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I have paid. Now what? Five steps until the site opens

Support & Account

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I have paid. Now what? Five steps until the site opens

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You paid, you got some e-mails, and now you are staring at a panel with no idea where to start. It is the question we get most, and the answer is always the same: **five steps, in this order**. The order is not a detail, it is half the article. Doing the fifth before the fourth does not work, and that is what makes people think something is broken.

Step 1: what arrives by e-mail

Several different messages land after payment, and each one is for something. Keep them all.

Message	What it is for
Payment confirmation	Says the invoice is settled. It is what unlocks everything else.
New Account Information	**This is the important one.** It carries the username and password for the hosting panel and your account **nameservers**. Without it you will have to go and find those by hand.
Domain registration confirmation	Only arrives if you registered a domain. It confirms the name and the expiry date.

No new account e-mail?
Check the junk folder and the promotions tab before writing to us: that is where it lands most of the time. If it really is not there, every one of those details can be found again in your account, and we can resend it.

Step 2: get into the panel

There are two panels, and mixing them up costs everyone half an hour.

Panel	What it is for
My Interweb	Invoices, services, domains, personal details and support tickets. You sign in with the e-mail you bought with.
cPanel	The hosting panel. Website files, mailboxes, databases, backups. You reach it from My Interweb with one button, typing no password.

1. Sign in to **My Interweb**.
2. Open **My Services** and click the plan you bought.
3. Use the button that opens cPanel. Everything else happens from there.

Step 3: put the site there

There are four routes, and the right one depends on what you already have:

1. **You have no site yet.** Install WordPress from cPanel in a few clicks, or use the site builder that is already included: see **website creation**.
2. **You already have the site files.** Upload them into the **public_html** folder with the cPanel File Manager, or over FTP. Only what sits inside that folder gets published.
3. **The site is at another provider.** Do not copy anything by hand: see **hosting migration**, which exists precisely so the site does not go down during the move.
4. **Someone is building the site for you.** You do not have to wait for them to do steps 4 and 5. Point the domain now, and the site drops in later.

Step 4: point the domain

This is where the address starts showing your site. There are two cases, and only one of them is work.

Your situation	What to do
You registered the domain with us	Nothing. It already points at your account. Skip to step 5.
The domain is at another provider	You have to swap the **nameservers** in the panel of whoever registered it, putting in the four listed right below this table.

Our nameservers: `dns1.interweb.co.mz` `dns2.interweb.co.mz` `dns3.interweb.co.mz` `dns4.interweb.co.mz`

The change is not immediate: DNS servers around the world hold the old answer for a while. During that wait it is normal for the site to open in some places and not others. Nothing is broken, and changing things again will not help.

> **Do not want to wait to know whether you got it right?**
> Look the domain up in **WHOIS**: once the nameservers shown there are the four above, the part that depends on you is done.

Step 5: the padlock

Hosting plans include a free certificate that is issued automatically and renews itself. You do not buy it and you do not install it.

> **But only after step 4.**
> A certificate is validated by querying the domain itself: while the domain does not answer here there is nothing to validate and no certificate. This is why the order matters, and it is behind nearly every "I bought it and there is no padlock" message we get.

Once the domain points here and the certificate is issued, one thing is left: making sure anyone typing the address without https is carried over to https. Without that the padlock exists, but not everyone sees it.

After those five

1. **Create the mailboxes**, in cPanel. Leave them until after the domain points here: created earlier, they just sit and wait anyway.
2. **Know where your next invoice is.** It is in your account, and it also arrives by e-mail before it falls due. An unpaid service is suspended after 7 days and terminated after 15.
3. **Store the login details.** The two panels have different passwords, and now is when it is easy.

NEED A HAND?

Tell us which step you are on and what you have already done. We carry on from there, without making you start again.

Open a support ticket →

SEE ALSO

- First steps inside the hosting panel
- Moving a site that already exists
- Frequently asked questions
- What support covers, and how fast

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