



## Managing Your Virtual Hosting Service

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# Logging in to Plesk Client Interface

Open the URL <https://www.thepixelage.net:8443> in your browser. A login screen will be shown as below:



The screenshot shows the login page for Plesk 7.5 Reloaded. At the top, there is a blue header with a key icon and the text "Login To Plesk 7.5 Reloaded". Below the header, there is a white box containing the following elements:

- Instructions: "Enter the login name into 'Login' and password into the 'Password' fields respectively. Then click 'Login'."
- Input fields: "Login" and "Password" text labels followed by empty input boxes.
- Language selection: "Interface language" text label followed by a dropdown menu showing "ENGLISH (United States)".
- Links and Button: A link for "Forgot your password?" and a "Login" button.

Enter the login name and password for your account that has been given to you in your configuration email.

John.Doe >  
 Domain johndoe.com  [Up Level](#)

**Domain**

Disable  
 Report  
 Limits  
 Domain Administrator  
 Back up  
 Custom Buttons

**Services**

Mail  
 DNS  
 Databases  
 Certificates  
 Tomcat

**Hosting (Domain has physical hosting on IP 203.142.16.16)**

Setup  
 Delete  
 Web Users  
 Subdomains  
 Directories  
 Anonymous FTP  
 Log Manager  
 File Manager  
 SSH Terminal

FP Webadmin  
 FP-SSL Webadmin  
 Crontab  
 Mambo CMS  
 Application Vault  
 Site Preview

**Info**

Resource	Used	Allowed
Validity period	Mar 14, 2005	Unlimited
Disk space	0 B	500 MB
Traffic	0 B/Month	Unlimited
Subdomains	0	Unlimited
Web users	0	Unlimited
Mailboxes	0	50
Redirects	0	Unlimited
Mail groups	0	Unlimited
Autoresponders	0	Unlimited
Mailing lists	0	1
Databases	0	1
Java applications	0	0

The domain screen displays the icons to the various screens to configure the domain and website hosted through the domain name. At the bottom of the screen is a summary of the settings and limits applicable to this domain.

**NOTE: Do not click the “Disable” icon as this will disable your whole domain name which will make it inaccessible by the WWW. Please ensure care when making changes to any of the function here as it might cause your domain name to be disabled. There will be a fee of \$50.00 per hour for reconfiguration of your Plesk Control Panel.**

# To change your Plesk Control Panel access password

You are STRONGLY advice to change the password given to you by thepixelage (base on your configuration email from thepixelage). To do so, click on the “Domain Administrator” icon and you will be transferred to the “Edit the properties of domain administrator’s account” page.

### Edit the properties of domain administrator's account

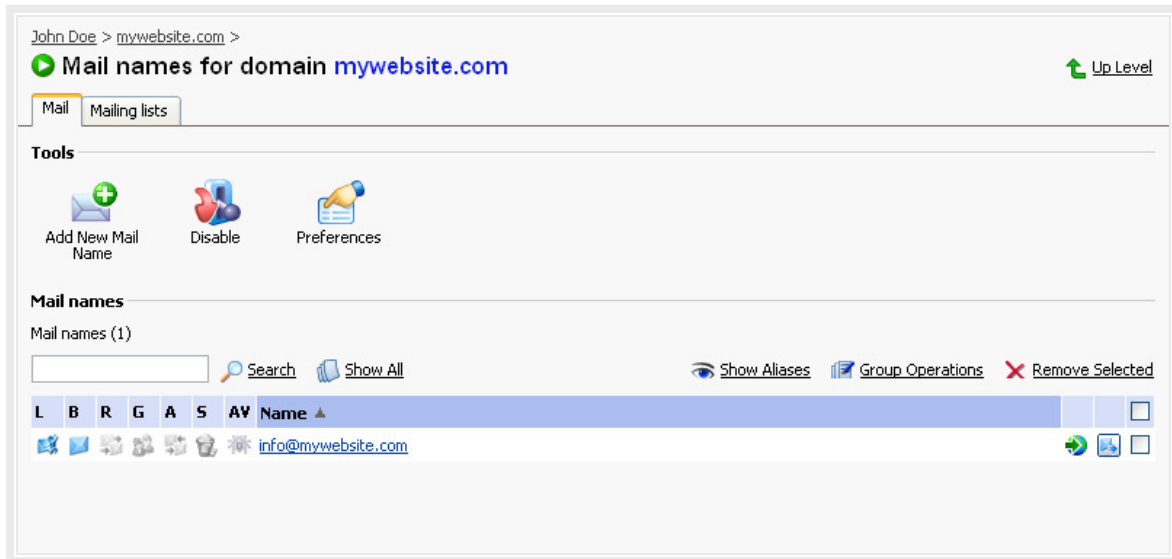
**Preferences**

Domain name *	WWW <input checked="" type="checkbox"/> jonhdoe.com
Login	jonhdoe.com
Old password	*****
New password	<input type="text"/>
Confirm Password	<input type="text"/>
Display	<input type="text" value="25"/> lines per page
Button label length	<input type="text"/>
Domain administrator's language	ENGLISH (United States) ▼
Domain administrator's interface skin	WinXP Reloaded Compact ▼
Allow multiple sessions	<input checked="" type="checkbox"/>
Prevent users from working with the control panel until interface screens are completely loaded.	<input checked="" type="checkbox"/>

Enter your new password in the “New password” field provided. Enter your password again to confirm the password. Click on the “Ok” button to accept the changes.

# Managing emails

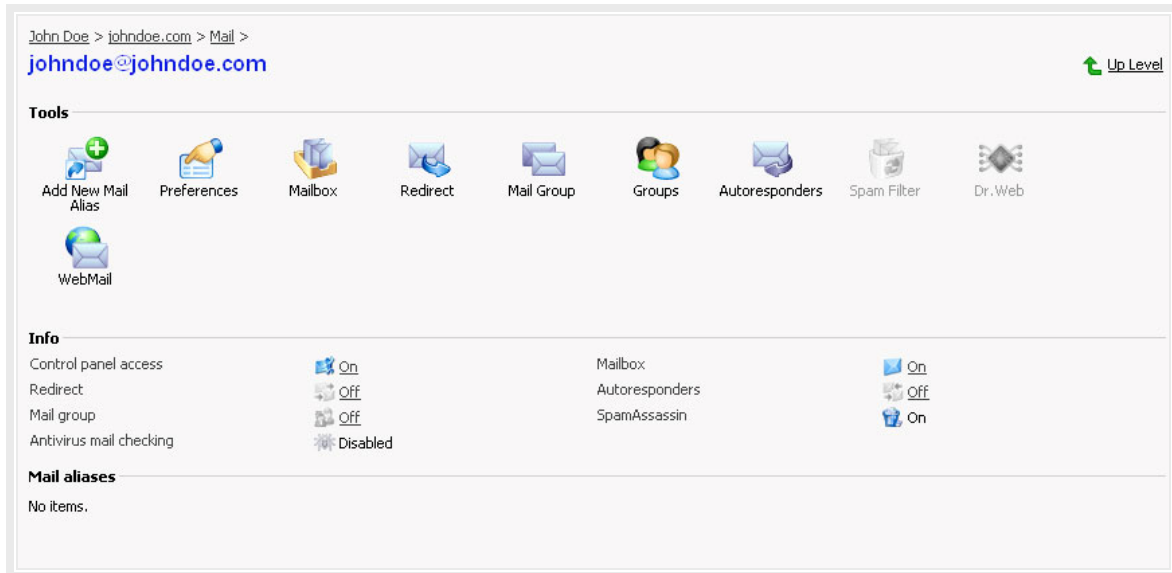
To manage your email settings, click on the “Mail” icon. The following screen will be shown:



A list of email names that have been set up for the domain will be displayed. To add a new mailbox, click on the “Add New Mail Name” icon. The following screen will be shown:

The screenshot shows a 'Create mail name' form. It includes fields for 'Mail name \*' (johndoe @ johndoe.com), 'Old password' (None), 'New password' (masked with dots), and 'Confirm Password' (masked with dots). There are checkboxes for 'Control panel access' and 'Mailbox'. Under 'Control panel access', there are settings for 'Display' (25 lines per page), 'Button label length', 'Interface language' (ENGLISH (United States)), and 'Interface skin' (WinXP Reloaded Compact). Under 'Mailbox', there are options for 'Mailbox quota' (Default for the domain (Unlimited) or Enter size 10000 KBytes) and 'Enable spam filtering'. The form has 'OK' and 'Cancel' buttons at the bottom right.

Simply fill in the necessary information and set the quota for the mailbox. (Note: the quota is in Kbytes, meaning, if you want to give 10mb for the email box, you need to enter 10000 kbytes.) Ensure that you check on the spam filtering option to activate the spam filter, failing to do this, your email account will not be protected by spam filtering. Click OK to accept and you will be transfer to the new email address control panel.



**Note: Your server is protected by Clam AV antivirus software and not the default Dr Web. You will see Antivirus as disable but they are working behind the scene. Please note that your server antivirus does not provide any protection to your personnel computer (desktop). They are meant only to protect your server. You will still need to install and manage your own antivirus software on your desktop.**

## Managing mail aliases

Mail aliase allow you to map alternative mail names to one current mailbox account. For example, you may wish for all emails to support@johndoe.com to be sent to johndoe@johndoe.com. To do this, you simply create a new mail alias under johndoe@johndoe.com.

From the mail names screen, click on johndoe@johndoe.com, then click on the “Add New Mail Alias” icon. The following screen will be shown:

John Doe > johndoe.com > Mail > johndoe@johndoe.com >

**Creating mail alias for johndoe@johndoe.com** [Up Level](#)

**Mail alias form**

Mail alias name \*  @johndoe.com

\* Required fields

Simply fill in the alias name, i.e. support and click OK. Now support@johndoe.com is an alias to johndoe@johndoe.com. Any email send to support@johndoe.com will be downloaded by johndoe@johndoe.com. Note: Email alias does not use up your POP account. You can do unlimited email alias.

## Managing mail groups

Mail groups allow you to group multiple mailbox accounts under a mail name, so that emails sent to this latter mail name will be sent to all the accounts under it. For example, you may wish to have the emails sent to billing@johndoe.com to be forwarded to johndoe@johndoe.com and janedoe@johndoe.com. In this case, you should set up the email name billing@johndoe.com as a mail group.

To do this, click on “Add New Mail Name” icon and you will be transfer to the New Mail Setup screen.

John Doe > johndoe.com > Mail >

**Create mail name** [Up Level](#)

**Mail name form**

Mail name \*  @ johndoe.com

Old password

New password

Confirm Password  **DO NOT ENTER ANY PASSWORD**

**Control panel access**

Display  lines per page

Button label length

Interface language  ▼

Interface skin  ▼

Allow multiple sessions

Prevent users from working with the control panel until interface screens are completely loaded.

**UNCHECK THIS BOX**

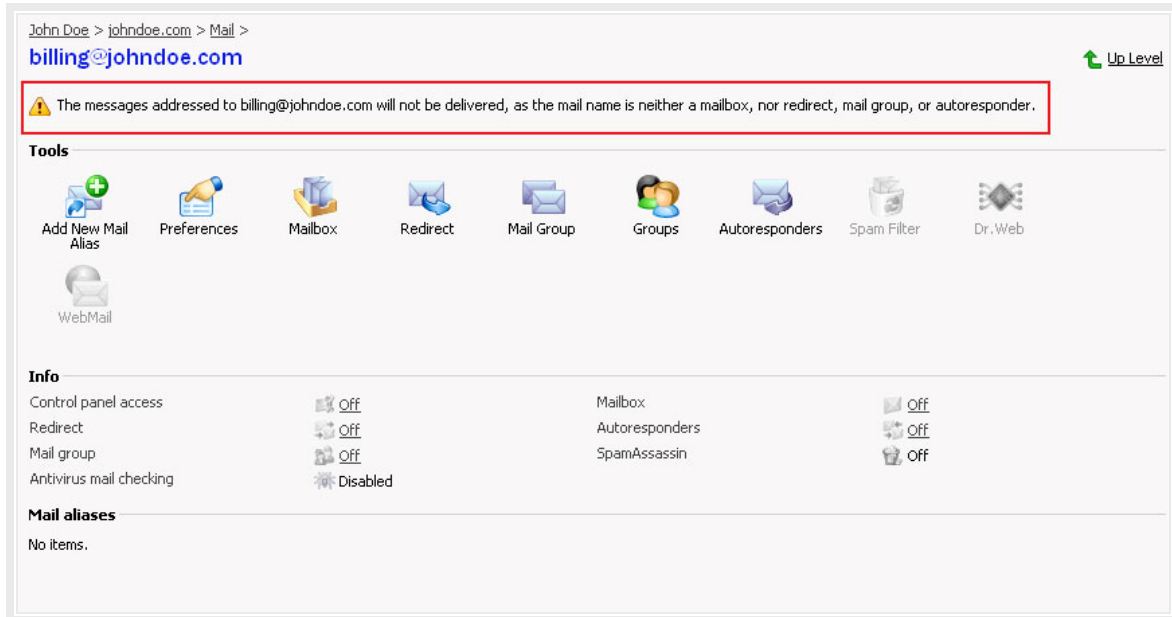
**Mailbox**

Mailbox quota  Default for the domain (Unlimited)  
 Enter size  KBytes

Enable spam filtering

\* Required fields

Enter the mail name as “billing”. DO NOT enter any password. Uncheck both the “Control panel access” and “Mailbox” option and click on the “OK” button and you will be transfer to billing@johndoe.com email control panel.



You will see a message “The messages addressed to billing@johndoe.com will not be delivered, as the mail name is neither a mailbox, nor redirect, mail group, or autoresponder.” Simply ignore this message for the time being as you will be setting up your mail group now.

Click on “Mail Group” icon and you will be transfer to the Mail Group screen. Next click on “Add New Member” icon and you will be transfer to “Add Mail Group Member” screen as shown below.

John Doe > johndoe.com > Mail > billing@johndoe.com > Mail group >

### Add Mail Group Member

[Up Level](#)

**Address**

E-mail

**Mail names**

Addresses (2)

[Search](#) [Show All](#)

Address ▲	<input type="checkbox"/>
janedoe@johndoe.com	<input checked="" type="checkbox"/>
johndoe@johndoe.com	<input checked="" type="checkbox"/>

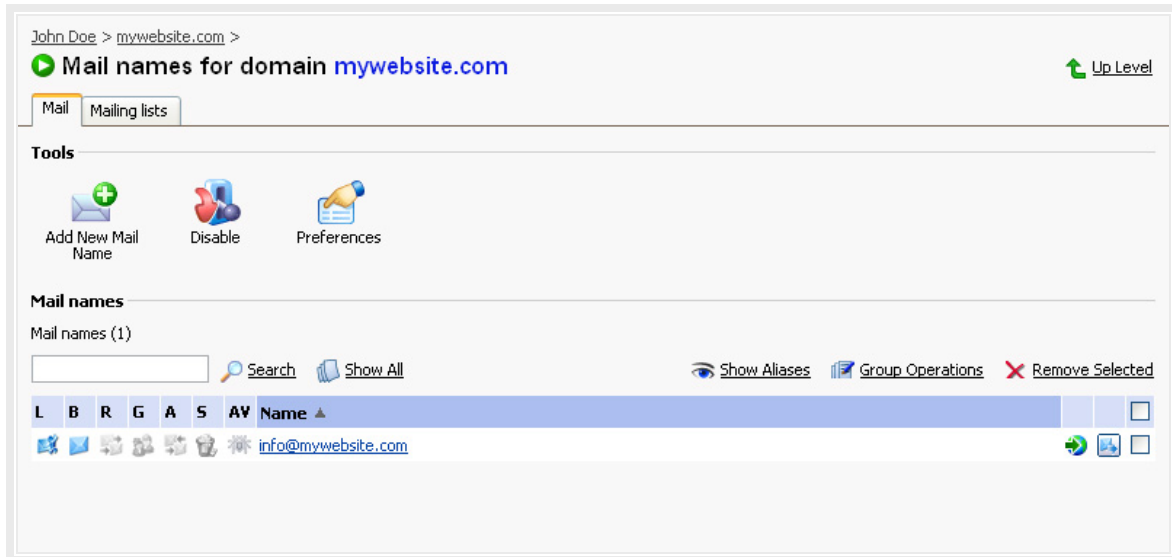
\* Required fields

You will see a list of email addresses created by you earlier, for this sample you can see janedoe@johndoe.com and johndoe@johndoe.com. Choose the email address that you would like to add into the billing@johndoe.com group. Click OK and you have set a group for billing@johndoes.com. All email send to billing@johndoe.com will be automatically forwarded to janedoe@johndoe.com and johndoe@johndoe.com.

Note: You should only group POP email that has their own mailbox (example: janedoes@johndoe.com).

# Changing Your E-mail Password and Mailbox Size

To change your e-mail password and mailbox size, click on the email from the “Mail names” list.

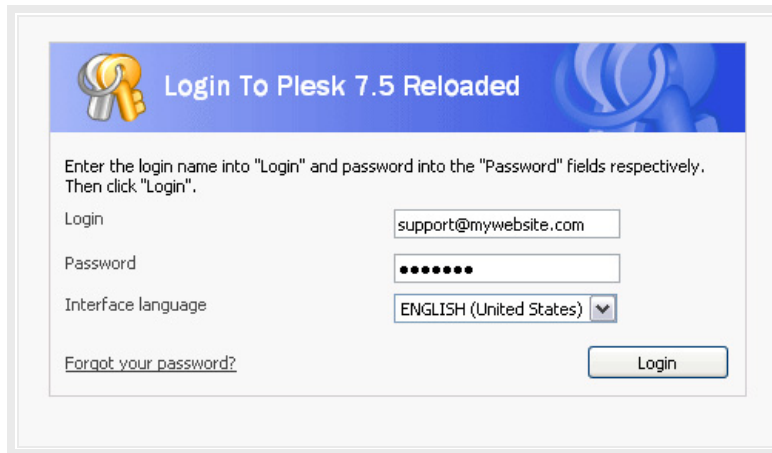


Enter your new password in the “New Password” field. Re-enter your password again in the “Confirmed Password” field. Next, click OK to accept the changes.

To change your mailbox size, enter the new size in the Mailbox Quota/Enter Size field. Please do not choose the “Default for the domain (Unlimited)” as this will use up all your domain server space.

## Mail user access

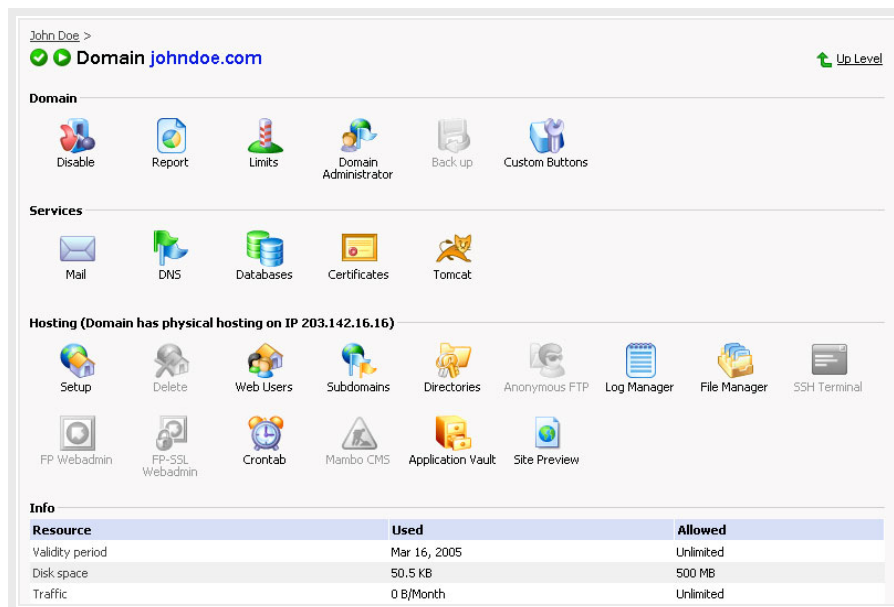
Individual mail users are also given access to the administration interface. However, they will be restricted to only actions such as changing their own passwords and out-of-office messages. To log in as a mail user, use your FULL email address (i.e. username@mywebsite.com) as your login ID and your email password as the login password:



## Changing Your FTP Password

Note: If you are getting thepixelage to design your website, please do not change your FTP password until thepixelage ask you to do so as we need to have FTP access to your domain name to upload your web pages.

To change your FTP password, go to your Domain name page. Next, click on the “Setup” icon under “Hosting (Domain has physical hosting on IP 203.142.16.16)” and you will be transfer to the “Physical Hosting Setup Page For.....”.



Enter the new password in the “New FTP Password” field. Re-enter the password in the “Confirm Password” field. Click OK to save the changes.

John Doe > johndoe.com >

## Physical hosting setup page for domain [johndoe.com](#)

### IP Address

IP Address 203.142.16.16 Shared  
Certificate default certificate (Administrator's repository)

### Preferences

SSL support No  
FTP Login johndoe  
Old FTP password \*\*\*\*\*  
New FTP password   
Confirm Password   
Hard disk quota 500 MB  
Shell access to server with FTP user's credentials Forbidden

### FrontPage support

FrontPage support No  
FrontPage over SSL support No  
FrontPage authoring  disabled  
 enabled

## Support Information

For technical support:-

thepixelage tech support  
Email: [support@thepixelage.com](mailto:support@thepixelage.com)  
Tel: 6223 4485

Additional service charged:-

thepixelage managed hosting: \$250.00 for 10 hours support  
Reinstallation of Plesk Control Panel: \$50.00 per hour