

Register

Register at Support Site
Go To
<http://www.realwebhost.net/desk/users/index.php>



SUPPORT CENTER :: not logged in [[log in](#)]

Home

Register

Log In

Resellers

Affiliates



Support Center

Choose your destination below. Once you have registered you will have different options to choose from once inside. They include billing, presales, upgrades, support, and dedicated server questions. Feel free to ask any question that you need help answering.



Log In

Log in to my helpdesk account.



Register

Create a new helpdesk account.



Knowledgebase

Search the knowledgebase and frequently asked questions



Tutorials

Hosting Aids



Network Status

Network Status



Community Forums

Community Forums



Network Tools

Network Tools



More Options

More Options



Billing Center

Billing Center



Currency Converter

Currency Converter

Click on Register

Register
2

Register
2



Register

Create a new helpdesk account.

New Account Information

Email *:

Enter your email Address and click on "Activate Account"

You will receive an email with your user ID and temporary password

Go back to support site and login with the email address and the temporary password

Click on "MY Account" to change your password to whatever like



My Account

View my account information and preferences.

Settings

Change Password:

Verify Password:

NOTE: Changing your password will require a re-login.

Logout

Create and Submit Ticket



Support Center

Choose your destination below. Once you have registered you will have different options to choose from once inside. They include billing, presales, upgrades, support, and dedicated server questions. Feel free to ask any question that you need help answering.



Open a Ticket

Create a new trouble ticket.



My Tickets

View my current open and previously resolved tickets.



My Account

View my account information and preferences.

Click on "Open a Ticket"



Open a Ticket

Choose ticket destination:

Choose Destination

- Billing
- Dedicated
- Pre-Sales
- Support
- Upgrades

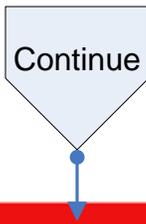
Cancel

Continue >>

Set "support" Radio Button

Click "Continue"

Continue

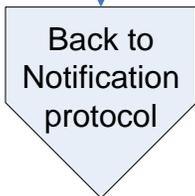


Ticket Details	
Destination:	Support
IP Address:	66.57.34.189
Email Address *:	stepheni@coles.us
Subject *:	<input type="text"/> Enter the subject of your message.
Message *:	<div style="border: 1px solid gray; height: 100px;"></div>
Attachments: (optional)	<div style="border: 1px solid gray; padding: 5px;">No Attachments</div> <div style="border: 1px solid gray; padding: 2px; text-align: center; margin-top: 5px;">Add/Remove Attachments</div>
Additional Account Information	
Cpanel -Username *:	<input type="text" value="ncwoodwo"/>
CPanel Password *:	<input type="text" value="Carol.Scuttle"/>
Domain Name Put This In the Body Of The Ticket Also. *:	<input type="text" value="ncwoodworker.net"/>
Priority *:	<input type="text" value="Urgent"/>
Problem Experienced *:	<input type="text" value="General"/>
Server *:	<input type="text" value="Rin"/>
<input type="button" value="Cancel"/> <input type="button" value="Create Ticket"/>	

Fill in subject and Message

Fill in all fields under "Additional Account Information" exactly as it is above

Click continue



Phone
Notification

Call
877-794-5285

Upon the phone being answered (probably by Joey Moses) introduce yourself, your position (always Admin) and the nature of the issue. Sample:

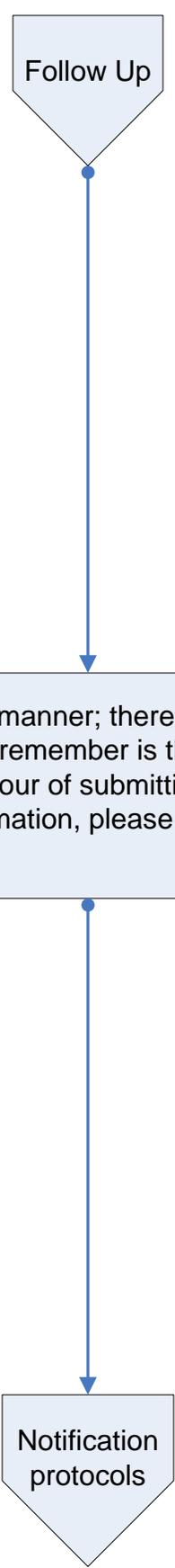
This is <your name>. I am an Admin on ncwoodworker.net that's on Rin. The site has not responded for the last X (whatever time you are sure about).

Let Joey take it from there. Make sure before you hang up that he has your phone number or email address.

Note: Rin is their name for our server.

Notification
protocol

Follow Up



I really can't do this part in a step by step manner; there are too many variables. Basically, it will be up to your good judgment. The only thing to remember is that if you don't get a non-automated response to your trouble ticket within an hour of submitting it and the site is still down, make a telephone contact. Also, as you get information, please post it in yahoo groups so that the admins & mods know what is happening.

Notification protocols