

Control Panel Guide 15/01/2004

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The new control panel puts you in control of your domain and the services that are associated with it encompassing billing and services within one easily accessible system.

We will be developing the control panel system over the forthcoming months to incorporate new services and functionality including online DNS changes, email virus scanning, web mail, and broadband access.

At the moment the control panel allows you to;

Modify the contact details we have for you for renewal notifications.

Modify payment card details for service and domain renewals.

Make payments for domain and service renewals.

Modify web and email forwarding addresses.

We hope that you enjoy using the new system which is part of our ongoing program to enhance the service we offer you!

Section 2

Logging on to the new system

To logon to the new management system key in the following address in your web browser-

<http://www.net-address.co.uk>

The following screen is then displayed-

Net-Address
Domain Registration & Internet Services

ist
olution

profile faq prices troubleshooting contact us member login

FREE SEARCH

http://www.

.com

CHECK IT

Enter the name you want to use for your domain, starting with an alpha-numeric character, using a minimum of 3 characters, the letters a-z, the numbers 1-9 and hyphens (-) only. Then click the "CHECK IT" button once, the search may take up to 30 seconds so be patient

£24 → .co.uk, .ltd.uk, & .plc.uk domains only £24 per annum

£29 → .com, .net & .org domains only £29 per annum

→ These great prices include:

- * Unlimited email addresses!
- * Web forwarding!
- * All NIC fees!
- * Domain parking!

£5 → Web Hosting for under £5 a month!

- * 50MB webspace
- * Unlimited FTP access

All prices are exclusive of vat

WELCOME

Click the **WWW.NET-ADDRESS.CO.UK** logo anywhere within the site to bring you back to this page.

Click on the **member login** button on the top toolbar.

Section 2

Logging on to the new system

Key in your unique user name password in the login box to access the system.

Please note the user name and password must be entered exactly as per those provided to you i.e. the entries are case sensitive.



New Users: [Click here](#) to continue.

Welcome back, please login:

Please enter your username and password below. If you have forgotten your password you can request it to be sent by email by using the link below.

Username:

Password:

[Login](#)

Lost your password? [Click here](#) for a reminder!

When you have successfully logged onto the system the management control panel screen is displayed which is where you can control all aspects of your account with us.

Section 3 Updating your contact and payment methods

The first step when you have logged onto the control panel is to update the contact and payment records we have for you on the system.

To do so click on the Contact Details button on the main management screen to update the address and email details we have for you.

Next click on the Payment Details button to complete the card payment details, which will be used for domain charges.

We cannot over emphasise the importance of keeping these items up to date so please update the system whenever your end email or postal address changes or a credit card expires.

Net-Address
Domain Registration & Internet Services

profile | **faq** | prices | troubleshooting | contact us | your account

> Your Account
dave goddard
1st solution
unit 15, murrell green biz park, hook, hants, rg279gr

[Logout](#)

[Contact Details](#)
[Payment Details](#)
[Change Password](#)

Download Control Panel Instructions

> Your Basket

Domain Name	Registrant	Legal Status
uhwresdfjyhsdf.com	dave goddard	✓ Please read terms & Conditions

[Checkout](#)

> Manage Domain

aaa12344.com [Manage](#)

> Payments

Description	Paid On
Domain Registration for aaa12344.com	20/11/2003
Domain Registration for rwewrewerer.com	Pending

Section 4

The renewal process explained

When your domain or a service such as web hosting approaches its renewal date the new system sends an email to the contact we have on the system as responsible for the domain. The email details the domain/service renewal date, details of the service and the associated renewal costs.

Three emails are sent on the run up to the domain/service expiry as further reminders.

If you do not act on these reminders then the domain/service will be suspended on the renewal date. For a domain this could mean loss of the domain, so our advice is to renew before the due date in case there are any problems in authorising your credit card.

To renew the services listed in the renewal advice email you should log on to your control panel account.

The control panel account then lists the domains and services that you have registered with us and renewals that are due are shown under the section beneath domain management > **Renewals Due**.

> Manage Domain

faulknersurveyors.co.uk	▼	Manage
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> Renewals Due

Description	Date Due
Web Space Renewal for faulknersurveyors.co.uk	04/10/2003

To process a payment renewal click on the **04/10/2003 Date Due**

The next screen shows the status of the expiring service/domain-

➤ Renewal: **faulknersurveyors.co.uk** ➤ web space Renewal for faulknersurveyors.co.uk

This Service is due to expire on 04/10/2003.

If you would like to renew this Service then please select the "Renew" button.
Your payment card will be debited £69.33

If you choose to expire this service, the provision will cease on 04/10/2003.

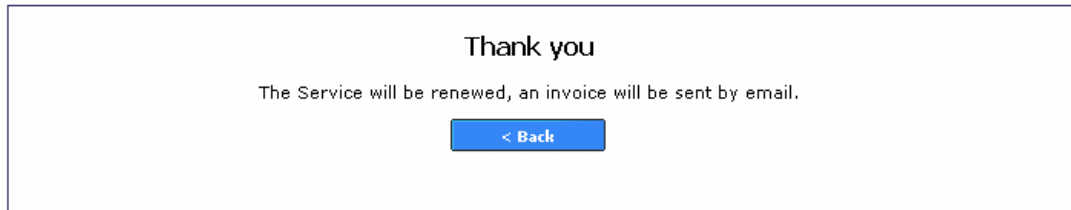
[Renew](#) [Expire](#)

Section 4 The renewal process explained

To renew the domain or service click on the blue [Renew](#) Button.

When the domain renewal process has been started you will see the following-

> Renewal: [faulknersurveyors.co.uk](#) > Web Space Renewal for faulknersurveyors.co.uk



Clicking the back button takes you back the main management panel which shows the domain or service renewal status-

> Payments

Description	Paid On
Web Space Renewal for faulknersurveyors.co.uk	Pending

Notice in the above the **Paid On** status shows **Pending**. This is because the card is awaiting authorisation.

You should allow up to 24 hours for the domain renewal processing to take place, if the card fails authorisation then we will advise the main contact email address by email that the card payment has failed. If a card authorisation fails then we advise you should update the card details via the control panel, and then call us by telephone to prompt us to manually run the payment process again.

When the payment has physically been taken and the domain renewed the domain status changes to show the date the payment was settled-

Section 4 The renewal process explained

> Payments

Description	Paid On
Web Space Renewal for faulknersurveyors.co.uk	15/01/2004

The system then generates an invoice for the payment which is emailed to the domain contact email address.

Please note that postal reminders will no longer be sent, and so the importance of keeping the contact details, and especially the email address and credit card details up to date cannot be over emphasised.

Section 5

Adding Services

You can add services to your basic domain management service via the new control panel. We currently provide mail and web forwarding as free services for the duration of your domain registration held with us.

To add services against your domain/s login into the control panel and select the domain which you would like to add/modify the services on via the domain pull down menu -

> Manage Domain

aaa12344.com

aaa12344.com
qwewqeweq.com
rwevwrewerer.com
> sdadadasd.co.uk

Description	Paid On
Domain Registration for aaa12344.com	20/11/2003

When you have select the domain you wish to add/modify the service on click the manage button to display the available options for online management.-

> Manage Domain: aaa12344.com

Domain Status: Active	For:
Primary DNS: ns1.net-address.co.uk	Owner: dave goddard
Secondary DNS: ns2.net-address.co.uk	Registrant: dave goddard
<input type="button" value="Change NS"/>	Billing: dave goddard

> Manage Services: aaa12344.com

Unlimited Users Mail Forwarding Service	<input type="button" value="Mail Forwarding"/>
Forward request for your domain to another website address	<input type="button" value="Web Forwarding"/>
True web hosting on our Redhat Linux Systems	<input type="button" value="Linux Hosting"/>

Modifying services is simple; just click on the appropriate button and follow the onscreen prompts!