### Quick Reference Guide

#### Virtual/Dedicated Servers

<table>
<thead>
<tr>
<th>If you want to:</th>
<th>Go here:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Set up your server</strong></td>
<td>Log into your Account Manager&lt;br&gt; Select My Products&lt;br&gt; Select Servers&lt;br&gt; Select Setup Account&lt;br&gt; Enter a Hostname&lt;br&gt; Enter a Username and Password&lt;br&gt; Select Continue&lt;br&gt; Confirm and select Submit</td>
</tr>
<tr>
<td><strong>NOTE:</strong> This can take up to 12 hours to complete.</td>
<td></td>
</tr>
<tr>
<td><strong>Manage your server</strong></td>
<td>Log into your Account Manager&lt;br&gt; Select My Products&lt;br&gt; Select Servers&lt;br&gt; Select Launch Manager</td>
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<tr>
<td><strong>NOTE:</strong> If you need to perform more advanced maintenance on your server, you should remote connect to your server via SSH.</td>
<td></td>
</tr>
<tr>
<td><strong>Create a Trouble Ticket</strong></td>
<td>Log into your Account Manager&lt;br&gt; Select My Products&lt;br&gt; Select Servers&lt;br&gt; Select Launch Manager&lt;br&gt; Select Support&lt;br&gt; Select Trouble Ticket</td>
</tr>
<tr>
<td><strong>Reboot or Power Cycle</strong></td>
<td>Log into your Account Manager&lt;br&gt; Select My Products&lt;br&gt; Select Servers&lt;br&gt; Select Launch Manager&lt;br&gt; Select Support&lt;br&gt; Select Request Power Cycle</td>
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<tr>
<td><strong>NOTE:</strong> Allow up to 1 hour for your server to fully reboot.</td>
<td></td>
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</tbody>
</table>
| Request additional IP addresses | Log into your **Account Manager**  
Select **My Products**  
Select **Servers**  
Select **Launch Manager**  
Select **Request Additional IP**  

**NOTE:** If you already have 3 IP addresses, you must submit a Trouble Ticket for additional IP addresses to be applied to your server. |
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<tr>
<td>Request a SMTP relay increase</td>
<td>Please refer to article <strong>How To Request A Relay Increase</strong> for instructions as you will need to create a Trouble Ticket for this request.</td>
</tr>
<tr>
<td>Reset your password</td>
<td>Please refer to article <strong>How To Reset Your Server Password</strong> for instructions as you will need to create a Trouble Ticket for this request.</td>
</tr>
</tbody>
</table>
| Upgrade/Downgrade options | Log into your **Account Manager**  
Select **My Products**  
Select **Servers**  
Select your server hostname  
Expand **Other Add-ons**  
Upgrade/Downgrade your options  

**NOTE:** RAM upgrades are not available on Virtual Dedicated servers. A repurchase is required. |
| Login via SSH | Open Putty and Select **SSH**  
Enter your IP Address in the **Hostname or IP Address** field  
Select **Open**  
At the **Login as:** prompt, enter your user name  
At the **Password:** prompt, enter your password  
Type `su` and enter your password again for root access  

**NOTE:** This function is for Linux servers only. |
| Login via Remote Desktop | Select **Start** on your computer  
Select **Run**  
Enter **MSTSC**  
Select **OK**  
Enter your server IP address  
Select **Connect**  
Enter “Administrator” or the User ID you setup on your server  
Enter your password  

**NOTE:** This function is for Windows servers only. |
<table>
<thead>
<tr>
<th>Action</th>
<th>Instructions</th>
</tr>
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</table>
| Login via Control Panel       | Log into your Account Manager  
Select My Products  
Select Servers  
Select Launch Manager  
Select Support  
Select Launch Control Panel |
| Check email usage             | Log into your Account Manager  
Select My Products  
Select Servers  
Select Launch Manager  
Select Statistics  
Select Email Usage |
| Check bandwidth usage         | Log into your Account Manager  
Select My Products  
Select Servers  
Select Launch Manager  
Select Statistics  
Select Bandwidth Usage |
| Reprovision your server       | Log into your Account Manager  
Select My Products  
Select Servers  
Select Launch Manager  
Select Support  
Select Reprovision Server |