

## ITX Design Reseller Hosting Program



### **Purpose:**

This document will assist you in successfully establishing your Web Hosting Business.

### **Liability:**

As a reseller this is your Web Hosting Business. As the owner of YOUR new Web Hosting Business YOU are responsible for providing all technical support for your clients, as well as billing them for whatever hosting rates that you establish with them. In setting up this account you used a credit card. This same credit card account will be charged for each new client that you setup. This charge will be in accordance with the agreed upon rates for our hosting plans as shown below.

### **Hosting Plans and Pricing:**

Our Plans	Normal Cost	Your Cost	Bandwidth (MB)	Disk Space (MB)	Emails
Basic	\$8.95/mo.	\$4.95/mo.	3000	100	35
Power w/Miva	\$11.95/mo.	\$7.45/mo.	4000	200	65
Deluxe w/Miva	\$16.95/mo.	\$11.25/mo.	8000	300	250

### **Setting Up Your Virtual Name Servers:**

We will provide you with the IP addresses that should be used with your registered name servers.

- 1.) Login to your control panel
  - 2.) Click Virtual Name Server
  - 3.) DO NOT CHANGE THE DEFAULT NAME SERVERS LISTED, Click Install
- This will setup both NS.YOURDOMAIN.COM and NS2.YOURDOMAIN.COM on our servers. However, this does not complete the Name server process. One hour after submitting this request you can login to your control panel, click Virtual Name Server, and your new Name Servers along with their IP addresses will be displayed. You should then place this in your records for future use.

If we registered the domain name you're using for the reseller account simply email the Name Servers and the corresponding IP's to [resellers@itxdesign.com](mailto:resellers@itxdesign.com). We will then complete the Name Server Registration (no charge), this process takes 24-48 hours to propagate throughout the World Wide Web.

If we didn't register the Domain Name you must contact the Registrar and complete the necessary steps to complete the setup of the Name Servers.

Or you can use our Name Servers, however if you do this each of your clients would use our nameservers essentially removing the anonymous aspect of your business. This would allow them to easily identify you as an ITX Design Reseller.

Our DNS information is:

NS.ITXDESIGN.COM host net address 64.176.60.254  
NS2.ITXDESIGN.COM host net address 64.176.61.238

### **Customizing Your Control Panel:**

You can customize your Control Panel once you have added your first domain.

- 1.) Login to your control panel
- 2.) Click the domain name you added. (The Domain you added will be in the lower left of your control panel.)
- 3.) You can then modify the form with your colors, text links, etc... To place a small image in your control panel instead of the Business name in text you should use html.

<img src= <http://youdomain.com/image.gif> >

The suggested image size is: 160 X 40 pixels.

- 4.) Click Update The Control Panel For My Resold Domains.

### **Adding A Domain:**

You can add your clients/hosting accounts directly through your control panel.

- 1.) Login to your control panel
- 2.) Click Add Domain
- 3.) Click Add Additional Domain
- 4.) Fill in the Domain Name
- 5.) Then fill in the new Domain Name and be sure to select the Domain type (new, transfer, etc...)

- 6.) Choose the Domain Package and Contract Period

When you setup a new account for a client and you choose New Domain Registration your account will be charged for the New Domain Registration (\$15.00). You can then charge your client whatever you'd like for the New Domain Registration. Please view the New Domain Registration section below for more details. If you're setting up an account under a New Domain Registration you should uncheck the INTERNIC options and complete them with your clients appropriate information.

### **Adding A Parked Domain:**

A parked domain is a domain that's added to an existing hosting account for your client. This domain name merely images the current account, it is not a separate account. This allows the client to have multiple domains pointing to the same site, i.e. itxdesign.com, itxdesign.org, and itxdesign.net all point to the exact same website. There is a one time fee of \$10 for each parked domain placed on your account for either you or a client (This is the fee for parking a domain name, it does not include the Registration cost for New Domain Names). You can then charge whatever you'd like for parking the domain name.

### **Domain Registration:**

We offer new Domain Registration for \$15.00 per domain name. When you sign up a new client for web hosting with a new Domain Name or for a Parked Domain that is new a \$15.00 charge will be applied to your account. This is a yearly charge for each new Domain Name. You can then charge your clients whatever you'd like for a yearly fee for Domain Registration.

### **Domain Transfers:**

The transferring of a Domain Name from its current registrar is unnecessary for hosting purposes, and it's not supported through most registrars. When a client wants to use a domain name that they already own they are "transferring" the domain to our servers so that your company can host it. This simply requires a modification to the domain's DNS information.

You should have them contact the Domain Registrar - (company they registered the domain with) and provide them with your DNS server information (or ours if you're not using your own Name Servers, please view the section above on Virtual Name Servers for further information). This is usually done online by filling out a form that submits to the domain registrar with the proper modification of your DNS information. - In short they change the domains server information so it points to our servers so the website will come up when someone visits using the domain name.

Hosting Account Setup for Your Clients: Once you place a hosting order for a client it is setup within 10 – 15 minutes and the welcome letter is emailed to your account. You can then modify the welcome letter so that your business name is on it instead of ours, and then you can forward it to your client.

### **Canceling A Domain:**

Cancellation of your hosting account is solely your responsibility. Each account is automatically renewed each due date using the current credit card on file for your account. If at anytime you wish to cancel service you must complete our online cancellation form 24-48 hours before your next due date. There is no cancellation fee or penalty for terminating a hosting account. However, if you cancel your account after billing has occurred there is no refund for the remaining time unused. Please be sure to backup your files before completing the form because all accounts are terminated immediately upon receiving your request.

The Cancellation form is located at:

<https://itxdesign.com/order/cancellation.php>

This is in accordance with our online policy as stated at:

<http://itxdesign.com/policies.php>

### **Unbranded Support Site For Your Clients:**

You should familiarize yourself with the unbranded online support site we offer for both you and your clients. This option is in their control panel and it offers answers to many FAQ's or problems that may arise. Many of the answers to the support requests that you receive can be found within this site. <http://208.56.98.154/> This site will be updated regularly to assist you and your clients, however it will always be unbranded. You can also contact us and request that we park a domain name or subdomain to the unbranded support site. This would allow your clients to visit the site using the domain [support.yourdomain.com](http://support.yourdomain.com) or whatever domain you choose to point to it. There is no cost associated with setting this up.

### **Support:**

If you need any assistance, guidance, or just someone to talk to we're ALWAYS HERE! We welcome you aboard and wish you luck in your endeavor!

<http://support.itxdesign.com/>