Your Account

Account details, payment methods, contacts, security, email history, and team user management.

Contents

- Updating Account Details
- Managing Payment Methods
- Email Notification Contacts
- Account Security and Password
- Viewing Email History
- User Management and Team Invitations
- Who Is the Billing Contact?
- Accepting a Team Invitation
- Download My Data

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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