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After you order: what happens next, and when to worry

Support & Account

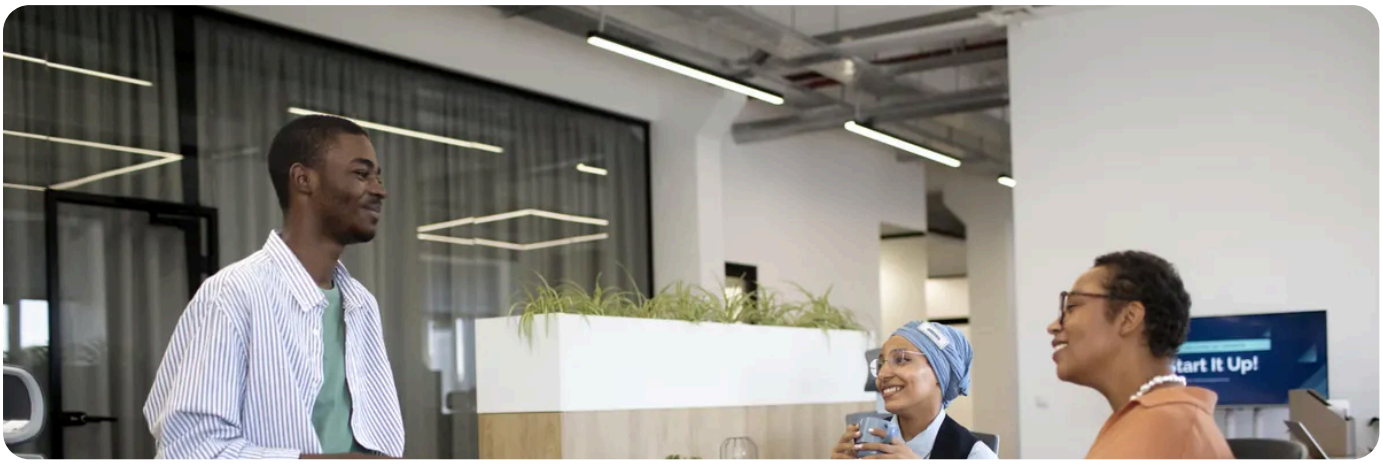
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After you order: what happens next, and when to worry

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The short answer: after you order, your service only starts once the **invoice is paid**. With the methods that confirm by themselves, the service is ready shortly after payment. With a bank transfer, the bank's confirmation is needed, and that does not depend on us. Meanwhile it is normal for the service to show as "Pending" in My Interweb.

The sequence, step by step

1. **You place the order.** An unpaid invoice is created (a proforma, until it is paid) with everything you chose. See **Proforma invoice**.

2. **You pay.** The methods that confirm by themselves (mobile wallet, reference) settle the invoice at once. A bank transfer needs the bank's confirmation and the proof sent: **Bank transfer: the five stages**.

3. **The invoice becomes "Paid".** This is when the service is created, with nobody having to touch it.

4. **You receive the e-mail with the access details.** It carries the panel address and the login details. See **Which login do you need**.

5. **You log in and start.** The first place to visit is **Your first thirty minutes in cPanel**. If the domain does not point to us yet, the site opens on a welcome page: **How to remove this welcome page**.

What is normal, and what is not

Situation	Is it normal?
The service is "Pending" and the invoice unpaid	Yes. Payment is missing.

Situation	Is it normal?
You paid by transfer and the service is still “Pending”	Yes, until the bank confirms. See the transfer article.
You paid by an instant method and time has passed	**No.** Open a ticket. See **Invoice paid but the service is still pending**.
The e-mail with the access details did not arrive	Check the spam folder and your account’s e-mail; if it is not there, the details also appear in My Interweb.
The new domain does not open the site yet	It can take a while to propagate. See **How long DNS changes take**.

Always pay from the invoice inside My Interweb.
The right payment details are there. If someone sends you others by message, be suspicious. And do not pay twice because you think it did not work: check the invoice status first.

Keep the access e-mail and the invoice number. They are what we ask for if you need help.

NEED A HAND?

Paid and the service is not moving? Open a ticket with the invoice number and the payment method.

Open a support ticket →

SEE ALSO

- **Proforma invoice: what it is, why the number changes when you pay, and which document to keep** →
- **Bank transfer: the five stages until your payment is confirmed** →
- **Invoice paid but the service is still suspended or pending: what to check** →
- **Your first thirty minutes in cPanel** →

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