

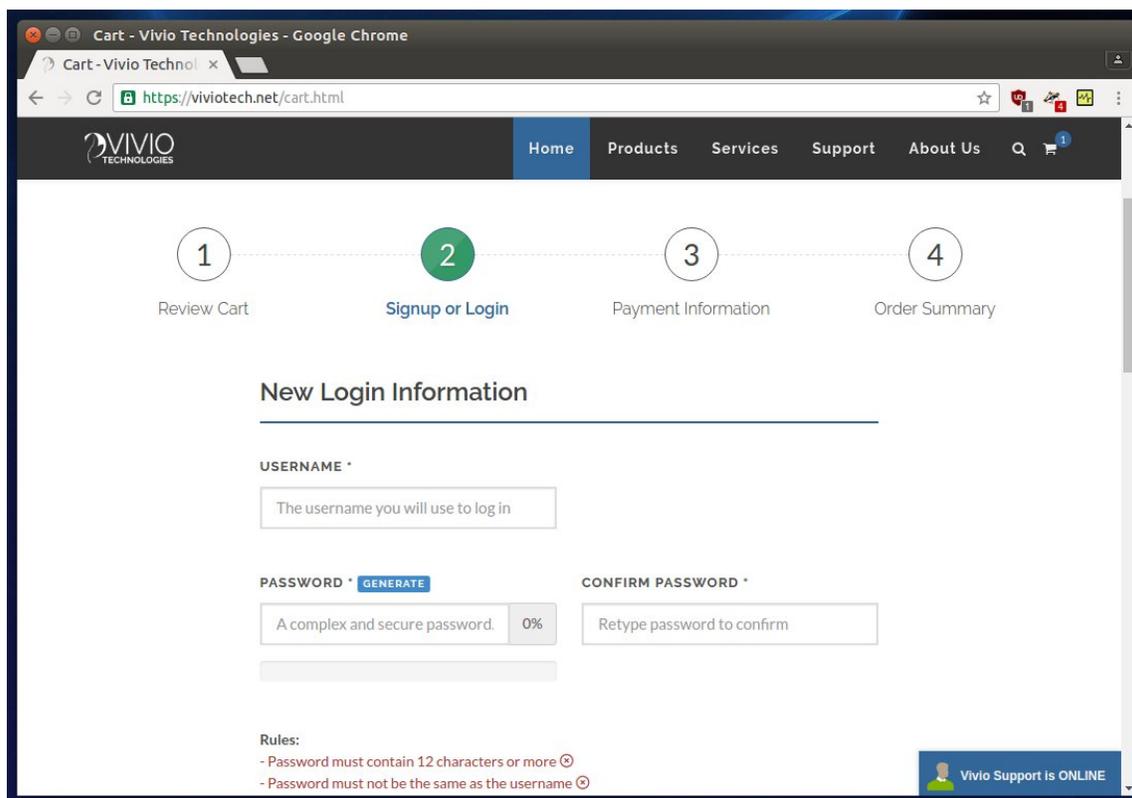
# How to access your Shared Hosting account for the first time

For first time users, logging into your account can be a complicated process. This article will guide you through the steps of retrieving your credentials from the Vivio Portal and accessing your cPanel Shared Hosting account for the first time.

Once logged in to cPanel, you can manage your sites, update your email addresses, and everything else you need to do to manage a successful online presence.

## Assumptions

This article assumes you ordered your cPanel Shared Hosting account through Vivio's online checkout process. It is during this process that you created your Vivio Portal username and password, and you'll need to remember those credentials to access your account. Here's a screenshot of the page where you created your Vivio Portal username and password for reference:



The screenshot shows a web browser window with the URL <https://viviotech.net/cart.html>. The page features a navigation menu with links for Home, Products, Services, Support, and About Us. A progress indicator at the top shows four steps: 1. Review Cart, 2. Signup or Login (highlighted in green), 3. Payment Information, and 4. Order Summary. The main content area is titled "New Login Information" and contains the following fields:

- USERNAME \***: A text input field with the placeholder "The username you will use to log in".
- PASSWORD \***: A text input field with a "GENERATE" button and a strength indicator showing "0%". The placeholder text is "A complex and secure password.".
- CONFIRM PASSWORD \***: A text input field with the placeholder "Retype password to confirm".

Below the password fields, there are two rules listed:

- Password must contain 12 characters or more
- Password must not be the same as the username

In the bottom right corner, there is a blue button that says "Vivio Support is ONLINE".

If you do NOT remember what you set your username and password to, you can use the "Reset Password" link on the <https://portal.viviotech.net/> URL and use your email address to have a new, temporary password sent to your registered email address. If you need further assistance with this, please see the password reset KB article.



## Step 1: Log in to Portal

Open your favorite web browser and go to the following URL: [Vivio Client Portal](#)

Using the username and password that you created when you went through the Vivio checkout process, enter in your username into the "Login Name" field, and the password you chose into the "Password" field. Once logged in, you should see something similar to the following screen:

**Vivio Technologies**

10 open tickets  
0 closed tickets

1 outstanding invoice(s)  
2 active service(s)

Log out

Menu

- Client Profile
  - [View Profile](#)
  - [Payment Methods](#)
  - [Change Password](#)
  - [View Contacts](#)
- Billing & Services
  - [View Invoices](#)
  - [View Services](#)
  - [View Credits](#)
  - [View Orders](#)
  - [View Quotes](#)
- Reports
- Domain Management
- Support

**Announcements**

Subject	Updated	By User
Welcome to the new Vivio Portal!	Mar/14/2016	jordan

[view all announcements](#)

**Account Summary**

Outstanding Invoices	1	<a href="#">view invoices</a>
Next Scheduled Invoice Date	Oct/01/2016	
Active Services	2	<a href="#">view services</a>

**Support Summary**

Open Tickets	10	<a href="#">view open tickets</a>
No Recent Support Activity		<a href="#">Submit New Ticket</a>

## Step 2: Find your cPanel Shared Hosting Service

Next, we need to navigate to your cPanel Shared Hosting service to retrieve the credentials to access your cPanel server.

In the left-hand menu, open up the "Billing and Services" drop-down list, then click on the "View Services" link. This will take us to a page that shows our active services.

- Menu
  - Client Profile
    - [View Profile](#)
    - [Payment Methods](#)
    - [Change Password](#)
    - [View Contacts](#)
  - Billing & Services
    - [View Invoices](#)
    - [View Services](#)
    - [View Credits](#)
    - [View Orders](#)
    - [View Quotes](#)
  - Reports
  - Domain Management
  - Support

**View Services: Current Services**

 View: **Current Services**

Current Services 1-2 of 2 Shown

ID	Service Description	Service Plan	Current Renewal Period	Cost	
346	<a href="#">[+] TPO - Ultra Shared Hosting</a>	Shared Ultra	Sep/01/2016-Sep/01/2017	\$ 0.00	<a href="#">Details</a>
349	<a href="#">viviosites.com</a>	Domain Registration	Sep/01/2016-Sep/01/2017	\$ 0.00	<a href="#">Details</a>

Current Services 1-2 of 2 Shown

In the screen shot above, we can see we have an Ultra Shared Hosting account, along with a domain name registration. Click on the "Ultra Shared Hosting" link.

### Step 3: Find your cPanel Login Information

Once you've clicked on the link for your service, you can see all the specific details of your service on the following page, including your access information, as shown in the following screenshot:

- Client Profile
  - [View Profile](#)
  - [Payment Methods](#)
  - [Change Password](#)
  - [View Contacts](#)
- Billing & Services
  - [View Invoices](#)
  - [View Services](#)
  - [View Credits](#)
  - [View Orders](#)
  - [View Quotes](#)
- Reports
- Domain Management
- Support

## #346 TPO - Ultra Shared Hosting (SU1501)

0 Open Tickets | 0 Closed Tickets

**Service Information**

Shared Ultra	Price/Annually	Setup
TPO - Ultra Shared Hosting	\$ 129.06	0.00
<b>Network</b>		
Shared Bandwidth Options: Unlimited Bandwidth	\$ 0.00	0.00
<b>Storage</b>		
Shared Storage Options: Unlimited Storage	\$ 0.00	0.00
<b>User Based Options</b>		
User Count: 1 User Login	\$ 0.00	0.00
<b>Subtotal</b>	<b>\$ 129.06</b>	<b>0.00</b>
<b>Discounts</b>		
Discount	\$ 129.06	0.00
<b>Total Discount</b>	<b>\$ 129.06</b>	<b>0.00</b>
Quantity	x1	x1
Total Annually Cost	\$ 0.00	
Total Setup Fee	\$	0.00

**Applicable Taxes**

There are no taxes assigned to this service

**Service Notes**

Special Instructions:  
Domain/Server: viviosites.com

**Child Services**

<a href="#">Managed Support</a>	\$ 324.00
Managed Support (MANAGED)	<a href="#">view</a>
Managed Support...Setup Fee	\$ 30.00

**Billing Information**

Unpaid Balance: \$ 0.00  
 Status: Active  
 Billing Period: Annually  
 Activation Date: Sep/01/2016  
 Billing Start Date: Sep/01/2016  
 Last Renewal Date: Sep/01/2016  
 Renewal Date: Sep/01/2017  
 End Date: No End Date Set  
 Post Renew: No  
 Bill In Advance: No  
 Auto-Charge:

Account: Credit Card 1111 - 01/17  
 Auto Suspend: Never  
 Auto Cancel: Never  
 Invoice Status: Billed  
 Outstanding Invoices: none

**Server Details**

User ID: viviosit  
 Password:   
 Domain Name: viviosites.com  
 IP Address:

**Control Panel Account Manager**

**Control Panel Host Details**

Login: <https://waterlily.viviotech.net:2083>

**General Details**

Type: cPanel Account

From here, you can click on your cPanel Login URL, which is the link found under **Control Panel Host Details** in the Login field, and use the credentials listed under **Server Details** to log in to your cPanel account.

### Step 4: Log in to your cPanel Account

Using the Log in URL and credentials we got from our Vivio Portal, we can now log in to our cPanel accounts, like so:



Username

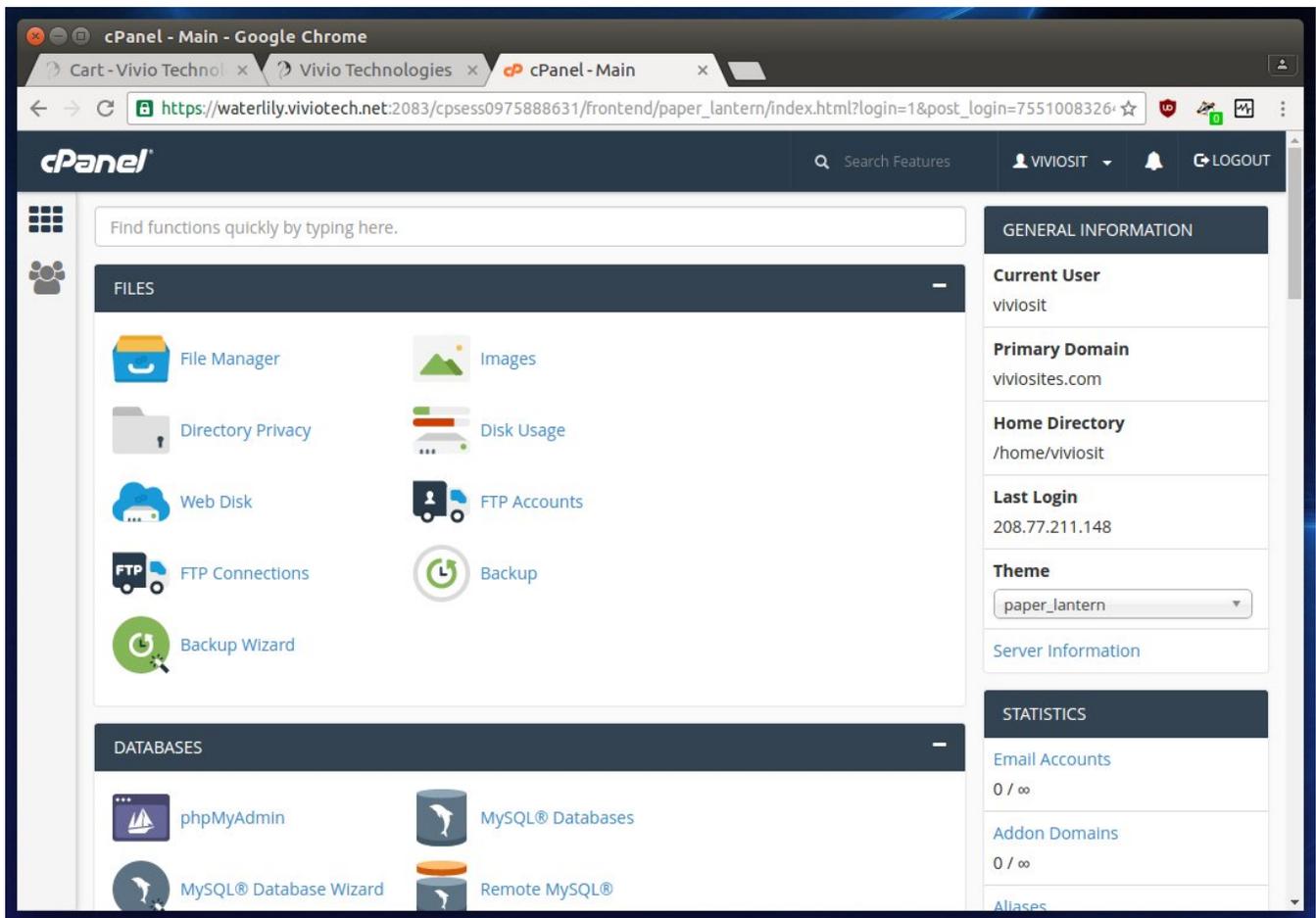
A text input field containing the username "vivosit". To the left of the text is a small grey icon of a person.

Password

A password input field with a grey lock icon on the left and a vertical cursor on the right. The password is masked with ten dots.A blue rectangular button with the text "Log in" in white, centered on the button.

[Reset Password](#)

Once we've logged in, we'll have access to all the tools we need to configure our server, install software, and maintain our site.



If you need additional help, please feel free to talk to us by creating a ticket in your Vivio Portal.

Thank you for choosing Vivio!

## Related articles

- [How to Preview a Domain by Modifying your Hosts File](#)
- [Accepted Payment Methods](#)
- [How to add or manage a credit card on file](#)
- [How to add two-factor authentication to your Vivio Portal account](#)
- [How to access your Shared Hosting account for the first time](#)