Knowledgebase

DanumHost Specific

Step-by-step guides for your DanumHost account on danumhost.co.uk—the client area where you manage services, domains, billing, support, and orders.

Contents

Getting Started

Welcome to the DanumHost Client Area

Overview of the DanumHost client portal at danumhost.co.uk and what you can do after signing in.

The **DanumHost client area** is your online account on **danumhost.co.uk**. After you sign in, you manage hosting, domains, billing, and support from one place instead of emailing for routine changes.

What you can do here

1. View active **services** and open control panels where your plan includes them.
2. Register or transfer **domains** and update nameserver or contact settings.
3. Pay **invoices** with PayPal or Stripe and accept **quotes** when offered.
4. Open **support tickets** and read replies from our team.
5. Download **files** we share with your account and check **network status**.

Public resources

Even without signing in you can browse **Plans** at `/plans`, read the **Knowledgebase** and **News**, and use the public contact form at `/support/contact`. Sign in at `/login` when you are ready to manage an existing account.

Signing In and Creating an Account

Use /login to sign in or register for a DanumHost client account when registration is enabled.

Client access starts at **`/login`** on danumhost.co.uk. This page is separate from staff administration.

Sign in

1. Go to `/login` and enter your email address and password.
2. If your account uses email two-factor authentication, complete the code sent to your inbox on the next screen.
3. After a successful login you are taken to your **dashboard** at `/dashboard`, or to a dashboard chooser if your user can access both client and staff areas.

Register

1. On the same login page, open the **Register** tab (or visit `/login?tab=register`).
2. Complete the registration form and submit. Registration is only shown when DanumHost has enabled client self-registration.
3. Verify your email if prompted, then sign in to reach the dashboard.

Forgotten password

Use **Forgot password** on the login page to request a reset link. Staff who manage the business should use `/admin`, not the client login, for back-office work.

Using the Client Dashboard

Your /dashboard home screen shows services, domains, tickets, invoices, credit, and recent activity.

The **dashboard** at `/dashboard` is the home screen after you sign in to the client area.

Summary cards

At the top you will see counts for active services, domains, open support tickets, and unpaid invoices. These help you spot items that need attention without opening each section.

Account credit

If your account has prepaid credit, the dashboard displays your **credit balance** in your account currency (typically GBP). Credit may be applied automatically to new invoices depending on your account setup.

Recent activity

1. Scroll to see lists of your services, domains, recent invoices, support tickets, news posts, and files shared with you.
2. Click any row or link to open the full page for that item.
3. Use the left navigation to jump directly to Account, Services, Domains, Billing, or Support sections.

Notifications

Important alerts may appear in the header. You can dismiss individual notifications or clear all from the notification menu when available.

Navigation and Menu Sections

How the danumhost.co.uk client area sidebar groups Account, Services, Domains, Billing, and Support.

After you sign in at `/login`, the DanumHost **client area** on danumhost.co.uk uses a sidebar on larger screens and a mobile menu on phones. Every link below is part of your DanumHost account—not generic hosting documentation.

Account

Account Details, **Payment Methods**, **Contacts**, **Account Security**, **Email History**, and **Download my data** (account owners). **User Management** and **Switch account** appear for owners or users with linked accounts.

Services

My Services, **Upgrade / Downgrade**, **Order New**, and **Available Add-ons**. Open a service to cancel, renew early, log in to cPanel or DirectAdmin, or manage add-ons.

Domains and billing

My Domains, register, and transfer under Domains. **My Invoices**, **Bulk Download**, and **My Quotes** under Invoicing when your role allows.

Support and resources

Remote support (when enabled on your account), **My Support Tickets**, **DanumHost News**, **Knowledgebase**, **My Files**, and **Network Status**. Use **Install app** on mobile to add the client area to your home screen.

Affiliate program

Eligible accounts see an affiliate card on the dashboard linking to `/account/affiliate` for referral codes and commissions.

Missing menu items

If a section is hidden, your team role may lack permission. The account owner can adjust access under **User Management**.

Team Permissions and Hidden Features

Why some menu items are missing for team members and how account owners assign access.

DanumHost supports **team members** on the same client account. Each member signs in with their own user but acts on behalf of one client record.

Why menus differ

Permissions control what each member can see. For example, only users with invoice permission see **Invoices** and PayPal or Stripe pay buttons. Domain DNS changes require **manage domain settings**. Support tickets need **view / manage support tickets**. Files require **view client files**.

What account owners can do

1. Sign in as the account owner and open **Account → User Management** at `/account/users`.
2. Invite a team member or edit an existing member.
3. Enable or disable permissions such as paying invoices, managing domains, or ordering services.
4. Save changes. The member should sign out and back in if their menu does not update immediately.

Billing-only sections

Account details and saved card or PayPal preferences for automatic billing sit behind the **billing contact** middleware. If you cannot edit payment methods, ask the account owner to grant billing access or make the change for you.

Switching Linked Client Accounts

Switch between multiple DanumHost client accounts from Account Details when you have access to more than one.

Some users manage more than one DanumHost client record—for example an agency with several customer accounts linked to the same login.

Switch account

1. Sign in at `/login` and open **Account → Account Details** at `/account/details`, or use **Switch account** in the Account submenu when it appears.
2. In the switcher list, select the client account you want to work on.
3. Submit the form. The portal reloads in the context of the chosen account.
4. Confirm the dashboard and services list match the account you intended.

What changes

Invoices, domains, services, tickets, and files all belong to the **active portal client**. Permissions are evaluated for your user against that client. Team membership is per client—being an owner on one account does not grant owner rights on another unless you are invited there too.

Staff note

Staff impersonation or multi-client access is configured in admin. End customers only see accounts explicitly linked to their user.

Installing the Client Area App

Add danumhost.co.uk to your phone home screen for quick access to invoices and tickets.

DanumHost offers a lightweight **client area app** (progressive web app) so you can open your account like a native app on mobile.

Install on mobile

1. Sign in to the client area on your phone browser.
2. Open the Support section in the sidebar and tap **Install app** when the button appears.
3. On Android Chrome, confirm the install prompt. On iPhone Safari, use **Share → Add to Home Screen** if no install button appears.
4. Launch DanumHost from your home screen—you return to the same login session when still signed in.

Already installed

If install is unavailable, the button shows guidance. You can still bookmark `/dashboard` in your browser.

DanumHost News from the Client Area

Read company announcements linked from the client sidebar at /news.

DanumHost News at `/news` lists announcements, maintenance notices, and product updates published by DanumHost.

Open news

1. From the client sidebar under Support, click **DanumHost News**.
2. Browse recent posts. Click a title to read the full article.
3. The dashboard may also show the latest headlines when posts are published.

Public access

News is available without signing in, but the sidebar link keeps you inside your authenticated session so you can return to tickets or invoices quickly.

Your Account

Updating Account Details

Change your name, company, address, and contact information at /account/details.

Your legal and billing profile is stored under **Account Details** at `/account/details`.

Edit your profile

1. Sign in and open **Account → Account Details** from the sidebar.
2. Update fields such as name, company, address, phone, and country as shown on the form.
3. Review required fields marked on the page. Incomplete addresses can block orders or tax handling.
4. Click save. A confirmation message appears when the update succeeds.

Who can edit

Users with billing access can update these details. Team members without billing permission may not see this page. Keep information accurate so invoices, domain contacts, and support correspondence reach the right person.

Switch account

If you manage multiple clients, use the account switcher on this page before editing so you change the correct profile.

Managing Payment Methods

Set default PayPal or Stripe preferences for invoices at /account/payment-methods.

Payment Methods at `/account/payment-methods` stores how DanumHost should charge your account for recurring or automatic payments when supported.

Update preferences

1. Open **Account → Payment Methods** in the client sidebar.
2. Choose your preferred gateway (PayPal or Stripe) when both are enabled.
3. Follow any on-screen steps to link or confirm your payment method.
4. Save the form.

Paying a single invoice

Individual invoices can still be paid from **Invoices** using PayPal or Stripe even if you do not change defaults here. This page focuses on account-level preference for future billing.

Access

Only billing contacts see this section. Team members should ask the account owner to update payment methods if they cannot access the page.

Email Notification Contacts

Add extra email addresses for invoice and service notifications at /account/contacts.

Besides your login email, DanumHost can notify additional addresses about invoices, domains, and services.

Manage contacts

1. As the account owner, open **Account → Contacts** at `/account/contacts`.
2. Click to add a new contact and enter their email address and label.
3. Choose which notification types they should receive if the form offers options.
4. Save. Repeat for finance or technical colleagues who need copies of emails.

Edit or remove

Use the edit or delete actions next to each contact. Removing a contact stops future copies but does not delete historical emails in **Email History**.

Permissions

Only the **account owner** manages contacts. Team members cannot access this page unless they own the account.

Account Security and Password

Change your client area password and review security settings at /account/security.

Protect your DanumHost account from the **Security** page at `/account/security`.

Change password

1. Go to **Account → Security**.
2. Enter your current password, then your new password twice.
3. Submit the form. Use a strong unique password not shared with other sites.
4. Sign in again on other devices if sessions are invalidated.

Two-factor authentication

If your organisation enables email two-factor login, you will receive a code at each sign-in from `/login`. Keep your login email secure and up to date under Account Details.

Team security

Each team member has their own password. Owners should remove former staff promptly under **User Management** so they cannot sign in.

Viewing Email History

Read copies of emails DanumHost sent to your account at /account/email-history.

The client area keeps a log of messages DanumHost sent related to your account.

Open email history

1. Sign in and select **Account → Email History** at `/account/email-history`.
2. Browse the list sorted with newest messages first.
3. Open a message to read the subject and body stored in the portal.

When to use it

Check here if an invoice, password reset, or domain notice did not arrive in your inbox—spam filters sometimes block automated mail. The history shows what the system sent regardless of delivery.

Permissions

You need the **view emails** permission. Some team roles hide this page. Account owners can grant access under User Management.

User Management and Team Invitations

Invite team members and set their permissions at /account/users.

Account owners can delegate access without sharing one password.

Invite a team member

1. Open **Account → User Management** at `/account/users`.
2. Enter the person email address and select permissions (services, invoices, domains, tickets, files, and more).
3. Send the invitation. They receive a link to `/team-invitations/{token}` to accept.
4. After acceptance they sign in at `/login` with their own user and see only permitted menu items.

Manage existing members

Edit permissions or remove a member from the same page. Cancel pending invitations if you sent one by mistake.

Owner-only

Only the client account owner sees User Management. If you need access, ask the owner to invite you or upgrade your role.

Who Is the Billing Contact?

Understand billing contact access for account details, payment methods, and sensitive billing data.

DanumHost separates everyday portal access from **billing contact** access for sensitive financial data.

Billing contact pages

Routes such as `/account/details` and `/account/payment-methods` use the `portal.billing` middleware. Only users recognised as billing contacts for the active client can open them.

Typical billing tasks

1. Updating company name and address on invoices.
2. Saving PayPal or Stripe preferences for automatic payments.
3. Correcting VAT or tax identifiers when shown on the form.

Team members

A team member might pay invoices if given **view / pay invoices** permission but still cannot edit account details without billing contact status. The primary account owner is usually the billing contact; contact support if you need billing rights transferred.

Accepting a Team Invitation

Join a DanumHost client account via the invitation link emailed to you.

When an account owner invites you, DanumHost emails a secure link to join their client account.

Accept the invite

1. Click the link in the invitation email. It opens `/team-invitations/{token}` on danumhost.co.uk.
2. If you already have a DanumHost user, sign in when prompted. Otherwise create an account via the registration tab on `/login`.
3. Review the account name and permissions you will receive.
4. Confirm acceptance. You are redirected to the client dashboard for that account.

Wrong account showing

If you manage multiple clients, use **Switch account** under Account Details after login to pick the correct profile.

Expired invitations

Ask the account owner to resend the invitation from User Management if the token expired or was revoked.

Download My Data

Request a GDPR export of your DanumHost account data at /account/data-export.

Account owners can download a copy of personal data DanumHost holds about their client record.

Request an export

1. Sign in as the **account owner** and open **Account → Download my data** at `/account/data-export`.
2. Read what is included (profile, services, invoices, tickets, and related records).
3. Submit the request. DanumHost builds a ZIP export.
4. Smaller exports are emailed to your account email. Larger exports appear under **My Files** with a download link.

Rate limit

Exports are limited to a few requests per half hour to protect the server. Wait and try again if you are prompted.

Team members

Only the account owner sees this page. Team members should ask the owner to request data on their behalf if required.

Services & Orders

Viewing My Services

See all hosting and other products on your account at /account/services.

My Services at `/account/services` lists every active and pending product on your DanumHost account.

Browse services

1. Sign in and open **Services → My Services**.
2. Each row shows the product name, domain or label, status, and renewal information where applicable.
3. Click a service to open its detail page at `/account/services/{id}`.

Service detail page

From the detail view you can open control panel login links (cPanel, DirectAdmin, or others when provisioned), manage add-ons, and perform actions allowed for that product.

Permissions

You need **view products / services**. Without it, the Services section is hidden—ask the account owner to adjust your team permissions.

Opening Your Control Panel from a Service

Launch cPanel, DirectAdmin, or other panels linked from the service detail page.

Hosting plans on DanumHost usually include a web control panel. The client area links to it from each service.

Log in to the panel

1. Go to **My Services** and open the hosting service you need.
2. Find the **control panel** or **login** button on the service page (wording depends on product type).
3. Click to open a new tab. DanumHost may single-sign you in or show credentials, depending on server integration.
4. Manage files, email, and databases in the panel; return to the client area for billing and tickets.

Suspended services

If a service is suspended for non-payment, panel login may be disabled until the invoice is paid. Check **Invoices** and open a ticket if you believe the suspension is an error.

Upgrade and Downgrade

Request plan changes from /account/upgrade-downgrade.

When you outgrow a plan or need fewer resources, use **Upgrade / Downgrade** at `/account/upgrade-downgrade`.

Submit a change request

1. Open the page from the Services section of the sidebar.
2. Select the service you want to change.
3. Choose the target product or tier shown in the catalog.
4. Review pricing or proration messages displayed by the portal.
5. Confirm the request. DanumHost may apply the change immediately or after approval, depending on product rules.

After submitting

Watch for an invoice if the upgrade generates charges. Downgrades might schedule at renewal—read any confirmation text carefully. Contact support via `/tickets` if the option you need is not listed.

Ordering a New Service

Place new orders while logged in via Services → Order New at /account/order/new.

Logged-in customers can order additional products without leaving the client area.

Start an order

1. Go to **Services → Order New** at `/account/order/new`.
2. Browse categories (hosting, email, add-ons, etc.) shown from the DanumHost product catalog.
3. Select a product to configure at `/account/order/configure/{slug}`.
4. Complete domain choices if required—register, transfer, or point an existing domain.
5. Review the basket at `/account/order/basket` and confirm at `/account/order/confirm`.

Payment

You may pay immediately or receive an invoice depending on product and account settings. Assigned orders awaiting staff action appear on your dashboard.

Permissions

Ordering requires service view permission. Some team roles can view services but not place orders—check with your account owner.

Available Add-ons Catalog

Browse add-ons you can purchase from /account/addons.

The **Available Add-ons** page at `/account/addons` shows extra products you can attach to eligible services.

Find an add-on

1. Open **Services → Available Add-ons**.
2. Read descriptions for SSL, backups, Managed WordPress, and other extras offered on your account.
3. Note which hosting plans each add-on supports.
4. Follow the link to order or go to **My Services**, open a service, and add the add-on from its detail page when available.

Managed WordPress

Managed WordPress add-ons unlock the DanumHost Bridge plugin download and SSO from the service page. See the WordPress category articles for setup steps.

Adding an Add-on to a Service

Purchase or enable add-ons from an individual service detail page.

Many add-ons are ordered against a specific hosting service.

Add from service page

1. Open **My Services** and click the target service.
2. Scroll to the **Add-ons** section.
3. Choose an available add-on and submit the order form.
4. Pay any invoice generated or wait for automatic provisioning.

Manage existing add-ons

Active add-ons list on the same page with status, renewal, and actions such as cancel or reactivate when supported. Managed WordPress entries show Bridge download and connection tools.

Multiple instances

Some add-ons (for example multiple Managed WordPress sites) can be ordered more than once on one service. Each instance has its own connection code.

Tracking Order Status

View pending orders and open order details from the dashboard or service list.

After you place an order, DanumHost may provision automatically or require staff steps.

Find your order

1. Check the **dashboard** for pending assigned orders highlighted near the top.
2. Open the order link to `/account/orders/{id}` for full status and line items.
3. Review payment state—unpaid orders may wait until you pay the linked invoice.

What statuses mean

Pending often means provisioning is in progress. **Active** services appear under My Services. If an order stalls for more than the stated timeframe, open a support ticket with the order ID.

Cancel

Orders that have not completed may offer cancel on the order detail page. Use it only if you no longer want the purchase; paid orders may need a support request instead.

Canceling a Pending Order

Cancel an order that has not finished provisioning from the order detail page.

You can cancel some orders yourself before they complete.

Cancel steps

1. Go to the order from your dashboard or email link at `/account/orders/{order}`.
2. Read the current status and whether cancel is available.
3. Click **Cancel order** and confirm.
4. Check for a refund or credit note on related invoices if payment already cleared.

When cancel is unavailable

Activated services must be cancelled through termination workflows or support. Submit a ticket at `/tickets/create` explaining the service ID and reason.

Configuring a Product When Ordering

Complete product options on /account/order/configure/{slug} before checkout.

Configurable products ask for domain names, server locations, or other options before they enter your basket.

Configure

1. From **Order New**, select a product to open `/account/order/configure/{slug}`.
2. Fill required fields—hostname, datacenter, license count, or similar.
3. Submit the form. Invalid combinations show validation errors on the same page.
4. Continue to domain selection if the product requires a domain.

Domain step

You may register a new domain, transfer one in, or point DNS to DanumHost. Each path has its own screens under `/account/order/domain/`.

Throttle

Order endpoints are rate-limited for security. Wait a minute and retry if you hit a limit after many attempts.

Order Basket and Confirmation

Review line items at /account/order/basket and place the order at /account/order/confirm.

The in-portal order flow uses a basket and confirmation step similar to the public storefront.

Basket

1. After configuration, open `/account/order/basket` to review hosting, domains, and add-ons.
2. Adjust domain or hosting lines using the forms on the basket page.
3. Visit `/account/order/addons` if you need optional extras before checkout.

Confirm and pay

1. Proceed to `/account/order/confirm`.
2. Accept terms if shown and choose a payment method when required.
3. Place the order. You may be redirected to PayPal, Stripe, or an invoice.

Order flow session

Starting **Order New** or domain register links begins a fresh order flow. Finish or cancel before starting another order to avoid mixed baskets.

Cancelling a Service

Submit immediate or end-of-term cancellation from the service detail page on danumhost.co.uk.

You can request cancellation of an active service from the DanumHost client area without emailing support first.

Cancel a service

1. Open **My Services** and click the service at `/account/services/{id}`.
2. Click **Request cancellation** and choose **Immediate** or **End of term** when offered.
3. Optionally request a backup of site files for eligible hosting products.
4. Confirm submission. DanumHost emails confirmation and may provide backup download links on the same page.

Withdraw cancellation

If you change your mind while a cancellation is still pending, use **Withdraw cancellation** on the service page to keep the service active.

After cancellation

Download any backup files before links expire. Open a ticket if you need help moving email or DNS elsewhere.

Early Renewal of a Service

Renew hosting or other services before the due date from the service page.

Some accounts can **renew early** from the service detail page when renewal opens within the allowed window before the next due date.

Renew early

1. Open the service under **My Services**.
2. Find the **Renew this service early** panel when it is available.
3. Review the quoted amount and billing cycle, then place the renewal order.
4. Pay the linked invoice or order from the prompt. If you do not pay, the renewal order is cancelled automatically and your existing service continues.

Renewal already in progress

If a renewal order already exists, click **View renewal order** instead of creating a duplicate.

Domains

My Domains Overview

List domains on your account and open settings at /account/domains.

My Domains at `/account/domains` shows every domain registered or managed through DanumHost for the active client.

View domains

1. Open **Domains → My Domains**.
2. Check registration expiry, status, and auto-renew flags where displayed.
3. Click a domain to open `/account/domains/{domain}` for detailed settings.

Permissions

Viewing domains requires **view domains** or **manage domain settings**. DNS and contact edits need manage permission. Team members with view-only access can read but not save changes.

Registering a Domain

Register a new domain from the client area or start from /account/domains/register.

Register domains while logged in to attach them to your DanumHost account automatically.

Quick start

1. Click **Domains → Register Domain** or visit `/account/domains/register`.
2. The portal starts a new order flow and opens the domain search at `/account/order/domain/register`.
3. Search for your desired name and add available TLDs to the basket.
4. Complete basket and confirmation steps, then pay any invoice or checkout total.

After registration

The domain appears under My Domains when registration completes. DNS may use DanumHost nameservers by default. Allow up to 24–48 hours for global DNS propagation after changes.

Transferring a Domain

Transfer a domain to DanumHost from /account/domains/transfer when transfers are enabled.

Moving a domain from another registrar brings billing and DNS management into your DanumHost account.

Start a transfer

1. Open **Domains → Transfer Domain** at `/account/domains/transfer` if the link is visible.
2. Enter the domain name and confirm eligibility (unlocked at losing registrar, correct auth code).
3. Submit the transfer request through `/account/order/domain/transfer` and pay any transfer fee.

Auth / EPP code

Obtain the authorisation code from your current registrar. You will enter it during transfer. See the article on EPP codes for retrieving a code for domains already at DanumHost.

Disabled transfers

If transfers are turned off site-wide, the portal shows a message to contact support instead of starting an order.

Domain Settings and DNS

Update nameservers and domain options on the domain detail page.

Each domain has a settings page at `/account/domains/{domain}` for technical and contact options exposed to clients.

Edit settings

1. From **My Domains**, click the domain name.
2. Review nameserver fields, locks, and registrar-specific options shown for your TLD.
3. Change values carefully and save. Incorrect nameservers can take email and websites offline.

Permissions

Saving changes requires **manage domain settings**. View-only users should ask an authorised colleague or the account owner to update records.

External DNS

If you host DNS elsewhere, point nameservers to your DNS provider but keep the domain registered with DanumHost for renewal billing.

EPP and Transfer Auth Codes

Request an EPP/authorisation code to transfer a domain away from DanumHost.

An **EPP code** (also called auth code or transfer secret) proves you control the domain when moving to another registrar.

Request a code from DanumHost

1. Open the domain under **My Domains**.
2. Ensure the domain is unlocked for transfer if the page shows a registrar lock toggle.
3. Click **Request transfer auth code** (or similar) to email or display the code.
4. Provide the code to your new registrar within their stated time limit.

Incoming transfers

When transferring *to* DanumHost, paste the code from your old registrar into the transfer order form instead.

Security

Treat auth codes like passwords. Only share them with registrars you trust.

Pointing an Existing Domain

Use the order flow to use a domain you already own without transferring registration.

If you already own a domain at another registrar, you can point it to DanumHost hosting without moving registration.

Point during an order

1. While ordering hosting, choose the option to use an existing domain at `/account/order/domain` or the storefront equivalent.
2. Select **Point** or **I will update my DNS** and enter the domain name.
3. Complete the order. DanumHost shows the nameservers or A records you must set at your registrar.
4. Update DNS at your current provider and allow propagation time.

Verify

Until DNS points correctly, the site may not load on DanumHost servers. Use support tickets if you need help confirming records.

Billing & Payments

Viewing Invoices

Open unpaid and paid invoices at /account/invoices.

All client-visible invoices live under **Invoices** at `/account/invoices`.

Browse invoices

1. Sign in with a user that has **view / pay invoices** permission.
2. Open the Invoices page from the Billing section.
3. Sort and scan for unpaid items—your dashboard also shows an unpaid count.
4. Click an invoice to open `/account/invoices/{id}` with line items and PDF if available.

Visibility

Some draft or internal invoices never appear here. Only invoices marked visible to the client are listed.

Paying with PayPal or Stripe

Pay open invoices via PayPal or Stripe from the invoice detail page.

DanumHost supports online card and wallet payments through **PayPal** and **Stripe** when enabled for your account.

Pay an invoice

1. Open the invoice from `/account/invoices`.
2. Click **Pay with PayPal** or **Pay with Stripe** as offered.
3. You are redirected to `/paypal/pay/{invoice}` or `/stripe/pay/{invoice}` to complete payment securely.
4. After success, return to the client area—status updates to paid and services unsuspend when applicable.

Cancelled payments

If you cancel on PayPal or Stripe, use the cancel URL to return safely. The invoice remains unpaid until you try again.

Permissions

Team members without pay permission see invoices but not pay buttons. Update roles under User Management if appropriate.

Account Credit Balance

See prepaid credit on your dashboard and how it applies to billing.

Some accounts maintain **prepaid credit** with DanumHost.

View balance

1. Sign in and open `/dashboard`.
2. Find the credit balance panel showing amount and currency (usually GBP).
3. Credit decreases as it is applied to new invoices according to billing rules.

Adding credit

Credit is usually added by staff or through promotions. If you need to top up, open a billing ticket or pay an invoice that adds credit when configured.

Not showing

If balance is zero or hidden, your account may not use prepaid credit. Contact support for clarification.

Quotes Overview

Review sales quotes at /account/quotes before accepting.

DanumHost staff may send **quotes** for custom work or large orders.

View quotes

1. Open **Billing → Quotes** at `/account/quotes` (requires **view / accept quotes**).
2. Click a quote to read line items, validity date, and total.
3. Download PDF or email a copy using buttons on the quote page when available.

Expired quotes

Quotes past their expiry date cannot be accepted online. Ask your account manager for a refreshed quote.

Accepting a Quote

Accept a quote online to generate an order or invoice.

Accepting a quote tells DanumHost you agree to the priced work or products.

Accept steps

1. Open the quote at `/account/quotes/{id}`.
2. Read terms, scope, and total carefully.
3. Click **Accept quote** and confirm.
4. Follow any redirect to pay an invoice or wait for provisioning if payment is not immediate.

After acceptance

You may receive email confirmation and see a new order or invoice linked from the dashboard. Reply on a ticket if the quote details look incorrect before accepting.

Changing Invoice Payment Method

Select how to pay before completing checkout for an invoice or order.

Before paying, you can often choose whether PayPal or Stripe handles the transaction.

On an invoice

1. Open the unpaid invoice detail page.
2. Use the payment method selector if shown and save.
3. Click pay to launch your chosen gateway.

On an order

Pending orders at `/account/orders/{order}` may allow updating payment method when you have pay permission. This helps if a previous PayPal attempt failed and you want to try Stripe instead.

Account default

Set long-term preferences under `/account/payment-methods` separately from one-off invoice choices.

Logged-in Checkout Payment

Complete payment for storefront baskets while signed in at /order/checkout/payment.

When you order from the public site while logged in, checkout continues inside your authenticated session.

Payment step

1. Build a basket on `/order/basket` or the account order basket.
2. Proceed through `/order/checkout` and account steps.
3. At `/order/checkout/payment`, review totals and select PayPal or Stripe if prompted.
4. Place the order at `/order/checkout/place` or follow the gateway redirect.

Guest vs logged in

Guests create an account during checkout; logged-in users skip duplicate registration. Both paths share similar payment routes after authentication.

Bulk Invoice Download

Download multiple invoices as one PDF from /account/invoices/bulk-download.

DanumHost can combine many invoices into a single PDF for your records or accountant.

Download a batch PDF

1. Open **Invoicing → Bulk Download** at `/account/invoices/bulk-download`.
2. Choose a preset date range or enter custom from/to dates.
3. Optionally filter by paid or unpaid status.
4. Submit to generate `/account/invoices/bulk-pdf`. Your browser downloads one combined PDF.

Permissions

You need **view / pay invoices** permission. Individual invoice PDFs remain available on each invoice detail page.

Downloading Invoice PDFs

Save or email a single invoice PDF from the invoice detail page.

Each client-visible invoice on danumhost.co.uk can be exported as PDF.

Single invoice

1. Open **My Invoices** and click the invoice.
2. Use **Download PDF** to open `/account/invoices/{id}/pdf` in your browser.
3. Use **Email PDF** when available to send a copy to your login email.

Many invoices

For date-range exports, use **Bulk Download** under Invoicing instead of saving PDFs one by one.

Requesting a Custom Quote

Ask DanumHost for pricing via /account/quotes/create when quote requests are enabled.

Besides accepting staff-sent quotes, some accounts can **request a quote** for bespoke work or large orders.

Submit a quote request

1. Open **Invoicing → My Quotes** at `/account/quotes`.
2. Click **Request quote** or visit `/account/quotes/create` when the button is shown.
3. Describe what you need, attach files if the form allows, and submit.
4. DanumHost staff review the request and publish a quote you can accept online.

Not available

If you do not see the request option, contact us via `/tickets/create` or `/support/contact` instead.

Promotion Codes at Checkout

Apply promotion codes during storefront or account checkout on danumhost.co.uk.

DanumHost may offer **promotion codes** that reduce checkout totals on eligible products.

Apply a code

1. During checkout—public `/order/checkout` or account `/account/order/confirm`—find the promotion or discount code field.
2. Enter the code exactly as provided and apply it before payment.
3. Review the updated basket total. Invalid or expired codes show an error on the same page.

Affiliate codes

Referral codes from the **Affiliate program** are separate from promotion codes and apply only for new customers at checkout. They cannot be combined with promotion codes.

Support

Support Tickets Overview

Manage support requests at /tickets in the client area.

The **Support Tickets** section at `/tickets` is the main channel for technical and billing help on your account.

List tickets

1. Open **Support Tickets** from the sidebar (requires ticket permission).
2. See open and closed tickets with status, department, and last update.
3. Click a ticket to read the full thread at `/tickets/{id}`.

Dashboard link

Your dashboard shows how many tickets are not closed so you can follow up quickly.

No access

Ask the account owner to enable **view / manage support tickets** for your team user if the menu is missing.

Opening a Support Ticket

Create a new ticket at /tickets/create with department and message.

Logged-in customers should open tickets so replies appear in the portal and link to their account.

Create a ticket

1. Go to `/tickets/create` or click **Open Ticket** from the tickets list.
2. Choose the department that best matches your issue (sales, billing, technical).
3. Enter a clear subject and detailed message. Include domain names, service IDs, and error messages.
4. Attach files if the form allows screenshots or logs.
5. Submit. You receive email copies when configured on your account.

Tips

One issue per ticket helps support resolve faster. Check the Knowledgebase before opening duplicate questions.

Replying and Closing Tickets

Reply to staff, download attachments, and close resolved tickets.

Ticket conversations stay on the ticket detail page until you close them.

Reply

1. Open the ticket from `/tickets`.
2. Scroll to the reply form, type your update, and attach files if needed.
3. Submit. Staff are notified according to DanumHost workflow.

Attachments

Download staff attachments via secure links at `/tickets/attachments/{id}/download`. Only open files you expect.

Close

When the issue is solved, click **Close ticket**. You can open a new ticket if the problem returns rather than reopening very old threads when discouraged.

Public Contact Without Login

Reach DanumHost at /support/contact when you do not have a client account.

Prospective customers and visitors without credentials can still contact DanumHost.

Contact form

1. Visit `/support/contact` on danumhost.co.uk.
2. Enter your name, email, subject, and message.
3. Complete any spam protection fields.
4. Submit. Support receives your message and responds by email.

Existing customers

If you already have an account, sign in at `/login` and use `/tickets/create` instead so your services and invoices are visible to staff. Mention your client ID or domain in either channel to speed up help.

Remote Support Sessions

Start a remote support session and download the DanumHost agent from /account/remote-support.

When enabled on your DanumHost account, **Remote support** lets you download a small agent so our team can assist on your computer safely.

Start a session

1. Open **Support → Remote support** at `/account/remote-support`.
2. Choose your operating system and briefly describe the issue.
3. Click **Start remote support session**.
4. Download and run the agent file from `/account/remote-support/{session}/download` on the computer that needs help.

Not available

If remote support is disabled for your plan, the page explains that you should open a **support ticket** instead. Sessions are rate-limited to prevent abuse.

Rating Support Ticket Replies

Rate staff replies on tickets to help DanumHost improve support quality.

After DanumHost staff reply to your ticket, you may see a short **rating** prompt on that reply.

Leave a rating

1. Open the ticket at `/tickets/{id}`.
2. Find the rating control under the staff message.
3. Select a score or feedback option and submit.

Optional

Ratings are optional and do not affect whether your ticket stays open. Continue the conversation in the reply box if you still need help.

Files & Network

Downloading Client Files

Access files shared by DanumHost at /account/files.

DanumHost can publish documents—contracts, reports, or backups—for you to download securely.

Files page

1. Open **Files** at `/account/files` (requires **view client files**).
2. Browse the list with upload dates and descriptions.
3. Click download next to a file or open `/account/files/{id}/download`.

Dashboard and email links

Recent files may appear on your dashboard. Some emails include signed links to `/client-files/{id}/download` that work without navigating the menu first; links expire for security.

Permissions

Team members need explicit file permission. Owners can grant it under User Management.

Network Status Page

Check service incidents and maintenance at /account/network-status.

The **Network Status** page at `/account/network-status` shows planned maintenance and ongoing incidents affecting DanumHost infrastructure.

When to check

1. Open the page from the sidebar before opening a ticket about widespread outages.
2. Read active incidents, impact descriptions, and estimated resolution times.
3. Subscribe or refresh during events if the page offers updates.

Still need help?

Local issues (single site, wrong password) may not appear here. Open a ticket with traceroute or error details if only your service is affected.

Rate limit

The page is rate-limited to protect the server. Wait briefly if you refresh too quickly.

Uploading Files to DanumHost

Upload documents to your account at /account/files when uploads are enabled.

The **My Files** area is two-way: DanumHost can share files with you, and you can upload files to your account when permitted.

Upload a file

1. Open `/account/files` with **view client files** permission.
2. Use the upload form on the page to select a file from your computer.
3. Submit. The file appears in your list for you and DanumHost staff to reference on tickets or orders.

Limits

Uploads are rate-limited and may have size limits. Large data exports from **Download my data** may also land here when email attachments would be too large.

WordPress & Add-ons

Managed WordPress Add-on

Order and manage Managed WordPress add-ons on eligible hosting services.

Managed WordPress is a DanumHost add-on that connects your hosting service to WordPress tools in the client area and via the DanumHost Bridge plugin.

Get the add-on

1. Confirm your hosting plan supports Managed WordPress under **Available Add-ons** or on the service page.
2. Order the add-on against the correct service.
3. Wait until status is active on `/account/services/{service}`.

What you gain

Each active instance provides a plugin ZIP download, a unique connection code, and SSO into wp-admin when the site is linked. You may run multiple instances on one service for separate sites.

Download the DanumHost Bridge Plugin

Download danumhost-wordpress-bridge.zip from your service add-on page.

The **DanumHost Bridge** plugin connects WordPress to your DanumHost account.

Download

1. Open **My Services** and select the hosting service with Managed WordPress.
2. Find the add-on instance in the add-ons list.
3. Click **Download plugin** to fetch `danumhost-wordpress-bridge.zip` from `/account/services/{service}/addons/{addon}/downloads/danumhost-wordpress-bridge.zip` .
4. In wp-admin, go to **Plugins → Add New → Upload Plugin**, install the ZIP, and activate.

Rate limits

Downloads are throttled. If a download fails, wait a minute and try again or contact support.

Bridge Connection Code and SSO

Link WordPress with your connection code and sign in via SSO from the client area.

After installing the Bridge plugin, pair the site with DanumHost using a one-time connection code.

Connect

1. On the service add-on page, copy the **connection code** shown for that Managed WordPress instance.
2. In WordPress, open **DanumHost Bridge** settings and paste the code. Save to complete the API handshake.
3. If the site was compromised or cloned, use **Regenerate code** on the add-on page (throttled) and update WordPress with the new value.

Single sign-on

Click **Log in to WordPress** or the SSO link on the add-on row to open `/account/services/{service}/addons/{addon}/wordpress-bridge/sso`. You land in wp-admin when the bridge reports a healthy connection.

Troubleshooting

Ensure the site URL in WordPress matches the live domain and that outbound HTTPS to danumhost.co.uk is allowed. Re-save bridge settings if the portal shows no recent handshake.

Referrals & Affiliates

Affiliate Program Overview

Manage your DanumHost referral link and commission settings at /account/affiliate.

The DanumHost **affiliate program** lets you refer new customers and earn commission on qualifying orders placed on danumhost.co.uk.

Open the affiliate page

1. Sign in and open `/account/affiliate` from the dashboard affiliate card or by visiting the URL directly.
2. Choose a unique **affiliate name** on first setup—this becomes your referral code.
3. Copy your referral link or code to share with prospects.

Discount vs commission

You choose how much discount new buyers receive (up to the limit shown). Your commission is the base rate minus the discount you offer. Referral codes apply to **new customers only** and cannot be combined with promotion codes.

Reports

The same page shows referral stats and payout history when available on your account.

Ordering on the Website

Browsing Hosting Plans

Compare products on the public plans page at /plans.

Visitors can explore DanumHost products without signing in.

Plans page

1. Visit `/plans` from the main website navigation.
2. Browse categories such as shared hosting, resellers, or other lines shown in the catalog.
3. Click **Order** or **Configure** on a plan to start at `/order/configure/{slug}`.

Logged-in ordering

If you already have an account, sign in first so the order attaches to your client record automatically via `/account/order/new` instead of guest checkout.

Checking Domain Availability

Search domain names at /domains/check before adding them to your basket.

DanumHost provides a public domain lookup tool on the storefront.

Search

1. Go to `/domains/check` or follow **Domain search** links from order flows.
2. Enter the name you want and run the search.
3. View availability results at `/domains/check/results` for multiple TLDs.
4. Add available domains to your basket or continue hosting-only checkout.

Account domain check

Logged-in users ordering inside the portal use `/account/order/domains/check` with the same engine tied to the account order basket.

Using the Order Basket

Review hosting, domains, and add-ons at /order/basket before checkout.

The **basket** collects everything in one order before payment.

Storefront basket

1. After configuring products, open `/order/basket`.
2. Adjust domain registrations or hosting options using the forms provided.
3. Visit `/order/basket/addons` to add optional extras.
4. Proceed to checkout when the totals look correct.

Changes

Removing items may require returning to the configure step. Start over from `/plans` if you need a completely different product.

Guest Checkout and Account Creation

Check out as a guest at /order/checkout and create your client account.

New customers can order without an existing login.

Checkout flow

1. Build a basket on the public storefront.
2. Go to `/order/checkout` to enter billing details and create credentials.
3. Complete spam protection fields on registration when shown.
4. Continue to payment at `/order/checkout/payment` after signing in or registering.
5. Place the order. You can manage services later at `/login`.

Already registered

Sign in during checkout so services and invoices appear on your existing dashboard instead of duplicating accounts.

Configuring Products on the Storefront

Set product options at /order/configure/{slug} on the public site.

Each product may require configuration before it enters the basket.

Configure a plan

1. From `/plans`, choose a product to open `/order/configure/{slug}`.
2. Complete billing cycle, location, or other options on the form.
3. Submit to continue to domain selection at `/order/domain` when required.
4. Choose register, transfer, or point existing domain paths.

Domain-only paths

Domain-focused flows start at `/order/domain/register`, `/order/domain/transfer`, or `/order/domain/point` without hosting when offered.

Security

Configuration endpoints are rate-limited. Slow down if you receive too many requests errors while testing options.

Domain Registration Legal Details

Complete registrant contact and legal fields during domain checkout on danumhost.co.uk.

Some domain registrations require extra **legal or registrant** details before DanumHost can submit the order to the registry.

During checkout

1. After adding a domain to your basket, checkout may redirect to `/order/basket/domain/legal` or the account equivalent.
2. Enter registrant name, organisation, and address fields accurately—they can appear on WHOIS where required by the TLD.
3. Accept terms shown for that TLD and save.
4. Return to the basket and complete payment.

Why it matters

Incorrect legal data can delay registration or fail registry validation. Use the same details you want on official domain records.