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## Online Presence Builder Upgrade Frequently Asked Questions (FAQ)

Updated November 2016

## Online Presence Builder

### Does the Online Presence Builder cost extra or affect my billing?

No. The Online Presence Builder and other updates will have no impact on your bill. Updates are automatically included in your current hosting package beginning on your upgrade date.

### Why don't I see the new Online Presence Builder in my account?

Online Presence Builder will be available to customers with a website hosting package. If you are not a hosting customer, please call us to learn about your website options.

### Do these changes impact my current website?

No. Your existing website will not change or be affected. Only after you design and publish a new website with Online Presence Builder will your existing one be replaced.

If you built your website using EasySiteWizard Pro, this application will no longer be available six months following your platform upgrade. Your live website will not be affected, but you will lose the ability to manage or make changes to your EasySiteWizard website once this application is sunsetted. We recommend taking this opportunity to launch a responsive new website that looks great across devices.

If you would like to keep a copy of your previous website, we suggest downloading a backup copy using FTP or the File Manager Pro application.

### What will happen with EasySiteWizard Pro?

If you built your website using EasySiteWizard Pro, this application will no longer be available after March 1, 2017. Your live website will not be affected, but you will lose the ability to manage or make changes to your EasySiteWizard website once this application is sunsetted. We recommend taking this opportunity to launch a responsive new website that looks great across devices.

### How do I use the new Online Presence Builder application?

The Online Presence Builder application was built with ease of use in mind. When you first log into the Portal, click on the **Websites** tab and select **Get Started** to launch Online Presence Builder. You can select a new design from a selection of stylish new designs created by professionals (remember, you can change your design at any time). Customizing your site is as easy as dragging and dropping your elements onto the page. Select elements from the left-hand menu (for example a heading, text or image), drag and drop it onto your web page, and double-click to edit the element.

We've included a user guide to help guide you through the process of upgrading your website using the new Online Presence Builder application. For helpful tips, see our Guide "Upgrading your Existing Website to Online Presence Builder".

**Do I need to build a separate mobile site with the Online Presence Builder application?**

No – Online Presence Builder uses responsive design to automatically adapt your site to render on every device: desktop, mobile or tablet. There's no need for you to spend the time developing a separate mobile-friendly site. Your website will automatically adapt to the device your visitors are using, with the important details front and center. When designing and editing your website, you can preview how it looks on desktop, tablet or mobile view.

**Can I change my design once I select it?**

Yes, you can change your design at any time. Select **Design** in the tool to view the available designs. You also have the option to preview how existing content will look with the new design before making the change.

**Can I transfer my existing website to Online Presence Builder?**

Not at this time. We built the new Online Presence Builder application with fresh new designs that are SEO-friendly.

We've included a user guide to help guide you through the process of upgrading your website using the new Online Presence Builder. For helpful tips, see our Guide "Upgrading your Existing Website to Online Presence Builder".

Once you choose a design template, you can easily copy and paste text and upload your existing images into the new builder. You might take this opportunity to refresh your content and make sure your details are up to date. When you're finished, you'll have revamped site that works on every device.

## Portal

**What upgrades have been made to my Control Panel and management tools?**

Your Control Panel, where you manage your services, has been upgraded to our new account management Portal. This upgrade includes a new look and feel, as well as improved navigation to access what you need to manage your website and other services.

To take a tour of your new Portal, log in at the same link beginning on your upgrade date with your existing username and password.

**Where can I access my Portal and Online Presence Builder?**

Log in at your regular account link with your username and password.

**Where can I reset my login password?**

Visit your account login page and provide your username. If you need to reset your password, select the **Forgot password?** option. A link to reset your password will be emailed. Once logged in, you can edit your username, email address, password and other details in your account settings.

Where can I set up my email addresses (where supported)?

If an email is included in your plan, you can create and manage email accounts when you log into the Portal by selecting **Add an Email** from your Quick Access menu on the home page, or by selecting **Advanced Tools > Email > EasyMail Setup**.

How do I check my email (where supported)?

There are a variety of ways you can access your mail: through Webmail on your desktop or mobile devices, through a desktop email client (like Microsoft Outlook or Mac Mail) or through an email client on your mobile devices.

If you need detailed, step-by-step instructions on how to set up your email in an email client, open the EasyMailSetup in the Apps section, click **Launch** and select **Help** from the top-right corner of the window.

Will there be any change to the way I view my website stats in the Portal?

Going forward, you will be able to access your website activity using the Analytics application. To start tracking your website activity, click the **Analytics** tile in Portal and add your desired domain(s).

Your legacy raw data will still be available through Log Manager, however the WebStats application will no longer be available to view the data in a graphical interface.

## Sunsetting Applications

What does it mean if an application is being “sunsetting”?

When an application is “sunsetting,” it means that the application will be available to existing customers for a period of time after upgrading to Portal. When the sunsetting period is over, support will no longer be offered for that application and it will no longer be accessible from Portal. Your website and any related functionality of a sunsetting application will continue to work; however, you will no longer be able to manage the features from the sunsetting application. It is highly recommended that you switch to the “upgrade recommendation” during the sunsetting period.

For a full list of applications that will be sunsetting from your Control Panel and/or hosting package, please refer to this document: [Full List of Sunsetting Applications](#).

If I have used or am using an application that is being sunsetting, how will my published website be affected?

If your published website uses features or functionalities from an application being sunsetting, your published site will not be affected. At the date the application is sunsetting, application tiles (icons) will be removed from your new control panel, the Portal, and you will lose access to the application to manage your published services. It is highly recommended that you switch to the application “upgrade recommendation” before the end of the sunsetting period.

### Can I update my existing website once EasySiteWizard Pro has been sunsetted?

After March 1, 2017, if your website was built using EasySiteWizard Pro, you will no longer be able to access the application to make edits to your existing website. To make edits, you will need to rebuild your website using the Online Presence Builder application.

Your published sites will be unaffected.

### How do I rebuild my website using Online Presence Builder?

We've included a user guide to help guide you through the process of upgrading your website using the new Online Presence Builder, see "Upgrading your Existing Website to Online Presence Builder."

### What happens to my existing website if I rebuild my website using Online Presence Builder?

Your existing website will be overwritten once you publish your new website using Online Presence Builder. If you would like to keep a copy of your previous website, we suggest downloading a backup copy using FTP or the File Manager Pro application before publishing with Online Presence Builder.

### What suggestions do you have for replacing functionality in EasyBlogBuilder and EasyLiveChat?

Depending on your package, some users will have access to *WordPress Installer*, an application found within *Advanced Tools* in the Portal. Simply launch *WordPress Installer*, and follow the wizard to install WordPress for your Online Presence Builder website.

Some users may have to manually install third-party applications, such as WordPress. To manually install WordPress follow these instructions. The instructions will be very similar for installing other third-party applications.

1. Begin by downloading the WordPress app package to your computer (<http://wordpress.org/download/>).
2. Upload the WordPress app package to your hosting account using FTP or *File Manager Pro*.
  - To use *File Manager Pro*, launch *File Manager Pro*, found in *Advanced Tools*.
  - Click to open the folder to which you'd like to upload files (public.html). Create a new folder to upload and/or extract your WordPress files. The folder name you use will be used as the URL for your blog or webpage.
  - Click **Upload** on the top toolbar.
  - Click **Browse** (some web browsers will have **Choose File** instead).
  - Select the file on your computer that you wish to upload.
3. Most blog applications including WordPress store data in a database, so you will need to create a database using *MySQL Manager* and make note of the database name, username and password.
  - Access *MySQL Manager* through *Advanced Tools*.
  - If you haven't yet, you will first need to create a user.
  - Select the user you would like to use to create the database, and log in.
  - Select: **Create > Database** and enter a name for your database (e.g., wordpress).

- Select **Build Query > Run Query**.
  - You should now see your new database in your list of databases.
4. Next you will need to configure the installation file for WordPress: wp-config-sample.php.
- In the *Advanced Tools* section click the *File Manager Pro* icon.
  - Click public\_html to expand the folder.
  - Click the folder containing the Wordpress. If the folder is zipped, click **Extract** to extract the files, and then select the extracted folder.
  - Locate the *wp-config-sample.php* file, and right-click on the file, select **Rename** and change the name of the file to *wp-config.php*. Click the **Rename File** button.
  - Right-click on the *wp-config.php* file and select **Edit as Text**. When the file opens, look for the following information:
    - `define('DB_NAME', 'database_name_here');`  
`/** MySQL database username */`  
`define('DB_USER', 'username_here');`  
  
`/** MySQL database password */`  
`define('DB_PASSWORD', 'password_here');`  
  
`/** MySQL hostname */`  
`define('DB_HOST', 'localhost');`
    - Replace *database\_name\_here* with the name of the database you created (above in Step 3).
    - Replace *username\_here* with the username of the database you created.
    - Replace *password\_here* with the password of the database that you created.
    - Replace *localhost* with the DB Host of the database that you created (you can find this in *MySQL Manager* under the DB Host column).
  - When done editing, click the **Save** button, then close the file.

5. Open a new browser window and go to the installation page to run the installation script. Depending on where you installed the script, you will find it at either of the following URLs:

<http://yourdomain.com/wp-admin/install.php>

<http://yourdomain.com/blog/wp-admin/install.php>

Replace “blog” with the name of the folder where you uploaded and/or extracted your WordPress files in *File Manager Pro*.

Be sure to replace *yourdomain.com* in the example above with your actual domain name.

You should now see a WordPress installation wizard, beginning with a prompt to select your language, followed by “Welcome to the famous five-minute WordPress installation process!”

#### 6. Complete the Installation

Click **Install Now** and you should be taken to the final screen, showing the following message: Success! WordPress has been installed. You can now log in and manage your WordPress webpage. Your WordPress page will be live at <http://yourdomain.com/blog>, where “blog” is the folder where you uploaded and/or extracted your WordPress files in *File Manager Pro*.