

# dbCanvas FAQ

dbCanvas Frequently Asked Questions. These are common questions asked about dbCanvas and its services. If your question is not here then please email your question to [webmaster@dbcanvas.com](mailto:webmaster@dbcanvas.com).

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## 1 : How do I set up a dbCanvas account?

Your dbCanvas account can be easily set up in just a few of minutes online.

### Account Setup

First setup a new account on [this page](#), simply setting up an account will not place any charges on your credit card. Once your account and credit information is entered, you will immediately receive an email with login instructions. Login to the 'My Account' part of this site with your new login information.

### Ordering New Packages

Once logged into the account interface, you can click the link labeled 'Order New Package'. You will be able to choose your dbCanvas package and term. You will also be able to order additional items on this page at a later date in time (such as additional disk space). Once you choose a package your account is billed and the package is added to your list of packages. Now you will need to setup the services in your package.

### Setting up Your Services

Most dbCanvas packages include several services, you will need to set up each service that you want to use. Log into [My Account](#) and you'll see your Packages listed. Click the button to View/Edit the new package you've added and you'll see the Package listed in detail. From this page you can turn your services off and on individually. If your service comes with multiple email boxes you will see them listed in here as well. Set up the mailboxes you want, you can always come back to set up more boxes later. To setup a dbCanvas web site you'll first need to set up the Domain service, then you'll need to set up the dbCanvas website service. Once you set up new dbCanvas site you'll receive an email with the default dbCanvas login information. You can also change your ftp password and mailbox passwords from the Package Detail Page.

## 2 : How do I change my FTP or email password?

These passwords can be changed from the [My Account](#) page. Once you've logged in you will see your Packages listed. Find the Package containing your dbCanvas site or mailbox and click the button to View/Edit the Package. Now you should see the services in this package listed. Find the service and username you're looking for then click the 'change password' link. Once you've changed your password on this page you will need to wait up to 5 minutes for the server to update your account.

### 3 : How do I check my email?

You can check your email by using the [web mail interface](#) or you can use your own pop3 program such as Eudora or Outlook.

To use your mail program to check your mail you will need the following settings.

Incoming (POP) mail server: mail.dbcanvas.com

Outgoing (SMTP) mail server: mail.dbcanvas.com

If you have created aliases for these hosts under your own domain then feel free to use them. For example...  
mail.yourdomain.com.

If you do not know your username and password you can go to the [My Account](#) page. You can also change your mailbox password from there.

## 4 : How do I login to my site using FTP?

You can login using either secure FTP (SSL/TLS) or regular FTP. We highly suggest that you use the secure FTP facility if you do not want hackers sniffing your passwords.

### **Secure FTP**

The secure FTP daemon uses SSL/TLS encryption for added security. You can use programs like [Flash FXP](#) to login using SSL. Make sure to set it to use 'Auth TLS' and disable secure file listings and transfers. Simply login to the hostname (www.yoursite.com) or IP address of your site. If you do not know your sites IP then you can find it on the [My Account](#) page. Set the port to 990. The first time you login you will have to accept the SSL certificate. Once logged in you will be able to upload and download files.

### **Normal FTP**

You really should never use this option, but if you have to you can. Just point your FTP program to your web sites hostname (www.yoursite.com) or IP address of your site. If you do not know your sites IP or username then you can find it on the [My Account](#) page to get it. The port is 21. Once logged in you will be able to upload and download files.

## 5 : Can I install other programs on my dbCanvas site?

Absolutely! There are thousands of 3rd party programs that you can use with dbCanvas. You have both FTP access as well as the MySQL Admin interface to the Database. When looking for additional programs we would suggest using PHP/MySQL driven programs to get the fastest results. dbCanvas can also make it easy to customize the look of your newly installed programs. You can generate the header and footer with calls to 1 function... `dbCanvasHeader()` and `dbCanvasFooter()`.

## 6 : Using Outlook Express to Check Your Email

If you already have a dbcanvas account, then you also have one or more Email boxes that can be checked either by using the dbCanvas webmail, or you can use Outlook Express or a similar program to retrieve your Email.

### Setting up your Outlook Express

If you don't currently use Outlook Express to check any Email with, the first time you open the program you will be prompted to setup an account using the Internet Connection Wizard. Follow the wizard, and use the following information when prompted for it:

Incoming Mail Server Type: **POP3**

Incoming Mail Sever: **mail.dbcanvas.com**

Outgoing Mail Server: **mail.dbcanvas.com**

Once you have completed the wizard, you will need to follow the direction below, which show you how to setup and check your Email settings.

\*\* If you can recieve Email, but get an error when sending Email that says **Relay access denied**, make sure that you have the box checked in your e-mail settings beside the Setting "My Server Requires Authentication" as shown in Step 3 and 4 below.

If you already use Outlook Express, and want to use it to retrieve your Email from your dbCanvas account, you will need to go through the steps outlined and illustrated below:

Step One: Navigate to through the top menu to **Tools** Accounts as shown below:

Step Two: Navigate to through the Internet Accounts menu to Add Mail as shown below, and then follow the Internet Email Setup Wizard to Add your dbCanvas Email Account using the server settings information at the beginning of this article:

Step Three: Make sure that you have the box checked in your e-mail settings beside the Setting "My Server Requires Authentication" as shown:

Step Four: Make sure that you have the box checked in your e-mail settings beside the Setting "Use the same settings as my incoming mail server" as shown:

You are now ready to send and receive your dbCanvas account E-mail with Outlook Express.