Hosting Services

Welcome to the BB's web hosting and email services which are available free of charge to all Companies, Battalions and Districts in the UK & RoI. We hope that you will make good use of these services and they will serve well to promote and inform your members and supporters.

If you get it right, your website will be the best tool you have for promoting The Boys' Brigade in your local area. Your website will essentially become an online shop-window, accessible to everyone, including prospective members, parents, volunteers and supporters, which means the better it looks and more and up-to-date it is, the better impression it will make.
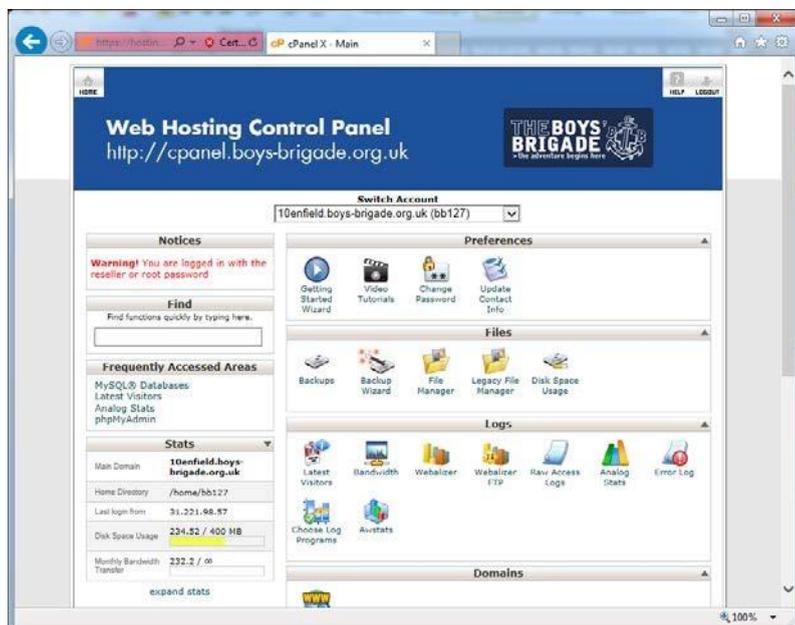
Your Website

Your website has been setup on our hosting server which is running Linux (CENTOS 6.5) on which we are running 'cPanel' a user friendly control panel. cPanel is a website 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

Screenshot of cPanel homepage

Webserver Information

Our hosting server is running the following (updated 05/04/2014):

- Apache Webserver 2.2.27
- PHP 5.4.26
- MySQL 5.5.36

You can check the latest versions running and other more detailed server information by expanding the stats (in left hand column) on the homepage of cPanel.

Your Web Site Address

The URL of your space will include your Company, Battalion or District name. They will be in the form: http://name.boys-brigade.org.uk where name will be your Company, Battalion or District name.

When a URL of the above form is called (i.e. without the name of a file at the end) the web server will automatically display a file called either index.htm or index.html so you need to ensure your default pages is named as one of these. For other pages, people will need to give the name of the page; for example, to see the page welcome.htm you would need to ask the web browser to fetch: http://name.boys-brigade.org.uk/welcome.htm.

Before uploading any content, if you go to your website you will find a holding page.

Disk Space

Each user has 100mb (megabytes) of space on the webserver for the website. 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.

Domain Parking (Domain Alias)

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.

Contact Email Address

Your primary contact email address can be updated on the cPanel homepage by going to 'Update Contact Info' under 'Preferences'. This email address will be used to notify you of changes to or issues with the web hosting services.

Passwords

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).

Content management Systems

Joomla, WordPress and other content management systems will run from our webserver. You can check the current versions of PHP and MySQl that are required for these to work by logging into the cPanel. You can set permissions on files and folders from within cPanel.

FTP

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.

Databases

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.

Protected Folders

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.

Redirects

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

Backups

BBHQ will NOT take responsibility for loss of any data. You are responsible for keeping an up to date backup of your website. We strongly advise you to keep a local copy of all files on your computer when you update your website.

Statistics

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.

Email

Your email address will have been setup as name@boys-brigade.org.uk where name will be your Company, Battalion or District name.

Email is not managed via cPanel, you can logon and manage your email address by going to https://portal.microsoftonline.com . Your account 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 please see instructions on the Microsoft website https://support.office.com/en-gb/article/Add-an-email-account-to-Outlook-for-PC-6e27792a-9267-4aa4-8bb6-c84ef146101b

Downtime/Maintenance
There may be times when your website is unavailable due to an issue or period of maintenance (e.g. required reboot of the server). 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

Questions
If you have any questions or issues please email itsupport@boys-brigade.org.uk