Welcome to Titan Internet

Shared Hosting Frequently Asked Questions

Thank you for your purchase of one of our hosting packages.

Below is a selection of frequently asked questions relating to Shared Hosting. If you cannot find the answer in this guide or have any problems please contact us via http://my.titaninternet.co.uk (or on **0845 625 1000** if you have no access to e-mail).

Please remember we do not give out account details over the phone.

You may find our Help Articles useful in assisting with any queries you may have, located in the knowledgebase of http://my.titaninternet.co.uk

❯ How do I upload content to my new hosting account?

You will need to use an FTP program (or development software that has an FTP component) to upload your website.

We have created a number of help files for the most common software in the knowledgebase of http://my.titaninternet.co.uk

❯ There are a few folders in my hosting space. Where do I put my website?

Your hosting space will contain one or more of the following folders when you first connect (depending on the hosting type):

htdocs	your website goes in this folder
cgi-bin	for any Perl (.pl) scripts you may have
database	if you are using an older Access database on Windows (Professional Account and above)
media	for windows media streaming (Professional Account and above)
secure	for the Shared SSL feature (Windows Hosting Accounts Only, requires enabling)
logs	for log files (Unix Hosting Accounts Only)

These folders are created by our server during the setup process and are used for the functions shown above.
Please do not remove any of these folders.

❯ What are my FTP details?

Your FTP details will be included in the configuration document sent to you when the account was set up. If you have misplaced this document you can request that we send you the details by contacting us via http://my.titaninternet.co.uk

❯ Can I request additional software or features to be installed to my hosting account?

The most common hosting features are already included on our hosting servers, allowing most websites to run without error. However there may be times when a specific feature is required. If this is the case for your site please let us know and, provided the feature can be installed/activated without negatively affecting other users, we will configure it for you.

◗ Can I host multiple domain names from the same hosting account?

On all of our hosting accounts you can have an unlimited amount of domain names pointed at the same hosting account. This is called domain aliasing and all the domain names will show the same website as each other.

On the Business and Enterprise accounts you can make use of ISAPI rewrite (Windows 2003), mod_rewrite (Linux) or the IIS7 rewrite module (Windows 2008) to host an unlimited number of separate domain names within your space, in their own folder. All the folders must fit within your space allocation.

◗ Do I have to transfer my domain name to Titan Internet in order to host the website?

No. We can host your website even if we are not responsible for the management of the domain name. Most customers find it easier if the domain is transferred to us as they then get reminders for renewals from just one company and can easily manage their services in one place.

◗ Where can I change DNS settings?

If you have a domain name registered with us using our nameservers and you wish to add/amend a DNS record you can do so by visiting our DNS Management Console

Using the console you can add, remove or modify DNS settings for your domain names.

An explanation of the different DNS record types can be found in our knowledge base on http://my.titaninternet.co.uk under "Account Management > Domains Control Panel"

◗ How do I setup my e-mail software?

We have created a number of configuration help files for the most popular e-mail clients which can be found in our knowledgebase in http://my.titaninternet.co.uk under "Email > Email Account Setup"

Simply follow the examples substituting your own domain details where appropriate.

◗ How do I add additional E-Mail accounts?

Simply log into the email section of your control panel and configure your mailboxes.

❯ How do I access webmail when I am away from my normal computer?

You can access your webmail using the URL http://webmail.westcoastcloud.com

❯ How is my account renewed?

Your hosting account is valid for one year. You can renew your services at any time within 60 days of the renewal date through the my.titaninternet.co.uk portal under the 'Renewals' tab.

You will be e-mailed a reminder of your account expiring approximately 30 days prior to the renewal date. This e-mail is sent to Renewal Users on Your Account.

You will also receive a daily reminder for 7 days prior to the service expiring, which is sent to the Admin and Renewal Users.

Once a service has expired all Users on your account will be sent an e-mail notification stating that the service has ceased, and will be deleted (if applicable) shortly.

Failure to renew your service before the expiry date may cause disruption of service.