**Customer portal**

With our customer portal, you can manage everything related to your website in a simple interface. You can change your contact details, manage email addresses or give feedback on your website.

Let’s take a closer look at all the options the customer portal has to offer.

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**General information**

You can access the customer portal either with a link provided to you or by visiting <https://my.sitejet.domain/login> (Please change sitejet to your domain, if you enabled white-labeling) and entering your login data. The customer portal is divided into two areas: the "General" section, which deals with all information relating to you, and the “Website" section, which covers the functions relating to your website itself.

**Manage your data**

Under "My Data" you can enter your company information, such as your company name, managing director, address and contact details.

In addition, you can change your password for the customer portal here if you wish.

**Manage your email accounts**

As soon as we have activated a domain for you, you can create and manage your email addresses in the “Emails” section.

**Website**

Depending on the project status, there are various functions that you can access in the “Website” section.

**Manage your files**

You can access the “File Management” from the menu in all phases of the project so that you can upload files, pictures, or text at any time. Simply select the files from your computer or upload them by dragging and dropping them to make them instantly available to us. You can also select images or files from your phone or take pictures and upload them right away, when accessing the customer portal via phone. We’ll be automatically notified when your files have been uploaded.

**Share your wishes**

You can enter all your ideas for your website under “Wishes”, including design inspiration, general structure, logo, colors, text content, etc. This information will be available to us when creating your new website. Please be as precise as possible so we can best meet your needs.

**Leave your feedback**

It has never been easier to leave feedback. You’ll find an intuitive online feedback tool integrated directly into our customer portal. This tool allows you to comment on each element of the website directly on the website itself, giving us precise instructions on exactly what to change and where to change it.

**Edit your website**

Do you want to make changes on your own? No problem! We can give you access to specific elements on the website at your request, allowing you to edit them as you wish. In our customer portal, you’ll be able to access a simple CMS where you can make your changes. Because we’ll only make the relevant elements of the website editable to you, you don’t need to worry about the functionality or the design of the website. Just let us know what you want to edit, and we’ll make only that specific part of the site editable for you in the CMS.

**View statistics**

Your website statistics are activated as soon as your website is online and you begin to get visitors. This is where you can find analytics data about website visits.

**View form entries**

If we create a form on your website (for example, a contact form), the "Form entries" page will become available. You'll find all form entries that website visitors entered on your website listed here once the website has been published. Please let us know if you'd also like to receive these entries via email and provide us with the email address you would like to receive those entries with.

**E-commerce**

If you decided to use an Ecwid shop, the “E-commerce” option will appear in the customer portal. From here, you will be able to access your Ecwid dashboard, where you can manage all your products and categories, without having to remember any additional credentials.

**Send and Receive Emails**

To access email addresses that were set up by us, please use the following settings:

***Webmail***

For quick and direct access to your emails via browser, you can use our convenient webmail tool:

https://webmail.sitehub.io

Username: The email address, e.g. info@example.com

Password: As provided by us

***External Tools***

If you want to open your emails from a program like Microsoft Outlook or Mozilla Thunderbird, then you will need the following information:

Server settings for incoming emails (you can choose between POP3 and IMAP)

Server settings for outgoing emails (the SMTP server settings)

Incoming emails:

POP3

Server: mail.sitehub.io

Port 995 with SSL enabled

Port 110 with SSL disabled

Username: The email address, e.g. info@example.com

Password: As provided

IMAP

Server: mail.sitehub.io

Port 993 with SSL enabled

Port 143 with SSL disabled

Username: The email address, e.g. info@example.com

Password: As provided

Outgoing emails

SMTP

Server: mail.sitehub.io

Port 465 with SSL enabled

Port 25 with SSL disabled

The username and password usually only have to be provided once, but in case you have to provide them again, these are the same as for the incoming server settings.