

Cannot connect to Website, email or cPanel

If your cpanel password has been recently reset or if your email or your site is still not connecting from your PC please do the following:

1. **Try a modem restart.** This link may be handy <http://www.downforeveryoneorjustme.com/>
2. **Do a tracert** according to the following steps and provide the tracert results to us

so that we can assist you further:

- Please provide us with the output of the the traceroute result from your PC / machine from which you face the issue. You can get this result as follows:
 - If you are using a windows machine:
 - "Start" > "Run" > Type "cmd" - This will launch the command line interface.
 - In this interface, type the command: tracert YourDomainNameGoesHere <ENTER>
 - If you are using any other OS, type the following in the console[The Console is located at /Applications/Utilities/Console.]: traceroute YourDomainNameGoesHere
- 3. **Look up your IP address** – use www.whatismyip.com and send to us in case your IP may need whitelisting at the server.