This document contains information that will help manage various aspects of your online presence through one intuitive interface.
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Understanding the Portal Interface

The Portal navigation includes everything you will need to create your and manage your online presence. A top-nav task bar and drop-down menu, which remain consistent, provides access to key services, such as your account information, email, online shop and credit features. There are also icons and page elements that will help you design, build and promote your website. The Portal is designed so that you can manage services at the domain level.

The main components of the Portal include:

- **Websites** – allows you to view the statistics for Websites listed under a specified domain.
- **Email Marketing** – launches the email marketing dashboard.
- **Project Center** – applicable only for Build It For Me customers; allows you to access the interface to work with your website coordinator or maintenance coordinator.
- **Shop** – allows you to purchase a new domain, add a new website plan, email marketing, email accounts and more.
- **Support** – provides contact information for technical support or billing, and a link to online help.
- **Email** – launches Webmail associated with the specified website.
- **Online Fax** - launches the Online Fax portal in a separate window.
Websites
The websites icon introduces you to the website builder, which will help you create and publish a beautifully designed website. With the builder, you can create a one-page site in minutes. Once you have created the site, you will have the option to publish or make edits.

TO CREATE A WEBSITE:

1. Click on the Websites icon in the Task bar.
2. Click Get Started.

For more information on publishing or editing your site, please refer to the “Online Presence Builder” User Guide.

Once you have created your first website using the Online Presence Builder, you will be able to manage your sites from here. Select your domain from the drop-down and click the Edit Site button. You’ll be taken to the Online Presence Builder to make edits to your website.

Email Marketing
The Email Marketing icon launches the email marketing suite, which will help you reach with your audience and create beautiful and effective campaigns.

To start the email marketing client, just click on the email marketing icon in the Task bar.
For more information on creating and managing your email campaigns please refer to the “Email Marketing” User Guide.

Support
The Support link provides a list of contact resources should you ever need assistance.

Webmail
This link opens the log-in screen for your Webmail account in a new window.
**Online Fax**
This link opens the log-in screen for your Online Fax account (if applicable) in a new window.

![Online Fax log-in screen]

**Shop**
The Shop section allows you to purchase products and features, such as additional domain names or TLDs, marketing tools, email packages and more. You are also able to upgrade certain packages.

![Shop section]

**Domains**
Private Registration
Private Registration enables AT&T to conceal your private information and replace it with our own. This service helps to protect your private registration details and prevent spam and unwanted solicitation.

$6/yr.

**Add to cart**

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SHOP PACKAGES AND OPTIONS:

The Shop section is separated into business-needs categories. If you are new to the online presence, we recommend starting with a domain name. From there, you can build up your features as needed. If you already have a domain name, you can start with a website plan or an email package. Marketing tools and logo design are also available through Shop.

### Domain Names

This section allows you to search for a new domain name or transfer a domain you own from a different provider. Additional Top-Level Domains (i.e. .NET, .BIZ, etc.) as well as Private Registration to conceal your domain information may also be purchased here.

**TO PURCHASE A NEW DOMAIN:**

1. Click **Domains**.
2. Select “Search for a new domain”.
3. Enter the domain to purchase.
4. If the domain is available, you will have the option to add to cart. If the domain is not available, you will be redirected to a new page and be presented with available options based on your entry or search for a new domain.
TO TRANSFER AN EXISTING DOMAIN:

1. Click **Domains**.
2. Select “Transfer a domain you own”.

3. Enter the domain to transfer.
4. If the domain is available, you will have the option to add to cart. Please procure your EPP code from your current registrar and have it ready in order to transfer your domain, enter it and select checkout.

   If you do not have an EPP code:
   a. Select the “I do not have an EPP code.” checkbox.
   b. After completing your transaction, you will receive an email with instructions about obtaining your EPP code from your current registrar and the process to complete your transfer. You will need to provide the code within 14 days; otherwise the transfer will be cancelled.

5. If the domain is not available, you will be redirected to search for a new domain.

TO ASSOCIATE A DOMAIN:

1. Click **Domains**.
2. Select “Associate a domain you own”.

3. Enter the domain to associate.
4. If the domain is available, you will have the option to add to cart. There is no charge for this. This will allow you to use the domain with other Website Solutions plans.
5. If the domain is not available, you will be redirected to search for a new domain.
6. Once the transaction is completed, you will need to point your domain to AT&T web servers:

- Name Server: NS1.ATT-WEBSITES.COM
- Name Server: NS2.ATT-WEBSITES.COM

Please refer to your domain provider’s guide on DNS records update.

**Website Plans**

This section allows you to purchase affordable small business web hosting plans to effectively manage your business online. You can choose to build your website yourself using our tools and templates or have a professional design and build it for you. Then select the plan that best fits your business needs. Basic will help you get online, Enhanced includes additional marketing tools and Premium is perfect for those business with an online store.

**Online Fax**

Get rid of your bulky old fax machine with AT&T Online Fax. Send and receive faxes from virtually any location as long as you have internet access.
Email Marketing
Choose from hundreds of professionally designed templates to compose your unique message. Our email marketing tool allows you to add text, images and other elements with simple, drag-and-drop controls.
**Business Class Email**
Our email solutions will help you communicate professionally with your customers and partners under your company brand. With features such as collaboration and mobile synchronization, you’ll increase productivity and communication between you, your employees and customers. You can choose the package based on the number of accounts required.

![Business Class Email](image)

**Logo Design**
Help stand out against the competition with a logo as unique as your business.

![Logo Design](image)

**Account Management**
The Main Menu drop-down provides links to the following service:

- **Users** – allows you to add or delete users of your account.
- **Services** - allows you to purchase, upgrade or downgrade products and services.
• **Advanced Tools** – allows you to add applications to your existing website.
• **General** – allows you to view or modify account information, such as name, username, password or language settings.
• **Payments** - allows you to update your billing method and credit card information.
• **Logout** – allows you to log out of the Portal.

**Users**

This section displays a list of all users associated with this account and allows you to add new users. From here, you can grant permissions to three access areas: Domain, FTP, and Email. When adding a new user, you can grant full administrator permissions or allow the user to create new users.

**TO ADD A NEW USER:**

1. In the My Account drop-down, click **Users**.
2. Click **Add**.
3. Enter an email address, and first and last name for the user.
4. Select the permission levels.
5. Click the **Generate Password** icon to enter a random password. All generated passwords satisfy the “secure” password parameters. Alternatively, you can enter a password.
6. Select the required access areas:
   - **Domain** – to allow full domain access, choose this option and select the domains for which this user should have access.
   - **FTP** – to allow FTP access, select this option and enter an FTP user name.
   - **Email** – to allow Email, select this option. The email address will auto-populate with the information entered in the Username field.
7. Click **Add User**.

**TO EDIT AN EXISTING USER:**

1. In the My Account drop-down, click **Users**.
2. Click the Edit icon.
3. Modify the required details.
4. Click Save
Services
This section will provide a list of the services associated with your account. Some of these services require a domain name to be associated before they can be fully used. If a domain was ordered or identified when the service was ordered, the domain may already be associated to the service. You can verify this by:

1. Click on the Services tab from the drop-down menu in the top right corner for a list of all services on your account.
2. Find the service in the Hosting and Domain or Products & Applications sections. If the domain name is listed with the service, it is associated with the service.

There could be domains listed on the account that can be associated with a service. You can do this by:

1. Click on the Services tab from the drop-down menu in the top right corner for a list of all services on your account.
2. A domain not associated with a service will be listed under the Hosting and Domain section.
3. Move the cursor over the desired domain. You will see the option “Reassign Domain” appear on the right.
4. Click “Reassign Domain” and the plans that are available to have the domain associated with them will be listed.
5. Select your desired plan and then click “Reassign Domain”.
6. You will receive a message confirming you want to associate this domain to this plan, select “ok” and you will receive a final confirmation message.
7. Once you log out and back in again, the domain will be associated to your service and you will have full functionality of the applications.

You can use existing domains not currently on your account for your Products and Services by selecting “Add an Existing Domain”. There will be no additional charges for this.

TO UPGRADE:

Many of your products can also be upgraded from the Services screen. To do this, hover over the product and select the upgrade button.

![Online Fax 300 Upgrade Button]

You are then able to make a selection based on the available plans displayed. To downgrade or cancel services, please contact support at 1.888.WEB.HOST or 1.888.932.4678.
Security Product Assignment
This section will provide the steps required to assign a security product to a domain and a hosting plan. Security products require an AT&T website in order to have all capabilities functional.

If you have purchased a security product, after logging in to the Portal the following popup will appear. If you would like to activate the product, please select REVIEW.

If you do not have a domain already in your account, you will click on SHOP to be transferred to the SHOP page to search for a new domain.

Please refer to “Domain Names” section of guide on completing a domain selection options available.
Once you have a domain in your account, you will be brought back to the Portal home page and be prompted to review your security products again.

You will now have the option to select a product and assign a domain to it.

After selecting the product and domain to assign this product to, click ASSIGN to complete.
After successful completion, you will find your products in Portal, under Advanced Tools.

**Advanced Tools**

This section allows you to view all applications you have included with your website plan or purchased. You can filter the view by selecting one of the category links at the top or you can click **Show more** at the bottom of the page to see all available applications. Individual User Guides for each application included in the Advanced Tools section are provided in the **Support Center**.
CATEGORIES WITHIN ADVANCED TOOLS:

**Web Tools**

- **WordPress Installer** - WordPress is an easy-to-use weblog system, providing numerous features like categories, ratings, as well as plugins installation. This installer application will easily install the WordPress tool to a directory that you specify within your web services account.

- **File Manager Pro** - File Manager Pro allows you to take full control of your website files. It is a safe alternative to full shell access. You can copy, move, delete, rename and edit files, create and remove directories, change file permissions, and upload files from your local computer to the server.

- **FTP Manager** - FTP (File Transfer Protocol) is a UNIX service that has become an essential feature of the Internet. FTP is a communications protocol that allows for easy, efficient, and accurate transfer of files from computer to computer across a network or, in this case, from our end users computer (local location) across the Internet to a web server (remote location).

- **Joomla Installer** - Joomla Installer is an advanced open source Content Management System (CMS) that enables users to build websites and online applications. This application will easily install a Joomla! CMS to a directory that you specify within your web services account.

- **Custom Error Pages** - With this tool, you can define Custom Error Pages for popular web server errors. Your customized error page will be displayed when the particular error occurs. You can also use this tool to manage an already activated Custom Error Page through the "Modify existing Error Page" section.

- **Web Analytics** - Analytics allows you to optimize the online presence for your website. Using the Analytics application, you can view your website statistics, manage account information, print reports, and specify how the application should gather information.

- **Front Page Manager** - Front Page Manager allows you to install and remove front page extensions, as well as change the Front Page administrator’s password.
**Email**

- **EasyMail Setup** - EasyMail Setup allows you to create, delete, and manage email accounts. You can also create alias accounts, which are account names that have no storage space and must forward to another address. Spam filtering, Autoresponders, and a catch-all email address can also be configured.

**Social and Promote**

- **Search Engine Assist** - is a simple do-it-yourself Search Engine Optimization (SEO) tool that helps businesses improve their website’s exposure and ranking online.

  Designed for beginners, follow a custom plan broken into tasks to improve your website’s:
  
  - **On-page optimization** *(measures that can be taken directly within the website in order to improve its position in the search rankings)*
  - **Off-page SEO** *(techniques that can be used to improve the position of a web site in the search engine results page)*
  - Presence in local online directories
  - Social media presence
  - Social media

*Note:* Search Engine Assist requires a domain/website to analyze and provide recommendations.
Utilities

• **SSL Manager** - SSL Manager is an online tool that helps you set up SSL security for your site. If you utilize forms, online payment, or collect sensitive information, you may benefit from SSL Security. The SSL Manager application allows you to choose between generic SSL certificates that are included in your hosting package or to create a vanity Certificate specifically for your site.

• **SiteLock** - Access to the SiteLock dashboard. SiteLock is a comprehensive website security toolkit that scans your website to help protect against threats including malware, viruses and hackers.

• **Domain Manager** - Domain Manager allows you to change domain privacy, name servers, renewal settings and request EPP (Extensible Provisioning Protocol) code for registered domain names. You can also check domain transfer and renewal statuses. With the help of the Domain Manager application you will acquire custom name servers, including the ability to modify existing zone files.

• **DNS Manager** - DNS Manager allows users to edit their domain’s zone file, including A (address) records, CNAME (canonical name) records and MX (mail exchange) records.

• **MySQL Manager** - MySQL Manager is a web-based MySQL client that allows you to create and manipulate a maximum of two MySQL databases. MySQL Manager is designed for advanced users.

• **phpMyAdmin** - phpMyAdmin is a web-based application used to manage a MySQL database. It is free and open-source software. We have modified phpMyAdmin so that it functions without errors on a shared hosting platform.

• **Website Security** - Website Security function allows you to set up an authorization list in order to restrict parts of your website. This list will restrict browser access to specific website directories.

• **Log Manager** - The Log Manager allows the end user to obtain raw server logs for their site activity and traffic. Activity Logs are enabled by default. End users can view and/or delete, print, download, and date their log files. They may disable logging altogether to conserve their disk space.
• **SSH Manager** - The SSH (Secure Socket Shell) tool activates your script and gives the Secure Shell access to the registered domain. Both ends of the client/server connection are authenticated using a digital certificate. The SSH feature is primarily for advanced users with a working knowledge of UNIX. You will also need a SSH client like Putty.

**General – Account Information**
The General section displays your account information, such as Name, phone/fax number and email address. You can also change your password or language settings.

![General Account Information](image)

**Payments**
This section allows you to view or edit your billing information.

**Logout**
This logs you out of portal.