Getting Started Guide

Getting Started With Your Virtual Dedicated Server

Setting up and hosting a domain on your Linux® Virtual Dedicated Server using Plesk 8.0®.

Getting Started with Your Virtual Dedicated Server (Plesk 8.0)
Version 1.0 (05.08.06)

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Introduction

Virtual dedicated servers occupy the space between the shared and dedicated hosting formats. A virtual dedicated server offers many of the capabilities and features of dedicated servers, including admin (root) access and dedicated IP addresses, but at a much lower price. Users share a server, but because each virtual dedicated server is effectively isolated from other accounts, you have full control over your server space.

We partition our servers in such a way that each virtual dedicated server operates almost independently of the other accounts that share the server space. This means that on your virtual dedicated server, you enjoy consistent, high performance, even when usage peaks on the main server.

SECURITY INFORMATION

Compared to shared hosting accounts, a virtual dedicated server offers more power and more versatility. You can run and install virtually anything on your server. However, with this added control comes added responsibility.

You are responsible for the security, backup, and maintenance of your virtual dedicated server. We do not automatically back up or install firewalls on your virtual dedicated server.

Remember to keep your administrator password secure. Anyone who has administration, or root access, to your server can manipulate the software and content that you run on your server.

While we do not automatically back up your virtual dedicated server, we do offer an FTP backup service with our virtual dedicated server accounts. For more information about our FTP backup service, please visit our Web site.

REPROVISIONING YOUR SERVER

If, at any time, you want to revert to a clean setup on your dedicated server, you can reprovision your server. Reprovisioning erases all of the content on your server hard drive. Your server returns to the state it was in when you first purchased it.

You can reprovision your server using the Virtual Dedicated Hosting Manager.

To Reprovision Your Server

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Dedicated/Virtual Dedicated Servers**.
3. Click **Launch Manager** next to the server you want to reprovision. Your Virtual Dedicated Hosting Manager opens.
4. Under the **Support** section, click **Reprovision Server**. The Reprovision Server page displays.
5. If you choose to, enter a new host name and user name. These values default to the current host name and user name for this account.
6. Enter and confirm a new password, and then click **Continue**.

You will receive a confirmation notice once your server is reprovisioned and ready to go. Typically, your server is ready in less than five hours.

GETTING HELP

After you set up your server, you can easily get help by submitting a trouble ticket using your Virtual Dedicated Hosting Manager. Alternatively, you may contact Customer Support directly for assistance.

To Open a Trouble Ticket

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Dedicated/Virtual Dedicated Servers**.
3. Click **Launch Manager** next to the server account that you need help with.
4. In the Virtual Dedicated Hosting Manager, under **Support**, click **Trouble Tickets**.
5. Enter your contact information, including an email address and phone number.
6. Under **Trouble Ticket Description**, enter a summary and a detailed description of your issue.
7. Click **Continue**.
8. Review your trouble ticket information and click **Submit**.

OTHER RESOURCES

You can use these resources to learn more about managing your virtual dedicated server:

Resource	URL
Plesk Documentation	http://www.swsoft.com/en/plesk/ You can find User Manuals and Flash Tutorials on SWsoft's Web site.
Redhat®/Fedora® Core Documentation	http://fedora.redhat.com/docs/ OR http://www.redhat.com/docs/ Redhat's extensive documentation can help you get acquainted with the Linux operating system and the shell commands that you can use with SSH®.

1. Setting Up Your Virtual Dedicated Server

Once you have purchased your virtual dedicated server and we've worked on the initial configuration, you need to log in to your Virtual Dedicated Hosting Manager to finish setting things up.

The Virtual Dedicated Hosting Manager is an easy place for you to set up the host name, user ID, and password for your server. You can also use it to schedule server maintenance, reprovision your server, view bandwidth stats, request additional IPs, and submit trouble tickets.

CHOOSING A HOST NAME, USER ID, AND PASSWORD

The first time you access your Virtual Dedicated Hosting Manager, you'll need to create a host name, user ID, and password for your server. This is the user ID and password that you will use to connect to your server in the future. It's a good idea to have this material ready when you log in to your Manager for the first time.

Choosing a Host Name

The server's host name (also known as your account name) is a unique name for your server. If you have multiple virtual server accounts, your host names will help you differentiate between different accounts in your account list.

Your host name can be anything, as long as it fits these requirements:

- It must contain between 3-15 characters.
- Your host name must start with a letter.
- It can only be made up of letters, numbers, single dots, or a single dash.
- You cannot start or end your host name with a single dot or dash.
- You cannot include any spaces or any other special characters in your host name.

Choosing a User ID

Your user ID is the primary ID that you use to access your server. This is the user ID you use to access your server from an SSH® or SCP program.

Due to security reasons, you cannot log in directly to your virtual dedicated server as root. However, you do have root access. To gain root access to your server, log in with your usual user ID and then use the **`su - root`** command. To learn more about root access, see Gaining Root Access on Your Server on page 11.

Your user ID can be between 4 and 32 lowercase alphanumeric characters. Your user ID cannot:

- Begin with a number.
- Contain spaces.
- Contain symbols.
- Contain capital letters.

Our virtual dedicated servers also have a list of reserved terms that you cannot use as a user ID. These terms are listed below:

Reserved Terms on Our Virtual Dedicated Servers					
adm	binftp	halt	nobody	rpc	system
admin	body	iusrlp	nscdntp	rpcuserrpm	uucp
administrator	games	mailnull	operator	smmsp	vcsa
anonymous	gopher	news	pcap	sshd	
backup	guest	nfsno	root	sync	

Choosing a Password for Your Server

This is the password that you use, along with your user ID, to connect to your server. This is also the password you use when you use the **`su - root`** command to gain root access to your server.

To keep your server secure, we require a strong password for your account. A strong password is a password that:

- Contains between 7-14 characters.
- Is made up of lowercase letters, uppercase letters, and numbers.
- Does not begin with a number or symbol.
- Does not contain backslashes, colons, single quotes, double quotes, spaces, ampersands (&), or the caret symbol (^).
- Does not contain your user name.

LOGGING IN TO YOUR MANAGER FOR THE FIRST TIME

Once you've decided on a host name, user ID, and password for your virtual dedicated server, you can log in to your Virtual Dedicated Hosting Manager and finish setting it up.

To Finish Setting Up Your Virtual Dedicated Server Account

1. Log in to your Account Manager.
2. Under the **Hosting & Email** section, select **Dedicated/Virtual Dedicated Servers**.
3. Next to the virtual dedicated server account you want to set up, click **Set up Account**.

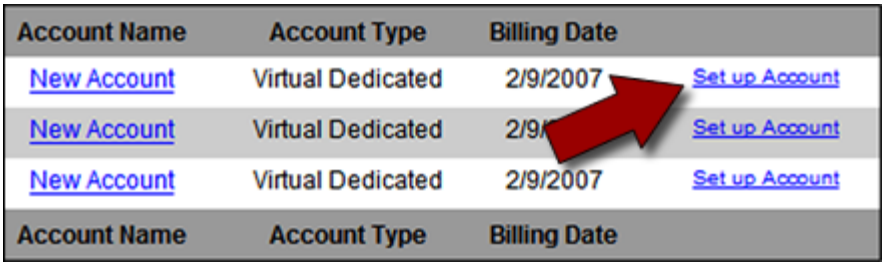

Fig. 1.1 - Set up Account link in your Account Manager.

4. On the **Account Setup** page, enter the host name for your server account.
5. Enter your user name and password for your account.
6. Click **Continue**.
7. Confirm your settings and click **Submit**.

Once you click Submit, your server should be ready to use in approximately five hours. You will receive an email message once your server is ready.

After setup, you can use Plesk to connect to your server and manage your domains, email, and DNS. If you are a more experienced user, you can connect to your server using SSH. For more information about connecting to your server, see Connecting to Your Virtual Dedicated Server on page 5 of this guide.

2. Connecting to Your Virtual Dedicated Server

In general, there are two different ways you can connect to your virtual dedicated server. You can use a Web-based interface like Plesk, or you can connect directly to your server using the Secure Shell protocol (SSH).

Either way, you connect to your server using your server's IP address, the user ID, and the password you specified when you set up your account. If you are connecting to your account using Plesk, log in with the user ID "admin" instead of the user ID you specified when you set up your account.

To find the IP addresses for your account, log in to your Virtual Dedicated Hosting Manager. Your Virtual Dedicated Hosting Manager lists the IP address for your server on the first page you see after you log in.

Depending on how you configured your server, you may have multiple IP addresses to choose from. You can use any of your IP addresses to connect to your virtual dedicated server.

CONNECTING TO YOUR SERVER USING PLESK

Plesk is a Web-based control panel that you can use to manage your server. More specifically, you can use Plesk to set up your domain, DNS, and email on your virtual dedicated server.

Make sure you have your IP address ready before you try to log in to Plesk. You'll need to use your IP address to access Plesk on your server. You can find the IP address to your server in your Virtual Dedicated Hosting Manager.

This procedure explains how to log in to Plesk for the first time and includes some post-installation steps. You only need to perform these steps once.

To Access Your Virtual Dedicated Server Using Plesk

1. Open a Web browser and go to:

   ```
   https://[[ipaddress]]:8443/
   ```

   Where *[[ipaddress]]* is the IP address for your virtual dedicated server.

2. When the Plesk login screen displays, enter **admin** as your user name. Enter the password you defined when you set up your virtual dedicated server account.

Fig. 2.1 - Logging in to Plesk.

3. Read through and accept the SWsoft End-User License Agreement.
4. The post-installation configuration page displays. In the **Full hostname** field you can leave the default hostname that Plesk created for you, or you can enter your own fully qualified domain name. For example, *host.coolexample.com*.
5. You can keep the default settings for the **Select shared IP addresses**. Plesk automatically fills in these fields based on your server and account information.
6. Under the **Shared IP addresses** section, select the primary IP address for your server in the list of **Exclusive IP addresses**, and click **Shared >>**. If you do not plan to host multiple domains on your server, you can skip this step.

7. Enter a password to use with the Plesk admin user. You can use the same password that you used to log in initially or create something new.

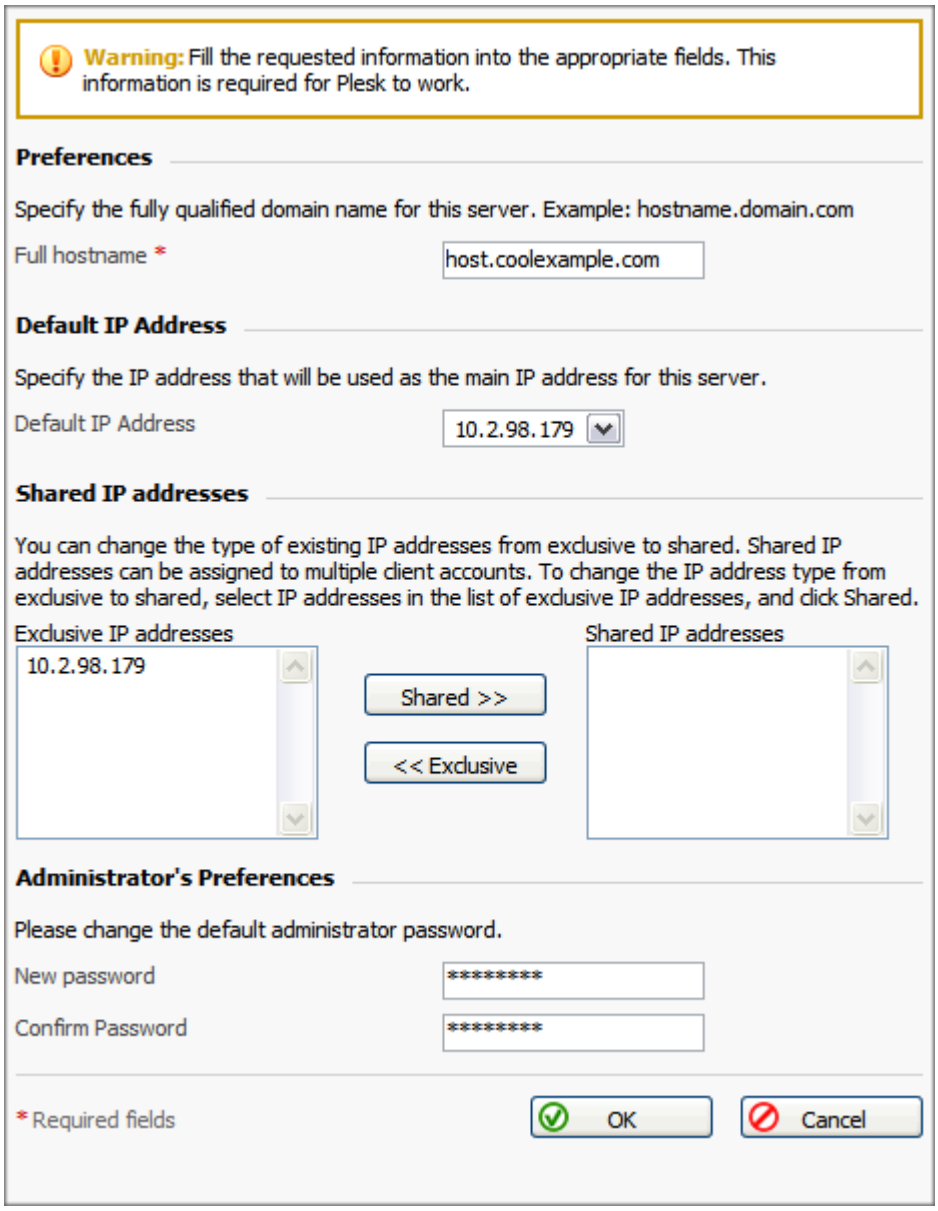

Fig. 2.2 - Changing your password during Plesk setup.

8. Click **OK** to finish the post-installation configuration and log in to Plesk.

This is what the administrator interface looks like when you log in to Plesk for the first time:

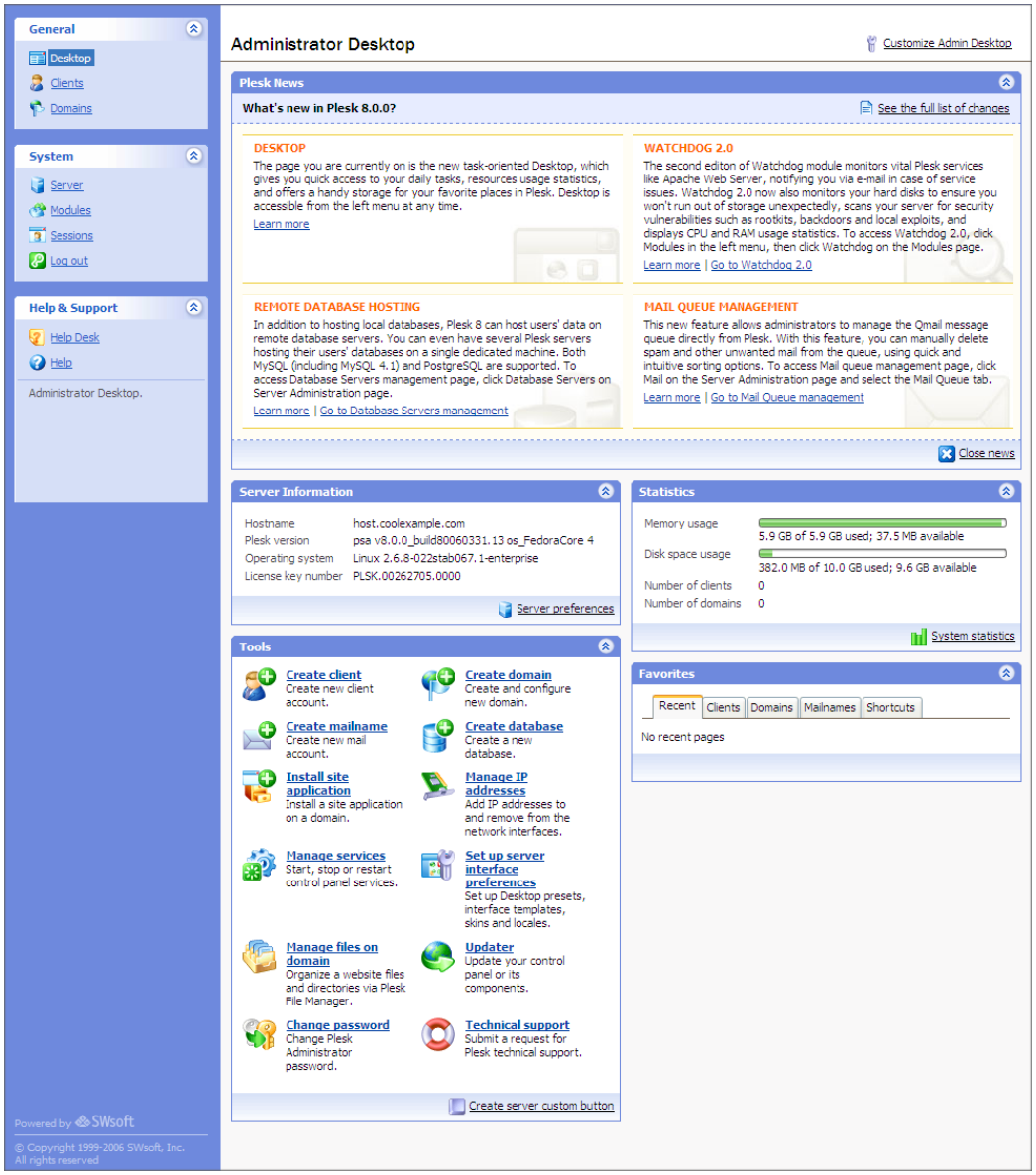

Fig. 2.3 - The Server Administration screen in Plesk.

The Server Administration screen in Plesk is the main dashboard that you use to manage and monitor your virtual dedicated server. From here you can create new domains and email accounts, manage IP addresses, and start and stop services on your server.

Plesk has numerous features that can help you manage your server. To find out more about Plesk and the other features that we do not cover in this guide, please visit the SWsoft Web site at:

http://www.swsoft.com/en/plesk/

For information about how to set up a domain and email using Plesk, see Adding a Domain to Your Server Using Plesk on page 13 and Setting Up Email on Your Server on page 30.

CONNECTING TO YOUR SERVER USING SSH

If you are a more experienced user and are comfortable using a command-line interface, you can use the Secure Shell, or SSH, protocol to connect to your virtual dedicated server.

First, download and install an SSH client on your computer. If you're using Windows®, we recommend using PuTTY (http://www.putty.nl/). Mac® users can use Mac SSH (http://www.macssh.com). Linux and UNIX users can use OpenSSH.

Once you have installed an SSH client, log in to your server using your IP address, user name, and password. In this example, we use PuTTY.

Remember, before you log in to your server, make sure you have your IP address ready. You'll need to use your IP address to access your server. You can find the IP address to your server in your Virtual Dedicated Hosting Manager.

To Connect To Your Server Using SSH (PuTTY)

1. Open your SSH client (PuTTY).
2. In the **Host Name (or IP Address)** field, type the IP address for your server.

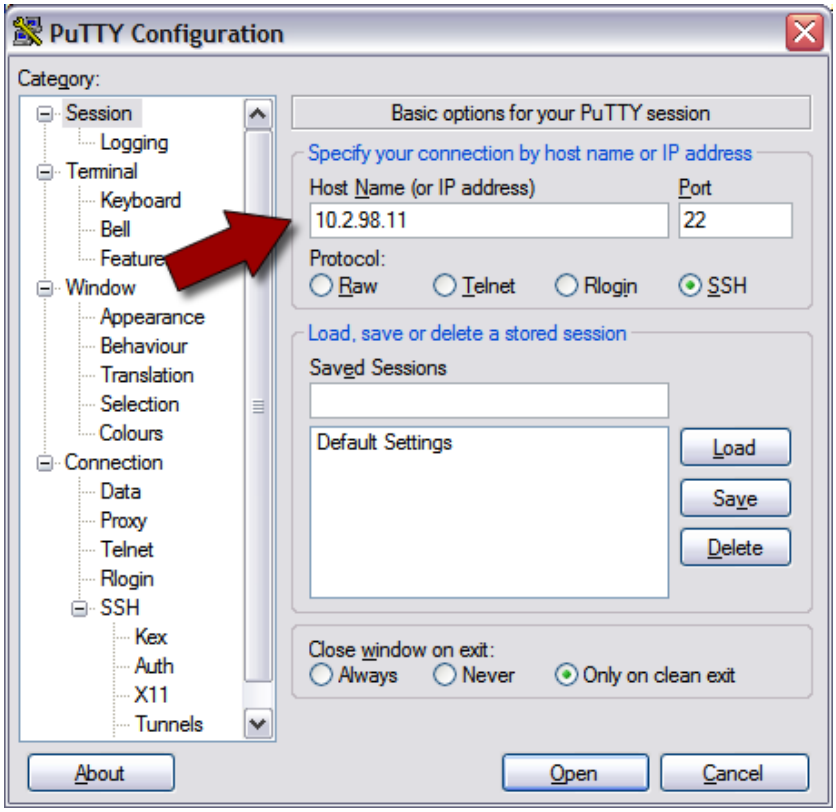

Fig. 2.4 - Logging in to your server using SSH (PuTTY).

3. Click **Open**. This is the basic SSH command-line interface.

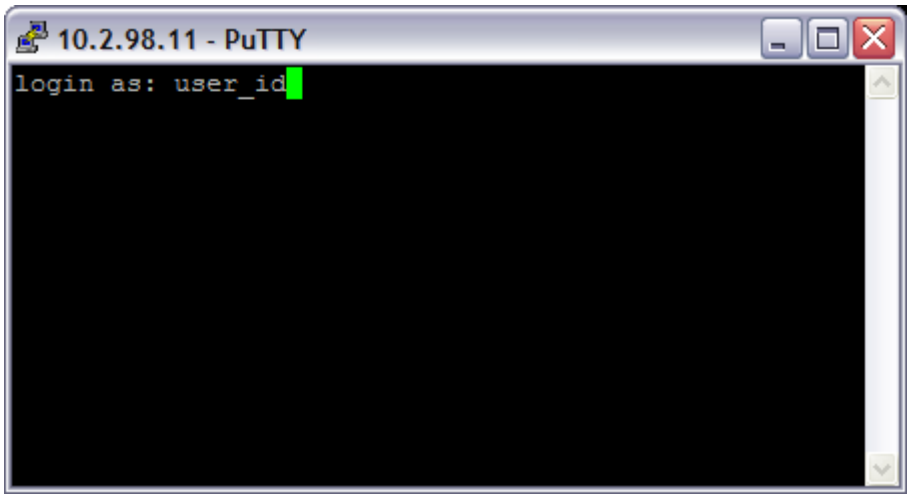

Fig. 2.5 - Logging in to your server using SSH (PuTTY).

4. Log in to your server with the user ID and password you created when you set up your account.
5. Once you log in, you can execute shell (Bash) commands to navigate and manage your server.

Typically, only advanced users that are familiar with Linux and shell commands connect to their servers using SSH. You should be able to take care of most of your server management tasks using Plesk.

GAINING ROOT ACCESS ON YOUR SERVER

On our dedicated and virtual dedicated Linux servers, root is the administrative user that you can use to access and edit all of the files on your server (this includes system-critical files). You can also use root to install and uninstall programs on your server.

Using root on your server can be dangerous. When you work on your server as root, you can potentially destroy important files and delete programs by accident. Typically, you should only use root to make one or two changes to your system and then switch back to your normal user account.

You cannot log in to your virtual dedicated server remotely using root. If you need root access on your virtual dedicated server, use the **`su - root`** command once you have logged in with your User ID.

The su (short for substitute user) command makes it possible to become the root user, temporarily, while you are logged in with your normal User ID.

To use su to log in as root, type:

```
su - root
```

By default, your root password is the same as the password you use with your normal User ID.

When you are finished performing tasks as the root user, type **`exit`** to return to your normal user ID.

To keep you data and server settings secure, only use root when necessary. Complete the task at hand, then exit.

3. Adding a Domain to Your Server Using Plesk

As you probably already know, a domain name works a lot like an address forwarding service.

All of your Web site content sits on a computer with a unique address, your IP address. This is the same IP address that you use to connect to your server using Plesk. Your domain name directs visitors to your site using this IP address.

Before you set up a domain to host on your virtual dedicated server, make sure you have already registered that domain through an accredited domain registrar.

To make the connection between domain name and IP address work, you need to first set up a domain and hosting on your server using Plesk. This section of the guide walks you through the necessary steps:

- Step 1 - Creating a Client in Plesk
- Step 2 - Creating a New Domain in Plesk
- Step 3 - Setting Up Hosting for Your Domain

LOGGING IN TO PLESK

There are two ways that you can access the Plesk control panel on your virtual dedicated server. You can log in to your Virtual Dedicated Hosting Manager and click the **Launch Plesk** icon, or you can go to the following URL:

```
https://[[ipaddress]]:8443/
```

Where *[[ipaddress]]* is the IP address for your virtual dedicated server.

STEP 1 - CREATING A CLIENT IN PLESK

Before you add a domain to your virtual server, you need to create a client in Plesk. All domains in Plesk have to be associated with a client, or user, other than admin.

You can use one client to set up multiple domains on your virtual dedicated server.

To Create a Client in Plesk

1. Log in to Plesk using **admin** for your Login and the password you created when you logged in to Plesk for the first time.

Fig. 3.1 - Logging in to Plesk.

If this is the first time you have logged in to Plesk, you'll need to read through and agree to the SWsoft End-User License Agreement and set up a new admin password for Plesk. See Connecting to Your Virtual Dedicated Server on page 5 for more information.

2. From the menu on the left, select **Clients**.

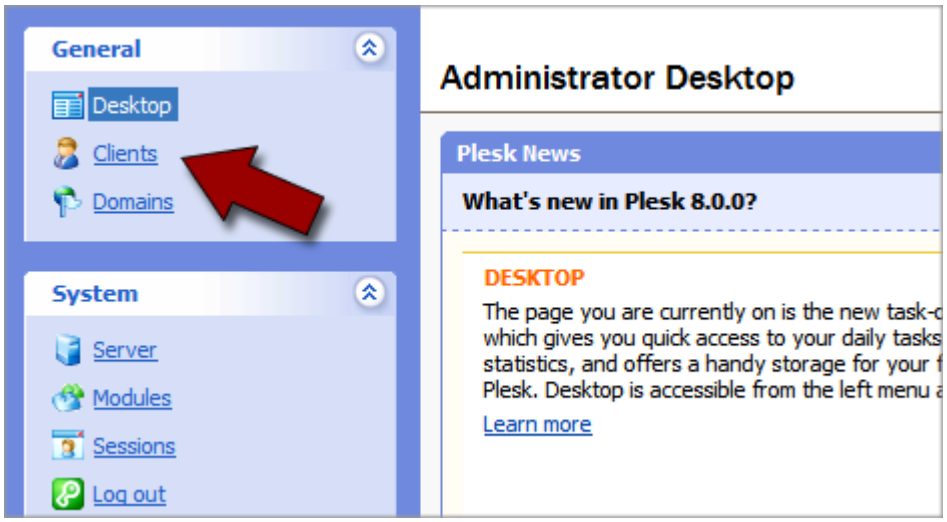

Fig. 3.2 - Opening the Clients section in Plesk.

3. Click **Add New Client Account**.

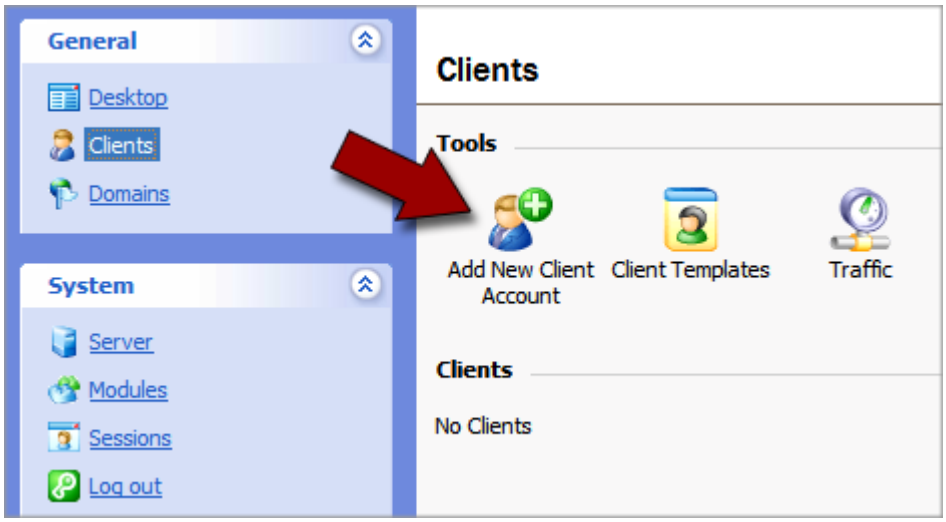

Fig. 3.3 - Adding a New Client Account.

4. To create a new client account, enter a Contact Name, Login, and Password. The other fields on this page are optional.

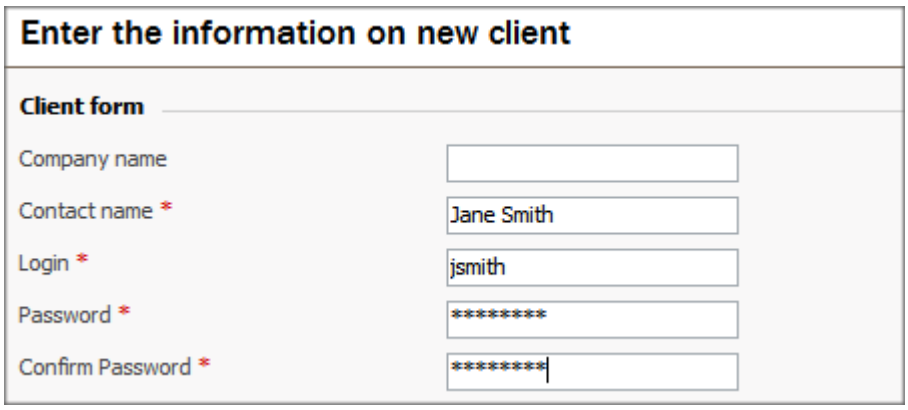

Fig. 3.4 - Entering your client information in Plesk.

5. Click **OK**.

6. In order to associate this client with a new domain, you need to associate your client with an IP pool. From the list of Vacant IPs, select an IP and add it to the Client's IP Pool.

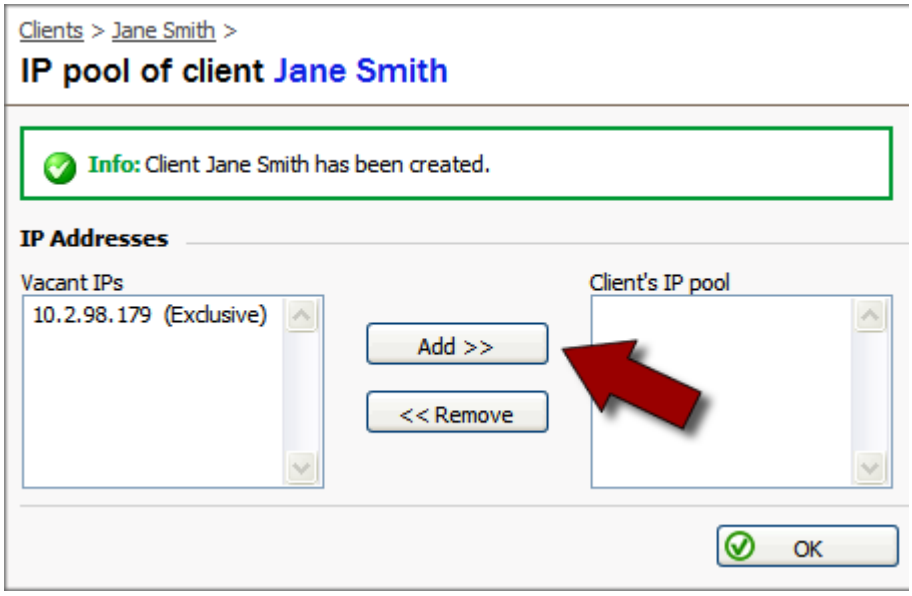

Fig. 3.5 - Entering your client information in Plesk.

7. Click **OK**.

STEP 2 - CREATING A NEW DOMAIN IN PLESK

After you set up a client in Plesk, you can create your new domain. If you have not set up a client in Plesk already, see the previous section, Step 1 - Creating a Client in Plesk on page 14.

To Add a New Domain in Plesk

1. If you are not already logged in to Plesk, log in using **admin** for your login and the password you created when you logged in to Plesk for the first time.
2. From the menu on the left, select **Domains**.

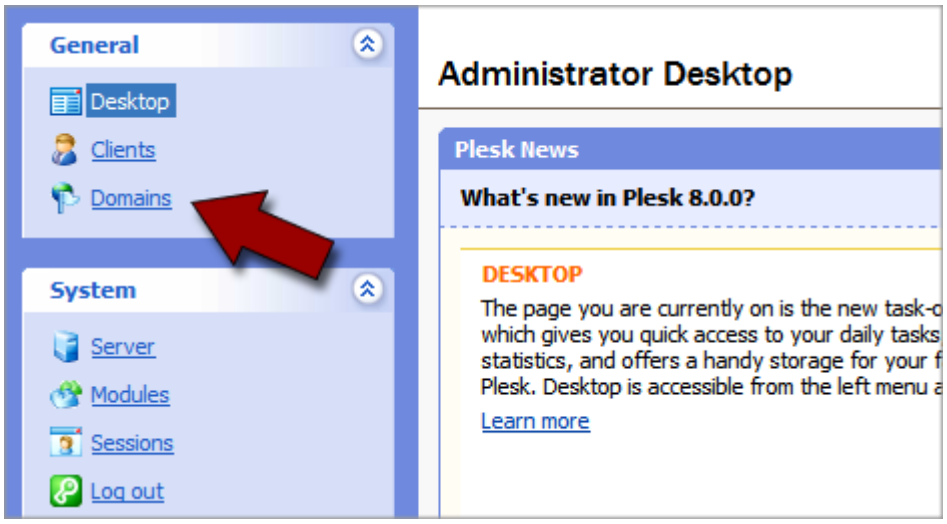

Fig. 3.6 - Opening the Domains section in Plesk.

3. Click **Add New Domain**.

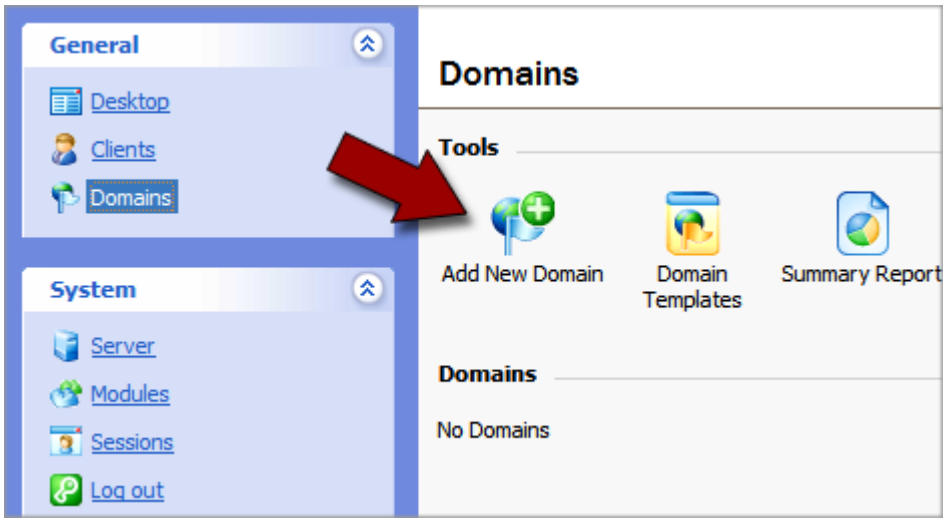

Fig. 3.7 - Opening the Domains section in Plesk.

4. Select the client you want to create the domain for. In this case, we are going to select the client that we created in Step 1 - Creating a Client in Plesk on page 14.

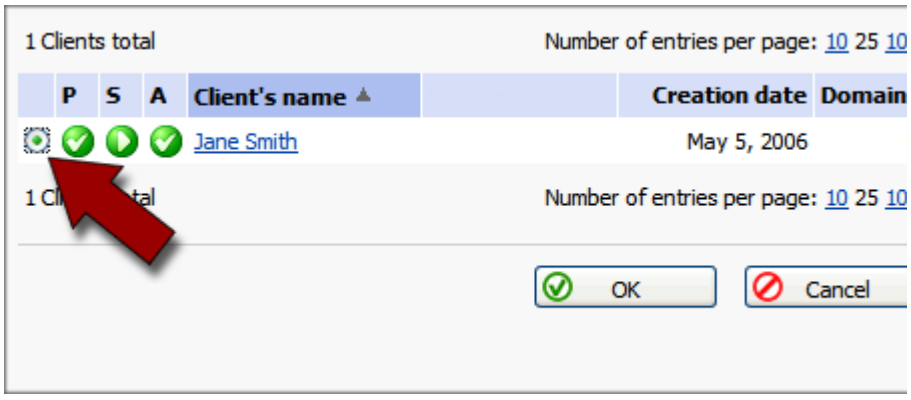

Fig. 3.8 - Selecting the client for a new domain.

5. Click **OK**. The domain creation page displays.

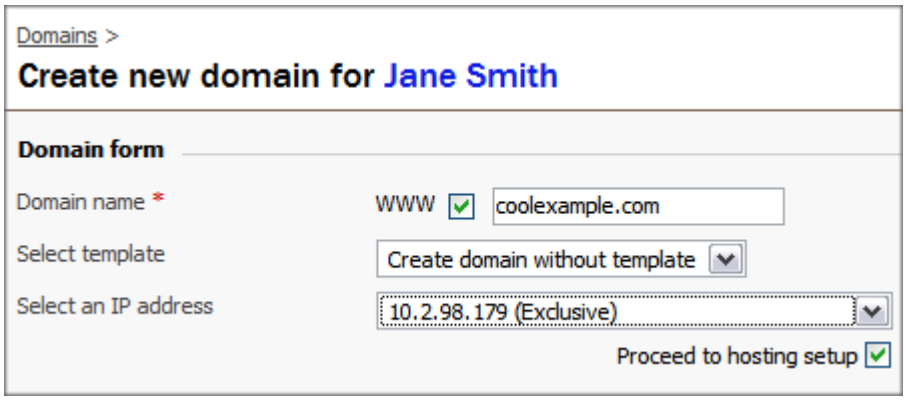

Fig. 3.9 - Selecting the client for a new domain.

6. Select the checkbox next to **www**.
7. In the **Domain name** field, enter a valid domain name (for example, coolexample.com). If you enter a domain name that already exists, Plesk asks you to change it.
8. Keep the default settings for the **Select template** and **Select an IP address** fields.

9. If you want to set up hosting for this domain now, select the **Proceed to hosting setup** option.

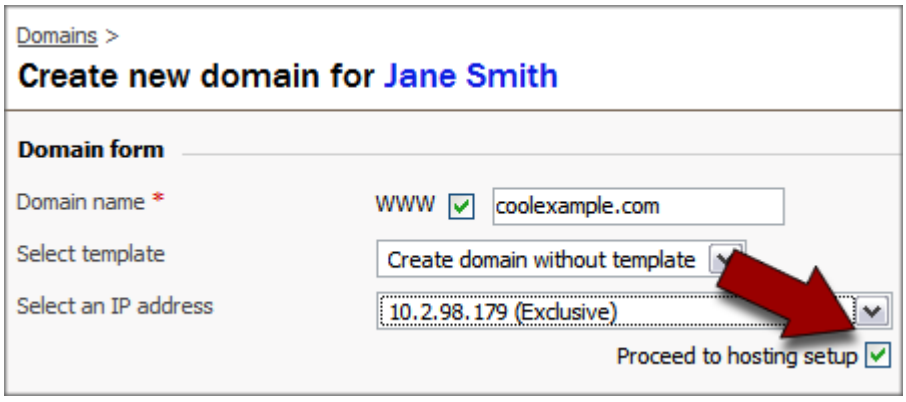

Fig. 3.10 - Selecting proceed to hosting setup.

10. Click **OK**.

Once Plesk creates your domain, you can specify the hosting configuration for this domain. In the next section, you specify your hosting options and create an ftp user name and password for your domain.

STEP 3 - SETTING UP HOSTING FOR YOUR DOMAIN

Using the hosting configuration section of Plesk, you can determine what features you want to enable on your hosting account. For example: SSL, disk space, SSH access, FrontPage extensions, SSI, PHP, CGI, and Web statistics.

You can also decide if you want to physically host your domain on this server or forward it to another domain.

In the following example, we set up a basic, physical hosting account for the domain we created in Step 2 - Creating a New Domain in Plesk on page 17. For more information about the various hosting features in Plesk, you can take a look at the Plesk documentation on SWsoft's Web site:

http://www.swsoft.com/en/products/plesk75reloaded/docs/

To Set Up Hosting for Your Domain in Plesk

1. If you're not already logged in to Plesk, log in using **admin** for your login and the password you created when you logged in to Plesk for the first time.

2. From the menu on the left, select **Domains**.

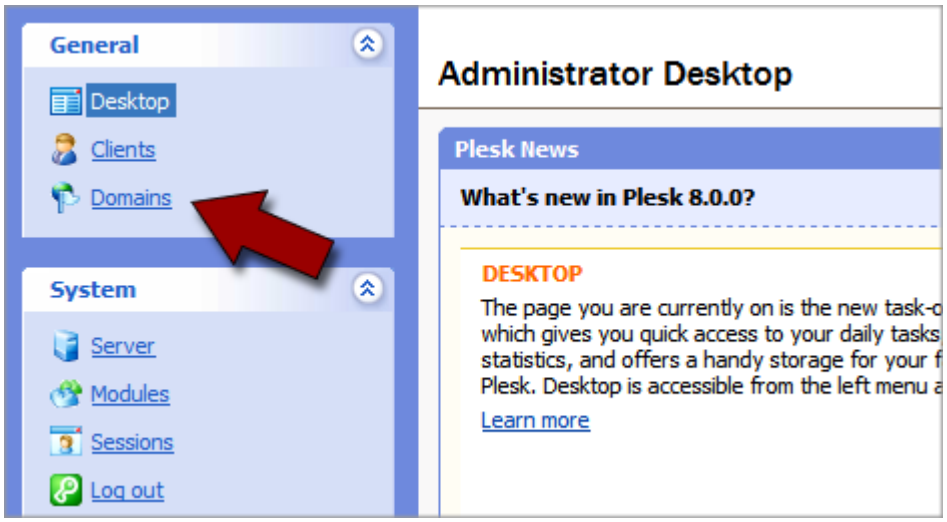

Fig. 3.11 - Opening the Domains section in Plesk.

3. From your list of domains, click the domain name that you want to set up hosting for. In this example, we set up hosting for coolexample.com.

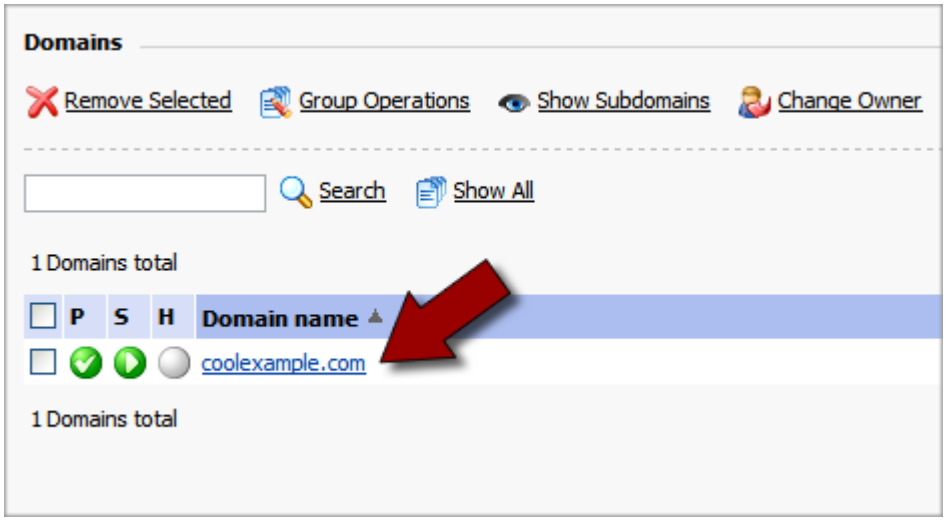

Fig. 3.12 - Clicking the domain name that you want to manage.

4. This is the management page for your domain in Plesk. Under the **Hosting** section, click the **Setup** icon.

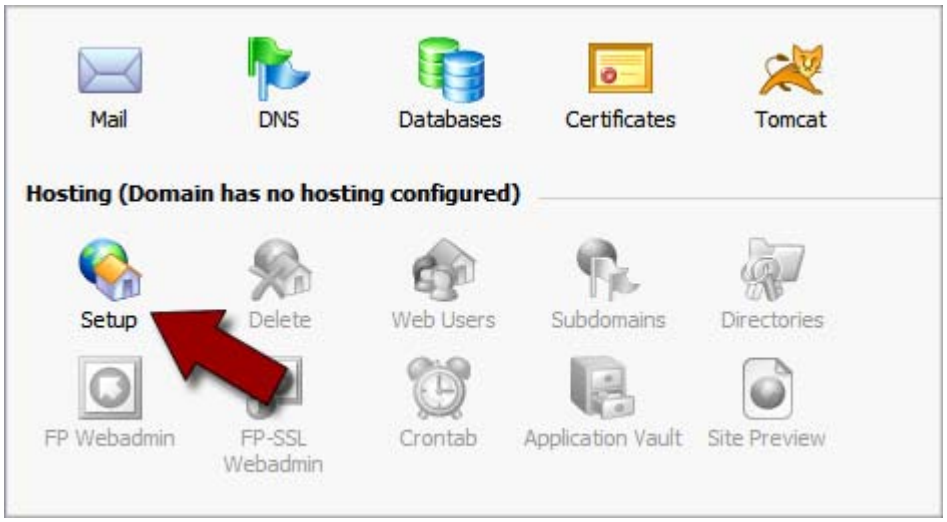

Fig. 3.13 - Setting up hosting for your domain.

5. For the **Hosting** type, select **Physical hosting**.

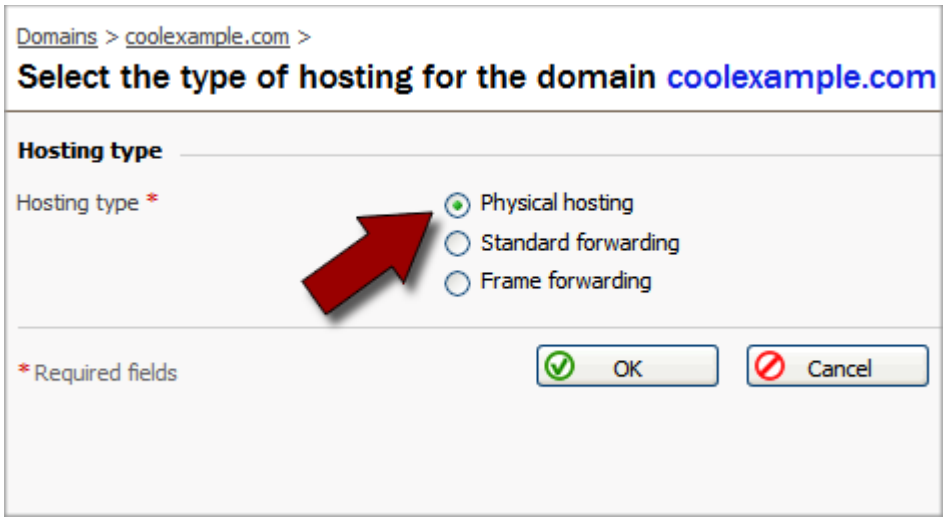

Fig. 3.14 - Setting up hosting for your domain.

6. This is the hosting setup page for your domain. Here, you have a number of hosting options for your domain. Go through the list and select the features you want to enable for this domain. At a minimum, you should create an FTP login and password.

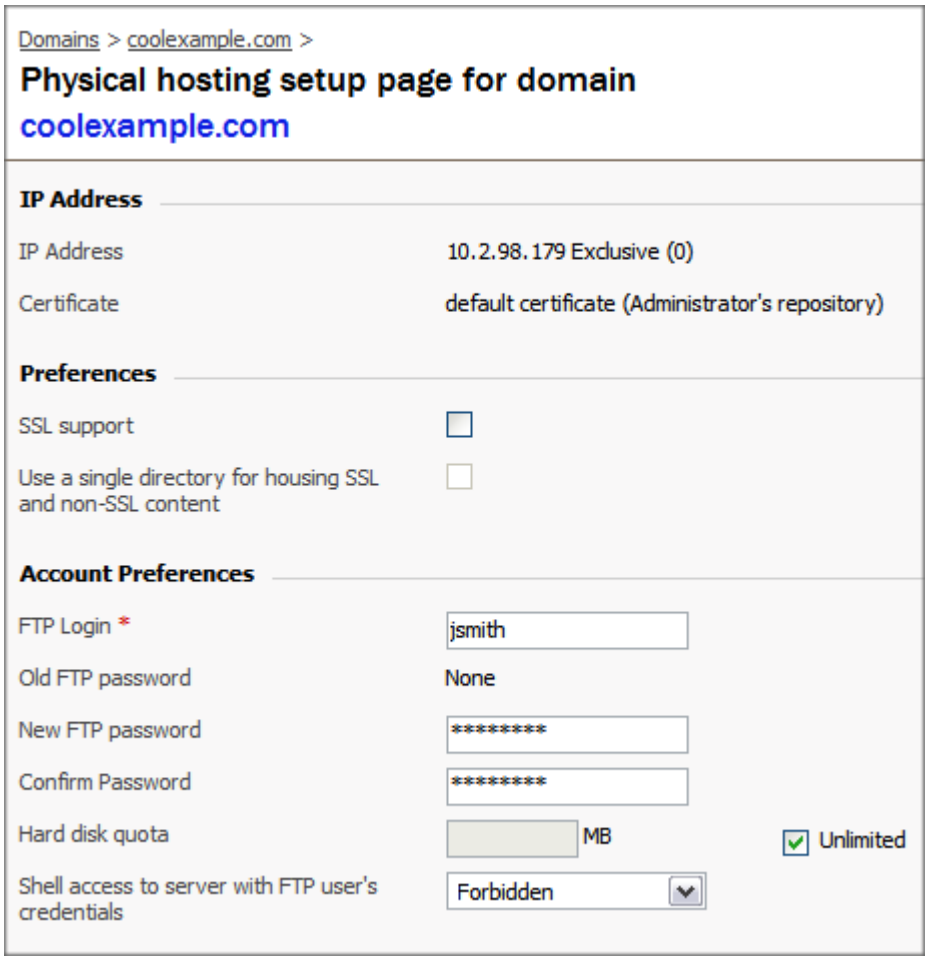

Fig. 3.15 - Choosing the hosting options for your domain.

7. When you've finished selecting the features for your domain. Click **OK**.

You can now access the directory for your domain and upload files using Plesk. **However, in order for people to see your Web site online, you need to configure the DNS for your site.**

The next section of this guide, Setting Up DNS for Domains on Your Server, walks you through DNS setup. Once you configure the DNS for your site, you can FTP into your Web site hosting directory in the same way that you would with a traditional hosting account.

Plesk has numerous features that can help you manage your server. To find out more about Plesk and the other features that we do not cover in this guide, please visit the SWsoft Web site at:

http://www.swsoft.com/en/plesk/

4. Setting Up DNS for Domains on Your Server

Note: If you purchased Assisted Service Plan with your virtual dedicated server, the set up of your initial domain name and its DNS is completed by our server support. This chapter is applicable only if you are setting up multiple domain names on your virtual dedicated server.

Name servers are the Internet's equivalent to a phone book. A name server maintains a directory of domain names that match certain IP addresses.

This makes it possible for people across the Internet to access your Web site using a familiar domain name, instead of having to remember a series of numbers.

This section of the guide walks you through setting up your virtual dedicated server as the name server for your domain and covers the procedure for assigning this name server to your domain.

After you set up your DNS, it can take up to 48 hours before your domain resolves to your IP address. This period is referred to as the propagation period.

We do not directly control the propagation period for your domain. While it should take no more than 48 hours, we cannot guarantee this time frame.

STEP 1 - CREATING A ZONE FILE FOR YOUR DOMAIN

To use your virtual dedicated server as a name server, all of the domains on your server must have a zone file. A zone file is the file that maps your IP address to your domain name. It's easy to set up a zone file for your domain in Plesk, because Plesk automatically creates a zone file for any domain you set up.

If you have not set up your domain in Plesk, please see Adding a Domain to Your Server Using Plesk on page 13 before proceeding.

STEP 2 - CREATING AND REGISTERING YOUR DOMAIN HOSTS

Once you set up a domain and create a zone file in Plesk, you need to create and register two domain hosts for your domain. If your domain is registered with us, you can log in to your account manager to complete this step.

If your domain name is registered with another company, you need to contact them for instructions regarding domain host registration.

To Register Your Domain Hosts

1. Log in to your **Account Manager**.
2. Under the **Domains** section, select **Manage Domains**.
3. Click the domain name you're going to host on your virtual dedicated server. In this example, we'll use coolexample.com.

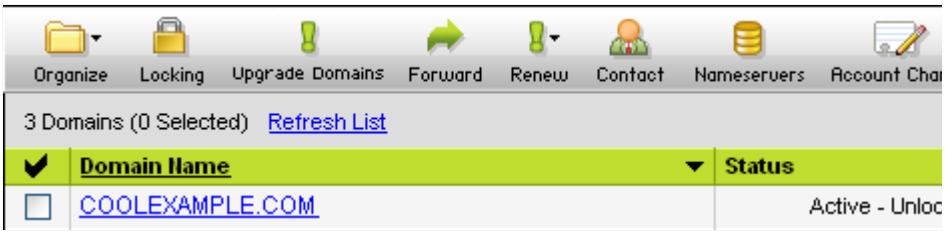

Fig. 4.1 - Selecting the domain you're going to manage.

4. On the bottom-left of the page under **Host Summary**, click **View / Modify Detail**

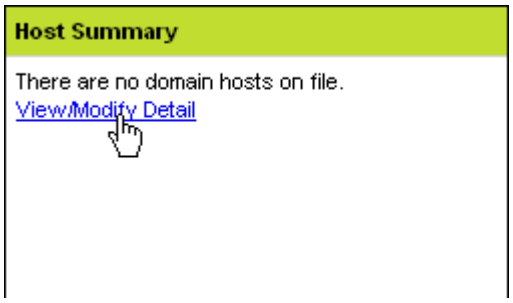

Fig. 4.2 - Opening your Domain Host Summary.

5. Enter a name for each of your domain hosts. This prefix can be anything that is easy for you to remember (like **NS1** and **NS2**)..

These domain hosts can be used for other domains hosted on your virtual dedicated server. You do not need to create new domain hosts for each of your domains.

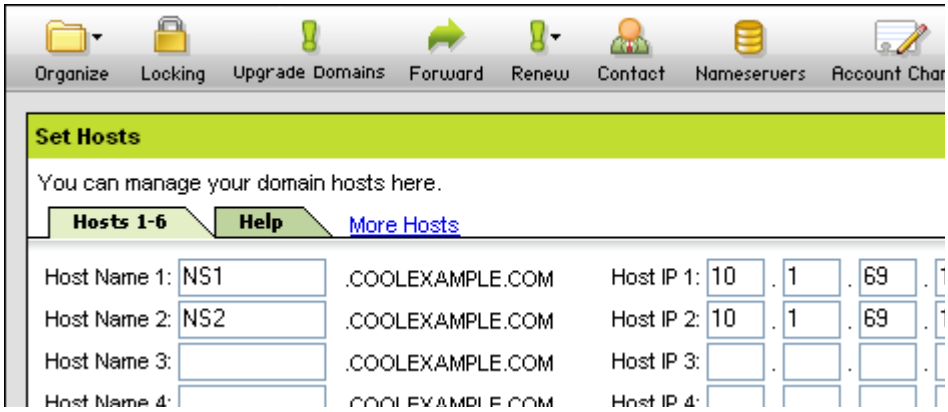

Fig. 4.3 - Entering your new domain hosts.

6. Enter the **IP Address** for your server. You can find the IP address for your server in your Virtual Dedicated Hosting Manager.
7. Click **OK.**

STEP 3 – ASSIGNING THE NAME SERVERS TO YOUR DOMAIN

Now that you created and registered two domain hosts, you need to change the information for your domain to use these new servers. If your domain is registered with us, you can log in to your account manager to complete this step.

If your domain name is registered with another company or you manage the DNS for your domains with a third-party tool, you'll need to contact them for information about assigning name servers to your domain.

To Assign the Name Servers to Your Domain

1. Log in to your **Account Manager**.
2. Under the **Domains** section, select **Manage Domains**.
3. Click the domain name you want to host on your virtual dedicated server.
4. Under **Name Servers** click the current name server names..

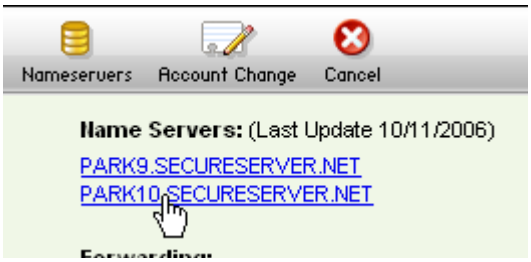

Fig. 4.4 - Opening the Set Nameservers section.

5. In the **Set Nameservers** section, select the **Custom Name Servers** tab..

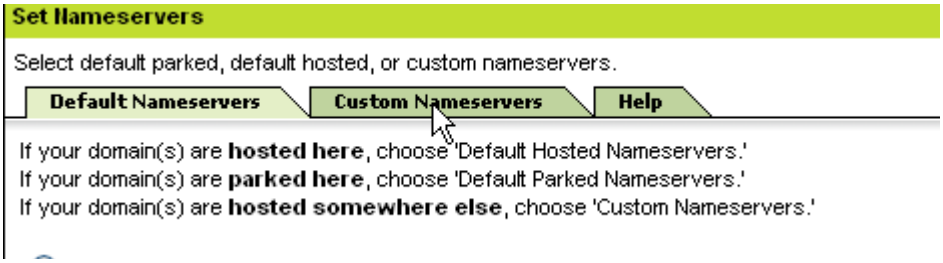

Fig. 4.5 - Opening the Custom Nameservers section.

6. For **Nameserver 1** and **Nameserver 2**, enter the names of the domain hosts you created previously. In this example, we're using ns1.coolexample.com and ns2.coolexample.com.

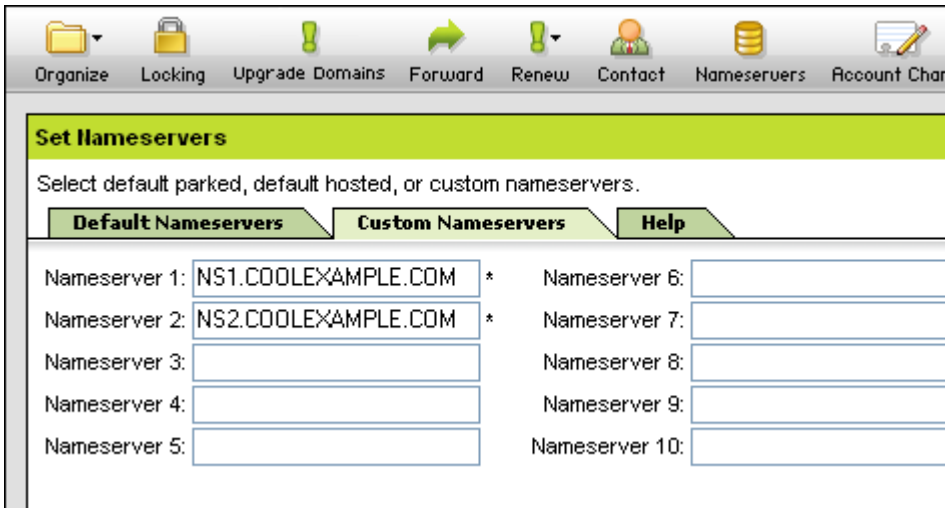

Fig. 4.6 - Updating the name servers for your domain.

7. Click **OK**

ACCESSING YOUR DOMAIN USING FTP (UPLOADING FILES)

After you set up your DNS, it can take up to 48 hours before your domain resolves to your IP address. This period is referred to as the propagation period.

Once your domain resolves, you will see the default Plesk index page when you type your domain name into a browser. This is an example of the default Plesk index page:

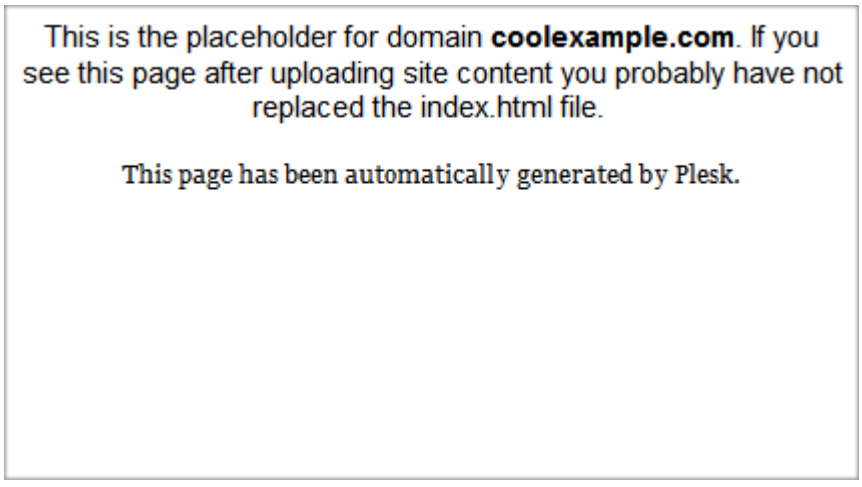

Fig. 4.7 - Example of the default Plesk index page.

When this page displays, you can connect to the hosting account for your domain using FTP or through Plesk to upload files to your Web site.

To make your Web pages viewable, upload them to the “httpdocs” directory in your hosting account. This directory is the root directory for your Web site.

5. Setting Up Email on Your Server

Once you have set up your domain and hosting, setting up email accounts in Plesk only takes a few steps.

If you followed the procedure in the previous section of this guide to set up the DNS for your domain, you do not need to modify your MX records to set up email accounts in Plesk.

USING PLESK TO SET UP AN EMAIL ACCOUNT

The easiest way to set up an email account for a domain on your virtual dedicated server is using the Plesk control panel.

To Set Up Email Accounts for Your Domain in Plesk

1. If you're not already logged in to Plesk, log in using **admin** for your login and the password you created when you logged in to Plesk for the first time.

2. From the menu on the left, select **Domains**.

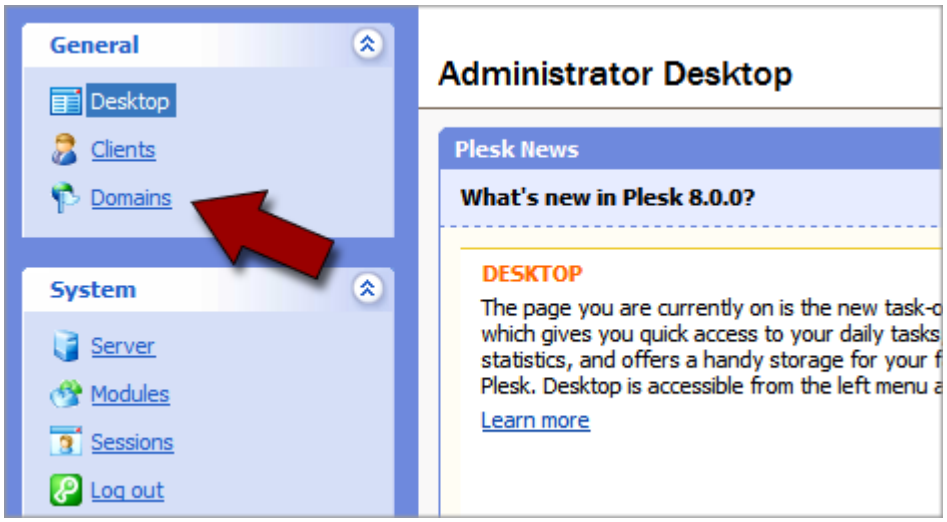

Fig. 5.1 - Opening the Domains section in Plesk.

3. From your list of domains, click the domain name that you want to set up an email account for. In this example, we set up an email account for coolexample.com.

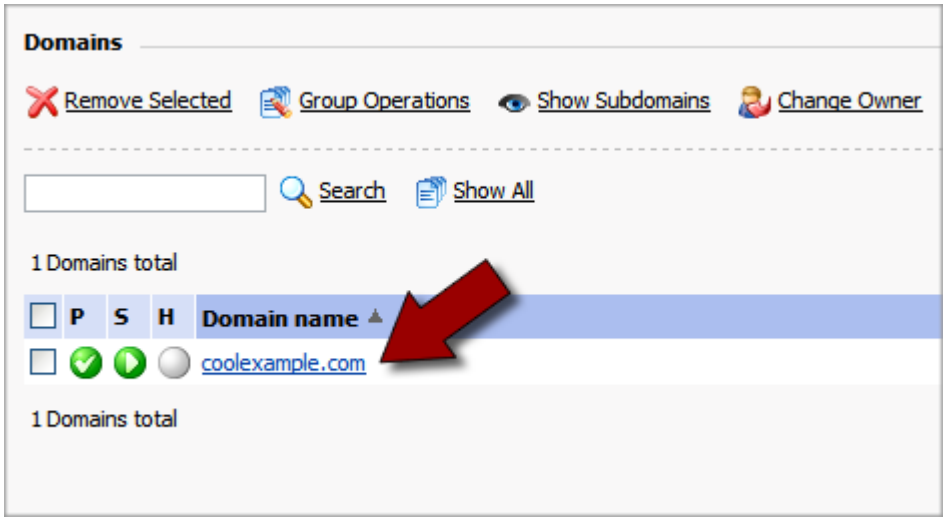

Fig. 5.2 - Clicking the domain name that you want to manage.

4. Click the **Mail** icon on the Domain administration page.

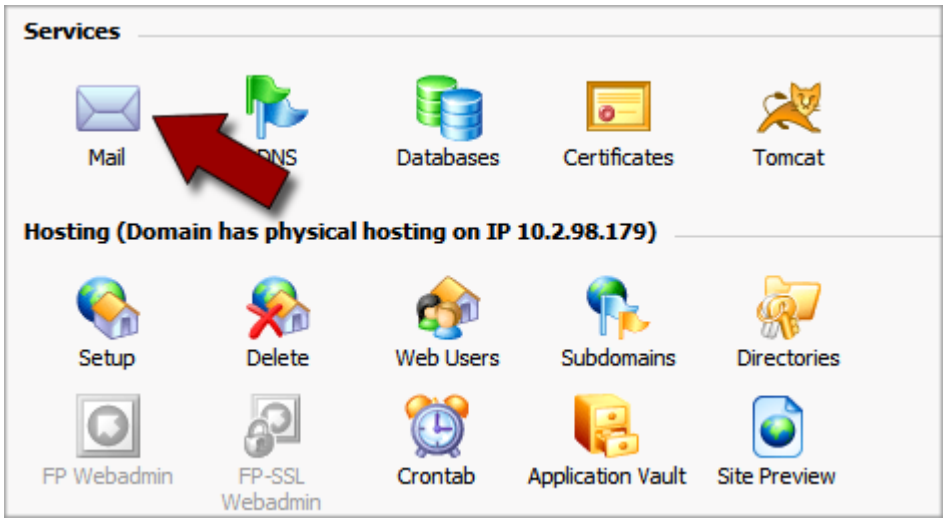

Fig. 5.3 - Opening the Mail section for your domain.

5. This is the Mail Name Overview page for your domain. In the **Tools** section, click **Add New Mail Name**.

Fig. 5.4 - Adding a new mail name.

6. Enter a **Mail Name** for this email account. In this example, we'll create an account for Jane Smith (janesmith@coolexample.com).

7. Create a **Password** for this account.

Fig. 5.5 - Creating a mail name.

You can also change the control panel access or mailbox quota for this email account on this page.

8. Click **OK**.

Now, you can further customize the settings for this account from within Plesk or connect to your account using an email client or Webmail.

CONNECTING TO YOUR EMAIL ACCOUNT

Accessing Your Account Using an Email Client

To access your email account using an email client, such as Outlook®, Thunderbird™, or Entourage®, you need the following information:

Email Client Settings for Mail on Your Virtual Dedicated Server	
User Name	The name of the email account you created in Plesk, for example janesmith@coolexample.com.
Password	The password you specified in Plesk when you set up your email account.
POP3 Setting	mail.*yourdomainname.com* Where *yourdomainname.com* is your domain name.

Email Client Settings for Mail on Your Virtual Dedicated Server	
SMTP Setting	mail.*yourdomainname*.com Where *yourdomainname.com* is your domain name. The outgoing (SMTP) server requires authentication and uses the same user name and password as the incoming (POP3) server.

For more information about setting up mail accounts in Plesk, you can look at the Plesk documentation on SWsoft's Web site.

Accessing WebMail for Domains on Your Server

Instead of accessing your email using a traditional email client, you can access your email on the Web using a standard Web browser.

If you have Webmail enabled in Plesk, you can access your email at:

```
http://webmail.yourdomainname.com
```

Where *yourdomainname.com* is the name of your domain that you set up on your virtual dedicated server.

Sign into your account using the user name and password you set up in Plesk or provided to you by your administrator.

For example, to access Webmail for the domain that we set up in this guide, you would go to http://webmail.coolexample.com. To sign in, you would use the email address for the account you want to access, janesmith@coolexample.com.