

123-reg Hosting Guide

Managing your Hosting Account



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Contents

| | |
|---|---|
| What can I do through my hosting control panel? | 3 |
| How do I get to the hosting management area? | 3 |
| How do I change my FTP password? | 5 |
| I have lost my FTP login information | 6 |
| Resend your Welcome email | 6 |
| How can I upgrade? | 7 |
| How do I renew my hosting package? | 8 |
| How can I cancel my hosting package? | 8 |

What can I do through my hosting control panel?

There are many things you can do through your 123-reg hosting control panel ranging from administrative tasks such as resetting your FTP password to technical management of your web space and databases. This guide will help you navigate your way around the hosting management area of your 123-reg control panel.

How do I get to the hosting management area?

To access the hosting management area of your 123-reg control panel, please follow the instructions below:

1. Log into your [123-reg control panel](#).
2. Scroll down to the **Web hosting** section and click on the **Manage web hosting** option.



You will then be presented with an overview of the hosting packages associated with the 123-reg account that you are logged into. You will see the following:

- Type of hosting package. i.e. Linux Plus or Windows Pro
- The domain name that the hosting package is linked to
- The expiry date of the hosting package
- The status of the hosting package. i.e. Live or Suspended

Select web hosting package

| Package name | Domain | Expiry | Status | Auto Renew | Enable Stats | Resend Welcome Email | Setup |
|--|-----------------------------------|----------|--------|---------------------------------|---------------------------|----------------------|--------|
| Linux Unlimited Yearly | 123-demo.co.uk Domain mapping | 22/02/14 | ● Live | Yes | Enable website statistics | Resend welcome email | Manage |
| - Add extra domain | | | | - Google AdSense | | | |
| - Your feedback for Linux Unlimited Yearly | | | | - Activate Free SSL Certificate | | | |
| Windows Unlimited Yearly | 123-demo2.co.uk Domain mapping | 25/02/14 | ● Live | Yes | Enable website statistics | Resend welcome email | Manage |

3. Click on the **Manage** button for the hosting package that you wish to manage. You will then be presented with the following screen:

123-reg.co.uk
WEB HOSTING CONTROL PANEL

www. domain search GO ? ↵

Files

- File Manager
- Check Site Permissions
- Additional FTP Accounts
- Backup / Restore

Email

- Mailing Lists

Web Stats & Logs

- Google Site Map
- Webalizer Statistics
- AWStats Statistics
- Open Web Analytics
- Log File Download
- Hits Counter and Logger
- Bandwidth Statistics
- Tracewatch
- Piwik

Search Icons

Search input field with X button

Account Info

| | |
|------------------|-------------------------------|
| Domain Name: | 123-demo.co.uk |
| Package Type: | Linux Professional |
| Server Type: | Linux |
| Temp Web: | Visit Website |
| Address: | |
| Web Space: | 0/unlimited MB |
| Bandwidth: | 0/unlimited MB |
| MySQL Databases: | 2/1000 |
| Subdomains: | 0/unlimited |

FTP Details

| | |
|----------------|------------------------------------|
| Username: | ftp@123-demo.co.uk |
| Password: | click here to show |
| FTP Server: | ftp.123-demo.co.uk |
| FTP Server IP: | 94.136.40.103 |
| FTP Users: | 2/unlimited |

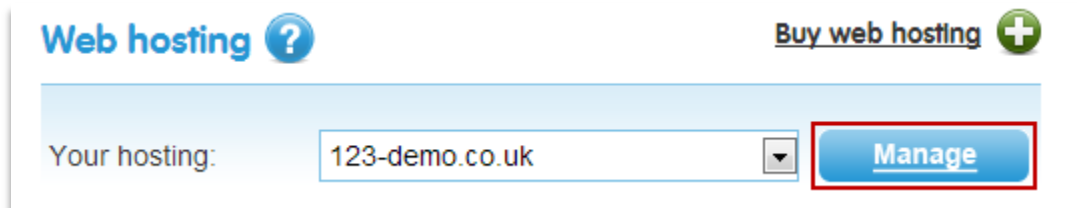
RESET USER INTERFACE



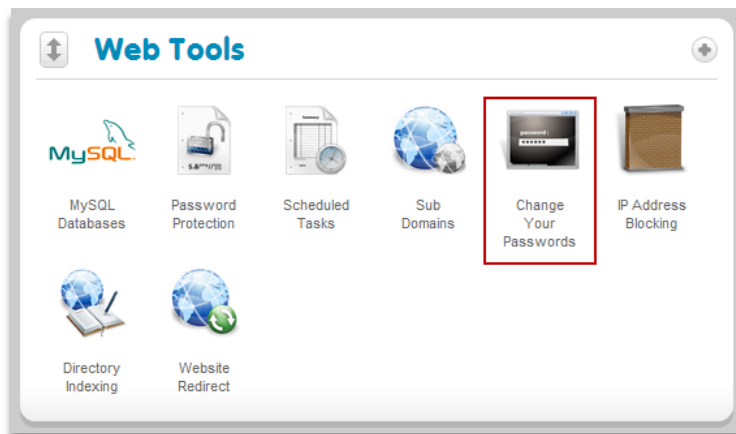
Tip: To get directly to the options above you can select the domain name from the drop down box and click on the Manage button in the Web hosting section of the 123-reg control panel.

How do I change my FTP password?

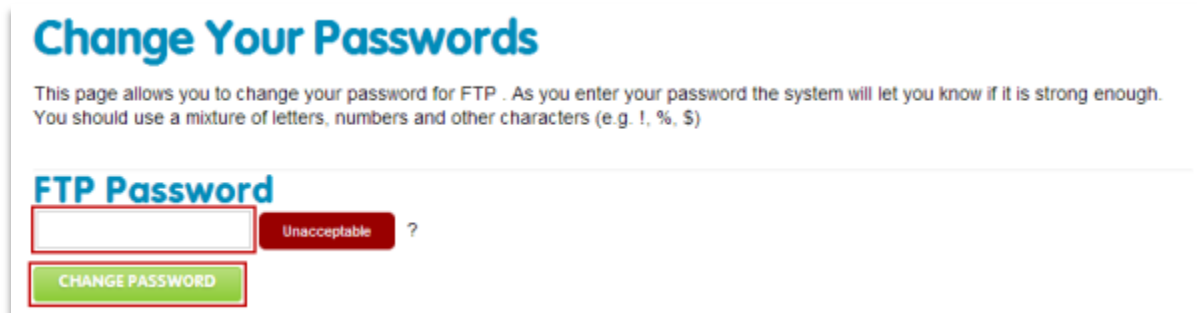
1. Log into your [123-reg control panel](#).
2. Scroll down to the **Web hosting** section and select the relevant domain name from the drop down box and click on the **Manage** button.



3. Click on the **Change your passwords** option in the **Web Tools** section.



4. Enter a **New password** in the **FTP Password** box.

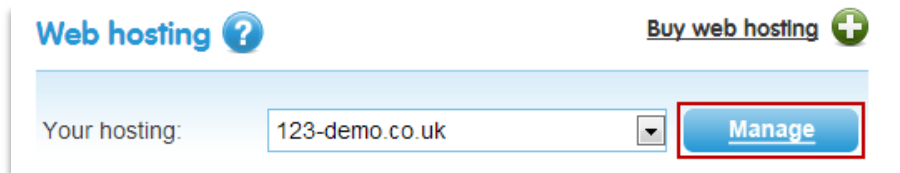


5. Click on the **Change Password** button.

I have lost my FTP login information

If you need to find your FTP password you can find it in your 123-reg Hosting Control Panel by following the steps below.

1. Log into your [123-reg control panel](#).
2. Scroll down to the **Web hosting** section and select the relevant domain name from the drop down box and click on the **Manage** button.

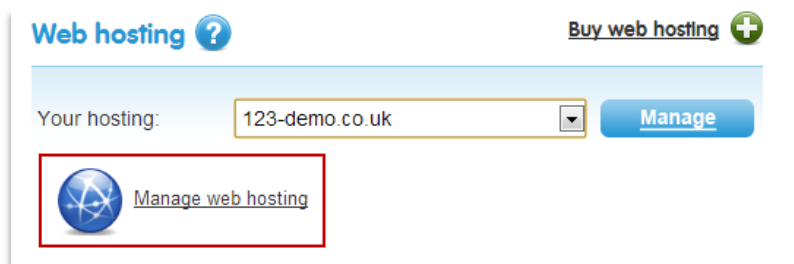


3. Click on the link **Click here to show** next to Password in the **FTP Details** panel in the hosting control panel.

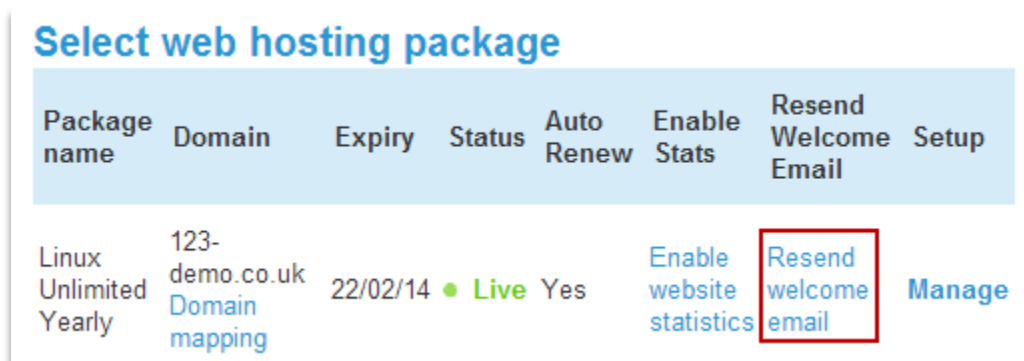


Resend your Welcome email

1. Log into your [123-reg control panel](#).
2. Scroll down to the **Web hosting** section and click on the **Manage web hosting** option.



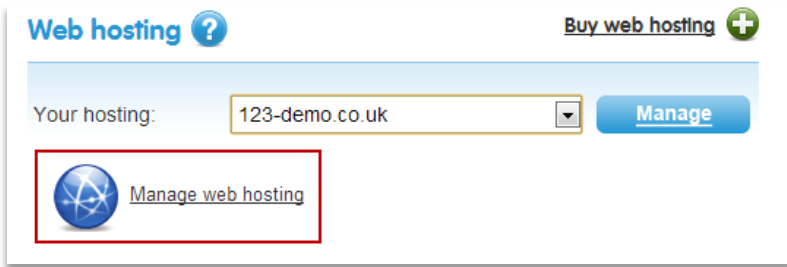
3. Click on the **Resend welcome email** link





How can I upgrade?


To upgrade your hosting package, please follow the instructions below:

1. Log into your [123-reg control panel](#).
2. Scroll down to the **Web hosting** section and click on the **Manage web hosting** option.

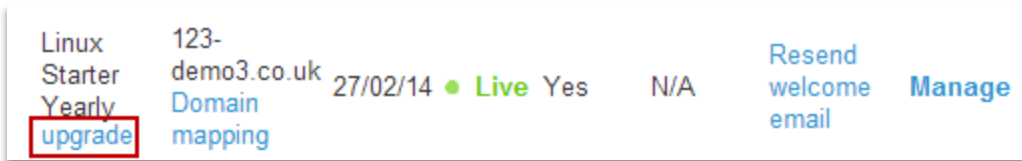


Web hosting  [Buy web hosting](#) 

Your hosting: [Manage](#)

 [Manage web hosting](#)

3. Click on the **Upgrade** link



| | | | | | |
|-------------------------------------|--------------------------------|---------------------|-----|--------------------------------------|------------------------|
| Linux Starter Yearly upgrade | 123-demo3.co.uk Domain mapping | 27/02/14 ● Live Yes | N/A | Resend welcome email | Manage |
|-------------------------------------|--------------------------------|---------------------|-----|--------------------------------------|------------------------|

4. Click on the available upgrade option you wish to upgrade your hosting package to.

Upgrade your hosting plan

For a complete overview of 123-reg hosting packages please visit our [comparison page](#)

| Your plan | UPGRADE NOW | UPGRADE NOW |
|--------------------------------|--------------------------------|--------------------------------|
| Starter | Business | Unlimited |
| Only £2.99 a month | Only £4.99 a month | Only £8.99 a month |
| 1 GB webspace | 25 GB webspace | Unlimited webspace |
| Unlimited traffic | Unlimited traffic | Unlimited traffic |
| 100 POP3 mailboxes | 500 POP3 mailboxes | Unlimited mailboxes |
| Upgrade today! | Upgrade today! | Upgrade today! |

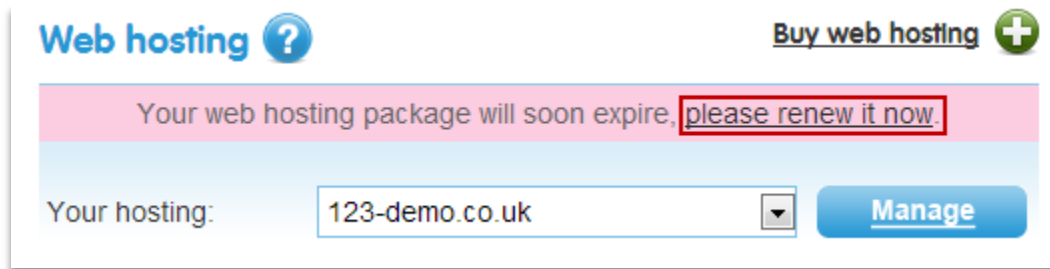


Important: If you are upgrading a Windows hosting package, you may experience up to a maximum of 24 hours downtime whilst your files are being transferred.

How do I renew my hosting package?

To renew your hosting package, please follow the instructions below:

1. Log into your [123-reg control panel](#).
2. Scroll down to the **Web hosting** section and click on the **please renew it now** link in the pink bar.



Please Note: Your services will automatically be renewed if you have valid up-to-date payment details stored on your 123-reg account.

How can I cancel my hosting package?

To cancel your hosting package you will need to call the Customer Relationship team on 0345 504 8540. Their hours of operation are 9am-5.30pm Monday to Friday.



Please Note: When cancelling your hosting package you will lose all files stored on your hosting package and any mailboxes supplied as part of the hosting package. This cannot be restored once cancelled.