

# TAKE CONTROL OF YOUR WEBCENTRAL SERVICES

**Important Information about Requesting  
Technical Support & Managing your Account**

**In this booklet you will find:**

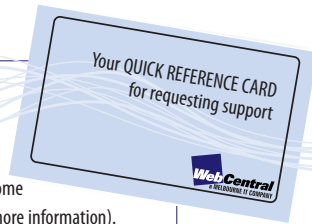
- A guide to your Quick Reference Card
- The best ways to request technical support
- Telephone support rules
- An introduction to Mission Control
- Tips for using the Job Logging System
- Using the Online Help Tool
- Tips for managing your WebCentral account

If you would like another copy of this booklet or another Quick Reference Card, you can download these from our web site at [www.webcentral.com.au/brochures](http://www.webcentral.com.au/brochures), or call us on 1800 800 099 (opt 1) and we will mail you a copy

# A GUIDE TO YOUR QUICK REFERENCE CARD

We have provided you with a Quick Reference Card so that you can record and store all your important account details in one central place for easy reference. You can find your Quick Reference Card in the front of this Welcome Pack.

Below is a list of the main details you will need to manage your WebCentral services efficiently and to receive assistance from our Accounts and Technical Support Teams. You should enter these details in the spaces provided in your Quick Reference Card and keep it in a safe place (along with this booklet). So when the time comes for requesting help, all your important account details will be available in one handy location!



## YOUR ACCOUNT DETAILS

- **Domain Name** (eg. yourcompanyname.com.au)
- **VS Number (Username) & Master Password**
  - Required to enter Mission Control and upload your web site.
  - If you have changed your Master Password in Mission Control since receiving your Welcome Email, this will now be your current Master Password (refer to bottom of this page for more information).
  - Your Master Password is also your FTP password for uploading your web site using FTP, as well as your FrontPage password for uploading your site using Microsoft® FrontPage (unless you have specifically changed your FrontPage password in Mission Control).

## DETAILS REQUIRED FOR SETTING UP YOUR STAFF EMAIL PROGRAMS

- **Incoming Mail Server Name**
  - Required to configure your email program (eg. Microsoft Outlook or Outlook Express) to collect incoming mail for your domain.
  - This is based on your domain name in the following format: pop.yourdomainname (NB: 'yourdomainname' does not include 'www.')
- **Outgoing Mail Server Name**
  - Required to configure your email program to send all outgoing mail from your domain.
  - You must contact your ISP for your outgoing mail server name. WebCentral cannot provide this information.
- **Individual Mailbox Usernames & Passwords**
  - Each mailbox (ie. email address) you create in Mission Control is issued with a mailbox username (eg. mb123456a) and password. These details are required in order to configure your employees' email programs to send and receive email to these email addresses.
  - You can create mailboxes and change the password for each mailbox at any time through your Mission Control panel (see directions provided on page 4).



## CHANGING YOUR MASTER PASSWORD

It is up to you how secure you make your web site and email, and your VS Number (Username) and Master Password are your means of doing so.

You will have noticed that the automatically generated password you were provided with in your Welcome Email may often be very difficult to remember! For ease of reference, you should immediately change your password in Mission Control to something that will be easier for you to remember but also secure. Your new password must be a minimum of 8 characters in length with a combination of upper and lower case letters with at least one number.

It is critical that you keep your password a secret and change it regularly (see directions provided on page 5).

# THE BEST WAYS TO REQUEST TECHNICAL SUPPORT

## Our Commitment to Providing Fast, Friendly Technical Support

WebCentral is dedicated to delivering fast, friendly technical support when you need it most. That's why our Technicians are available 24 hours a day, seven days a week, 365 days of the year! It's also the reason why we provide a number of different ways for you to request the technical advice and support you need.

## FOUR METHODS FOR REQUESTING TECHNICAL SUPPORT

### MISSION CONTROL

Within Mission Control (your online control panel for managing your web site and email services) you have three methods for receiving technical advice and assistance:



#### 1. Self-Service Options

The Main Menu in Mission Control gives you the ability to perform a number of basic functions relating to your services at your convenience, such as setting up mailboxes, uploading your web site and updating your contact details.

Learn more about the types of tasks you can perform through the self-service features in Mission Control on pages 4 and 5 of this booklet.



#### 2. Job Logging System

The Job Logging System is your primary help tool when communicating with WebCentral's Technicians, and allows you to submit your problem, request or query quickly and easily online. In some circumstances it is essential that you use the Job Logging System to request certain changes, information or support regarding your services.

Learn more about the Job System on page 6 of this booklet.



#### 3. Online Help Tool

You can use our Online Help Tool to find articles that contain general and technical information regarding such topics as: setting up your web site and email services; conducting business on the internet; and troubleshooting some of the more common problems experienced by our customers.

Learn more about the Online Help Tool on page 7 of this booklet.



#### 4. FREEcall 1800 800 099

Our Technicians are available 24 hours a day, seven days a week to provide you with advice and support to help you achieve the most from your web and email services. However, for security reasons, some customer requests cannot be actioned over the telephone. Learn more about the types of requests that we are able to assist with over the telephone on page 3 of this booklet.

### WHICH METHOD SHOULD I USE?

Each of these methods has been specifically designed so that we may receive and process different types of customer requests as efficiently as possible. The remainder of this booklet describes each method in more detail and provides typical customer scenarios of when one method is more appropriate to use than another.

We encourage you to take the time to read this information so that you are aware of the various ways we are able to assist you with particular queries, and importantly, the restrictions surrounding our provision of technical support over the telephone for security reasons.



# TELEPHONE SUPPORT RULES

## WHO CAN WEBCENTRAL PROVIDE SUPPORT TO OVER THE TELEPHONE?

For security reasons, both our Accounts and Technical Support Teams are only permitted to provide information about your web site, email services, accounts and billing information to the listed contacts on your account. This includes you as the Primary Contact on your account, as well as any Additional Contacts which you may have nominated when signing up for your web hosting services. If you did not provide the details for an Additional Contact upon sign-up, or if you are not responsible for the technical and/or financial aspects of your WebCentral services, we recommend that you:

- Give the person who is going to be looking after these aspects of your WebCentral services the authority to access your confidential business information by making them an Additional Contact on your account (see directions provided on page 5); and
- Pass this booklet and your Quick Reference Card onto that person, so that they have all your important account details on hand and are aware of the best methods for requesting different types of support.

## PROTECTING YOUR SECURITY:

### Restrictions with processing customer requests over the telephone

Our FREecall 1800 number is designed to provide customers with an avenue for receiving general guidance and advice about using our products and services. For security reasons, it is not intended as a method for you to request our Technicians to make changes to business-critical aspects of your services.

The self-service options in Mission Control give you the convenience and freedom to make some basic changes to your web site and email services yourself (see page 4 for further information on Mission Control). However, for more involved requests that need to be actioned by one of our Technicians, or in order for one of our Technicians to investigate a detailed technical problem you may be experiencing with your web site or email, it is essential that we receive these types of queries and requests via the Job Logging System (see page 6 for further information on the Job Logging System).

### Need more copies of this booklet or another Quick Reference Card for the Additional Contact on your account?

Download a copy from our web site at [www.webcentral.com.au/brochures](http://www.webcentral.com.au/brochures), or call us on 1800 800 099 (opt 1) and we will mail them out to you.

## COMMON CUSTOMER QUERIES OUR TECHNICIANS ARE ABLE TO ASSIST WITH OVER THE TELEPHONE

- *"How do I access my email with a web browser?"*
- *"What do I use for my Incoming Mail Server Name?"*
- *"I need assistance navigating Mission Control. Where do I go to set up security tokens on my web site."*
- *"I've just enabled Managed Exchange in Mission Control, but nothing has happened. What do I have to do from here to get it up and running?"*
- *"I can't find any information about how to add users to my Managed SharePoint site. How can I do this?"*
- *"I want to set up an online store on my web site, but not sure what I need to do. Can you point me in the right direction?"*





# AN INTRODUCTION TO MISSION CONTROL

Mission Control is your unique online control panel which WebCentral supplies to you free of charge as part of your account with us. You will be required to use Mission Control to manage your web site, email services and contact details with us.

## WHAT CAN I DO IN MISSION CONTROL?

Mission Control has been designed as a self-service tool for customers, allowing you to perform some basic functions relating to your web site and email configuration without needing to contact our Technical Support team.

The table below provides an overview of some of the more common self-service tasks that you are able to carry out via the left-hand Main Menu in Mission Control.

These 'self-service' requests are then automatically actioned on your account within approximately two hours. For other less frequently performed tasks and more advanced technical requests that cannot be automatically enabled, you should log a job for one of our Technicians (see page 6 for further information on the Job Logging System).



Mission Control Main Menu

### Access your Mission Control panel at: <https://mc-au.server-secure.com>

(then enter your Username (VS Number) and Master Password). Or, click the link to Mission Control from our home page at <http://www.webcentral.com.au>.

| Task   | Mission Control Main Menu Links   |
|--|---|
| <b>EMAIL</b>   |   |
| <p><b>Create new mailboxes (ie. email accounts) or alter existing mailboxes</b></p> <p>If you have not yet created mailboxes for you and your staff (ie. the email addresses your company will use - eg. jim.smith@yourcompany.com.au) you will need to do so as soon as possible. Most of our hosting plans allow you to create as many mailboxes as you require.</p> | <p>Select <i>My email</i>, then <i>edit/create mailboxes</i> link. Scroll down to <i>New Mailbox</i>, select the type of mailbox you want to create and click the <i>Create Mailbox</i> button. Scroll down and complete all required details for this mailbox under <i>General Settings</i>.</p>   |
| <p><b>Set advanced mailbox features</b></p> <p>You are able to create auto-responders, auto-forwarders and email aliases for each mailbox you have created, as well as specify a mailbox to be used to capture any stray mail coming to your domain.</p>   | <p>Select <i>My email</i>, then <i>edit/create mailboxes</i> link. Scroll down to the <i>Search Results</i> and click on the <i>Edit</i> link of the relevant mailbox to change its settings.</p>   |
| <b>WEB SITE</b>  |   |
| <p><b>Upload your web site</b></p> <p>If you have not yet uploaded your web site, Mission Control contains a number of Upload Guides that provide step-by-step instructions on the most common ways you can upload your web site files to our web servers.</p>   | <p>Select <i>My Hosting</i>, then <i>Uploading Instructions</i> link to access the upload guides for the following methods: Cute FTP, Dreamweaver MX, Frontpage 2003, SmartFTP and WS FTP.</p> <p>Instructions for how to upload your website using FTP (Dos), Fetch (Mac), etc can be located by going to <i>My Hosting, Web Server Setup</i>, then clicking on the <i>How to upload your website</i>.</p> |

| Task   | Mission Control Main Menu Links   |
|--|---|
| <b>WEB SITE CONTINUED</b>  |   |
| <p><b>Monitor the statistics of your web site</b></p> <p>All WebCentral hosting plans come with a web site statistics program that allows you to view real-time information about the activities occurring on your web site.</p>   | <p>Select <i>My Hosting</i>, then <i>Web Site Statistics</i> link. Once inside the statistics program interface, you can view information such as who is viewing your site, visitor entry and exit points, time spent per visit, total number of hits, referring web sites etc.</p>   |
| <p><b>Enable advanced web site components</b></p> <p>If your hosting level supports advanced web site components (such as FrontPage Extensions, PHP, CGI, ASP, .NET or a Shared SSL Key), and you would like to use these in your web site, you will need to enable them through Mission Control.</p>  | <p>Select <i>My Hosting</i>, then <i>Web Server Setup</i> link. Scroll down to find the component/s you need to enable and click the <i>Install</i> button.</p>   |
| <p><b>Add additional services to your account</b></p> <p>If you would like to sign up for any of the additional services WebCentral can provide to supplement your web site including:</p> <ul style="list-style-type: none"> <li>■ Any of our database or development add-ons such as MySQL, Microsoft SQL or ColdFusion;</li> <li>■ Our email marketing tool, Promotions Manager; or</li> <li>■ Our spam filtering service, SpamDefend;</li> </ul> <p>these can be added to your account in Mission Control.</p> | <p>Select <i>My Extras</i>, then <i>Add-on products</i> link. Click on the additional service/s you would like to utilise from the list displayed and follow the steps provided.</p>  |
| <b>ACCOUNT ADMINISTRATION</b>  |   |
| <p><b>Add an Additional Contact to your account</b></p> <p>For business continuity in case of your absence or unavailability, we recommend that you empower another trusted person in your business (eg. accounts payable or technical staff) with authority to access your account details by making them an Additional Contact on your account.</p>  | <p>Select <i>My Account</i>, then <i>Edit my contact details</i> link. Complete the details of this person under the <i>Company Details</i> section starting at <i>Additional Contact First Name</i>.</p>   |
| <p><b>Change your contact details/billing address</b></p> <p>It is very important to always keep your contact details up to date. All your account details (except your company name) can be updated in Mission Control.</p>   | <p>Select <i>My Account</i>, then <i>Edit my contact details</i> link. If, for some reason, you need to change your company name, please contact our Accounts Team on 1800 800 099 (opt 2) to find out how.</p>   |
| <p><b>Change your Master Password</b></p> <p>It is critical that you keep your Password a secret and change it regularly (eg. every two or three months) to prevent unauthorised access to your business-critical information and data.</p>  | <p>Select <i>My Account</i>, then <i>Change my password</i> link. Under the <i>Master Password</i> section, enter your current password, then your new password as required.</p>  |
| <p><b>Upgrade to Another Hosting Plan</b></p> <p>If you find that you are incurring significant excess data transfer charges or require support for more advanced web site functionality, you can easily upgrade to a better suited hosting plan in Mission Control.</p>   | <p>Select <i>My Account</i>, then <i>My Plan</i> link and scroll down to the <i>Your New Plan</i> section and complete the details required. Most upgrades are completed within 48 hours of receiving the request.</p> <p>Please Note: In some circumstances, a small fee may apply to complete your upgrade. Please contact our Sales Team on 1800 800 099 (opt 1) for more information.</p> |





## TIPS FOR USING THE JOB LOGGING SYSTEM

### WHAT IS A 'JOB'?

A 'job' is an online request for one of our Technicians to either:

- Make specific changes to your services that cannot be performed via the self-service options in Mission Control; *or*
- Investigate a complex technical problem you may be experiencing.

### WHY LOG A JOB?

When wanting to make changes to certain aspects of your services that will affect the way we deliver your email and web site data to and from the Internet, it is important that we have a record of such requests for both your own security and to help ensure the integrity of your business-critical web site and email data is maintained. Not only is the Job Logging System fast and reliable, but it maintains a history of all your support requests and our responses that are visible to you and WebCentral's Technicians in your Mission Control.

### TYPES OF REQUESTS THAT REQUIRE A JOB TO BE LOGGED

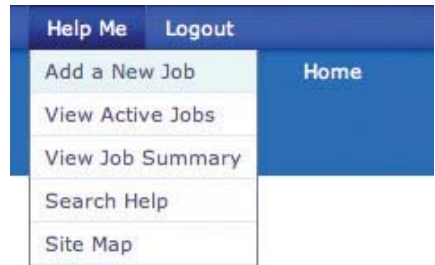
Any of the following types of common customer requests should be submitted as a job through the Job Logging System:

- Requests to make modifications to the configuration of your web site, domain name, email and other services, such as a request to alter the permissions on a directory of your web site or a change of DNS entry request;
- Requests to enable or disable certain aspects of your services (for which a facility is not provided in the self-service options in Mission Control), such as a request to set up a Data Source Name (DSN) for a database;
- Requests that require your acknowledgement of a charge (eg. following a request for such services as: restoration of a file from backup, installation of a domain-specific SSL Key, or a site move etc);
- Requests to investigate any web site or email errors you are experiencing, such as problems connecting to a server via FTP, error messages when publishing a web site;
- Requests that require you to provide us with detailed technical information, such as tracerts, ping tests, nslookups etc;
- Requests to management or complaints.

### HOW DO I LOG A JOB?

The Job Logging System is located within your Mission Control panel. In order to add a new job you need go to *Help Me*; then *Add a new job*. You will need to provide:

- Full details of the issue (be as descriptive as possible)
- Exact wording of any error messages observed
- Instructions on the steps you took to run into the problem (so that we may attempt to repeat the issue at our end to better understand it)
- Any additional information which may assist our Technicians in resolving the issue. The more information you can initially provide will prevent us having to request further information from you and can help us resolve your problem faster.



*Access the Job Logging System using these links in the Mission Control Main Menu*

### HOW LONG CAN I EXPECT TO WAIT TO RECEIVE A RESPONSE TO MY JOB?

The Job Logging System is attended to 24 hours a day, seven days a week, 365 days of the year. Our aim is to respond to jobs within two hours, and resolve them inside 24 hours, depending on the type of request you have submitted or problem you are encountering. When your job has been actioned by one of our Technicians, you will receive an email notification prompting you to return to Mission Control to read the job response via the *Help Me*, then *View Active Jobs* links.



## USING THE ONLINE HELP TOOL

### WHAT IS THE ONLINE HELP TOOL (OHT)?

The OHT is a collection of technical articles, general information, hints and tips designed to help you get quick answers to some of the more common questions and problems experienced by our customers.

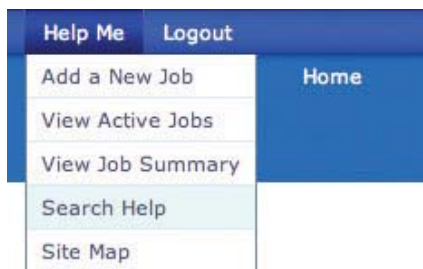
### WHY USE THE OHT?

The OHT acts as a useful online resource for all customers. It allows you to read, at your convenience, a range of articles and documents concerning WebCentral web hosting and email services, from basic information about getting your business online, to technical articles that provide specific troubleshooting directions for more commonly experienced problems.

*NB. From time to time, you may see the OHT referred to as the 'Knowledge Base'. Please be aware that these are the same thing.*

### HOW DO I ACCESS THE ONLINE HELP TOOL?

The OHT is located within your Mission Control panel. Once you are logged into Mission Control, you can access it via the *Help Me*, then *Search Help* links.



**Access the Online Help Tool using these links in the Mission Control Main Menu**

### WHAT TYPE OF INFORMATION CAN I EXPECT TO FIND IN THE ONLINE HELP TOOL?

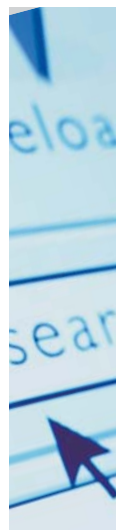
Articles in the OHT are sorted into various categories based on topics. You can also search the entire OHT to locate articles of interest to you across all topics using the built-in keyword search facility.

Some of the more popular topics covered within the OHT include:

- .NET Information
- Internet Access
- POP Mail Information
- Web Server Setup
- Managed Exchange – General.

Some of the more frequently accessed articles contained in the OHT include:

- Troubleshooting POP mail
- Setting up Managed Exchange with Entourage 2004
- Uploading Files in your .NET Application
- Setting up an Online Store
- Microsoft® FrontPage FAQ
- ASP Driven Multiple Domain Redirection.



# TIPS FOR MANAGING YOUR WEBCENTRAL ACCOUNT

## YOUR ACCOUNT DETAILS

To ensure that we can deliver critical information about your web hosting and email services to you as required, it is essential that you keep your business details up to date. This includes your postal address, primary and additional contact persons, your email address, phone and fax numbers (see directions provided on page 6 on how to change your details in Mission Control).

## PAYING YOUR BILLS

WebCentral accepts Auto debit from a number of different credit cards including AMEX, Visa, Master Card and DinersClub. If your nominated credit card details change, expire or need to be updated please contact our Accounts Team on 1800 800 099 (opt 2).

**Auto Debit from Credit Card** - Your invoice amount will be automatically debited from your nominated credit card and an email will be sent to the primary contact of your account noting the details of the payment. If you require a paper copy of your invoices, they can be accessed and printed through Mission Control (see directions below).

## VIEW YOUR INVOICES AND ACCOUNT BALANCE ONLINE

Mission Controls Invoice Archive is a handy tool that contains a history of your invoices and allows for them to be viewed or printed out any time with ease. The Invoice Archive can be accessed by logging into Mission Control and selecting the My Account then View Invoice archive links.

If you would like to view a breakdown of all outstanding amounts on your account, you can also do this within Mission Control via the My Account, then View Account Balance links. Your invoices and the subsequent changes to your account balance are reflected in the Online Archive approximately one to two days after the actual issue of each invoice.

## PAYMENT TERMS

All accounts must be settled within 14 days of the issue date. It is up to you to make sure credit card details are kept updated which can be easily done by phoning our Accounts Team on 1800 800 099 (Opt 2) or via the Mission Control interface. If you have any problems paying your account please contact our Accounts Team on 1800 800 099 (opt 2 and ask for Collections) to discuss payment options. If you do not settle your accounts within the 14-day time frame, WebCentral may suspend your web site and/or email services until payment is received.

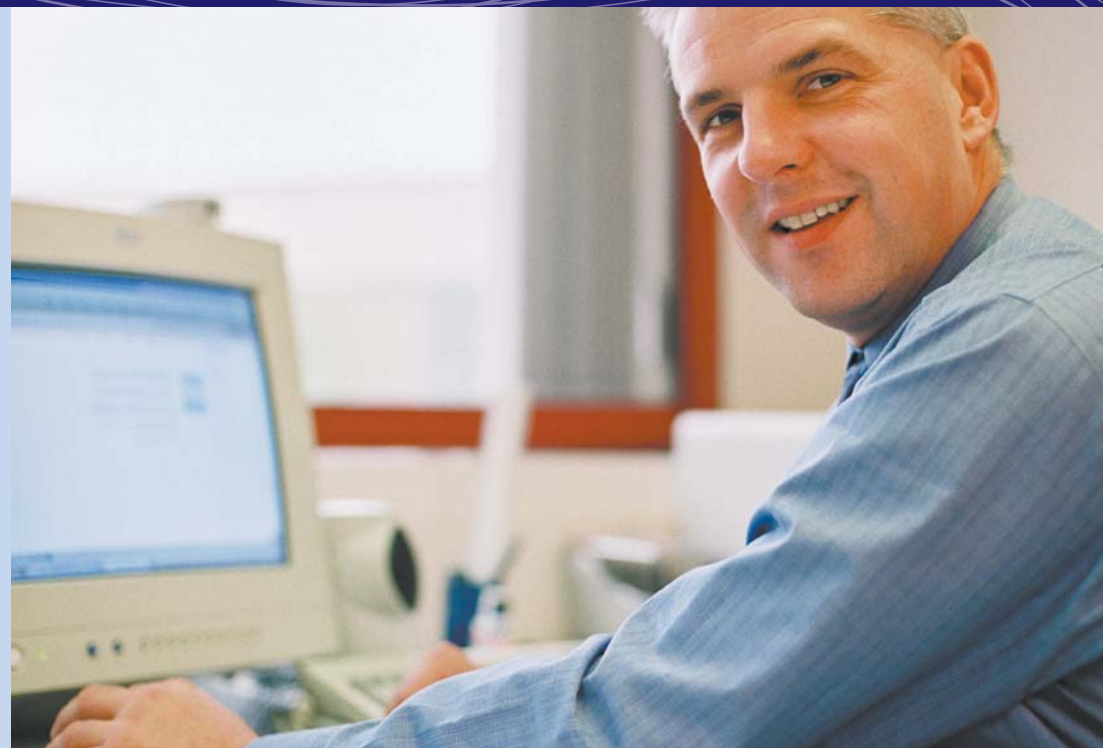
## CHANGING OWNERSHIP OF YOUR ACCOUNT

If, at any time, you need to transfer the ownership of your account to someone else (eg. you sell or leave the business), both you and the new owner need to complete a "Change of Ownership Form", which is available from our Accounts Team on 1800 800 099 (opt 2).

## TERMINATING YOUR ACCOUNT

If you need to close your account, WebCentral requires 30 days notice. If you have signed up for a yearly account, please be aware that no pro rata refunds will be given for unused portions of the 12 months' fees paid in advance, as stated in our pre-sales information. This does not apply if you have elected to pay your account monthly, however, you are still required to provide 30 days notice. You can request closure of your account by contacting our Accounts Team on 1800 800 099 (opt 2) and quoting your Username (VS Number) and Master Password. Alternatively, we can provide you with an "Account Closure Form" that you will be required to complete and return to us.



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Level 2  
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Melbourne  
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111 Elizabeth Street  
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**SALES AND SUPPORT**

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**Web** [www.webcentral.com.au](http://www.webcentral.com.au)

