

JOOMLAPOLIS! HOSTING!

SECURE & REDUNDANT

Your first day with us

Welcome

Welcome to Joomla!polis hosting service. This document will outline your first days and hopefully answer initial questions you might have.

How to get started

Once your hosting account is created, you will receive a setup e-mail for the domain hosting, which includes instructions on your initial server credentials. It is important to understand your management tools including, control panel, user interface, billing system and the customer portal. But remember, we are here to assist you. Become familiar with your management tools and ask for assistance when needed.

Portal overview

On the Joomla!polis hosting portal (<https://hosting.joomlapolis.com>) is your entry point for all your hosting activities: you will find the necessary information to reach the different application you will use (support, FAQ, hosting forums) as well as your account information. However, when your domain name will have been propagated, you can go directly to:

- Your web site management panel, Virtualmin and Webmin:
For domain “example.com”, it would be: <https://example.com:10000>
- Your personal webmail account is accessed on Usermin with: <http://example.com:20000>

Please accept the web-certificate and add it to trusted certificates the first time, keeping in mind that at that stage your server does not have a SSL certificate for your domain.

We strongly advise you to spend a couple of hours exploring the powerful menus of VirtualMin and of UserMin, learning how to manage your site directly.

Support guidelines

Our support team is available during business hours for standard support, and 24/7 for emergencies.

Web site management is your responsibility, but we are here to offer general assistance. If you find you are in need of technical assistance on your web site administration, we can assist you on a per hour basis.

Technical resources

There are many technical resources at your fingertips inside the portal. You will find extensive tutorials and FAQs, as well as forums where you can browse or add new topics.

Adding users (and email mailboxes, and aliases)

Inside the web site management portal, Virtualmin, select the menu “Edit Mail and FTP Users” on

the top left, then select the tab “Add New User to this Server” and fill the fields according to your needs. If you need help, you can always click on blue texts.

Adding additional domains and Web applications

Our different plan allow you to have several domains. Inside the web site management, VirtualMin, select the menu “Create Virtual Server” and fill the fields according to your needs (**Important:** check the installation folder and database used to install before installing). You can get help in clicking on any of the blue texts. That's also where you can install phpMyAdmin into a subfolder of your site (use preferably a hard to guess folder name for that), if you prefer that than the powerful built-into Virtualmin database manager. There is a convenient file manager in the Webmin menu under “Others”, “File Manager”. Keep in mind that the web directory is in the sub-directory “public_html” and not at the root of your user directory.

E-mail and domain

When you register to us, please use an existing working e-mail address to make sure you will receive all e-mails concerning the registration process as well as your account information. Do not use an e-mail address in a domain you are registering: as it does not yet exists (at least on our systems), you will not receive any e-mail, more especially the one containing all your account informations.

Web site installation

When you create a new domain hosting, you have several applications at your disposal, like Joomla!. You can choose one during the installation process, and it will be automatically installed for you. You then get emails when new versions appear, and can update the installations with a single click. Even though Joomla!polis hosting service is tuned for Joomla! web sites, you can also add other CMSes and many other web applications, in the “Install scripts” menu (same is used for updates).

Community Builder Site

Community Builder Site is a Community Builder and Joomla! package that allows you to install a community site in a minute, with many useful modules. You have several ways to install it: when you order you new site, you can choose *CommunityBuilderSite* for your initial web site. If you forgot to do it, don't worry, you can do it after, from your Virtualmin domain management portal. Click on the *Install Scripts*, go on *Available Scripts*, and select jphCommunity. The default installation is in a sub folder of your site. If you like to have it in the root folder, don't forget to select *At Top Level* in *Install Options*.

Billing and invoice

Your first day of service is also your anniversary billing date. On standard plan, you will be charged automatically on your anniversary day for your service. If you choose a quarterly or yearly billing plan, you will be charged at your anniversary day for the corresponding billing period.

The billing and automated payment is done by Paypal payment. Please make sure you provide and maintain valid payment source in your Paypal account (e.g. Credit Card or bank account) before expiration, to avoid any interruptions of service. Also make sure to keep your contact email up-to-date on Joomla!polis and in the VirtualMin domain contact email.

Adding or upgrading services

You can always add new service or upgrade your current account via the user portal, hosting.joomlapolis.com.

Domain control and access

We strongly advise to manage your domain via the Joomlapolis intercontinental DNS servers. Their IP addresses and names are in the FAQ and in the welcome e-mail.

- ns2.cbpolis.com (IP address: 80.74.158.163)
- ns3.cbpolis.com (IP address: 208.43.241.197)

Joomlapolis does not provide domain registration at this time, so you need to register your new domain, or change the DNS servers to the values above at your preferred registrar.