Getting Started

Sign in, explore the dashboard, permissions, and how the DanumHost client area is organised.

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Welcome to the DanumHost Client Area

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

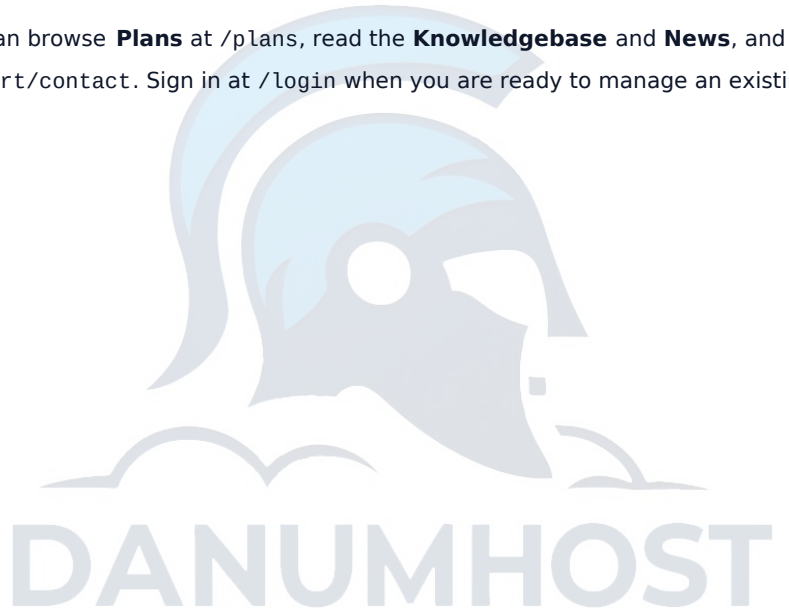
The **DanumHost client area** is your online account on **danumhost.co.uk**. After you sign in, you manage hosting, domains, billing, and support from one place instead of emailing for routine changes.

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.

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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.

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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.

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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.

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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.

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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.

Downloaded from https://danumhost.co.uk/knowledgebase/category/portal-getting-started on 30-OCT-2026 10:02AM

