

Welcome to hosting with Nexcess! This guide will outline your first 24 hours as a new client and hopefully answer most of your initial questions. Running an e-commerce store can be challenging; however, Nexcess is here to help you through the process and ensure you have a smooth transition to your new hosting environment. We can work with you to overcome any obstacles you may experience and assist you in preparing your site for its full potential. You'll get enterprise grade network, hardware, software, security and management tools coupled with our highly trained U.S. based technical support team which is at your disposal every minute of every day. We wish you the best of luck with your e-commerce endeavors and thank you for making us part of the plan.

Sincerely,
Chris Wells
President and CEO

How To Get Started

This guide was included in your initial welcome email. Please save the welcome email as it has key information needed to access components of your new hosting environment. It is crucial to understand the tools available to you (including InterWorx, our comprehensive control panel utility). This may sound overwhelming; however, remember we are here to assist you.

Nexcess Client Portal

Nexcess has developed a customized, all-in-one client portal (portal.nexcess.net) to allow you to access everything related to your hosting account. The portal allows you to contact sales, support and billing for questions via the built-in ticketing system. Under the Services tab you will be able to view the services associated with your account – be sure to click on the Options button next to your service tab so you can see what additional functions are available in the portal for your specific service (including an overview of your total bandwidth usage).

Our Technical Writing & Documentation team maintains the Nexcess Knowledge Library (docs.nexcess.net), which houses (amongst other things) how-to procedures and fixes for common errors you may encounter. If, however, you cannot find an answer to your specific issue, submit a ticket with us and our technical staff will be more than happy to assist.

Announcements

Inside the client portal you will be able to view all announcements related to services and maintenance. Nexcess does perform network and hardware maintenance on a routine basis to ensure all systems are functioning properly and updated with the latest security updates. You can view announcements related to your services inside this area. If a maintenance will cause a service affecting issue, we will also e-mail the maintenance notice to you.

QUICK FACTS

Main Page

www.nexcess.net

Knowledge Library

docs.nexcess.net

Data Center Locations

Dearborn, MI, USA
Southfield, MI, USA
Surrey, United Kingdom
Brisbane, Australia

Contact Information

Nexcess client portal:
portal.nexcess.net

Phone Numbers

US: +1-866-639-2377
UK: 0808 120 7609
AU: 1-800-765-472
FAX: +1-248-281-0473

Email Addresses

Sales:
sales@nexcess.net

Billing:
billing@nexcess.net

Support:
support@nexcess.net

Blog

blog.nexcess.net

Billing And Invoices

Your billing account information and invoices are available inside the client portal. You may update your billing information at any time without needing to contact us, but you are always welcome to contact our billing staff Monday through Friday, 9:00am to 5:00pm Eastern Time.

Adding Or Upgrading Services

You are able to add new services at any time by contacting sales with your request. Our sales team can help recommend upgrades best suited to your site's needs. Our sales team is available to answer your questions Monday through Friday, 9:00am to 6:00pm Eastern Time.

Technical Resources

Our support team handles client incidents and requests related to access and troubleshooting of our hosting services. We are available via ticket, email, and phone every day of the year. While this does not include development of a website, we may be able to suggest various changes you can pass to your developer to improve performance.

Our support methodology utilizes an industry standard approach where incidents and requests are graded for severity and prioritized accordingly. Emergencies (specifically site or service outages of any type), always receive top priority and should be reported via phone call to support for the fastest response. We then address other service-degrading factors, and then service requests, general questions about management, or other miscellaneous topics. This ensures every customer will receive the best possible support during each individual situation.

Monitoring

We monitor all of our fully managed servers 24/7/365 for hardware, network and other service degrading issues. In the event our monitoring system detects an issue, our team will respond to it and take action to ensure service is fully restored as quickly as possible.

Backups

Nexcess maintains backups of all Magento hosting packages on a daily basis. The backups are stored on separate servers for integrity. In the event you need a backup restored, please contact our support team. Nexcess strongly recommends maintaining additional backups of your data at all times.

TESTIMONIALS

"Nexcess has ALWAYS been there to help with our needs and performed the task quickly and correctly. From Server migrations and upgrades to helping solve our screw ups. I have been very happy with their service." –**Todd B.**

Service Quality



"I have an Australian site and have been hosting with Nexcess for the past 3 months. I'm a little fish in the e-commerce ocean but I've had 5 star treatment from day dot! Support and Service is amazing. They respond within minutes any time of the day (and we're in a different time-zone!). I'd recommend them any day." –**Marie N.**

Will Recommend



"From the start of the process everything went smoothly. The sales person I spoke with explained their process, asked the right questions, and got us on a suitable hosting plan. The "Site Move" team was very knowledgeable and experienced and the migration of the magento store from the current host to Nexcess went flawlessly. The performance of their hosting environment is also very nice. Will defiantly come to Nexcess again for future Magento hosting clients." –**Robert M.**

Total Experience



Frequently Asked Questions:

Q. *What is the difference between my portal credentials and my SiteWorx and/or NodeWorx account?*

A. The client portal is tied to the billing account of any sites and/or servers you have with us. It allows you to review information about the services you have, but does not allow you to customize them. A SiteWorx account is used to maintain a specific website you have with us. A NodeWorx account is used to maintain an entire server (for our dedicated and cluster clients).

Q. *Where do I retrieve my FTP login information from?*

A. You received your initial FTP information in your welcome email. If you want to add an additional FTP account, please see "[Adding a New FTP Account](#)" in the Nexcess Knowledge Library.

Q. *How can I obtain SSH access?*

A. Please see "[Obtaining SSH Access](#)" in the Nexcess Knowledge Library.

Q. *How can I change my password for the client portal?*

A. Please see "[Changing Your Client Portal Password](#)" the Nexcess Knowledge Library.

Q. *How do I set up my email account(s)?*

A. Please see "[Creating and Managing Email Boxes \(Siteworx\)](#)" in the Nexcess Knowledge Library.

HOSTING PARTNERS

