



Hosting Services FAQ's

We hope that the following FAQ's will answer any questions that you have . . .

How can I manage my website?

We are running 'cPanel' a user friendly control panel which you can logon to and view details about your website setup and manage functionality and services.

To access cPanel go to <http://cpanel.boys-brigade.org.uk>

cPanel will enable you to:

- Change your website password (used for CPanel logon and FTP)
- Change your contact email address (used to advise you about changes or issues)
- Backup your website (download a backup of your entire website including MySQL databases)
- Access the file manager to view and upload files (without an FTP client)
- Access statistics and log files (find out who is visiting your site and which pages they are going to)
- Setup page redirects (redirect to another website address)
- Create and manage MySql databases (including access to PHP MyAdmin)
- Check your disk space usage
- Check server information and versions of PHP, MySQL, etc

How much disk space do I have?

Each website has 100mb (megabytes) of space on the webserver. This space can be divided up into different directories.

If you require more space this may be requested by contacting the Web Support Team and any increase in space will be at the team's discretion based on availability of disk space on the server. Email accounts are allocated a separate 100mb of space as standard on the mail server. You will receive email alerts to advise you when you are near or have reached your limit.

Can I forward another domain I have purchased to my website?

You can forward other domains you may have purchased to your website. To setup a domain to forward to your website you first need to setup the DNS for that domain, with a CNAME record pointing to 'hostingsrv.boys-brigade.org.uk'. Once the domain is pointing to the BB webserver you need to go to 'Parked Domains' on the cPanel homepage and enter the domain you want to point. Once added the web server will now recognise your domain and correctly point it at your website.

Can I change my password?

Your password for cPanel and FTP will always be the same and will be as advised in your setup confirmation unless you have changed it yourself or asked for it to be changed. Your password for email will have been setup the same but it is possible that this will not be the same as your cPanel/FTP password if it has been changed at any point. Both the cPanel/FTP and mail passwords can be reset using a link on their respective logon pages (Please note: for email address password resets where you do not have access to the email account you will need to contact the Web Support Team and request a manual password reset).

Can I use Joomla or WordPress?

Yes, Joomla, WordPress and other content management systems will run from our webserver. You can check the current versions of PHP and MySQL by logging into the cPanel.

How do I upload my files?

The easiest way to upload files to your website is to use FTP. You can use FTP through an internet browser such as Internet Explorer or Google Chrome, but you will find it easier in the long run to use an FTP client. There are lots of FTP clients; a free FTP client which can be downloaded and is easy to use is Filezilla (<https://filezilla-project.org/>).

To connect from a browser you will need to type ftp://name.boys-brigade.org.uk (where 'name' is your Company/Battalion/District) in to the address bar of the browser, you will then be prompted for your username and password.

To connect from an FTP client you should set the hostname/server name to name.boys-brigade.org.uk (where 'name' is your Company/Battalion/District) and enter your username and password.

FTP uses port 21 which you may need to input in an FTP client, you may also need to allow this port through your firewall.

When uploading web pages (html files) you want to upload these to the 'public_html' folder. You will need to name your homepage index.htm or index.html as this is the page that will load when going to your website.

Can I use a MySQL Database?

Yes, You can create and manage MySQL databases by going to 'MySQL Databases' under 'Databases' on the cPanel homepage.

Please note that you cannot create more than one database. You can manage your MySQL databases through 'PHPMyAdmin' under 'Databases' on the cPanel homepage.

Can I protect files?

Yes, by going to 'File Manager' under 'Files' on to cPanel homepage you can change the permissions of files.

Can I protect folders?

Yes, You can password protect folders by going to the 'Password Protect Directories' under 'Security' on the cPanel homepage. From here you can select folders and setup usernames and passwords. Ideal for an area just for BB members or leaders.

Are subdirectories allowed?

Yes, subdirectories are enabled, so you can break down your pages according to sections.

Can I setup a redirect to another webpage/site?

Yes, You can setup and manage redirects by going to 'WWW redirects' under 'Domains' on the cPanel homepage.

Can I see who is visiting my website and what they are looking at?

Yes, You can access statistics on who has accessed your website along with other information including pages viewed, referring websites and keywords used to find your website. Take a look at the different statistics engines under 'Logs' on the cPanel homepage.

Does my website get backed up?

Yes, although the web hosting company providing the web server and BBHQ takes backups of the web server we will NOT take responsibility for loss of any data. You are responsible for keeping an up to date backup of your website. This can be done by you keeping a local copy of all files on your computer when you update your website or alternatively you can use the backup tools available in cPanel. Go to 'Backups' under 'Files' on the cPanel homepage. Using this feature cPanel will backup your website and MySQL database enabling you to save all content into a single zip file and save it to your local computer.

How can I manage my email?

Email is not managed via cPanel, but you can logon and manage your email address by going to <http://mail.boys-brigade.org.uk>. The Webmail will allow you to change the password for your email account, setup or manage forwarding, setup and manage out of office messages as well as send and receive emails. Please note we are not able to provide email addresses with an individual's name.

To setup access to email via a client such as Microsoft Outlook or Windows Mail you will need to set the Incoming (POP3) and Outgoing (SMTP) mail servers to mail.boys-brigade.org.uk. You MUST ensure that the option "My outgoing server (SMTP) requires authentication" is set (ticked) for you to be able to successfully send mail (this setting can be found by going to 'Accounts', 'Properties' and then the 'Server' tab in Outlook Express/Windows Live or by going to 'Account Settings', 'More settings...' and then the 'Outgoing Server' tab in Microsoft Outlook 2010).

What do I do if my website is down?

There may be times when your website is unavailable due to an issue or period of maintenance (e.g. required reboot of the server). The Web Support Team and BB Headquarters are notified by email and by SMS text notifications when the web server and/or specific services are unavailable for any reason. Based on this a member of the team will then act to resolve the problem a.s.a.p. Where there is a planned period of maintenance an email will be sent out to the contact email address (as per email address in 'Update Contact Info' on the cPanel homepage) in advance to give advance notification. Unfortunately we are not able to give any SLA's (service level agreements) for the services provided, but will always strive to maintain high availability of web and email services for all users.

Our 24 hour monitoring is run by Site24x7. You can check the current status and see activity over the last 30 days of BB hosting services at: <http://status.boys-brigade.org.uk>.