

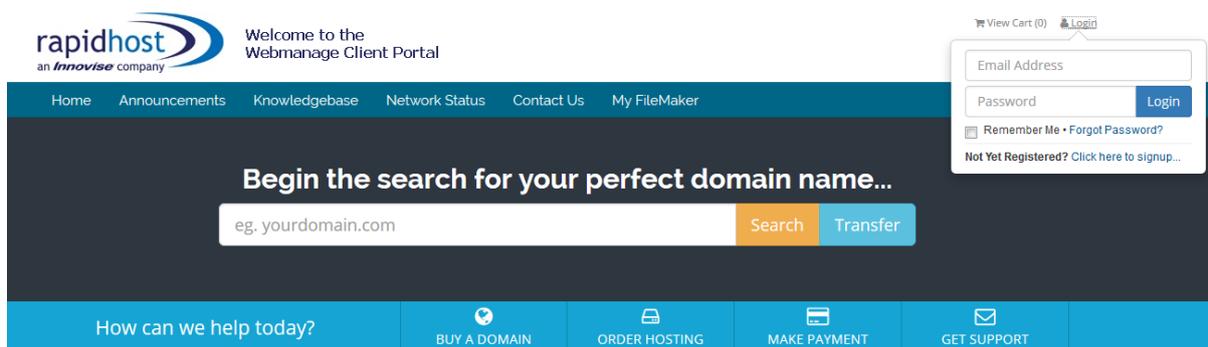
WebManage Quick Start Guide

Welcome to WebManage, RapidHost's self service online tool to help you manage your hosting account. Within WebManage, you can control all aspects of your account with us, from editing contact data to invoice payments, service upgrades to support requests, database uploads to domain renewals. This quick start guide is intended to walk you through the various parts of the WebManage Client Area and give you basic instructions for the most frequent tasks you are likely to carry out.

To access the WebManage system you should go to the following URL in your browser:

<https://webmanage.rapidhost.co.uk/>

You will be prompted to enter your email address and password. You should have received your login details in an email when you signed up to a RapidHost service or when you were added to the WebManage system by a member of the RapidHost Team. If you cannot remember your password, follow the "Forgot Password?" link to issue a new one. Doing so will cause an email to be sent to your registered email address with the new password. You can change this password to one you find more memorable once you have logged into the system.



Our Latest Tweets

Once you have logged in, you will see the Home screen which will look similar to the one below with a number of links or 'tabs' placed horizontally along the top of the page. These allow you to navigate around the system. Each tab will be detailed separately below.

1. Home

The screenshot shows the RapidHost Webmanage Client Portal home page. At the top left is the RapidHost logo (an Innovise company) and a welcome message: "Welcome to the Webmanage Client Portal". A dark blue navigation bar contains links for Home, Services, Domains, Billing, Support, Open Ticket, and My FileMaker. A callout box labeled "Main navigation to core sections of the Client Area" points to this bar. Below the navigation bar is a "Your Info" sidebar with user details for Sarah Plummer and an "Update" button. A "Contacts" section shows "No Contacts Found" and a "New Contact..." button. A "Shortcuts" section lists "Order New Services", "Register a New Domain", and "Logout". A callout box labeled "Context specific shortcuts to related functions" points to this section. The main content area features a "Welcome Back, Sarah Plummer" header with a "Navigation breadcrumb" (Portal Home / Client Area) pointing to it. Below is a "Quick Start Guide" with four tiles: 5 SERVICES, 2 DOMAINS, 1 QUOTES, and 2 INVOICES. The "Overdue Invoices" section shows a total balance due of £572.40 GBP. The "Domains Expiring Soon" section shows 2 domains expiring. The "Recent Support Tickets" section shows no tickets. The "Your Active Products/Services" section lists SSD Products, Backup, SSD DNS hosting, and HostFileMaker. The "Affiliate Program" section shows a current commission balance of £0.00 GBP. A "Register a New Domain" button is visible at the bottom.

The home page contains a brief overview of your account with details of any unpaid invoices, any domains requiring action and quick links to your active services. The area to the left of the screen contains shortcuts to some of the main functions you may wish to access. For example, from the Home screen you can place new orders by following the 'Order New Services' link within this menu. This will take you to a 'Shopping Cart' area where you can configure products to meet your requirements.

2. Services

Welcome to the Webmanager Client Portal

View Cart (0) Notifications (3)

You are currently masquerading as a client. [Logout & return to Admin Area](#)

Home Services Domains Billing Support Open Ticket My FileMaker Hello, Sarah!

My Products & Services

Portal Home / Client Area / My Products & Services

Showing 1 to 7 of 7 entries

Product/Service	Pricing	Next Due Date	Status
Advanced Monitoring	£6.00 GBP Monthly		Pending
FileMaker Shared Hosting (10 Databases) justatest123456.co.uk			Cancelled
FileMaker Shared Hosting (5 Databases) stefes5.hostfilemaker.com	£59.00 GBP Monthly		Active
Racehorse VPS	£39.00 GBP Monthly	22/04/2011	Pending
SSD Dedicated Hosting - Linux Standard RapidHost_Hosting	£99.00 GBP Monthly	08/10/2010	Active
SSD DNS hosting rapidhost_dns	£52.00 GBP Monthly	25/03/2011	Active
SSL Certificate (123) - 1 Year rapidhost_ssl.com	£150.00 GBP One Time		Active

Show 10 entries Previous 1 Next

Click anywhere in the row to go to the service details page for this record

This page lists both the active and historical hosting accounts and other services you have with us. To view a particular service, click on the relevant row in the table which will take you to the service details page. From here you can view the current configuration details of the service and the billing information and also request upgrades / downgrades, order product add-ons , or, if necessary, submit a cancellation request. The ability to upgrade / downgrade your current service depends on the type of package you have with us and is also dependant on you having paid for any outstanding invoices.

3. Domains

This page lists any domains you have registered with RapidHost. If you want to access the domain details, click anywhere in the table row for the relevant record. This will take you to a page where you can view the domain expiry date, edit the nameservers (for certain domains), renew the domain and enable / disable auto renewals for this domain. Disabling auto renewal will mean that the domain is allowed to lapse when it is due for expiry. If you **do** want to renew your domain, ensure that auto-renewal is enabled, then simply pay the renewal invoice when it is generated. If your credit / debit card details are stored within the system this payment will be taken automatically.

If your domain is registered on RapidHost's Domain Name Server, you will have the option to 'Edit DNS Records'. This link appears at the bottom of the domain details page under 'What would you like to do today?' :

Domain:
rapidhost_test.org

Registration Date:
24/09/2010

Next Due Date:
24/09/2010

Status:
Active

First Payment Amount:
£25.00 GBP

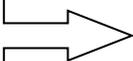
Recurring Amount:
£25.00 GBP Every 1 Year/s

Payment Method:
Pay offline - phone, cheque, invoice etc.

What would you like to do today?

- [Change the nameservers your domain points to](#)
- [Renew Your Domain](#)
- [Edit DNS Records](#)

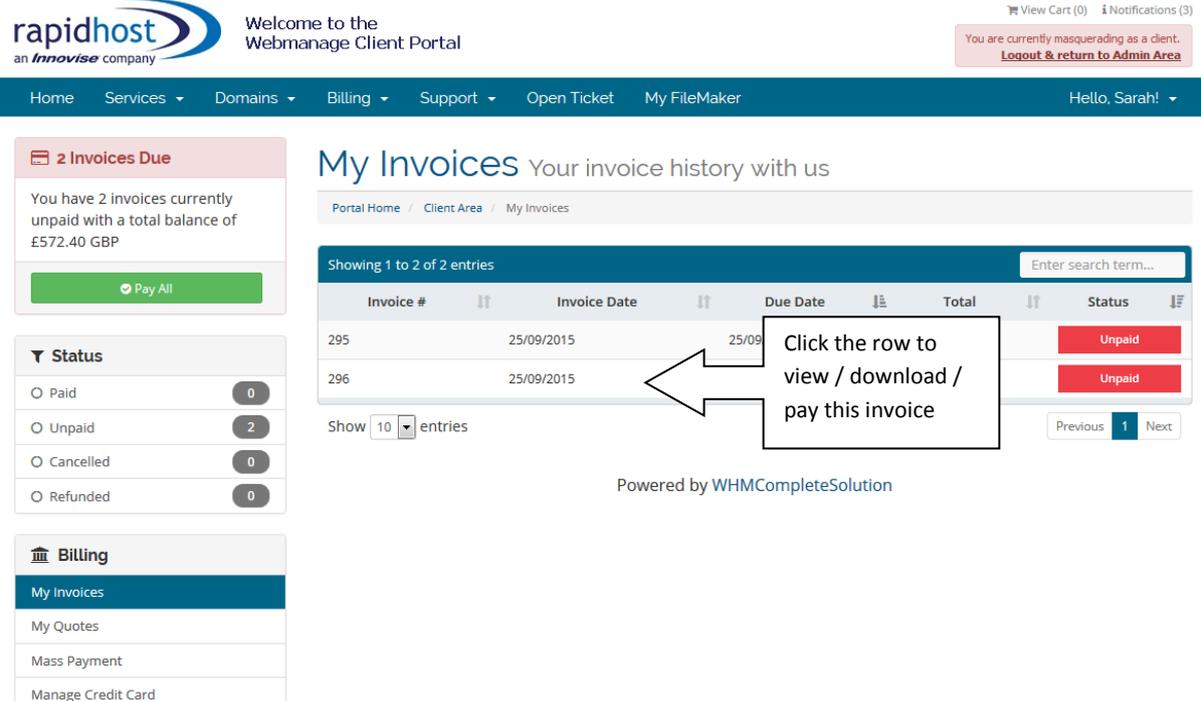
Click here to edit DNS records



This will load the DNS editor which allows you to make changes to your domain's A records, MX records, CNAME records and TXT records. You can also see a history of changes made to your domain.

 A series of help pages is available within the DNS editor to guide you through each of the various sections. Just click the question mark icon to load the help window.

4. Billing



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[Logout & return to Admin Area](#)

Home Services Domains Billing Support Open Ticket My FileMaker Hello, Sarah!

2 Invoices Due

You have 2 invoices currently unpaid with a total balance of £572.40 GBP

[Pay All](#)

Status

- Paid 0
- Unpaid 2
- Cancelled 0
- Refunded 0

Billing

- My Invoices**
- My Quotes
- Mass Payment
- Manage Credit Card

My Invoices

Your invoice history with us

Portal Home / Client Area / My Invoices

Showing 1 to 2 of 2 entries

Invoice #	Invoice Date	Due Date	Total	Status
295	25/09/2015	25/09/2015		Unpaid
296	25/09/2015			Unpaid

Click the row to view / download / pay this invoice

Show 10 entries

Powered by WHMCompleteSolution

This page contains a historical list of all invoices generated for your account, plus any outstanding invoices waiting to be paid. You can view invoices and download them for printing if required simply by clicking anywhere in the table row of the relevant record.

You can also pay invoices online. To do this, simply click 'Pay Now' at the top of any unpaid invoice and you will be directed to a page where you can enter your credit card information.

5. Support / Open Ticket

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Home Submit a Case

Login

Your email address

Remember me

Lost password Login

Enter your WebManage logon details here to access the Support Suite

Submit a Case

Help Desk Software by Kayako Fusion

The support area is linked to RapidHost's online support suite. To access this system you will need to re-enter the same logon details you used to access WebManage. Once you have logged in, you can view any outstanding tickets you have submitted and check for responses, you can enter your own replies and also create new tickets. You can also view knowledgebase articles to help with common problems you may be experiencing.

The support portal will open in a new browser window. If you are having difficulty opening the window, please ensure your browser settings allow pop-ups from the Webmanage site or paste the following link into your browser manually : <http://support.rapidhost.co.uk>.

6. My FileMaker (only present if you have a FileMaker hosting account)

The screenshot shows the 'My FileMaker' dashboard for the account 'stefes5.hostfilemaker.com'. It features two pie charts for disk space usage: 'Database Disk Space' (0 mb used, 1024 mb free) and 'Web Disk Space' (0 mb used, 1024 mb free). A central 'Account Details' section includes a 'Show' link for the 'Web FTP Link', which is annotated with a callout box stating 'Link to ftp details – opens pop up window'. Below this is an 'Upload New Database' section with a 'Browse...' button and the text 'No file selected.' The top navigation bar includes links for Home, Services, Domains, Billing, Support, Open Ticket, and My FileMaker, along with a user greeting 'Hello, Sarah!'.

If you have a FileMaker hosting account with us, you will have access to a further screen which allows you to control your databases from within WebManage.

At the top of the screen, you can access your ftp account details by clicking on the 'Show' link. You can also upload a new database (if you have enough disk space remaining).

Clicking within the row on any of your database filenames at the bottom of the screen will open a further set of options allowing you to open, pause, close or delete the selected database as necessary. From here you can also make backups of an open database, upload a replacement database (if you have enough space remaining), and download any existing log files.

7. Details

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Welcome to the
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[Logout & return to Admin Area](#)

Home Services Domains Billing Support Open Ticket My FileMaker

Account Details Menu

My Account

- My Details
- Billing Information
- Contacts/Sub-Accounts
- Change Password
- Security Settings
- Email History

My Details

Portal Home / Client Area / My Details

First Name
Sarah

Last Name
Plummer

Company Name
RapidHost

Address 1
Keypoint

Address 2
17-23 High Street

City
Slough

Email Address

State/Region

This page is where you should go to edit your company details and contact data. It is accessed from the top navigation bar on the far right ('Hello <Name>'). This menu also contains links in the left shortcut menu to other functions for your account, such as editing contact details, adding new contacts, changing your credit card details, changing your WebManage password and changing your security question. If you add further contacts to your account you can select any of these individuals to be the default billing contact. They will then receive all invoice notifications to their email address.

It is important that you keep your details up to date so that you can receive renewal notices, invoice receipts and other communications dealing with your account. Take care to always click 'Save Changes' at the bottom of the page to commit your changes to the database before leaving the page.

8. Email History

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Home Services Domains Billing Support Open Ticket My FileMaker

Account Details Menu

Hello, Sarah!

My Account

- My Details
- Billing Information
- Contacts/Sub-Accounts
- Change Password
- Security Settings
- Email History**

My Emails

Your email history with us

Portal Home / Client Area / My Emails

Showing 1 to 10 of 115 entries

Date Sent	Message Subject	
25/09/2015 13:50	Customer Invoice from RapidHost	View Message
25/09/2015 13:50	Order Confirmation	View Message
25/09/2015 12:00	Order Confirmation	View Message
25/09/2015 12:00	Customer Invoice from RapidHost	View Message
15/07/2015 11:34	Customer Invoice from RapidHost	View Message
15/07/2015 11:34	Order Confirmation	View Message

This area, accessed via the navigation link on the right of the menu ('Hello, <Name>'), contains details of any emails that have been sent to you via the WebManage system, including payment confirmation, invoice reminders and hosting account information. Clicking on an email subject link will open a pop up window with a copy of the email text that you were sent.