.

For more information, visit www.miva.com and www.cart32.com.

Will I be able to customize the "look and feel" of my online store?

Yes. Both packages enable you to quickly and easily customize the appearance of your store. You design the layout of your pages, select the colors and fonts you want to use and add graphics and text as you like. Plus, you can use HTML to enhance the text on any of your Web pages.

What are my options for handling transactions?

You have a number of options for handling transactions. The most basic approach is to handle all of your transactions offline. For example, you could publish your address and have your customers send their orders along with a check or money order directly to you. You could also collect your customers' credit card information via email or phone and then process the credit card transactions offline using your retail merchant account.

These are probably not the best approaches, though, because one the main reasons customers shop at an online store is for the speed and convenience it provides.

To increase the chances that customers will want to shop at your online store, it should be able to accept and process credit card transactions online and in "real time." You can handle your own online transactions or outsource them to a third-party credit card processor.

What are third-party online credit card processors?

If you want to be able to accept credit cards but do not want to handle these yourself, you can use a third-party online credit card processor. When your customers want to purchase a product, they click a link that takes them to the third-party's Web site. There, they will submit their order and credit card information, which is then processed by the third-party processor. Essentially, these processors act as resellers. They may charge you a variety of fees for this service, including an initial set up fee, monthly fees and/or per-transaction fees.

While outsourcing your online transactions may seem appealing, you should consider the fact that it will be obvious to your customers that their transactions are being handled not by your company but by a third-party.

What do I need to handle "real time" online credit card transactions myself?

If you want to handle online credit card transactions yourself, you will need an Internet-ready merchant account, a payment gateway service and an SSL certificate.

What is a merchant account? How do I get one?

A merchant account enables you to accept credit cards as payment for the purchase of goods and services. There are different types of merchant accounts. For example, if you have a traditional "brick and mortar" store, you can get a retail merchant account. If you want to accept credit cards on your Web site, however, you need a specialized type of merchant account known as an "Internet-ready" merchant account.

Internet-ready merchant accounts enable you to handle Internet transactions in "real time" without any human intervention. Because the risk of credit card fraud is greater when you are accepting credit cards over the Internet, these specialized merchant accounts also provide additional checks that can significantly reduce the chance of credit card fraud. Once the transactions are processed, the merchant account provider transfers the funds received from the credit card transactions from your merchant account to your bank account.

A number of companies offer Internet-ready merchant accounts. Hostway has selected Chase Merchant Services as its preferred merchant account provider. When you sign up for an ecommerce plan with Hostway, you can sign up for an account with Chase at the same time. Of course, you are free to choose another merchant account provider, as long as they support one of the following payment methods.

- . CyberSource
- . Authorize.Net (Authorize.Net does not work with Hostway's Windows Commerce Gold Plan)
- . LinkPoint/Cardservice
- . VeriSign (PaymentNet)

I already have a merchant account. Can I use it with Hostway's ecommerce plans?

Yes. If you already have an Internet-ready merchant account you can use it with Hostway's ecommerce plans as long as it supports one of the following payment methods:

- . CyberSource
- . Authorize.Net (Authorize.Net does not work with Hostway's Windows Commerce Gold Plan)
- . LinkPoint/Cardservice
- . VeriSign (PaymentNet)

What is a payment gateway? How do I find one?

A payment gateway is a service that connects your online store with your merchant account provider. This service reads the information from the order forms and translates that information for the merchant account. The payment gateway also verifies that the customer's credit card account has the necessary credit available for the purchase.

You can obtain a payment gateway separately from your merchant account, however you may find it simpler to choose a merchant account provider that also offers a payment gateway.

How can I assure my customers that their transactions are secure?

Obviously, if your customers will be submitting their credit card information to you online they will want to know that this information is safe. If they are not comfortable with the security your site offers, they will probably not buy products from you.

The best way to alleviate your customers' concerns is to secure your site using SSL (Secure Sockets Layer). When a site is secured with SSL — the standard form of encryption currently used on the Web — visitors will see a special symbol in their browser window that indicates the site is secure. Visitors can also tell that a page is secured by looking at the URL. A secure page's URL begins with the letters "HTTPS" instead of the standard "HTTP."

What is SSL?

SSL (Secure Sockets Layer) is a method of ensuring that information submitted through your Web site is secure and cannot be accessed by unauthorized users. When a site offers an SSL-secured form, the information submitted via that form (typically credit card information) is encrypted using a special "certificate key" and then decrypted with another key after it has been transmitted.

When users access a site secured with SSL using either Netscape or Internet Explorer, a symbol displays in their browser windows indicating that the site is secure.

What is an SSL Certificate? How do I get one?

An SSL Certificate, or a digital certificate, is an electronic document that contains the information necessary to establish a secure SSL connection. When used in credit card transactions, the Web site collecting the credit card information and the site to which the information is being transmitted must both have an SSL Certificate.

Hostway can provide both the secure server and secure server certificate needed to support SSL. SSL certificates are free with the Gold Plan and above.