

TIME Hosted Applications

General

- What is TIME Hosted Apps?**
 TIME Hosted Apps is a hosting service brought to you by TIME dotCom Berhad (referred subsequently as "TIME") specially designed for business customers. This service offers 2 plans which called TIME Basic Plan and TIME Premium Plan, powered by our partner Exa Bytes Networks and are only available for TIME Fibre Internet Basic and TIME Fibre Internet Plus. TIME Hosted Apps is also called Biz Tools and it acts as a tool for supporting most business users with their online application needs.
- What is unique about TIME Hosted Apps as compared to others?**
 TIME Hosted Apps provides a total storage size up to 100GB with additional applications for businesses.
- Is there a minimum contract period?**
 Yes. You will be bound accordingly with your broadband packages' contract period upon subscription unless stated otherwise.
- Can I subscribe to the TIME Hosted Apps packages only?**
 No. TIME Hosted Apps are bundled in together with the TIME Fibre Internet Basic and TIME Fibre Internet Plus. You will have to subscribe to these packages to enjoy the services.

Packages

- What are TIME Basic Plan and TIME Premium Plan?**
 TIME Basic Plan will consist of 1GB storage:
 - 1 Email Account
 - Domain Name
 TIME Premium Plan will consist of a total 100GB storage:
 - 99 Email Accounts
 - Domain Name
 - Web Hosting
 - Web Builder
 - E-Storage
- Which Packages of TIME Hosted Apps packages that are being bundled for TIME Fibre Internet Basic and TIME Fibre Internet Plus?**

The packages are as follows:

TIME Fibre Internet Basic

TIME Basic Plan				
Package	2M	6M	12M	24M
Email Address	1 x 1GB	1 x 1GB	1 x 1GB	1 x 1GB
Domain Name	Yes	Yes	Yes	Yes

TIME Fibre Internet Plus

TIME Premium Plan				
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Package	6M	12M	24M
Email Address	99	99	99
Domain Name	Yes	Yes	Yes
E-Storage	Yes	Yes	Yes
Web Hosting	Yes	Yes	Yes
Web Builder	Yes	Yes	Yes

- Are there any additional service charges that will be incurred?**
No additional charges are required for these services as it is bundled in together with the broadband packages.
- Can I upgrade my TIME Basic Plan to TIME Premium Plan hosted services?**
Yes, you can subscribe based on the charges below:

Total Storage Size of 100GB at RM80 monthly	99 Email Address
	Domain Name
	E- Storage
	Web hosting
	Web Builder

Alternatively, please contact our 24-hour Customer Service Centre at **1800 18 1818** for further information.

Service Requirements

- What do I require to enjoy this service?**
To connect to the TIME Hosted Apps, customer will need to subscribe to the TIME Fibre Internet Basic and TIME Fibre Internet Plus packages. Customers also will need an internet connection to enjoy the services.

Subscription and Activation

- How can I subscribe to the TIME Hosted Apps service?**
You may sign-up for this service via TIME's authorized channel partners, or our direct Sales team. However, you must subscribe to TIME Fibre Internet Basic and TIME Fibre Internet Plus packages to enjoy the hosted applications.
- Can I upgrade or change my package plan after I have subscribed to either a TIME Fibre Internet Basic or TIME Fibre Internet Plus package?**
Yes, you are allowed to upgrade the hosting plan. No additional fee will be charged for the upgrade.
- What is the billing process for the TIME Hosted Apps?**
Upon upgrading from TIME Basic Plan to TIME Premium Plan, customers will be billed in together with the broadband packages.

Domain Name

- What is a domain name?**
A domain, such as **yourcompany.com**, is easily recognizable way to identify your business on the internet. A domain is often registered by a company to reflect their trading name and mainly to represent a company over the internet. So the domain 'yourcompany.com' would have the website name:

www.yourcompany.com

and also email addresses in the format:

anyname@yourcompany.com

Your domain name is a unique identity that people will remember amongst the millions of others on the internet. They will be able to access your website and send you emails, and as long as you continue to renew your domain, your email and web address need never change again.

2. What domain extensions does TIME offer?

We offer you with the following types of domain names:

Domains Extension

.com
.net
.org
.biz
.info

Web Hosting (cPanel)

1. What is Web Hosting?

Companies that have websites lease web servers from web hosting services, either monthly or annually. Commonly, there are a multitude of services offered by a web hosting provider, depending on the individual needs of a client.

Web hosting works by bridging the gap between a website owner and the internet. Through hosting, a website has access to sufficient server resources and management tools. All web sites must have a web server. An estimated 90% of them are run through a leased web hosting plan.

If you have plans to build and maintain a web site, then it will be imperative that you become familiar with the many aspects of web hosting.

2. What is cPanel?

cPanel is a Unix-based web hosting, control panel that provides a graphical interface and automation tools designed to simplify the process of hosting a web site. cPanel utilizes a 3-tier structure that provides functionality for administrators, resellers, and end-user website owners to control the various aspects of website and server administration through a standard web browser.

3. I can't log into my cPanel, is there a login address other than <http://www.<your-domain-name>.com/cpanel>?

You can also try <https://www.<your-domain-name>.com:2083>. If that does not work, you will need to contact our Customer Service at 1800 18 1818 for assistance.

4. How do I change my password in cPanel?

You can use the **Change Password** area to change your password. In the X theme, it is on the main screen. In the X3 theme, it is under **Preferences** on the main screen.

5. How can I change a cPanel username?

This functionality is not available within cPanel. Since the site is tied heavily to the username (home directory, configurations, etc), there is no option to modify the username.

6. Can I run cPanel on the Mac® platform?

At this time, we do not have a version of cPanel and WHM is available to be run on an OS X Server. You can, however, access the cPanel interface using Safari, Firefox or another browser from a Mac computer.

7. My website asks for a username and password when I try to view it. How do I remove or change this?

Under the **Security** menu, go to **Password Protect Directories**. In this feature, you can modify the password protection settings for your domain. If your main domain asks for a password, modify the settings for public_html.

8. **"Write failed: disk quota exceeded." What does this mean?**
This means that you have used up the amount of disk space allotted for your account. You will be unable to save anything, as you have no space left. You can use the **Disk Space Usage** screen to locate files which can be removed to free up space.
9. **I need to know how to copy and paste HTML code to my website.**
You can edit the HTML code using the **File Manager** in cPanel. In the **File Manager**, select the file to which you wish to add the code, and click **Edit with Code Editor**. Then, you can copy and paste the code into the HTML file where it should go. We recommend testing this process on a test page, so that you do not make any unwanted changes to your live website.
10. **How do I set an HTML document to be the main page?**
You'll need to use index.html as the main page for your site.
11. **How do I upload my web page files from my computer hard drive?**
You can upload files to your site through the **File Manager** within your cPanel interface. Click on **File Manager**, and then scroll down to the directory you wish to put the files in.

You can also use an external FTP program to upload files. You'll probably want to create a FTP account to do this. Go to the **FTP Manager** and create an account with access to your public_html directory, then use your external FTP program to upload your site's files to that directory.
12. **What is my FTP port value?**
It's likely that you'll connect to port 21 for FTP. However, it is possible that your web host may have changed this port. Please contact our Customer Service at 1800 18 1818 for specific ports on your server.
13. **I accidentally deleted the public_html folder (or a file). How do I retrieve all of my files?**
There is no undelete option. You will need to restore this folder from your backups. You can use the **Backups** function in cPanel to restore a home directory backup. If you do not have backups, you will probably be unable to restore your information.
14. **Where do I need to place my index files?**
You'll need to place these in your public_html directory. This directory is where visitors will be able to see your website files.
15. **How can I restore a full backup file to my server?**
If you need to restore a full backup file on a server, copy the file to your daily backups directory and it should be available for restoring. Be sure to configure the backups correctly first.
16. **How can I back up my complete website to a drive on my computer?**
You can use the **Generate/Download a Full Backup** function in the **Backups** section of your cPanel interface.
17. **How can I add a logo on the top of my website in the URL bar?**
The logo that can be seen in your browser's URL bar is called a "favicon," meaning "Favorites Icon". These were initially used in the bookmarks for browsers and have lately been used in the URL bar as well. Search for "favicon tutorial" on your favorite search engine to find out all you need to know about it, and even find the online in-browser favicon creators.

For further info, please click here: <http://hosting.time.com.my/tutorials/>

Web Builder (EBossss)

1. **What is Web Builder (EBossss)?**

EBossss is an advanced website builder to help business users to kick start their dream or plan website. Easily create the website through the step by step navigator from creating the project, add the company name, web site title, upload logo, select the templates, tweak the template styles, choose the preferred navigator, create and manage page structure, edit the page with WYSIWYG html editor, add extra component, preview and publish the website.

2. How easy it is to build a site with EBossss?

If you can use Microsoft Word, you can build a website. It's that easy.

3. Can TIME design the website for the customers?

We do not offer web design services. EBossss Website DIY Kit is designed in a way where you can create your website even without any web design knowledge. There is wide selection of beautiful templates ready for you to choose from.

4. What are the major differences between websites built using EBossss and websites built by outsourced web designers?

There is not much difference in terms of web design if you know how to utilize the website builder in EBossss. Besides, EBossss saves you a lot of money to produce the same high quality website in just a few clicks away!

5. What is the greatest difficulty to build a website by using EBossss?

You do not have to be a skilful or experienced web designer to build a website by using EBossss. Creativity is all you need!

6. How can people find my site?

If it is traffic you seek, EBossss offers FREE SEO tool which can help you to optimize your website ranking in search engine. EBossss also provides the tools you need to track traffic and usage of your site, helping you learn how to better attract and engage visitors. If you want to keep your website private, you can prevent any unapproved visitors from viewing your content with password protection feature in EBossss.

For further info, please click here: <http://hosting.time.com.my/tutorials/>