1 - Reseller policies and responsibilities

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Reseller Agreement

Each reseller should have an agreement form in place with Tech Services that is reviewed every year. This form also serves as the request form for new resellers. The form will help us to understand your use cases, contacts, and support paths. This is also where you will define the support code that your customers can enter when provisioning their own accounts. Customers using your support code during provisioning will be owned by your reseller account.

https://go.illinois.edu/cPanelResellerAgreement

You may submit a new reseller agreement form at any time if you have changes in staffing or other information. If your reseller agreement form is over 1 year old, we will send you a request to complete a new form.

Reseller Participation

- At least one member of each reseller team must maintain membership in cpanel-reseller-discussion@lists.illinois.edu. By default, all members listed in the agreement form will be added to this list.
- A periodic reseller group meeting will be scheduled and all resellers will be invited. We will use this meeting time to make sure all resellers are aware of any upcoming changes and future plans for the service. This is also an opportunity to share with Tech Services and with each other any novel solutions you are developing and any issues you may be encountering. An agenda will be sent out at least 2 days in advance of each meeting. If there are no agenda items identified before a meeting, the call will still be open in office hours format.

Account Naming Policy

If you choose to create accounts manually, there will be no validation of your naming choices. It is up to you to ensure that you are following the naming guidelines. The guidelines for manually created accounts are the same as those outlined in the provisioning tool. The only exception is that you may manually create accounts that match an existing illinois.edu domain if the account is for the owner of that domain.

- Must not match a current NetID other than your own
- Must not match a current third-level domain in illinois.edu or uiuc.edu that your department does not own
- Must not match an existing cPanel account
- Must be between 9 and 16 characters if not your own netID
- Must Only contain the characters (a-z) and numbers (0-9)

Account Ownership Changes

If your customer has provisioned an account without your support code, Technology Services will "own" the account. Fill out the form at https://go.illinois.edu/cPanelChangeOwner to request that we transfer the account to your reseller.

Similarly, if you find that an account you currently own should be supported by Technology Services instead, you can use the same form to process that change as well.

Custom Offerings

Packages
Tech Services provides one basic package for most customers, the general-user-package. The package defines what features are available to the customer as well as quotas and limits. This should be the package you use for most of your customers.

A second package, general-user-package_5gb, is available for larger sites. Please do not choose this package for every site. A lower quota helps customers use space responsibly. Encourage customers to use complementary services for large files:

<table>
<thead>
<tr>
<th>Use Case</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large PDF files, or very many files to serve</td>
<td>UofI Box, <a href="https://uofi.box.com">https://uofi.box.com</a></td>
</tr>
<tr>
<td>Video files</td>
<td>Illinois MediaSpace, <a href="https://mediaspace.illinois.edu">https://mediaspace.illinois.edu</a></td>
</tr>
<tr>
<td>Large datasets</td>
<td>Illinois Databank, <a href="https://databank.illinois.edu">https://databank.illinois.edu</a></td>
</tr>
<tr>
<td>Image heavy website</td>
<td>use appropriate sizes and optimization for the web</td>
</tr>
<tr>
<td>Need for frequent backups</td>
<td>Keep 1 or 2 in account for easy restore, transfer others to an alternate location</td>
</tr>
</tbody>
</table>

If the customer understands and is using these techniques and still requires additional space, it is acceptable to upgrade their account to the 5GB option.

More than 5 Gb: contact us

If your customer needs more than 5 Gb, please contact us in order to discuss the use case.

Custom Packages

If you would like to customize the features available to your customers, please work with Tech Services to have a package created that meets your needs. Start by filling out the package request form. We'll schedule a 30 minute meeting to discuss your use case and gather any information we need to create the package. Not all features that exist in the cPanel software will be available to add to custom packages. For example, we will not be supporting any email account functionality or learning management system installations as those features are already provided by other campus services. Once the package is created, you will be granted access to that package and can use it to create new accounts or to upgrade existing accounts.

Softaculous Plans

By default there are many applications available through Softaculous. If there is a package that we have disabled that you would like your customers to use, please reach out to us to see if we can enable it for the general-user-package. If we feel it is not appropriate for all users, we can create a custom Softaculous plan for your use. Similarly, if you wish to reduce the number of options available to your customers, we can provide a custom plan for that as well.

Support Workflows

Tickets that come to Tech Services for a reseller's customer

Customers who contact consult@illinois.edu for support will receive first tier help from the Technology Services Help Desk based on information available to them in our knowledge base. If the Help Desk escalates a ticket to the cPanel Service team, the service team will respond to the ticket. We will also include future support information for the customer's reseller, based on the information provided in the reseller agreement form.

Tickets that come to a reseller for a Tech Services customer (or other department's customer)

If you receive a ticket that is for a customer who's supported by Tech Services, please send that ticket to consult@illinois.edu and mention the Web Hosting:cPanel queue.

If you receive a ticket for someone else, forward it to us as mentioned above and we'll find out who it does belong to.

Next: 2 - Managing Accounts as a Reseller