Web Hosting

1. What is a Web Hosting service?

Webhosting services allow individuals or organizations to have an Internet presence, often through having their own websites with their own Internet addresses (eg: www.yourcompany.com.my).

2. What re TM responsibilities related to domain and custom email services?

TM responsibilities:
Provide hosting facilities (web hosting Platform)
Provide email services with personalized domain.
Provide support on technical matters.

Customer's responsibilities:
Access to the control panel.
Customize and modify own web page.
Manage account via control panel for hosting email services.

3. What are the main features of a Web Hosting service?

A basic Web Hosting service should have the following:
- Internet address - domain name (www.yourcompany.com.my)
- Server storage
- POP mail - company e-mail
- Autoresponder mail - auto-reply e-mail
- FTP account - for website maintenance

4. What is Control Panel?

The Conttrol Panel provides an interface for you to manage your accounts. It is an interactive web-based Self-Care Account Management System Which can be accessed through your web browser. Control Panel URL is https://cp.netmyne.com. In Control Panel, you can make changes to your accounts (eg: change password, write auto responder text, etc). The User Guide is also available inside the Control Panel.

5. I did not specify my e-mail username during registration. Can I specify it later?

Yes, you can do it online. Just go to the Customer Login page and login into the Control Panel. Inside the Control Panel, you can specify your e-mail username and password.

6. What should I do if I forget my password?

First, try use our Password Reminder tool that will help you try recalling your forgotten password. If that does not work, you can contact our Help Desk for assistance. Alternatively, you can e-mail webhosting@netmyne.com.

7. How would the POP e-mail address provided by Web Hosting appear?

The POP e-mail address provided by Web Hosting is in the form of user@yourcompany.com.my, not user@tm.net.my as some may have assumed.

8. How many times can I send files to your server?

You can send as many files and as many times as you like as long as the files do not exceed the storage limit.

9. Is my content secure?

Yes. In most cases, security problems occur due to bad password management. Never reveal your password unless it is absolutely necessary. If you really have to do so, make sure you know to whom you give your password.

10. If I need more information on domain name, where I can find such information?

You can find it at www.tmsme.biz or call 100 for support.

11. If I need assistance for domain name, what should I do?

Please email to webhosting@netmyne.com. The expected reply is within 24 hours.