Quick Start Guide

Your Online Control Panel
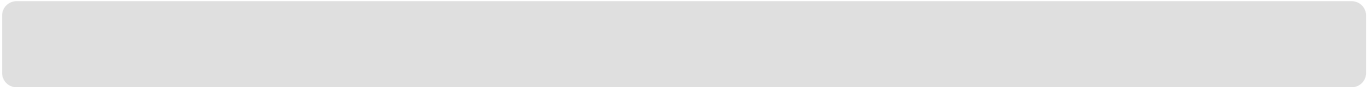
Table of Contents

Please keep these documents safe

Welcome to your Register365 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.
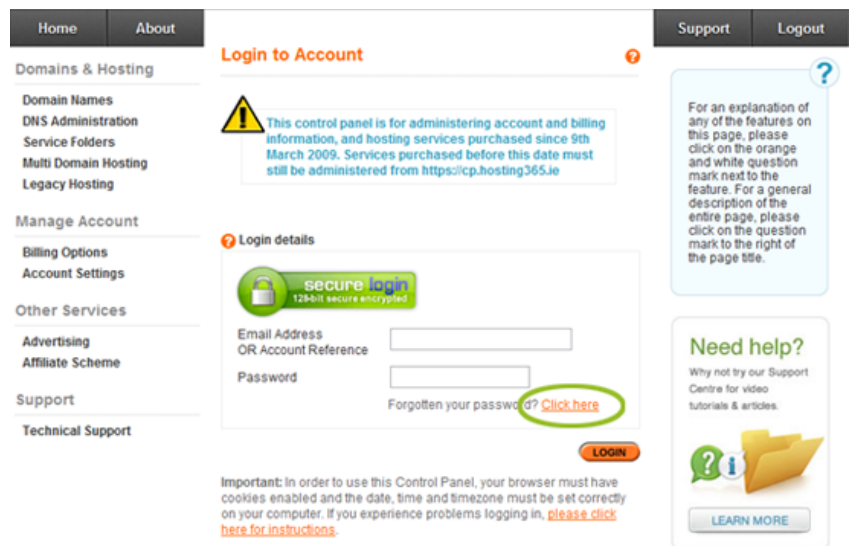
Your Account Details

Your Account Reference number is:
{Account Ref}

Email Address:
{email address}

Password:
As you have set

Your Online Control Panel is the heart of your Register365 account and you can access it here:
https://admin.register365.com/

In your Online Control Panel, you can perform any 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 raise a Support Enquiry for our teams - all from one location.

Key Features

✔ Fast & easy to use interface
✔ Manage your Domain Names
✔ Manage Billing & View Invoices
✔ Manage Account Settings
✔ Extensive Technical Support
✔ Access from any computer

If you have forgotten your Online Control Panel password and are unable to login you can reset your password by visiting: **https://admin.register365.com/reminder1.php**

Your Account Settings…

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

Home	About

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

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.

Address Book
The Address Book is great if you are managing Domain Names for your customers as it allows you to store their contact details in your Online Control Panel. 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 Nameservers as soon as they are registered.
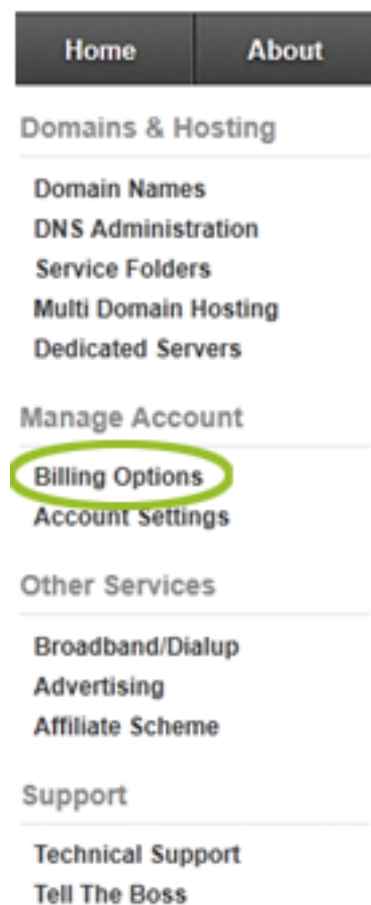
Communication Preferences
Communication Preferences allow you to choose whether you receive your renewal reminders by email, post or both. Renewal reminders are key to helping ensure that you don't lose a Domain or other valuable services.

GUIDE
PDF

Billing Options…

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

Home	About

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

Manual Renewals
Any of your services or products on manual renewal will need to be renewed though your Online Control Panel each time they are due for renewal. This is different from Card Renewals as you will 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 so that you can take advantage of these savings.

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.

GUIDE
PDF

Technical Support…

The Technical Support section is where you will find a link to our support Knowledge Base, where you can submit and manage technical enquiries to our Support Teams, find links to software downloads and more.

Home	About

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

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.

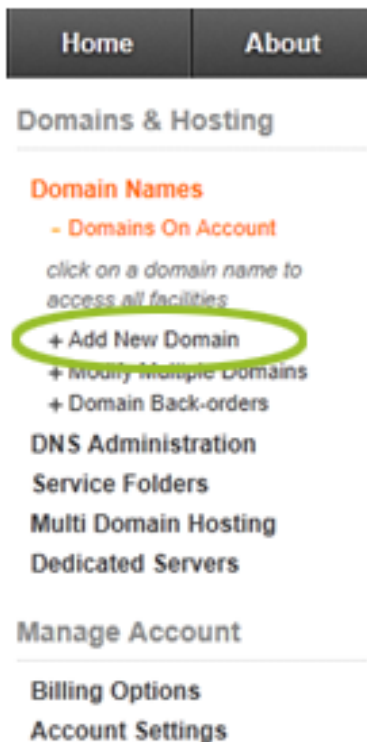**Closed** – An enquiry that has been closed by our Support Team.

Knowledge Base

In your Online Control Panel is a direct link to our support Knowledge Base http://www.register365.com/knowledge/ . Here you can find loads of articles, guides and tutrials to support you in setting up your email, managing your Domain Names, uploading files to your web hosting space and much more.
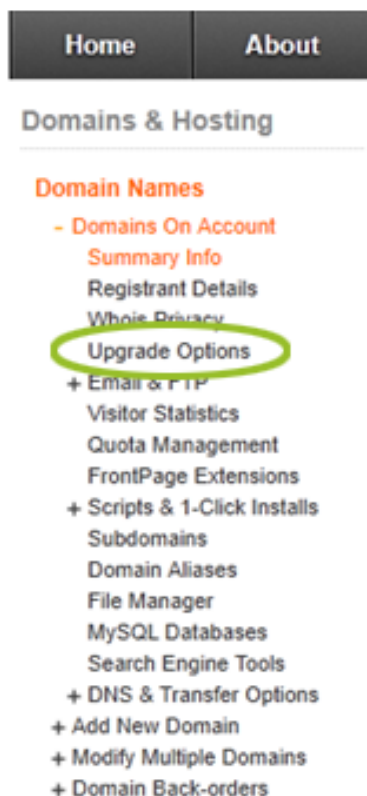
How to purchase services and products…

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 your 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.