Migration User Guides:
The Console Domainz Password User Guide

Version 1.0

Contents

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Setting Up: Account Information

When you register your domain name with Domainz we issue you an Account Reference and a Password for security.

You can use this Account Reference and Password to login to your console account through the Domainz website to:

- View your account details
- Make payments
- Update address details
- Check renewal/expiry dates
- Register new names for .nz and other types of names
- Manage your Domainz hosting and email services
- Modify the name servers for your domain name
- Move your domain name between hosting providers (Re-delegate)

In all instances, any caller requesting information for or assistance with Domainz account must provide a valid Account Reference and Password for identification purposes.

Updating Account Contact Details

It's important that you keep your contact information up-to-date, as we'll use this to contact you and verify your identity if you need to make changes to your account. Domain expiry and hosting subscription renewal notices are emailed to the contact email address provided upon account registration. To avoid missing these email notices, it's important for you to keep your contact details current. Instructions on how to update below.

Update your account contact details in The Console

Customers who can log into their accounts should follow the instructions below to update their contact details.

1. Log into the Console account
2. Click on the **[Account]** tab
3. Click **[Edit]** in the Account details section
4. Update your contact details
5. Click **[Update contact details]**

Please note this is separate to the Account Contact in the left hand navigation bar of your domain level login. The details reflected in this are for Domainz Ltd directly.

Unique Domain Authentication Identifier (UDAI)

The Unique Domain Authentication Identifier (UDAI) password is only applicable to New Zealand (.nz) domains.

To generate a new UDAI password for a Domainz registered domain:
1. Login to the Console
2. Manage your domain
3. Click **Domain Name**
4. Next to **Domain password (UDAI)**, click **Reset**
5. This will show your UDAI password at the top of the page

What if my .nz domain name is not registered with Domainz?
If you've lost your UDAI password and your domain is not registered with Domainz, please contact the registrar for your domain name.

If you don't know who you have registered your domain through, you can find out by doing a whois lookup.

Domainz Email Address Setup

Users must create an email account on our servers before they can connect any email software (such as Outlook or Apple Mail) to our email servers. Below are instructions on how to create email accounts on our Cloud Hosting and cPanel Hosting infrastructures. For Each Domainz Email address you set-up, there will be a unique POP Account User Name and Password.

Create a Cloud Hosting email account
1. Log into the Console
2. Manage the domain you want to make changes to
3. Click **Email**
4. Select 'IMAP/POP' from the drop down menu under Create an email account
5. Fill in the fields provided
6. Click **[Create]**

Create a cPanel Hosting email account
1. Log into the Console
2. Manage the domain you want to make changes to
3. Click cPanel
4. Click on the **Email Accounts** icon from within the cPanel interface
5. Fill in the fields provided
6. Select the size of the email inbox you are creating
7. Click **[Create Account]**

6

Domainz Update Email Password

For security reasons, customers aren't able to view their current email passwords. But, they can update their password from within the Console and cPanel interfaces. Below are instructions on how to update your email address password.

Password requirements
Passwords must be between 7 and 16 characters long and contain at least one digit and one letter.

Update Cloud Hosting email address password
1. Log into the Console
2. Manage the domain you want to make changes to
3. Click **Email** in the left column
4. Click on the **Email Address** you want to change the password for
5. Type a new password into the **New password** field
6. Click **[Update]**

Update cPanel Hosting email address password
1. Log into the Console
2. Manage the domain you want to make changes to
3. Click **cPanel**
4. Click on the **Email Accounts** icon from within the cPanel interface
5. Locate the **Email Address** you want to change the password for
6. Click **Change Password**
7. Type the new password in the fields provided
8. Click **[Change Password]**

Domainz Webmail Log-In

Webmail allows you to access your email accounts through a web browser such as Chrome, Firefox or Internet Explorer. The main advantage to checking email via a web browser is there's no need to install or configure any email software on your computer. It also means you can check your emails on any computer, laptop or smart phone you use.

Cloud Webmail
To access webmail on Cloud Hosting, follow the below steps.
1. Click here to visit the Webmail log in page
2. Type in your log in details
3. Click **[Login]**

Alternatively, you can visit http://webmail.your-domain.com.au and enter in your email address and email password.

cPanel Webmail
To access webmail on cPanel hosting, follow the below steps.
1. Log into the Console
2. Manage the domain you wish to make changes to
3. Click cPanel
4. Click the **Email Accounts** icon.
5. Locate the email address you with to access and click on **[More]**.
6. Select **Access Webmail**.
7. Type in your email password.
8. Select your webmail client (we recommend **Horde**).
9. Select your language and click **[Login]**

Alternatively, you can visit *http://your-domain.com.au/webmail* and enter in your email address and email password.

Domainz FTP Password (File Transfer Protocol)

File Transfer Protocol (FTP) is used to transfer files from one host to another, e.g. from your computer to our website servers. Upon subscribing to a website hosting plan, users are provided with FTP details so that they may use a third party FTP client to upload their website files to our servers.

Below are instructions on where to locate, update and manage your FTP details.

Cloud Hosting FTP details

View FTP username and password
1. Log in to the Console
2. Hover over the domain you want to make changes to and click 'Manage'
3. Click **Cloud Hosting**
4. Click **Show Password** next to the username you want the password for

Update FTP password
1. Log in to the Console
2. Hover over the domain you want to make changes to and click 'Manage'
3. Click **Cloud Hosting**
4. Click **Edit** next to the username you want to edit
5. Type in a **new password**
6. Re-type the **new password**
7. Click **[Modify User]**

Create a new FTP user
1. Log in to the Console
2. Hover over the domain you want to make changes to and click 'Manage'
3. Click **Cloud Hosting**
4. Click **Add FTP account**
5. Read through the information below the **Create a new FTP user** area
6. Fill in the required details and click **[Add User]**

cPanel Hosting FTP details
View FTP username and password
1. Log in to the Console
2. Hover over the domain you want to make changes to and click 'Manage'
3. Click **cPanel**
4. Your cPanel username and password is your FTP username and password

Update FTP password

1. Log in to the Console
2. Hover over the domain you want to make changes to and click 'Manage'
3. Click **cPanel**
4. Enter a new password in the **Reset Password** field
5. Click **[Reset Password]**

Create a new FTP user

1. Log in to the Console
2. Hover over the domain you want to make changes to and click 'Manage'
3. Click **cPanel Login**
4. Click the **FTP Accounts** icon
5. Fill in the **Add FTP Account** details
6. Click **[Create FTP Account]**