

Reading 32

Sample Domain Name Email – Delegation of Name Servers

=====
PRINT AND SAVE THIS EMAIL!
=====

Dear Iain,

ORDER NO.: [05-414620-584574]

Thank you for choosing Melbourne IT.

This email contains all the information you need to set up and activate your service, it will only take a few minutes of your time so please follow the enclosed instructions.

If you need help contact our friendly service staff on:

Within Australia: 1300 654 677

Mobile or International callers: +61 3 8624 2300

To get your hosting solution working, you will need to:

- (1) Delegate your solution
- (2) Create the email addresses you want to use
- (3) Set-up your computer to receive email
- (4) Publish or upload your website

=====
STEP #1: DELEGATE YOUR SOLUTION
=====

Depending on how you have ordered your solution, it may have been delegated automatically.

You need to check that the following name servers are assigned to your domain name:

Primary: ns32b.ssggrp-wc.com

Secondary: ns32a.ssggrp-wc.com

To check this, click here:

<http://www.melbourneit.com.au/cc/whois/?domain=talechasers.com.au>

If any other name servers are shown, you will have to make some changes.

****You will need your My Account details before you proceed - if you do not know your current password, go to <http://www.melbourneit.com.au/cc/recover/> ****

(1) Login to your My Account at <http://www.melbourneit.com.au/cc/myaccount/login>, and enter your username and password. The My Account Console will be displayed.

(2) Click View/Manage Domain Names under the Domain Names section of the Console The View Domain Names page will be displayed with the list of domain names under your My Account.

(3) Click talechasers.com.au. The Domain Management page will be displayed.

(4) In the Name Server Details section of the page, click Change Delegation Details

(5) On the Delegation page, enter the following details:

HOST NAME IP ADDRESS

Primary: ns32b.ssggrp-wc.com (Please leave this empty)

Secondary: ns32a.ssggrp-wc.com (Please leave this empty)

(6) Click Submit Changes

A confirmation message will appear with the details of the updated delegation.

Delegation can take 24-48 hours to take full effect on the Internet. Unfortunately, there is no way to speed up this process.

For more information on this, click here:

<http://www.melbourneit.com.au/help/index.php?questionid=50182>

You can try to access your Control Panel at <http://talechasers.com.au/ControlPanel/>

If you are experiencing problems 48 hours after completing this step, please contact our support team.

STEP #2: SET UP YOUR EMAIL ADDRESS

To create your email address, complete the following steps:

(1) Access your Control Panel

Click here: <http://205.212.181.77/ControlPanel/>

Enter your User Name and Password:

USERNAME: AAAAAA

PASSWORD: XXXXXXXX

****Important: All fields in the User Attributes and Passwords sections must be completed before you click Save or Save / Create Another.****

1. Select My Users from the drop-down list at the top of the window. The My Users Home window appears.

2. Click Create New users and mailboxes. The Create User window appears.

3. Type the user ID and the user's full name in the appropriate fields.

Caution: The user ID cannot begin with numeric character. Typing a numeric character displays an error message.

4. Select the Email check box if you want this user to be able to send and receive email. (The user's mailbox is automatically created after you click Save in Step 6.)

5. Type the user's password in the Password field.

6. Click Save. The User List window refreshes with a message informing you that the user has been added.

To add this user and create another, click Save / Create Another. The Create User window refreshes with a message informing you that the new user has been added. Repeat Steps 3 through 6.

Note: If you attempt to add an alias that is already in use, a message appears informing you that the user or alias already exists. Try another name.

STEP #3: SET UP YOUR COMPUTER TO RECEIVE EMAIL

Click on the corresponding link for the FAQ of the email program that you use:

(A) Set up Outlook 2003

<<http://www.melbourneit.com.au/help/showmedia.php?mediaid=4>>

(B) Set up Microsoft Outlook Express

<<http://www.melbourneit.com.au/help/showmedia.php?mediaid=5>>

If you have created more than one email address then you will need to repeat this step on other computers.

STEP #4: UPLOAD/PUBLISH YOUR WEBSITE

If you need advice on how to effectively bring your existing website over, contact our support team.

For instructions on uploading your website, go to:

http://docs.securesites.com/en_help/index.htm#uploading_files_to_your_website.htm

The FTP details for your site are:

IP ADDRESS: 205.212.181.77

FTP HOSTNAME: talechasers.com.au

(This can only be used after your delegation has propagated around the Internet. See Step #1.)

* PLEASE NOTE: Files need to be uploaded to your website directory which is: /www/htdocs

ADDITIONAL INFO

(1) Change your home page. It is the file named "index.html" in your account. If you requested Microsoft FrontPage server extensions, be sure you ONLY use FrontPage to access your account. Do not use an FTP program as you may corrupt your server extensions. All other customers can use an FTP program to access their web sites.

(2) You can logon to your email via the Internet from almost anywhere at almost anytime, for example, whilst you are away on business or even on holidays using webmail. Simply type this into any web browser:

<http://205.212.181.77/ControlPanel/>

and then select My Mail from the drop-down selection.

GENERAL & TECHNICAL SUPPORT

If you have any technical questions relating to your email service, please contact us.

You can submit a support request by clicking on this link:

<[http://www.melbourneit.com.au/contacts/support.php?action=fillinmail&subject= hosting%20support](http://www.melbourneit.com.au/contacts/support.php?action=fillinmail&subject=hosting%20support)>

Phone: Within Australia: 1300 654 677

Mobile or International callers: +61 3 8624 2300

BILLING & PAYMENT ENQUIRIES

Your contract will be automatically renewed on the last day of your current contract, unless you notify us in writing that you wish to cancel your account.

For billing and payment enquiries:

E-mail: accounts@melbourneit.com.au (domain name in subject)

Phone: 1300 654 677

ORDERING NEW PRODUCTS & SERVICES, UPGRADES OR DOMAINS

If you are expanding your business or web presence and need to upgrade your existing hosting or email services for more data transfer or disk space, or if you just want to register other domain names, contact one of our Web Solutions sales consultants:

E-mail: websolutions@melbourneit.com.au

Phone: 1300 654 677

Thank you for choosing Melbourne IT.

Kind Regards,

Melbourne IT Limited - 'Trusted for Online Success'

ABN: 21 073 716 793

Trading as: Internet Names WorldWide (INWW)

Internet Names Australia (INA)

Support: <http://www.melbourneit.com.au/contacts/support.php?actionfillinmail>

Website: [Http://www.melbourneit.com.au](http://www.melbourneit.com.au)

Offices: Melbourne, San Francisco, Madrid, Wellington, London, Stockholm, Paris and Amsterdam

Head Office: Level 2, 120 King Street

Melbourne Victoria Australia 3000
