

To access your website or webmail use the directions below. This supersedes any other documentation you may have. All connections should be via web using **your domain** - **NOT** an IP, or oxfordnetworks.net or worldpath.net link.

Username and Password

Your primary account username and password are the same - unless we sent you a specific secure email and communicated directly with personal email or a phone call. Use the main account password for cPanel and ftp access.

After 10 failed login attempts, the firewall will block your IP address. An authorized contact will need to call technical support and provide your public IP so that we can delist the IP. We are not able to whitelist any IP.

If you do not know your password or want to change it, we can reset your password. We are unable to retrieve it. Call us or we can send you a new password via secure email.

The following is correct unless you were told you have a split domain. In that case see the section on Split Domains further down this document.

Administrative Web Portal (cPanel): [www.CustomerDomain.com\cpanel](http://www.CustomerDomain.com/cpanel)

To access the cPanel administrator web portal simply enter your domain followed by a slash "/" and the word "cPanel" in the browser address bar.

Some sites may give a security message about a certificate mismatch. It is safe to ignore or accept the certificate error, but the actions vary by browser.

You can accomplish almost everything from the cPanel control panel. The administrative interface is intuitive and will be familiar to any web developer. There are help links on most every page. cPanel documentation is excellent. The most recent cPanel documentation is here:

<https://documentation.cpanel.net/display/60Docs>.

There are many cPanel how tos available. A search with your favorite search engine with "cPanel" added in the search field should provide results. As cPanel is the de facto standard for web hosting, searches are typically quick and answers easy to find.

Additional documentation specific to our configuration (including this document) is available on our website under User Guides: <https://www.firstlight.net/products/user-guides/> under "**Helpful User Guides.**"

WebMail: [www.CustomerDomain.com\webmail](http://www.CustomerDomain.com/webmail)

Email configuration settings can be retrieved from cPanel (see above): Email section >> Email Accounts >> Set Up Mail Client. You should use the Secure SSL/TLS Settings.

Issues related to email usernames and passwords are handled via cPanel Web Portal and your internal IT admin. Unless you are an authorized user for your company, for security reasons, we cannot reset passwords for you.

If you do not have email with us, this portal will not be available to you. Repeated failed login attempts can result in your company's IP being blocked.

Detailed email configuration documentation is available on our website under User Guides: <https://www.firstlight.net/products/user-guides/> under "**Helpful User Guides.**"

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FTP - File Transfers

You can accomplish almost everything from the cPanel login but some users will prefer FTP. Large file uploads may still require FTP. FTP configuration is handled from cPanel with this icon in the **FILES** section:



Note that the main account user is an FTP User. Additional accounts are not required.

There are 3 sections: Add FTP Account, FTP Accounts, and Special FTP Accounts. Click Configure FTP Client for whichever user you want.

Manual settings are generically reproduced below for easy reference.

FTP Username: username@CustomerDomain.com

FTP server: <ftp.CustomerDomain.com>

FTP & explicit FTPS port: 21

Additionally, there are importable configuration files available for many FTP clients such as FileZilla, CoreFTP and Cyberduck. From cPanel: Files section >> FTP Accounts >> click on Configure FTP Client >> find the user account and click on Configure FTP Client to the right under Actions. A dialog will open with FTP username, FTP Server and port.

Split Domains

These are services where email and web are on different servers or IP addresses. The below will apply in most but not all cases. Contact your internal IT admin or web developer for exceptions.

For Administrative Web Portal (cPanel): cpanel.CustomerDomain.com

Some sites may give a security message about a certificate mismatch. It is safe to ignore or accept the certificate error, but the actions vary by browser.

You can accomplish almost everything from the cPanel control panel. The administrative interface is intuitive and will be familiar to any web developer. There are help links on most every page. cPanel documentation is excellent. The most recent cPanel documentation is here: <https://documentation.cpanel.net/display/60Docs>

There are many cPanel how tos available. A search with your favorite search engine with "cPanel" added in the search field should provide results. As cPanel is the de facto standard for web hosting, searches are typically quick and answers easy to find.

Additional documentation specific to our configuration (including this document) is available on our website under User Guides: <https://www.firstlight.net/products/user-guides/>

For WebMail: webmail.CustomerDomain.com

Email configuration settings can be retrieved from cPanel (see above): Email section >> Email Accounts >> Set Up Mail Client. You should use the Secure SSL/TLS Settings.

Issues related to email usernames and passwords are handled via cPanel Web Portal and your internal IT admin. Unless you are an authorized user for your company, for security reasons, we cannot reset passwords for you.

If you do not have email with us, this portal will not be available to you. Repeated failed login attempts can result in your company's IP being blocked.

Detailed email configuration documentation is available on our website under User Guides: <https://www.firstlight.net/products/user-guides/>.

For FTP: connect to <ftp.CustomerDomain.com> port = 21

FTP configuration would most likely be the same as above. Contact your internal IT admin or web developer for exceptions.