2 - Managing Accounts as a Reseller

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Creating Accounts

Send your customer to go.illinois.edu/cPanelCreate (recommended)

Most of the time, the easiest way to create accounts is to send your customer to the self provisioning tool. Each reseller selects a custom support code they can pass on to their customers.

If you would like to change your support code, just let us know. This will cause the account to be associated with your reseller account automatically.

If you do wish to create the account yourself, you have a few options:

Use the provisioner to create an account on behalf of your customer

If you are just creating one account, this is probably the easiest way to go.

1. Visit the provisioning URL: https://web.illinois.edu:2083/?login_theme=illinois-create-account
2. Enter the domain name
3. Enter your custom support code
4. Click Create Account
   1. If you have multiple accounts to create, you can create additional accounts by filling and submitting the form again
5. Log in to the newly created account
6. Update the contact email address to your customer’s email address
7. Visit the Access Manager
   1. add your customer’s email address
   2. (optional) remove your own email address
8. If you need to make changes to the package or properties of the account, log in to WHM and modify the account as needed

Create an account from the WHM interface

If the accounts you are creating have special requirements such as a different package or quota than our general users receive, you might just want to start here.

1) Log in to your WHM account

2) In the left hand search box, search for Create. An option to create accounts will appear.

3) Fill out the dialog that appears:

- Make the beginning of the Domain and the Username the same thing
- Make sure to fully qualify the domain as username.web.illinois.edu
- Use the owner's illinois.edu email address in the email field
- Autogenerate a strong password. You don't need to know what it is. We'll be linking to their campus credentials in a later step.
- Choose the general user package or the custom package you have selected for this user
- Leave everything else as it is
- Click Create
1. Go to List Accounts

2. Find that account on the list and click the CP icon to log in as that account

3. Go to Manage cPanel Access under Commonly Used Features

4. Add the person's illinois.edu email address to the account access list
   - add any additional contributors needed. Campus users must use their @illinois.edu email address. External contributors must use a gmail address.

5. Double check that the dashboard show the correct feature set. If there are extra features, such as Email and Domain settings, the package application failed. To fix this:
   1. Go to Modify account
   2. Change package
   3. Click the correct package again
   4. Click Submit
   5. Re-check that this applied the right settings.
   6. If things still look wrong, open a ticket by emailing consult@illinois.edu

6. Email the user with login instructions, documentation links, or any other getting started information you would like to provide

Modifying Accounts

Modifying a single account

1. Go to list accounts

Only accounts that your reseller account manages will be listed here.

>> List Accounts
2) Find the account you would like to modify and click the + to expand the options for that account.

There are several common changes you can make individually from this screen:

- change the account password
- change the contact email
- change quota
- change the Plan (package)

Or, you can choose the Modify Account button to edit all of the features associated with the account the same way you do when initially creating an account through WHM.

**Account Modification Options**

>> Change Quota
**Quota Modification**

<table>
<thead>
<tr>
<th>User</th>
<th>Space Used</th>
<th>Quota</th>
</tr>
</thead>
<tbody>
<tr>
<td>itprojakramercst.web.lillinois.edu [itprojakramercst]</td>
<td>1.84 MB</td>
<td>Unlimited</td>
</tr>
</tbody>
</table>

**Total Space Used**

1.84 MB

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**Upgrade/Downgrade an Account**

Please select a new package for itprojakramercst

- Current Package: general-user-package

**Available Packages**

- WebhostingSvc
- basicHosting
- default
- general-user-package
- general-user-package-plus-addon-domains
- general-user-package_5gb
- no-personal-site

Upgrade/Downgrade
One weird oddity and some discussion

When choosing "Modify Account," making changes to the account that differ from the values specified by the package will give you a warning. Using the Change Quota button will not give you this warning, but the same conflict exists. If you use the Change Quota button, the option that is used by default is to keep the account on the existing package (marked not recommended). There are pros and cons to either resolution method.
If you set the account to have no package, it will not benefit from new features that may be added to the package later. If you keep the account on the current package, then if the package gets re-applied to all accounts any changes you have made will be reverted to the package values.

Since the most common type of change you are likely to make will be to increase quotas, our recommendation is to change the package for the account to a higher quota package rather than directly modifying the quota. We’re starting resellers with access to the general-user-package and general-user-package_5GB. If more space is needed beyond that, we ask that you submit a request to consult@illinois.edu. We will be tracking the frequency of need and the particular use cases for higher quotas for use in our budgeting processes.

Modifying multiple accounts

If you want to make the same change to many accounts at once, you can use Modify/Upgrade Multiple Accounts. The only changes supported by the Multiple Account option currently are package and locale changes.

>> Modify/Upgrade Multiple Accounts

Check the box next to each account you wish to modify. The new value of the setting must be the same for each account you modify in a batch.
Suspending Accounts

If you have an account that has an active security exploit you may need to suspend the account. You may also choose to suspend accounts prior to deletion as part of your regular account maintenance life cycle. You can use the Suspend Account textbox and button to give a reason for the suspension and actually suspend the account.

From List Account

>> Suspend account from List Accounts

>> Suspend Feedback
Suspended accounts will appear with a red (pink) background in your account list. When expanded the date and reason for the suspension will be shown.

**Suspended**

There is also a separate interface available for managing the suspension state of your accounts. You can use this interface to suspend or unsuspend accounts, however you cannot see the reasons for suspension from here.

**From Manage Account Suspension**

There is also a separate interface available for managing the suspension state of your accounts. You can use this interface to suspend or unsuspend accounts, however you cannot see the reasons for suspension from here.

**Manage Account Suspension**
Deleting Accounts

Similar to modification and suspension, you can also delete accounts from the account list or from the Terminate Accounts feature.

From List Accounts

>> List Accounts

Go to List Accounts, find the account you want to delete, and click “Terminate Account”

>> Terminate Warning
You will be sent to the Terminate Accounts interface with the full account name pre-filled in the search box and the termination warning visible for the account. Click "Yes, remove this account".

>> Terminate Successful

Alerts about the termination process will appear in the top right of your WHM window. When complete, you will see “Successfully remove accountname” in the notification area and the account will no longer appear in the list of accounts in the main body of the page.

From Terminate Accounts

>> Terminate Accounts, individual

The Terminate Accounts feature lists all of your accounts. You can search the list or show only suspended accounts to help narrow down your list. For each account you wish to delete, click the remove button at the end of the account’s row.
Terminate Accounts, multiple

If you check one or more boxes next to the listed accounts, the “Remove selected accounts” will become active. Click it to process multiple account deletions at the same time. You will receive a warning listing the accounts that you are about to delete so that you can click “Yes, remove the selected accounts”, then for good measure, they will ask you to check a box and confirm that you really do want to do it by clicking “Yes, permanently remove the selected accounts”. This is clearly the way to go if you think you might accidentally click the wrong thing somewhere along the way.

>> Remove Selected

>> Yes, remove selected
Yes, permanently remove selected accounts

Confirm Your Action

Delete selected accounts?

- Check this box to acknowledge that you are aware that this will permanently delete the following accounts: “itprotodelete”, “itprotodelete3”, and “itprotodelete2”

No, do not delete the accounts.

Yes, permanently remove the selected accounts.