

Welcome to your Shared Hosting package with Superb. This page has been created to help you get your website online and live to the world. If you have any questions about this document or suggestions on how to make this document more helpful, please email them to customerservice@superb.net.

Before Getting Started:

IMPORTANT: There is one final step to complete before your website is ready to host your domain. In order for the world to know where to find your website, you must do one of the following:

- If you do not have a domain name, please register one from the myCP® portal* (<http://mycp.superb.net>).
- If you have a domain, please transfer the domain to Superb, **or**
- Change the DNS record for the domain (more advanced users).

If you need to register a domain name or transfer an existing domain, you will need to login to the myCP® portal (<http://mycp.superb.net>). The login information for your myCP® account has been emailed to you. To update the DNS records for an existing domain, please use the following name servers: **NS1.SUPERB.NET** (IP 207.228.225.5) and **NS3.SUPERB.NET** (IP 207.228.226.5)

*In myCP® there is a link to Superb Registrar (<http://www.superbregistrar.net>) where you can complete this process from within your account. Because some hosting packages include a credit for a free domain registration, Superb recommends registering your domains through the myCP® portal.

Getting Started:

Once you have logged in to the myCP® portal, the first thing we recommend you do is **change your password**. The same password is used for Email, FTP, and your myCP® Login.

The myCP® panel gives you a variety of options for your account. At the domain level, you can, for example, manage your E-mail accounts, FTP accounts, and web stats, and at the account level, you can manage your billing and account information and make upgrades to your account.

If you need further help or information on your myCP® Control Panel, please refer to Superb's Support (<http://www.superbhosting.net/support>), contact Sales by phone at 888.354.6128 (and press '1') or send an email to customerservice@superb.net.

Transferring Your Domains to Superb

You will find links in myCP® to Superb Registrar where you may transfer your domains to Superb (if you have not registered a domain, you can do this as well). A domain is needed for your website to be live to the world.

With some of Superb's hosting packages, a credit for a free domain registration is included**. To find out if you qualify for a free domain registration or to find out about changing to a package that includes a free domain registration, please contact Sales by phone at 888.354.6128 (and press '1') or send an email to customerservice@superb.net.

**A single credit covers either one new domain registration for one year free OR the transfer of one domain name and a one year extension. The credit applies to all domain names, but the value is limited to the cost of registering a .com domain. Superb Hosting packages can include up to two (2) credits.

Before Your Domain Resolves to Your Website

It takes time for your domain name to be directed to your webspace. Servers around the world need to be told where to find your website and this takes up to 48 hours AFTER you register the domain, initiate the domain transfer, or change the DNS information. The Web Mail link will not work until your domain resolves. It will give you a page not found error. This is normal.

Your website can be viewed immediately. You should have received a Welcome E-mail with information about accessing your website using a direct IP address. If you did not receive this E-mail, please check your Spam Filter or Junk Email, and if you are still unable to locate it, please contact Sales by phone at 888.354.6128 (and press '1') or send an email to customerservice@superb.net.

Uploading Files

You can use the myCP® File Manager to upload files for your website, but many people prefer to use FTP (for free FTP software, go to <http://freeware.aceftp.com>).

Information for using FTP to upload files was included in your Welcome Email. The Username/Login ID and Password are the same as for myCP®, but you will need to get the IP address from the Welcome Email.

When you go into the myCP® File Manager you will see three directories (folders) already created in your root directory. These will be:

- Your IP Address
- Your domain (ie. superbhosting.net)
- Your domain with the *www* prefix (ie. www.superbhosting.net)

All three are the same directory and they are all necessary for the proper function of your website. **DO NOT attempt to remove or rename them or your website will cease to function properly.**

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When you add another domain in the myCP®, two directories will be visible per domain name. One will be same name as the domain you just added and one with a 'www' prefix:

Example: superbhosting.net and www.superbhosting.net

Again this is normal and required, **do not remove or rename them!**

Now the easy part:

Upload the files you wish the world to view for a given domain into the public_html directory of that domain name.

Example: [/superbhosting.net/public_html](http://superbhosting.net/public_html) contains the files that are viewed at <http://superbhosting.net> or <http://www.superbhosting.net>.

This goes for all the domains you add. Just upload the files to the appropriate /public_html directory. Any CGI scripts (*Perl*, *.cgi*, or *.pl*) need to go in [/superbhosting.net/cgi-bin](http://superbhosting.net/cgi-bin). PHP scripts run from anywhere under /public_html.

Final Notes:

Technical Support is done via the ticket system inside myCP®. Simply log in to the myCP® portal and click on the *Support Tickets* link underneath *Account Management* in the *Customer Care* section. For help creating tickets and getting your tickets resolved more quickly, please read Superb's 8 Tips for Successful Tickets (http://www.superbhosting.net/support/ticket_tips.php).

With your website up and running, it's important to get traffic, and Superb can help with a \$25 credit for Google's Adwords program (<http://adwords.google.com>). Please contact Sales by phone at 888.354.6128 (and press '1') or send an email to customerservice@superb.net.

With your Superb Hosting account, you are automatically signed up for a free Superb Affiliate (customerservice@superb.net) account. Make your website work for you and get paid to host your site with Superb! For more information, please contact Sales by phone at 888.354.6128 (and press '1') or send an email to customerservice@superb.net.

Thank you for signing up with Superb Hosting. With our focus on customer care, if you have a problem, we have a problem – for more help, contact our Sales Team at 888.354.6128 (and press '1') or send an email to customerservice@superb.net.



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Corporate Information

SuperbHosting.net is a wholly owned division of **Superb Internet Corporation**, a world-class, award-winning web hosting company founded in 1996. Since 1996, Superb Internet has been consistently rated as one of the very best web hosts by all web host rating agencies, such as Web Hosting Magazine, in all areas, especially customer support and reseller services. Superb Hosting provides a complete range of managed web hosting services, from virtual hosting to dedicated service solutions. Superb Hosting's core focus is customer service and continuous service improvement – another way Superb is *Ahead of the Rest®*.

Superb Internet has offices and 24-hour/365-day operations in McLean, VA, Seattle, WA, and Vancouver, BC, serving customers in over 150 countries worldwide.

Superb Internet Corporation

Suite 1400 – 700 West Pender Street
Vancouver, British Columbia V6C 1G8
Canada

Telephone: 888.354.6128

Fax: 604.608.2950

E-mail: info@superb.net

<http://www.SuperbHosting.net>

