

# Web Hosting



Time Warner Cable Business Class offers a wide range of hosting options. Basic plans are appropriate for businesses with standard websites, while higher-level plans feature advanced functionality and applications. E-commerce packages are available for conducting online transactions. You can also register and manage domain names for your business, quickly and easily.

Web Hosting features:

- Prompt Help Desk support
- 24-hour account setup
- Simple site editing
- Unlimited Site updates
- Site traffic reports
- State-of-the-art security

## Getting Started

1. Access your control panel. Go to [http://\[your domain name\]/stats/](http://[your domain name]/stats/), where [your domain name] is either the IP address of your server or the domain name you have selected for your website. Enter your username and password provided in the e-mail you received. If you did not receive this e-mail, contact your local Time Warner Cable Business Class account representative.
2. Change your password. Click on the **Change Password** link in your control panel.
3. Choose a stats program. Click on the **Choose Stats Program** link in your control panel under Account Usage. A stats program gives you detailed information about who is visiting your site. We recommend you choose Urchin.
4. Set up your e-mail accounts, if you have included them with your Web Hosting package. Click on the **Manage** link under E-mail in your control panel. You can set up POP accounts within the e-mail section of your control panel. Your username for your administrator account for e-mail is different than the one for your website. As a standard, all mail administrator accounts have the username of `admin@yourdomain.com` and a previously provided, temporary password.

It is important to change your password immediately. To do this, simply login to the e-mail tool with the username and password provided in the e-mail you received, and under the heading Accounts click on Modify. Enter the administrator account name and click the Lookup Account button. Once the account information is populated, enter the new password and click the Modify Account button.

5. Change your home page. This is the file named "index.html" in your account. Use an FTP program to access your site, unless you requested Microsoft® FrontPage® server extensions. If so, be sure you only use FrontPage to access your account; do not use an FTP program as you may corrupt your server extensions.
6. Wait for your domain name to propagate. It typically takes three to seven days for Internet service providers to update their name servers with your new domain name information. After your domain name propagates, people will be able to visit your website and send you e-mail.

## Adding Domain Names to your Account

With Web Hosting, you can use Domain Manager to add domain names to your account. (Note: Fees apply for registering additional domain names.)

1. Click the **Domain Manager** link in your control panel. From here you may view and manage registered domain names for your account.

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2. Click the **--Choose Action--** pull down under Actions to either edit contact information, nameservers, or to renew/cancel the domain. To add more domain names, continue following the instructions below.
3. Click the **Register New** link at the top of the Domain Manager.
4. Enter the new domain names in the fields provided. (Note: Domain names must be available for registration.)
5. Select the term length in years for the registration.
6. Click **Register**. The application displays a summary list.
7. Review the summary list, and if all information is correct, click Accept. The application displays a confirmation message and sends you an e-mail notification.

Note: Create and finalize your website with site-building software such as Microsoft FrontPage. Until that time, your website will simply say "Under Construction."

## Still need help?

Refer to the User Guide provided by your Time Warner Cable Business Class account representative. If you still need help setting up Web Hosting, call your Time Warner Cable Business Class account representative.