

USER GUIDE

WEB HOSTING SERVICE

v.1.0

Table of Content

Table of Content.....	2
1. Introduction	3
2. Your user name and password.....	4
3. Creating your web page	5
4. Send and receive email	7
5. Viewing web statistics	9
6. Administrating your database service	11
7.. Changing Passwords	12

1. Introduction

This service enables you to create a company website with only a few quick and easy steps. A wide variety of web templates which are diversify for all kinds of industries are available, after choosing your desire one, you will only need to provide the contents (e.g. company profile, product information, contact person...etc), pictures, and even video clips, and our profession Web-Page designer will assist you to complete the rest of the job.

In short, this service provides web-design, web-storage and web-traffic report for you and your company to extend coverage on another medium, and reaching out on different groups of customers.

Nevertheless, this document is the user guide of the service, which includes the steps on creating your web-page, and explaining the available web statistical reports for you to keep track on your web pages.

2. Your user name and password

The following user names and password are created for you to access and administrate various functions for the service, and the information will be found in the welcome letter.

A FTP user name and password

This set of user name and password allows the user to connect to the web server to upload and administrate your web content

MySQL Database User Name and Password

This set of user name and password allows the user to administrate the database service.

Administrator for Email Account in the Business NETVIGATOR service portal:

This set of user name and password allows the user to administrate the email account, and below are further information which allows users to send and receive emails

Pop3 Server: corppop.netvigator.com

SMTP Server: corpmail1.netvigator.com

3. Creating your web page

The users can either create a web page by PCCW or by themselves. If the pages are created by PCCW, PCCW technical staffs will create the pages basing on the selected templates, the users will only have to provide the content in electronic forms to us.

If the users decide to set up the pages by themselves, text editor with HTML coding, Dreamweavers, Microsoft Frontpage and other similar applications can be used. Upon the development is completed, the user can make use of the FTP user name and password provided to upload the finished pages to the centralized web server.

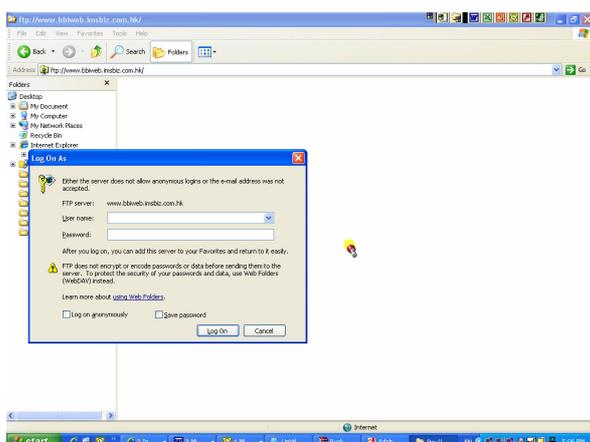
There are several means to upload files via FTP, window explorer, 3rd party FTP tools, and command line prompt. In short, the following information will be sufficient for you to gain access to the centralized web server via FTP.

Your domain: <company_name>.com

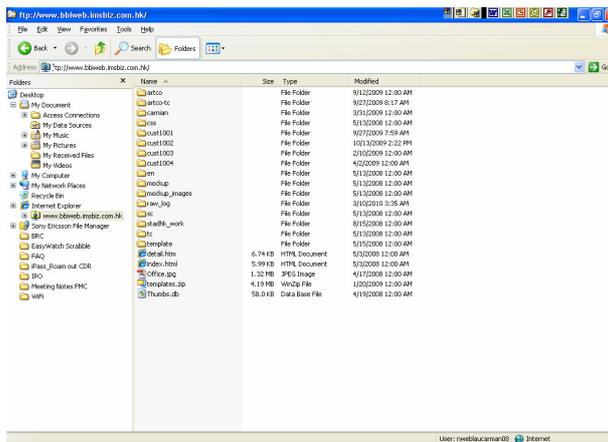
FTP user name: <Please refer to the welcome letter>

FTP password: <Please refer to the welcome letter>

Below is an example using window explorer to access the centralized web server via FTP



Step 1 – Type in your domain name in the address field and enter the FTP user name and password in the “Log in as” pop up window.



Step 2 – After logging in successfully, the user can drag & drop, or copy & paste the desire files to the centralized web server.

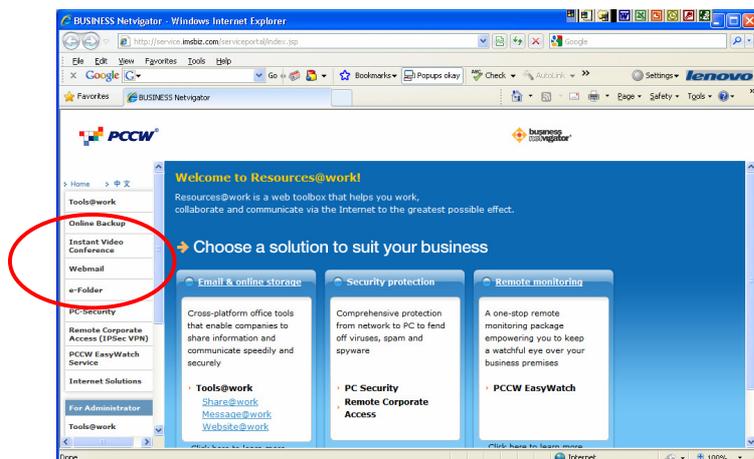
4. Send and receive email

The user can either access his email via the web interface or using 3rd party email client such as Microsoft Outlook Express, Microsoft Outlook to send / receive emails

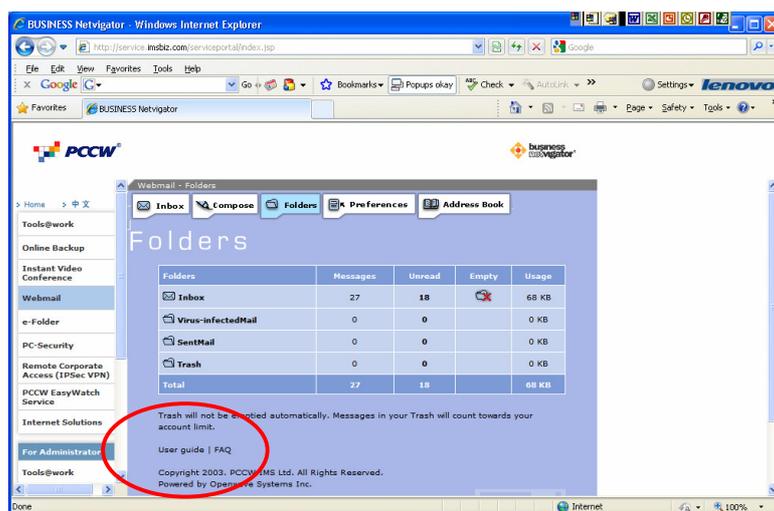
To access email via web interface, the user will have to go to <http://www.biz.netnavigator.com> and enter the user name and password at the top right hand corner.



After logging in successfully, the user shall see the below screen, and to access the email service, simply click webmail on the right hand panel.



Finally, the below screen shot will be shown, and the user can start using his email service, for details please refer to the user guide and FAQ on the same screen.



If the users decided gain access via 3rd party email client, please use the below information to send / receive emails.

Email account user name: <Please refer to the welcome letter>

Email account password: <Please refer to the welcome letter>

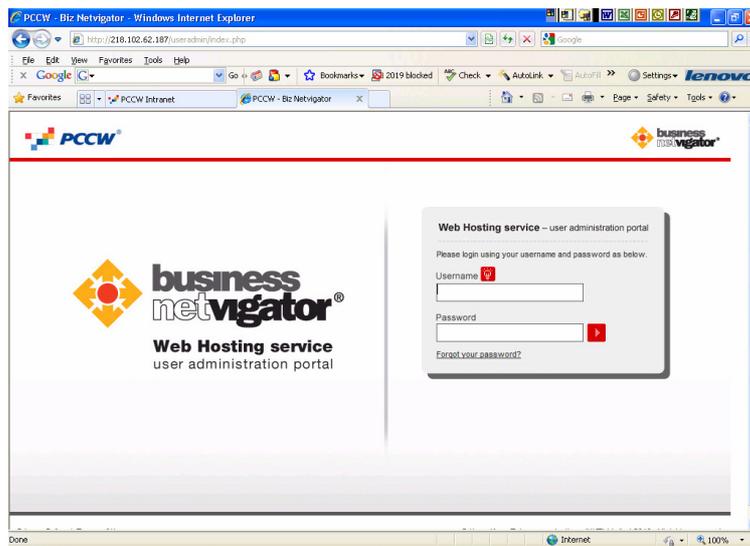
Pop3 server: corppop.netnavigator.com

SMTP: corpmail1.netnavigator.com

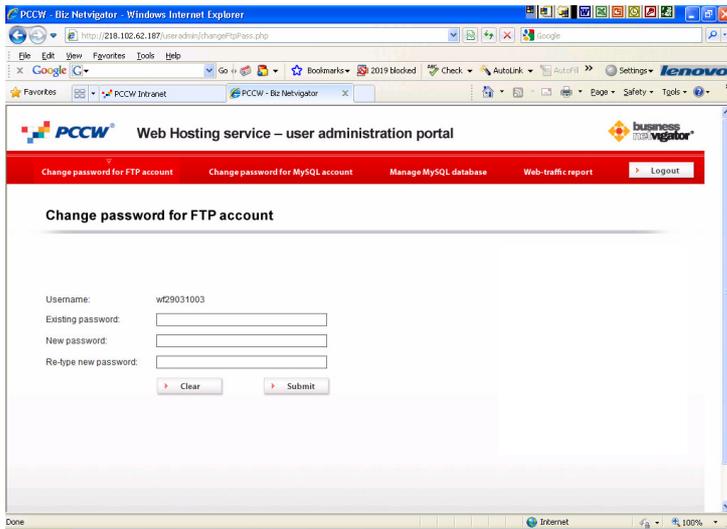
5. Viewing web statistics

To view the web statistics, please go to <https://whs.biznetvigator.com>

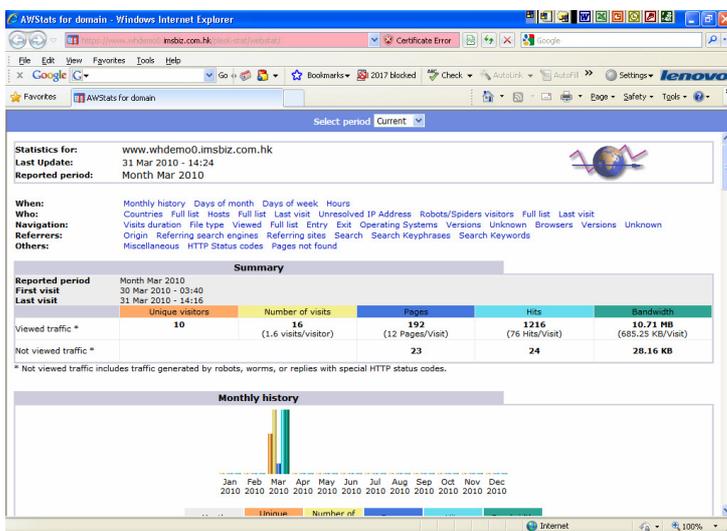
Enter your FTP username and password to gain access. Please refer to the welcome letter for your FTP username and password.



After logging in successfully, you shall see the below screen, and there are a list of functions, which you can administrate on the top panel. They are Changing FTP Password, Managing MySQL database, Changing MySQL database password and viewing web statistics.



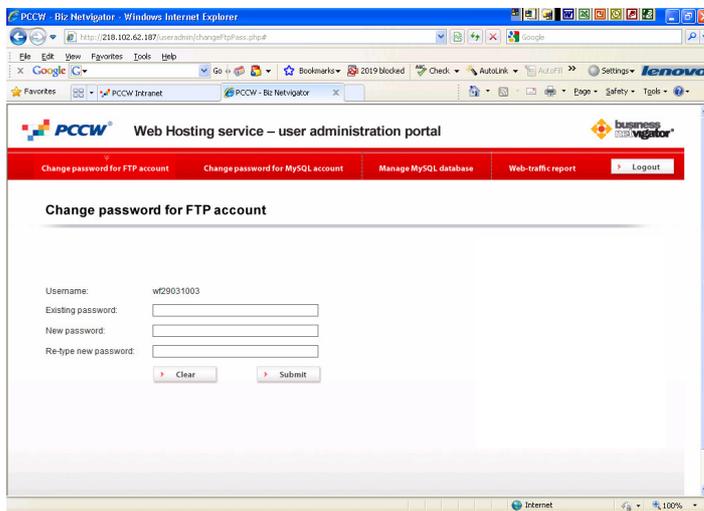
To view the statistics of the web traffic, which include page hit, bandwidth consumption, simply click “View Web-traffic report” on the previous screen shot, and re-enter your FTP username and password in the login box, the following page which consists of the statistics will appear.



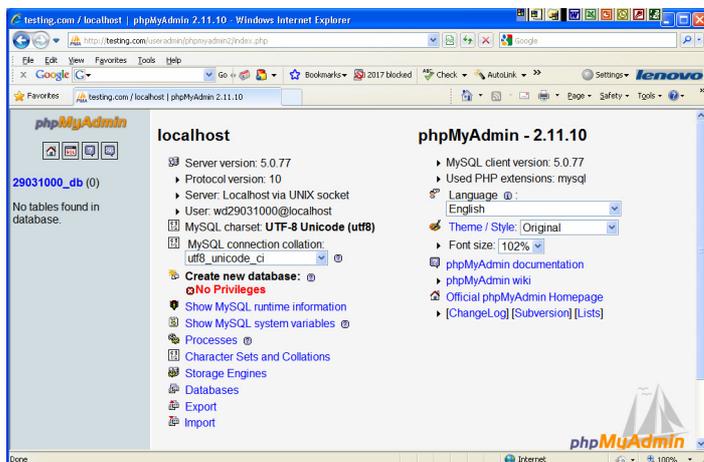
6. Administrating your database service

To administrate the MySQL database, you would need to use the MySQL username and password, which is also provided in the welcome letter, please refer to section 5 for logging in to the user admin interface.

After you have logged in successfully, click “Manage MySQL database” on the top panel on the below screen capture

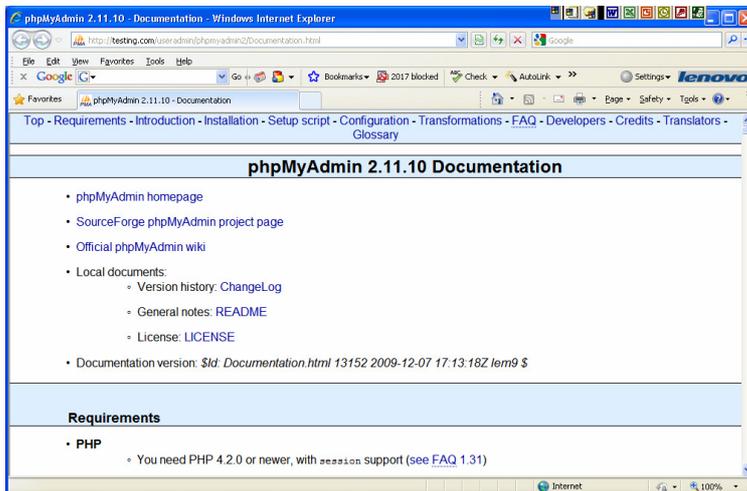


You shall now see the below screen capture, and be able to manage your database, please note that you default database name will be WD<FSA>

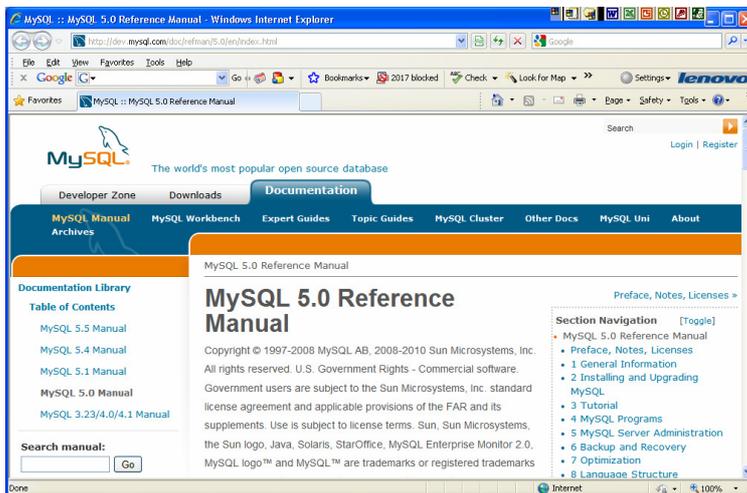


Two user guides (phpMyAdmin and MySQL5.0) are also available on the left hand panel.

Simply click on the  button on the previous screen to view and the user guide of phpMyAdmin, which is shown in the below screen capture.



Similarly, to view the user guide for MySQL, click the  button, and the below screen will be popped up.



7. Changing Passwords

To change your password for the FTP account and MySQL database account, you can

click the respective links on the top panel.

The FTP and MySQL database password requirements are listed as follows:

Linux:

For both FTP & MySQL, the password should not contain the login name. Do not use quotes, space and national alphabet characters in the password. The password length should be between 5 and 14 characters long.

Windows:

For both FTP & MySQL, the password should not contain the login name. Do not use quotes, space and national alphabet characters in the password.

1. The password length should be between 4 and 14 characters long.
2. The password should contain any 3 types of below characters.

- upper case character,
- lower case character
- numerals
- non-alphabetic characters

