

# Introduction to cPanel

Thank you for hosting your domain with Sierra Tel Internet. In order to provide modern and efficient service, we are housing your website's files on a server running the Linux operating system. An adjunct control panel application called cPanel will enable you or your web designer to control many aspects of website administration while providing many additional features.

This introduction describes the basics of cPanel management and provides references to complete documentation. Topics include:

## ***How to Access cPanel***

### ***The cPanel Home Page***

### ***Home Button***

### ***Search Box***

### ***Site Statistics***

### ***FTP Connection Information***

### ***File Manager***

### ***Email Accounts***

### ***Accessing Webmail***

### ***SpamAssassin***

### ***Forwarding Domain Email***

### ***WordPress Installation***

### ***Subdomains, Add-on and Parked Domains***

### ***Additional Reference Material***

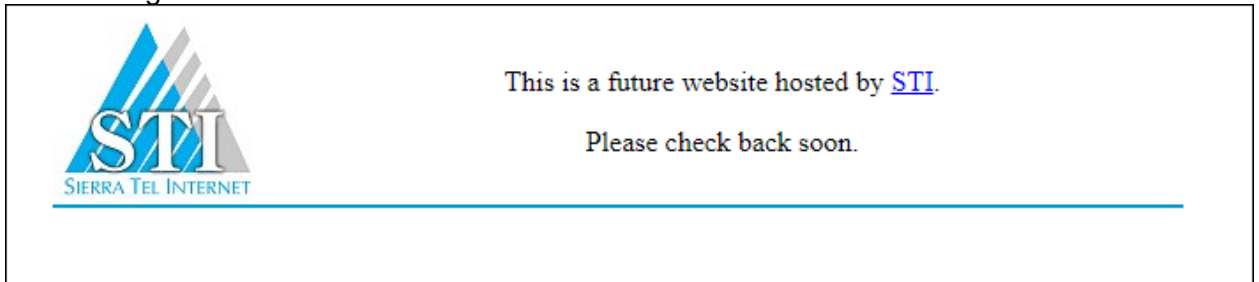
This document assumes the following:

1. You have registered one or more domain names through Sierra Tel Internet or your own preferred domain name registrar (such as GoDaddy).
2. Each domain has been set to the following DNS (domain name servers):
  - a. hns3.sti.net
  - b. hns4.sti.net
3. STI has set up web hosting services for your primary domain on an active account, and provided you with a cPanel username and password.

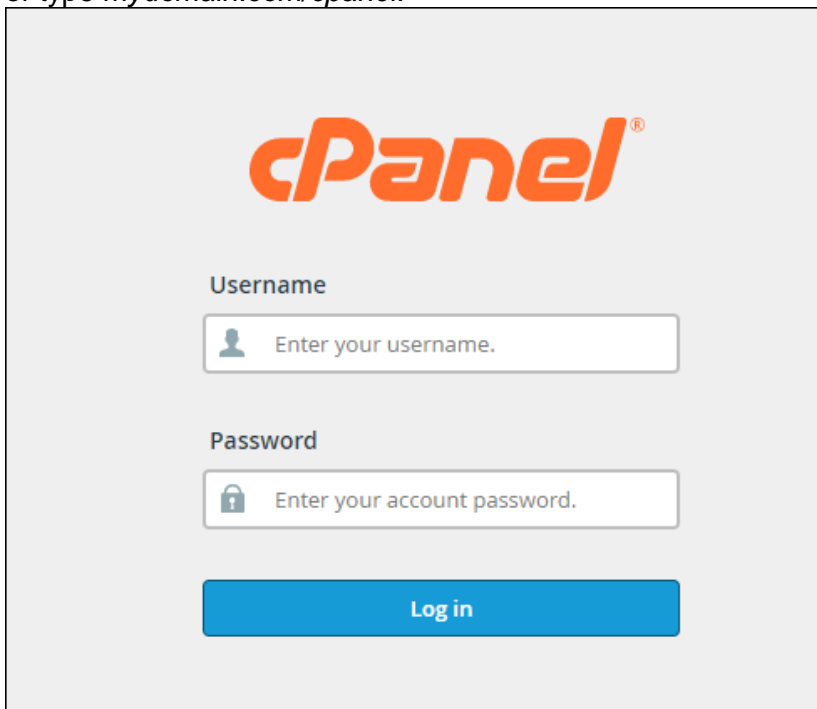
For the purposes of this document, *mydomain.com* will represent the primary domain name you are hosting with STI. *Mydomain1.com* will be an additional domain you have registered and wish to host with STI on the same account. *Me@mydomain.com*, *info@mydomain.com*, etc. will represent domain emails you want to associate with your domain name.

## How to Access cPanel

1. Open a web browser and type *mydomain.com* into the address box. If you see an STI placeholder page such as seen below, your website space has been set up on STI's web hosting server.



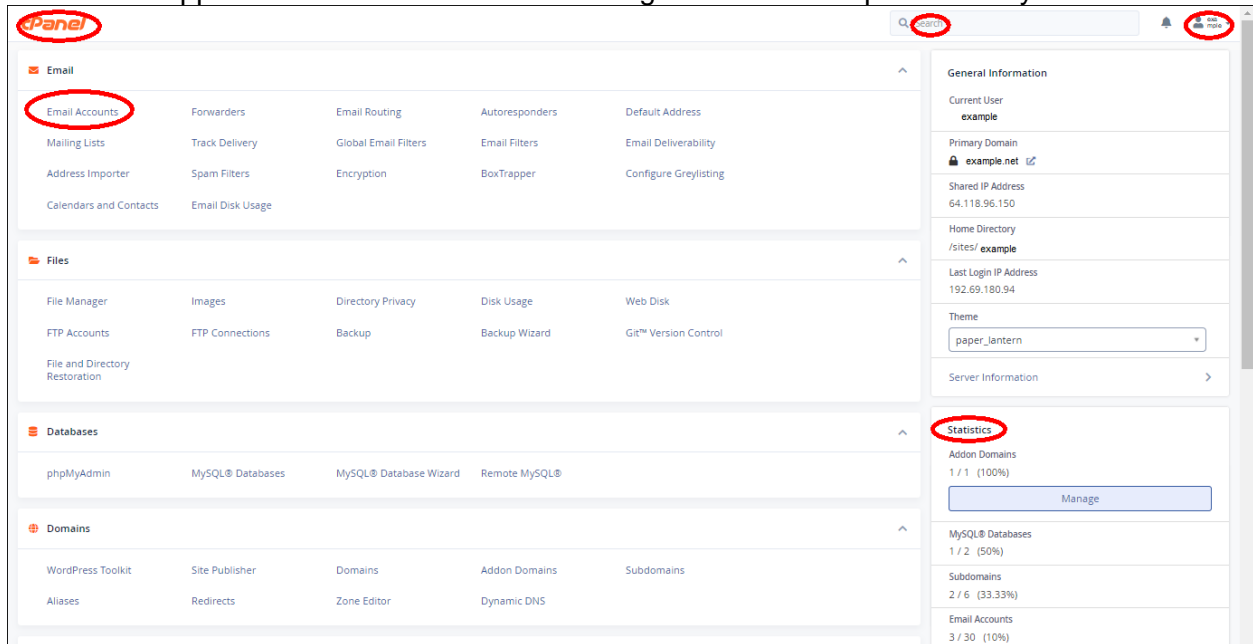
2. To access the cPanel login box, add */cpanel* to the domain name in the address window or type *mydomain.com/cpanel*.



3. Type your username and password in the appropriate boxes. Click the Log in button.
4. The cPanel interface will open.

# The cPanel Home Page

The cPanel application has features for web designers and developers at every level.



## Home Button

The cPanel logo in the top left corner takes you back to this cPanel home screen from whatever screen you're in.

## Search Box

There is a search box at the top of the cPanel home screen to help you find various cPanel tools.

## Site Statistics

The right side of the cPanel screen has several interesting features including a theme toggle, a search box, and a statistics bar. The Stats box displays an overview of your hosted domains, including the amount of disk space you're using, monthly bandwidth transfer, and the number of domain email accounts. In cPanel, all of your hosted resources (website files, email, databases, etc.) draw from the same pool of server space so this information may come in handy as content and domain emails accumulate over time.

## FTP Connection Information

File Transfer Protocol (FTP) is used to transfer files from your computer to the website server. By default, an FTP account has been created for your STI hosted website. Therefore, if you already have a favorite FTP client, you may connect to the server without accessing cPanel at all.

1. You will need the following information (provided by STI when the account is set up):
  - Connect using: SFTP
  - Host: *ftp.mydomain.com*
  - Username: *username*
  - Password: *password*
  - Remote directory: *public\_html*
2. You may set up additional FTP connections through the cPanel interface. Click on the FTP Accounts link under the Files heading and fill in the desired Login and Password. The Directory automatically creates a subdirectory which you can remove if you want to connect to the root directory. Click on Create FTP Account to complete the creation.

## FTP Accounts

Add and configure FTP Accounts to get your website on the internet fast. You can use an FTP client to manage your website's files. For more information, read the [documentation](#).

### Add FTP Account

Log In

@mydomain.com

Password

Password (Again)

Strength ⓘ

Very Weak (0/100)

Password Generator

Directory

/sites/example

Quota

2000 MB

Unlimited

Create FTP Account

## File Manager

cPanel includes an FTP client to transfer files from your computer to the server.

1. Click on the File Manager link under the Files heading.
2. Select Web Root (public\_html/www) as the directory to open. The File Manager interface allows you to manage, upload, and download files on the web server. Full documentation is available at <https://docs.cpanel.net/cpanel/>

## Email Accounts

A domain email is an email address that uses your domain name after the @ sign. For example: *me@mydomain.com*. Managing your own domain email addresses is one of the main features of cPanel. Domain email addresses are not mandatory; however, they add professionalism to your business website while providing conforming addresses for different departments or individuals. For example, you may want to set up domain email addresses such as *info@mydomain.com*, *contact@mydomain.com*, and *sales@mydomain.com*. This you can do through cPanel.

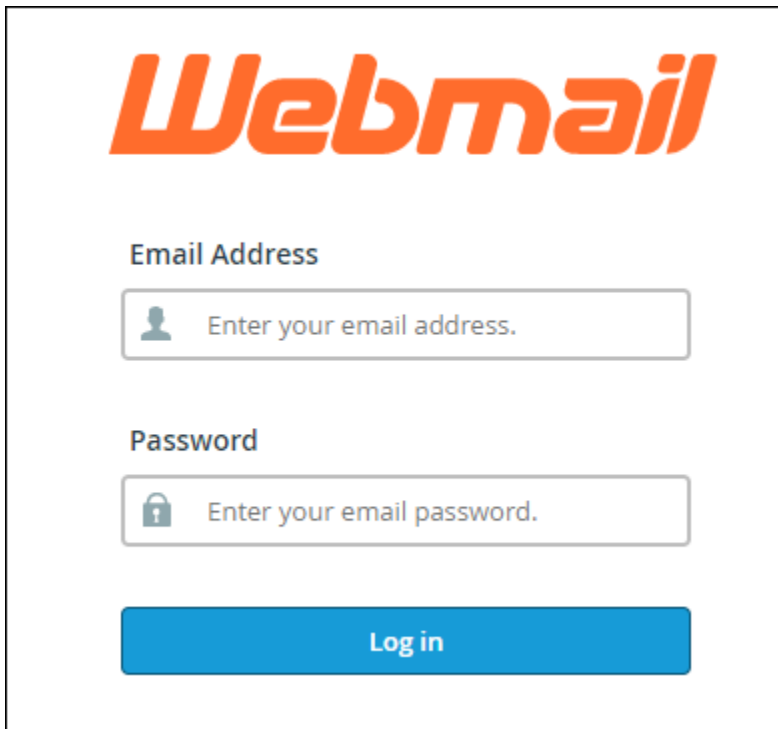
1. If you simply want a domain email address to forward to another valid email address, please jump ahead to the Forwarding Domain Email section.
2. Click on the Email Accounts link under the Mail heading.
3. This screen allows you to manage your domain email addresses, and provides one way to access your email account. Click on the Check Email button to the right of an address to access the Webmail interface.
4. Click on the Connect Devices button to the right of an email address to see the information you need to configure an email client.
5. To add a new address, click on the +Create button. Type the new username in the Username box. Type in a password or use the Password Generator to create a valid password. Click on the +Create button.

## Accessing Webmail

Webmail is a browser-based utility that displays email residing on the mail server, allowing you to view email from any computer. However, because the email stays on the mail server, it takes up space in your hosting account. Eventually, email messages can fill up the account space, so periodically you may want to delete messages or download emails to a POP3 email client (such as Microsoft Outlook or Apple Mail) on your personal computer. To access your cPanel

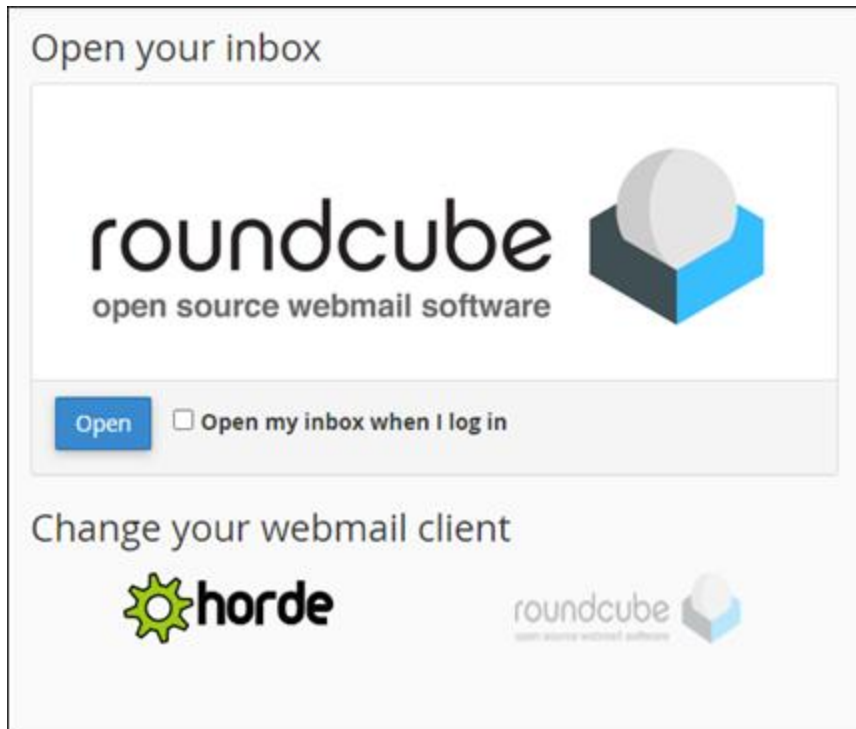
Webmail:

1. Browse to *mydomain.com/webmail*.



The image shows a webmail login interface. At the top, the word "Webmail" is written in a large, orange, italicized font. Below this, there are two input fields. The first is labeled "Email Address" and contains a person icon and the text "Enter your email address.". The second is labeled "Password" and contains a lock icon and the text "Enter your email password.". At the bottom of the form is a blue button with the text "Log in" in white.

2. Enter the domain email address and email password then click “Log in”.
3. The first time you log in, you may choose to continue using Roundcube or switch to Horde. You can also select “Open my inbox when I log in” to bypass the Email Home page in the future.



4. If you bypass the Email Home page on login, and want to get back to it, click on “cPanel Webmail Home”. This Home link is in the vertical left-side menu in Roundcube and in the horizontal top menu in Horde.

## SpamAssassin

cPanel uses SpamAssassin (listed as Spam Filters on the home page under Email) as its domain email junkmail filter. Documentation may be found at <http://spamassassin.apache.org/>.

## Forwarding Domain Email

Many people prefer to set up email “forwards” to automatically send domain emails to another email address. [Note: you do not have to set up an account for a domain email if you only want it to forward to another email address.]

1. To set up a forward for a domain email address, click on the Forwarders link under the Email header in the main cPanel home page.
2. Forwarded emails will remain on the mail server by default. While this keeps them accessible through webmail, they will need to be cleared off the server occasionally to prevent them from filling up the account's allotted server space.
3. You may opt to remove the domain email account after the forward has been put into place. Somewhat counter-intuitively, emails addressed to the deleted email address will still be sent to the forwarding email address. However, you will not be able to access cPanel webmail for the deleted address.

[Note: If you set up a forward, then delete the domain email account without checking webmail first, emails received before the forward was set up will not be forwarded. Setting up the email account again will not recover them. They are lost forever.]

## WordPress Installation

If you want to create your domain's website with WordPress, use cPanel to install the application.

1. Click on the Site Software link under the Software heading in the cPanel home page.
2. Click on the WordPress link under the Blogs heading.
3. For the sake of simplicity, you may use your cPanel username and password as your WordPress Admin User and Admin Password. If you will be creating your website solely using WordPress, it's best to clear the [Add a subdomain] field, leaving it empty (in other words, delete the default "wordpress").
4. Click on the Install button to complete the installation. A successful WordPress installation puts the application's files on the server and creates the WordPress database.
5. If you have left the Installation URL: field blank, you may access your WordPress administration dashboard by browsing to mydomain.com/wp-admin. Otherwise, you will browse to mydomain.com/wordpress/wp-admin. Log in with the WordPress username and password you created in cPanel when installing the application.



## Subdomains, Add-on and Parked Domains

cPanel allows multiple domains under a single hosting package. The current allocations for each hosting package may be found at <https://www.sierratel.com/internet/web-hosting/>. If you would like to upgrade your account to permit more domains, contact Sierra Tel at (559) 683-4611, (209) 966-3636, or 1-877-658-4611.

Under the Domains heading on the cPanel home page, you will see several different ways to add domains to your account.

1. Subdomains: A subdomain divides your domain into sections by adding a prefix to the primary domain name. For example: mysubdomain.mydomain.com. When you add a subdomain name to the form, the Document Root field populates automatically. 2.

Addon Domains: An addon domain acts as a stand-alone domain with its own URL and content. For example, browsing to the addon domain *mydomain1.com* accesses different content than *mydomain.com*. To create an addon domain, first make sure:

a. You have registered the domain name through Sierra Tel Internet or your own preferred domain name registrar (such as GoDaddy).

b. The domain has been set to the following DNS (domain name servers):

hns3.sti.net

hns4.sti.net

[While we encourage you to contact STI to register domain names, you can set up web hosting for addon domains through cPanel.]

c. Click on the Addon Domains link under the Domains heading on the Home page. Type the domain name into the form. The Subdomain/FTP Username: and Document Root: will be filled in automatically. Type in your Password, confirm it and

click on the Add Domain button to complete the setup.

## Create an Addon Domain

New Domain Name

Subdomain

Document Root

Create an FTP account associated with this Addon Domain.

**Add Domain**

d. To FTP into an addon domain, use the information found under the FTP section above. Note that addon domains use the same FTP credentials as the primary domain with the exception that the remote directory should be set to `public_html/addondomain.com/`.

3. Aliased Domains: An aliased (aka: parked) domain is an additional domain name that points to your primary domain's website content. For example: browsing to `mydomain1.com` goes to the website content for `mydomain.com`. To create a parked domain, you need to first make sure:

a. You have registered the domain name through Sierra Tel Internet or your own preferred domain name registrar (such as GoDaddy).

b. The domain has been set to the following DNS (domain name servers):

`hns3.sti.net`

`hns4.sti.net`

[While we encourage you to contact STI to register domain names, you can set up web hosting for parked domains through cPanel.]

c. Click on the Aliases link under the Domains header. Type the domain name into the form. Click on the Add Domain button to complete the setup.

## Additional Reference Material

cPanel is a popular and well-documented control panel access program. Here are some options for assistance.

1. A Documentation link is found at the bottom of each cPanel page. There is also a search box in the upper bar.
2. The cPanel website is located at <https://cpanel.net/>. There you will find much information for website owners including a feature tour. Go to <https://cpanel.net/support/> for a searchable database with frequently asked questions.
3. Ask the Internet by typing your question into a search box. There's a good chance you'll find the answer you're looking for.
4. Call Sierra Tel technical support / customer service at 559-683-4611, 209-966-3636, or 1-877-658-4611. If they can't answer your question, they'll forward it to a technician or webmaster who will get back to you as soon as possible during normal business hours.