

Quick Start Guide

Your Online Control Panel





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Please keep these documents safe

Welcome to your Namesco Online Control Panel...

We recommend you print out this document as it contains important information regarding your account.

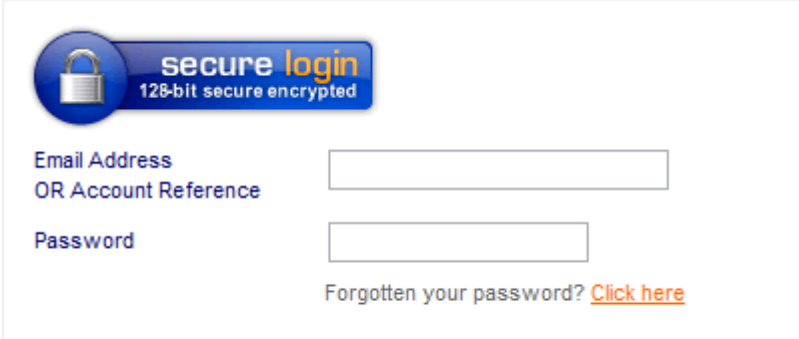
On this first page you will find all the useful links and personal data needed to administer your account. These details are referred to throughout this Quick Start Guide.

Your Account Details

Your Account Reference number is:
{Account Ref}

Email Address:
{email address}

Password:
As you have set



secure login
128-bit secure encrypted

Email Address
OR Account Reference

Password

Forgotten your password? [Click here](#)

LOGIN

You can access your Online Control Panel here: <https://admin.namesco.uk>

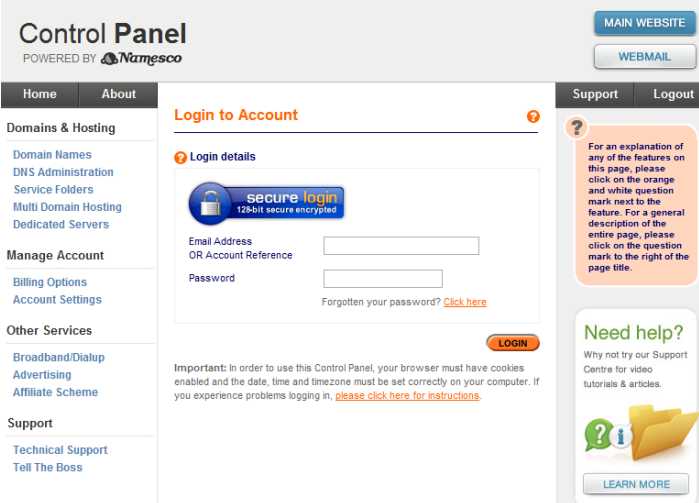
Namesco's powerful Online Control Panel really is the heart of your Namesco account.

In here, you can perform a vast number of day to day administration tasks on your services with us, such as setting up your Domain and managing your Web Hosting and Email Services. You can also monitor your upcoming renewals, manage your card details and also raise a Support Enquiry for our teams all from one location.

If you have forgotten your Online Control Panel password and are unable to login you can reset your password by visiting: <https://admin.namesco.uk/reminder1.php>

Key Features

- ✓ Fast & easy to use interface
- ✓ Manage your Domain Names
- ✓ Manage Billing & View Invoices
- ✓ Manage Account Settings
- ✓ Tailored Special Offers
- ✓ Extensive Technical Support
- ✓ Access from any computer



Control Panel
POWERED BY Namesco

MAIN WEBSITE
WEBMAIL

Home About Support Logout

Domains & Hosting

Domain Names
DNS Administration
Service Folders
Multi Domain Hosting
Dedicated Servers

Manage Account

Billing Options
Account Settings

Other Services

Broadband/Dialup
Advertising
Affiliate Scheme

Support

Technical Support
Tell The Boss

Login to Account

secure login
128-bit secure encrypted

Email Address
OR Account Reference

Password

Forgotten your password? [Click here](#)

LOGIN

Important: In order to use this Control Panel, your browser must have cookies enabled and the date, time and timezone must be set correctly on your computer. If you experience problems logging in, [please click here for instructions](#).

For an explanation of any of the features on this page, please click on the orange and white question mark next to the feature. For a general description of the entire page, please click on the question mark to the right of the page title.

Need help?
Why not try our Support Centre for video tutorials & articles.

LEARN MORE



Your Account Settings...

Your Account Settings are where you can manage your Contact Details, Online Control Panel password, Branding Options*, Address Book, Default DNS Settings and Communication Preferences.

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Domain Names	
DNS Administration	
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Multi Domain Hosting	
Dedicated Servers	
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Branding Options	
Address Book	
Default DNS Settings	
Communication Preferences	
Other Services	
Broadband/Dialup	
Advertising	
Affiliate Scheme	
Support	
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Contact Details

Your contact details are very important, this is the information we use to contact you about your products and services and other important emails such as renewal reminders, new products and scheduled maintenance.

Branding Options*

Branding Options allows you to replace the Namesco logo in both your Online Control Panel and WebMail also giving you the option to change colours.

Address Book

The Address Book is great if you are managing Domain Names for your Customers this allows you to store their contact details in your Online Control Panel. So for example, when making new purchases for them you can simply select their details from the drop down menu.

Default DNS Settings

The Default DNS Settings option allows you to point all future Domain Name registrations to your desired Name Servers as soon as they are registered.

Communication Preferences

Communication Preferences allow you to change your renewal notification options allowing you to choose renewal reminders by email, post or both. Renewal reminders are key to helping ensure that you don't lose a Domain or other valuable services.

*** Note: Branding Options is only available for Multi Domain Hosting Customers (Premium and Platinum Hosting packages)**



Billing Options...

The Billing Options section is where you can process renewals, update your card details, modify your renewal methods, view your invoices and much more.

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Dedicated Servers	
Manage Account	
Billing Options	
Manual Renewals	
Card Renewals	
Manage Cards	
Direct Debits	
Renewals Due	
Communication Preferences	
Bandwidth Charges	
Invoices	
Unprocessed Orders	
Hardware Orders	
Account Settings	
Other Services	
Broadband/Dialup	
Advertising	
Affiliate Scheme	
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Manual Renewals

Any of your services or products on manual renewal will need to be renewed through your Online Control Panel each time they are due for renewal. This is different from Card Renewals as you would need to process this payment manually.

Card Renewals

Any services on auto renewal will appear in card renewals; this means that on your product or services renewal date the payment will be taken automatically from your card.

Manage Cards

The Manage Cards section lets you add, replace and delete card details stored on your account. It also lets you view services that are set to automatically renew and what card the payment will be taken from. You can also move monthly billing services to the annual or two year payment options to save money as the overall cost will be less.

Renewals Due

The Renewals Due section of your Online Control Panel allows you to view renewals currently due on your account; you will only see manual renewals or overdue renewals from auto renewals that have failed.

Invoices

The invoices section on your Online Control Panel allows you to view invoices for purchases made on your account. This will show invoices from both manual and auto renewals and is a complete history of all of your purchases with us.

Unprocessed Orders

Unprocessed orders are orders that haven't been processed on your account, these can be orders we have created for you or renewals or orders that haven't been completed that you have created yourself. If you started a transaction but didn't complete, orders are stored here for up to 60 days.



Technical Support...

The Technical Support section of your Online Control Panel is where you will find our Knowledge Base, submit a technical support enquiry to our Support Teams and much more.

Home	About
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Dedicated Servers	
Manage Account	
Billing Options	
Account Settings	
Other Services	
Broadband/Dialup	
Advertising	
Affiliate Scheme	
Support	
Technical Support	
- Support Tracking	
New Support Enquiry	
Knowledge Base	
Software Downloads	
Technical Resources	
Telephone Support	
Tell The Boss	

Support Tracking

The Support Tracking section will show you current and past support enquiries you have submitted via your Online Control Panel.

Updated – A ticket has been updated by our Support Team since you opened the enquiry.

In Progress – An enquiry that is currently being investigated by our Support Team.

Open – An enquiry that is currently open in the department you have selected.

Closed – An enquiry that has been closed by our Support Team.

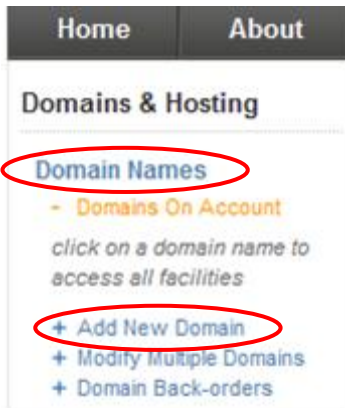
Knowledge Base

In your Online Control Panel is a direct link to our Knowledge Base which can also be found at <http://www.names.co.uk/knowledge> - Here you can find guides on how to set up your email, manage your Domain Names, upload files to your web hosting space and much more.



How to purchase services and products...

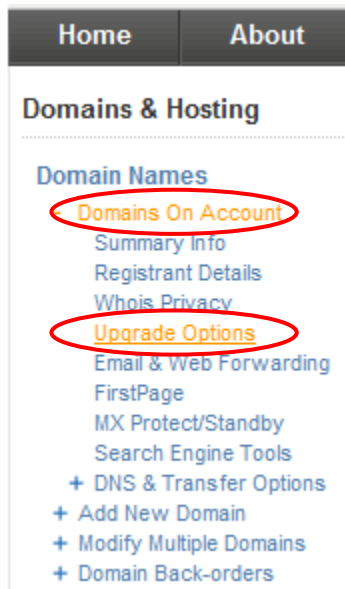
You can purchase new services, upgrade your current services and add additional ones through your Online Control Panel in a few simple steps.



If you would like to purchase a new domain or transfer a domain to us, simply select **Domain Names** then **Add New Domain** in your Online Control Panel.

From here you will have the option to register a new Domain, transfer a Domain to us, or purchase a hosting solution for a Domain Name registered elsewhere.

Once you have purchased a Domain Name you can then add email and hosting services to this. Simply select **Domain Names**, then select the Domain you wish to add services to then select **Upgrade Options**.



More Quick Start Guides will be sent for the services or products you have purchased to help you on your way.

