

Services & Orders

View hosting and other services, upgrade or downgrade, place new orders, and manage add-ons.

Contents

- Viewing My Services
- Opening Your Control Panel from a Service
- Upgrade and Downgrade
- Ordering a New Service
- Available Add-ons Catalog
- Adding an Add-on to a Service
- Tracking Order Status
- Canceling a Pending Order
- Configuring a Product When Ordering
- Order Basket and Confirmation
- Cancelling a Service
- Early Renewal of a Service
- Linking a Hosting Product to a Server Package



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

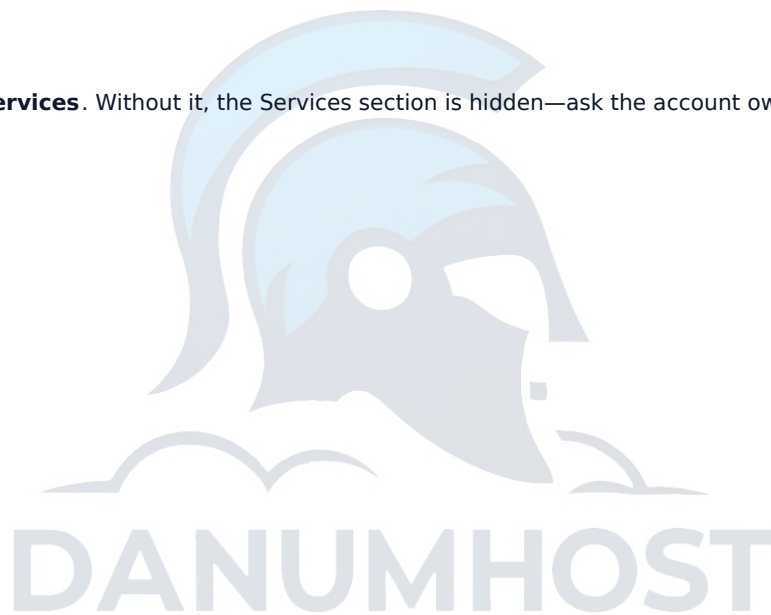
1. Sign in and open **Services** → **My Services**.
2. Each row shows the product name, domain or label, status, and renewal information where applicable.
3. Click a service to open its detail page at </account/services/{id}>.

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.

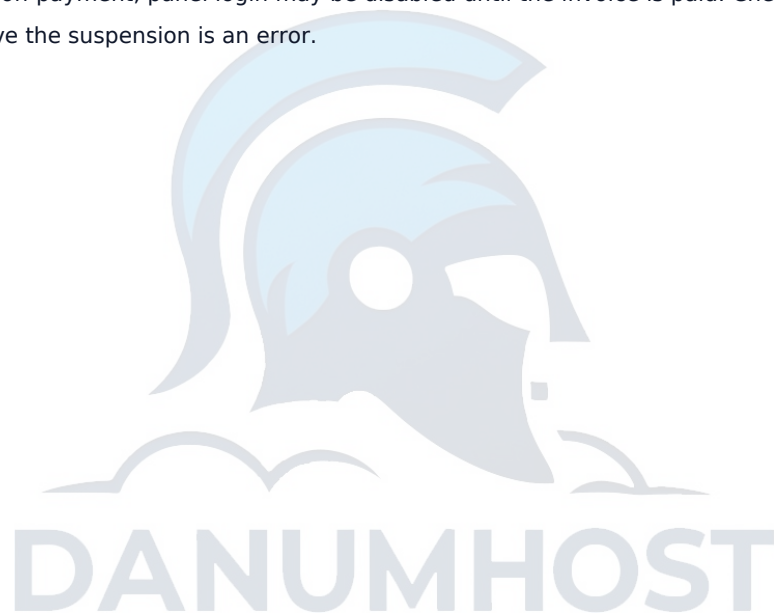
Hosting plans on DanumHost usually include a web control panel. The client area links to it from each service.

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>.

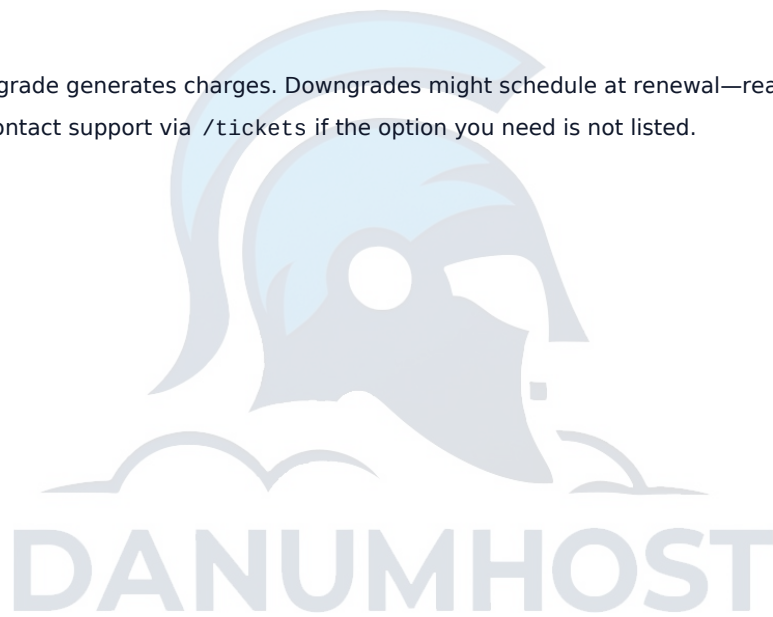
When you outgrow a plan or need fewer resources, use **Upgrade / Downgrade** at </account/upgrade-downgrade>.

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

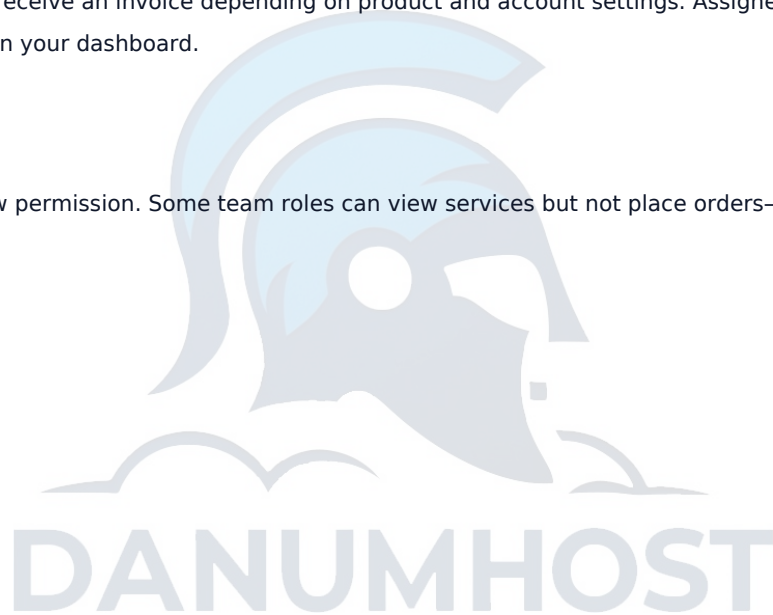
1. Go to **Services → Order New** at </account/order/new>.
2. Browse categories (hosting, email, add-ons, etc.) shown from the DanumHost product catalog.
3. Select a product to configure at </account/order/configure/{slug}>.
4. Complete domain choices if required—register, transfer, or point an existing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

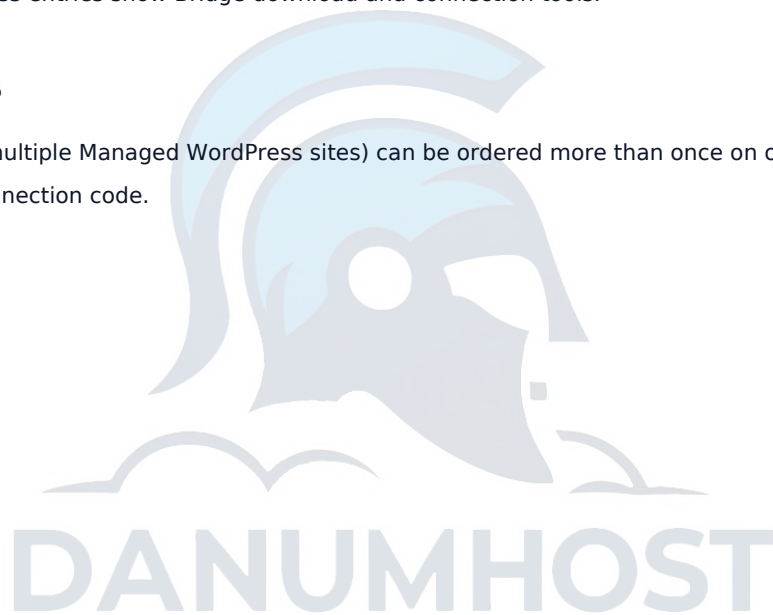
1. Open **My Services** and click the target service.
2. Scroll to the **Add-ons** section.
3. Choose an available add-on and submit the order form.
4. Pay any invoice generated or wait for automatic provisioning.

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

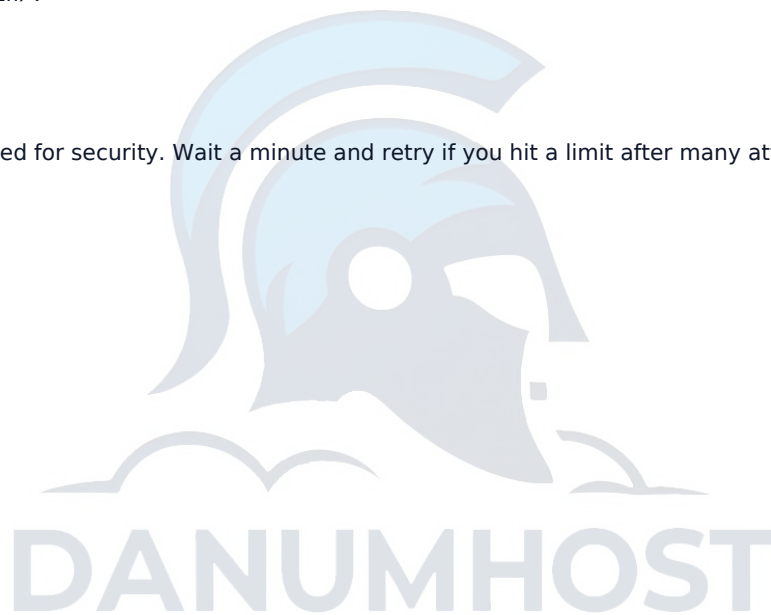
1. From **Order New**, select a product to open `/account/order/configure/{slug}`.
2. Fill required fields—hostname, datacenter, license count, or similar.
3. Submit the form. Invalid combinations show validation errors on the same page.
4. Continue to domain selection if the product requires a domain.

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

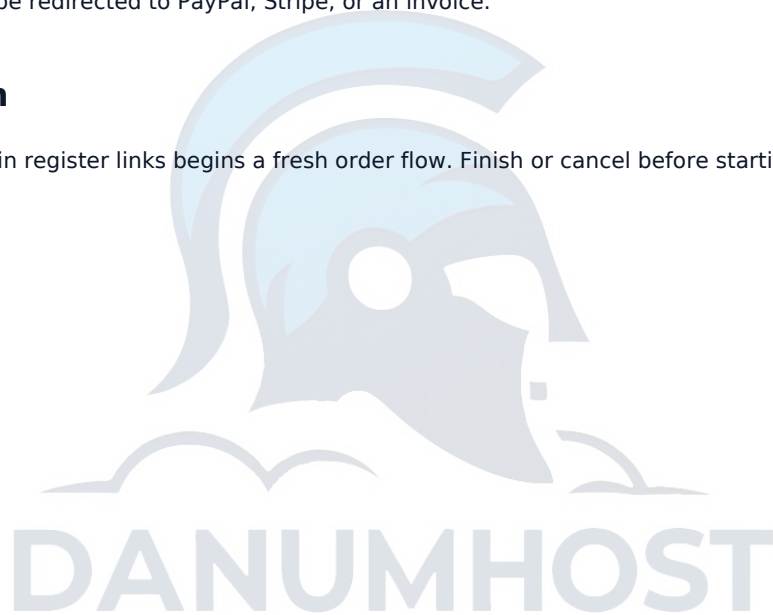
1. After configuration, open </account/order/basket> to review hosting, domains, and add-ons.
2. Adjust domain or hosting lines using the forms on the basket page.
3. Visit </account/order/addons> if you need optional extras before checkout.

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

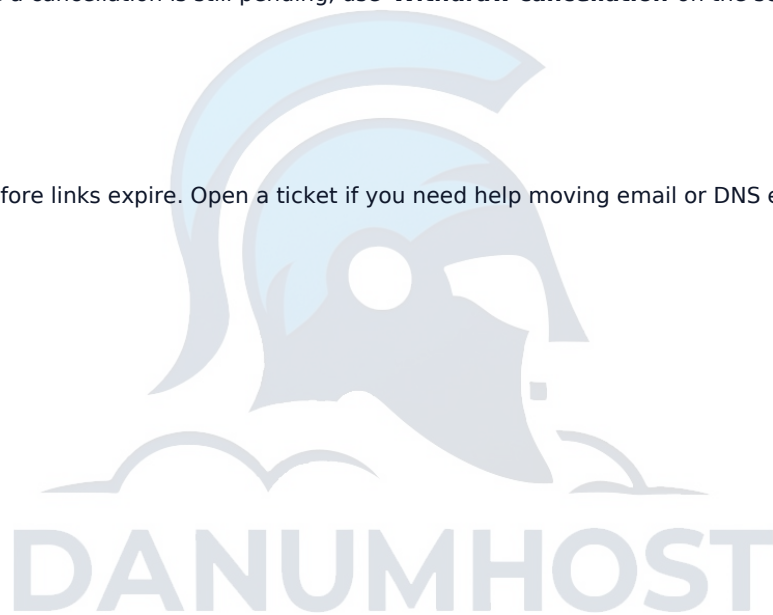
1. Open **My Services** and click the service at `/account/services/{id}`.
2. Click **Request cancellation** and choose **Immediate** or **End of term** when offered.
3. Optionally request a backup of site files for eligible hosting products.
4. Confirm submission. DanumHost emails confirmation and may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



Linking a Hosting Product to a Server Package

Use Edit on the reseller Services list to choose the DirectAdmin or cPanel package created for new customers.

On a reseller service, **Business information → Services** is where you name the hosting products you sell and set prices. Each product must also be linked to a **package on the hosting server**. That server package is what DirectAdmin or WHM uses when a customer account is created.

Link a product

1. Open the reseller dashboard and choose **Business information**.
2. Add a hosting package if you do not have one yet (name, price, and billing cycle).
3. On the product row, click **Edit** next to Remove.
4. Choose a package from the list returned by your hosting panel, then save.

If the list is empty

DanumHost can only show packages that already exist on the server. Create them in the control panel first, then return to Edit.

- DirectAdmin resellers: follow [Creating User Packages as a DirectAdmin Reseller](#).
- cPanel/WHM resellers: follow [Creating Hosting Packages in WHM](#).

The guide shown in the dashboard matches the panel type linked to your reseller service (DirectAdmin on port 2222, or cPanel/WHM on ports 2083/2087).

Names can differ

The name customers see (for example Bronze) does not have to match the server package name (for example bronze). Turning a product off stops **new sales** only; existing customers keep their hosting.