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Q. What is the URL format to manage my emails and website?

A. <https://cp.charter-business.net>

Q. How do I reset my password from inside the control panel?

A: After logging in to the Admin user, go to My Account -> Users -> and click on your login name. On the general Tab, click "Edit" under your login / password information and you can change the password.

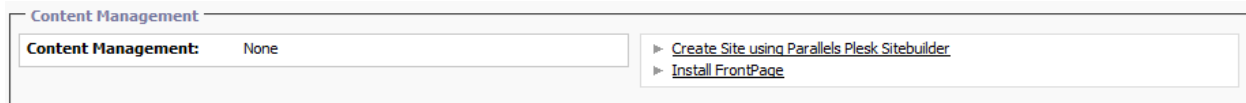
Q. How do I reset my password if I cannot log into the control panel?

A: Go to <https://cp.charter-business.net> and click on "Forget Password?" and go through Step 1 & Step 2.

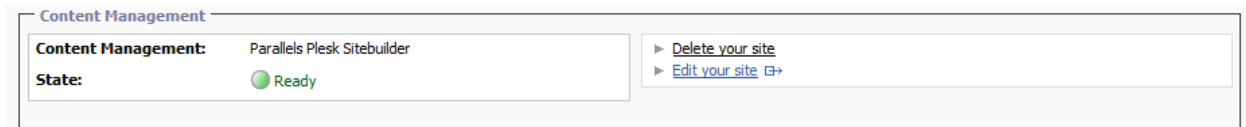
Q. I've never built a website before. How do I get started?

A: The Site Builder application is a powerful and flexible tool that you can use to build your website. You can select a template and fill in your content through a menu-driven application.

Select the Site Builder icon from the control panel.



Navigate back to the content manager section of the domain summary tab, and select "Edit your site"



You are now ready to design your webpage!

From here, the graphic editor will allow you to design your webpage.

Q. How do I begin building my site using the Site Builder?

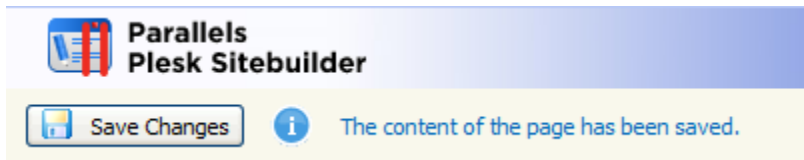
A: Once you have started the website builder, as outlined, you can design and upload your webpage. When you select “Edit your site” from above, you can begin the design. Begin by selecting the type of page set you want:



Select “Next”, at the bottom of the page:



From here, you will have a template for your new website. After you edit the page, make sure you save your changes:



Once everything is saved, you will have the ability to publish the page to the web:





You will then confirm that you are ready to publish:

There are some changes on your site waiting to be published. [Preview site](#)

Last publishing settings

Publication date	12/17/2009 12:20:46 PM
Your site is available at	http://www.StarshipMaintenance.biz

Republish the entire site content

 **Publish**  **Visit Site**

You can see the progress of the publishing:



Publishing is in progress, please wait... 91% complete.

Finally you will see the confirmation that the site has been published:

Last publishing settings

Publication date	12/17/2009 12:40:05 PM
Your site is available at	http://www.StarshipMaintenance.biz
Publishing location	ftp://admin@ftp.s1000014.charter-business.net/webpace/httpdocs/

Republish the entire site content

 **Publish**  **Visit Site**

Now you can navigate to your webpage!

Q. What programming tools are available to build my website?

A. The following tools are available to build your website: Perl, Personal CGI's, Python, PHP, FrontPage, and MySQL. Some of these applications are pre-installed, and others must be installed before they become available.

Q: Can I add FTP accounts?

A: Yes, you can add FTP accounts and home directory parameters within the resources of your current subscription package via the control panel. See the "FTP" section in the control panel.

Q. How do I view my files that have been uploaded using the control panel?

After logging in to <https://cp.charter-business.net/single.html> select Hosting > Configuration & Administration > Domain Overview > Domain Administration.

Next, under Hosting, select web space, and click the File Manager link. On the next page click the open file manager link to view your uploaded files.

Q. Can I manipulate my domain's DNS parameters?

Yes. From Hosting > Configuration & Administration > Domain Overview > Domain Administration, click the DNS tab. Next, click on DNS records. After clicking the "Add New DNS Record" button, simply follow a few quick steps to add A, CNAM, NS, SRV, or TXT record.