

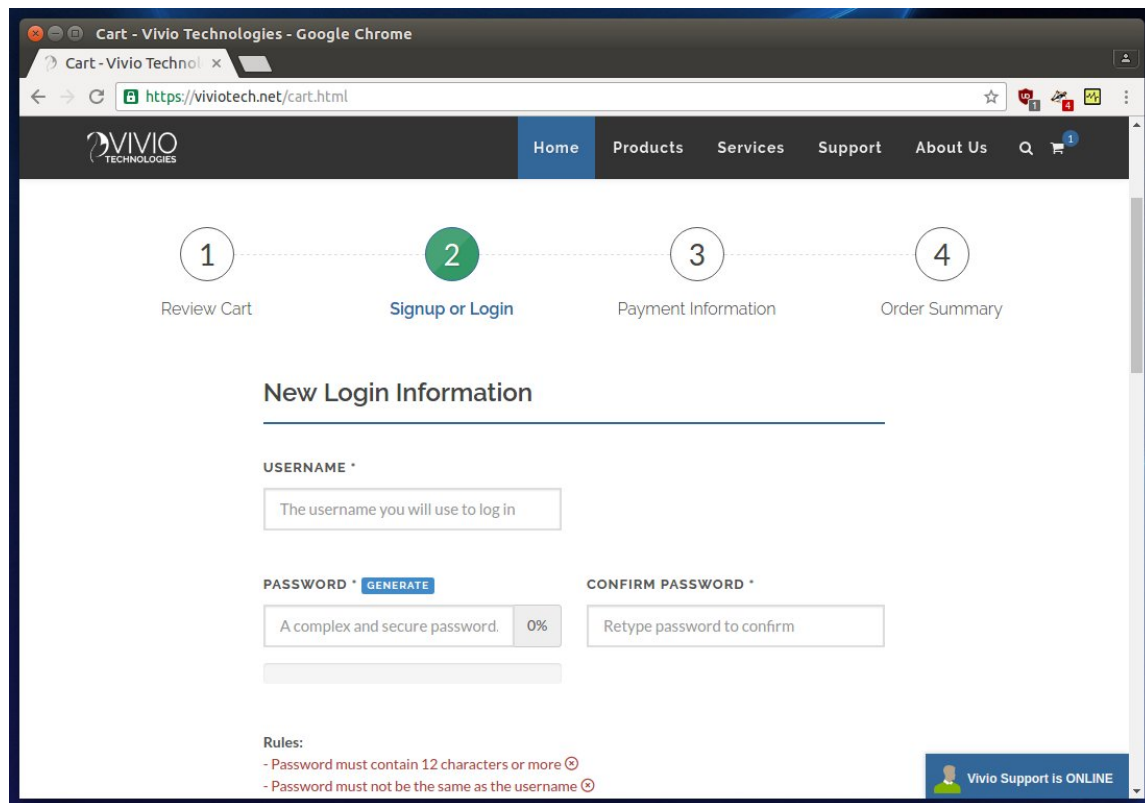
How to access your Shared Hosting account for the first time

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 titled "Cart - Vivio Technologies - Google Chrome" with the URL <https://viviotech.net/cart.html>. The page features a navigation bar with links: 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%".
- CONFIRM PASSWORD ***: A text input field with the placeholder "Retype password to confirm".

Below the password fields, the "Rules:" section lists the following requirements:

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

In the bottom right corner, there is a status indicator that says "Vivio Support is ONLINE" with a user icon.

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)

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 [view invoices]
Next Scheduled Invoice Date	Oct/01/2016
Active Services	2 [view services]

Support Summary

Open Tickets	10 [view open tickets]
No Recent Support Activity	[Submit New Ticket]

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 us our active services.

Log out

Vivio Technologies

10 open tickets
0 closed tickets

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

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	[+] TPO - Ultra Shared Hosting	Shared Ultra	Sep/01/2016-Sep/01/2017	\$ 0.00	Details
349	viviosites.com	Domain Registration	Sep/01/2016-Sep/01/2017	\$ 0.00	Details

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:

0 Open Tickets | 0 Closed Tickets

#346 TPO - Ultra Shared Hosting (SU1501)

Service Information

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

Managed Support	\$ 324.00
Managed Support (MANAGED)	view
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

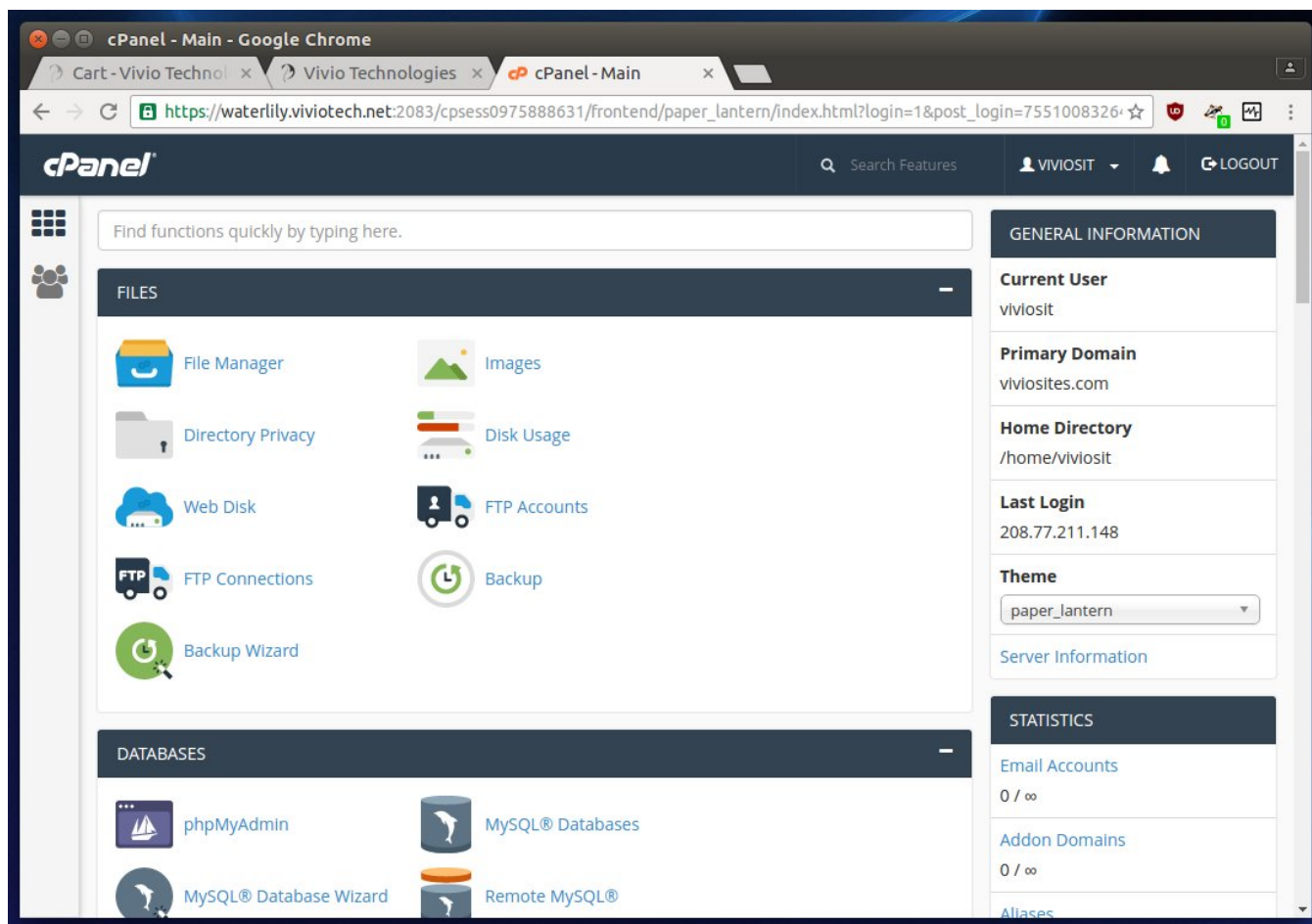
A text input field containing the username "viviosit". To the left of the text is a small grey icon of a person.

Password

A password input field with a masked password represented by seven dots. To the left of the dots is a small grey icon of a padlock.A blue rectangular button with rounded corners and the text "Log in" in white.

[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](#)