Shared Cloud Hosting

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How can I access cPanel

You can access cPanel using any of these 2 methods

1 Using Client Area

To access cPanel using this method, please login to Your client area and navigate to Your Hosting account
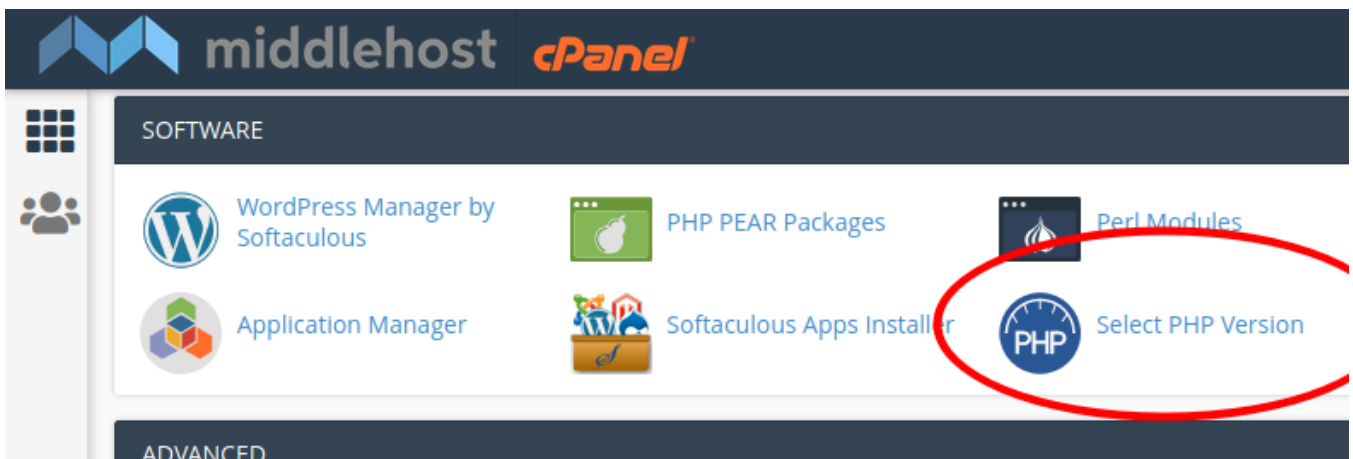
1. Click on Services on left sidebar.
2. Select the category of your product (Shared Hosting/ Cloud Hosting etc.).
3. Select Your Purchased product.
4. Click on "Access Control panel".
5. Click on "Click here to access control panel".

2 Using cPanel Login Information

To access cPanel using this method, please login to Your client area and navigate to Your Hosting account

1. Click on Services on left sidebar.
2. Select the category of your product (Shared Hosting/ Cloud Hosting etc.).
3. Select Your Purchased product.
4. Click on "Login Details".
5. Use these login details to login to cPanel directly
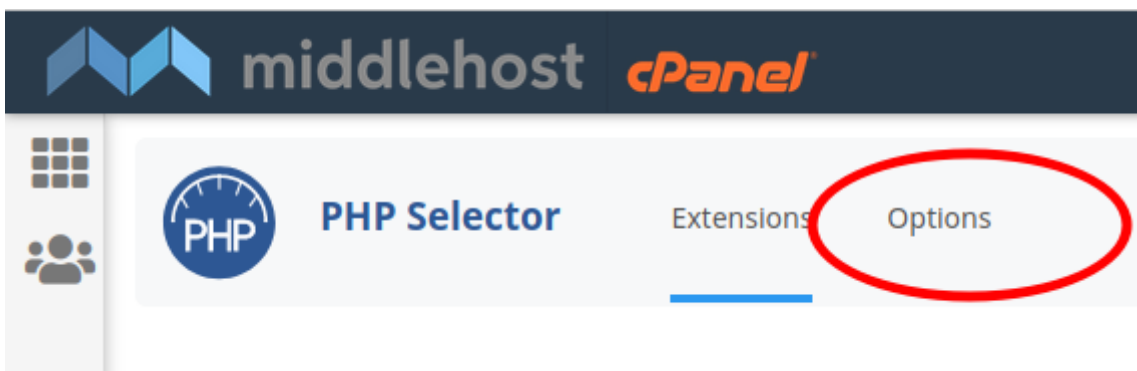
How can I Increase PHP memory limit in cPanel

This guide is applicable for the cPanel servers which have Cloudlinux installed and Cloudlinux's php selector is enabled.

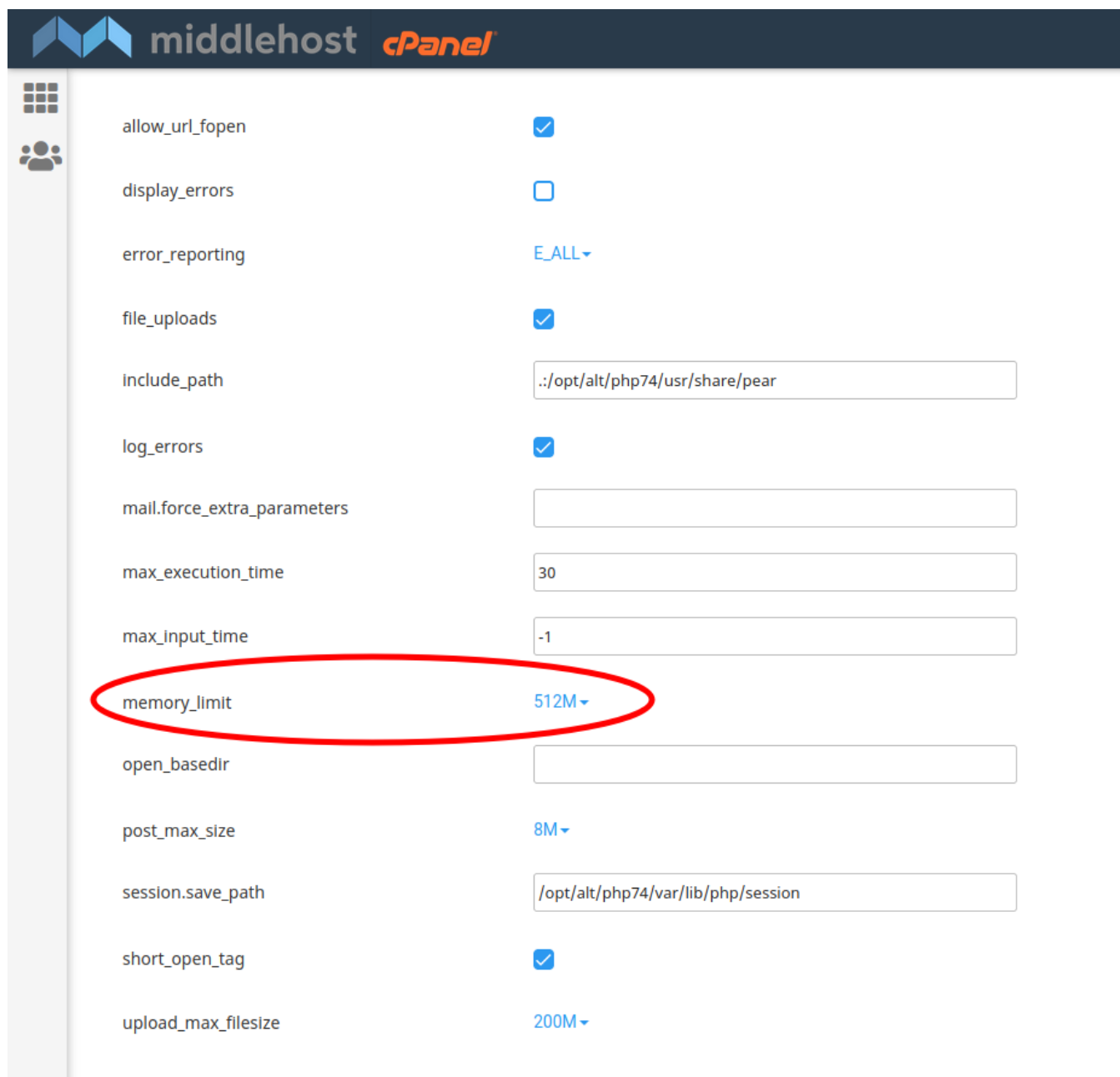To increase php memory limit, login to your cPanel and the follow these steps.

1. Click on "Select PHP Version" on cPanel under Software section.

2. Click On "Options" in PHP Selector

3. On Options page select desired php memory limit from the dropdown.

How can I change php version and install extensions

This guide is applicable for the cPanel servers which have Cloudlinux installed and Cloudlinux's php selector is enabled.
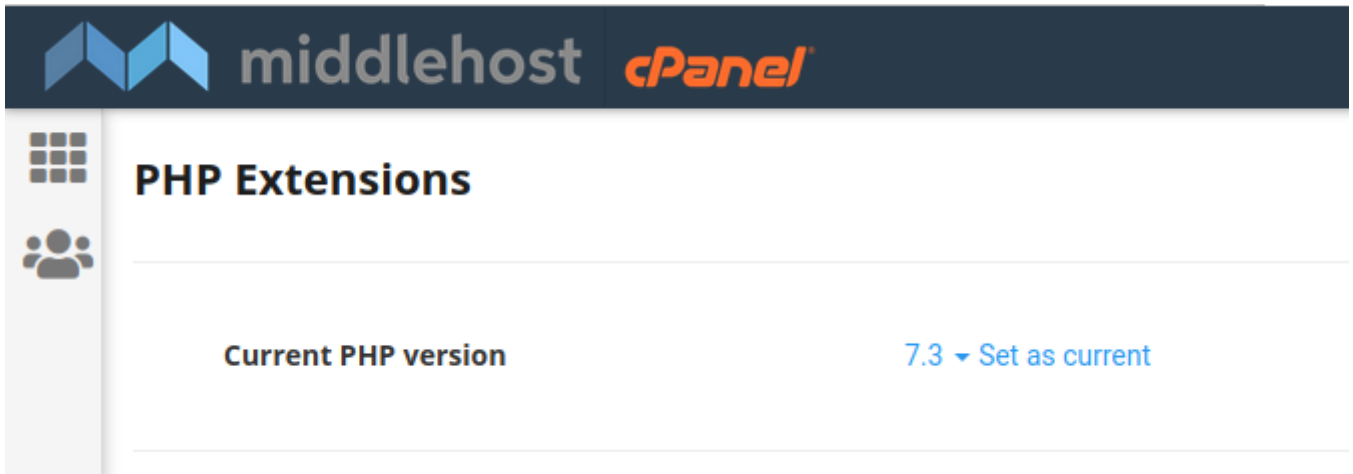
Login to your cPanel and the follow these steps.

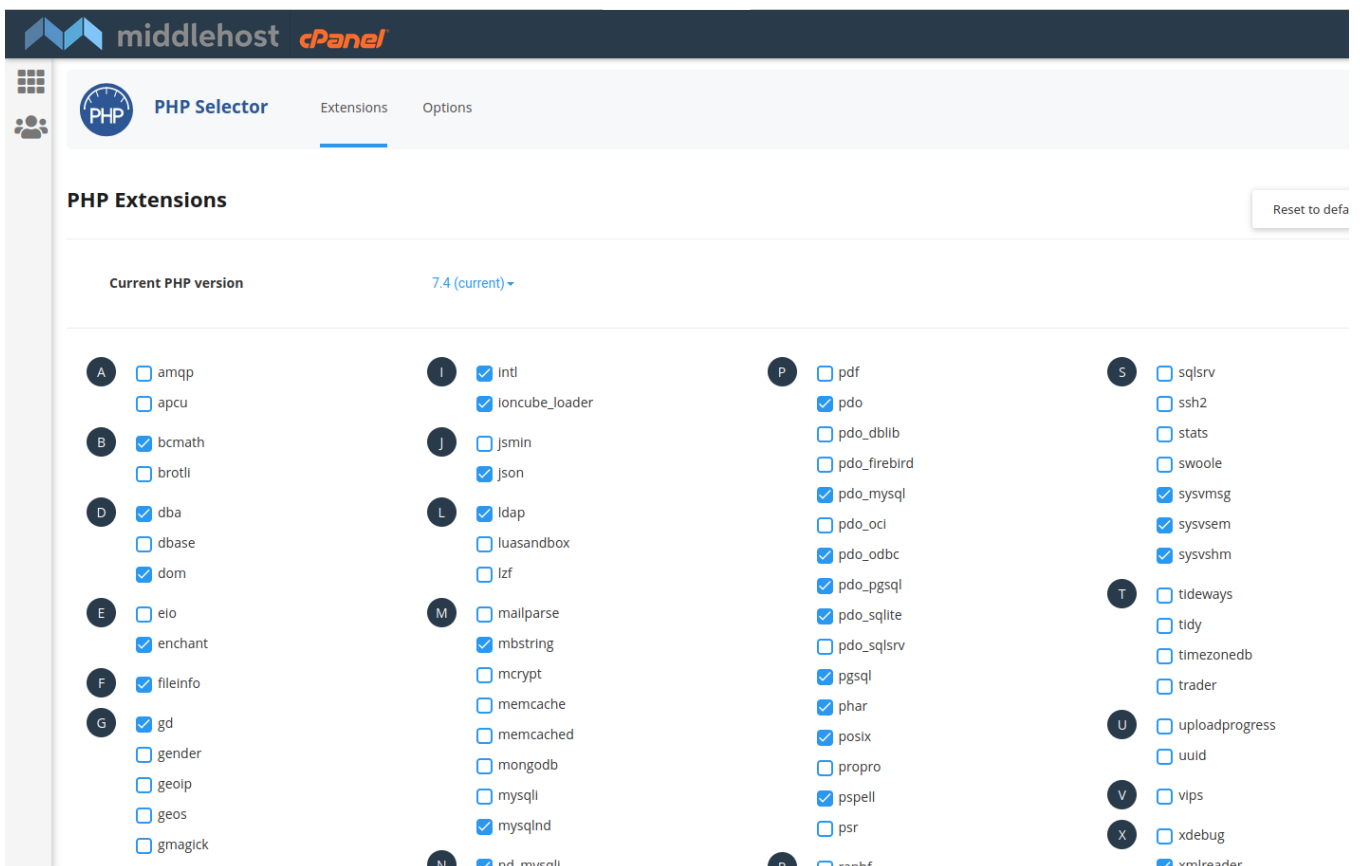1. Click on "Select PHP Version" on cPanel under Software section.

2. If You want to change PHP version select php version from the dropdown and then click on "Set as current".

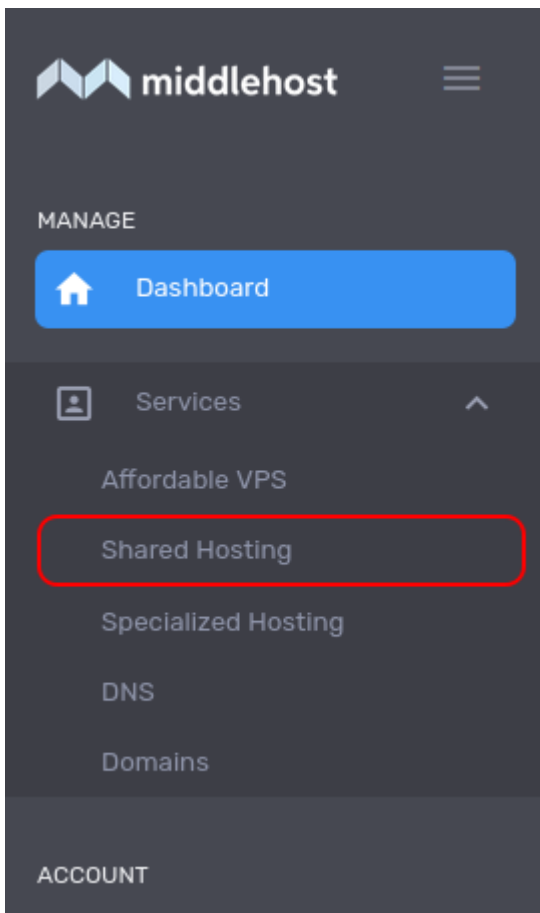3. Select the extensions which You want to install from the list

> If native is selected as php version then extensions list will not show. Make sure to select any php version as demonstrated in step 2 above

Where can I find my cPanel login details?

You can see your cPanel login details in client area. Please follow these steps.

1. From Left side bar in Clientarea, Go to Your Services -> Shared Hosting/Cloud Hosting

2. Select Your Purchased product

Cloud Hosting

All Active Cancelled

Filter da

List Services

⬍ Product/Service	⬍ Status	⬍ Price	⬍ Billing Cycle	⬍ Next Due Date	
Mantis (yourdomain.com)	ACTIVE	$16.99 USD	Annually	12/08/2022	⚙

3. Click on Login Details

☁ **HummingBird** ACTIVE

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Service Details
Access Control Panel
Access WebMail
Login Details
Account Usage / Info
Reset Password
Change Billing Cycle
Manual Service Renew
Related Services
Service Auto Renewal
Service notes
Change Owner
Unblock IP Address
Request Cancellation

Service Details

Domain	**Registration Date**
	22/08/2021

First Payment Amount	**Recurring Amount**
$29.99 USD	$29.99 USD

Next Due Date	**Billing Cycle**
22/08/2022	Annually

Service Details

Email Security	**Offsite Automatic Backups**
Outgoing SPAM and Virus Scanning (Included)	Monthly Backups (Included)
Upgrade / Downgrade	Upgrade / Downgrade

4. Click on Click here to Show login details

5. Use the URL, Username and password from above screen to login to cPanel.

Which Nameservers should I use on my domain?

If you are using an existing domain with your new hosting account, you will need to update the nameservers to point to the nameservers listed below.

We have 4 redundant nameservers spread over the globe to make sure that Your sites resolve as quickly as possible. Please use all these 4 nameservers on Your domain.

ns1.middlehost.com
ns2.middlehost.com
ns3.middlehost.com
ns4.middlehost.com

Each of these nameservers is located in different part of the world namely USA, Canada, Europe and Asia.

If You registered a domain from Middlehost, Inc. You do not need to update nameservers, because we by default set the nameservers during registration.

Free SSL

We provide free SSL with all of our shared cloud hosting plans. The SSL coverage is available for all domains (including addon domains) you host on our severs.

When is SSL installed on my new domain?

Once you point the domain to our servers using middlehost's nameservers, SSL is automatically installed within 24 hour after that. If you see that SSL is not installed within 24 hours after nameserver changes, please create a ticket and we will have a look at it.

We use third party SSL provide "Let's Encrypt". It requires us to validate the ownership of the domain (Domain Control Validation) by either uploading a file (HTTP DCV) or using DNS records (DNS DCV). We use the HTTP DCV option.

Once the file is uploaded on the server, the let's encrypt server tries to access that file. If their server is able to access the site, the ssl is issued and installed on the server.

Because the DNS propagation can take upto 24 hours, so after the dns changes, it may take upto 24 hours for the let's encrypt servers to point to correct ip and verify the DCV.

You can read more about it here. https://letsencrypt.org/how-it-works/

Our AutoSSL process is executed every 3 hours. As soon as your site is properly resolved for the Let's encrypt server, your ssl is generated during the next process execution.

If You're using our nameservers on domain and DNS changes are propagated but SSL is still not installed, You can follow this guide.

https://scribehow.com/embed/Install_Free_SSL__laOgM91LSAOqIxEAx2McCA

Cloudflare & SSL

If You are using cloudflare, the HTTP DCV and DNS DCV both may fail, because of the http to https redirections. In this case You can ignore the SSL in cPanel because cloudflare itself will provide the
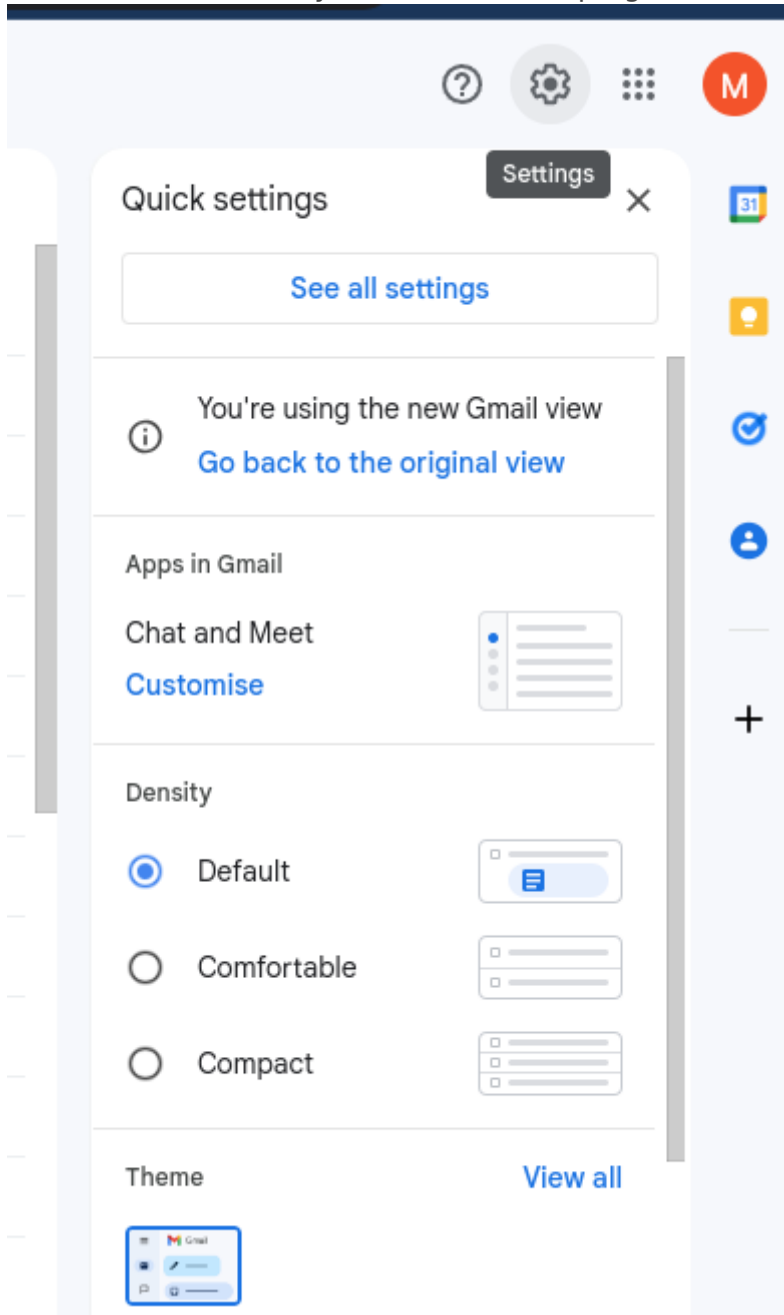
SSL protection for your domains.

Get Webmail Emails in Gmail

You can connect your webmail with gmail, so you can read emails directly from your gmail inbox.

To do this, follow these instructions.

1. Click on Gear Icon in your Gmail near top right corner and then click on "See all settings".

2. Click on "Accounts and Import"

3. Click on "**Add an email account**" link in front of "**Check email from other accounts:**"

4. Enter Your email address in Email Address textbox

5. Select "**Import emails from my other account (POP3)**" and click "**Next**"

6. Enter Your Email address in username textbox and type your password
7. Use the server hostname for the POP Server and keep default port 110 selected and then click "**Add Account**"

8. Your account is now configured to receive emails from your webmail. If you want to send emails directly from your gmail using the webmail email address, select "**Yes, I want to be able to send mail as**"and click "**Next**"

9. Click "**Next Step**"

10. Enter Same hostname in SMTP Server as you entered in POP Server in Step #7. Also use same email and passwords. and then click "Add Account"

11. You will receive an email from Gmail in your webmail.

12. Click the link in that email for verification and then click "**Confirm**". You should not be able to send and receive emails directly from your Gmail.