



# Web Site Mini-Guide: ICDHost Web Hosting

Your Web site is hosted with a reputable Web hosting company, ICDSOFT <http://icdsoft.com>. This guide describes:

- How to use the “Control Panel”
- How to get help from the Web hosting company

## Control Panel

Your Web site has a “Control Panel” for updating things associated with your hosting. The Control Panel Web address is <http://example.com/cp/>. For example, if your Web site is [www.firststep.com.au](http://www.firststep.com.au), the Control Panel is <http://www.firststep.com.au/cp>. The examples below are for the domain name “nsasouthafrica.co.za”, with user name “nsasouth”.

Log in at the Control Panel:

Control Panel Login

Username :  
nsasouth

Password :  
\*\*\*\*\*

**LOGIN**

[Forgot Your Password?](#)

This takes you into the Control Panel:

Control Panel - Home Page

IMPORTANT! Your contact email address is: [gihan@firststep.com.au](mailto:gihan@firststep.com.au). Please keep this information up to date!

My Account | File Manager | Resources | Mail Manager | Mailing List

Error Page | Backup | Counter | F.A.Q | FTP Manager

Redirect URL | FrontPage | Network | Secure Server | Site Statistics

MySQL Database | Scripts | Domain Parking | Protect | Subdomains

UNIT	USED	FREE
disk space	0	3038
subdomains	0	3
ftp accounts	0	6
mail boxes	3	Inf
mailing lists	0	20
databases	0	1
parked dom	0	2
add. traffic	0	0
transfer (MB)	0	51.20

When you're finished, click the Log Out button at the top right:



## Your Account

Click "My Account":

Control Panel » My Account

Manage My Account	
Your Name	<input type="text" value="Gihan Perera"/>
Address	<input type="text" value="8 Windich Place"/>
City	<input type="text" value="Leederville"/>
State	<input type="text" value="WA"/>
Zip (Postal Code)	<input type="text" value="6007"/>
Phone Number	<input type="text" value="+61 8 9444 1225"/>
Fax	<input type="text"/>
E-mail Address	<input type="text" value="gihan@firststep.com.au"/>
Alternative E-mail	<input type="text"/>
Country	<input type="text" value="Australia"/> <input type="button" value="Update"/>
Old Password	<input type="text"/>
New Password	<input type="text"/>
New Password again	<input type="text"/>
<input type="button" value="Change it"/>	

You can update the details here if you choose.

## Changing your password

You can also change your master password on this page:

Old Password	<input type="text" value="*****"/>
New Password	<input type="text" value="*****"/>
New Password again	<input type="text" value="*****"/>
<input type="button" value="Change it"/>	

Be careful! Make sure that you remember this password; it's the only way you can get back in to the site.

Also, if you do change this password, *please notify us at First Step*, because we require this password in order to make other changes on the site.

## Support

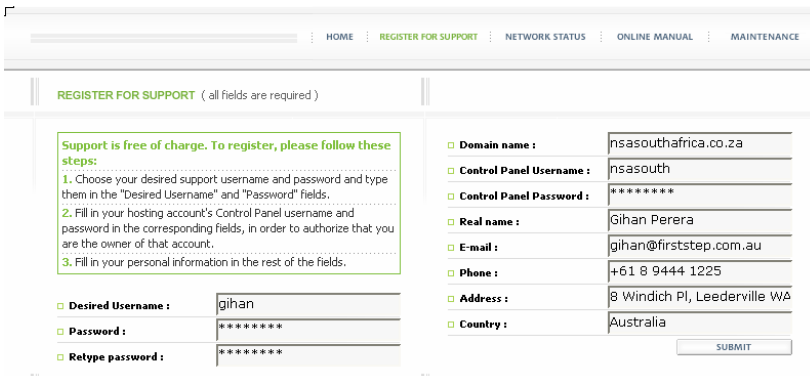
Click the Support link in the top-left corner:



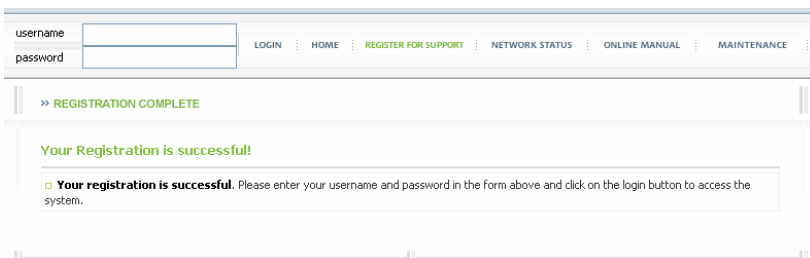
One option is to click the "Online Manual" link for help:



If this doesn't solve the problem, you have to register. Click the "Register For Support" button:



This will confirm:



Now fill in a new username and password:

username	<input type="text" value="gihan"/>	LOGIN
password	<input type="password" value="*****"/>	

You can now ask a support question here:

[» SUPPORT AREA](#)

ATTENTION	
<p><b>Please be as specific as possible.</b> Make sure you always provide us with detailed information about the problem. List specific page names and/or error messages where applicable. We are here to help and we are totally dedicated to assisting you, but we cannot guess what the problem is. Please provide us with all the details and we will gladly help you to the best of our abilities!</p>	
YOUR DETAILS	
□ Your Name:	Gihan Perera
□ Your Country:	Australia
□ Your Phone:	+61 8 9444 1225
□ Your E-mail:	gihan@firststep.com.au
□ Your Username:	gihan
□ Your Domain name:	<input type="text" value="NSASOUTHAFRICA.CO.ZA"/> (please specify the domain name referring to your question)
□ Subject:	<input type="text"/>
□ Description:	<input type="text"/>
<input type="button" value="SUBMIT"/>	