



Register

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



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

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[Register](#)

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## 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.



### [Knowledgebase](#)

Search the knowledgebase and frequently asked questions



### [Network Status](#)

Network Status



### [Network Tools](#)

Network Tools



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Billing Center



### [Register](#)

Create a new helpdesk account.



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Community Forums



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More Options



### [Currency Converter](#)

Currency Converter

Click on Register

Register  
2

Register  
2



## Register

Create a new helpdesk account.

New Account Information	
Email *:	<input type="text"/>
<div><input type="button" value="Cancel"/> <input type="button" value="Activate Account"/></div>	

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:	<input type="text"/>
Verify Password:	<input type="text"/>
NOTE: Changing your password will require a re-login.	
<div><input type="button" value="Save Changes"/></div>	

Logout

Create and  
Submit Ticket



## Support Center

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### 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	
<input type="radio"/>	Billing
<input type="radio"/>	Dedicated
<input type="radio"/>	Pre-Sales
<input checked="" type="radio"/>	Support
<input type="radio"/>	Upgrades
<div>Cancel Continue &gt;&gt;</div>	

Set "support" Radio Button

Click "Continue"

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></div>
Attachments: (optional)	<div>No Attachments</div> <div>Add/Remove Attachments</div>

### Additional Account Information

Cpanel -Username *:	ncwoodwo
CPanel Password *:	Carol.Scuttle
Domain Name Put This In the Body Of The Ticket Also. *:	ncwoodworker.net
Priority *:	Urgent
Problem Experienced *:	General
Server *:	Rin

Cancel Create Ticket

Fill in subject and Message

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

Click continue

Back to  
Notification  
protocol

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

```
graph TD; A[Follow Up] --> B["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."]; B --> C[Notification protocols];
```

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