Useful Notes About Passwords

A note about passwords

In the internet world strong passwords are necessary for online security. Passwords are as precious as your house keys, car keys. When you keep your passwords safe, your web contents stay safe too.

In order to login to the back-end of any web hosting accounts, and any sub accounts associated with your web hosting, you are required to know the following three login combinations:

(1) The internet address or URL >> (2) the unique Username >> (3) the unique Password

1. To log in to the Oceania MEMBERS AREA

As an Oceania client the Members Area portal enables you to access all your client details and also information about the products and services you purchase from us. The login username is the same as the main profile email address that we use to contact you. Members Area login is found on www.oceaniawebhosting.com.au

2. To log in to cPanel

cPanel is the graphical interface for hosting users which provides automation tools designed to simplify the process of hosting a web site.

Log in via the Members Area or please see your Welcome email for your unique cpanel username and password. Please contact us to have your password reset any time.

3. Content Management

If your site was created using software like Wordpress; Joomla, Soholaunch; any Softaculous platform etc to build your website then to administer the site your will have received a CMS login. We do not keep a record of your CMS logins and you should retain this information

locally. In some cases we may be able to assist you to retrieve the logins – please contact Support

4. Email

Email accounts are set up in cPanel and each email address can be accessed either via webmail (the choice of mail reading clients includes Horde, Round Cube or Squirrel Mail)

OR

You can configure your PC or smart device to fetch the mail for you. You will need to know each email address and its associated password to access either webmail or to configure your mail client.

We do not keep any record of email passwords and if you are unable to remember your password there is only one solution. Use cpanel to create a new email password.

5. Domain Name Registration

Please log in to the Members Area and click on the Domains Menu for all details regarding your domain name(s) registered via Oceania.

For other Registrars please check the WHOIS or www.ausregistry.com.au to contact your Registrar about your Domain Password.

GENERAL NOTE

Please keep a safe record of all passwords used in your accounts – avoid sending via email and always remember to Log Out of your applications.

Make sure all passwords are mix of alpha-numeric and not a dictionary word. Just because you thought of a difficult word from dictionary does not make you safe. Reset password if you are hacked.

There is a highly secure Password Generator found in cpanel>>Preferences >> Change Password.

Protect your password

Do *not* write down your password. Instead, memorize it. Do not share your password, in particular with anyone who claims to be from a caller claiming to be computer support or a vendor, unless you are certain that they are who they say they are. Do not allow anyone to watch you enter your password. Do not enter your password on a computer that you do not trust. Change your password often.

Tips to choose a password

The Password Generator system attempts to prevent particularly insecure passwords, but it is not foolproof. Create your password wisely. Do not use words that are in a dictionary, names, or any personal information (for example, your birthday or phone number). Avoid simple patterns. Instead, use UPPER and lower case letters, numbers, and symbols. Make certain that your password is at least eight characters long. When you choose a new password, make certain that it is not related to your previous passwords.

Complimentary Handy Password Sheet

Please contact us if you would like us to send you a Handy Password Sheet with space to include your own details.

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