WebOké manual

Everything about our website and My WebOké: ordering, logging in, your domains and DNS, hosting and email, invoices, support and the AI assistant. Explained step by step, with screenshots and videos.

www.weboke.nl/en · 04-11-2026

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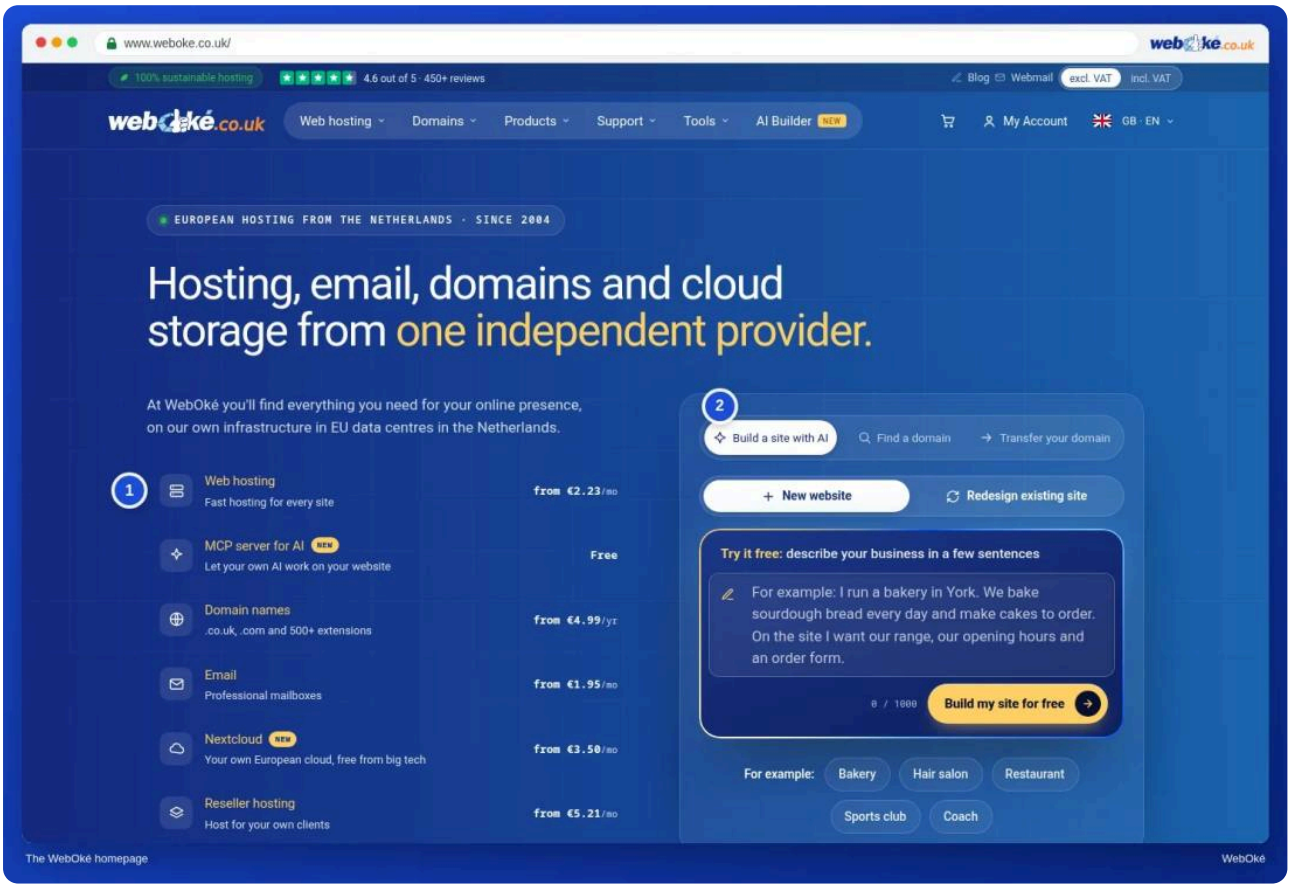
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Getting started

1.1 What is WebOké and what can you arrange with us?

WebOké is an independent European hosting provider, established in 2004. With us, you can arrange everything you need to be online: a domain name, hosting for your website, email on your own domain and cloud storage. Our servers are located in Dutch data centres and run on green power.

This manual explains, step by step, how to order something on our website and how to then arrange everything in your customer area, **My WebOké**.



The homepage with the main products on the left and the AI Builder, the domain search and the migration button on the right

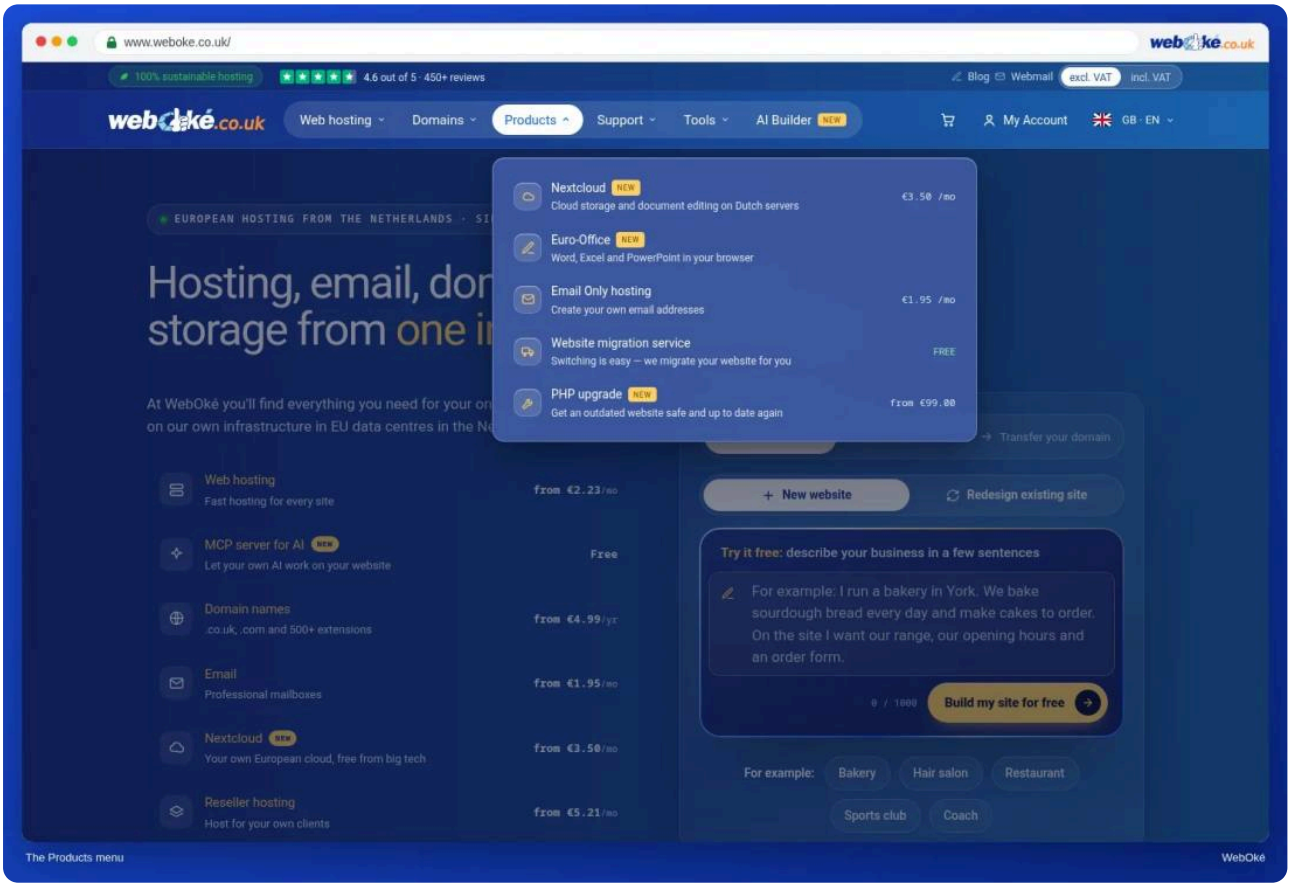
On the homepage, you'll immediately see the main products (1). On the right, you can get started straight away (2): with **Create a site with AI** you get a website built for you, with **Search a domain** you check whether your domain name is still available, and with **Move your domain** you transfer a domain to WebOké.

What you can arrange with us

Product	What it's for
Web hosting	Space for your website, with email on your own domain. You manage your plan in DirectAdmin and install WordPress and other software in just a few clicks.
Domain names	Register your own domain name, with .nl, .com and more than 500 other extensions. Or move your existing domain to us.

Email plans	Email on your own domain only, without a website. On the site, this is also called Email Only hosting.
Nextcloud	Your own European cloud for files, calendar and contacts, with Euro-Office to work together on documents.
AI Builder	Have a website built by AI. You describe your business in a few sentences and get a complete site.
MCP server for AI	Let your own AI, such as Claude, ChatGPT or Mistral, work on your website.
Reseller hosting	Hosting that you resell to your own customers.
Website migration service	We move your existing website and email to WebOké.
PHP upgrade	We make an outdated website secure and up to date again.

You'll find all products in the menu at the top of the site, under **Web hosting**, **Domains** and **Products**. You can read how the menu works in The website: menu, countries and languages, prices with or without VAT.

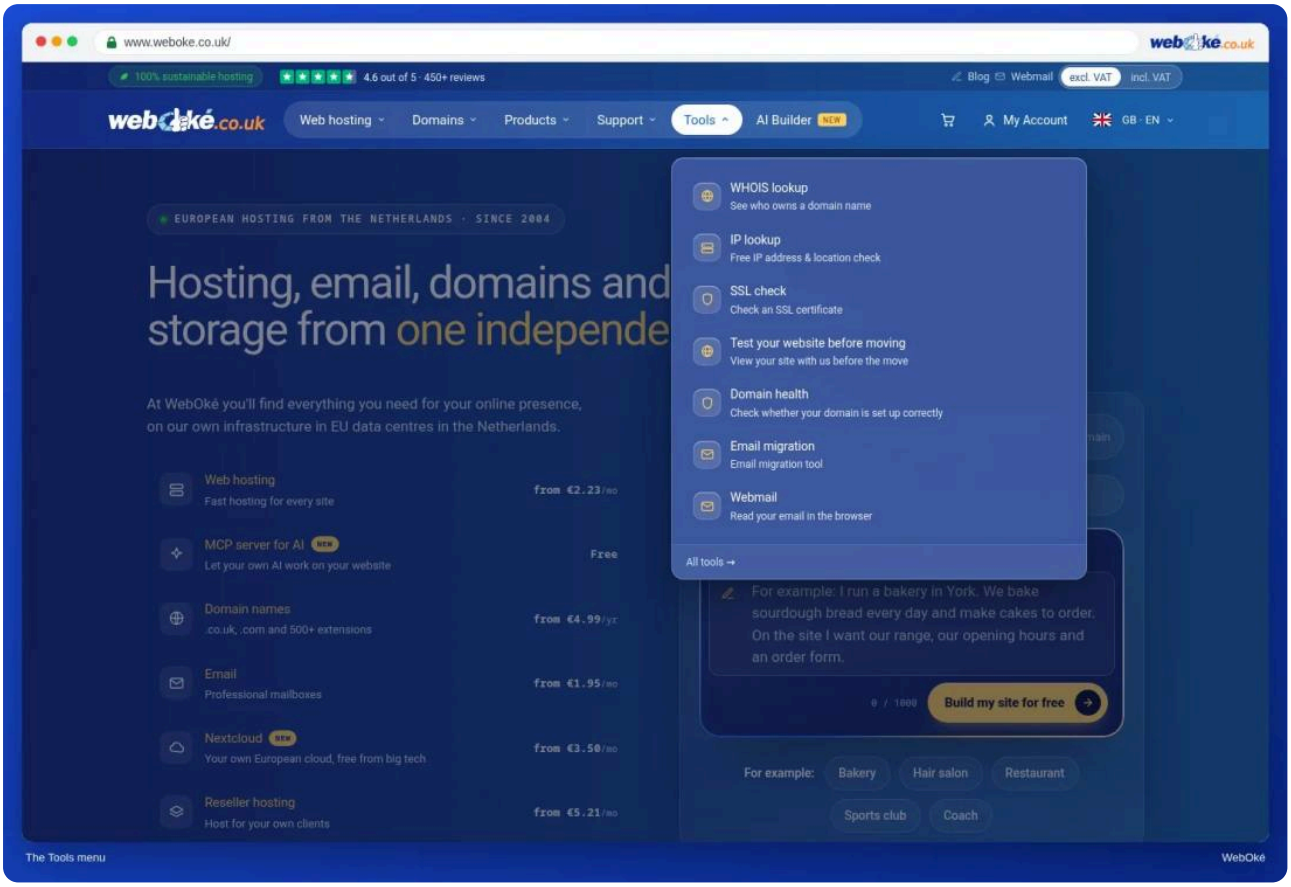


The Products menu with Nextcloud, Euro-Office, Email plans, the migration service and the PHP upgrade

Handy tools

Under **Tools**, you'll find free tools that you can also use without an account. With **WHOis lookup**, you can see who owns a domain name, with **Domain health** you check whether your domain is set up

correctly, and with **Test your website before moving** you can view your site with us before you switch. You can read more about this in chapter 14, for example Domain health (also without an account).



The Tools menu with the free tools

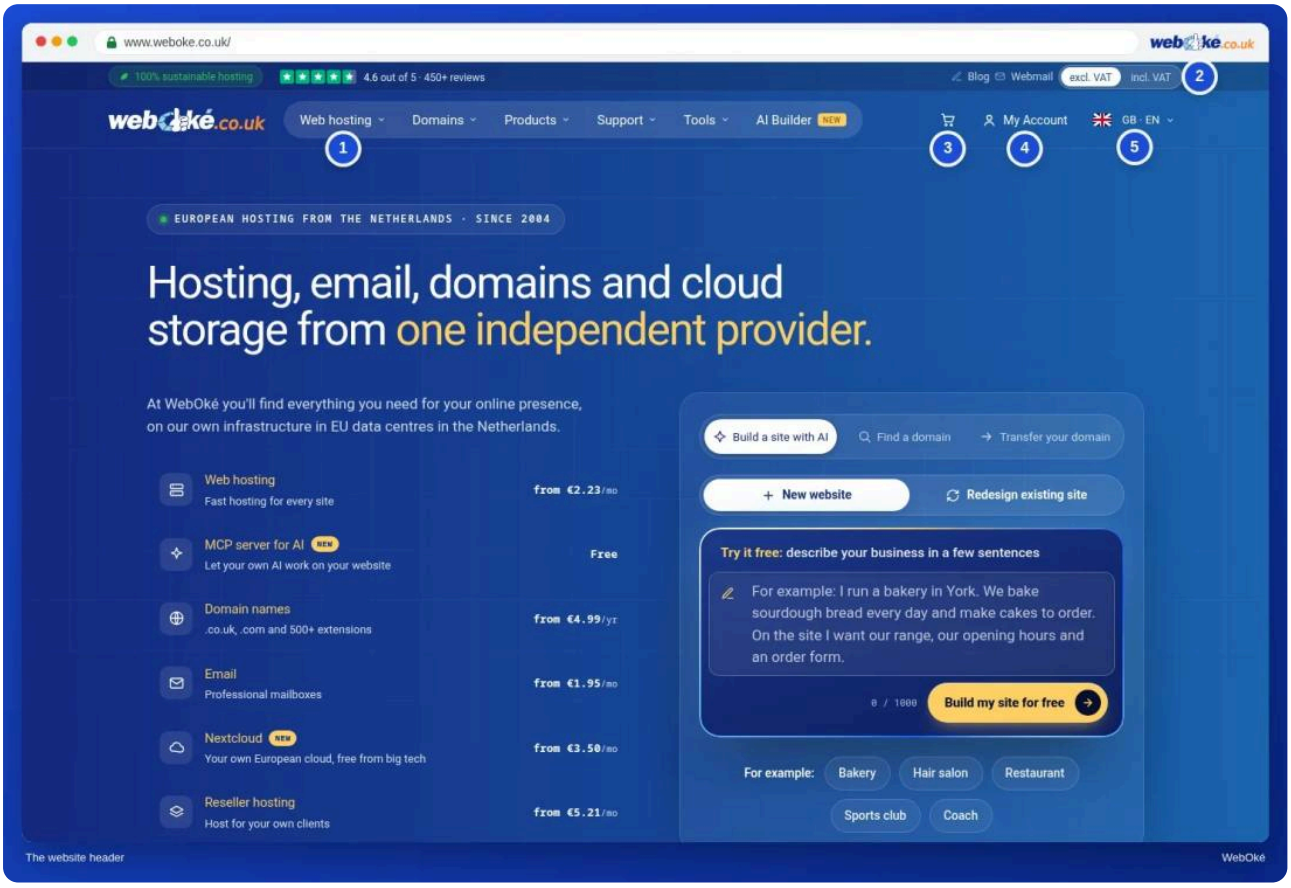
My WebOké

As soon as you order something from us, you get an account for **My WebOké**. There, you manage your products, domains, invoices and details, and request help from support. You can read a tour of My WebOké in My WebOké at a glance. How to place an order is explained in chapter 2, starting with Finding and choosing a domain name.

Tip: not sure which product suits you? Ask your question to the AI assistant in the bottom right of the site, or use the selection tool on the Web hosting page. See Getting help: AI assistant, knowledge base, explainer videos, support and WhatsApp.

1.2 The website: menu, countries and languages, prices with or without VAT

At the top of every page on weboke.nl you'll find the same header. From there you can find everything on the site, choose your country and language, and see what's in your shopping cart.



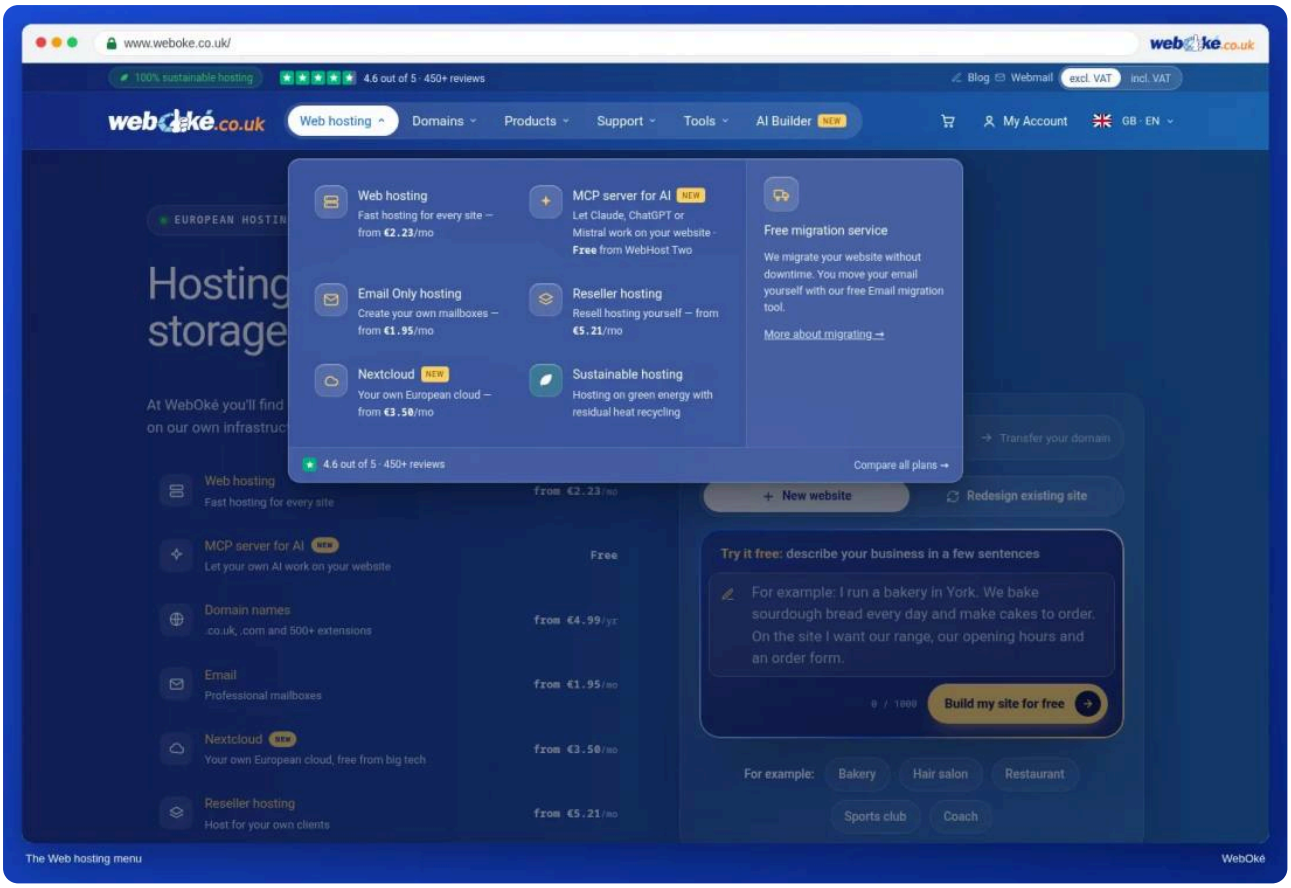
The header of the website with the menu, the VAT switch, the shopping cart, My Account and the language button

1. The menu (1): **Web hosting**, **Domains**, **Products**, **Support**, **Tools** and **AI Builder**. Click a menu name to expand it.
2. The VAT switch (2): choose whether you see all prices **excl. VAT** or **incl. VAT**.
3. The shopping cart (3): the number shows how many items are in it. Hover over it with your mouse for a short overview.
4. **My Account** (4): use this to log in to My WebOké. If you're already logged in, this takes you straight to your dashboard.
5. Country and language (5): the button with the flag.

Above that, in the thin bar, you'll also find **Blog** and **Webmail**, which lets you read your email in the browser.

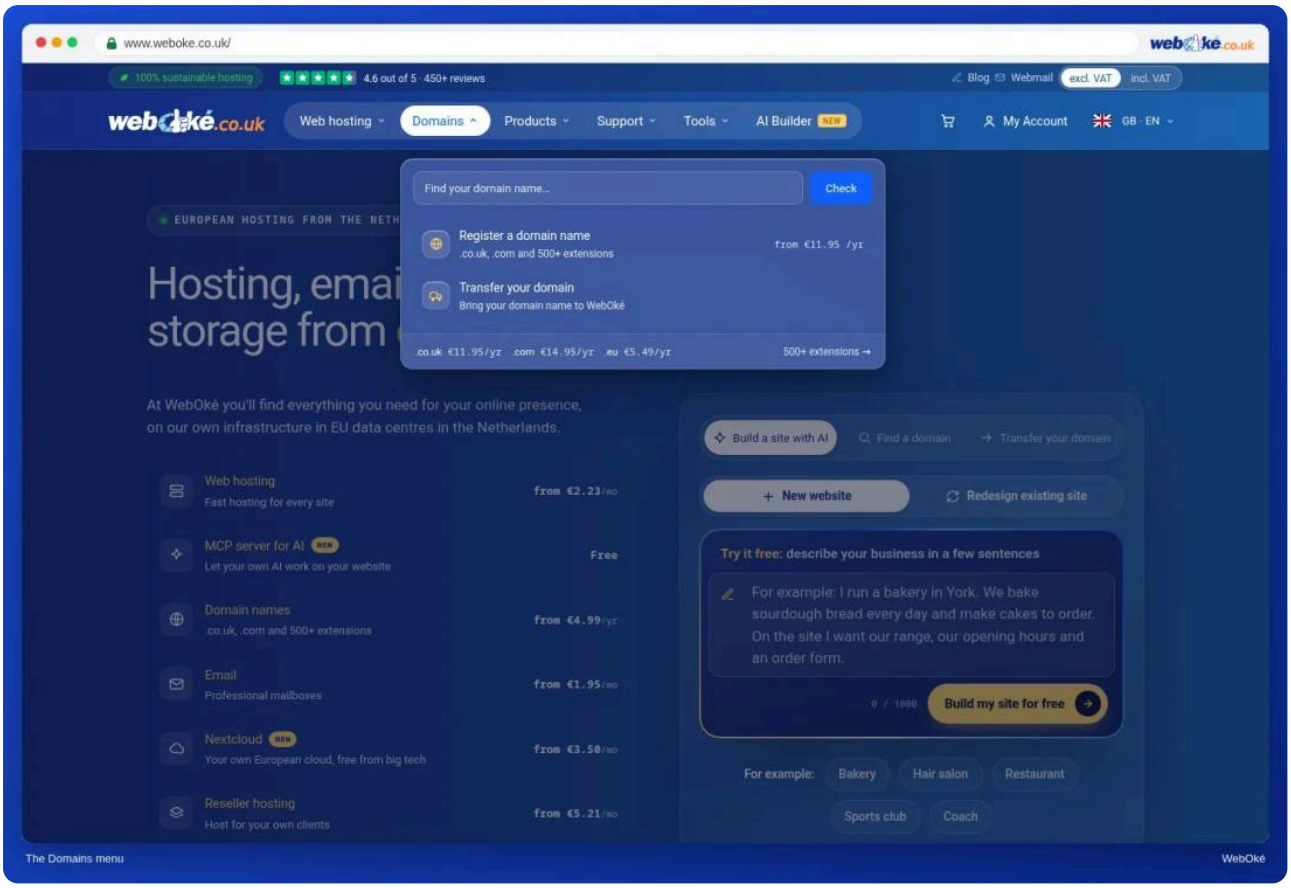
The menu

Click **Web hosting** to expand an overview of all hosting products. Each product has a short description. At the bottom you'll find **Compare all plans**.



The Web hosting menu with web hosting, the MCP server for AI, Email Only hosting, reseller hosting, Nextcloud and sustainable hosting

Under **Domains** you'll find a search box. Type the name you want and click **Check** to see if it's available. You'll also find **Register a domain name** and **Transfer a domain** here.

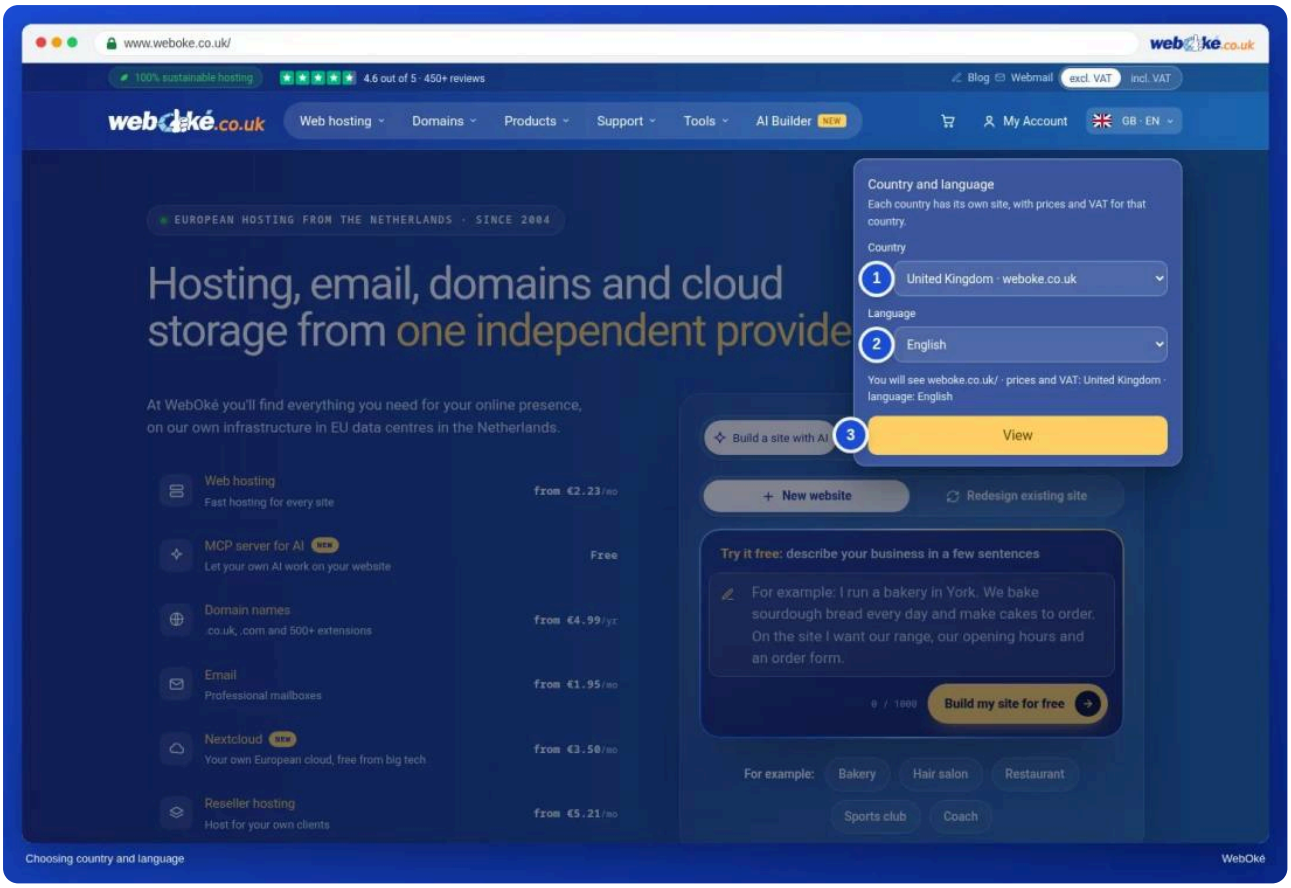


The Domains menu with the search box

Close the menu again by clicking the menu name, pressing Esc, or clicking elsewhere on the page. On a phone or narrow screen, the menu sits behind the button with three lines.

Choosing your country and language

WebOké has its own site for each country, for example weboke.nl, weboke.be and weboke.de. Each country has its own prices and VAT. You choose your language separately, and it only determines the language of the text you read.



The Country and language window with the choice of country and language

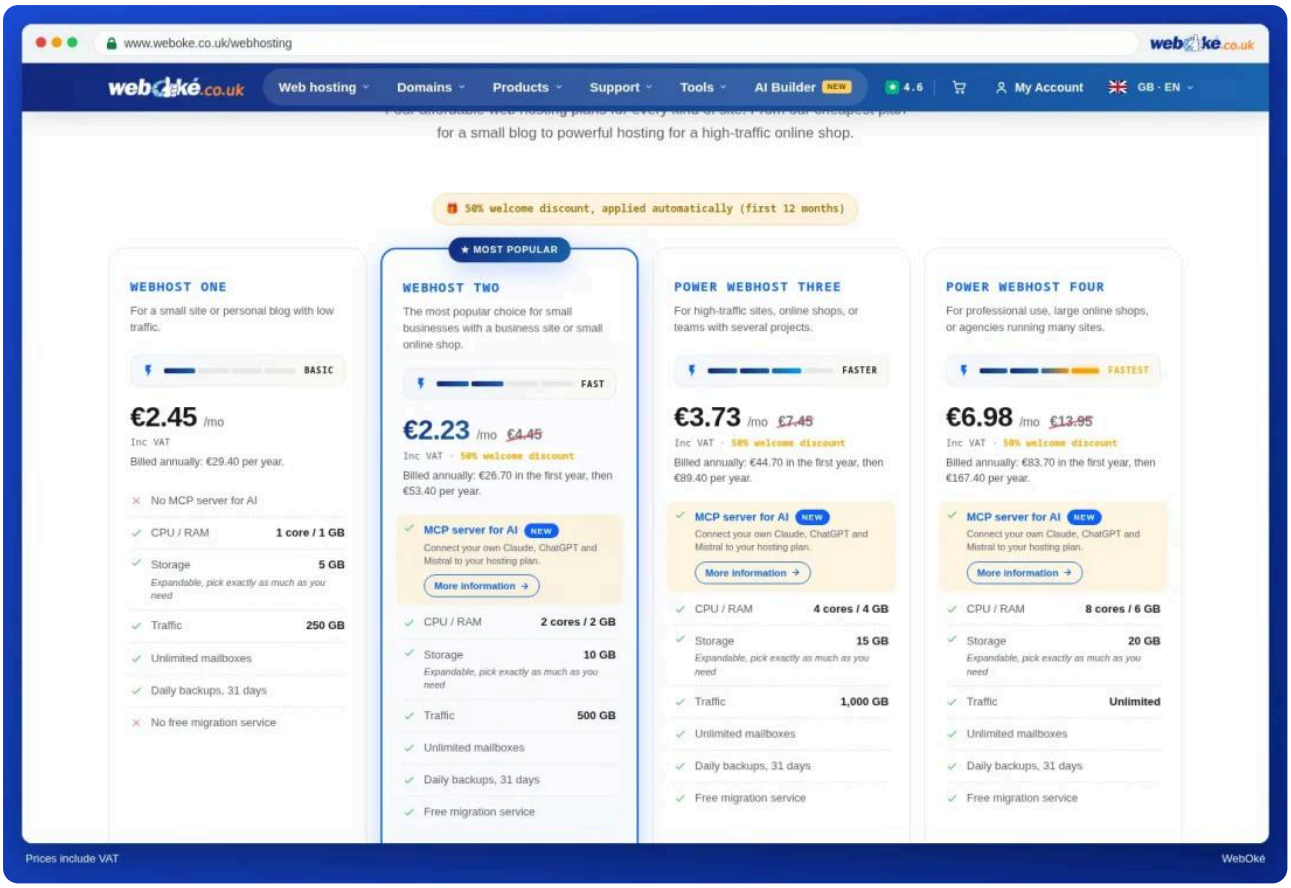
1. Click the button with the flag in the top right.
2. Under **Country**, choose the country where you live or where your business is based (1).
3. Under **Language**, choose the language you'd like to read (2). There are 23 languages.
4. Below the choices you'll see which site you'll get, which prices and VAT apply, and in which language. Click **View** (3).

Tip: if you choose a different country, the site will suggest your browser's language if it's available there. You can still change the language afterwards.

My WebOké follows your language. The portal has its own address for each language, such as my.weboke.nl for English. You can also switch the language of the portal within the portal itself, see Language, dark mode and the tour.

Prices with or without VAT

With the **excl. VAT** and **incl. VAT** switch in the top right, you can see all prices on the site with or without VAT. This applies to the entire site: the plans, the menu, the domain search tool and your shopping cart overview. The site remembers your choice, even when you come back later.



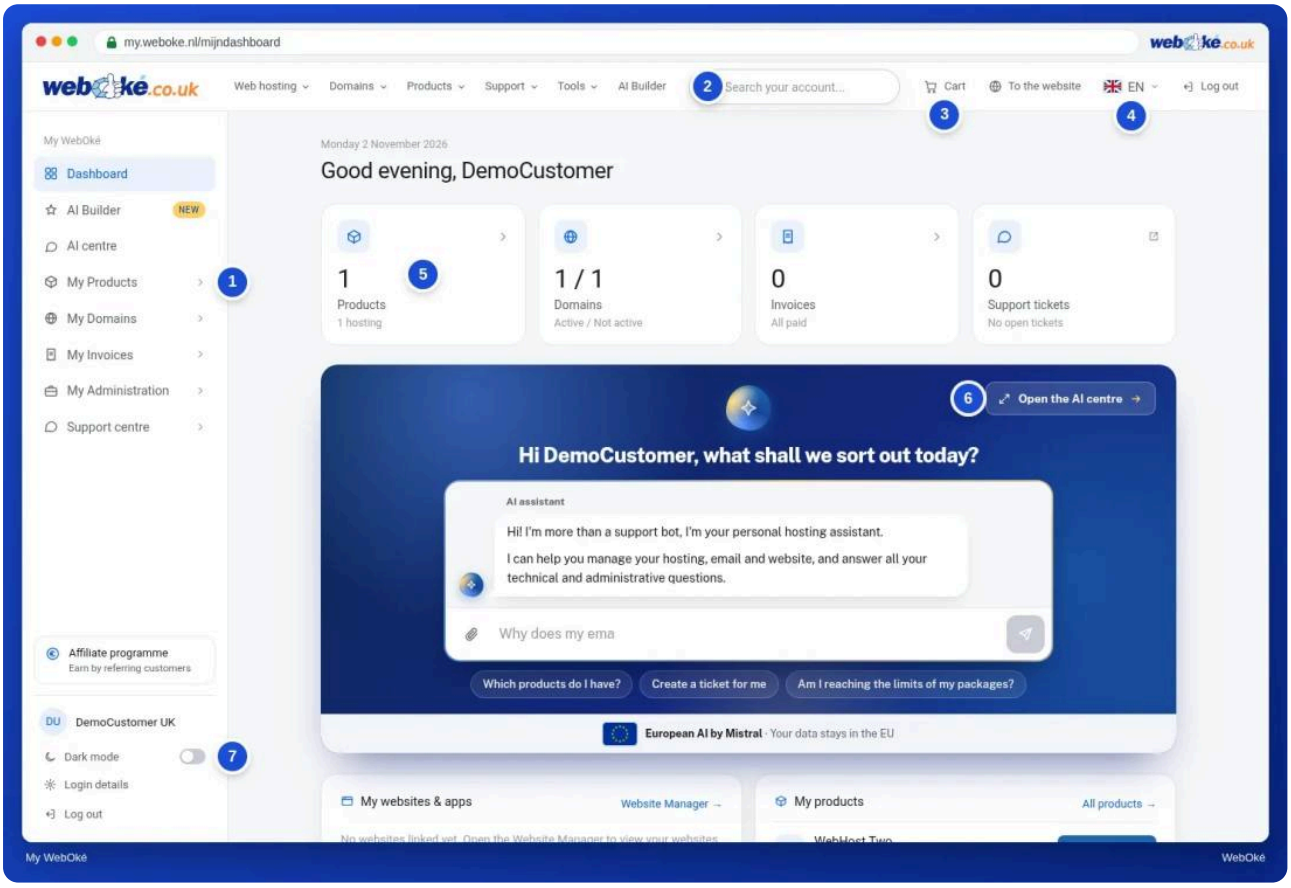
The same plans with the switch set to incl. VAT

The VAT you ultimately pay depends on your details. If you're logged in, we use the rate linked to your account. If you're ordering as a business from another EU country with a valid VAT number, a different rate applies. In your shopping cart and at checkout, you'll always see the VAT on a separate line, see The cart: changing, removing and discount codes.

1.3 My WebOké at a glance

My WebOké is your personal customer area. Here you manage everything you have with us: your hosting packages, domains, email, invoices and your details. You can get there via **My Account** at the top right of the website, or directly via my.weboke.nl. You can read how logging in works in Logging in to My WebOké.

You automatically get an account as soon as you place your first order. You then set your own password via the link in the welcome email, see After your order: tracking delivery and the welcome email.



The My WebOké dashboard after logging in

What do you see where?

1. The menu on the left (1). Here you'll find all parts of your account. An arrow indicates a submenu.
2. The search bar (2). Type, for example, a domain name or an invoice number and you'll jump straight to it.
3. **Cart** (3). This takes you to your cart on the website, for example if you want to order something extra.
4. **Language** (4). Switch the language of My WebOké here.
5. The tiles (5) showing the number of products, domains, open invoices and support tickets. Click a tile to go to that section.

6. The AI assistant (6). Ask your question here, or open the **AI centre** for your previous conversations. See The AI assistant: what can it do for you?.
7. **Dark mode** (7) and below that **Login details** and **Log out**.

At the top right you'll also find **To the website** and **Log out**. At the top you'll also find the website's menu, so you can view a product or domain directly from My WebOké.

The parts of the menu

Menu	What do you manage there?	Read more
Dashboard	The overview you see after logging in.	The dashboard
AI Builder	Having your website built by AI.	AI Builder: having your website built for you
AI centre	Your conversations with the AI assistant.	The AI centre and your conversations
My Products	Your hosting packages, DirectAdmin, the Website manager, email migration and backups.	Your product overview
My Domains	Your domains, DNS, redirects, domain contacts and the migration centre.	Your domain overview
My Invoices	Your invoices, your credit balance and direct debit.	Viewing and downloading your invoices
My Administration	Your details, contacts, login details, users and received emails.	Changing your details and invoice address
Support centre	The knowledge base, the guides, tickets and Am I blocked?	The support centre

Which parts you see depends on your account. If you've been invited by someone else as a user, you'll only see what the owner has given you. See Inviting users and setting permissions.

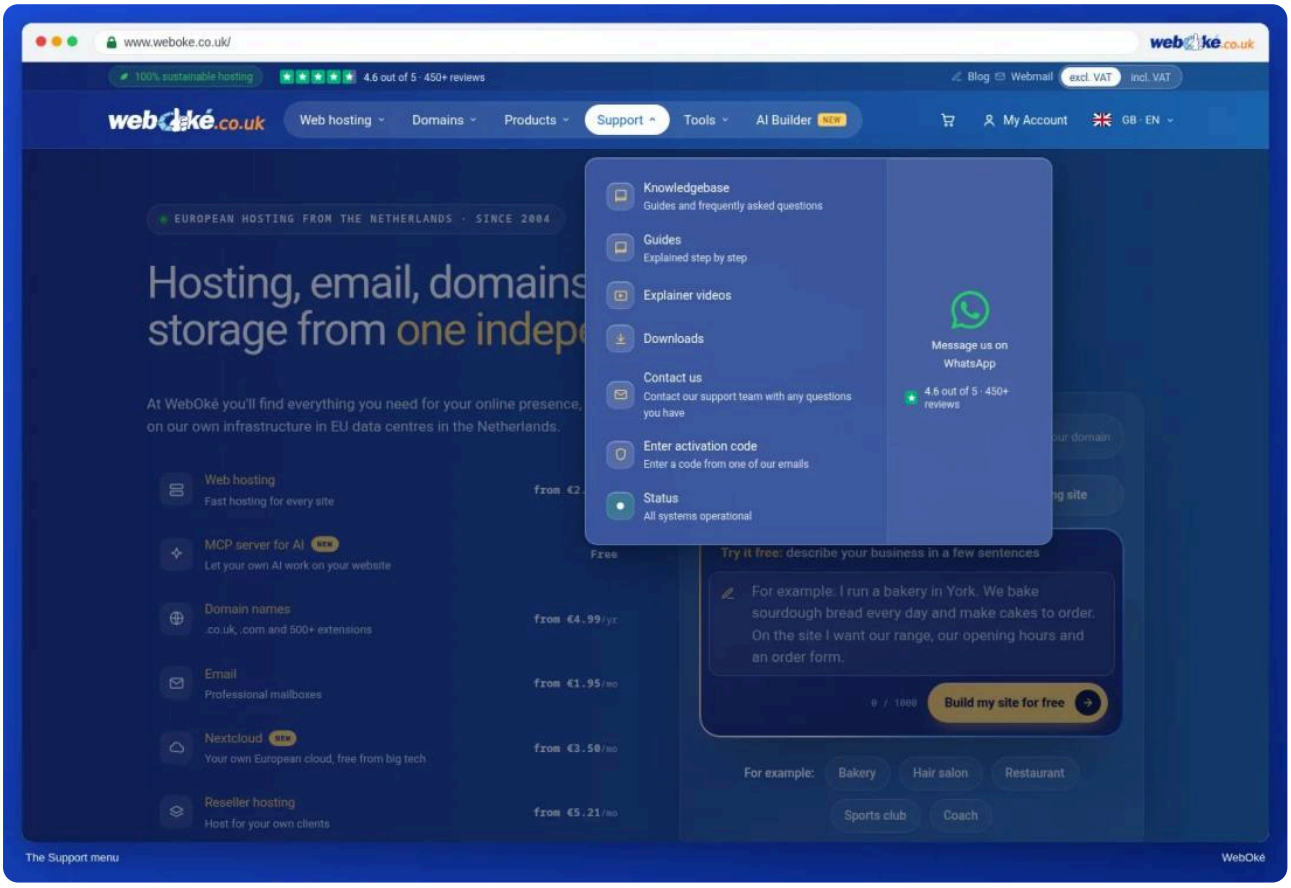
Tip: press `Ctrl` + `K` (on Mac `Cmd` + `K`) for the quick menu. Type a few letters of the page you're looking for and press `Enter`. More in The menu, search bar and quick menu (Ctrl+K).

The first time you log in, My WebOké offers a short tour of the main sections. You can skip this and start it again later, see Language, dark mode and the tour.

1.4 Getting help: AI assistant, knowledge base, explainer videos, support and WhatsApp

Can't find what you're looking for? There are several ways to get help. The quickest is usually the AI assistant or the knowledge base. If that doesn't work, our support team will help you further by ticket or via WhatsApp.

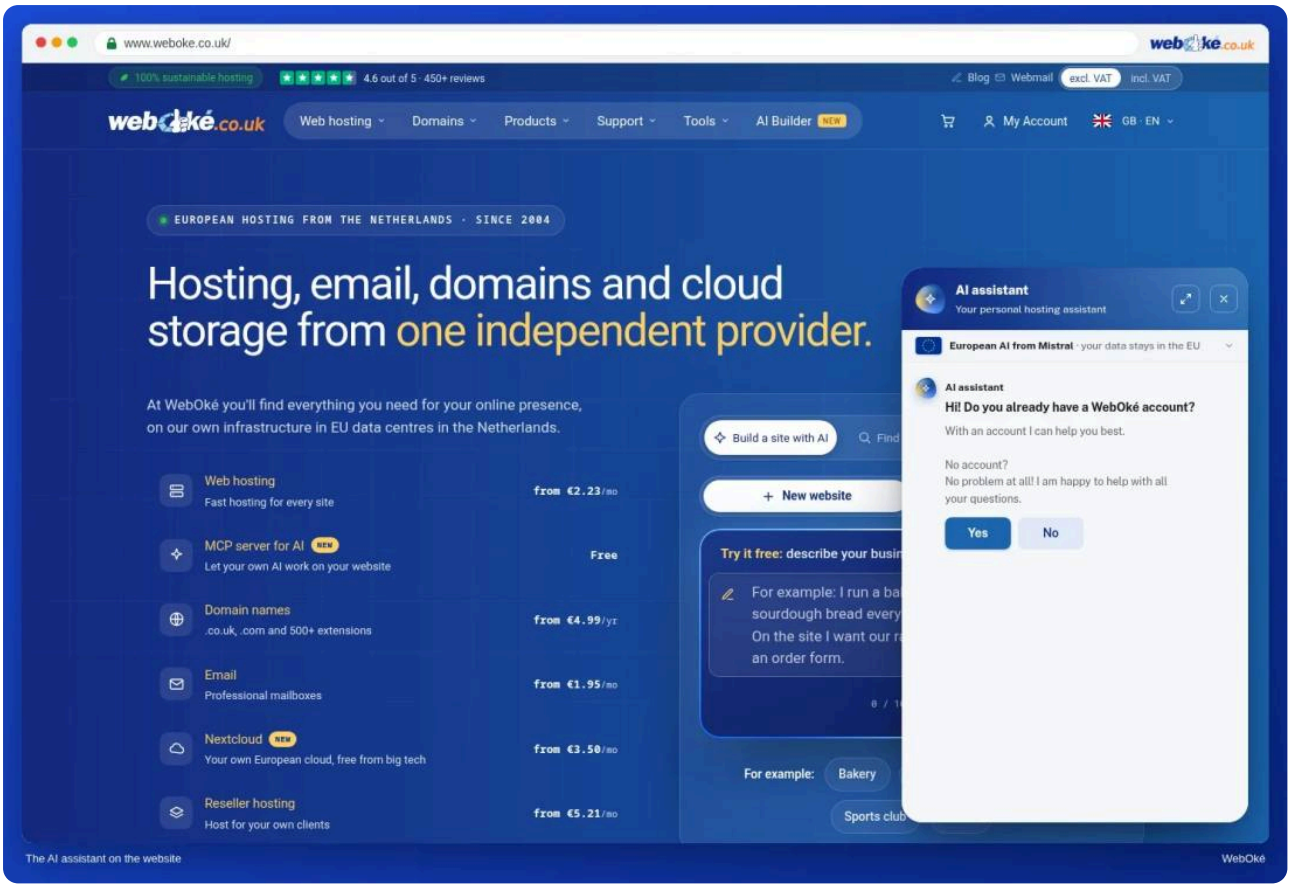
You'll find all the help on the website under **Support**.



The Support menu with the knowledge base, guides, explainer videos, downloads, contact and WhatsApp

The AI assistant

At the bottom right of every page, you'll find the **Need help?** button (1). This opens the AI assistant, your personal hosting assistant. It knows the entire knowledge base and answers questions about hosting, domains and E-Mail, even in the evening and at weekends.



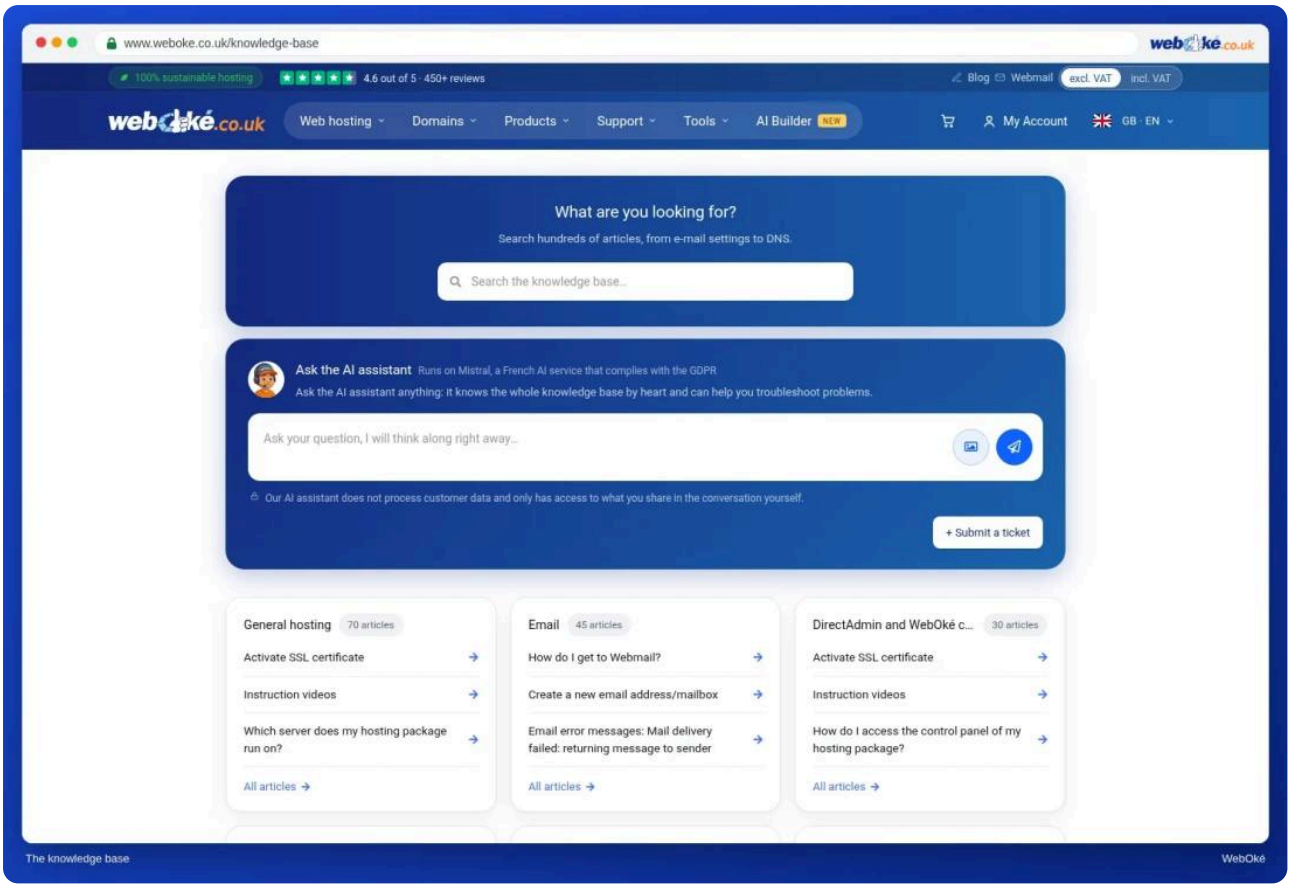
The AI assistant first asks whether you already have a WebOké account

- Don't have an account yet? Click **No**. The assistant will then help you with general questions, for example which package suits you or how to move your website to WebOké.
- Already a customer? Click **Yes** and log in. The assistant will then look into your account and also answer questions about your own products, domains and invoices.

The assistant can also arrange things for you, such as changing a DNS record. It does nothing without your approval: you'll always get a proposal first, which you approve yourself. The AI assistant uses European AI from Mistral, and your data stays within the EU. You can read everything about the assistant in The AI assistant: what can it do for you?.

The knowledge base

The **Knowledge base** contains hundreds of articles with answers to frequently asked questions, from E-Mail settings to DNS. Type your question in the **Search the knowledge base** field, or browse through the topics. You can also ask your question directly to the AI assistant here.

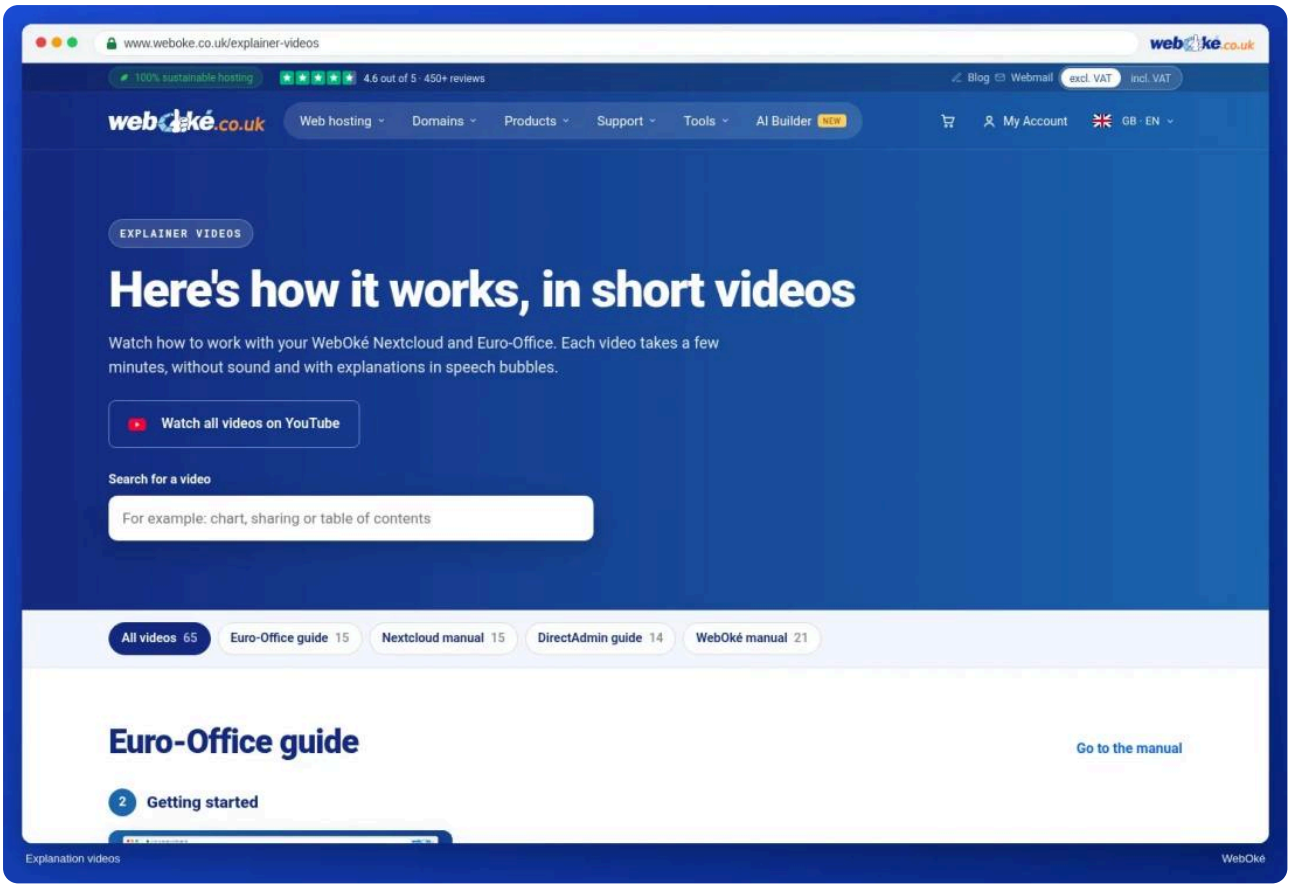


The knowledge base with the search field, the AI assistant and the topics

Guides and explainer videos

Under **Guides**, you'll find detailed guides with screenshots, like this one. There are also separate guides for Euro-Office, Nextcloud and DirectAdmin.

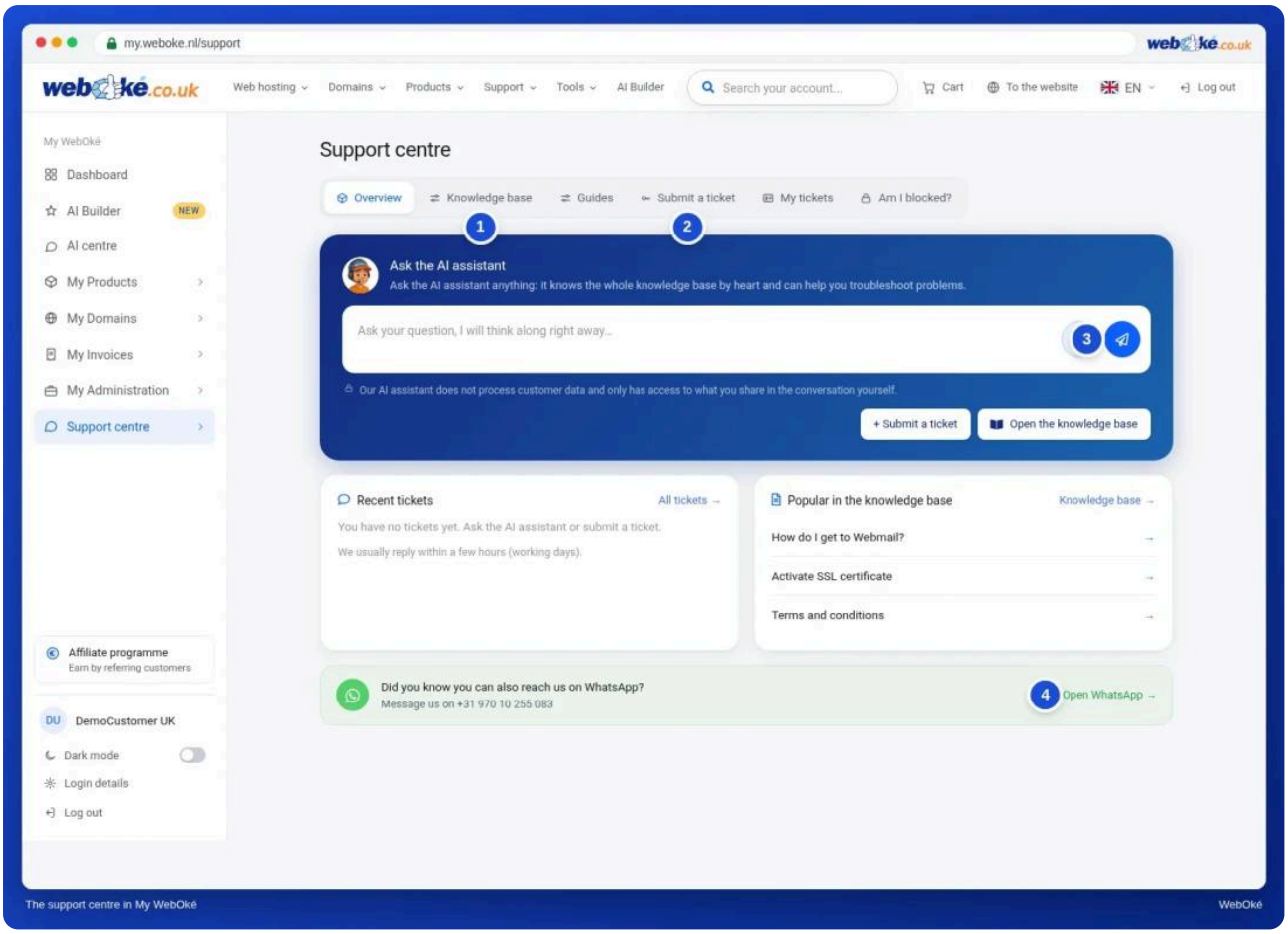
Prefer watching to reading? Under **Explainer videos**, you'll find short videos of a few minutes each, without sound and with explanations in speech bubbles. Search for a video using the search field or watch them all on YouTube.



The Explainer videos page with the search field

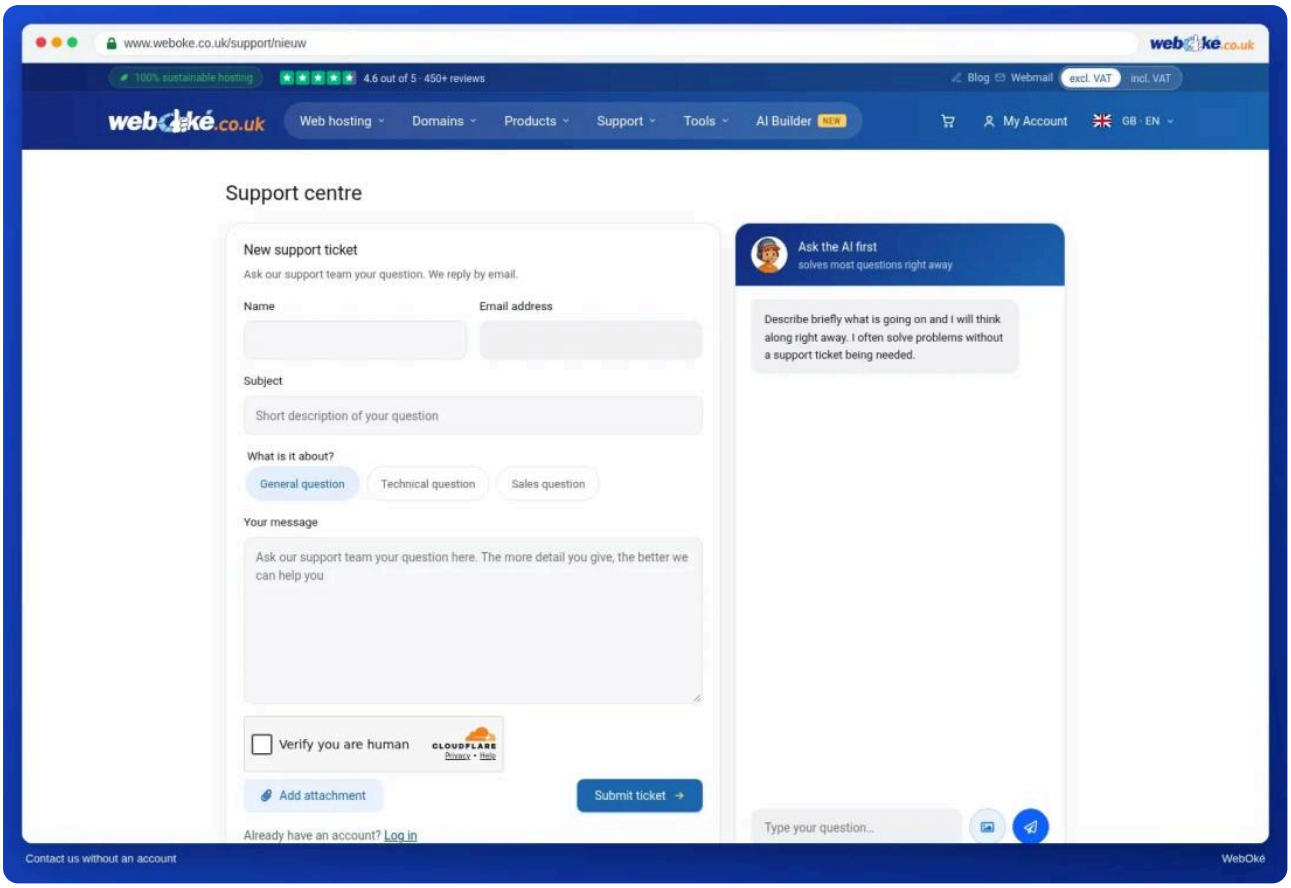
Contacting support

If you're a customer, you submit a support ticket from My WebOké. Go to **Support centre** and choose **Submit a ticket** (2). There you'll also see the knowledge base (1), the AI assistant (3) and your previous tickets. We usually reply within a few hours on working days. You can read how to submit a ticket in Submitting a ticket.



The support centre with the knowledge base, Submit a ticket, the AI assistant and WhatsApp

Don't have an account yet, or can't you log in? Then choose **Contact us** from the **Support** menu. Fill in your name, email address, subject and message, and click **Submit a ticket**. We'll reply by email. See Contact without an account (guest ticket).



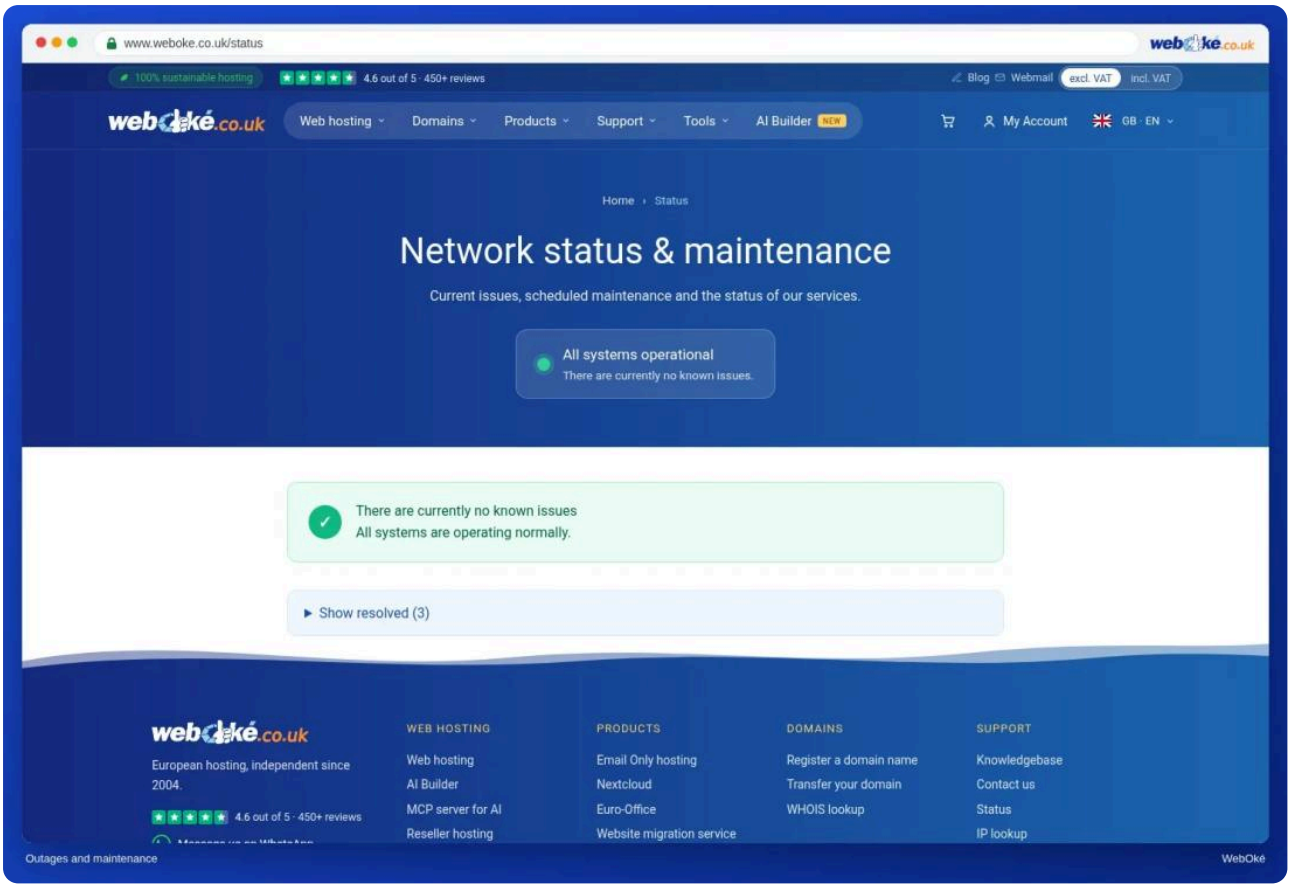
Submitting a support ticket without an account

WhatsApp

You can also message us on **+31 97010255083**. Click **Message us on WhatsApp** in the Support menu or at the bottom of the site, or click **Open WhatsApp** (4) in the support centre. Your message automatically becomes a ticket, so you'll also see the reply in My WebOké.

Is there an outage?

If something isn't working, first check **Status** in the Support menu. On the **Network status & maintenance** page, you'll see whether there's an outage and whether any maintenance is scheduled. If you see a green dot with **All systems operational**, everything is working properly on our end. See also Incidents and maintenance.



The status page with no known outages

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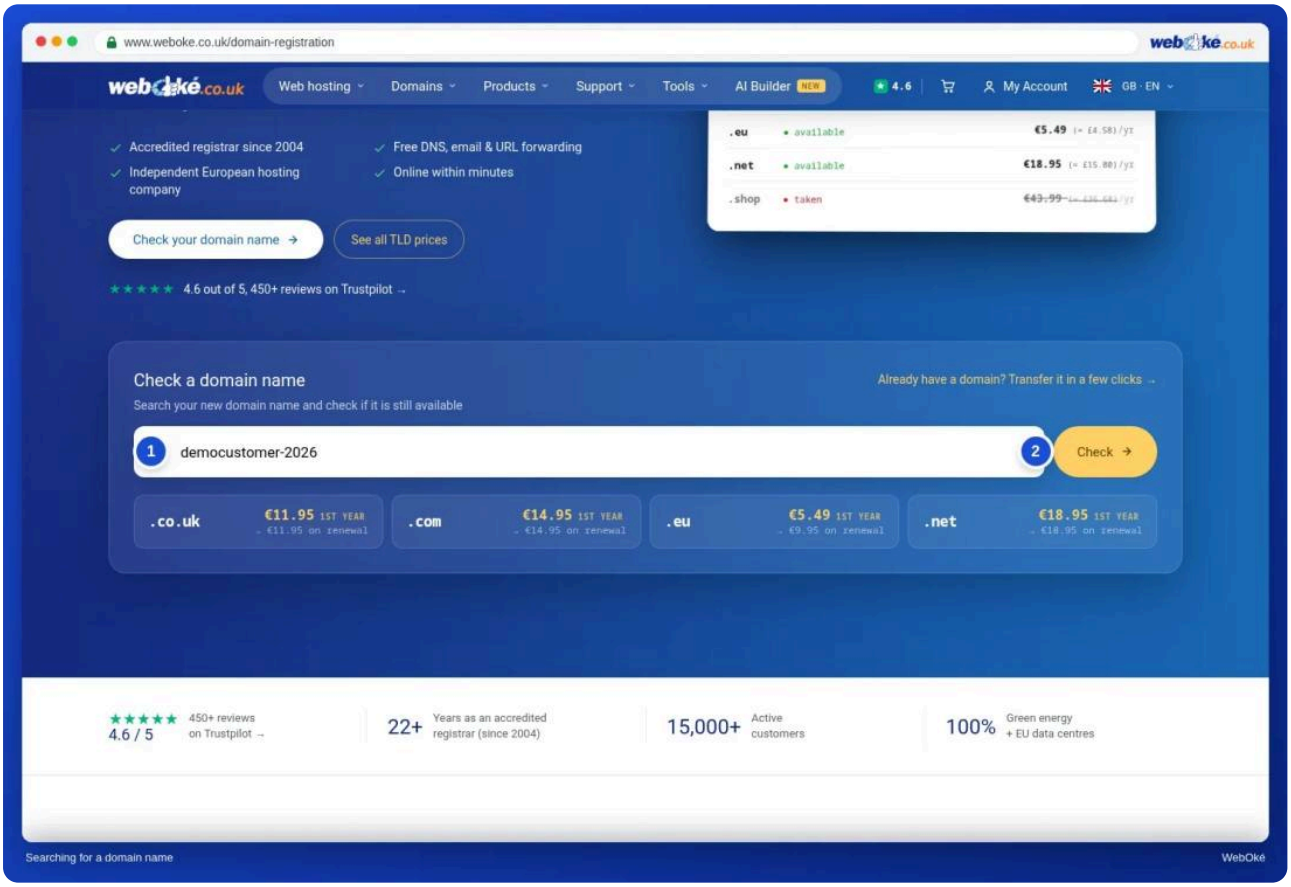
Ordering

2.1 Finding and choosing a domain name

A domain name is the address of your website and your email, such as yourcompany.co.uk. Before you order it, check whether it's still available. You do this with the domain search tool on the site. You don't need an account for this yet.

How to search for a domain name

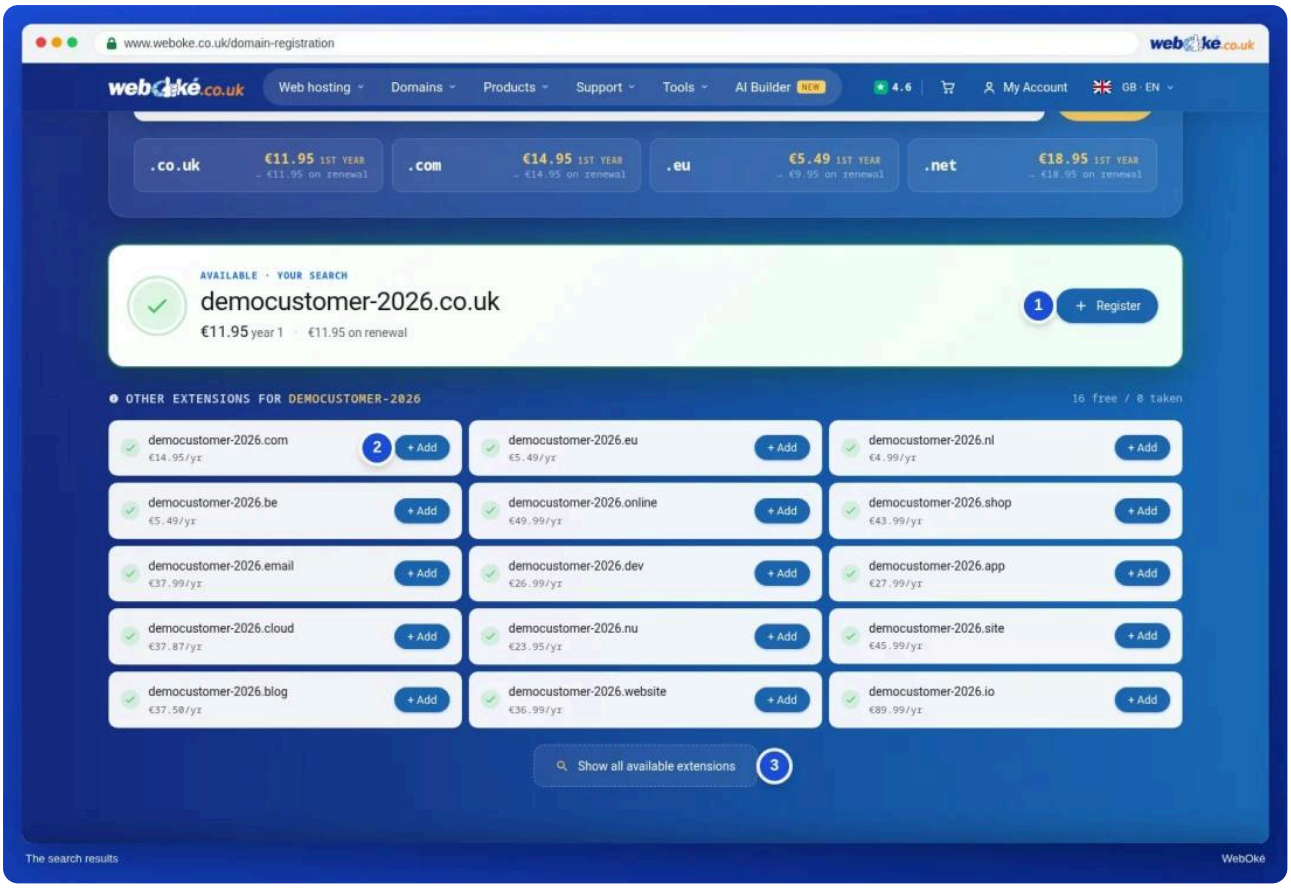
1. Go to **Domains** in the menu and click **Register a domain name**. You can also type a name straight into the search field of the Domains menu, or choose **Search for a domain** on the homepage.
2. Under **Check domain name**, type the name you want (1). You can leave out the extension: if you just type a name, we'll immediately search for it with the popular extensions.
3. Click **Check** (2).



Type your domain name and click Check

The search results

At the top, you'll see the name you searched for. If it says **Available**, it's free. You'll also see the cost for the first year and the renewal cost afterwards.

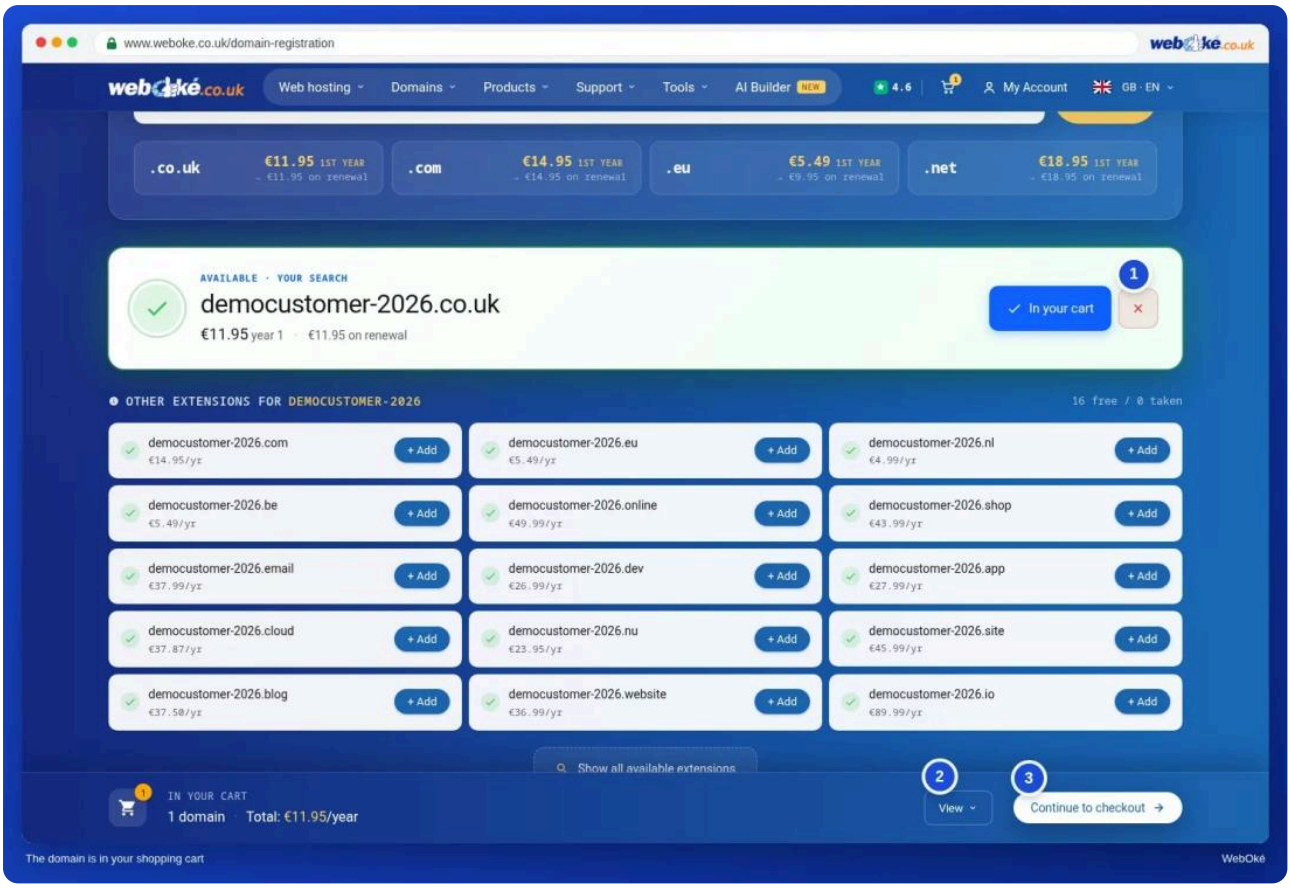


The domain name you searched for is available, below it the same name with other extensions

1. Click **Register** (1) to add the domain to your cart.
2. Under **Other extensions for** you'll find the same name with other extensions, such as .com, .eu and .be. If you want those too, click **+ Add** (2).
3. Looking for an extension that's not listed? Click **Show all available extensions** (3).

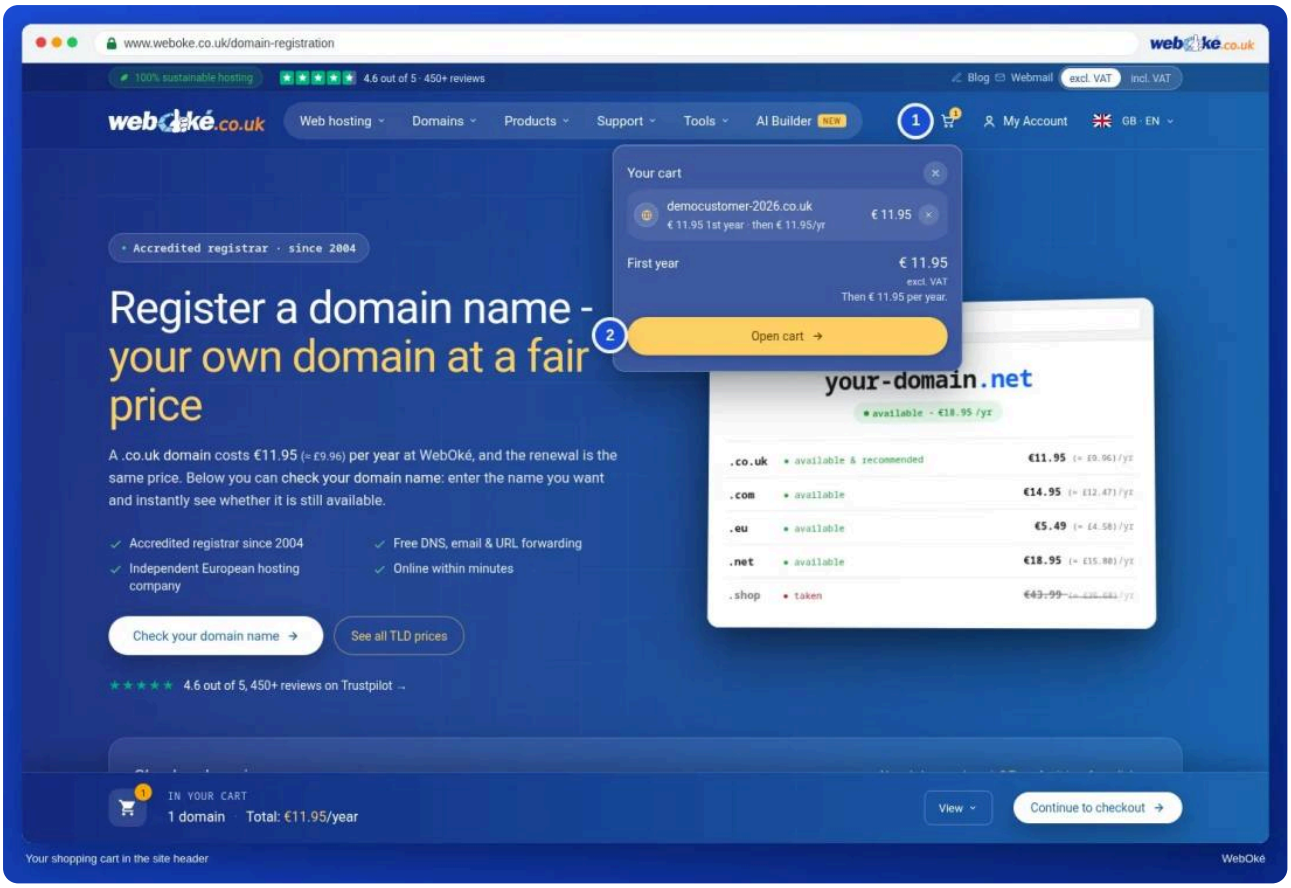
The domain is in your cart

After adding it, the button changes to **In your cart**. Click the cross next to it (1) if you don't want the domain after all. A bar appears at the bottom of the page showing what's in your cart. Use **View** (2) to see the contents. Use **Continue to checkout** (3) to set up your domain and go to your cart, see Setting up your domain: nameservers, linking to your package and the owner.



The domain is in your cart, at the bottom the bar with your cart

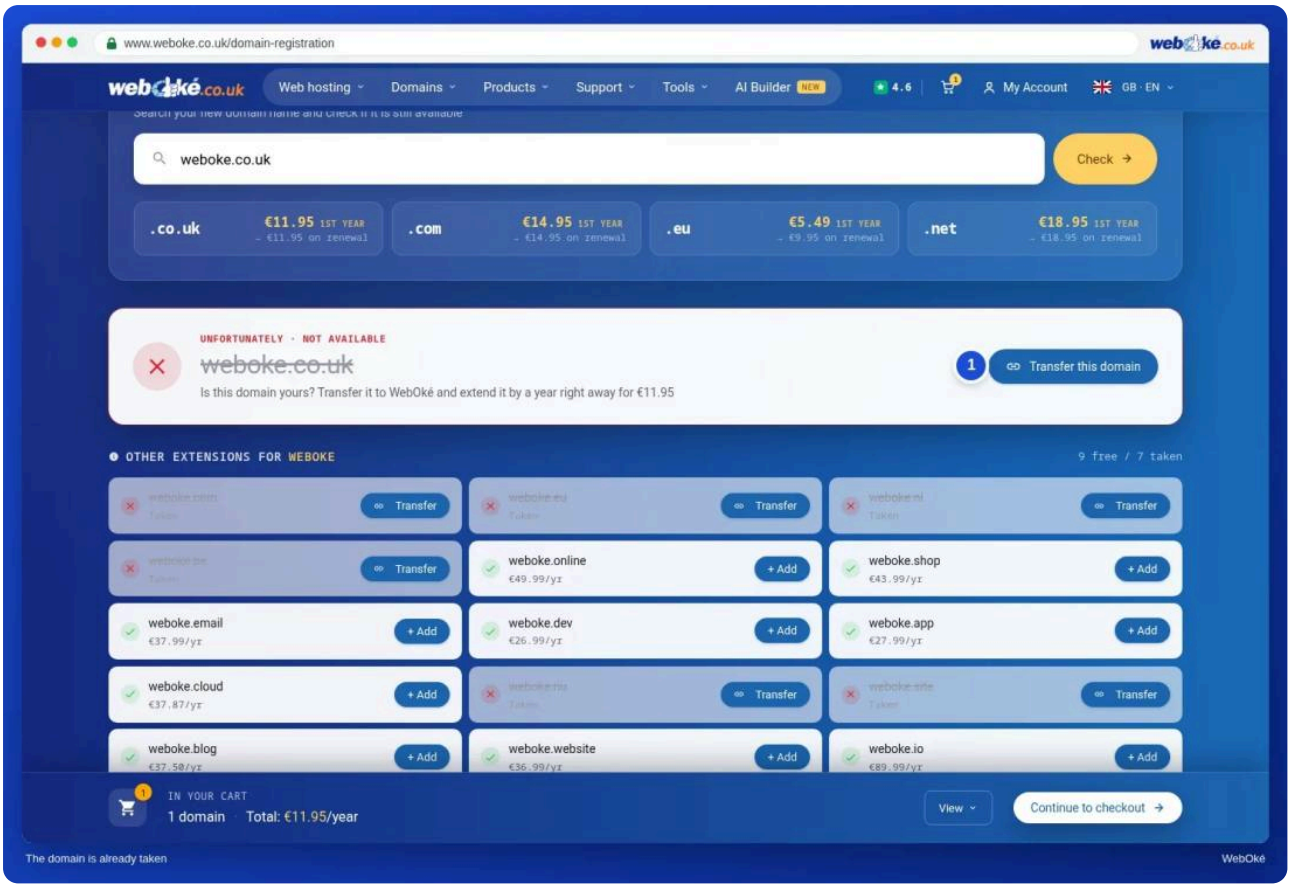
You can also see how much is in your cart at the top right by the cart icon (1). Hover over it with your mouse for an overview of the total for the first year. Use **Open cart** (2) to go to your cart.



Your cart in brief, top right on every page

Is the domain already taken?

If it says **Unfortunately** and **not available**, someone else already has the name. In that case, try a different name or a different extension. Is the domain yours and is it currently with another provider? Then click **Transfer this domain** (1). You can read how transferring works in Transferring a domain to WebOké (transfer code or transfer later).



The domain is already taken. If it's yours, you can transfer it

Tip: want a website or email on your new domain? Then also choose a hosting package. You'll link the domain to it in the next step. See Choosing a hosting plan (web hosting, email plan, Nextcloud, AI Builder).

Please note: some extensions have extra rules, for example that you must live in the country concerned. In that case, we'll ask for extra details when you order.

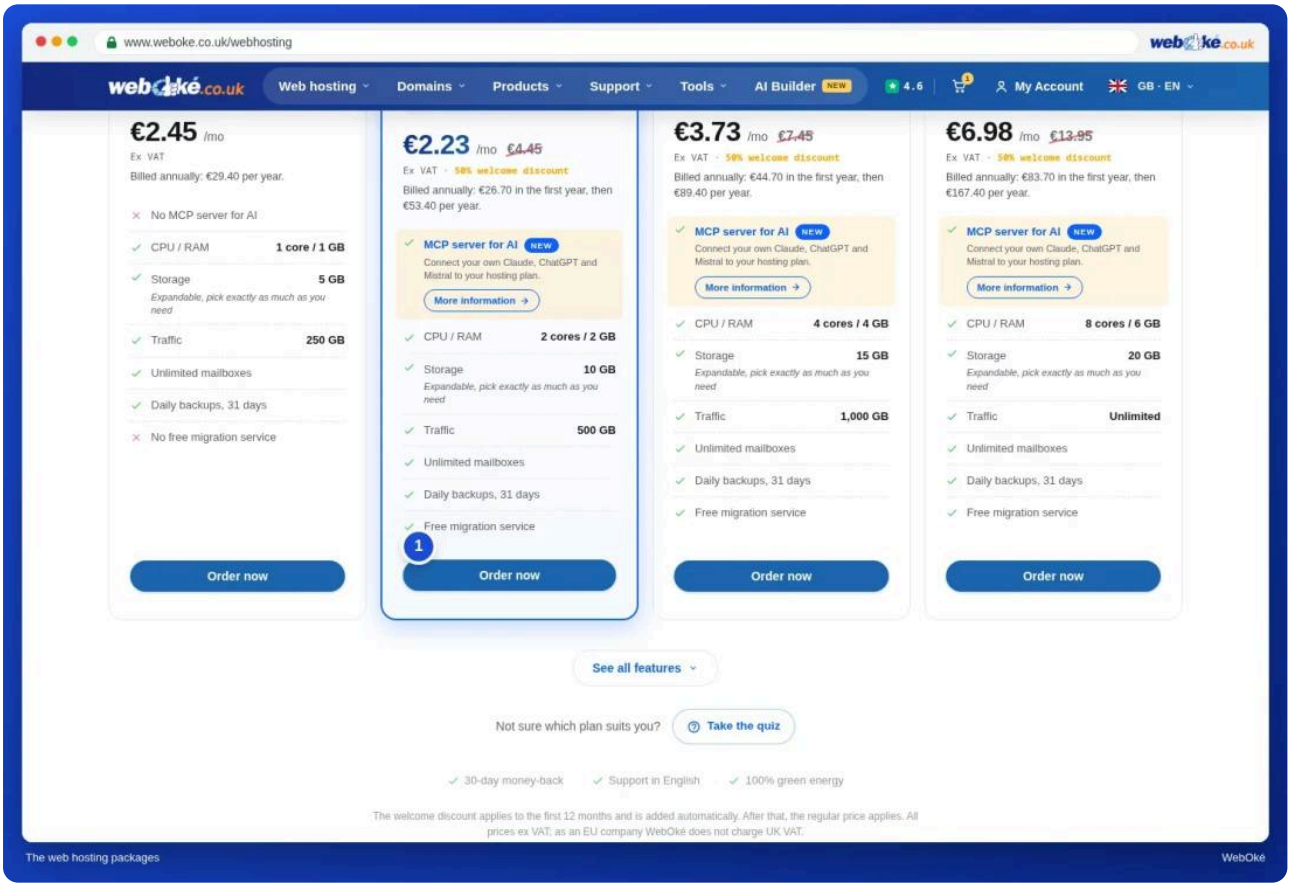
Tip: Want to register or transfer many domains at once? Paste them all in one go, see Registering or transferring many domains at once.

2.2 Choosing a hosting plan (web hosting, email plan, Nextcloud, AI Builder)

A hosting plan is the space where your website and email run. You choose the plan on the product page and then put it together in the order popup. A web hosting plan always comes with a domain name. You choose that in the same popup.

Choosing a plan

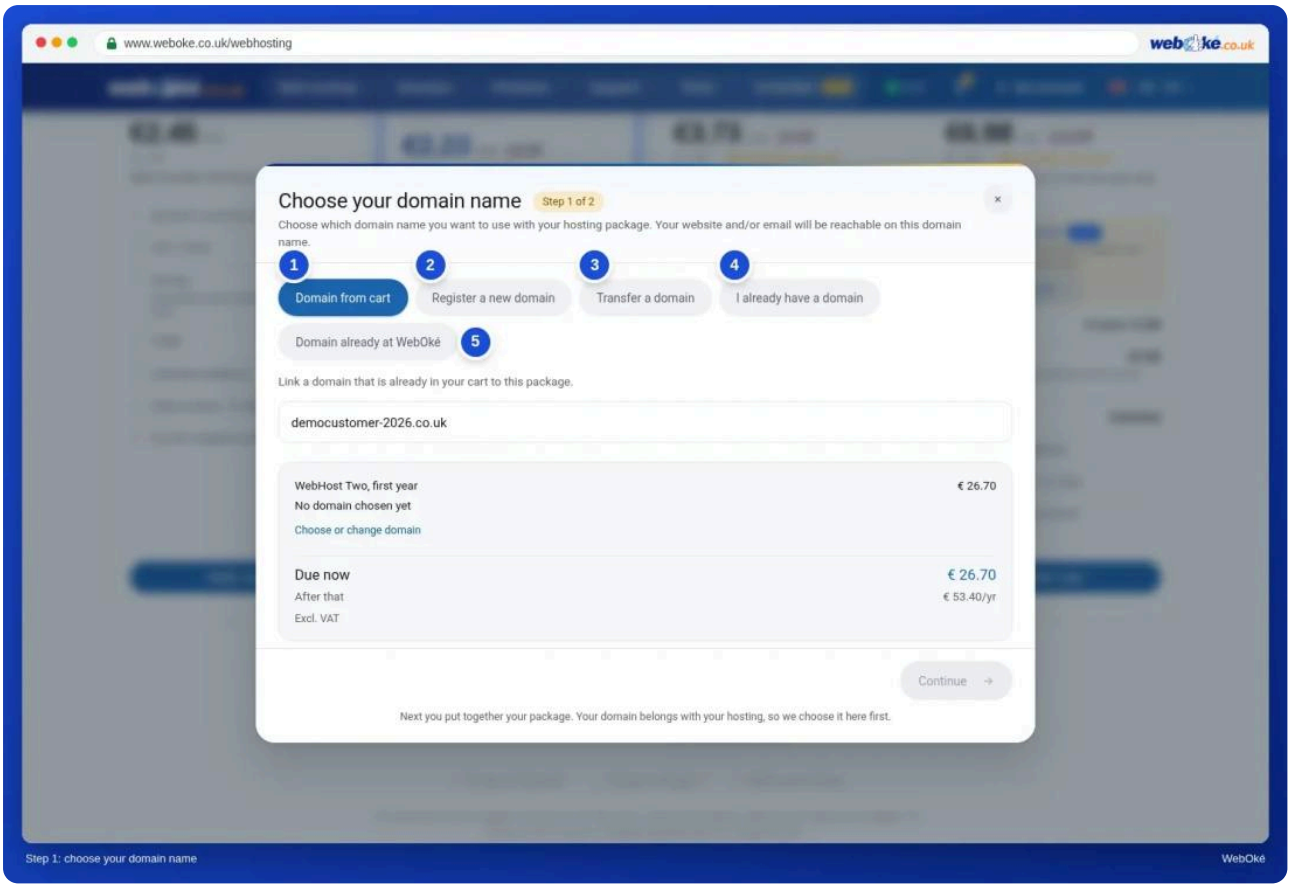
1. Go to **Web hosting** in the menu and click **Web hosting**. Under **View the packages** you'll see all the plans side by side.
2. Compare the plans. Click **View all features** to see all the differences. Not sure which one to pick? Click **Use the selection tool**.
3. Click **Order now** (1) on the plan you want.



The web hosting plans with the Order now button

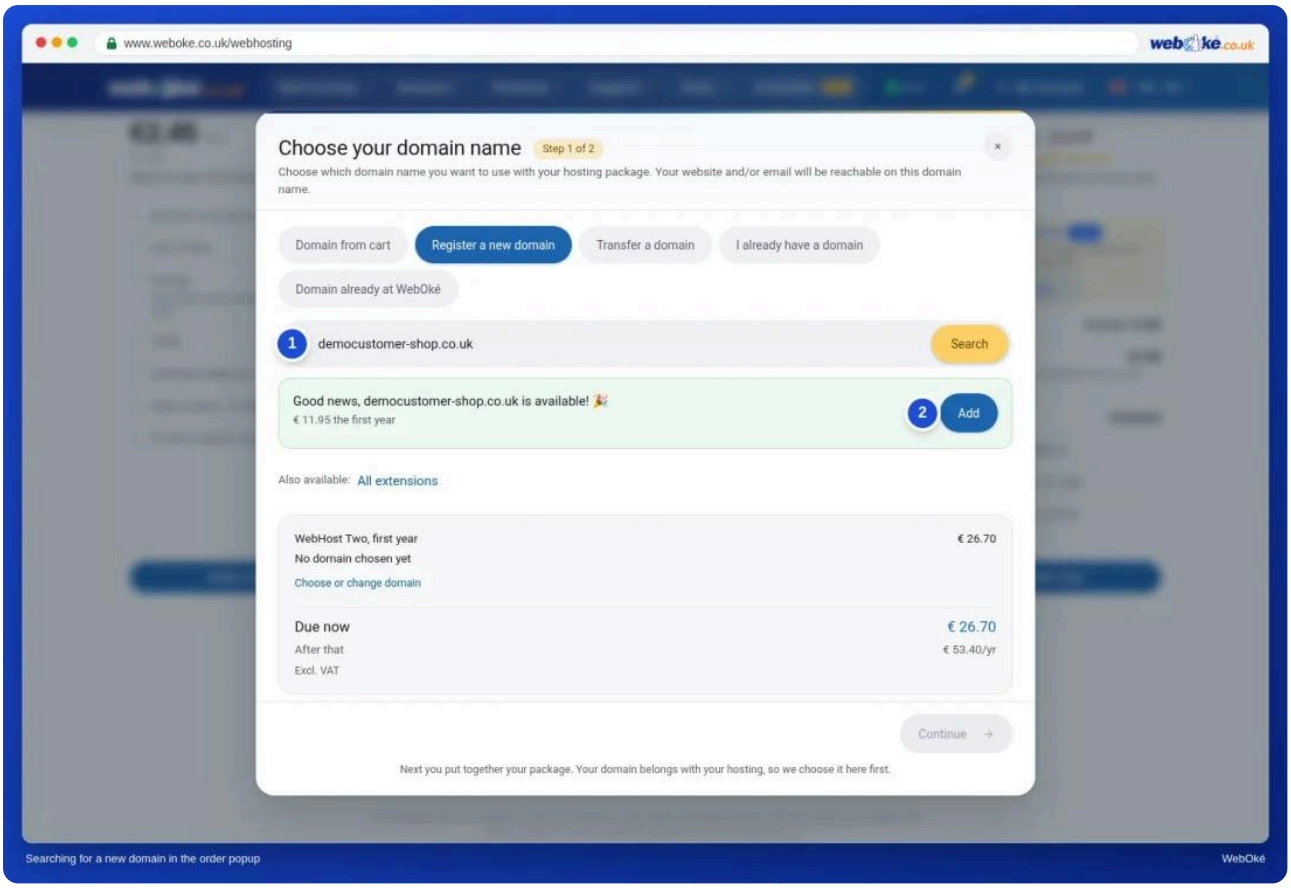
Step 1: choose your domain name

A popup opens. In step 1, you choose which domain name your website and email will use. You have four options:

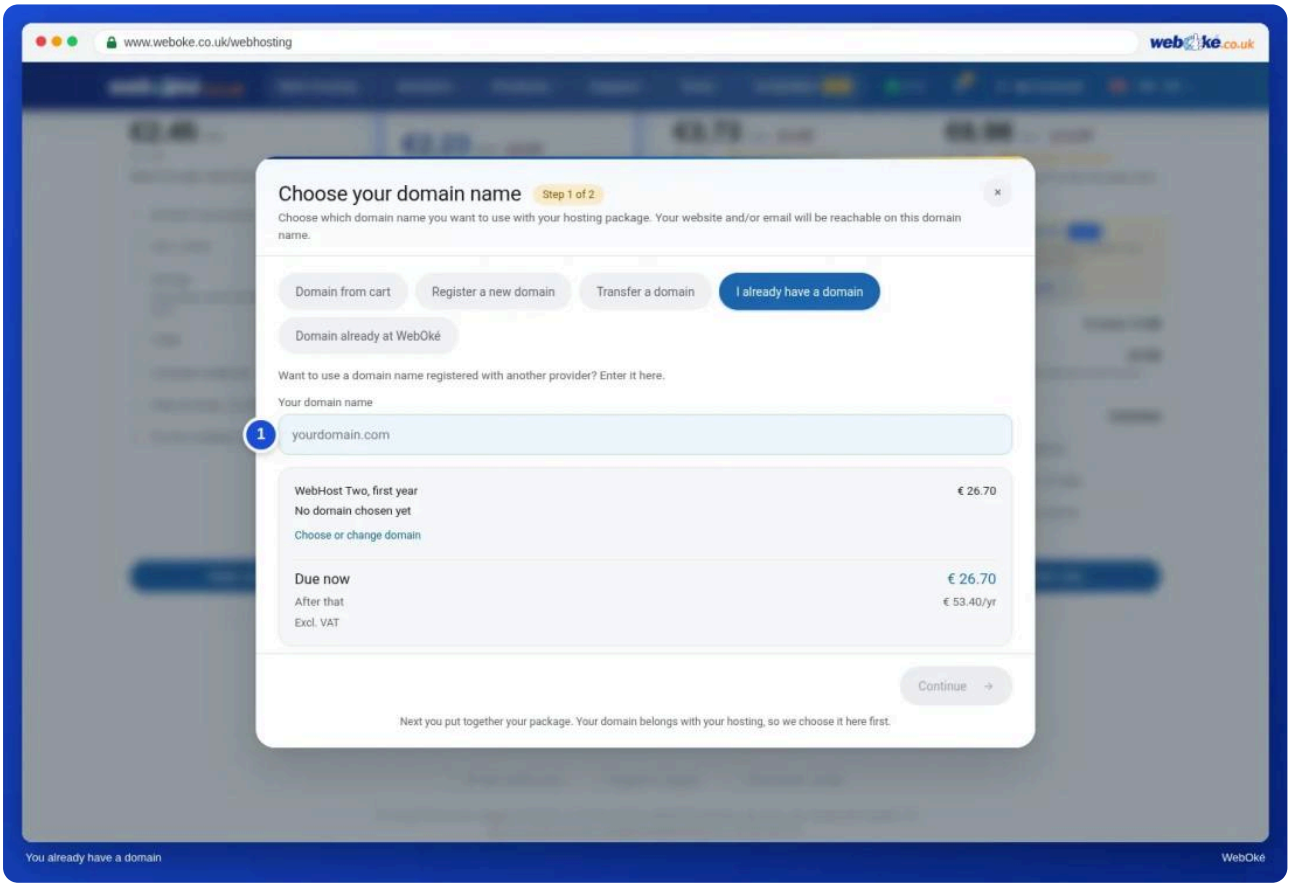


Step 1: choose which domain name goes with your plan

1. **Domain from cart** (1): you've already added a domain to your cart. Click it to link it to the plan. You'll only see this option if there's a standalone domain in your cart.
2. **Register a new domain** (2): type the domain name with extension and click **Search**. If it's available, click **Add**.
3. **Transfer a domain** (3): you already have a domain with another provider and are bringing it to WebOké. See Transferring a domain to WebOké (transfer code or transfer later).
4. **I already have a domain** (4): you're keeping your domain with your current provider, or it's already with us. Type the domain name and click **Use this domain**.



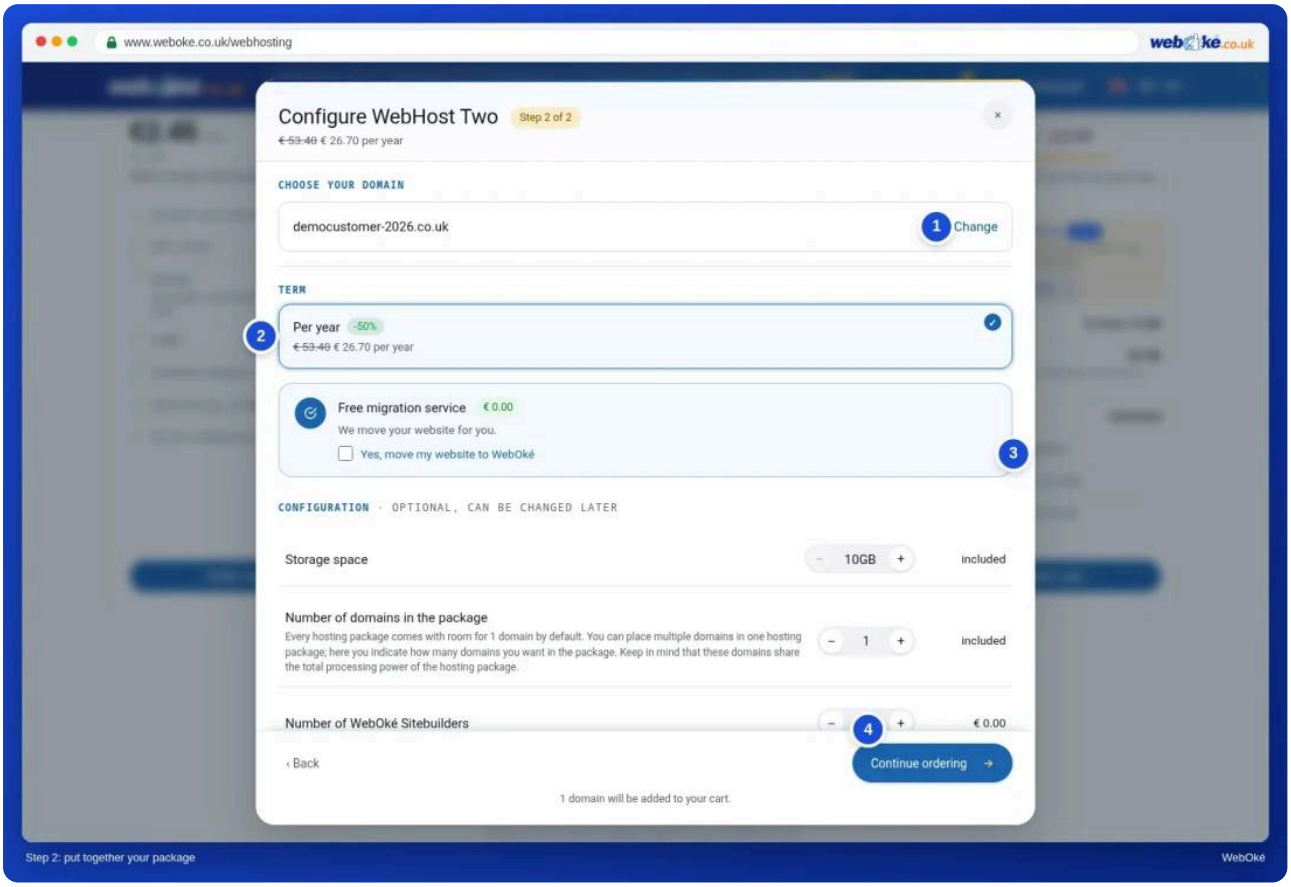
Type the domain name with extension and click Search



I already have a domain: enter your existing domain name

At the bottom of the popup, you'll see what you're paying now and what the plan costs afterwards. Click **Continue**. This button only works once you've chosen a domain.

Step 2: putting your plan together



Step 2: the domain, the term and the free transfer service

1. The chosen domain appears at the top. Click **Change** (1) to choose a different domain.
2. Under **Term** (2), choose how often you pay, for example **Per year**. The terms available depend on the plan.
3. Already have a website with another provider? Then tick **Yes, move my website to WebOké** (3). We'll then move your website for you, free of charge.
4. Under **Configuration** you'll find extra options, if the plan has any. These are optional, and you can always change them later.
5. Click **Continue ordering** (4). Your plan and domain are now in your cart. See The cart: changing, removing and discount codes.

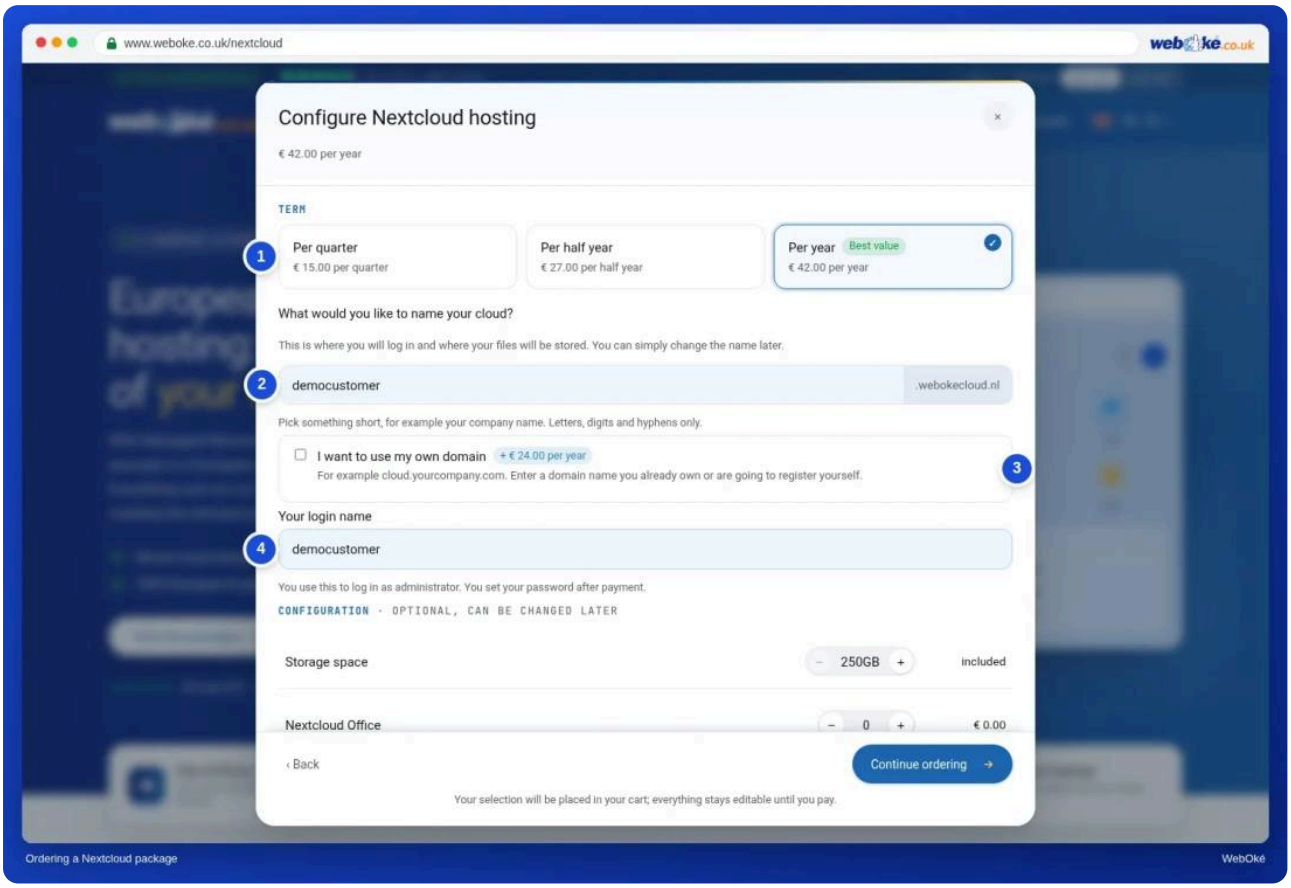
Tip: click **Back** to go back to step 1. If you close the popup with the cross, nothing is added to your cart.

An email plan

Just want email on your own domain, without a website? Then choose **Products** in the menu, select **Email plans** and click **Order now** on the plan you want. You then choose your domain name and put the plan together, just like with web hosting.

Nextcloud

With Nextcloud, you don't choose a domain, but a name for your cloud. On the Nextcloud page, click **Order now** on the plan you want.



The order popup for Nextcloud with the term, your cloud's name and your login name

1. Choose the **Term** (1).
2. Under **What would you like to name your cloud?**, type a short name (2), for example your company name. This will be followed by .webokecloud.nl. This is where you'll log in and where your files will be stored. You can change the name later.
3. Would you rather have an address on your own domain, such as cloud.yourcompany.nl? Then tick **I want to use my own domain** (3). There's a small extra cost for this.
4. Under **Your login name**, choose the name you'll use to log in yourself (4). You'll set your password after paying.
5. Below that, under **Configuration**, you can optionally choose more **Storage space** and the number of licences for **Nextcloud Office**. You can also change these later.
6. Click **Continue ordering**.

You can read more about your Nextcloud plan after ordering in Your Nextcloud package in My WebOké and in the Nextcloud manual.

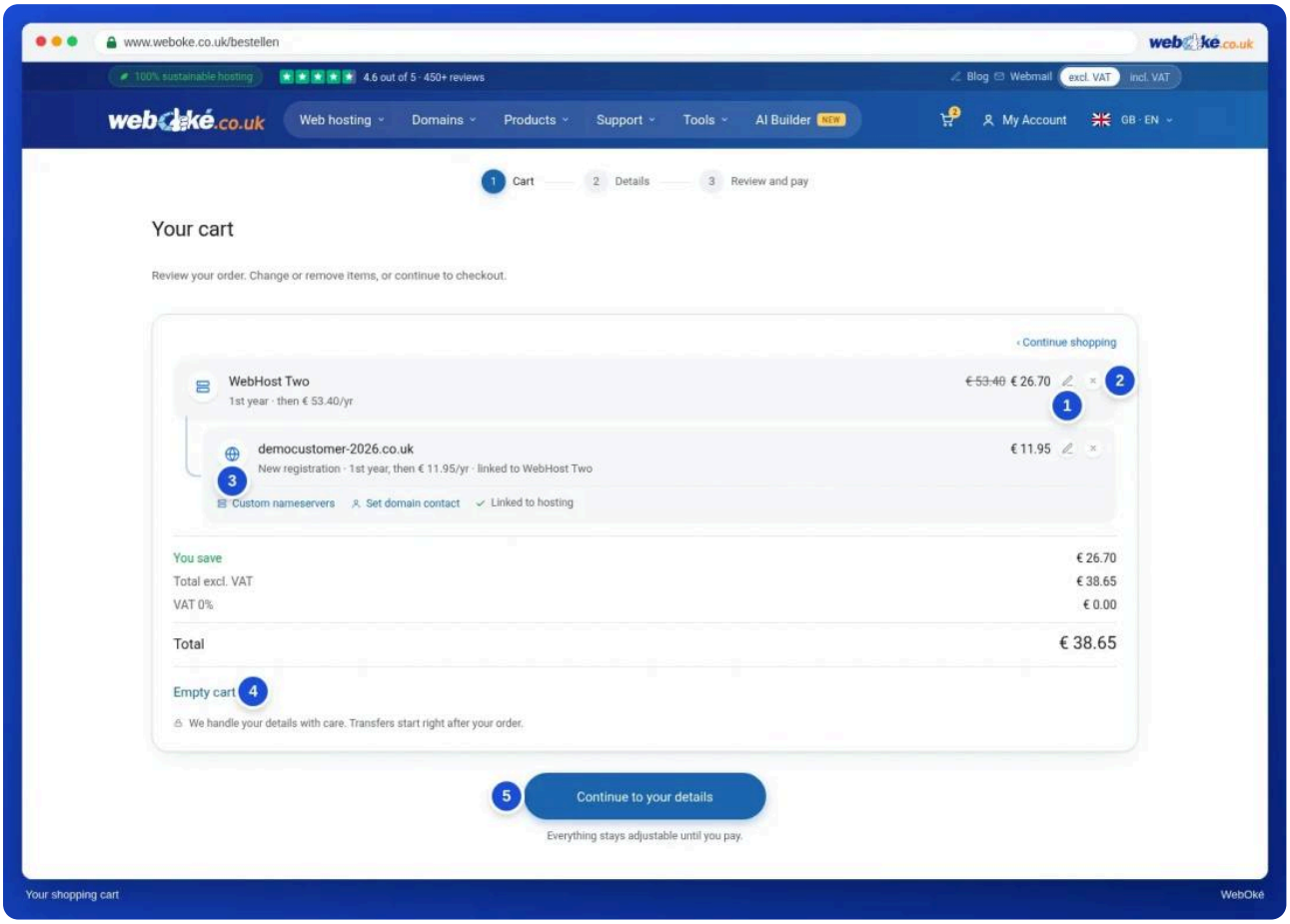
AI Builder

You don't order the AI Builder through the cart. You start for free: click **AI Builder** in the menu, or choose **Build a site with AI** on the homepage, describe your business in a few sentences and click **Build my site for free**. This creates a free account for you. You can read more about how it works in AI Builder: having your website built for you.

2.3 The cart: changing, removing and discount codes

In the cart you see everything you're about to order. You can still change everything here. Your order is only final once you pay.

You reach the cart via **Continue ordering** in the order popup, via the cart icon at the top right of the site, or via **Open cart**.



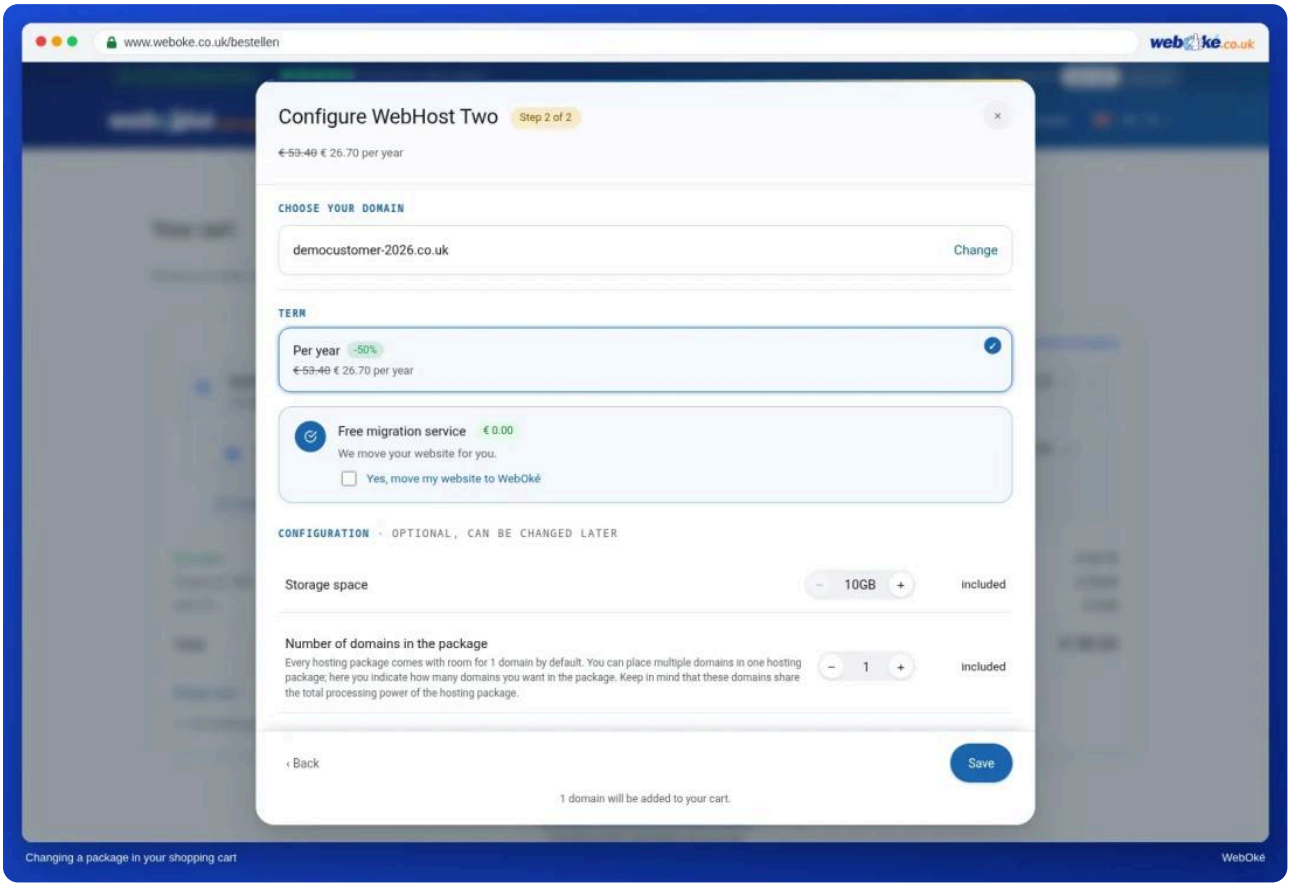
Your cart with a web hosting package and the domain linked to it

At the top you see the three steps of ordering: **Cart**, **Details** and **Review and pay**. For each item you see what it costs in the first year and what it costs afterwards. A domain that belongs to a package is shown indented underneath it, with **linked to** and the name of the package.

Changing or removing something

1. Click the pencil icon (1) to change an item. For a package, the order popup opens, where you can change the term or the domain, for example. Then click **Save**. For a domain, the window where you set up the domain opens, see Setting up your domain: nameservers, linking to your package and the owner.
2. Click the cross icon (2) to remove an item from your cart.
3. Under a domain you'll find shortcut buttons (3): **Custom nameservers**, **Set domain contact** and **Link to hosting**. These take you straight to the right part of the domain window. If the domain is already linked, you'll see **Linked to hosting** instead.

4. Want to start over? Click **Empty cart** (4) and confirm.
5. Done? Click **Continue to your details** (5). See Filling in your details (private or business, VAT number).



The pencil icon opens the order popup. Click Save when you're done

Want to order something else too? Click **Continue shopping**. Your cart stays as it is.

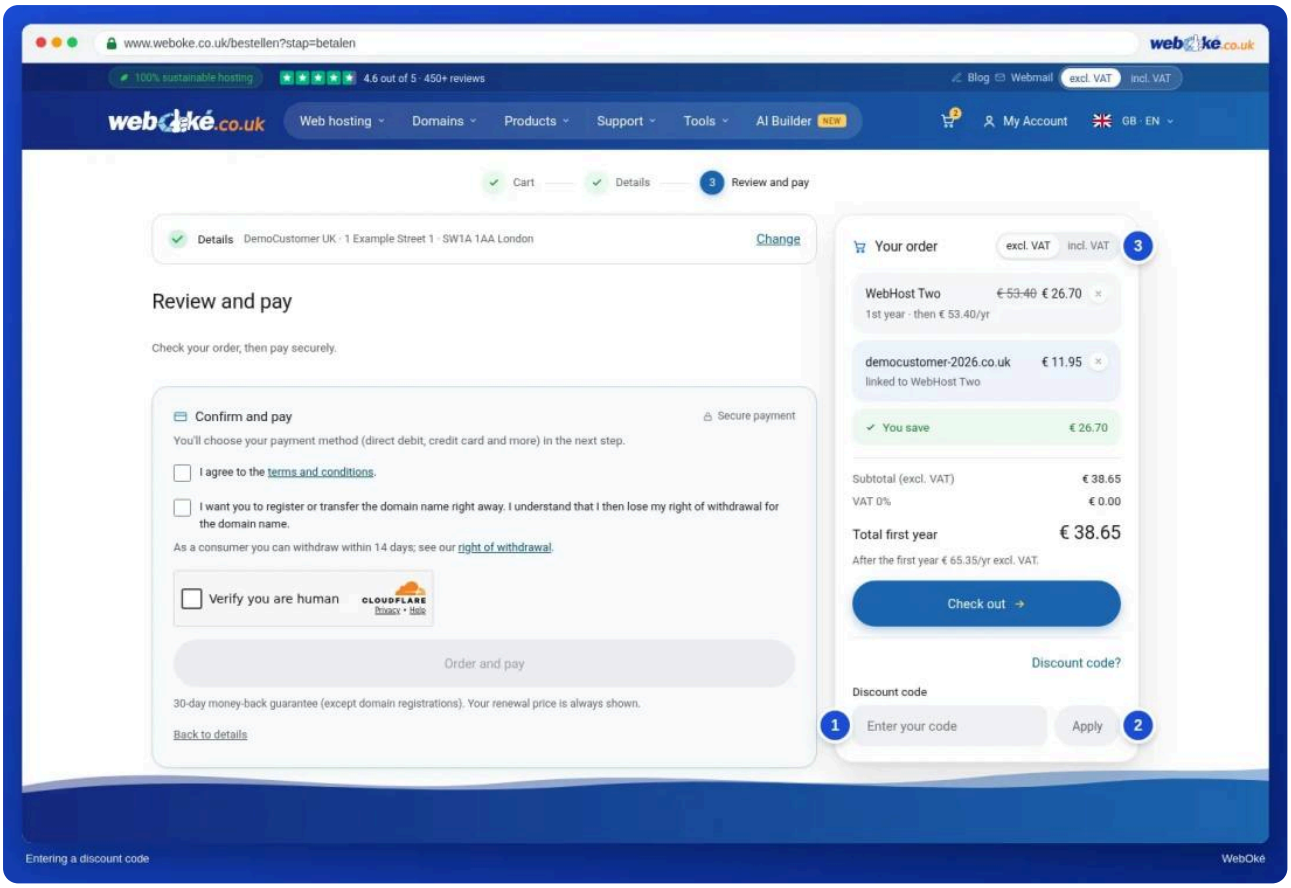
Prices and VAT

Below the items you'll find the total. Any discount is shown on a separate line, just like the VAT. On the following steps you'll see the **Your order** block on the right. There you can switch between **excl. VAT** and **incl. VAT** to change how you see the prices (3 in the image below).

Using a discount code

Do you have a discount code, for example from an email from us? You enter it at the **Details** or **Review and pay** step.

1. On the right, under **Your order**, click **Discount code?**
2. Type the code in the **Discount code** field (1).
3. Click **Apply** (2). If the code is valid, you'll see **Discount applied.** and the discount will appear in the overview.



Enter your discount code and click Apply

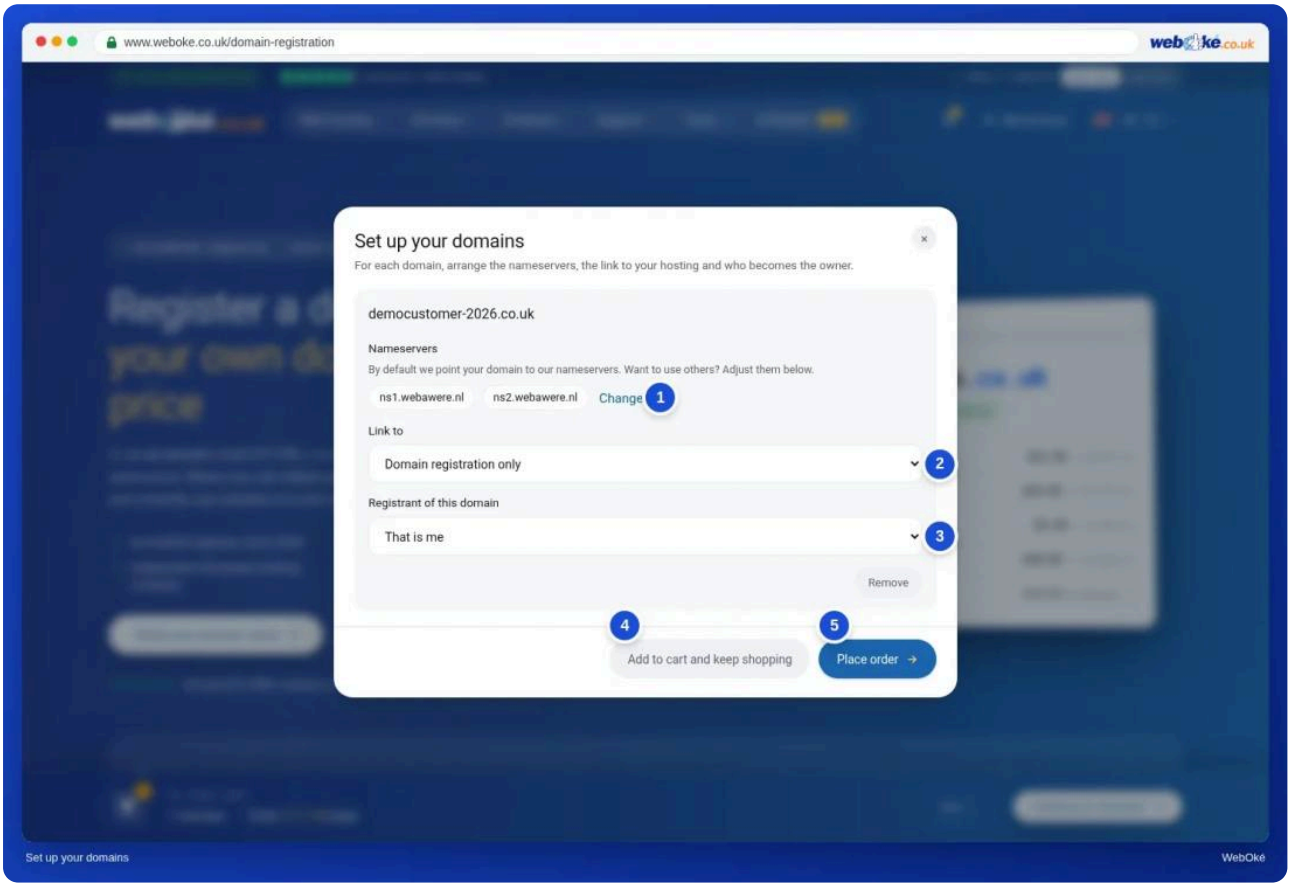
If you order via the **Order now** button on a package page with a welcome discount, that discount is often applied automatically. You can remove a discount with the cross icon after the **Discount** line.

Please note: do you get a message saying we don't recognise the discount code or that it doesn't apply to your cart? Check that you've entered the code correctly and that it applies to the products in your cart.

2.4 Setting up your domain: nameservers, linking to your package and the owner

For every domain you order, you set up three things: the nameservers, which package the domain is linked to, and who becomes the owner. You do this in the **Set up your domains** window. In most cases, you can leave everything as it is.

The window opens when you click **Continue ordering** next to a domain you searched for, or when you click the pencil icon or a quick button next to the domain in your shopping cart.

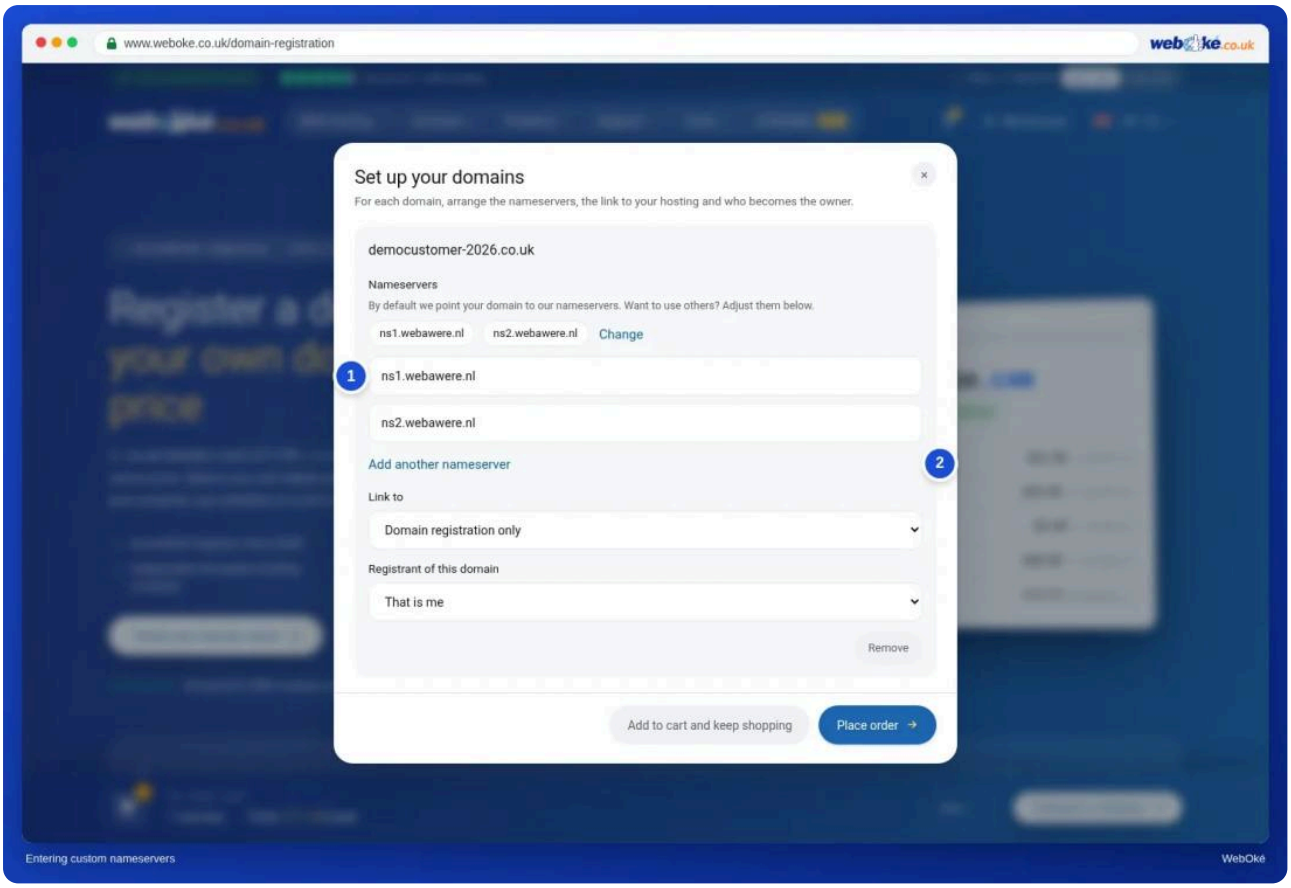


For each domain you set the nameservers, the link and the owner

Nameservers

The nameservers determine where the DNS of your domain is managed. By default we point your domain to our nameservers. That is almost always the best choice: your website and email with WebOké then work straight away, and you manage the DNS in My WebOké.

Want to use other nameservers, for example because your website runs elsewhere? Then click **Change** (1).



Enter your own nameservers. You need at least two

1. Enter your own nameservers in the fields (1), one per field.
2. Do you have more than two? Click **Add another nameserver** (2).

You need at least two nameservers. We check them before saving them. You can also change the nameservers later, see Edit nameservers.

Linking to your package

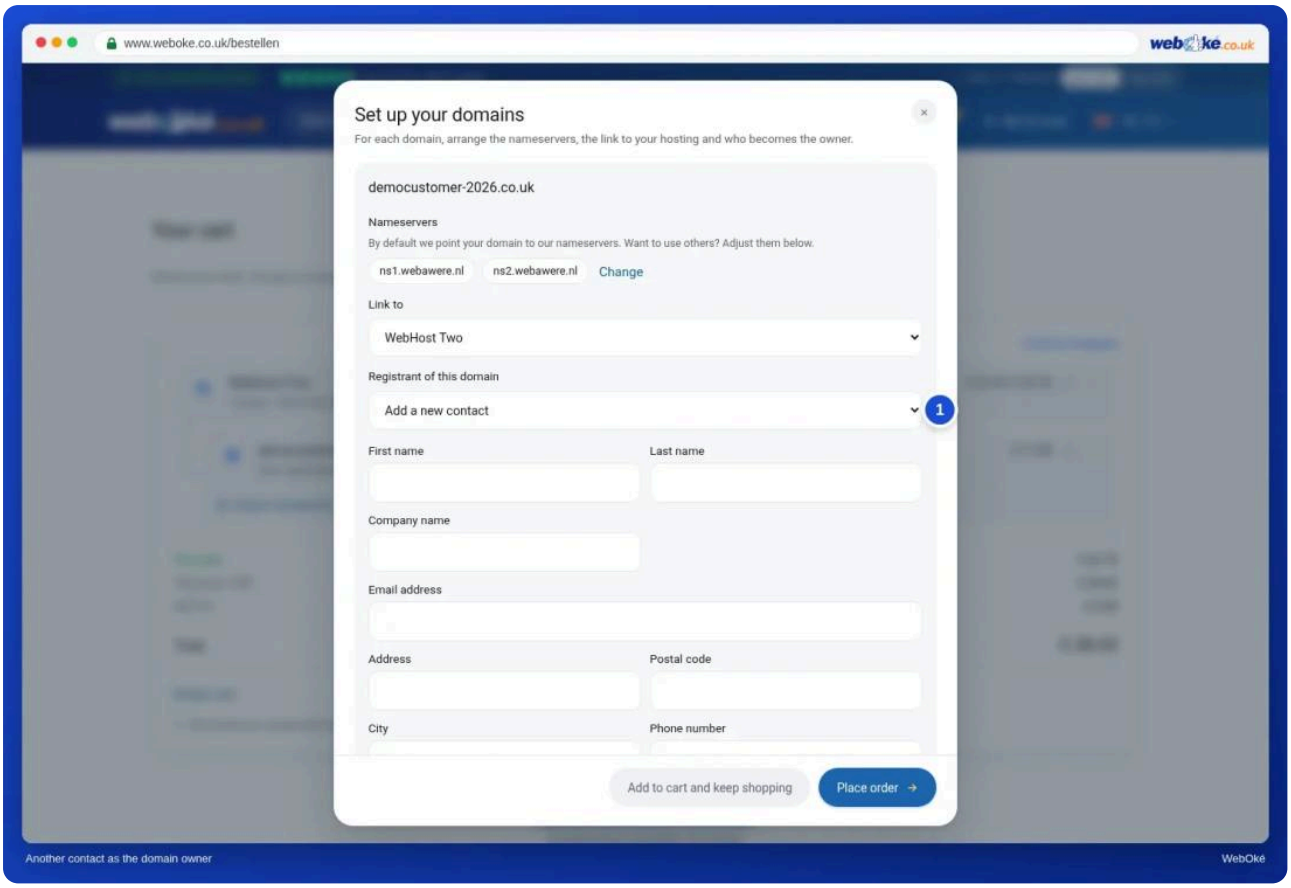
At **Link to** (2), you choose which hosting package the domain belongs to. Choose the package from your shopping cart, and your website and email will run on this domain. If you choose **Domain registration only**, you only register the name, without hosting.

If you are logged in and already have a package with us, you will also see the **Your existing packages** group. If a package is full, you will see next to it what an upgrade costs. You can also link a domain to a package later, see Domains per package and moving a domain.

The owner of the domain

At **Registrant of this domain** (3), you choose who becomes the owner of the domain. By default this is **That is me**: the details you enter when ordering will then be registered to the domain.

Does the domain need to be registered in someone else's name, for example your association or a client? Then choose **Add a new contact** and enter the owner's details.



Under Add a new contact, enter the owner's details

If you are logged in, you can also choose from the contacts you already have here. Some extensions require extra details from the owner. Those fields will then appear automatically. More about domain contacts in Domain contacts and changing the owner.

Saving

At the bottom of the window, you choose how to proceed:

- **Add to cart and keep shopping** (4): your settings are saved and you can keep browsing the site.
- **Place order** (5): your settings are saved and you go to your shopping cart. You have not ordered or paid for anything yet at this point.

With **Delete**, you remove the domain from your shopping cart. If you close the window with the cross, your changes will not be saved.

2.5 Transferring a domain to WebOké (transfer code or transfer later)

Is your domain currently with another provider? Then you can transfer it to WebOké. Your domain stays yours. When you transfer it, we immediately renew it for a year.

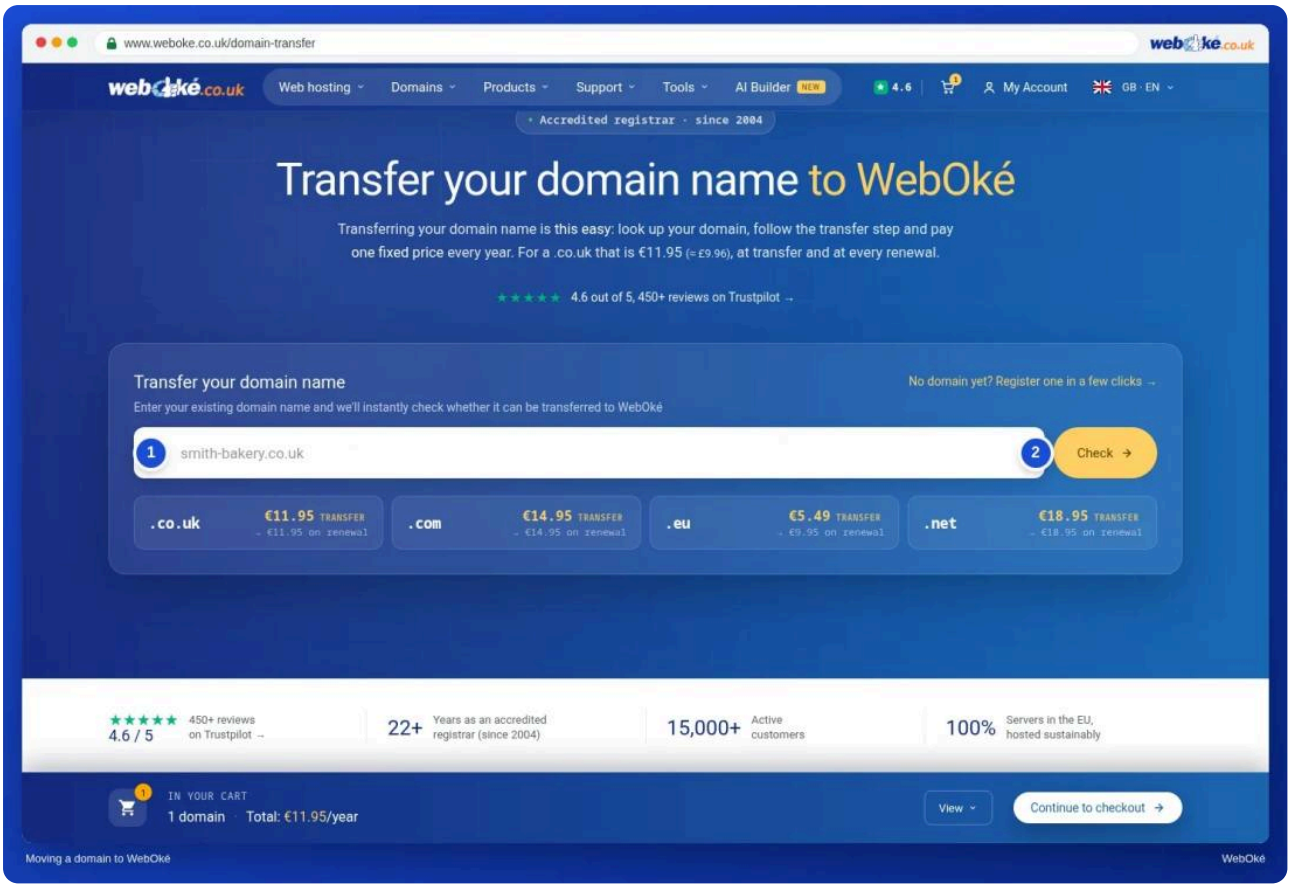
What do you need?

For most domains you'll need a transfer code, also known as an EPP token or authorisation code. You request this from your current provider. The **Transfer a domain** page shows, per provider, such as Hostnet, TransIP and Versio, where to find the code.

Please note: don't cancel your domain with your old provider before the transfer is complete. Otherwise the domain could end up in quarantine or become available again.

How to transfer a single domain

1. Go to **Domains** in the menu and click **Transfer a domain**.
2. Type your domain name in the search field (1) and click **Check** (2).
3. Click **Transfer this domain** next to your domain. The domain is now in your shopping cart as a transfer.
4. Click **Continue**. In the **Set up your domains** window, enter the **Transfer code (EPP token)**. You also set up the nameservers, the link and the owner, see Setting up your domain: nameservers, linking to your package and the owner.
5. Complete your order as described in Filling in your details (private or business, VAT number) and Review, confirm and check out.

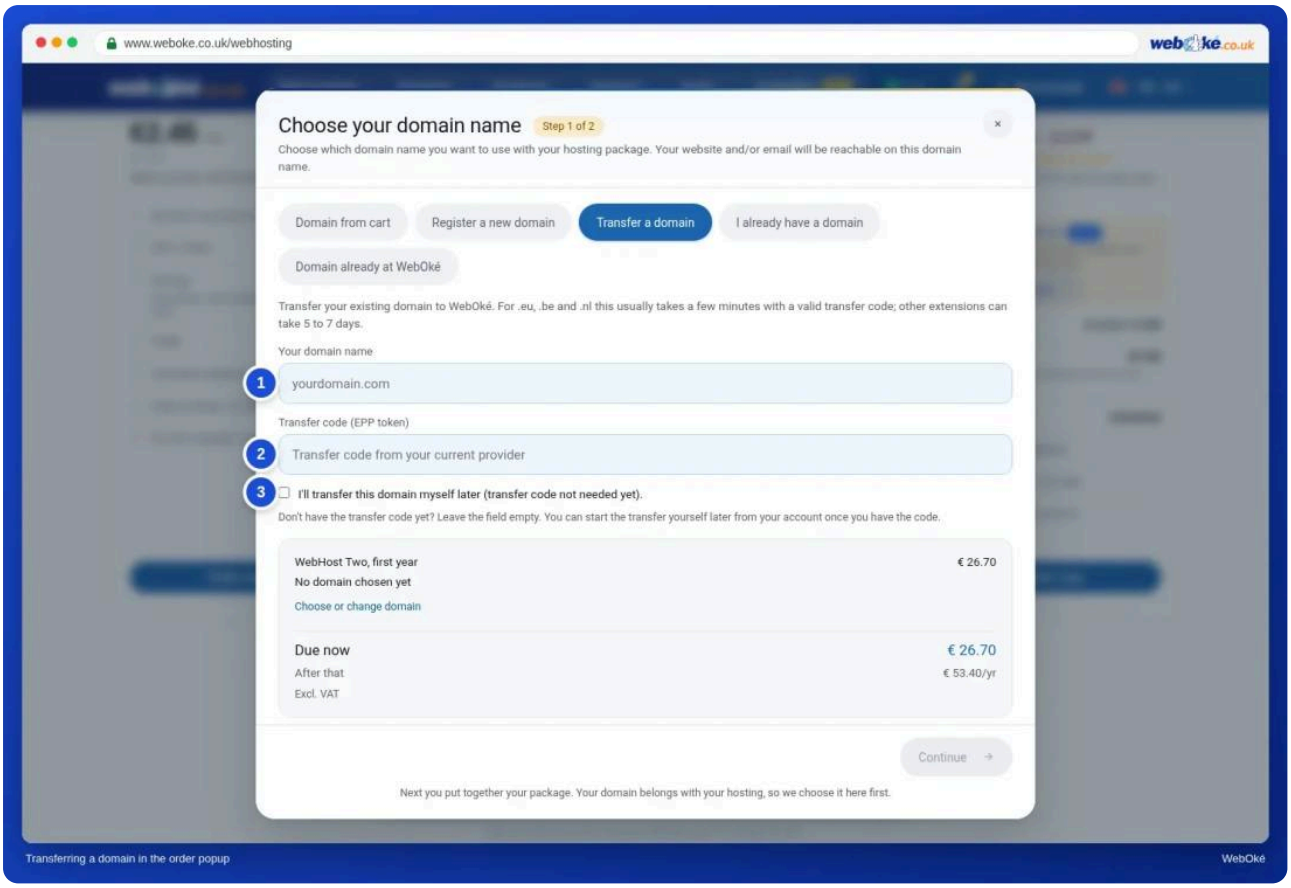


Type your domain name and click Check

If you search for a domain that's already taken using the regular domain search, you'll also see the **Transfer this domain** button, see Finding and choosing a domain name. For other extensions, you'll see **Transfer** instead.

Transferring together with a hosting package

If you're ordering a hosting package, choose **Transfer a domain** in step 1 of the order pop-up (see Choosing a hosting plan (web hosting, email plan, Nextcloud, AI Builder)).



Enter your domain name and the transfer code, or choose to transfer later

1. Enter your domain under **Your domain name** (1).
2. Enter the code from your current provider under **Transfer code (EPP token)** (2).
3. Don't have the code yet? Leave the field empty and tick **I'll transfer this domain myself later (transfer code not needed yet).** (3).
4. Click **Continue**.

Transferring later

You don't need to have the transfer code straight away. If you choose to transfer later, you order your package now. You start the transfer yourself once you have the code, from the **Transfer centre** in My WebOké. See The transfer centre: transferring domains to WebOké.

The video with this article shows how to order a hosting package with a domain you'll transfer later, right up to the review screen. A second video shows how to request the free website transfer service.

Tip: is your website still running with your old provider? Then only transfer the domain once your website and email are ready at WebOké. When ordering, tick **Yes, move my website to WebOké** if you'd like us to transfer your website for you.

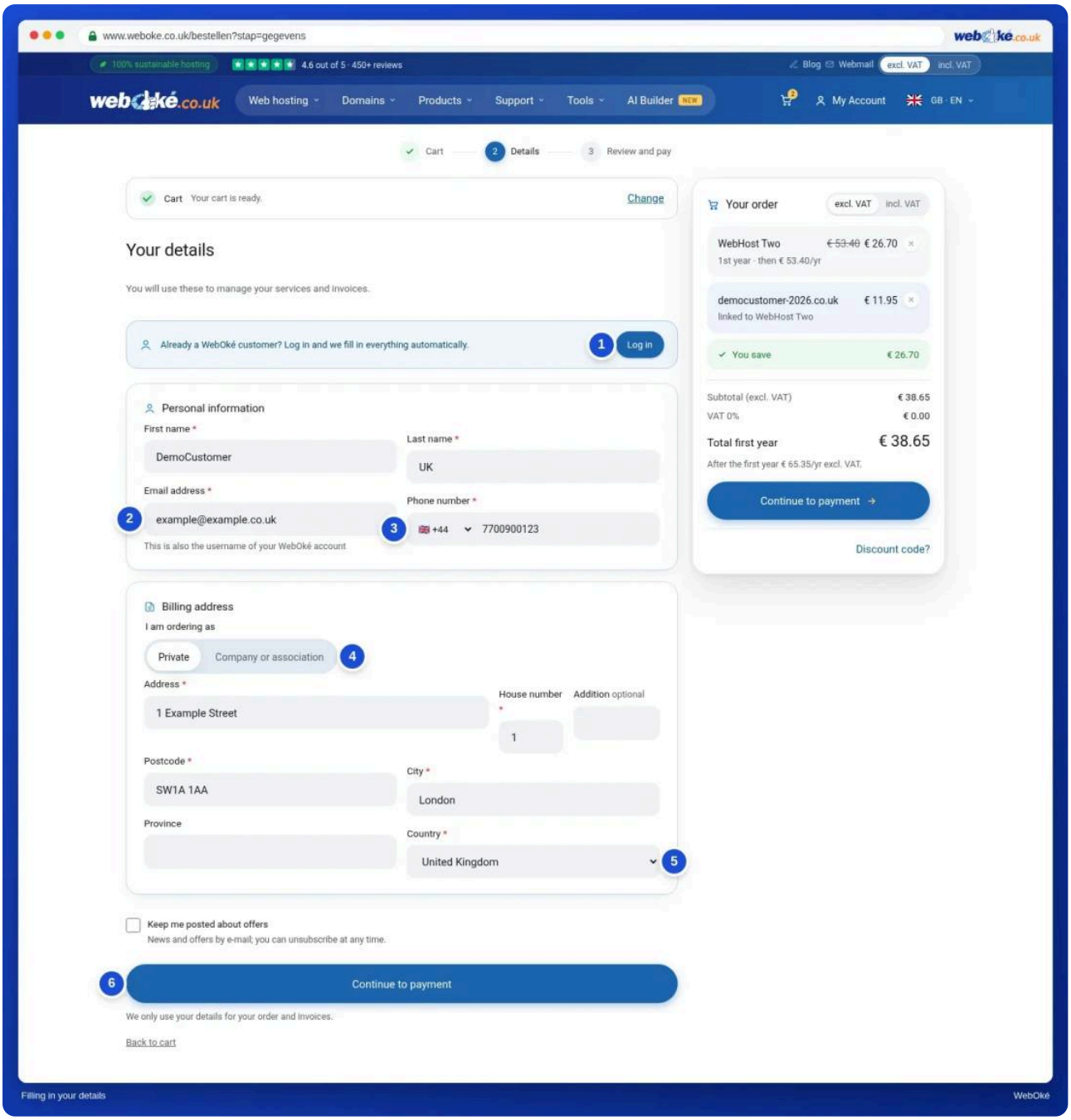
How long does it take?

A .nl domain usually transfers within a few minutes. Other extensions can take 5 to 7 days. You can see the progress in My WebOké under **My Domains**.

Tip: Want to register or transfer many domains at once? Paste them all in one go, see Registering or transferring many domains at once.

2.6 Filling in your details (private or business, VAT number)

In the second step, you fill in your details. These create your account for My WebOké and appear on your invoice. You don't choose a password here yet: you'll set that after placing your order, see After your order: tracking delivery and the welcome email.



Fill in your personal details and invoice address

Already a customer?

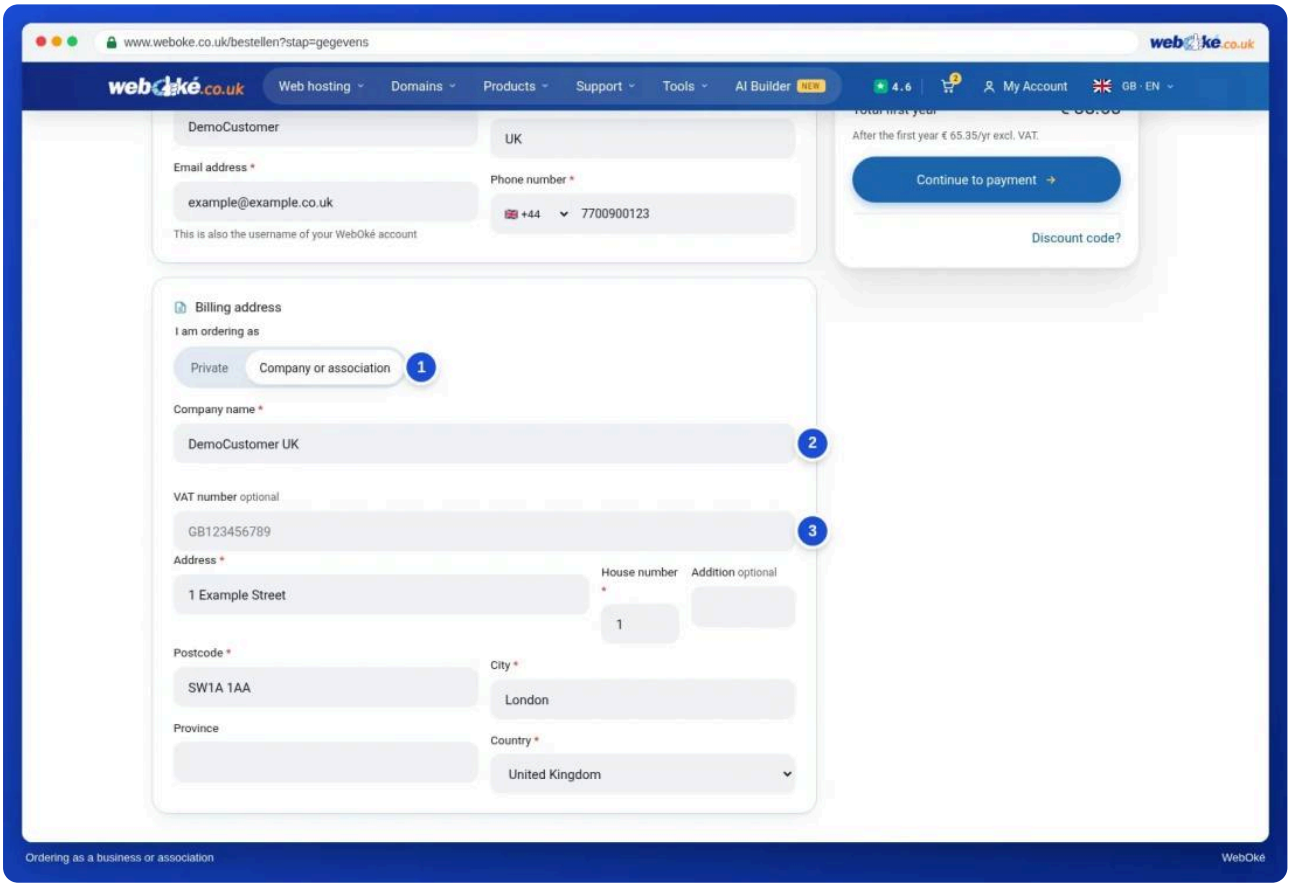
Do you already have an account with WebOké? Then click **Log in** at the top (1). After logging in, we'll fill in your details automatically and the order will be added to your existing account. See also Ordering something extra when you're already a customer.

Filling in your details

1. Under **Personal information**, fill in your **First name**, **Last name** and **Email address** (2). This email address will also become the username for your WebOké account, so choose an address you check regularly.
2. Under **Phone number**, first choose the country (3) and then enter your number.
3. Under **I am ordering as** (4), choose **Private** or **Company or association**.
4. Fill in your invoice address: **Address**, **House number**, an **Addition** if applicable, **Postal code**, **City** and **State**.
5. Check under **Country** (5) that the correct country is selected.
6. Would you like news and offers by email? Then tick the box next to **Keep me posted about offers**. You can also leave it unticked.
7. Click **Continue to payment** (6). You haven't ordered anything yet at this point: first you'll check everything, see Review, confirm and check out.

Please note: do you get a message that an account already exists with this email address? Then log in with that account, or choose a different email address.

Ordering as a business



For Company or association, you also fill in the business name and, if applicable, the VAT number

1. Under **I am ordering as**, choose **Company or association** (1).
2. Fill in the **Business name** (2). This is required.

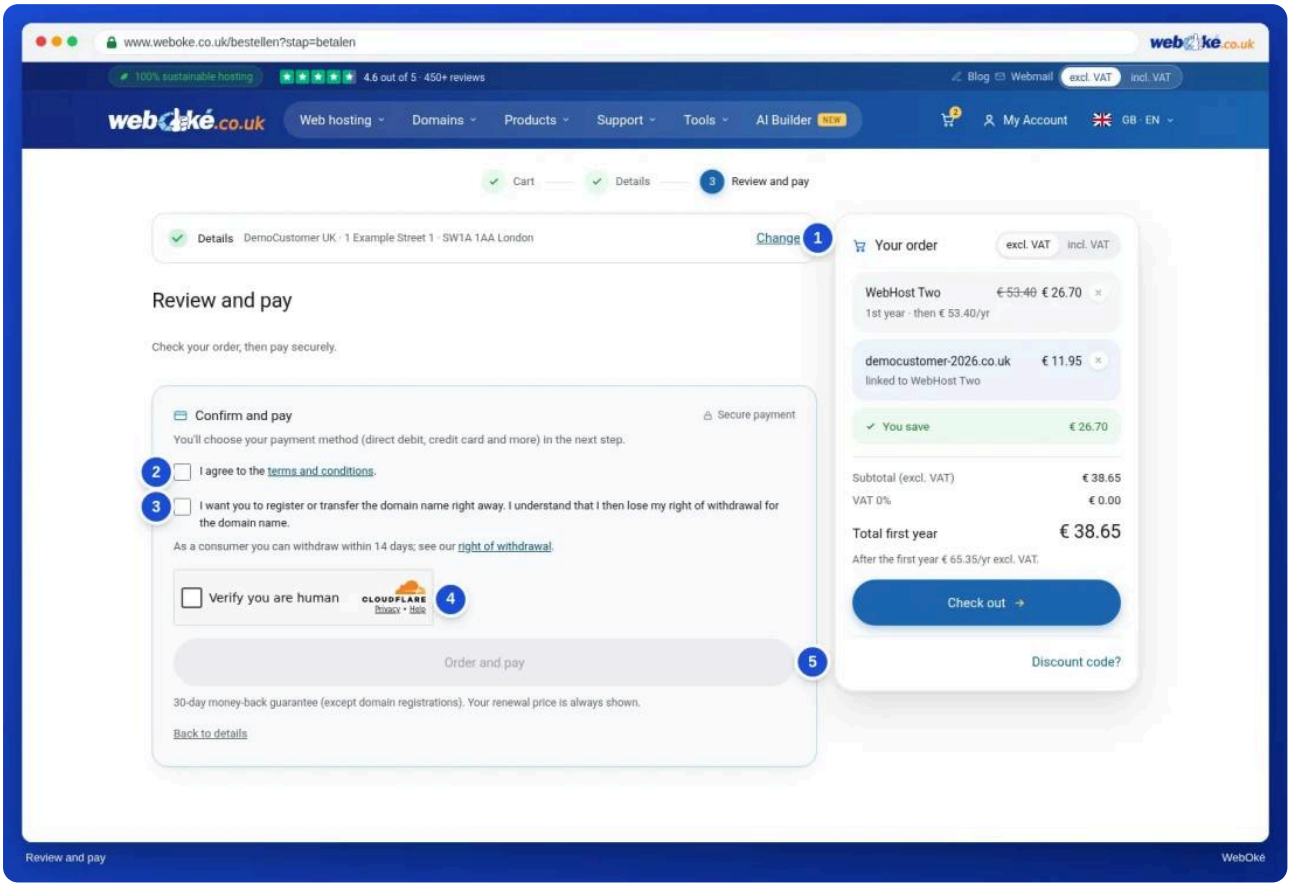
3. Do you have a VAT number? Fill it in under **VAT number** (3), for example NL123456789B01. This field is optional.

We check your VAT number immediately against the European VAT database (VIES). If the number is valid, you'll see **VAT number is valid.** If we can't verify it or it isn't known there, you can simply continue. If you order as a business from another EU country with a valid VAT number, you'll be charged without Dutch VAT.

Tip: you can update your details later in My WebOké, see Changing your details and invoice address.

2.7 Review, confirm and check out

In the last step, **Review and pay**, you check your order one more time. Then you confirm and move on to payment.



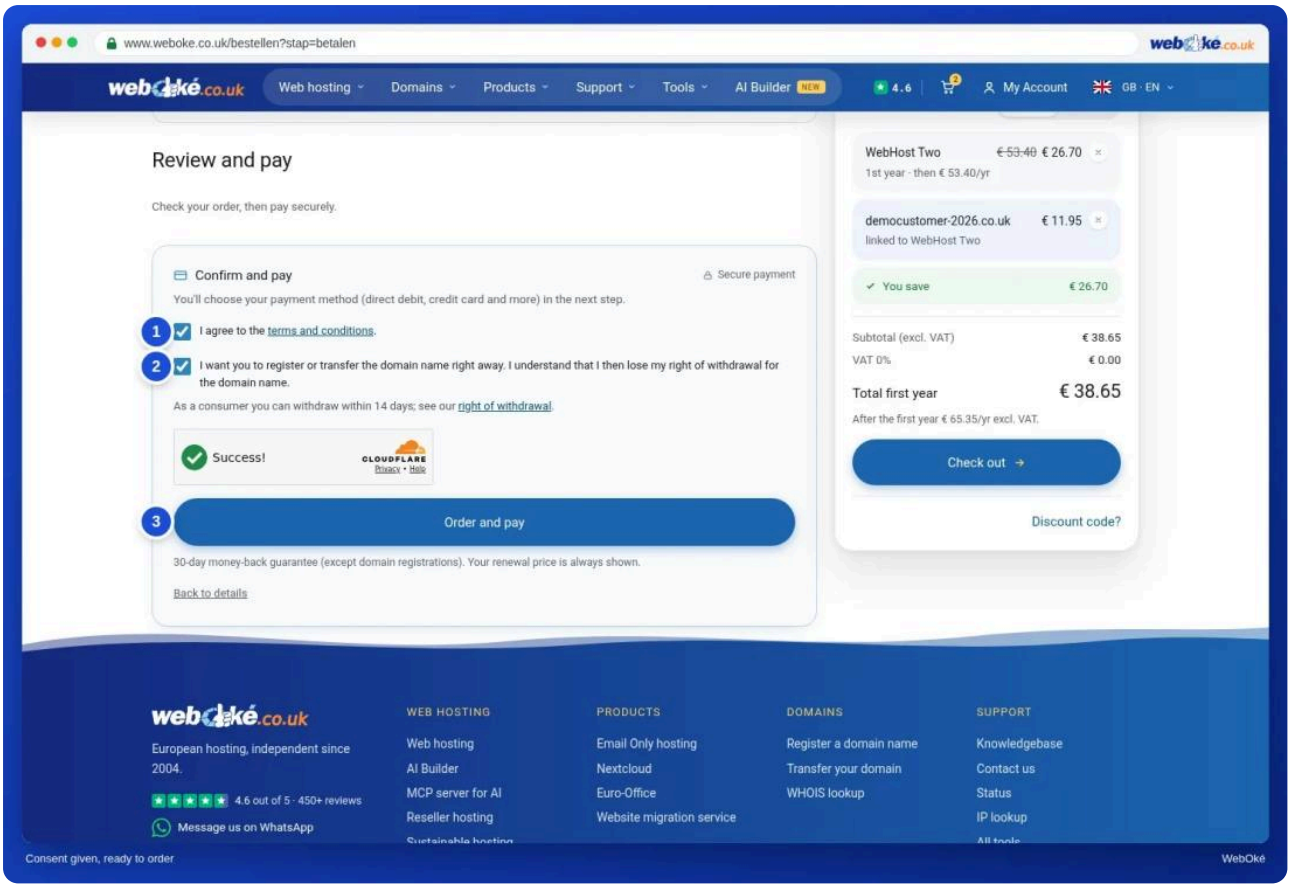
Check your details and your order and confirm

Check your order

- Your details are shown at the top. Is something not right? Click **Change** (1).
- On the right, under **Your order**, you'll see what you're ordering, including VAT and the total for the first year. Below that, you'll see what you'll pay after the first year.

Confirming

1. Tick **I agree to the terms and conditions.** (2) Use the link to read the terms and conditions first.
2. Are you ordering a domain as a private individual? Then you'll also see a tick box about the right of withdrawal (3). As soon as we register or transfer your domain, you can no longer withdraw from that domain name. For your other products, you still have 14 days as a consumer to change your mind.
3. If you're not logged in, you'll also do a quick check to confirm you're not a robot (4). This usually happens automatically. Otherwise, tick **I'm not a robot**.
4. Click **Order and pay** (5). This button only works once all the boxes are ticked.



Once all the boxes are ticked, the Order and pay button works

You choose your payment method on the next page, see Paying: payment methods, bank transfer and credit balance.

What happens when you click Order and pay?

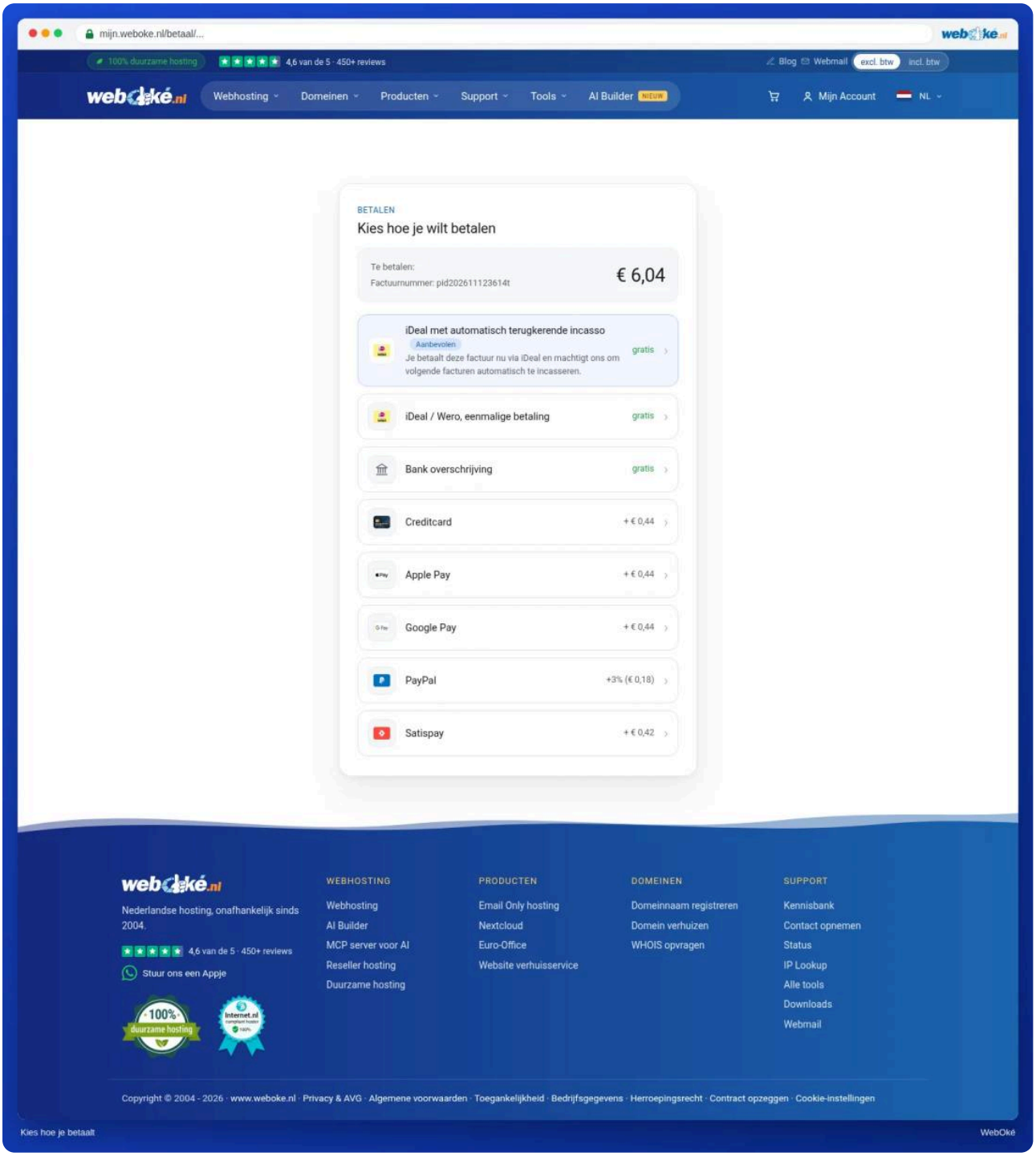
- If you're new, we'll create your My WebOké account. You'll then be logged in straight away.
- We create your order and the invoice. You'll receive an order confirmation by email.
- You'll arrive at the payment screen.

Tip: at WebOké, we offer a 30 day money back guarantee. This doesn't apply to domain registrations.

Please note: do you see the message **The anti-robot check did not pass**? Refresh the page and try again. If it still doesn't work, please contact us, see Getting help: AI assistant, knowledge base, explainer videos, support and WhatsApp.

2.8 Paying: payment methods, bank transfer and credit balance

After placing your order, you'll see the payment screen **Choose how you want to pay**. At the top, you'll find the amount and the invoice number. Below that, you choose how to pay.



Choose how you want to pay

The payment methods

Which payment methods you see depends on your country and your account. Some methods have a small surcharge, shown on the right. If it says **free**, you don't pay anything extra.

Method	What happens?
Pay with your credit balance	If you have credit in your account, you pay with that first. If your balance isn't enough, you pay the rest with another method. See Credit balance and topping up credit.
iDEAL with automatic recurring direct debit	You pay this invoice with iDEAL and authorise us to automatically collect future invoices. That way, you never have to think about your invoices again. See Setting up or stopping direct debit.
iDEAL / Wero; one-off payment	You pay only this invoice using your banking app.
Bank transfer	You transfer the amount yourself. See below.
Credit card, Apple Pay, Google Pay, PayPal and more	You pay via the payment page of our payment partner.

Click a method. You'll then go to the payment page of your bank or the payment partner. After paying, you'll automatically return to WebOké.

Tip: you'll only see the option **iDEAL with automatic recurring direct debit** if you're logged in as the account holder. You're automatically logged in as the account holder right after placing an order.

Paying by bank transfer

1. Choose **Bank transfer**.
2. You'll see the account details: **Account holder**, **IBAN**, **BIC**, the **Amount** and the **Description**. Use **Copy** to copy a detail. You can also scan the QR code with your banking app.
3. Always state the invoice number as the description. That way, we can recognise your payment.
4. Click **Done, I will transfer the amount**.

The invoice remains open until we've received your transfer. You'll then receive a confirmation by email. We'll deliver your order as soon as the payment arrives. Want it to go faster? Choose a method that pays instantly, such as iDEAL.

After paying

If the payment is successful, you'll see **Thank you for your payment!** If processing takes a moment, you'll see **Payment is being processed**. This usually takes less than a minute. After that, we'll deliver your order, see After your order: tracking delivery and the welcome email.

Please note: did you cancel the payment, or did it fail? Then the invoice simply remains open. You can still pay it later via My WebOké, under **My Invoices**. See Paying an invoice (including several at once).

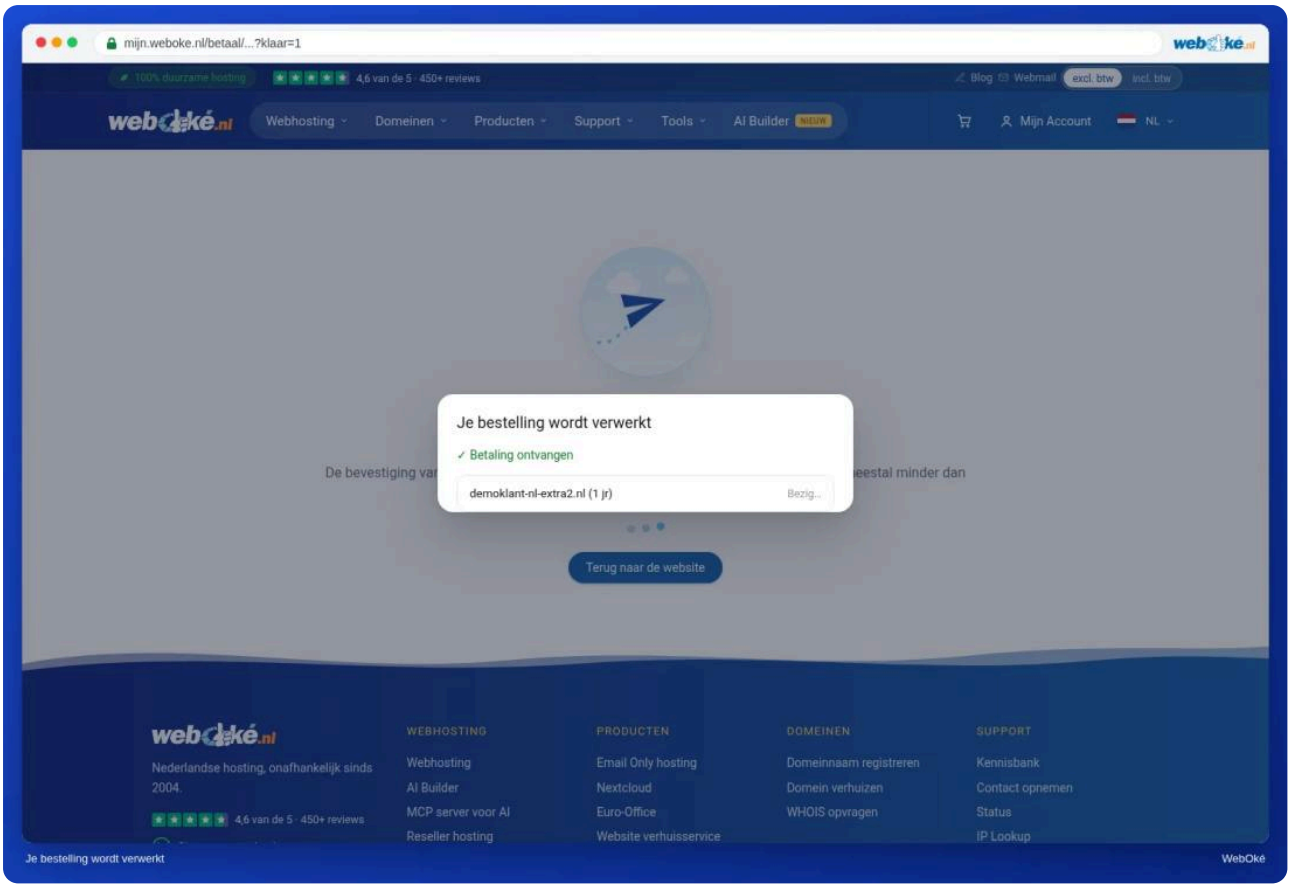
2.9 After your order: tracking delivery and the welcome email

As soon as we've received your payment, we'll automatically deliver your order. Everything is usually ready within a few minutes.

Tracking the delivery

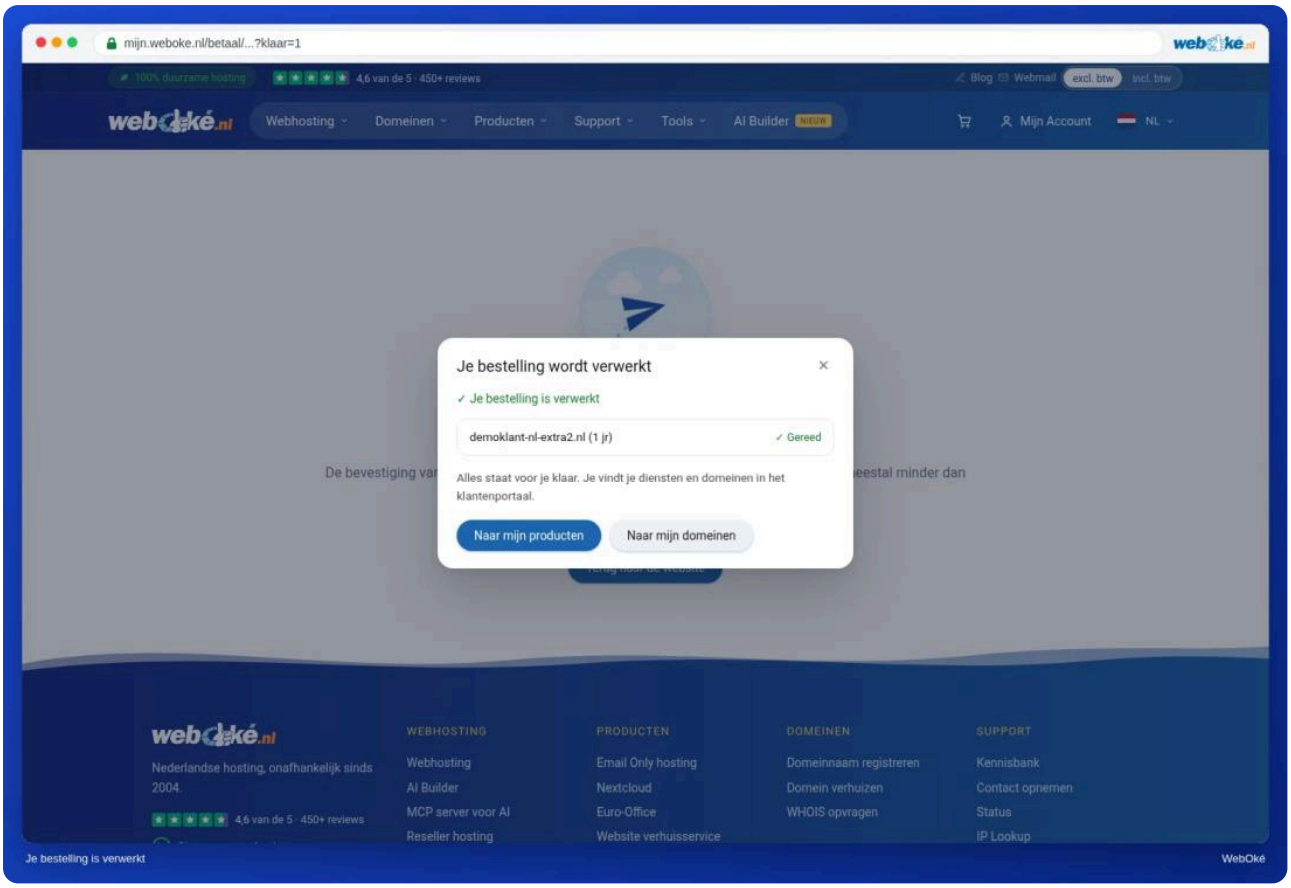
After paying, the **Your order is being processed** window opens. You'll first see **Checking payment**, followed by **Payment received**. Below that, you'll see each item in your order with its status:

Status	Meaning
Queued	We'll start on this item shortly.
Running	We're setting up this item now.
Done	This item is ready to use.
Transfer requested	The transfer of your domain has started.
Transfer starts later	You've chosen to transfer later, see Transferring a domain to WebOké (transfer code or transfer later).
Failed	Something went wrong. This item will be retried automatically; no action is needed.



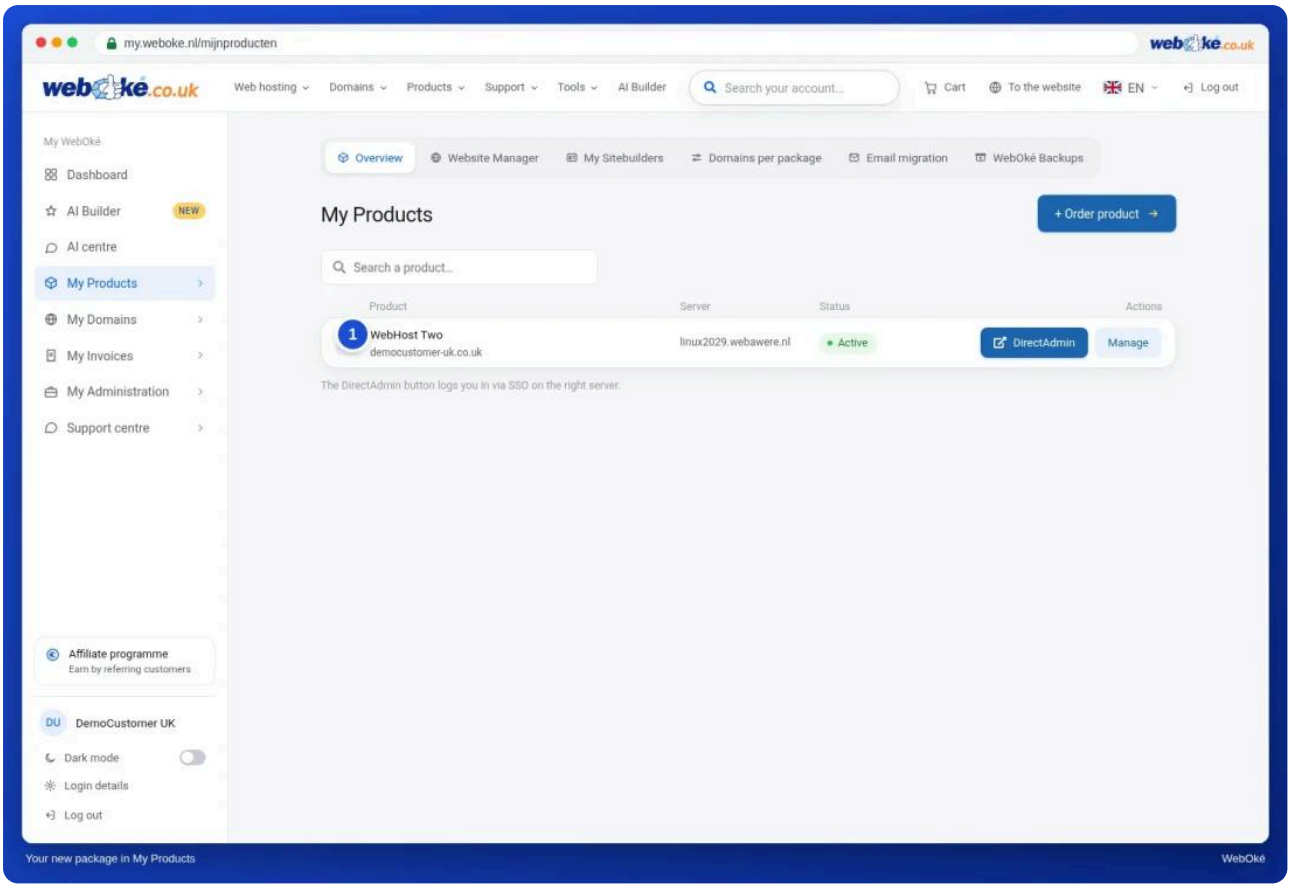
Payment has been received and we're setting up your domain

Once everything is ready, you'll see **Your order has been processed**. Click **Go to my products** or **Go to my domains** to get started straight away. You can also close the window: delivery will simply continue.



Everything is ready: go straight to your products or domains

Your new package then appears in My WebOké under **My Products** (1), with the status **Active**. See Your product overview.



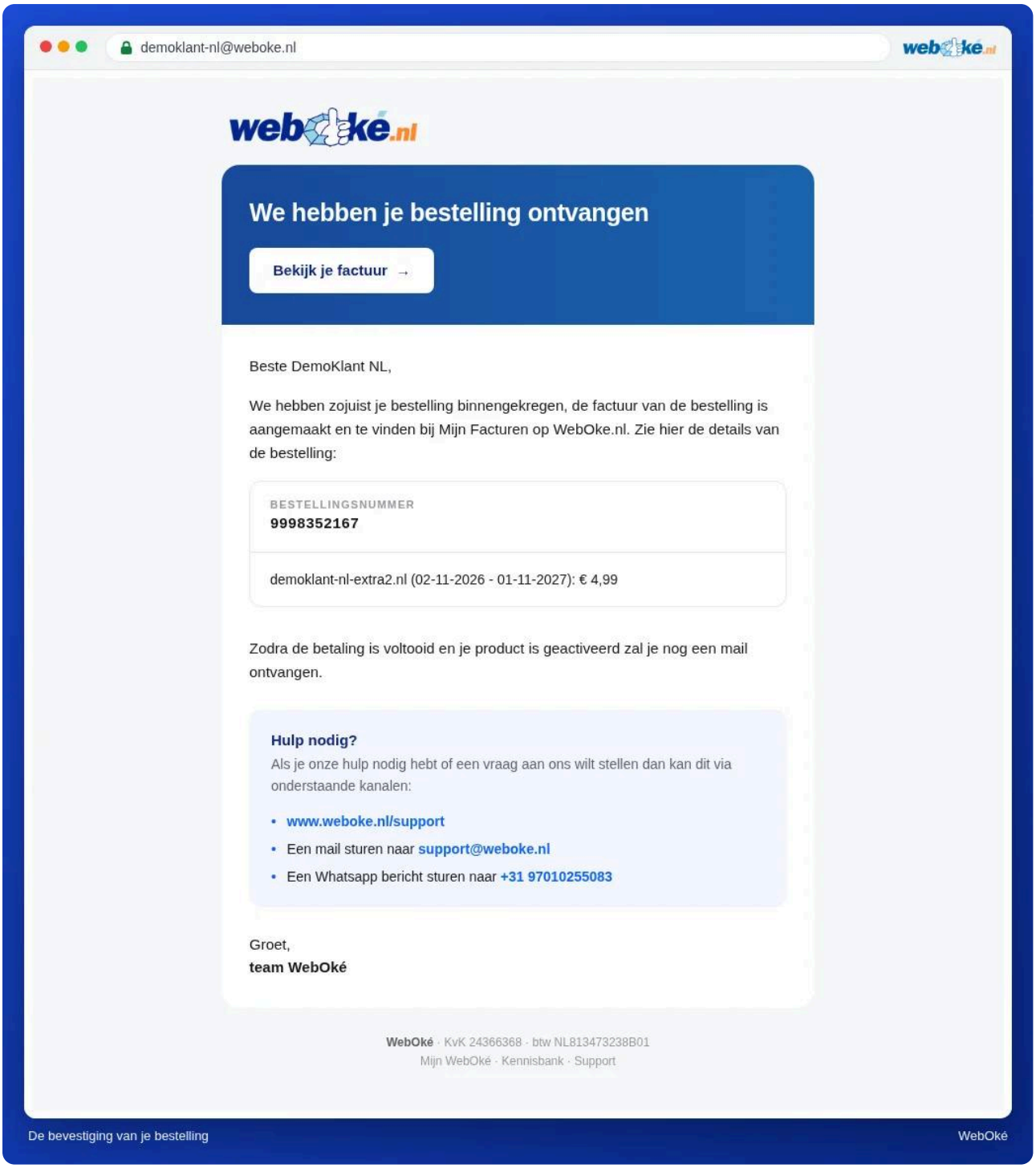
Your new hosting package is active in My Products

The emails you'll receive

After your first order, you'll receive a few emails. They're sent to the email address you entered when ordering.

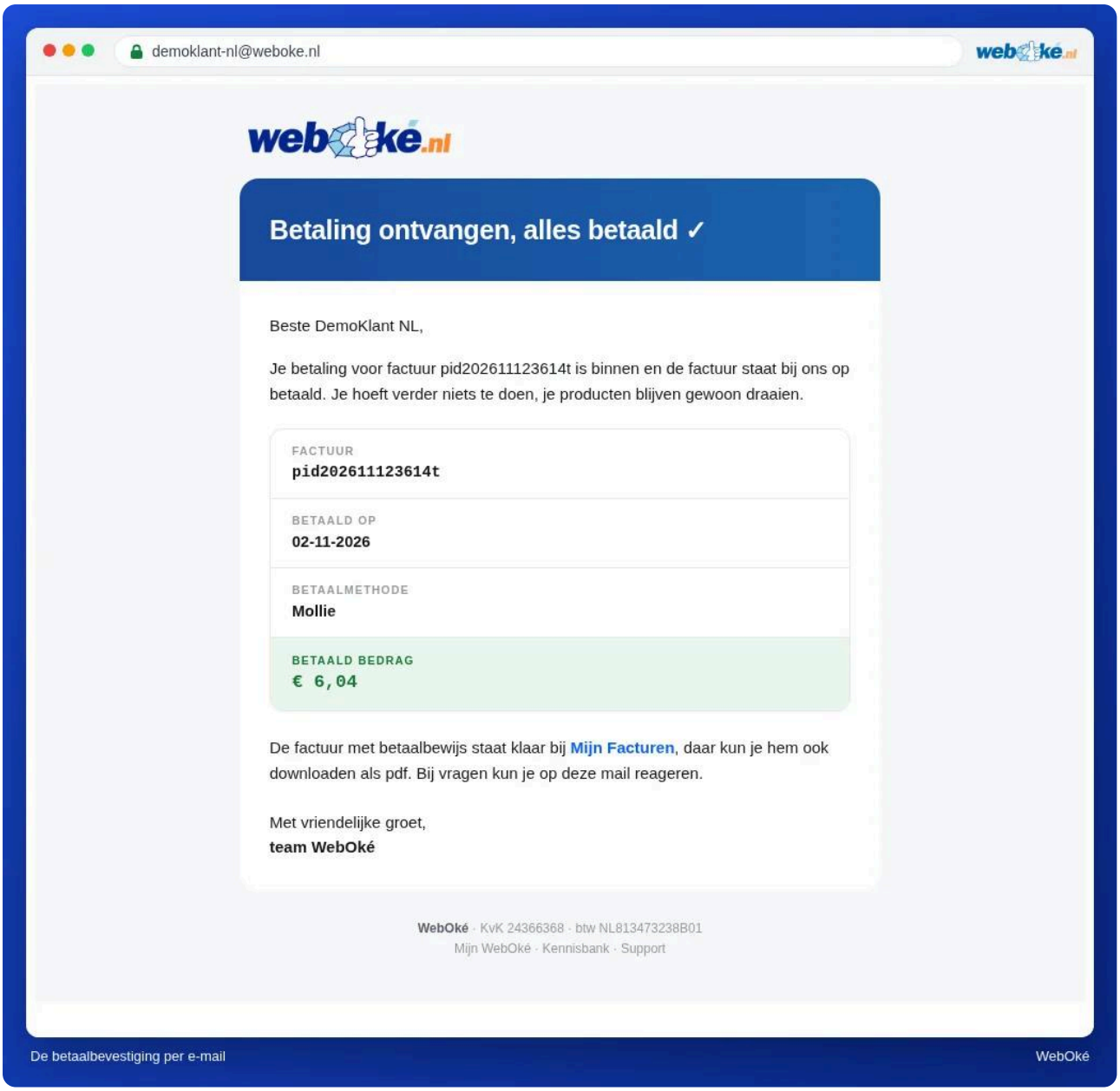
Email	What's in it?
Welcome to WebOké: set your password	Your account for My WebOké has been created. Use the button in the email to set your password. The button is valid for 14 days and works once.
Order confirmation	Your order number and what you've ordered.
Invoice ready for you	The invoice for your order.
Payment confirmation	Confirmation that we've received your payment and the invoice has been marked as paid.
New hosting package information	The welcome email for your hosting package, with everything you need to get started.

The order confirmation has the heading **We've received your order**. It shows your order number and what you've ordered. Use the **View your invoice** button to open the invoice.



Confirmation of your order

Once we've received your payment, you'll get the email **Payment received, everything paid**. It shows the invoice number, the date, the payment method and the amount. You'll then find the invoice with proof of payment under **My Invoices**, see Viewing and downloading your invoices.



Confirmation of your payment

Please note: set your password as soon as possible. If the button in the welcome email has expired, request a new link via **Forgot password** on the login page. See Setting, changing or forgetting your password.

The welcome email for your hosting package

Keep this email somewhere safe. It contains:

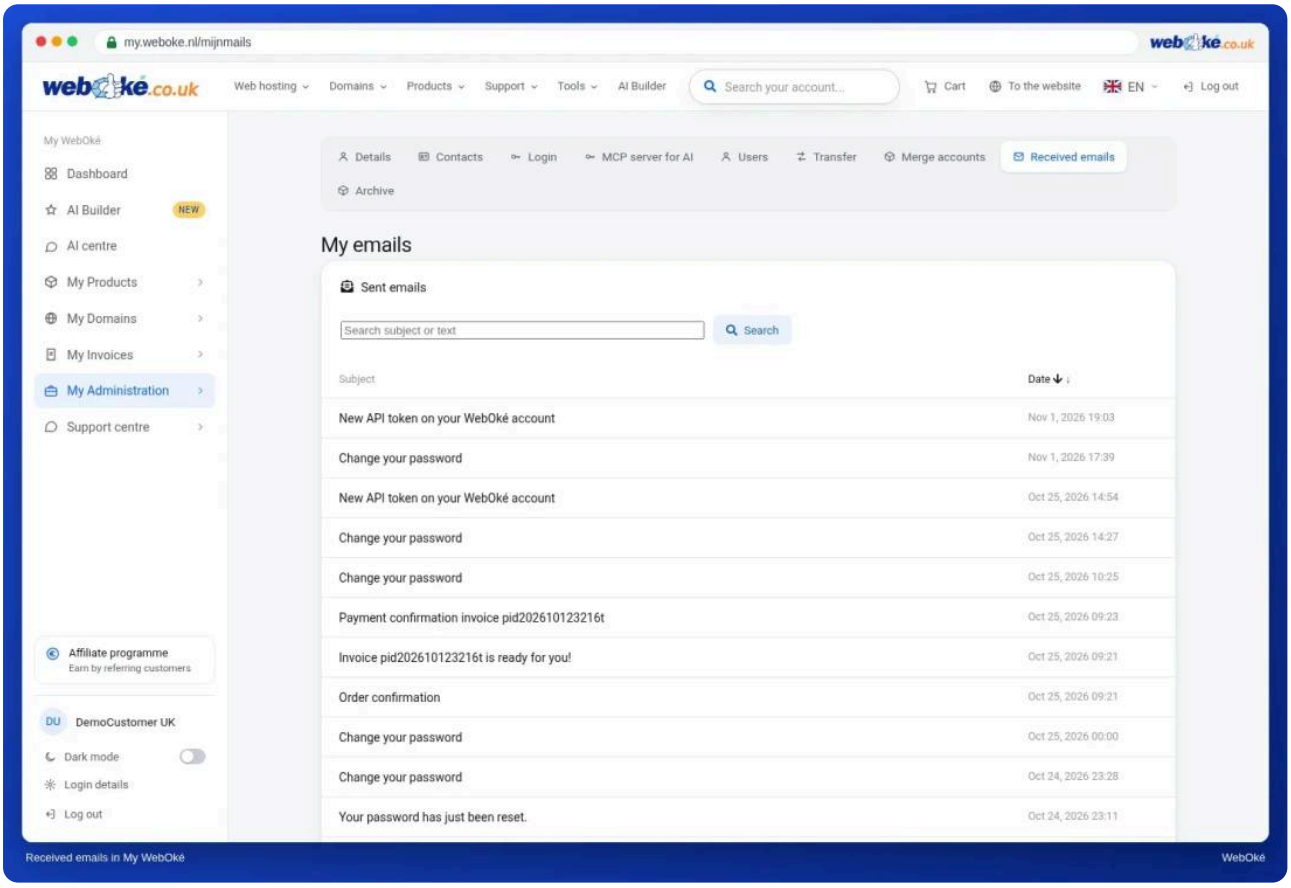
- your package details: the package, the domain, the amount and when the next payment is due;
- how to access DirectAdmin. The easiest way is via My WebOké with the **DirectAdmin** button, without a password. You set your own DirectAdmin and FTP password under your package in My WebOké. See Go to DirectAdmin;
- the nameservers to set if your domain is with another provider;
- the server details for uploading your website with FTP;

- the settings for setting up your email in Outlook, Apple Mail or another email program. See also Email with WebOké: mailboxes, webmail and your email program;
- a link to the **Website Manager**, which lets you install WordPress, for example, in just a few clicks. See Website Manager: installing WordPress and other software.

Have you ordered or transferred a domain? It may take a few hours before it works everywhere on the internet.

Reading your emails again

Lost an email? You can read back every email we send you in My WebOké under **My Administration** and then **Received emails**. See Reading back received emails.



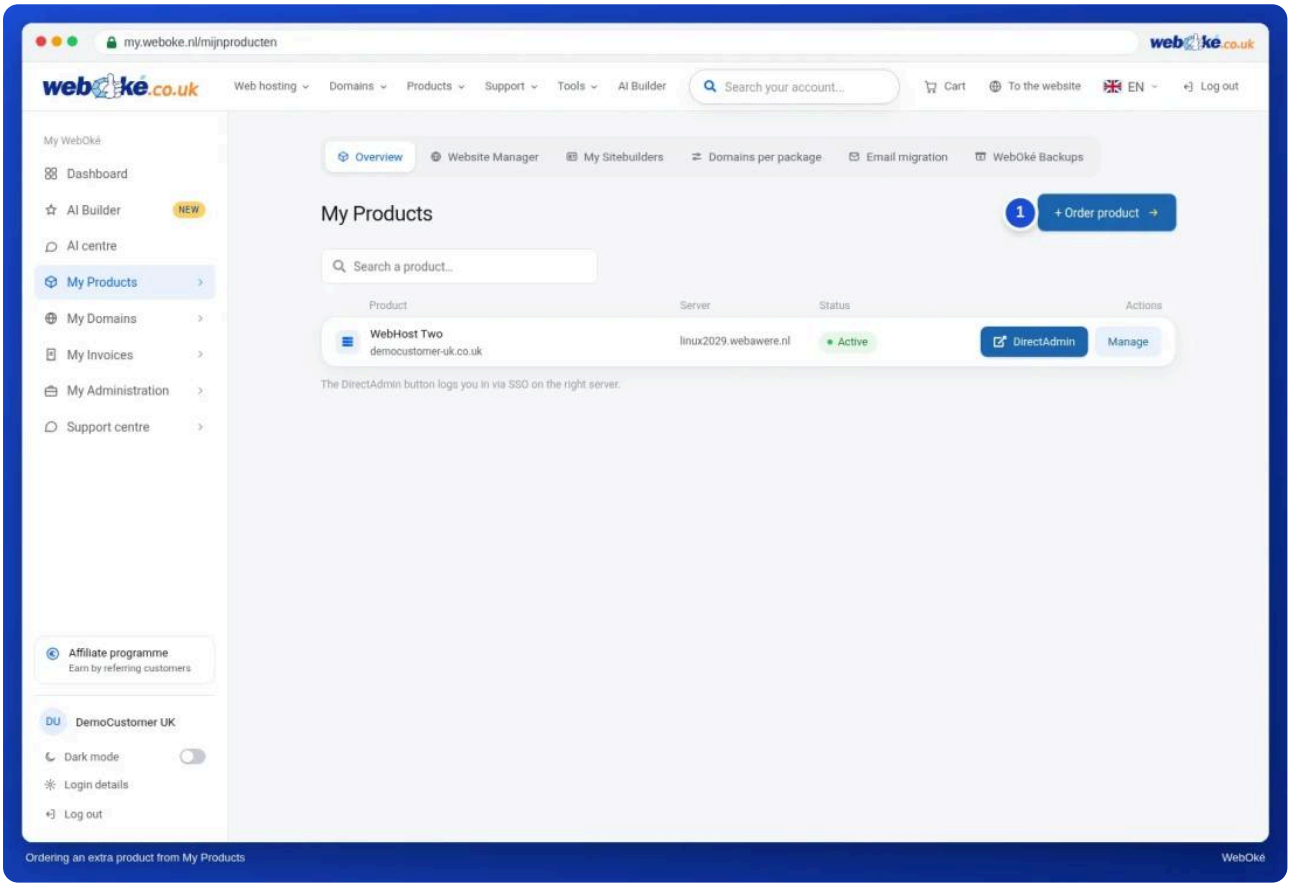
Find all emails from WebOké in My WebOké

2.10 Ordering something extra when you're already a customer

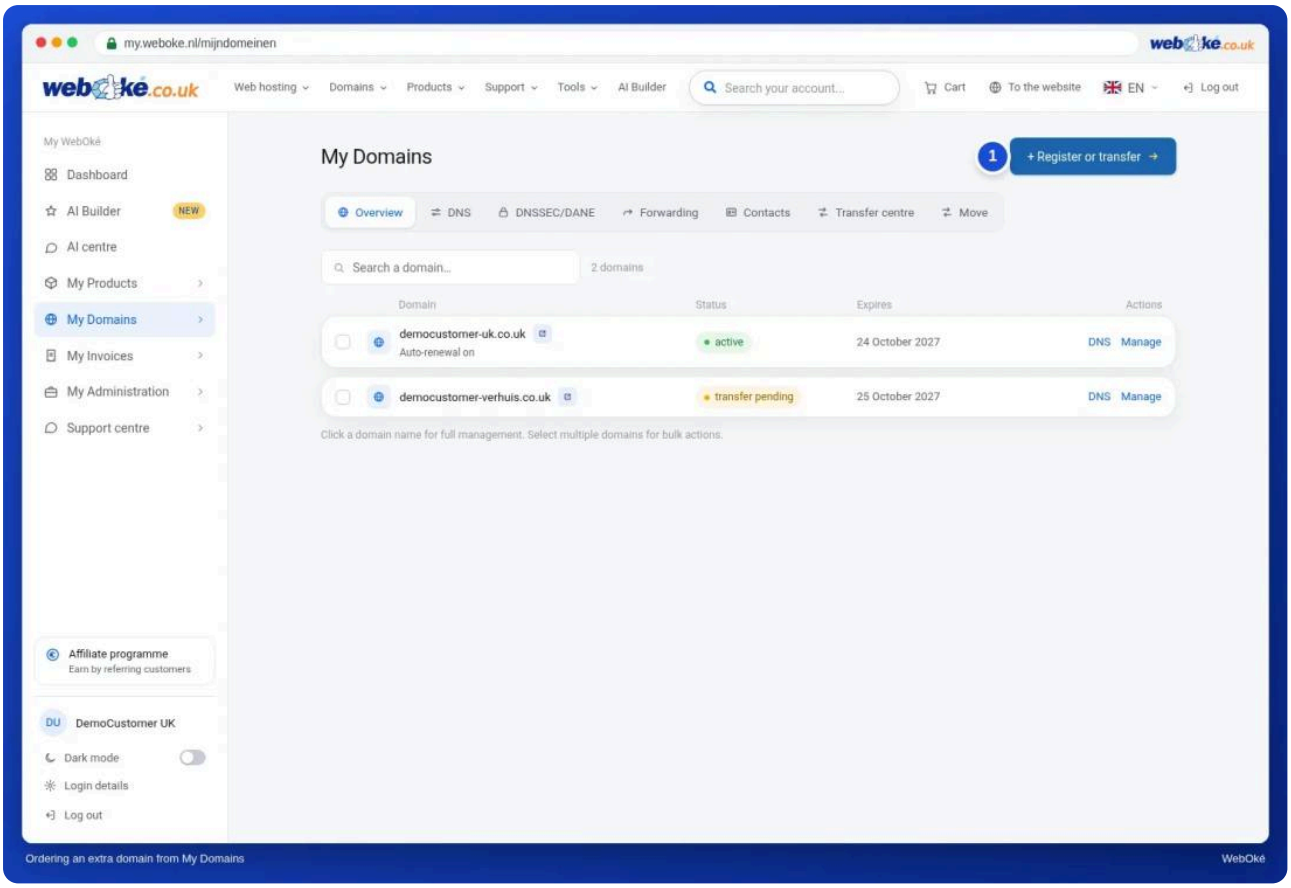
Are you already a customer and want to order something extra, such as an additional domain or a second package? That works almost the same as your first order. The only difference: you're logged in, so we already know your details.

From My WebOké

- Click **+ Order product** (1) under **My Products** to choose a package.
- Click **+ Register or transfer** under **My Domains** to search for or transfer a domain.



Ordering an extra product from My Products

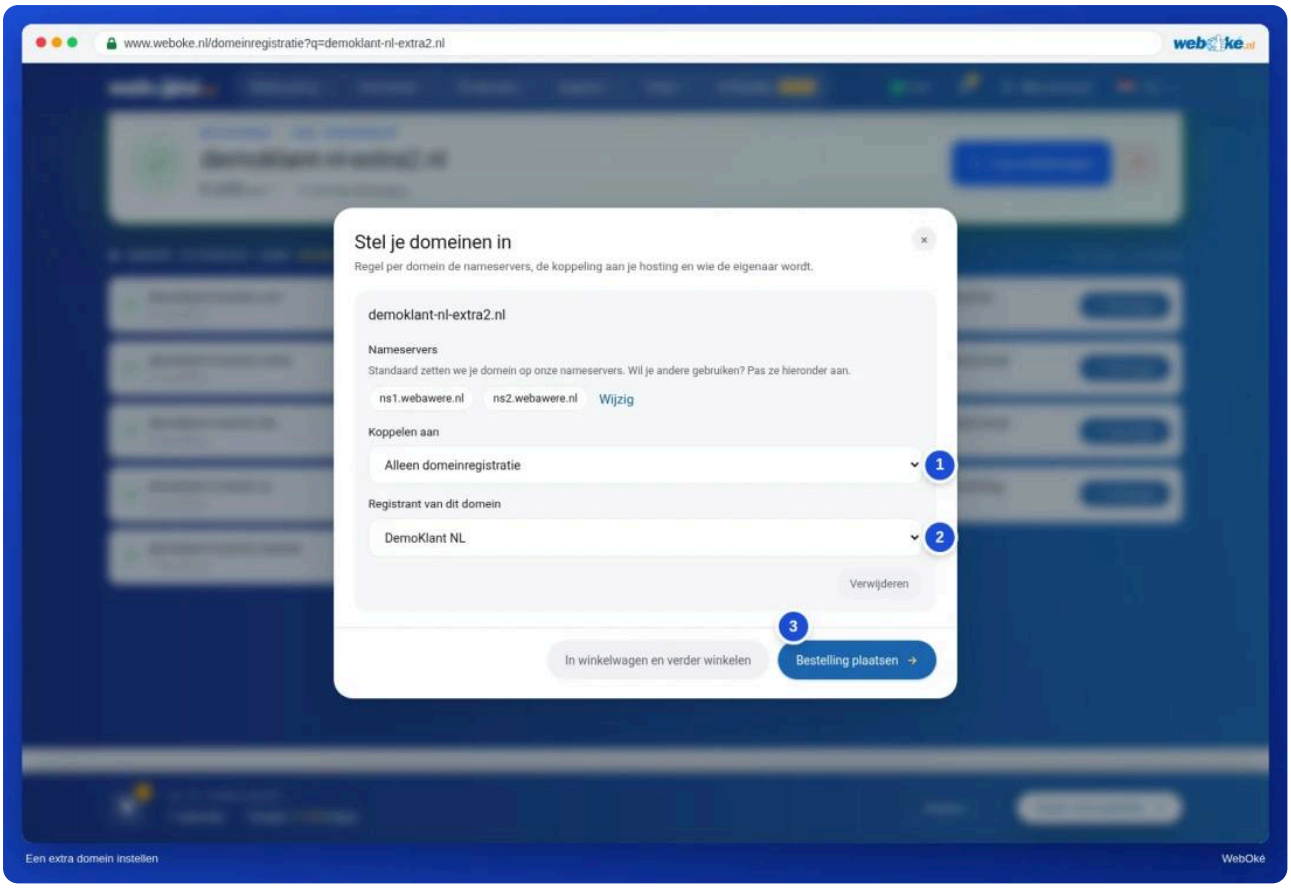


Ordering an extra domain from My Domains

You'll then land on the website. There you search for your domain or choose your package as described in Finding and choosing a domain name and Choosing a hosting plan (web hosting, email plan, Nextcloud, AI Builder).

Linking an extra domain to your package

In the **Set up your domains** window, choose under **Link to** (1) whether the domain belongs to a package. Under **Registrant of this domain** (2), choose yourself or one of your own contacts as the owner. See Setting up your domain: nameservers, linking to your package and the owner.

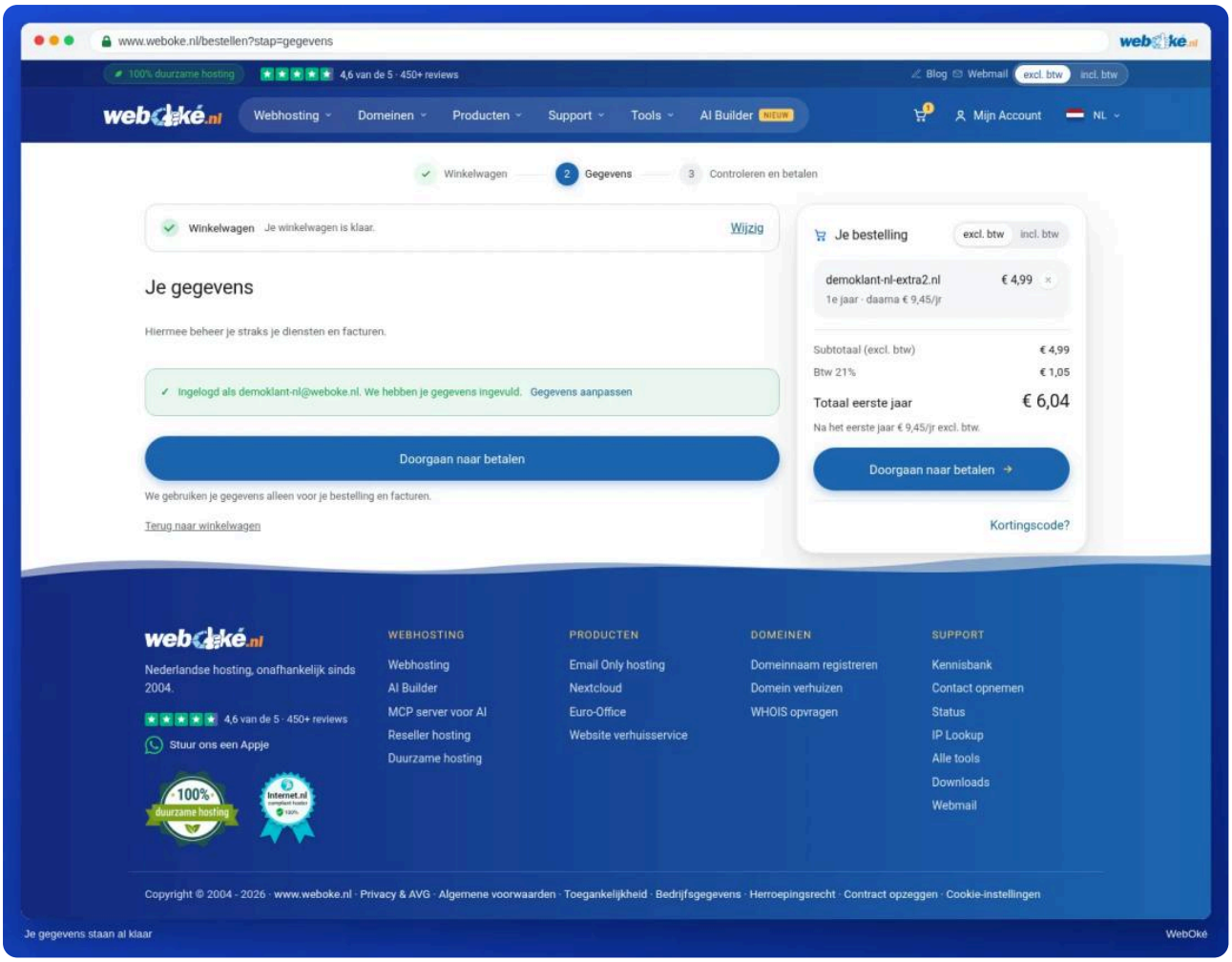


As a customer, you choose your own contacts as the owner

Tip: is the domain already in your account and do you want to link it to a different package? Then you don't need to order anything. Use **Move** under **My Domains**, see Domains per package and moving a domain.

Your details are already filled in

In the **Details** step, you'll see that you're logged in. Your details are already filled in. Want to change something for this order anyway? Click **Edit details**.



Ordering while logged in: your details are already filled in

After that, you check your order and give your approval, as described in Review, confirm and check out. Because you're logged in, you don't need to verify that you're not a robot. On the payment screen, you can also pay using your credit balance, or set up direct debit for future payments in one go. See Paying: payment methods, bank transfer and credit balance.

Changing something on an existing package

Don't want a new product, but want to expand your current package instead? You don't do this through the shopping cart, but directly from your package in My WebOké:

- more storage space, see Expanding storage;
- a bigger or smaller package, see Changing your package (upgrade or downgrade);
- extra options or IP addresses, see Changing options and extra IP addresses.

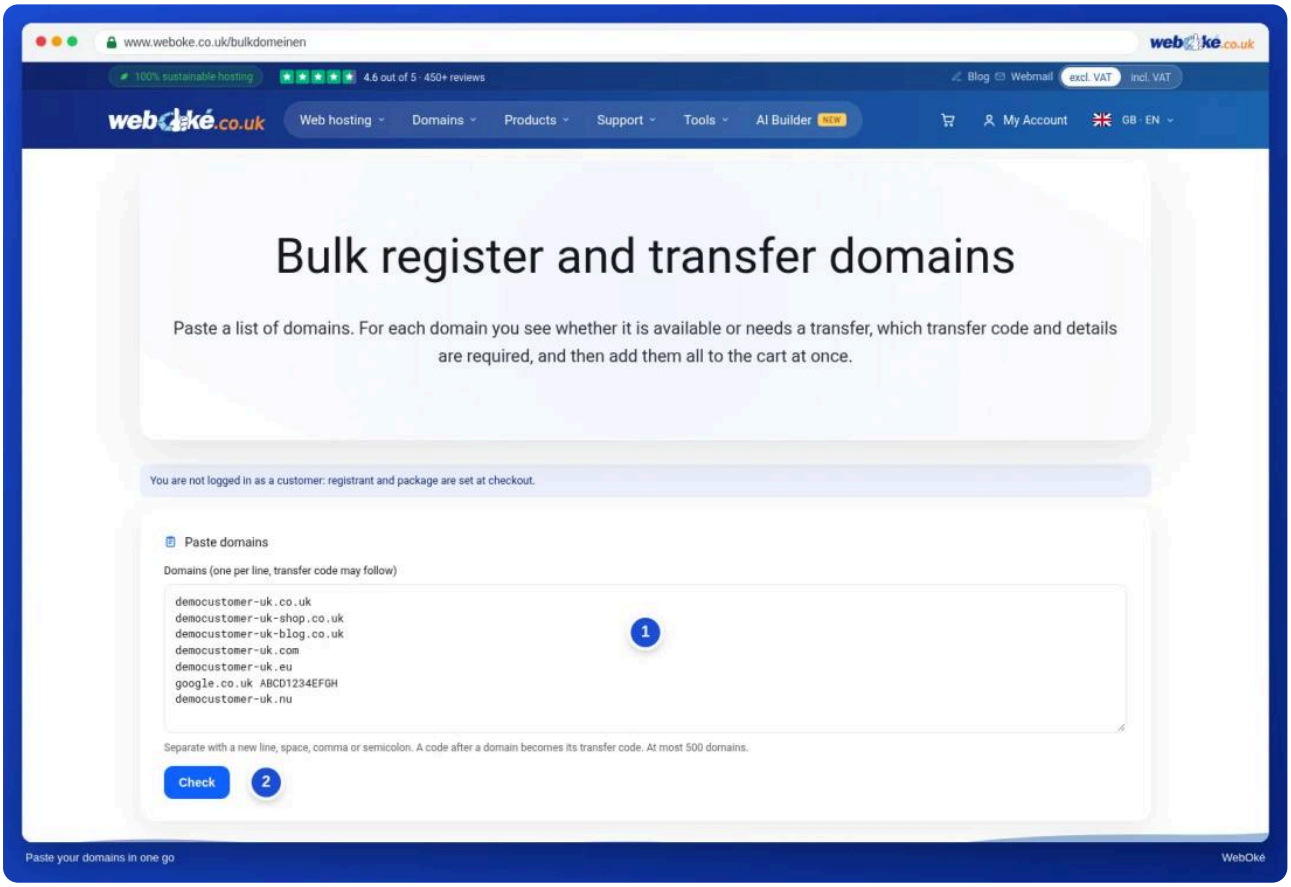
2.11 Registering or transferring many domains at once

Do you want to order or transfer many domains to WebOké at once? Then you don't need to search for them one by one. Paste your whole list on the **Bulk register/transfer** page. You'll see straight away, for each domain, whether it's available, what it costs and which details are still needed. Then you add them all to the shopping cart in one go.

You'll find the page in the **Domains** menu on the website, and in My WebOké under **My Domains**. You can check up to 500 domains at once.

Step 1: paste your domains

1. Go to **Domains** in the menu and click **Bulk register/transfer**.
2. Paste your domains into the text field (1). Put each one on its own line, or separate them with a space, comma or semicolon.
3. Already have transfer codes? Put the code after the domain on the same line, for example `mycompany.nl ABCD1234EFGH`. The code will then be filled in straight away.
4. Click **Check** (2).



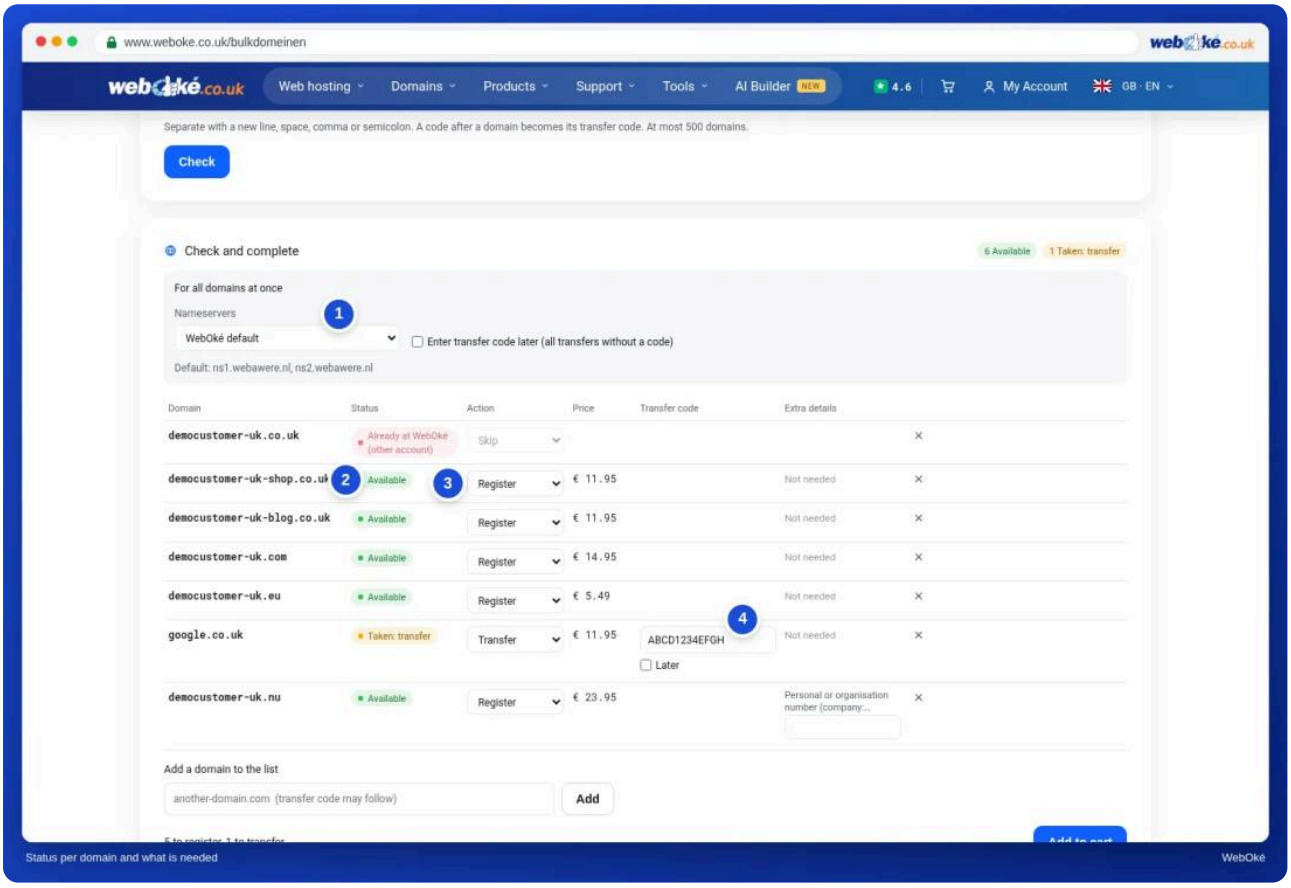
Paste your domains and click Check

If your list contains something that isn't a domain, or an extension we don't offer, you'll see that below the button.

Step 2: check and complete

You'll get a list of all your domains. At the top, under **For all domains at once**, you can set something for the whole list in one go:

- **Nameservers** (1): choose **WebOké default**, or **Own nameservers** and enter 2 to 5. With your own nameservers, we check for each domain whether it's already known there, just as in the shopping cart.
- **Enter transfer code later**: turn this on and all transfers without a code will get the **Later** option. Domains where you already pasted a code keep that code.
- If you're logged in, you also choose the **Registrant** (the owner of the domains) here, and the **Package** you want to link the domains to. If you're not logged in, you'll arrange that at checkout.



The status and what's needed for each domain

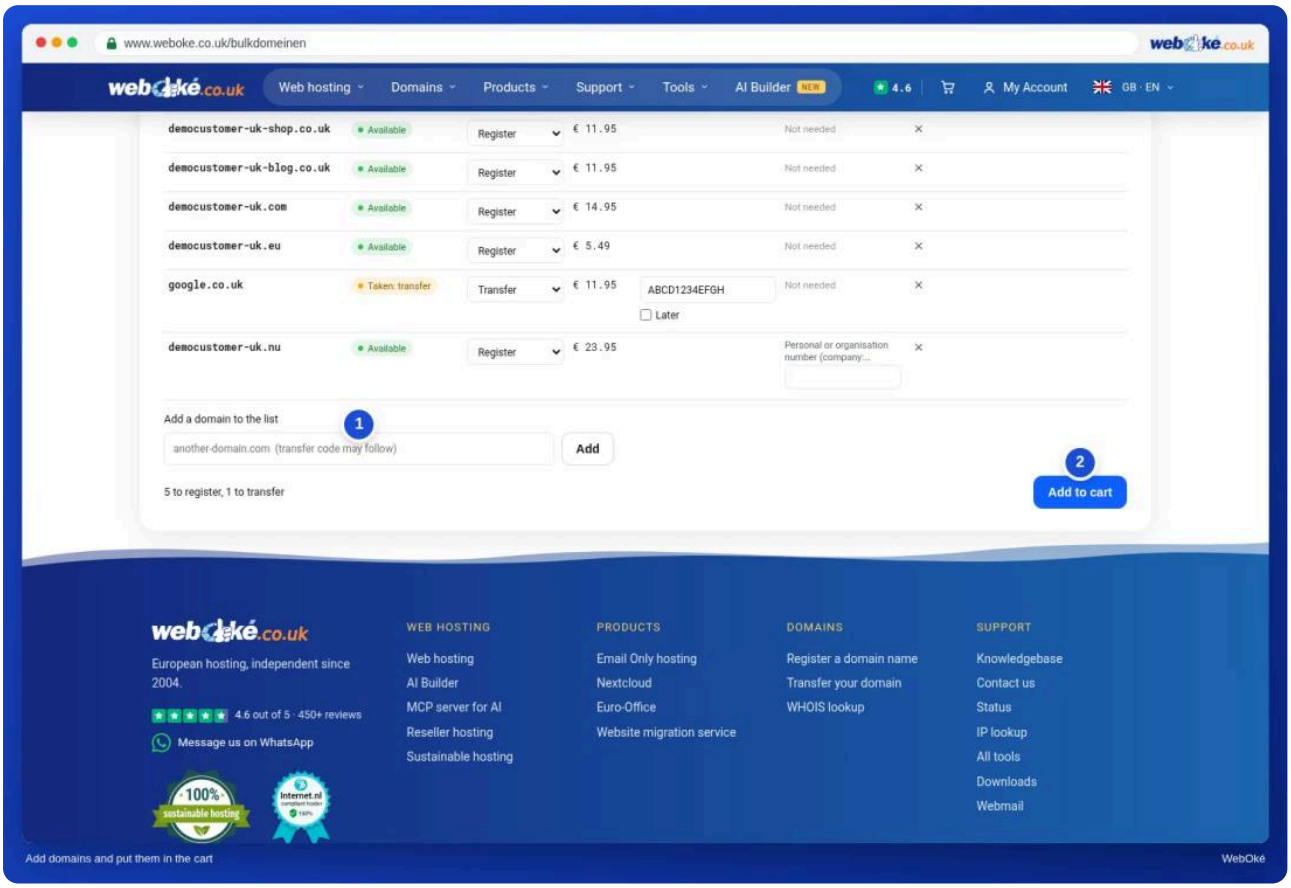
For each domain, you'll see:

- The **Status** (2): **Available** (you can register it), **Taken: transfer** (it's with another provider), **Already in this account** or **Already in the cart**.
- **Action** (3): **Register**, **Transfer** or **Skip**. The price is shown next to it.
- The **Transfer code** (4) for a transfer. If you don't have the code yet, tick **Later**. A .nl code is 12 characters.
- **Extra details**: some extensions ask for something extra, such as a personal or organisation number for .nu and .se, or a tax number for .it. Fill that in here.

Use the cross at the end to remove a domain from the list.

Step 3: into the shopping cart

1. Want to add another domain? Type it below the list under **Add a domain to the list** (1) and click **Add**. You can add the transfer code after it here too.
2. Click **Add to cart** (2).



Add a domain if needed and click Add to cart

Is something wrong with a domain, for example a transfer code or a missing number? Then that line turns red with the reason next to it, and the page jumps to the first line with an error. The other domains are already in the shopping cart by then. Fix the red lines and click **Add to cart** again.

Then click **Go to checkout**. You complete your order as usual from there, see Filling in your details (private or business, VAT number) and Review, confirm and check out. In the shopping cart, you can still adjust everything for each domain, see Setting up your domain: nameservers, linking to your package and the owner.

Tip: transferring many domains and don't have all the codes yet? Then order them with **Later**. You start each transfer yourself as soon as you have the code, in the **Transfer centre** in My WebOké, see The transfer centre: transferring domains to WebOké.

3

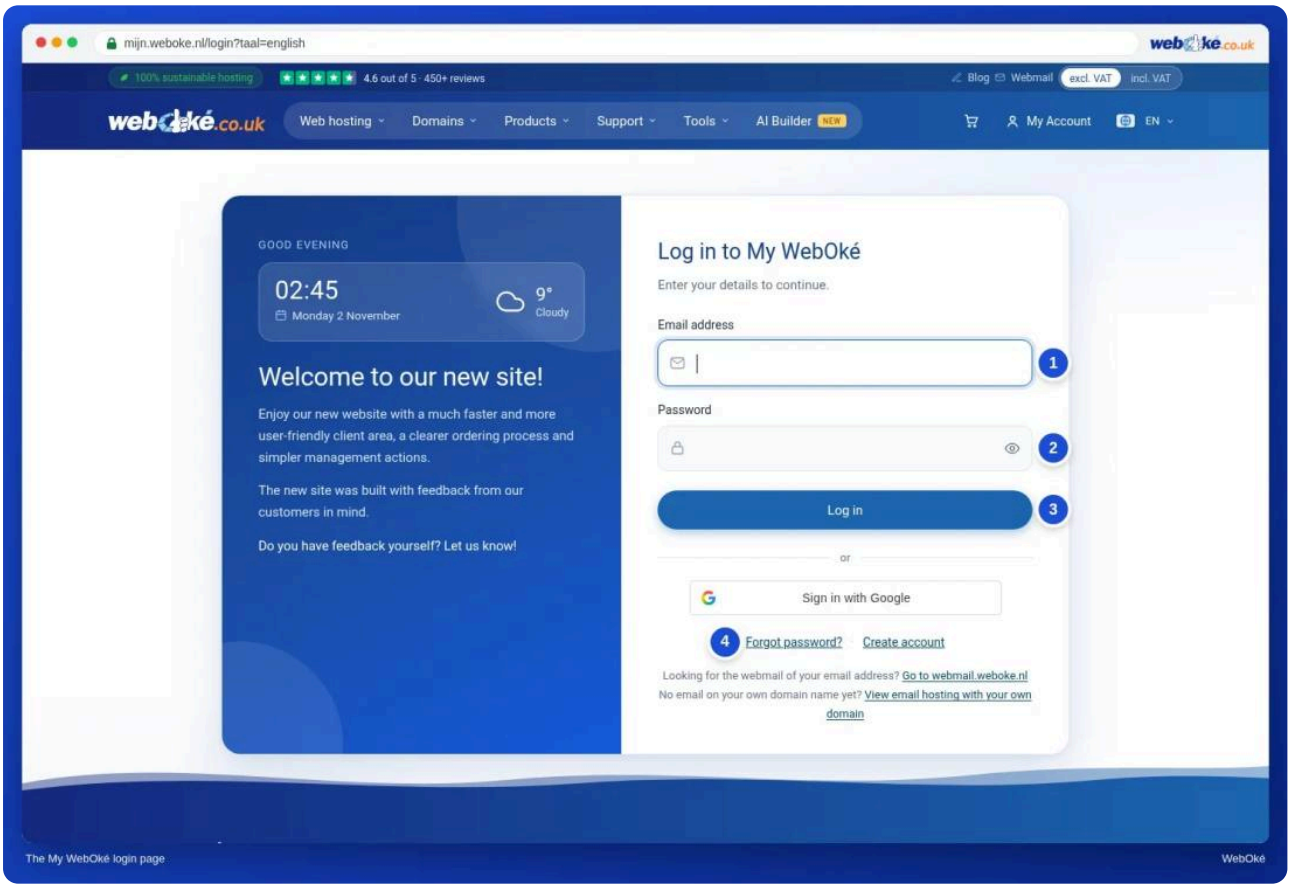
Logging in and securing your account

3.1 Logging in to My WebOké

In My WebOké, you manage everything for your domains, hosting, email and invoices. You log in with the email address of your account and your password. After that, WebOké always asks for a code as well. That way, no one else can get in, even if they know your password.

How to log in

1. Go to **my.weboke.nl**. You can also click **My Account** at the top right of the website.
2. Enter the email address of your account in **Email address** (1). This is the address you provided when you placed your first order.
3. Enter your **Password** (2). Use the eye icon on the right of the field to see what you've typed.
4. Click **Log in** (3).
5. You'll now receive an email with a 6-digit code. Enter it. You can read how this works in The login code by email (two-step verification).



The login page of My WebOké

After logging in, you'll arrive at your dashboard. You can read what you'll see there in The dashboard.

I'm not a robot

Do you see an **I'm not a robot** checkbox above the **Log in** button? That means a few login attempts from your internet connection recently failed. Tick the box and simply log in. This is an extra check

against people trying to guess passwords.

Having trouble?

- **Incorrect email address or password:** check that you're using the right address. The login address is in the welcome email from your order. Can't remember your password? Click **Forgot your password?** (4), see Setting, changing or forgetting your password.
- **Too many attempts:** after a number of failed attempts, we temporarily block logging in. Wait a moment and then try again.
- **Never chosen a password?** When you place an order, we create your account without a password. You're already logged in after checking out. In that case, choose a password first, as explained in Setting, changing or forgetting your password. If you've already logged out, use **Forgot your password?** instead.

Tip: looking for the webmail for your email address? It's not in My WebOké. Below the login button, there's a link to **webmail.weboke.nl**.

How long do you stay logged in?

You stay logged in as long as you keep your browser open and use My WebOké. If you're inactive for 24 hours, or close your browser, you'll need to log in again next time. Finished on someone else's computer? Click **Log out** at the bottom left of the menu or at the top right. You can see which devices you're still logged in on at Viewing and logging out active sessions.

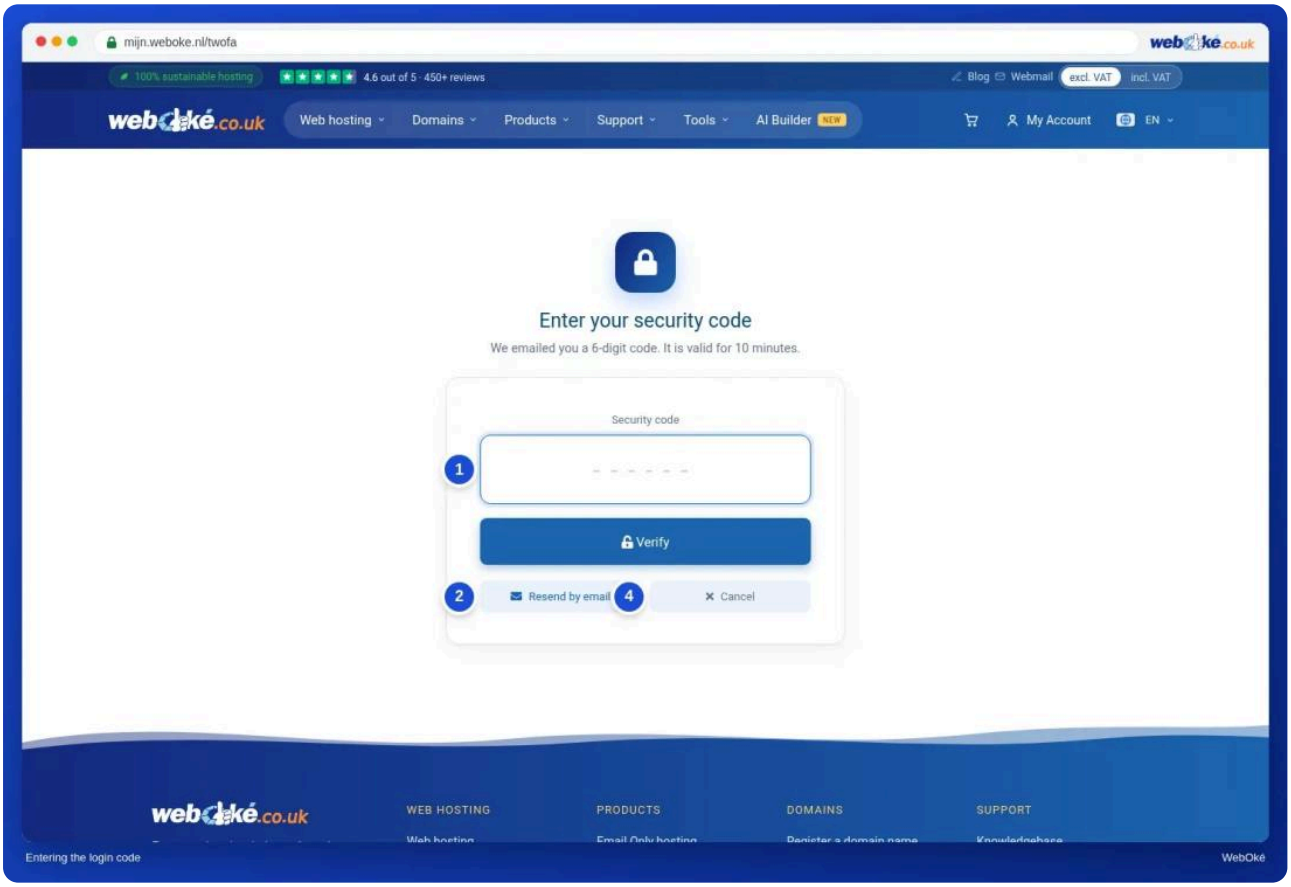
Don't have an account yet? You can create one with **Create an account** below the login button, but this is usually not necessary: you automatically get an account with your first order. See Filling in your details (private or business, VAT number).

3.2 The login code by email (two-step verification)

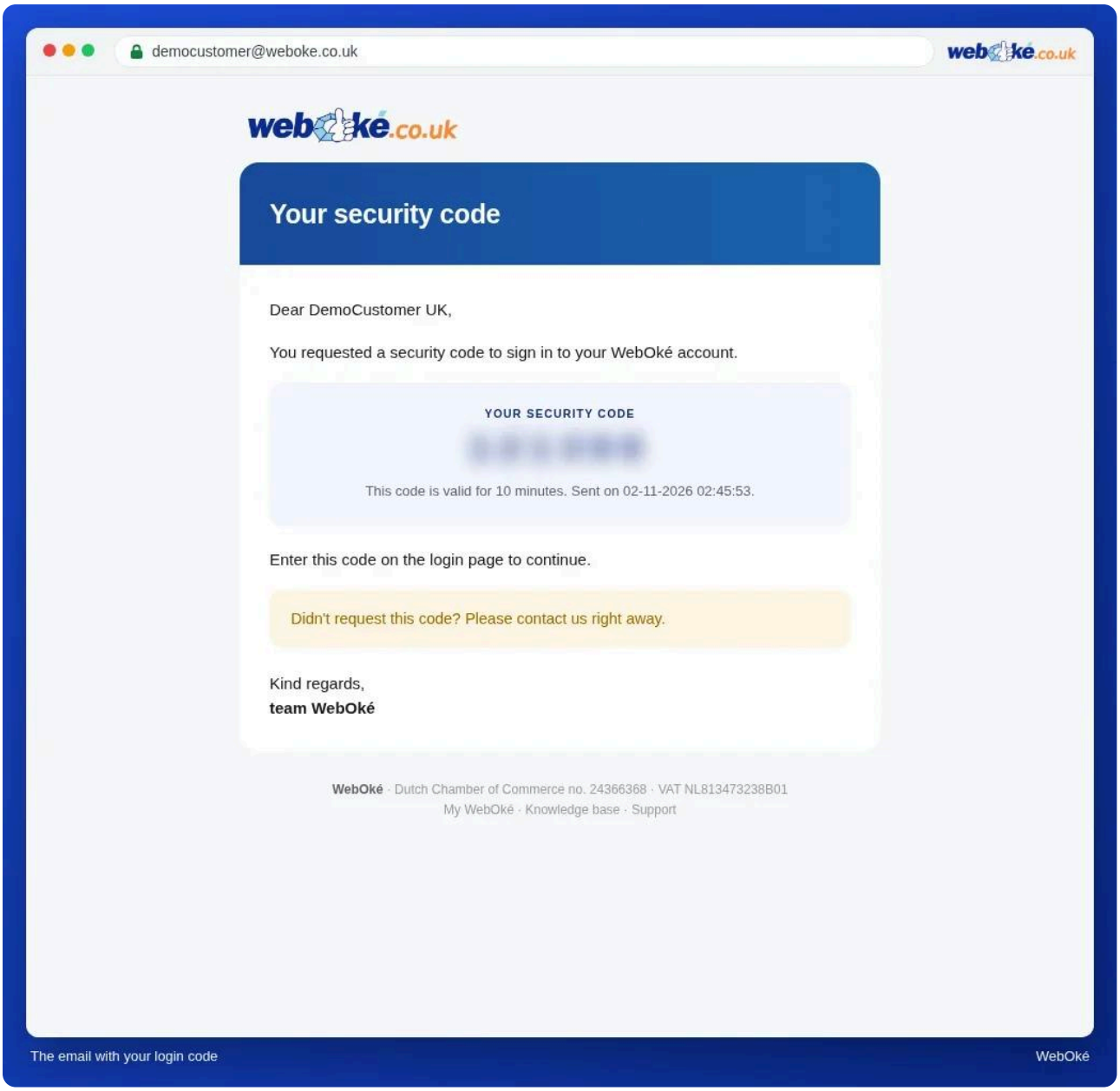
After your password, My WebOké always asks for a second step: a 6-digit code that we send to your email address. This is called two-step verification. It's switched on for everyone and you can't turn it off. Would you rather not receive a code by email? Then use an authenticator app, see Using an authenticator app.

Entering the code

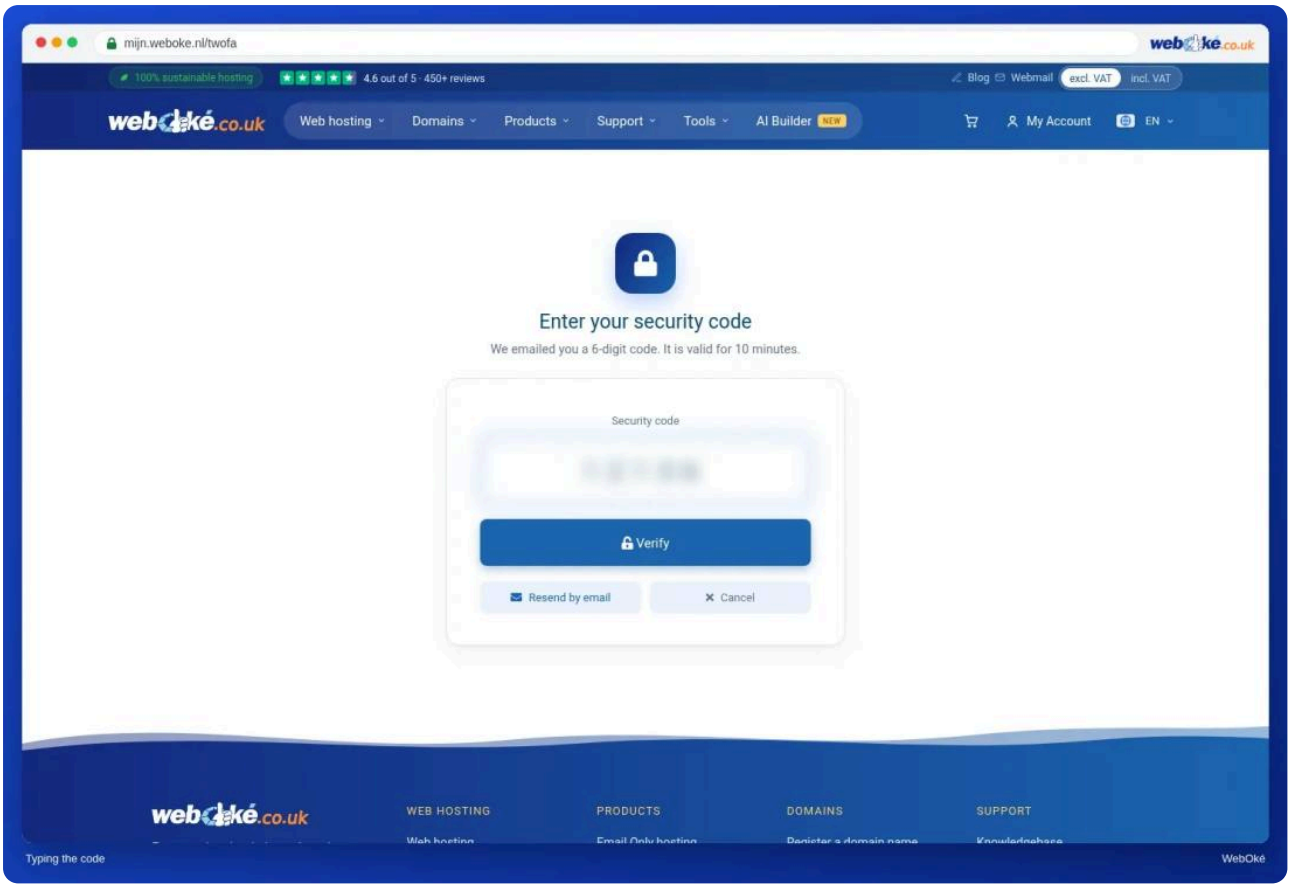
1. Log in with your email address and password, see Logging in to My WebOké.
2. You'll see the **Enter your security code** screen. Open your mailbox. You'll have received an email titled **Your security code**.
3. Type the 6 digits into the **Security code** field (1). You can also paste it in. As soon as all 6 digits have been entered, it will continue automatically. You don't need to click **Verify**.



Enter the code from the email



The email with your login code



After the sixth digit, you'll be logged in automatically

The code is valid for **10 minutes** and only works once. If you request a new code, the old one will stop working.

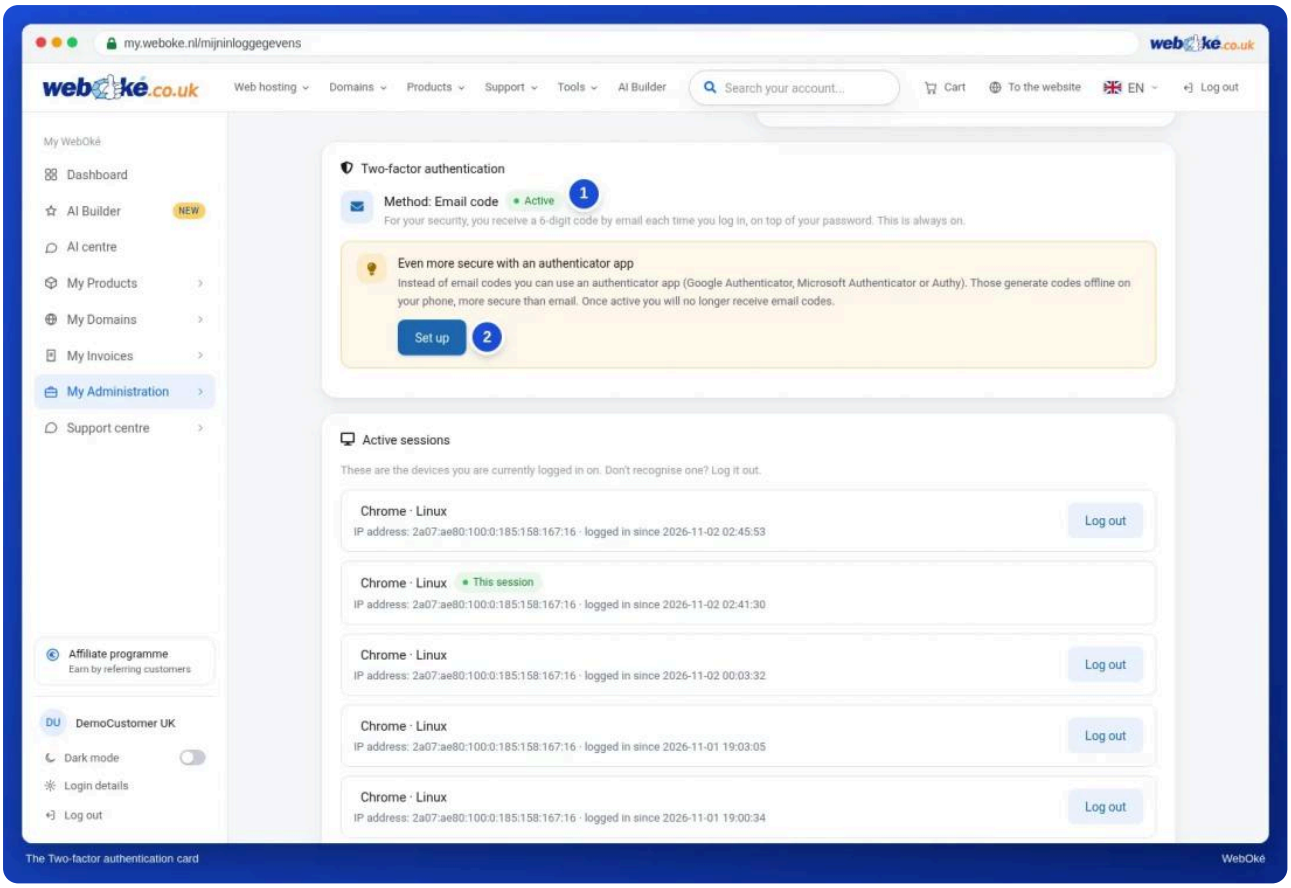
Didn't receive a code?

- Check your spam folder.
- Click **Resend by email** (2) for a new code. You can do this three times every five minutes.
- Do you have a mobile number in your details? Then you'll also see the **Send via WhatsApp** button (3). You'll then receive the code on your phone. If your number doesn't have WhatsApp, we'll send the code by text message.
- Use **Cancel** (4) to go back to the login page.

Please note: after five incorrect codes, we stop the login process for security reasons. Simply log in again with your password. You'll then receive a new code.

Where can you see which method is active?

In the menu at the bottom left, go to **Login details**. On the **Two-factor authentication** card, you'll see **Method: Email code** with the **Active** label (1). Below that, you can use **Set up** (2) to switch to an authenticator app.



The Two-factor authentication card

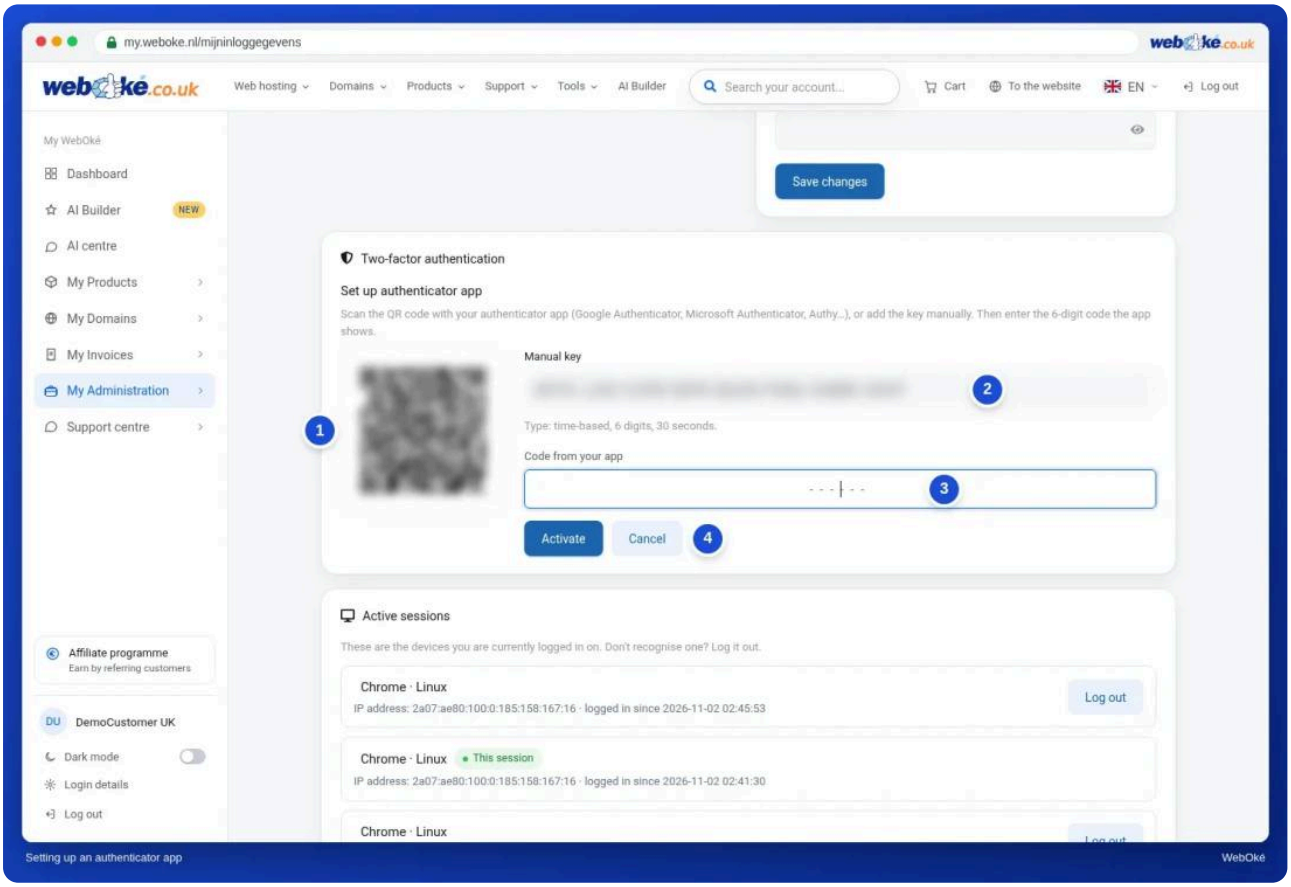
Tip: did you receive a code that you didn't request yourself? Then someone else may know your password. Choose a new password straight away (Setting, changing or forgetting your password). This will also log you out of all other devices.

3.3 Using an authenticator app

An authenticator app generates a new 6-digit code on your phone every 30 seconds. This is more secure than a code by e-mail: the code doesn't travel over the internet and even works without a connection. Well-known apps include Google Authenticator, Microsoft Authenticator and Authy. Once the app is active, you'll no longer receive e-mail codes.

Setting up the app

1. Install an authenticator app on your phone.
2. In My WebOké, go to **Login details** in the menu at the bottom left.
3. On the **Two-factor authentication** card, next to **Even more secure with an authenticator app**, click **Set up**. See the image in The login code by email (two-step verification).
4. You'll now see a QR code (1). Open the app on your phone, choose to add a new account and scan the QR code.
5. Can't scan it? Then type the **Manual key** (2) into the app. Choose a time-based code when doing so.
6. The app will now show a 6-digit code for WebOké. Enter it in the **Code from your app** field (3).
7. Click **Activate**. You'll see a message confirming the authenticator app is now active.



Setting up an authenticator app

Changed your mind? Click **Cancel** (4). Nothing will change and you'll just keep receiving codes by e-mail.

Please note: don't share the QR code or the key with anyone. Whoever has them can generate the same codes as your phone.

Logging in with the app

After entering your password, you'll now see the **Enter your authenticator code** screen. Open the app, type in the code shown for WebOké and click **Verify**. After five incorrect codes, the login process stops for security and you'll need to start again with your password.

Switching the app off again

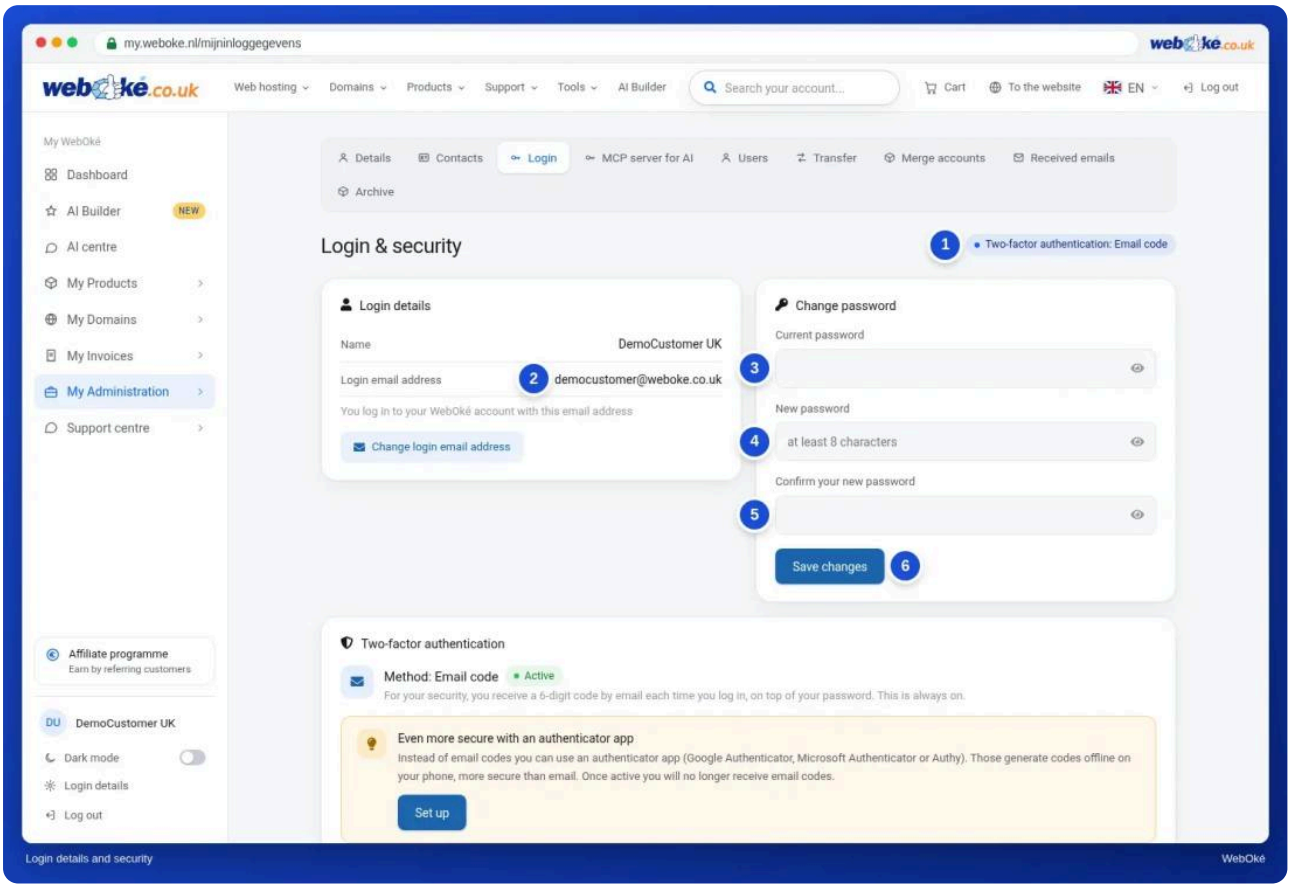
1. Go to **Login details**. The card will now show **Method: Authenticator app** with **Active**.
2. Click **Turn off authenticator app**.
3. Enter a code from the app, or your password, and click **Switch off**.

From then on, you'll receive an e-mail code again with every login.

Tip: getting a new phone? Switch off the app first and then switch it on again on your new phone, or transfer your accounts using the feature your app offers for this. Lost the app and can't log in any more? Contact support without logging in, see Contact without an account (guest ticket).

3.4 Setting, changing or forgetting your password

You manage your password under **Login details**. You'll find this in the menu at the bottom left, or via **My Administration** and then the **Login details** tab. Forgotten your password? Then set a new one via the login page.



Login details and security

At the top, you can see which second step you're using (1), see The login code by email (two-step verification). On the left is your **Login email address** (2). On the right, you can change your password.

Changing your password

1. Enter your current password under **Current password** (3).
2. Enter a new password under **New password** (4).
3. Type the new password again under **Confirm your new password** (5). Use the eye icon to see what you're typing.
4. Click **Save changes** (6). You'll see a message confirming your password has been changed.

After changing it, you'll stay logged in yourself. On all other devices, you'll be logged out. There, you log in with your new password.

What should your password look like?

- At least 8 and no more than 72 characters.

- Not a password that many people use, such as `welcome123` or `12345678`.
- Not your own name or email address.

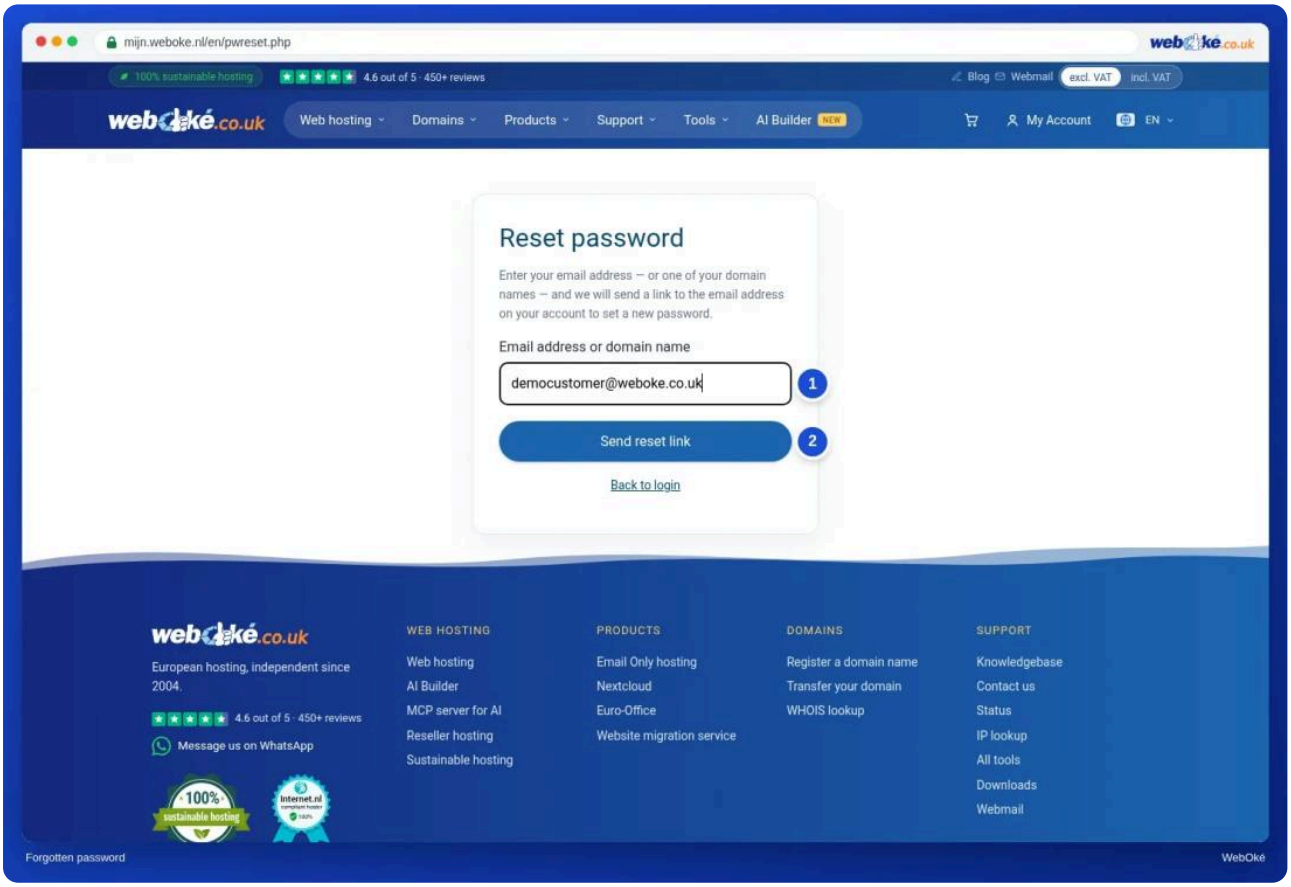
Tip: a long sentence of three or four separate words is strong and easy to remember. Capital letters or numbers aren't required. Use a password for WebOké that you don't use anywhere else.

Setting a password for the first time

Did you order with us? Then we created your account without a password. Your dashboard will then show the message **Secure your account: set your password** with the **Set password** button. This takes you to **Login details** on the **Set your password** card. You don't need to fill in a current password: choose a new password, type it twice and click **Save changes**. The message will then disappear from your dashboard.

Forgotten your password

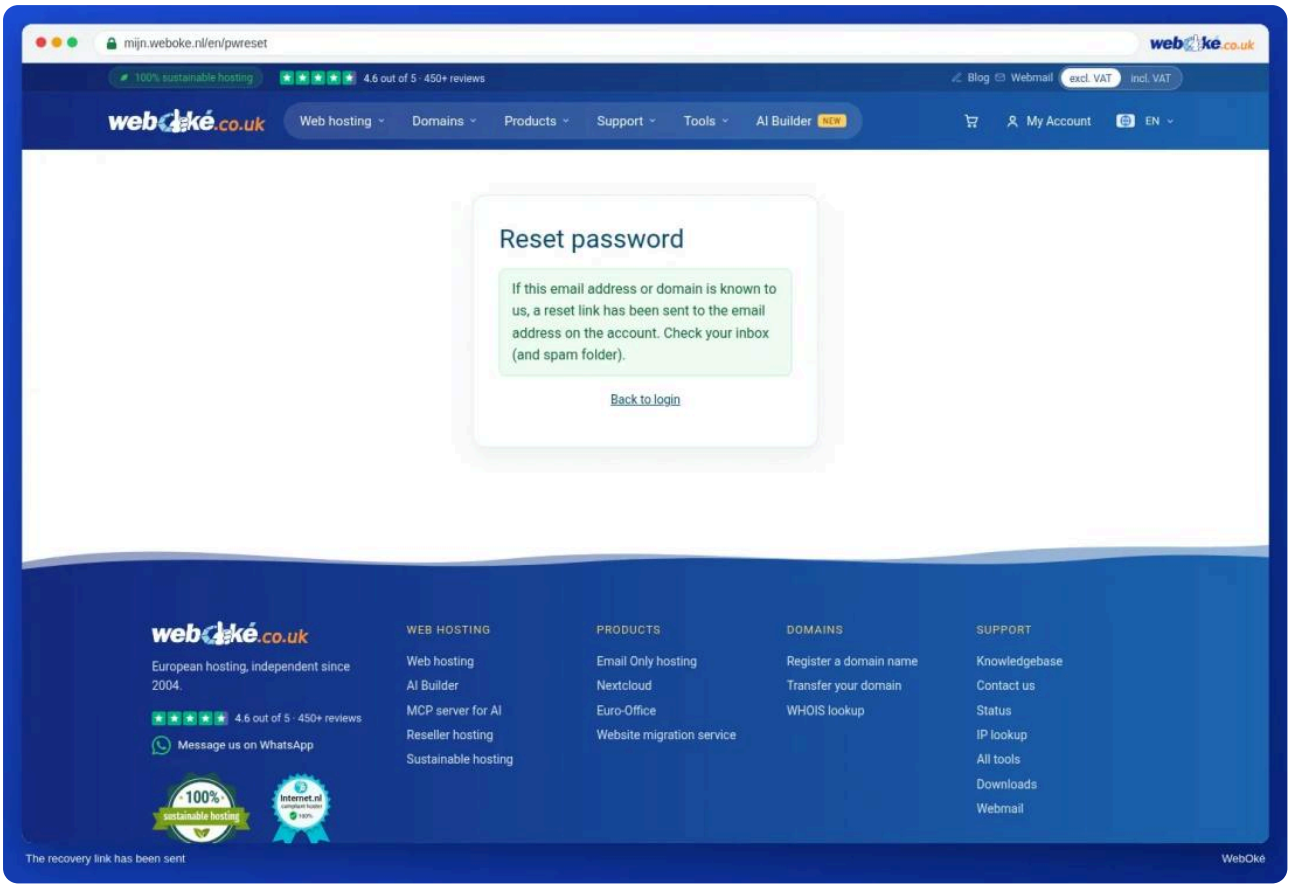
1. On the login page, click **Forgot your password?**.
2. Enter your email address (1). Don't remember which address you used? Then enter one of your domain names, for example `yourcompany.nl`.
3. Click **Send reset link** (2).



Requesting a reset link

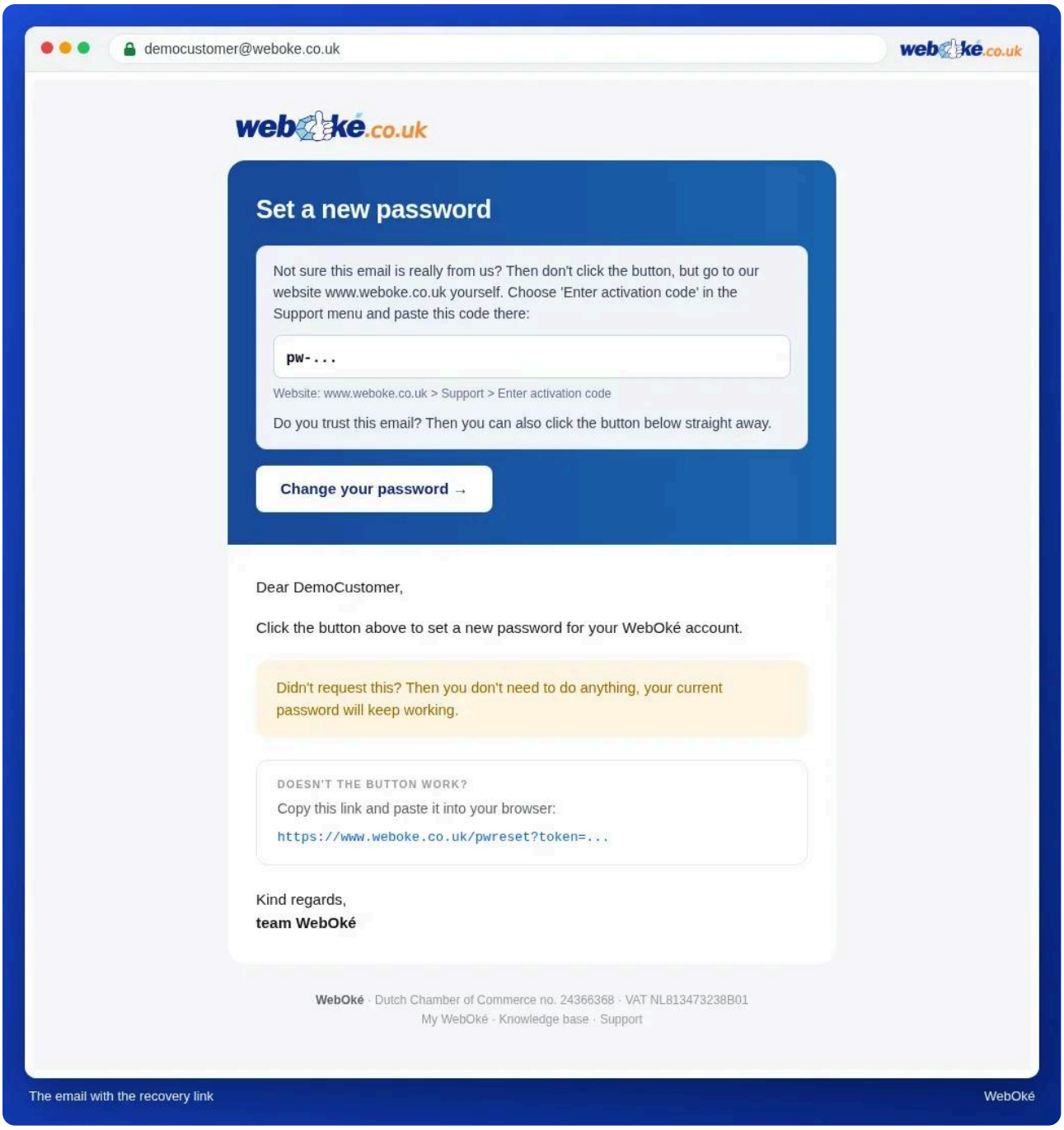
You'll always see the same message, even if the address or domain isn't known to us. This way, no one can find out who is a customer. The email always goes to the email address of the account, even if you

entered a domain name.



The reset link has been sent

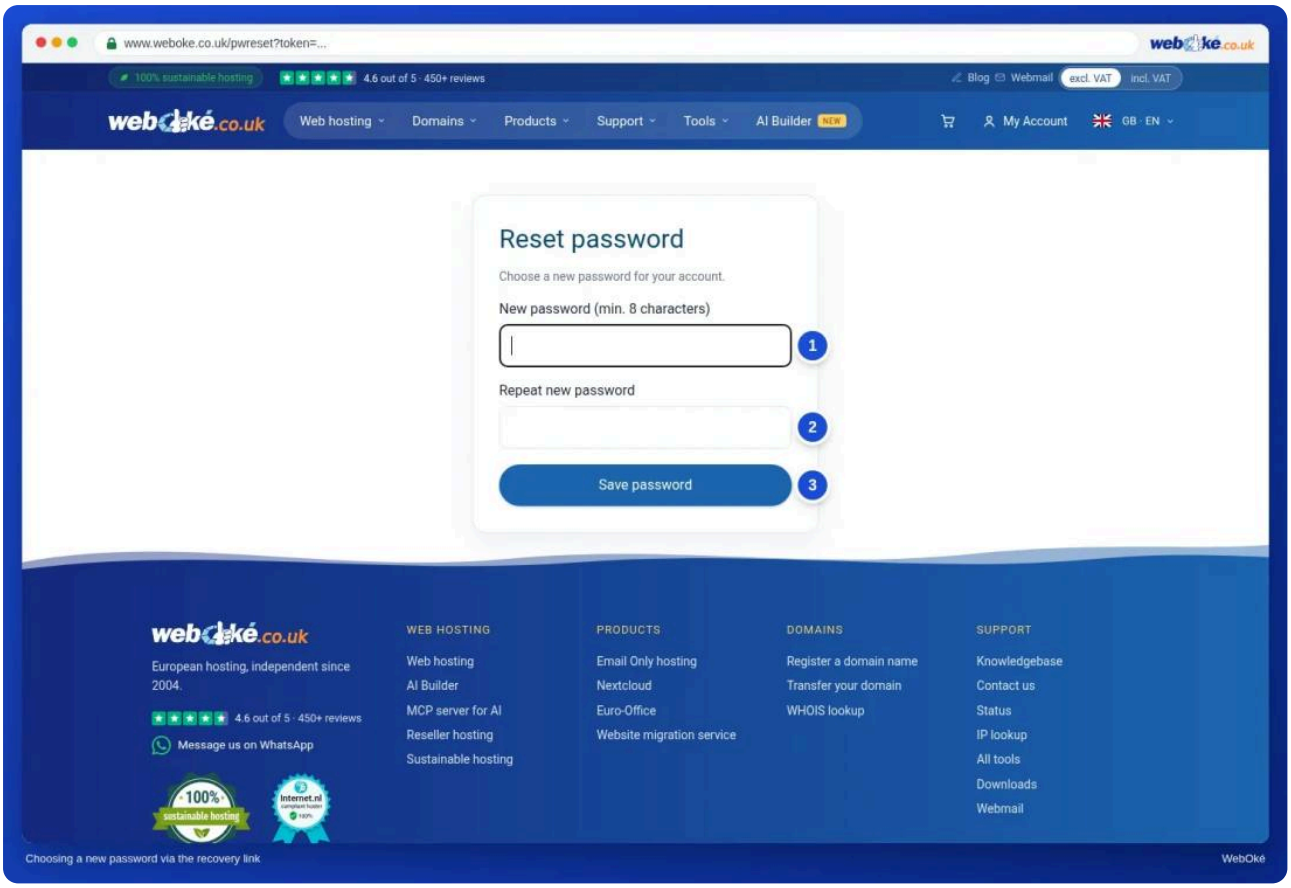
4. Open the email **Set a new password** and click **Change your password**. The link works for two hours.



The email with the reset link

Don't trust the link in the email? That's wise with any email containing a link. In that case, go to the website yourself and choose **Enter action code** under **Support** in the menu. Paste the code from the email there. You'll end up on the same screen.

5. Enter your new password (1) and type it again (2).
6. Click **Save password** (3). You'll receive a confirmation by email. Then log in with your new password.



Choosing a new password

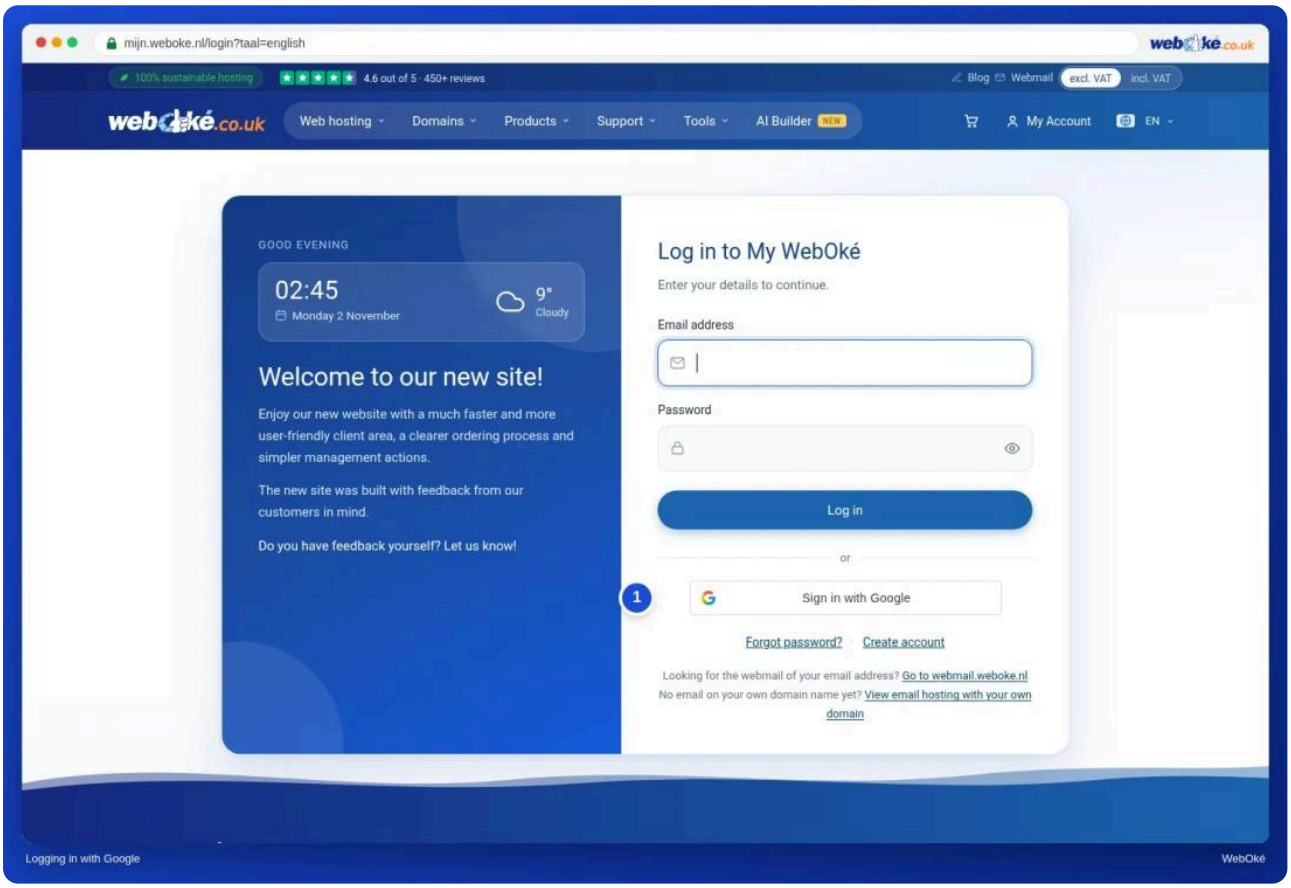
Please note: setting a new password via the reset link logs you out on all devices. Did you receive a reset email that you didn't request yourself? Then there's nothing you need to do. Your current password will keep working.

3.5 Logging in with Google

Do you use a Google account with the same email address as your WebOké account? Then you can also log in with Google. You won't need to type your WebOké password.

How it works

1. Go to the login page, see Logging in to My WebOké.
2. Below **or**, click **Log in with Google** (1).
3. Choose your Google account and give permission.
4. You'll return to WebOké. We'll still ask for the code by email or from your authenticator app, see The login code by email (two-step verification) and Using an authenticator app.



The Log in with Google button

Why doesn't it work?

- **Different email address:** WebOké looks for an account with the email address of your Google account. If that's a different address from your login address at WebOké, we won't find your account. You'll then land on the page to create a new account. Don't create a second account, log in with your password instead. You can also change your login address to the address of your Google account, see Changing your login email address.
- **Message Logging in with Google failed:** try again, or log in with your email address and password.

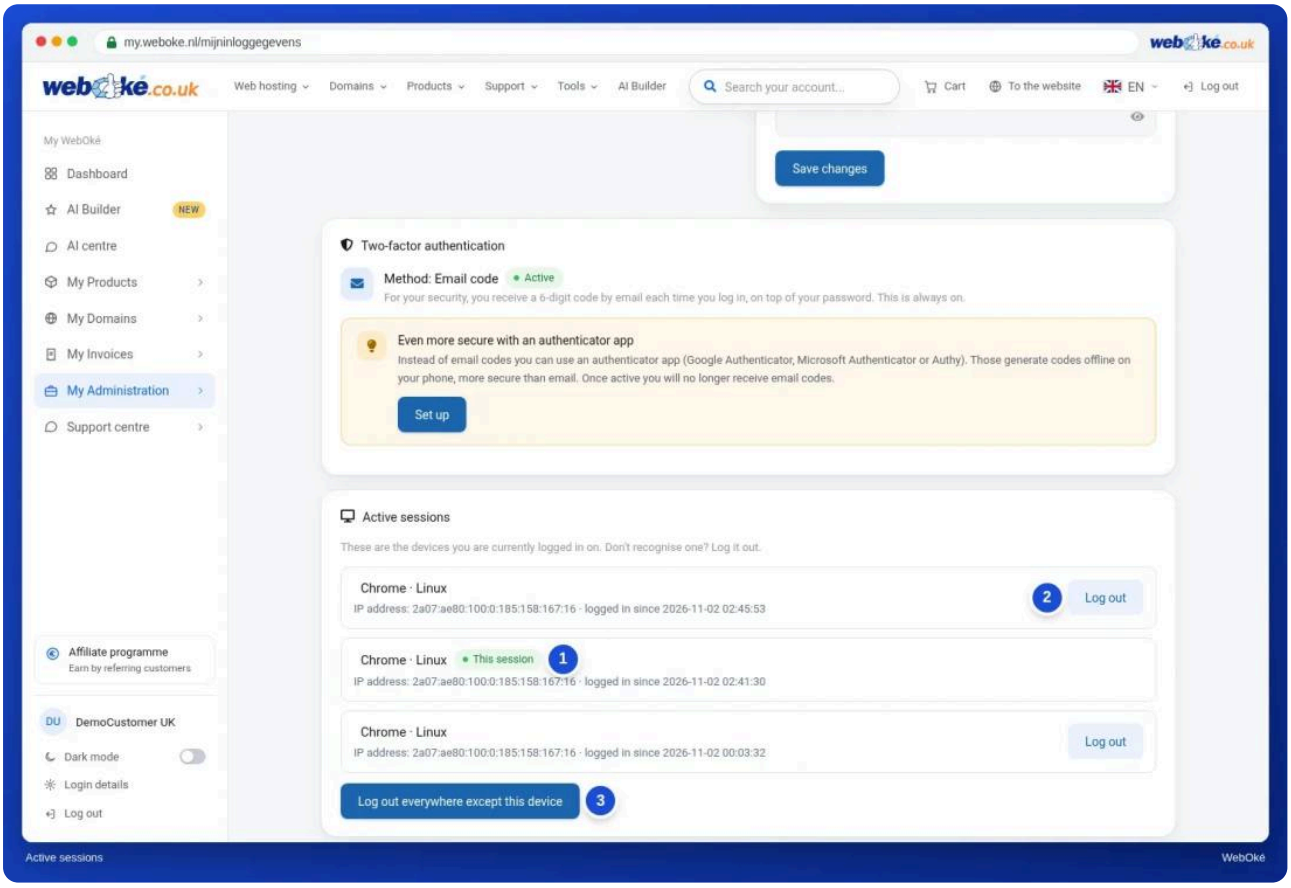
Tip: even if you usually log in with Google, it's handy to have a password of your own. This way, you can always get in. See Setting, changing or forgetting your password.

3.6 Viewing and logging out active sessions

Every time you log in on a computer, phone or tablet, a session is created. Under **Login details**, you can see under **Active sessions** where you're currently logged in. Don't recognise a device? Then log it out remotely here.

Viewing your sessions

1. Go to **Login details** in the menu at the bottom left.
2. Scroll to the **Active sessions** card.



Active sessions

For each session, you'll see the browser and system, for example **Chrome on Windows**, the IP address and how long that session has been logged in. The device you're currently working on has the label **This session** (1).

Logging out a session

- Click **Log out** (2) next to a session. On that device, you'll need to log in again afterwards.
- Want to close everything at once? Click **Log out everywhere except this device** (3). You'll stay logged in yourself. You'll then see how many sessions were logged out.

You'll only see the **Log out everywhere except this device** button if you're logged in on more than one device.

Please note: do you see a session you don't trust? Log it out and then immediately choose a new password (Setting, changing or forgetting your password). Logging out alone doesn't help if someone knows your password. Also consider using an authenticator app (Using an authenticator app).

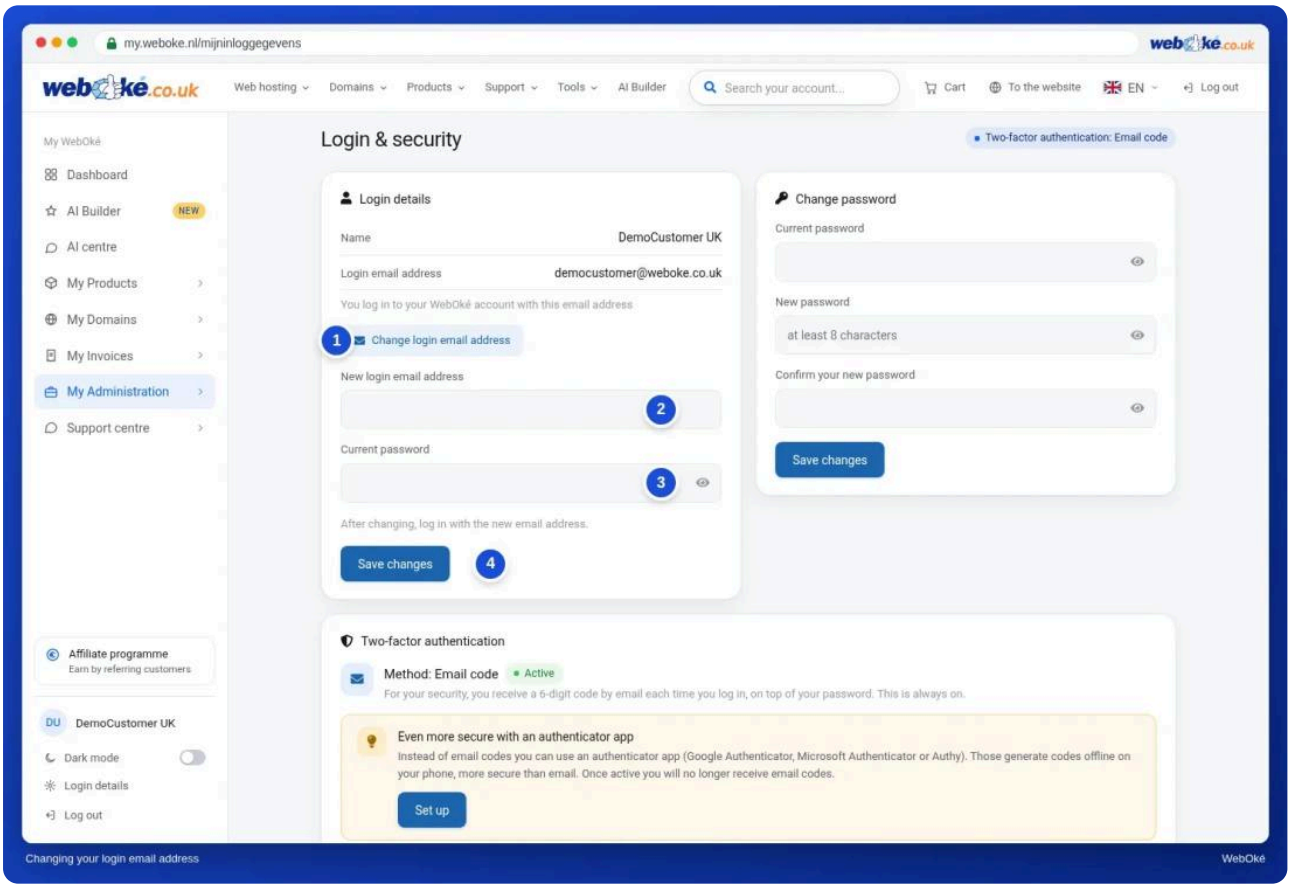
Tip: do colleagues work in your account? They have their own login and you won't see them here. You can manage their access under Inviting users and setting permissions.

3.7 Changing your login email address

Your login email address is the address you use to log in to My WebOké. We also send your login codes to this address. It's a different address from the email address in your details, where invoices and messages are sent. You change that address at Changing your details and invoice address.

How to change your login email address

1. Go to **Login details** in the menu at the bottom left. On the **Login details** card, you'll see your current **Login email address**.
2. Click **Change login email address** (1). A form opens.
3. Enter the new address in **New login email address** (2).
4. Enter your **Current password** to confirm (3).
5. Click **Save changes** (4). You'll see a message confirming that your login email address has been changed.



Changing your login email address

From now on, you'll log in with the new address. You'll stay logged in yourself. On other devices, you'll be logged out.

What should you watch out for?

- Use an address you can always read. That's where your login codes will arrive. If you can't read that address, you won't be able to log in anymore.
- Each login address can only belong to one login. If the address is already linked to another login, you'll see **This email address is already in use.** Want to merge two accounts? See Transferring and merging accounts.
- Don't have a password because you always log in with Google? Set one first, see Setting, changing or forgetting your password.

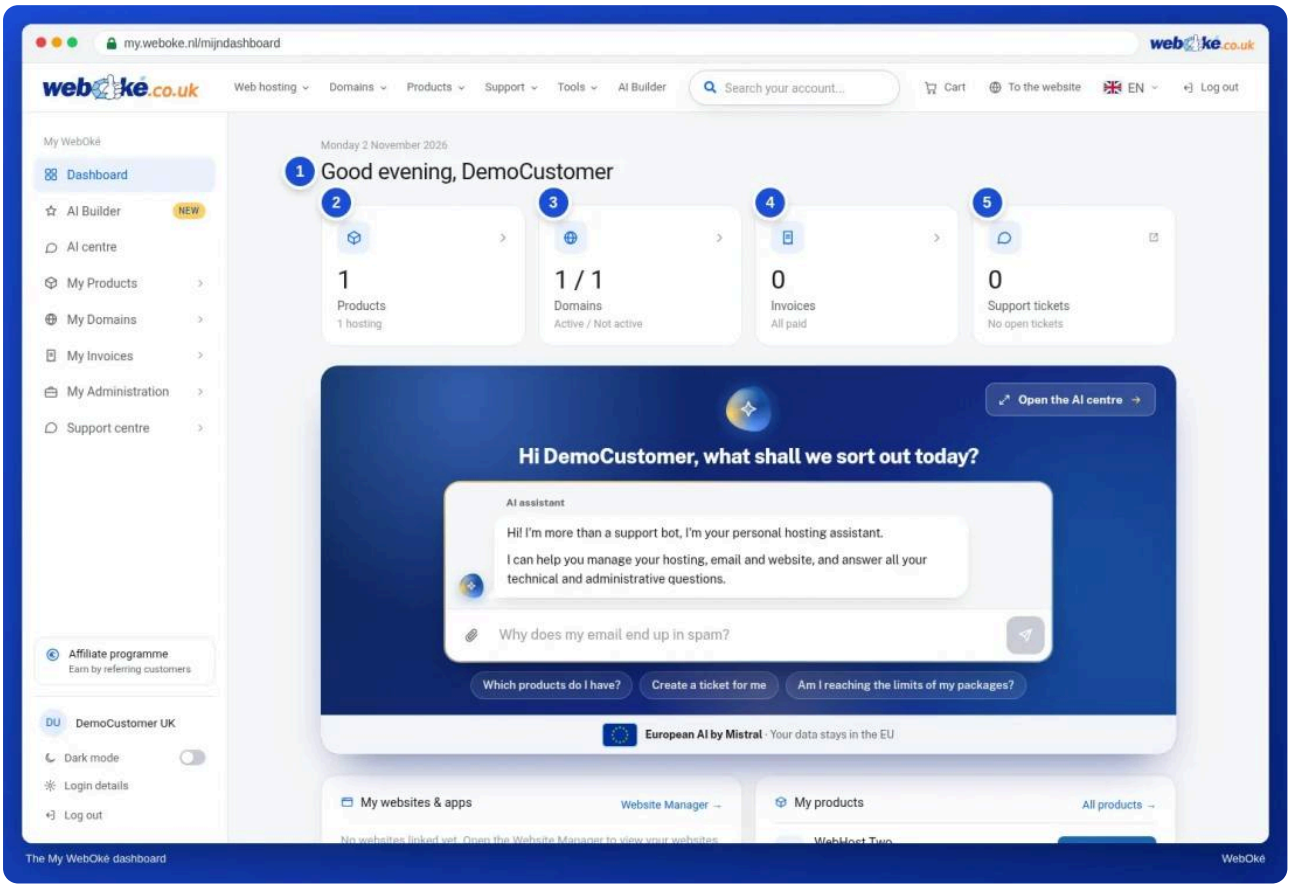
Tip: are you using an email address on your own domain with WebOké as your login address? Then make sure you can still access your email if something goes wrong with your hosting. A second address with a different provider is often a more convenient choice as a login address.

4

The dashboard and controls

4.1 The dashboard

After logging in, you'll land on the **Dashboard**. Here you can see the state of your account at a glance and jump straight to what you need with one click. You can always get back here via **Dashboard** at the top of the menu on the left.



The My WebOké dashboard

At the top: the counters

At the top, you'll see the date and a greeting with your name (1). Below that are four tiles. Click a tile to go to that section.

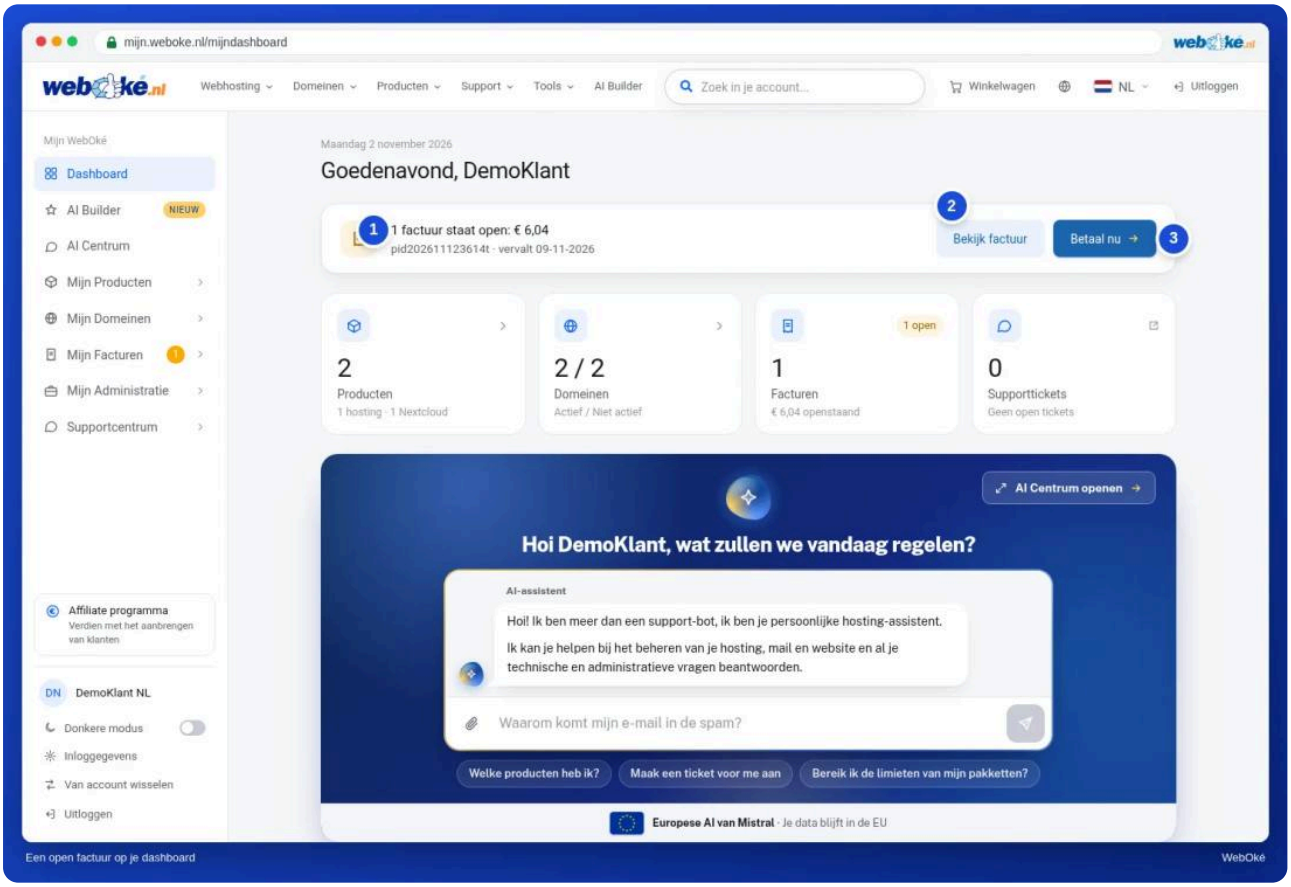
- **Products** (2): how many products you have, with, for example, the number of hosting packages underneath. See Your product overview.
- **Domains** (3): your active domains, including how many renew automatically. If a domain is about to expire, you'll see a label on the tile. See Your domain overview.
- **Invoices** (4): the number of outstanding invoices and the amount. If everything is paid, you'll see **All paid**. See Viewing and downloading your invoices.
- **Support tickets** (5): your open tickets and whether a ticket is waiting for your reply. This tile opens the support centre. See The support centre.

Notifications above the counters

Sometimes there's a bar above the tiles. You'll only see it when it's relevant:

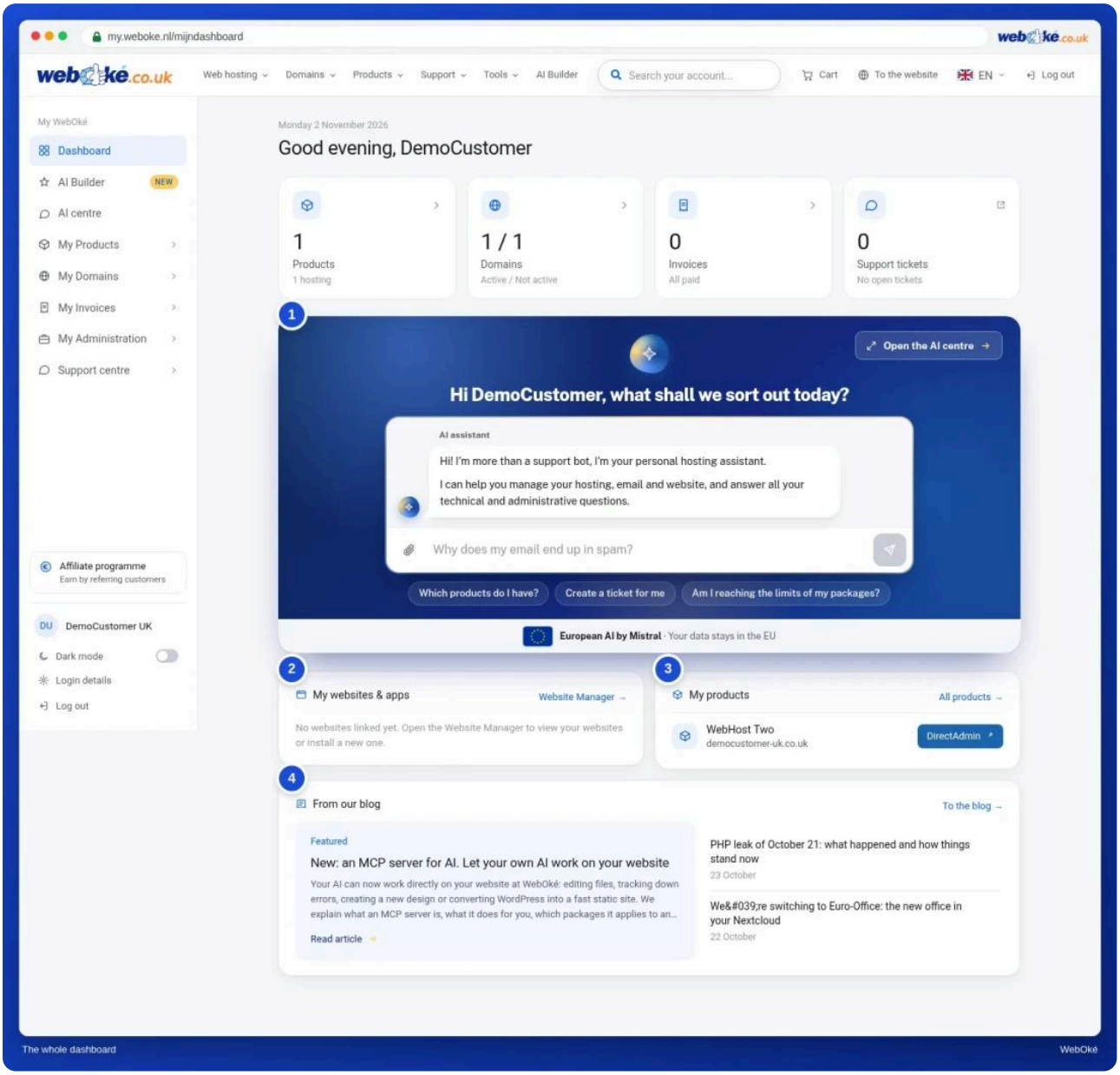
- An outstanding invoice, with the **View invoice** and **Pay now** buttons. See Paying an invoice (including several at once).
- **Secure your account: set your password**, if you haven't chosen your own password yet. See Setting, changing or forgetting your password.
- A current outage or scheduled maintenance, with the **View status** button. See Incidents and maintenance.
- News about something new at WebOké, with the **New** label. Use the cross on the right to close such a message.

If you have an outstanding invoice, the bar shows the number of invoices, the amount, the invoice number and the due date (1). **View invoice** (2) opens the invoice, and **Pay now** (3) takes you straight to the payment screen. The **Invoices** tile then shows the **1 open** label with the outstanding amount.



An open invoice on your dashboard

Further down the dashboard



The whole dashboard

- **The AI assistant** (1): ask a question directly here, or click one of the example questions below it. **Open the AI centre** takes you to all your conversations. See The AI assistant: what can it do for you? and The AI centre and your conversations.
- **My websites & apps** (2): the websites installed in your package, with a **Log in** button to go straight to your website's management environment. If you haven't installed anything yet, we'll point you to the **Website manager**. See Website Manager: installing WordPress and other software.
- **My products** (3): your packages with the domain underneath and a button to log in directly, for example **DirectAdmin**. **All products** shows you the full overview. See Go to DirectAdmin.
- **From our blog** (4): the latest news and explanations from WebOké.

Tip: the first time you log in, a short tour of the main sections starts. You can view it again later, see Language, dark mode and the tour.

4.2 The menu, search bar and quick menu (Ctrl+K)

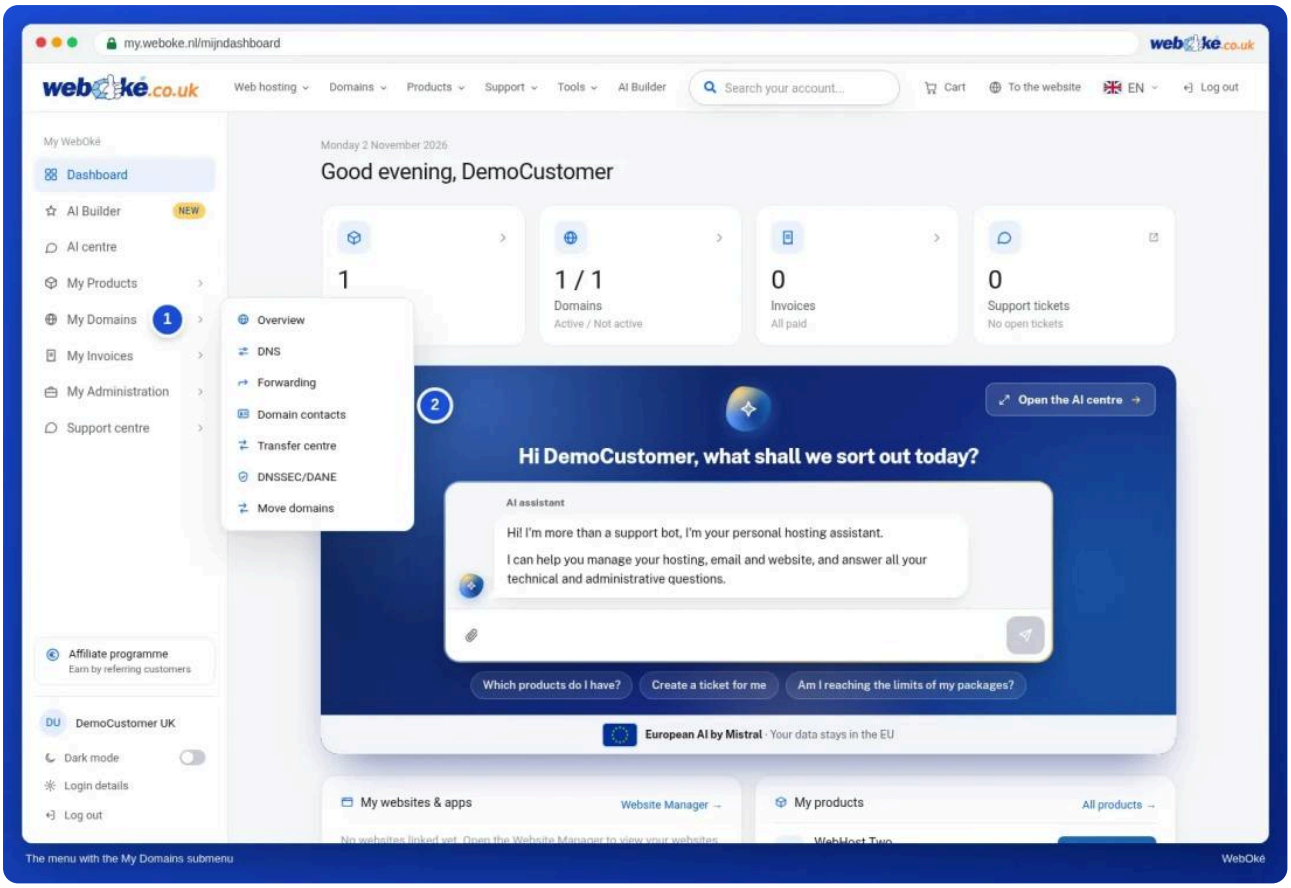
In My WebOké, there are three quick ways to get where you need to be: via the menu on the left, via the search bar at the top, or with the quick menu on your keyboard.

The menu on the left

The My WebOké menu is always shown on the left:

- **Dashboard**: your start page, see The dashboard.
- **AI Builder**: have your website built by AI, see AI Builder: having your website built for you.
- **AI centre**: your conversations with the AI assistant, see The AI centre and your conversations.
- **My Products**: your hosting, email packages, Nextcloud and site builders, see Your product overview.
- **My Domains**: your domains, DNS, forwarders and the transfer centre, see Your domain overview.
- **My Invoices**: your invoices, credit balance and direct debit, see Viewing and downloading your invoices. The number next to this menu item is the number of outstanding invoices.
- **My Administration**: your details, contacts, login details, users and more, see Changing your details and invoice address.
- **Support centre**: tickets, knowledge base and help, see The support centre.

Is there an arrow next to a menu item? Then hover over it with your mouse. A submenu opens with the different parts. For **My Domains** (1), for example, you'll see **Summary**, **DNS**, **Forwarders**, **Domain contacts**, **Transfer centre**, **DNSSEC/DANE** and **Move domains** (2). If you click the menu item itself, you'll go to the summary.



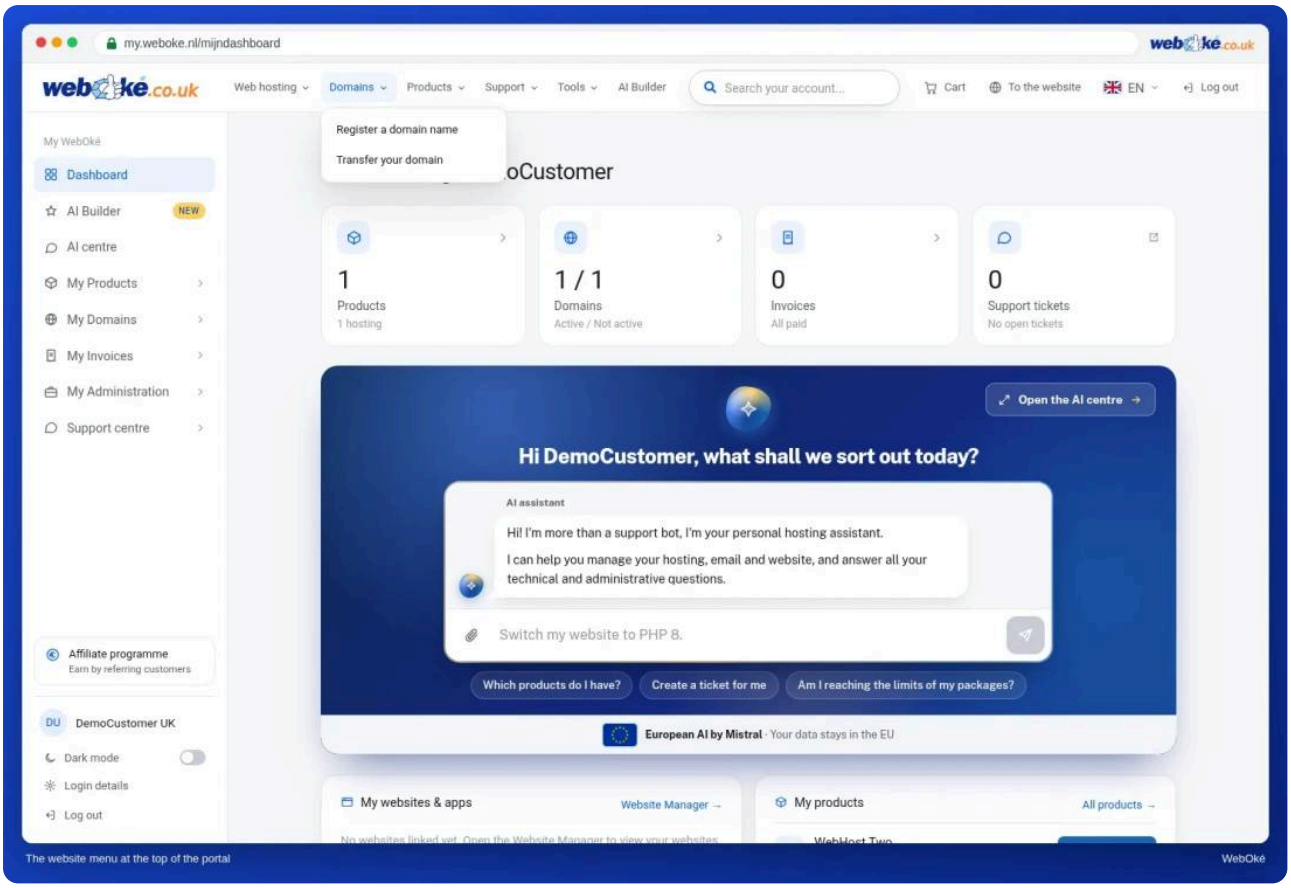
The My Domains submenu

Below the menu, you'll find the **Affiliate programme** (only for the account owner, see Becoming an affiliate and sharing your referral link) and the block with your account, see Multiple accounts: switching between accounts.

Tip: on a phone, the menu is collapsed. Tap the button with three lines in the top left to open it.

The bar at the top

At the top is the website menu, including **Web hosting**, **Domains**, **Products**, **Support** and **Tools**. This way, you can order something or look up a tool without leaving My WebOké. On the right, you'll find the **Cart**, **To the website**, the language selector (see Language, dark mode and the tour) and **Log out**.

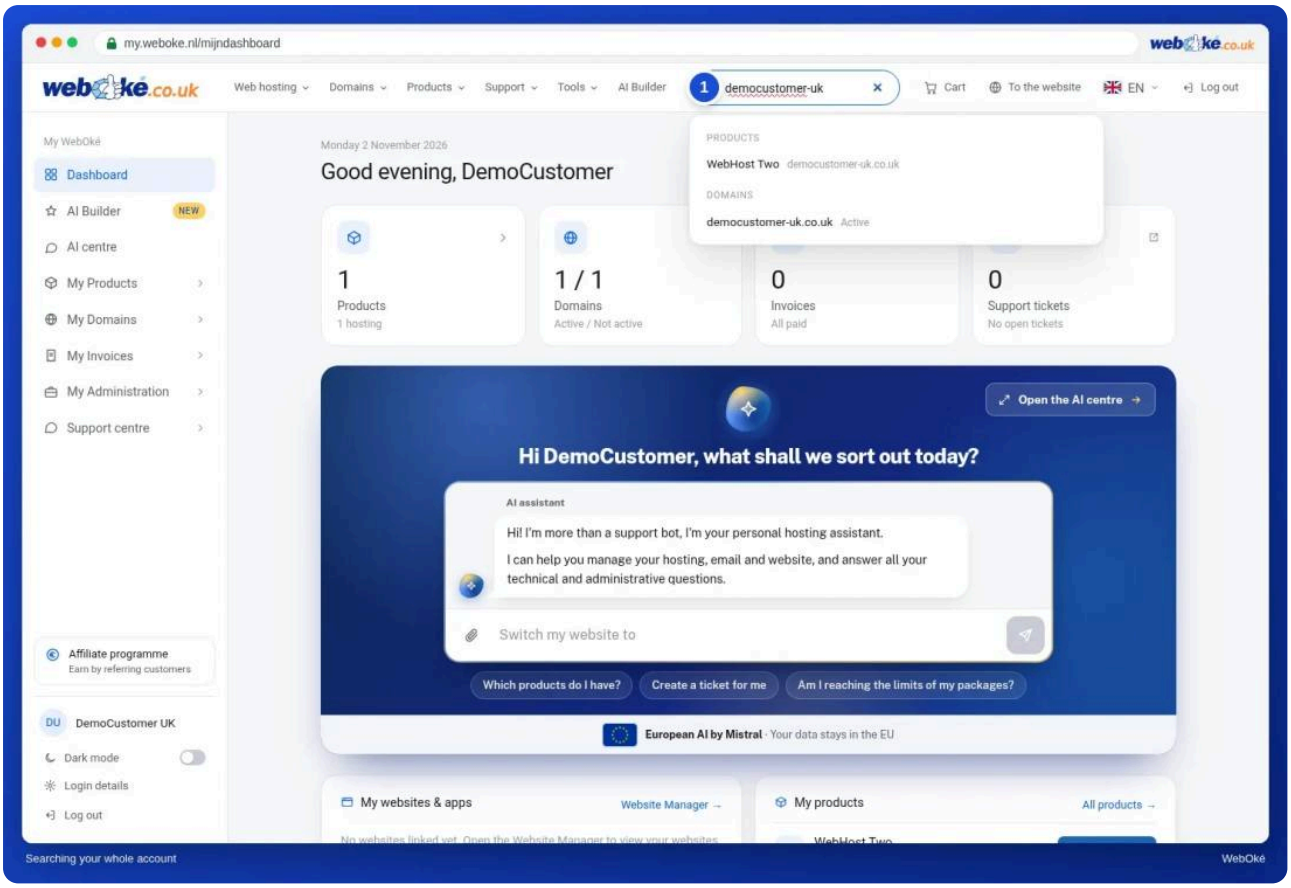


The website menu at the top of the portal

Searching your account

With the **Search your account...** field (1), you search everything at once: your products, domains, invoices, tickets, the pages of My WebOké and the knowledge base.

1. Click the search field at the top.
2. Type a few letters, for example part of your domain name or an invoice number. If you type more than one word, they all have to appear.
3. The results appear immediately below the field, grouped by type. Click a result to go to it.

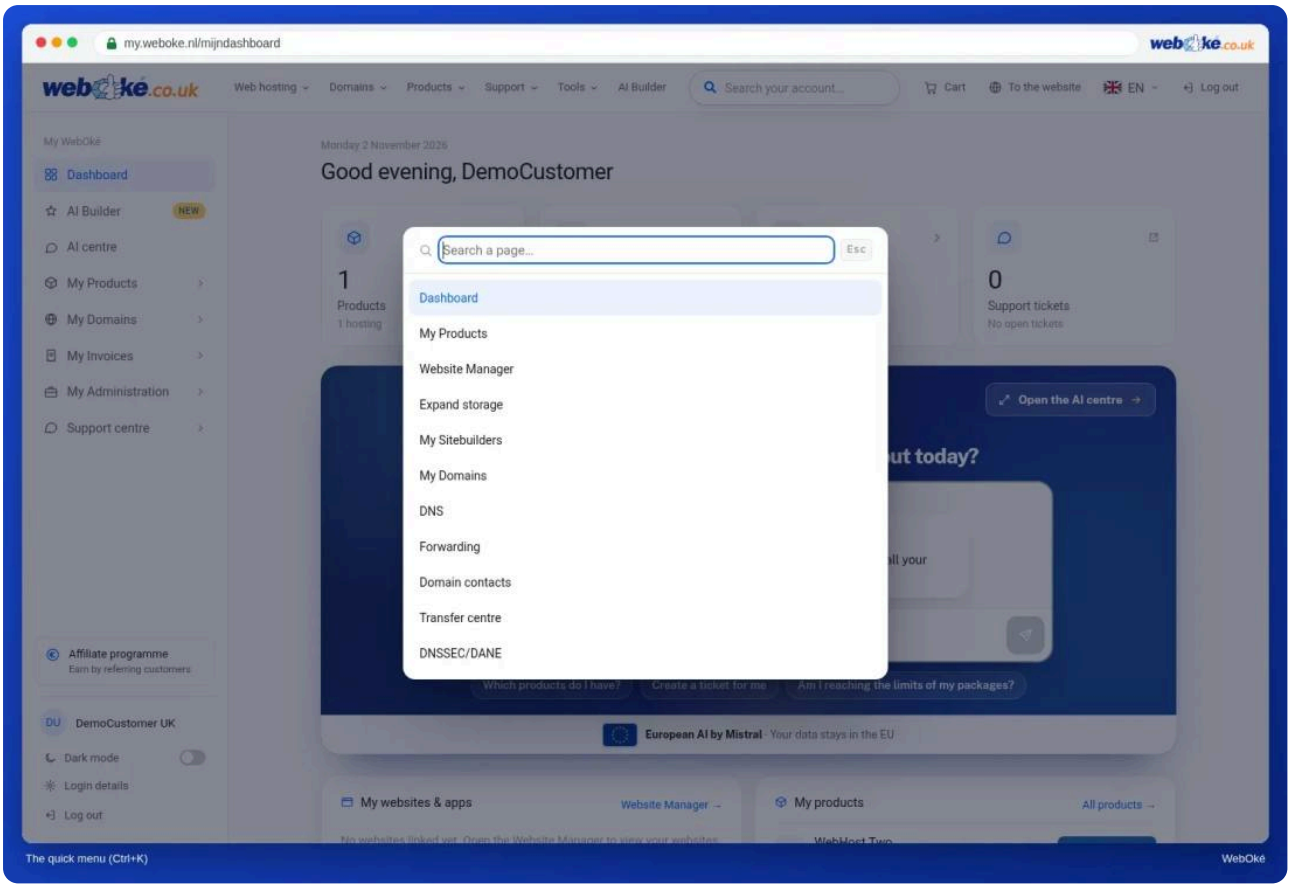


Searching your entire account

You'll only see what belongs to your account. If you're working as a user in someone else's account, you'll only see the parts you have rights for.

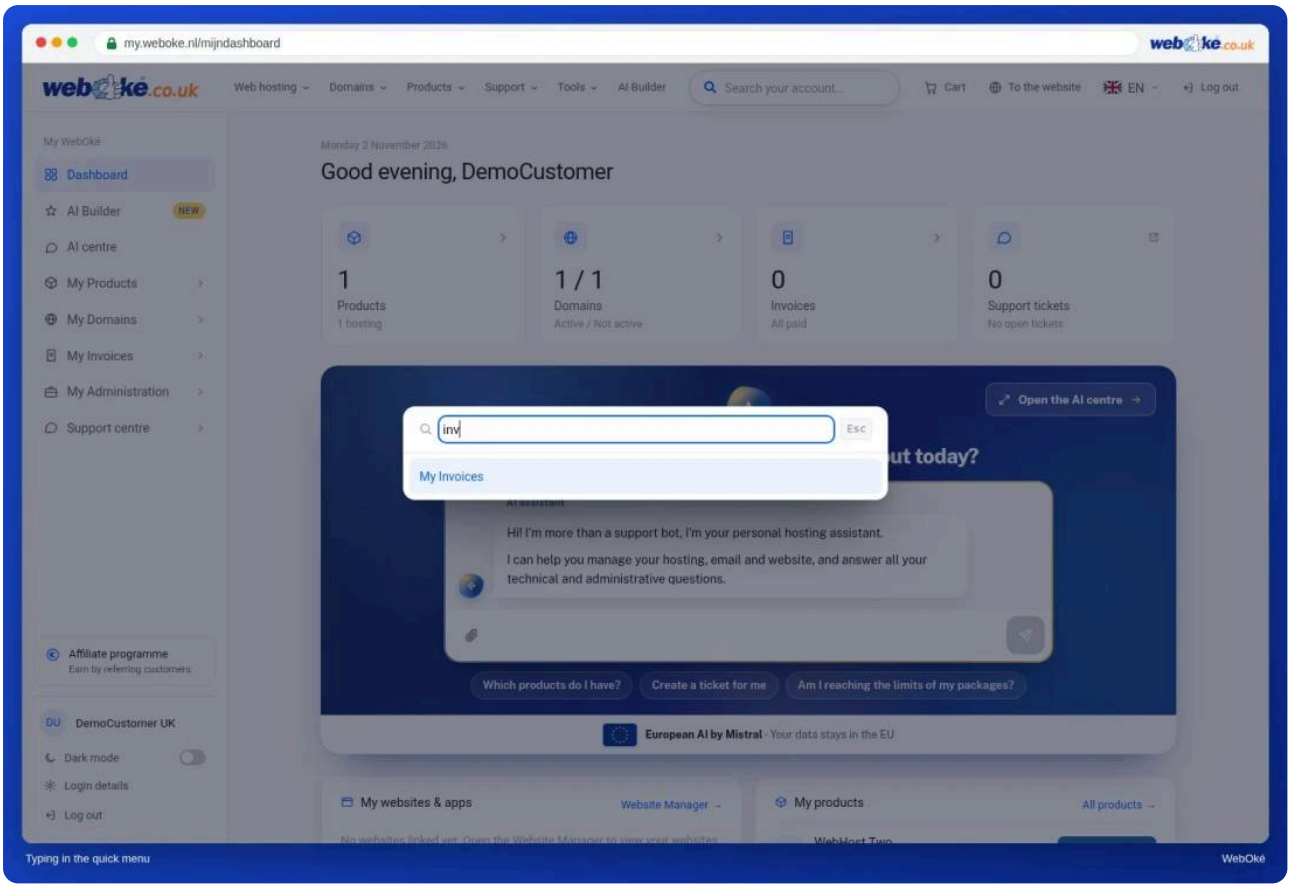
The quick menu (Ctrl+K)

Prefer working with the keyboard? Then press `Ctrl` + `K` anywhere in My WebOké. On a Mac, that's `Cmd` + `K`. A window opens with all the pages of My WebOké.



The quick menu

1. Type part of the page name, for example `inv` for invoices.
2. Use the arrow keys ↑ and ↓ to choose a page and press `Enter`. You can also click.
3. Press `Esc` to close the quick menu.



Typing in the quick menu

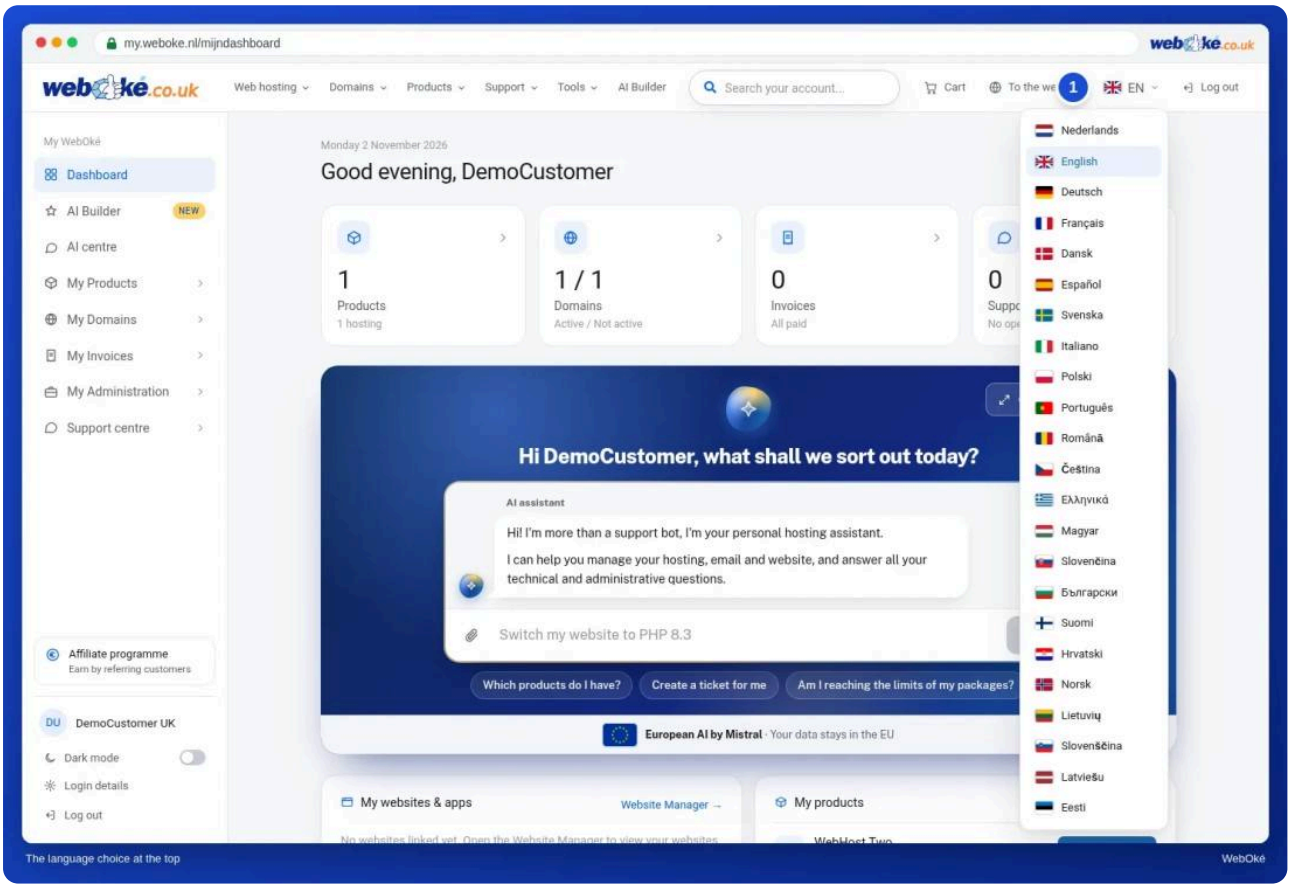
The quick menu only searches page names. If you're looking for a specific domain or an invoice, use the search bar at the top instead.

4.3 Language, dark mode and the tour

Changing the language

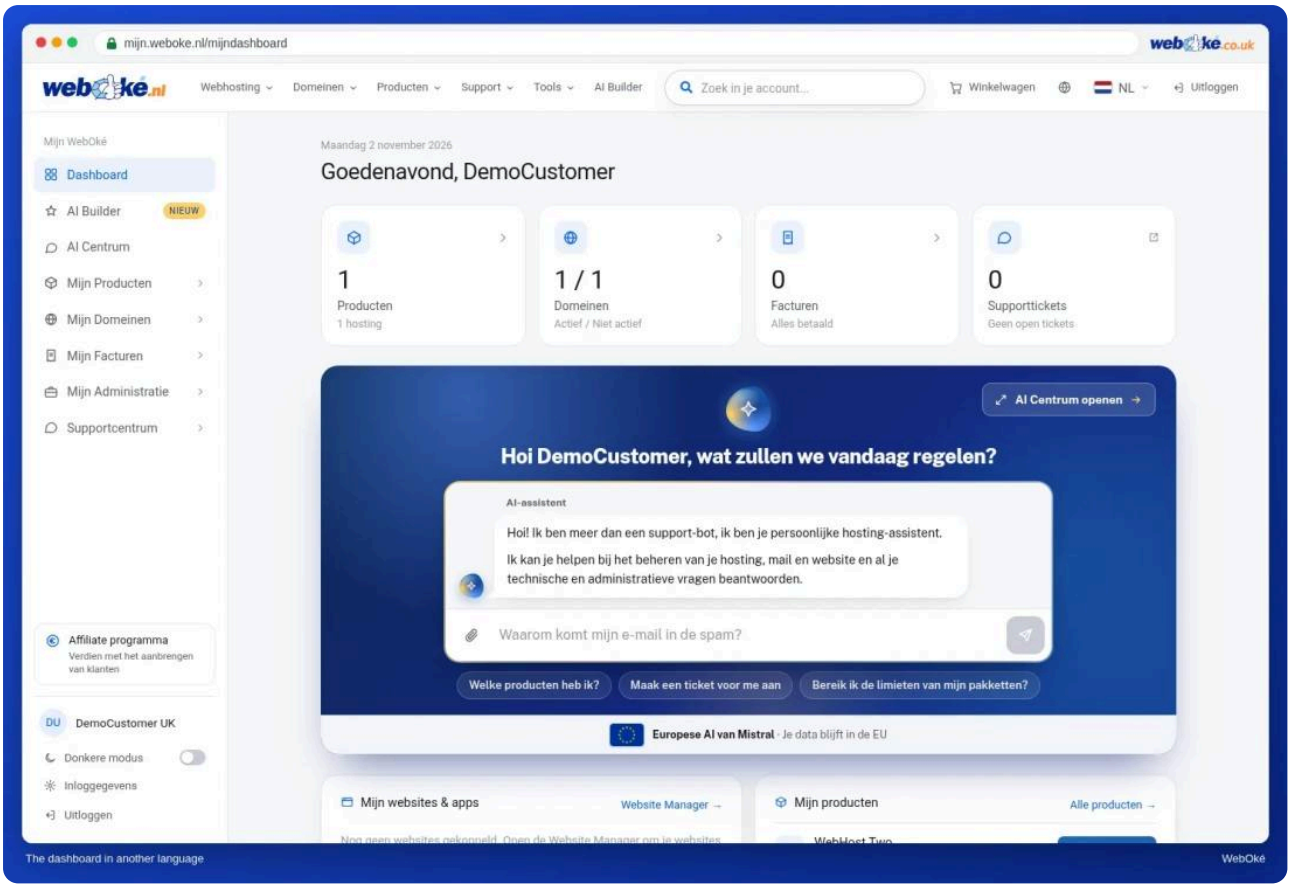
My WebOké is available in many languages. In the top right, you'll see the language you're currently working in, for example **EN** with a small flag (1).

1. Click the language in the top right.
2. Choose a language from the list.



The language selector at the top

The page you're on reloads in the chosen language. You'll stay logged in. For some languages, the address in the address bar also changes, for example **my.weboke.nl** for English.



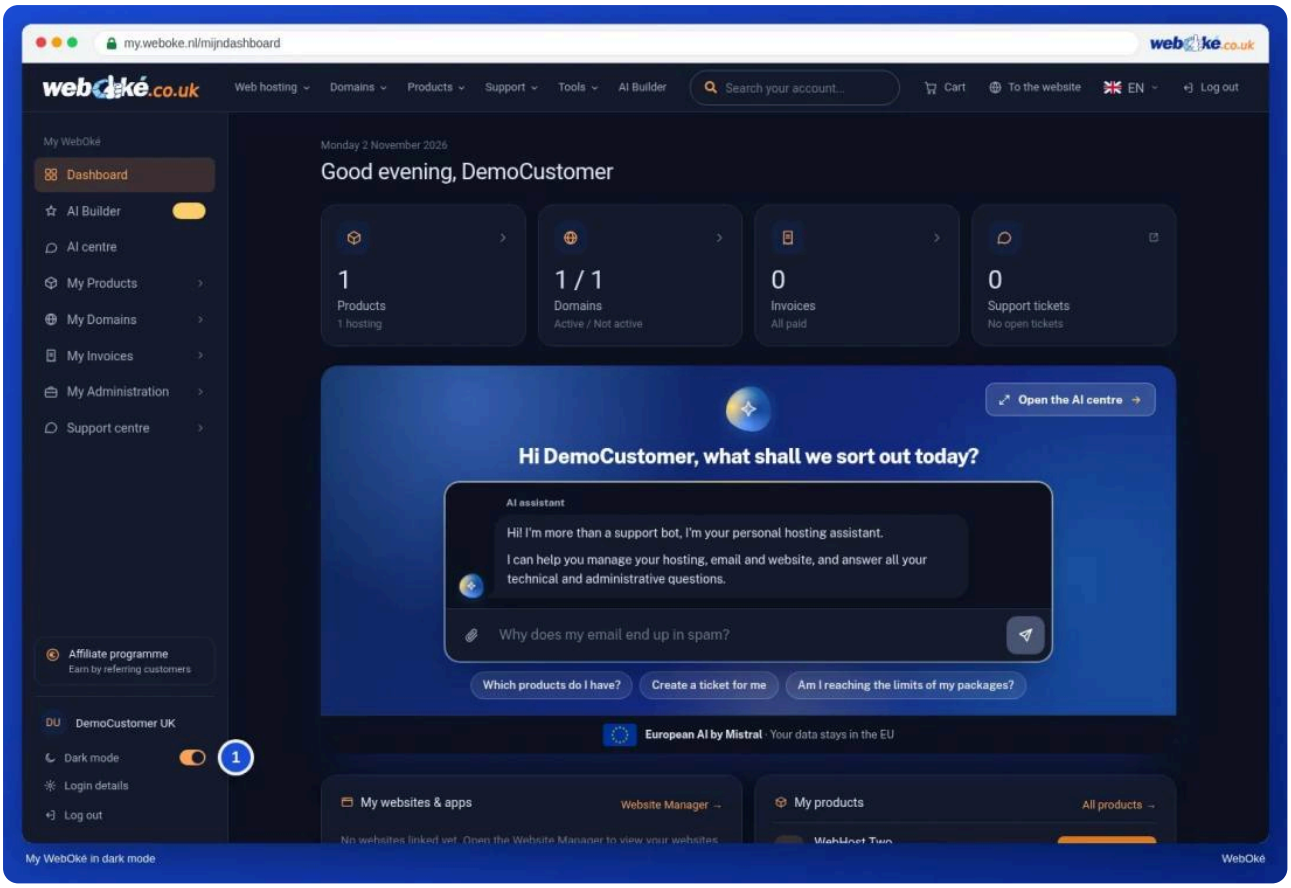
The dashboard in another language

Please note: are you the owner of the account? Then the language you choose also becomes the language of your account. From then on, you'll receive your e-mails, invoices and tickets in that language. If you don't want that, simply choose your own language again. You can also see your account language at Changing your details and invoice address.

Dark mode

Do you work in the evening, or do you simply prefer a dark screen? Then switch on dark mode.

1. Click the switch next to **Dark mode** at the bottom left of the menu (1).
2. My WebOké immediately turns dark. Click again to go back to light mode.

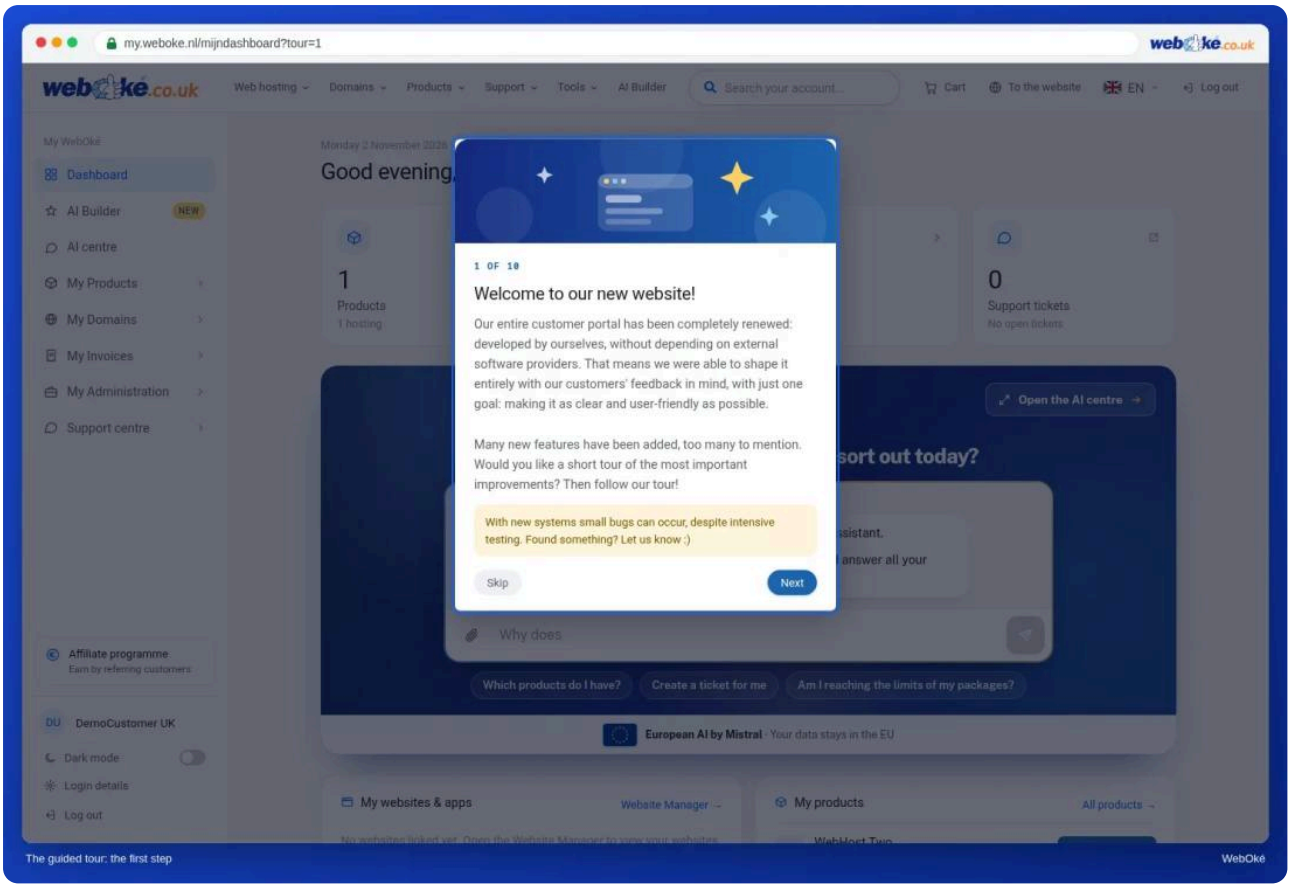


My WebOké in dark mode

Your choice is remembered in your browser. If you log in on another computer or in another browser, you'll need to switch it on separately there.

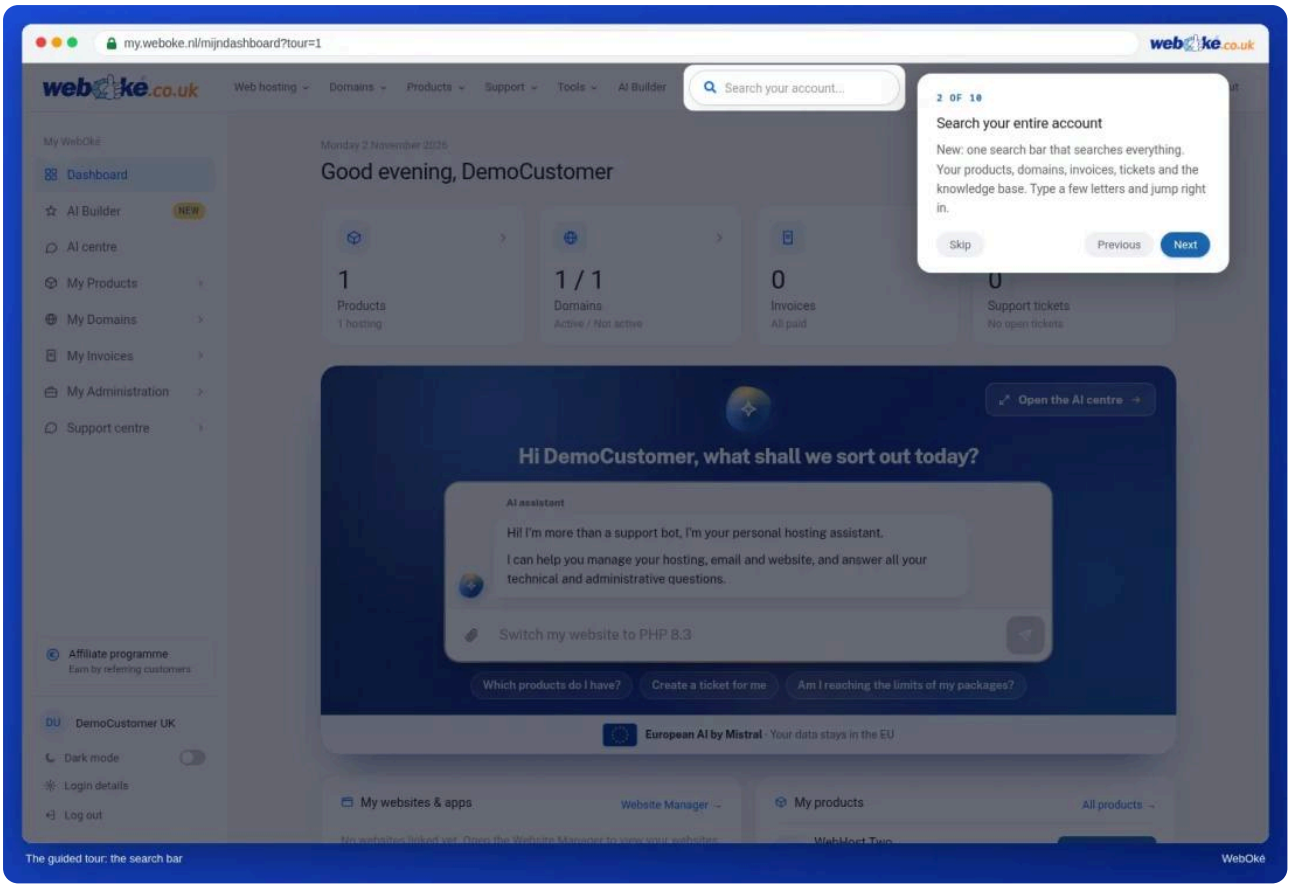
The tour

The first time you visit My WebOké, a tour starts automatically. In ten short steps, we show you the most important parts: the search bar, your websites, your products, My Administration, DNS, your domain contacts, the Website Manager, the support centre and dark mode.



The tour: the first step

- Click **Next** for the next step. The part the step is about lights up.
- Use **Back** to go back a step.
- Use **Skip** to stop the tour. On the last step, click **Get started**.



The tour: the search bar

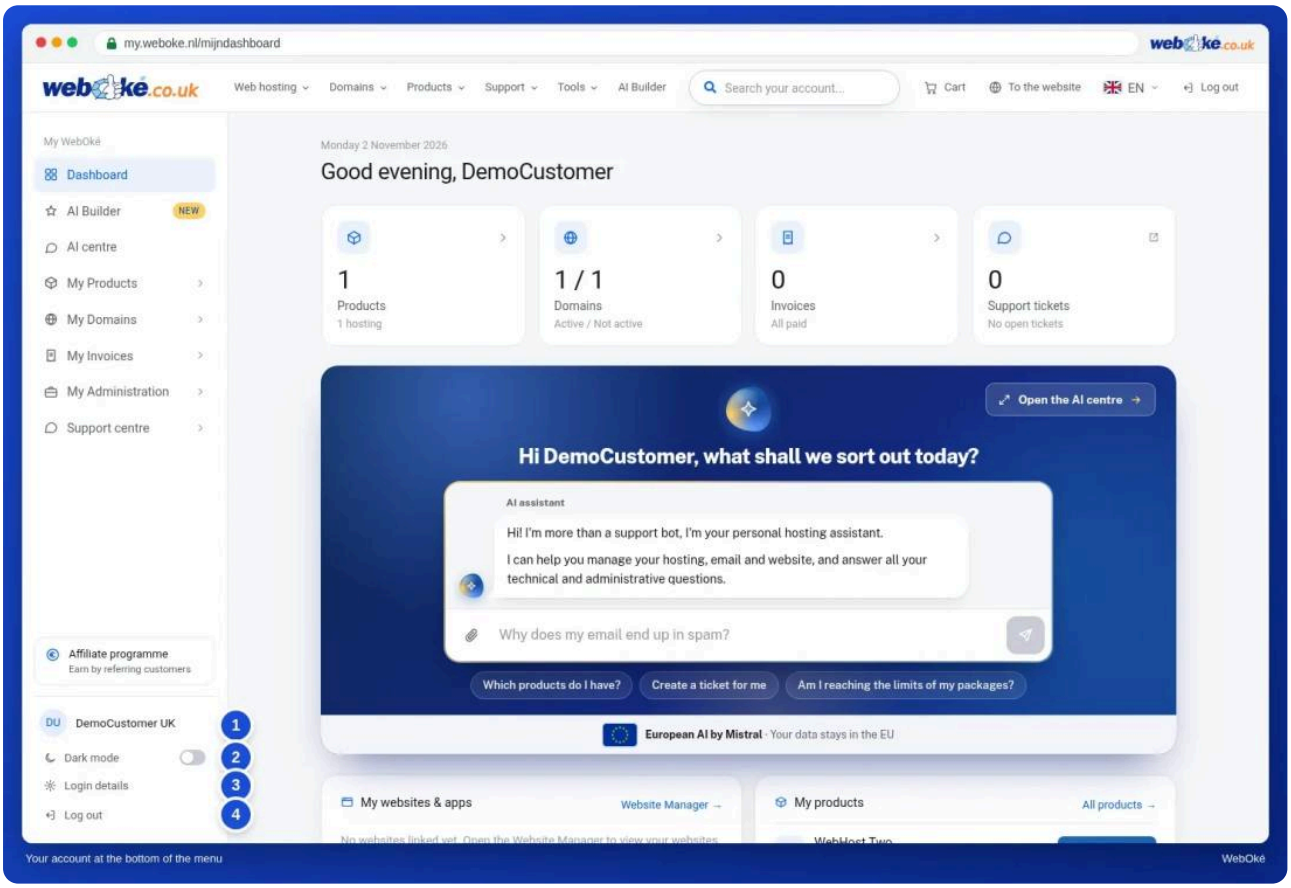
Would you like to see the tour again later? Then open the dashboard with **?tour=1** after the address: `my.weboke.nl/mijndashboard?tour=1`. The tour will also start again the first time you use another browser or device.

4.4 Multiple accounts: switching between accounts

With one login, you can belong to more than one customer account. This happens, for example, if another customer invites you as a user to their account while you also have your own account. Or if you work for several companies that each have their own WebOké account. You don't need to log in with different email addresses: you switch accounts within My WebOké.

Your account at the bottom of the menu

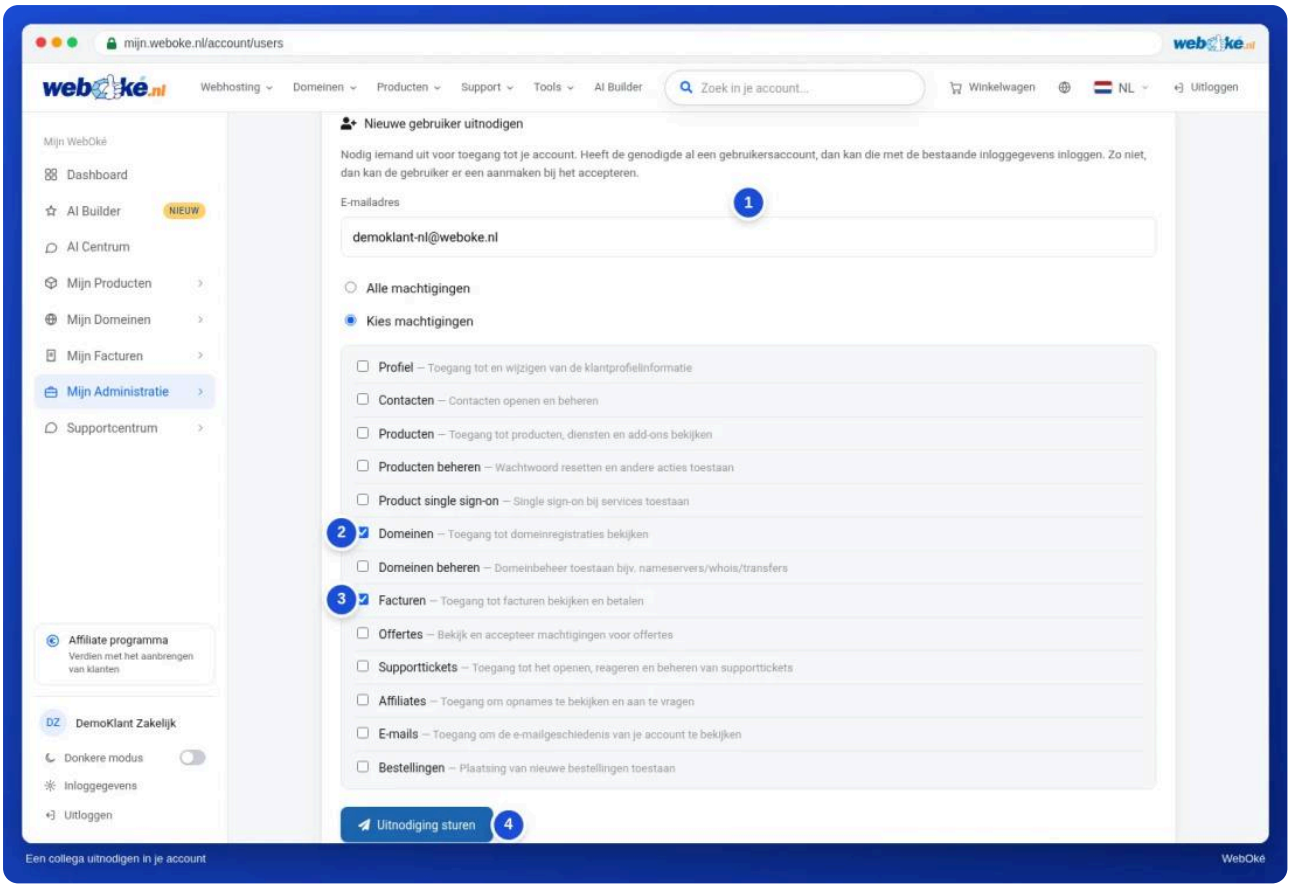
At the bottom left of the menu, you can see which account you're currently working in: your initials and the account name (1). Below that are **Dark mode** (2, see Language, dark mode and the tour), **Login details** (3, see Setting, changing or forgetting your password) and **Log out** (4).



Your account at the bottom of the menu

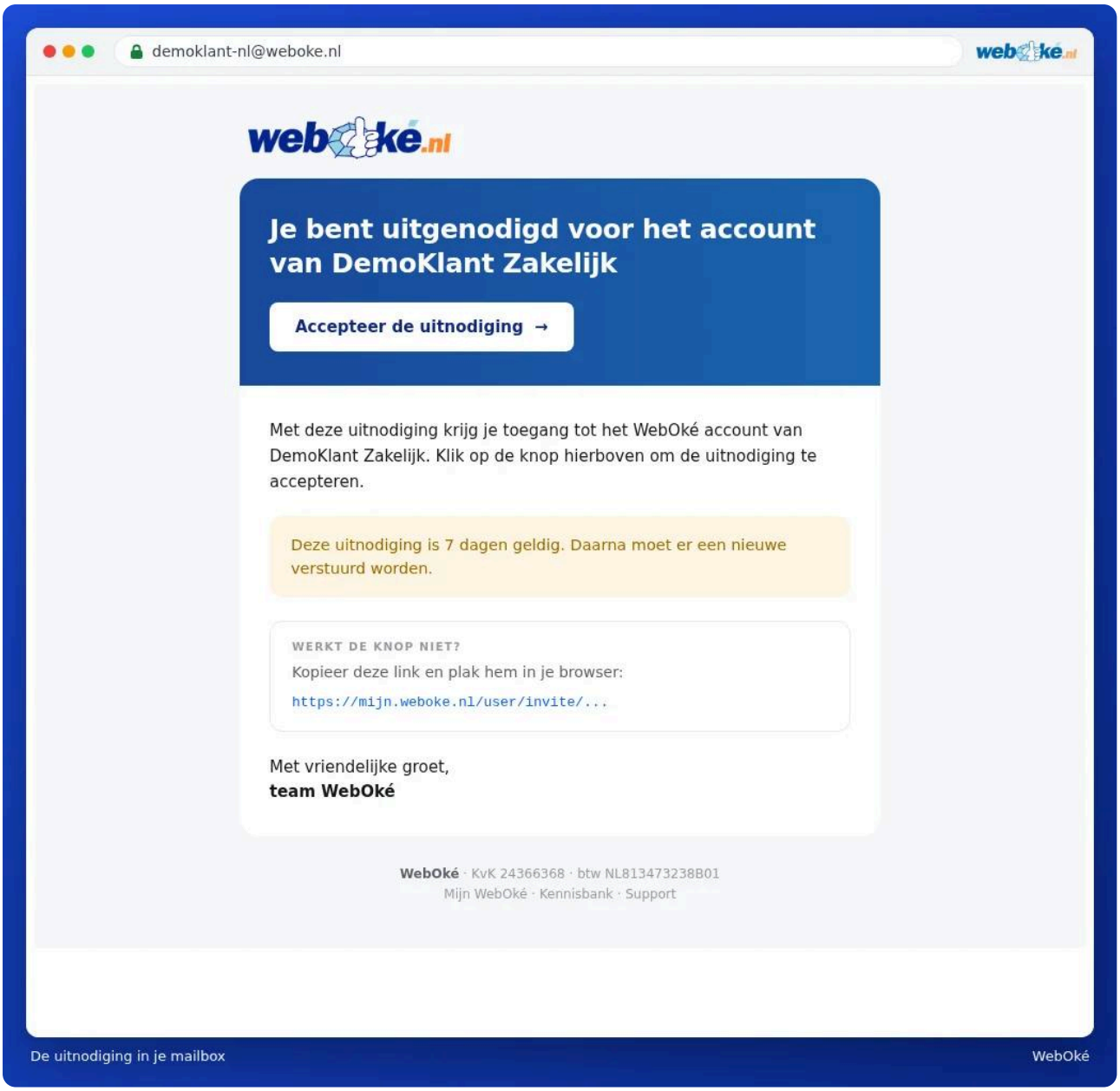
How do you get access to a second account?

The owner of the other account invites you. They do this under **My Administration** on the **Users** tab: they enter your email address (1), choose what you're allowed to access, for example **Domains** (2) and **Invoices** (3), and click **Send invite** (4). You can read exactly how this works in Inviting users and setting permissions.



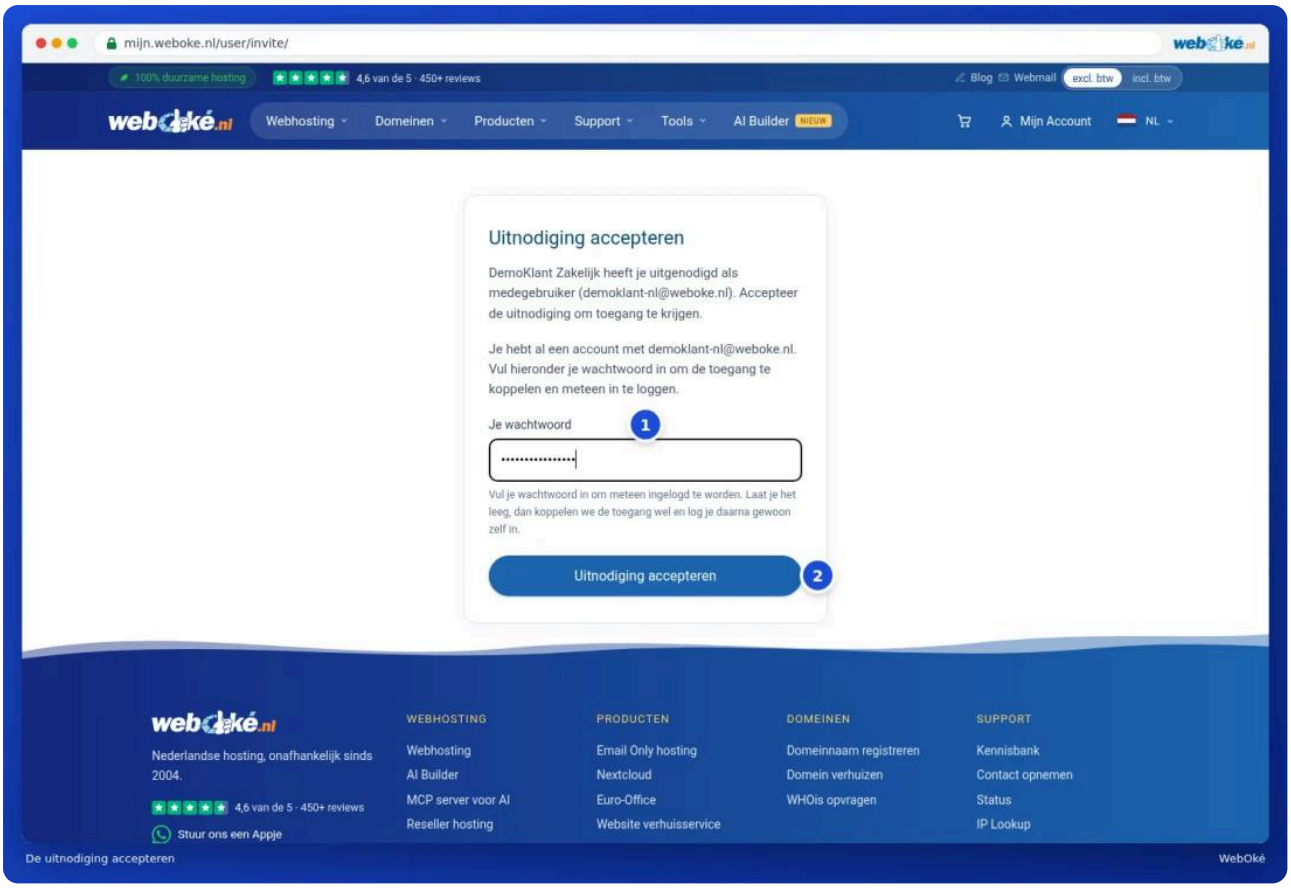
The owner of the other account invites you

You'll then receive an email titled **You've been invited to the account of** followed by the name of that account. The invitation is valid for 7 days.



The invitation in your mailbox

1. Click **Accept invitation** in the email. The **Accept invitation** page opens.
2. Do you already have a login with WebOké using this email address? Then enter your regular password under **Your password** (1). If you don't have a login yet, enter your name here and choose a password.
3. Click **Accept invitation** (2).
4. If My WebOké asks for a code, enter the code you receive by email, just like with regular login (see The login code by email (two-step verification)).



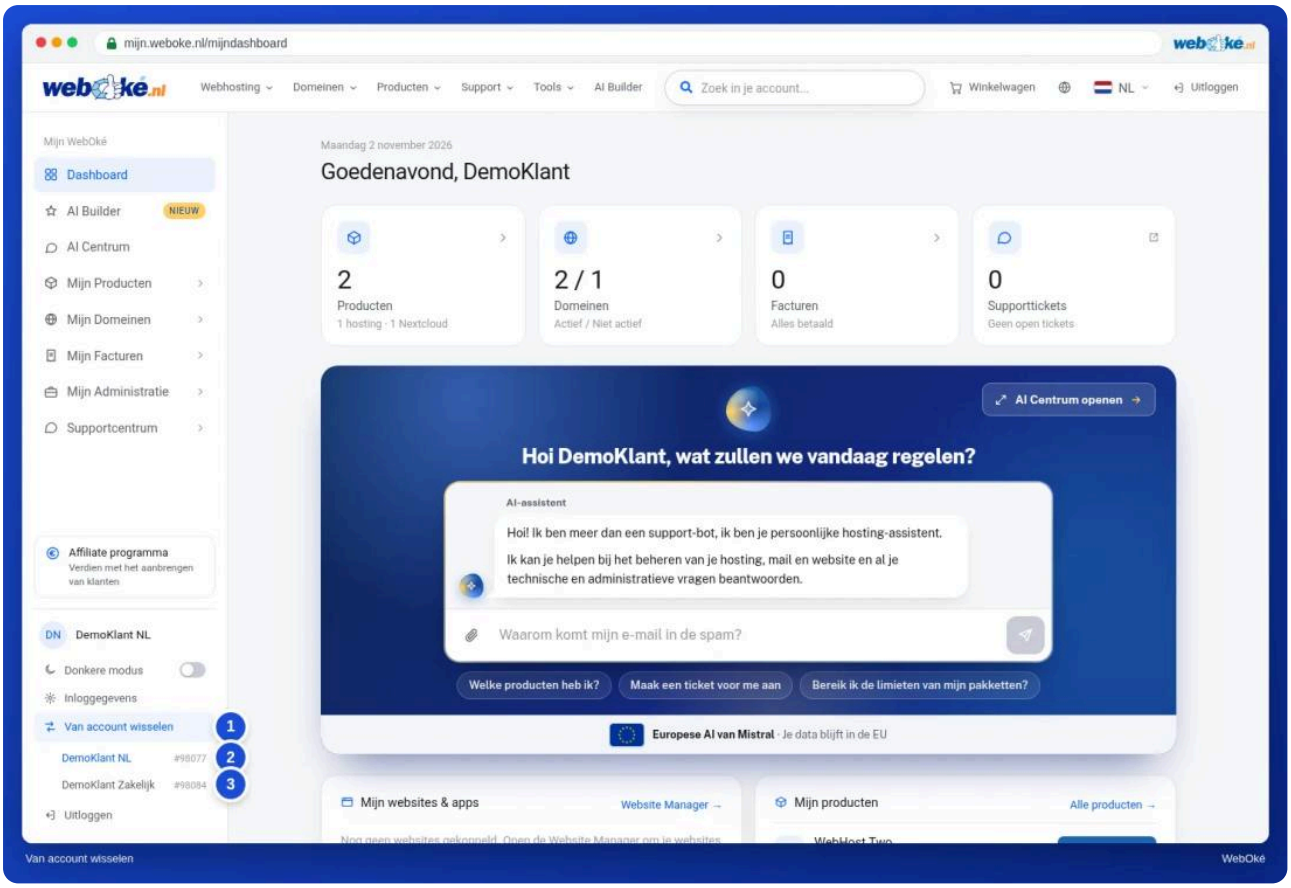
Accepting the invitation

Tip: if you leave the password field blank, we'll still link the access. You'll simply log in yourself afterwards.

Switching accounts

If your login belongs to more than one account, you'll also see **Switch account** (1) above **Log out**. If you only have one account, you won't see this button, as shown in the first image.

1. Click **Switch account** at the bottom left. A list of all your accounts unfolds. The customer number appears after each name.
2. The account you're currently working in (2) is highlighted and can't be selected.
3. Click the account you want to switch to (3). You'll land on the dashboard of that account.

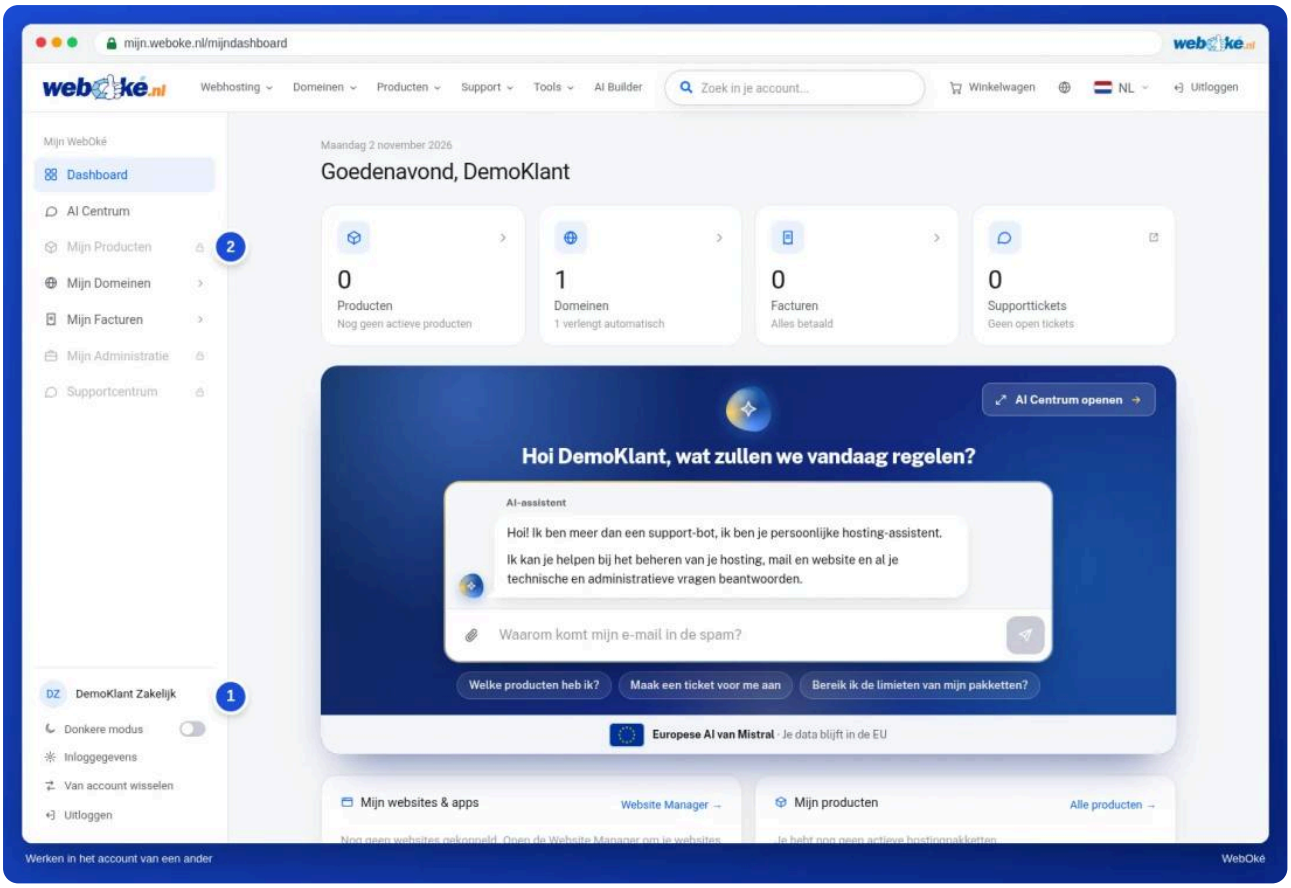


Switching accounts

After logging in, you start in your own account, if you have one. If you're working in someone else's account, the name of that account appears at the bottom of the menu (1). This way, you always know where you are. Going back to your own account works the same way, using **Switch account**.

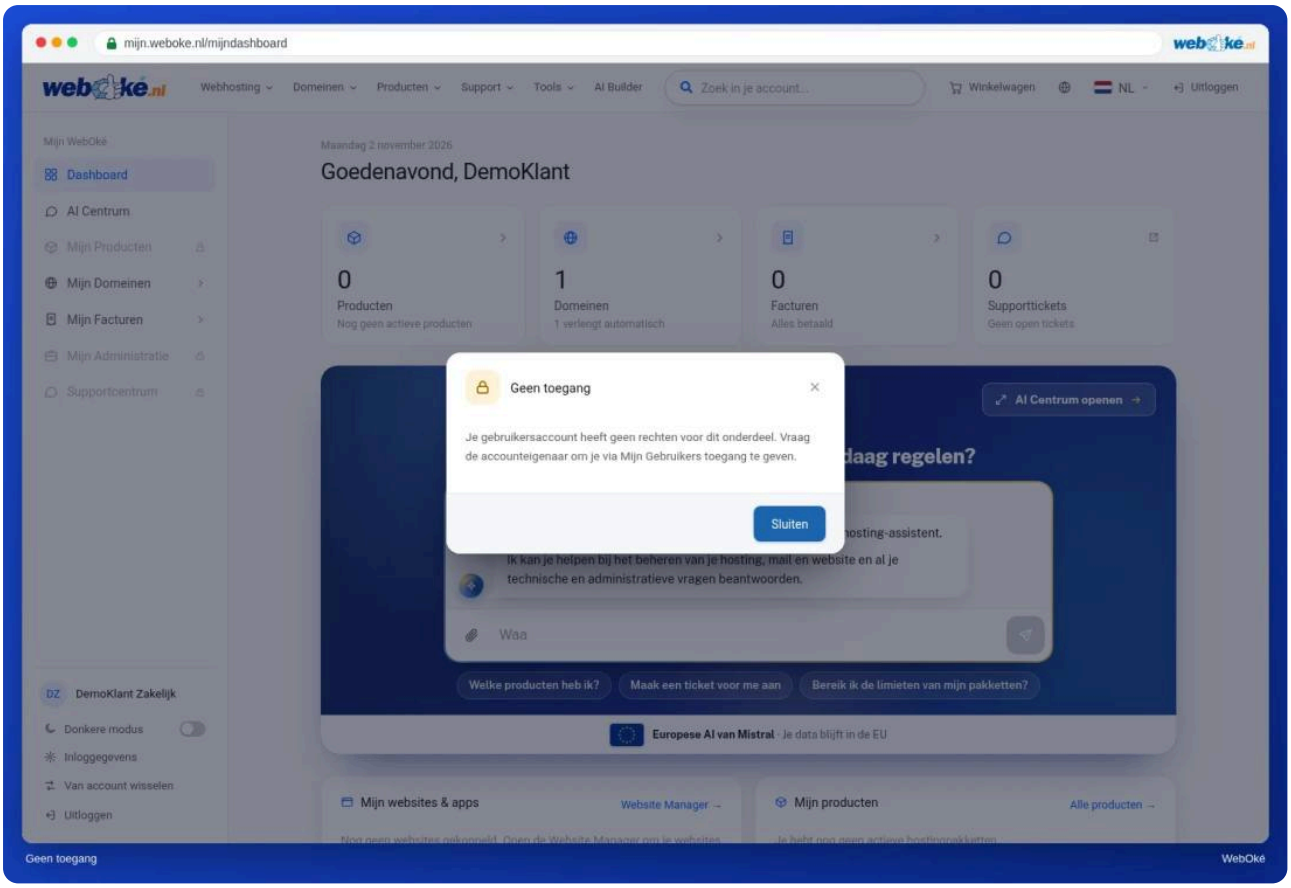
What can you see in someone else's account?

The owner of an account determines what you, as a user, are allowed to access, for example domains and invoices but not products. Sections you don't have permission for appear greyed out in the menu with a padlock icon (2). The dashboard also only shows what you're allowed to see.



Working in someone else's account

If you click a greyed-out section, you'll see the **No access** message. Click **Close** and ask the owner to give you more permissions via **My Users**. You can read how this works in Inviting users and setting permissions.



The No access message

Some things can only be done by the owner, such as the affiliate programme, the AI Builder, inviting users and transferring the account. The language choice only changes the language of the account if you're the owner.

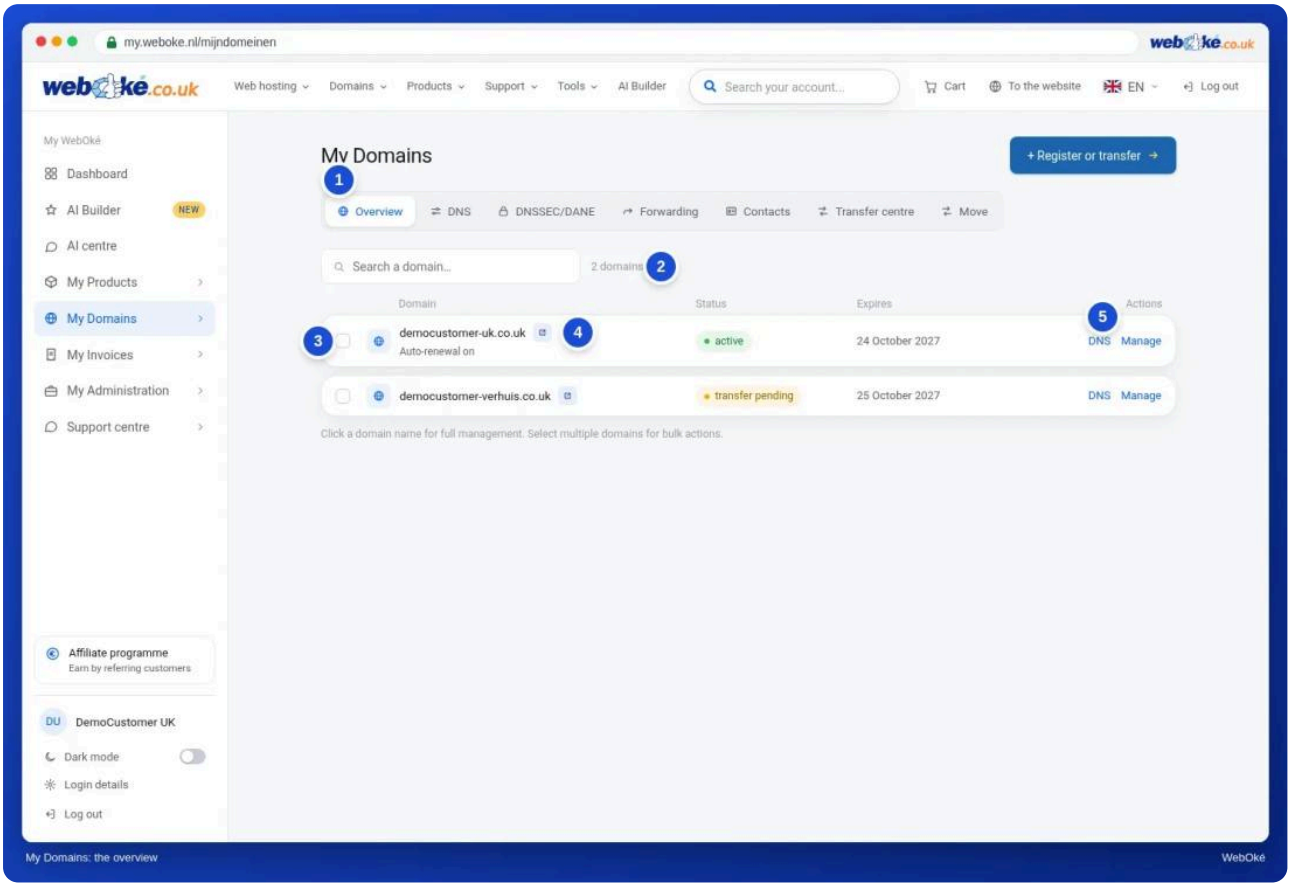
Tip: would you rather combine two accounts that both belong to you into a single account? You can do this with **Merge accounts**, see Transferring and merging accounts.

5

Domains

5.1 Your domain overview

All your domain names are gathered together in **My Domains**. Click **My Domains** in the menu on the left. This takes you to the **Summary** tab.



The overview of your domains

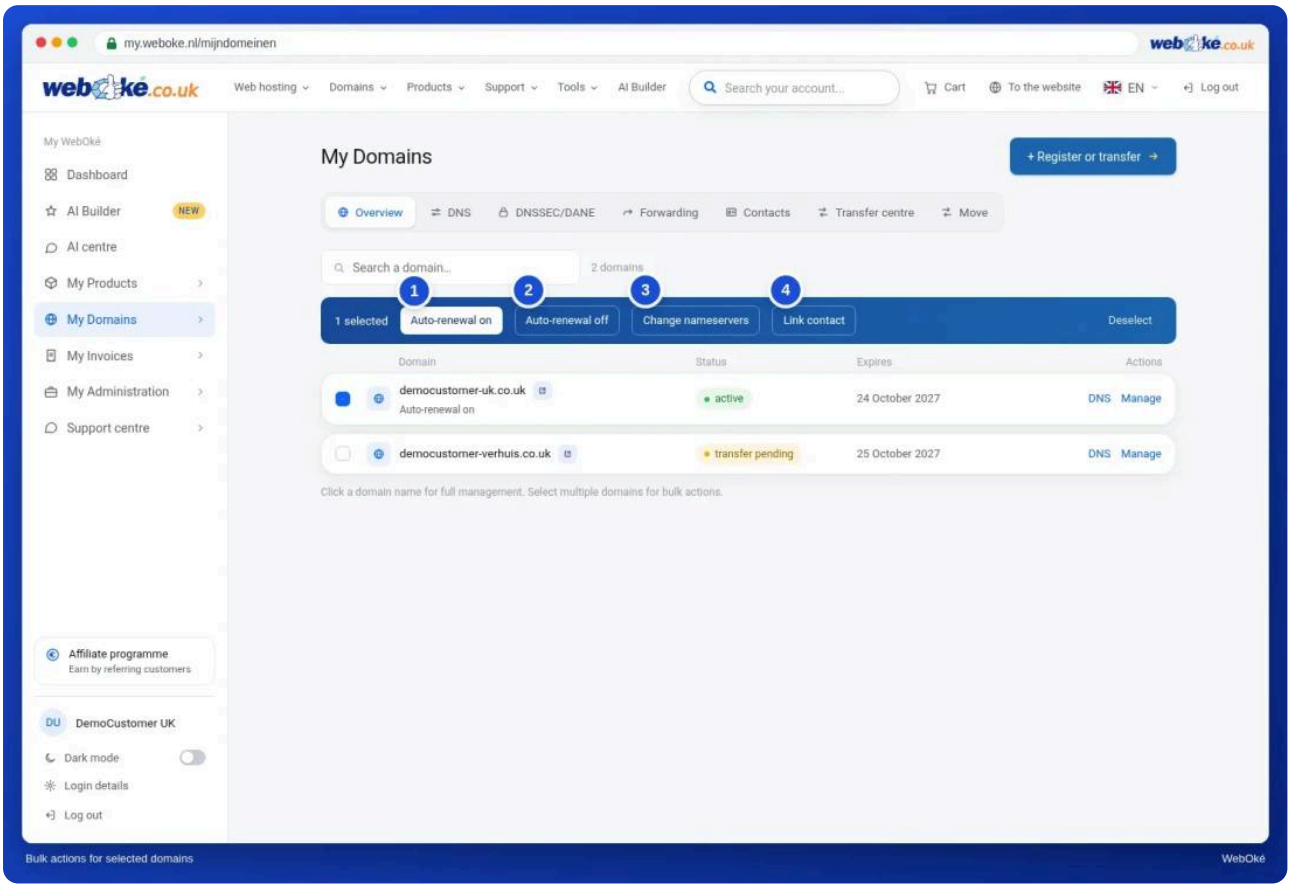
What do you see on this page?

- **The tabs** (1): **Summary**, **DNS**, **DNSSEC/DANE**, **Forwarders**, **Contacts**, **Transfer centre** and **Move**. Each tab has its own article in this chapter.
- **Find a domain**: type part of the name and the list filters straight away. Next to it, you'll see how many domains you have (2).
- **The checkbox** for each row (3): use this to select domains for an action on several domains at once.
- **The domain name**: underneath, you'll see whether auto-renewal is on or off. The small icon next to the name (4) opens the domain's website in a new tab.
- **Status** and **Expires**: whether the domain is active and until when it runs.
- **Actions** (5): **DNS** takes you to this domain's DNS records, **Admin** takes you to the domain page.

Click a domain name or **Admin** for everything about that one domain. You can read about this in The domain page: everything about one domain.

Editing several domains at once

Do you have lots of domains? Tick the box next to the domains you want to edit. A blue bar appears at the top showing the number of selected domains and these buttons:



Actions for several domains at once

1. **Auto-renewal on** (1): the domains are automatically renewed each year.
2. **Auto-renewal off** (2): the domains will no longer be renewed and will expire on their end date.
3. **Edit nameservers** (3): set the same nameservers for all selected domains. See Edit nameservers.
4. **Link contact** (4): link one of your contact profiles to the domains as the holder. See Domain contacts and changing the owner.

Use **Deselect** to remove all the ticks again. You can't select a domain that isn't active, for example because the transfer is still in progress.

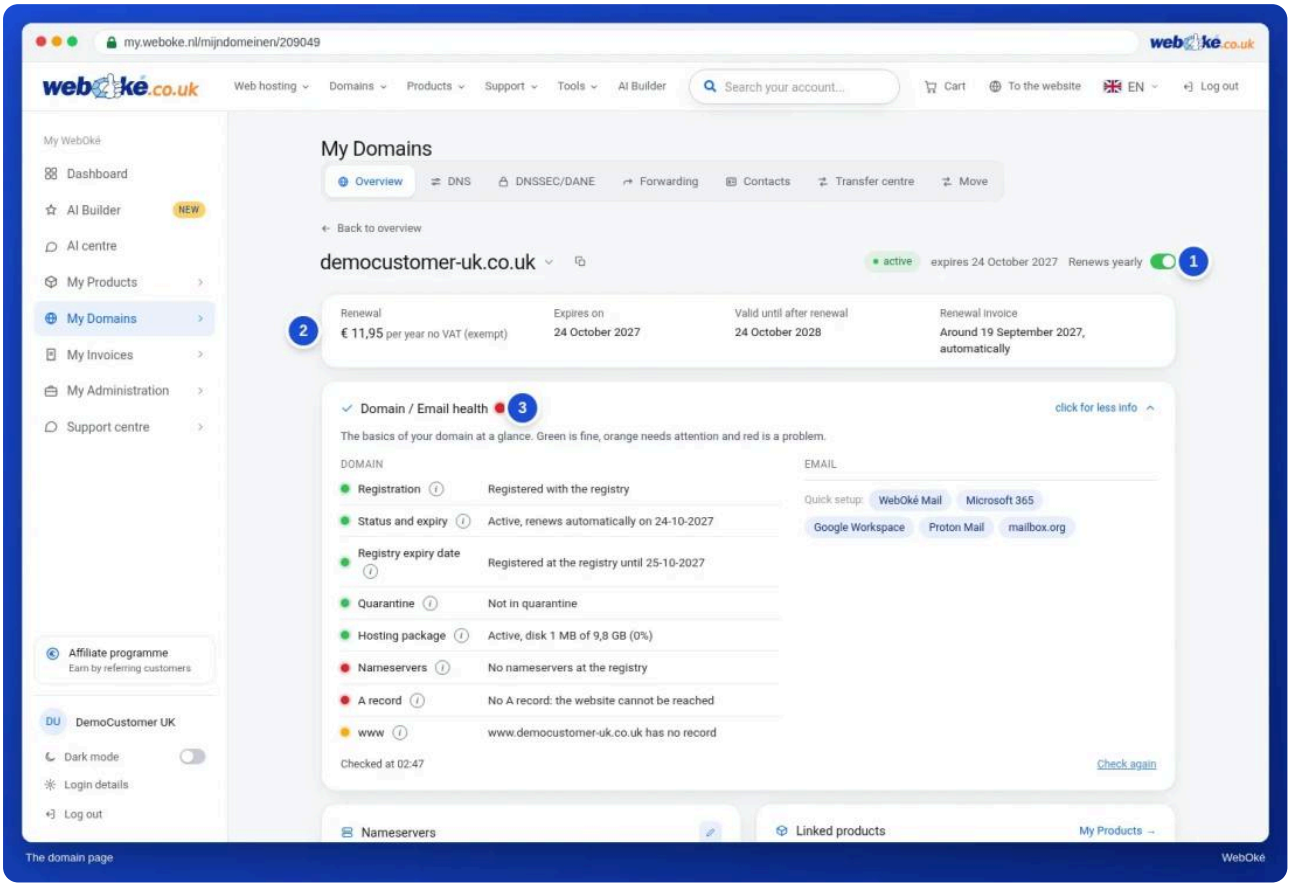
Please note: turning off auto-renewal is the same as cancelling. The domain will then expire on its end date and can be registered by someone else afterwards. Read Renewal and auto-renewal first.

Registering or transferring a new domain

Use the **+ Register or transfer** button at the top right to go to the domain search on the website. You can read how this works in Finding and choosing a domain name and Transferring a domain to WebOké (transfer code or transfer later).

5.2 The domain page: everything about one domain

Every domain has its own page with all the information and settings. Open it by clicking the domain name or **Admin** in **My Domains**. Use **Back to overview** to return to the list.



The top of the domain page

At the top

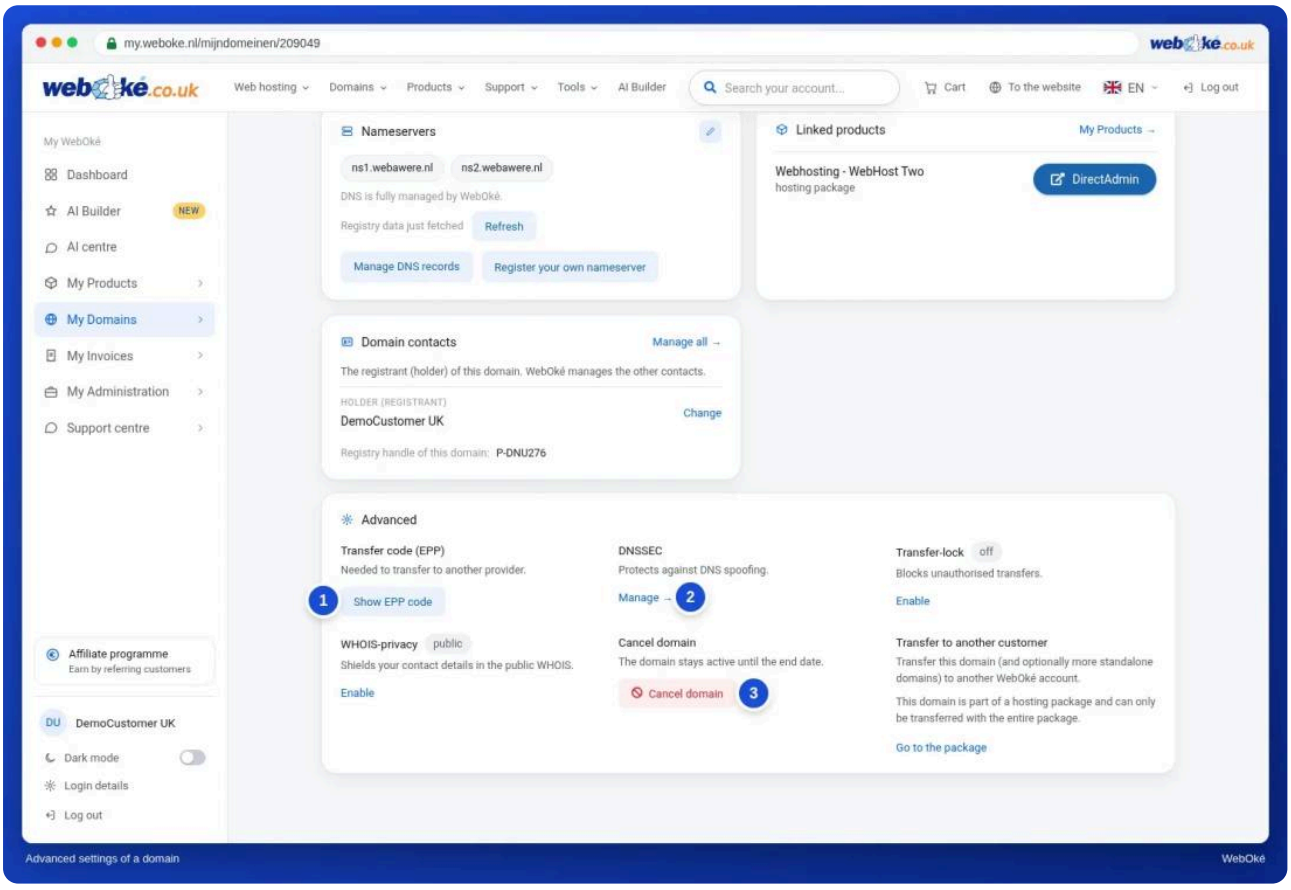
Next to the domain name is a button to copy the name. On the right, you'll see the status, the expiry date and the **Renews yearly** switch (1). Below that is the renewal card (2): what renewal costs, when the domain expires, how long it remains valid after renewal and when the renewal invoice will arrive. You can read more about this in Renewal and auto-renewal.

Domain/Email health

This card checks in one go whether the basics of your domain are in order. The circle next to the title (3) shows the status: green is fine, orange needs attention and red is a problem. If something is red, the card expands automatically. You can read all about this card in Domain and email health: checking and fixing.

Further down the page

- **Name servers**: the name servers for your domain, with buttons to change them, manage the DNS records and register your own name server. See Edit nameservers and Managing DNS: adding, editing and deleting records.
- **Linked products**: the hosting package this domain is part of. Use the **DirectAdmin** button to log in directly to your package's control panel. You can read how to work there in the DirectAdmin manual.
- **Domain contacts**: the holder (registrant) of the domain. See Domain contacts and changing the owner.
- **Advanced Features**: the rarer settings, explained below.



The Advanced Features card

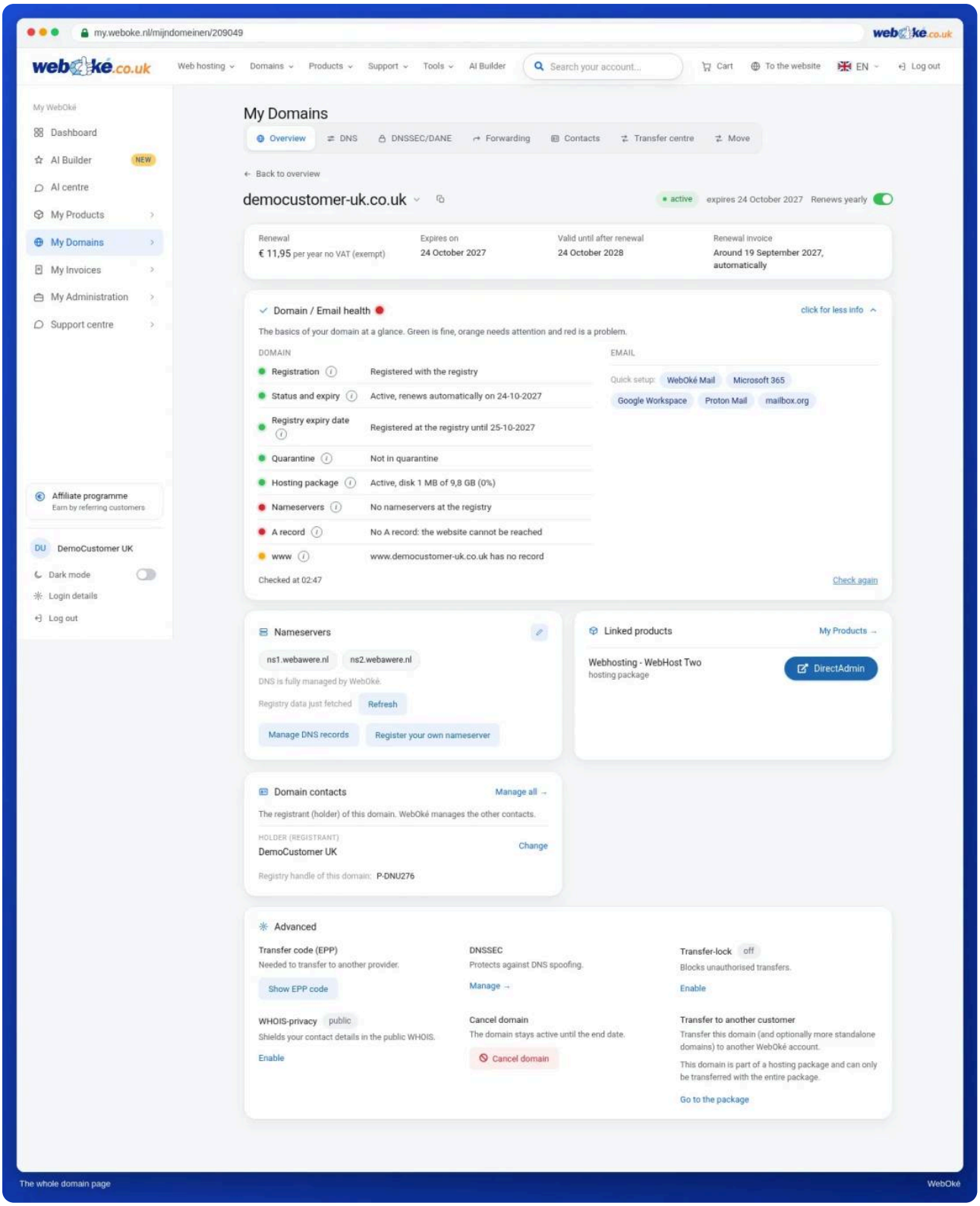
Item	What it's for	Read more
Transfer code (EPP) (1)	The code you need to move the domain to another provider.	Transferring a domain away: transfer code (EPP) and transfer lock
DNSSEC (2)	Extra protection against falsified DNS responses. Use **Admin** to go to the DNSSEC settings.	DNSSEC and DANE

Transfer lock	Blocks a transfer that you haven't requested.	Transferring a domain away: transfer code (EPP) and transfer lock
WHOIS privacy	Hides your contact details from the public WHOIS.	WHOIS privacy
Cancel domain (3)	Stop renewing the domain.	Cancelling or transferring a domain
Transfer to another customer	Move the domain to another WebOké account.	Cancelling or transferring a domain

Not every extension supports every feature. If something isn't available for your domain, you'll see this in a grey label, for example **.nl does not support this** or **not available for this extension**.

Tip: has your domain just been ordered and is the registration or transfer still in progress? Then you'll only be able to change most settings once the domain is active.

Want to see the whole page in one go? Below is the full page, from top to bottom.



The complete domain page

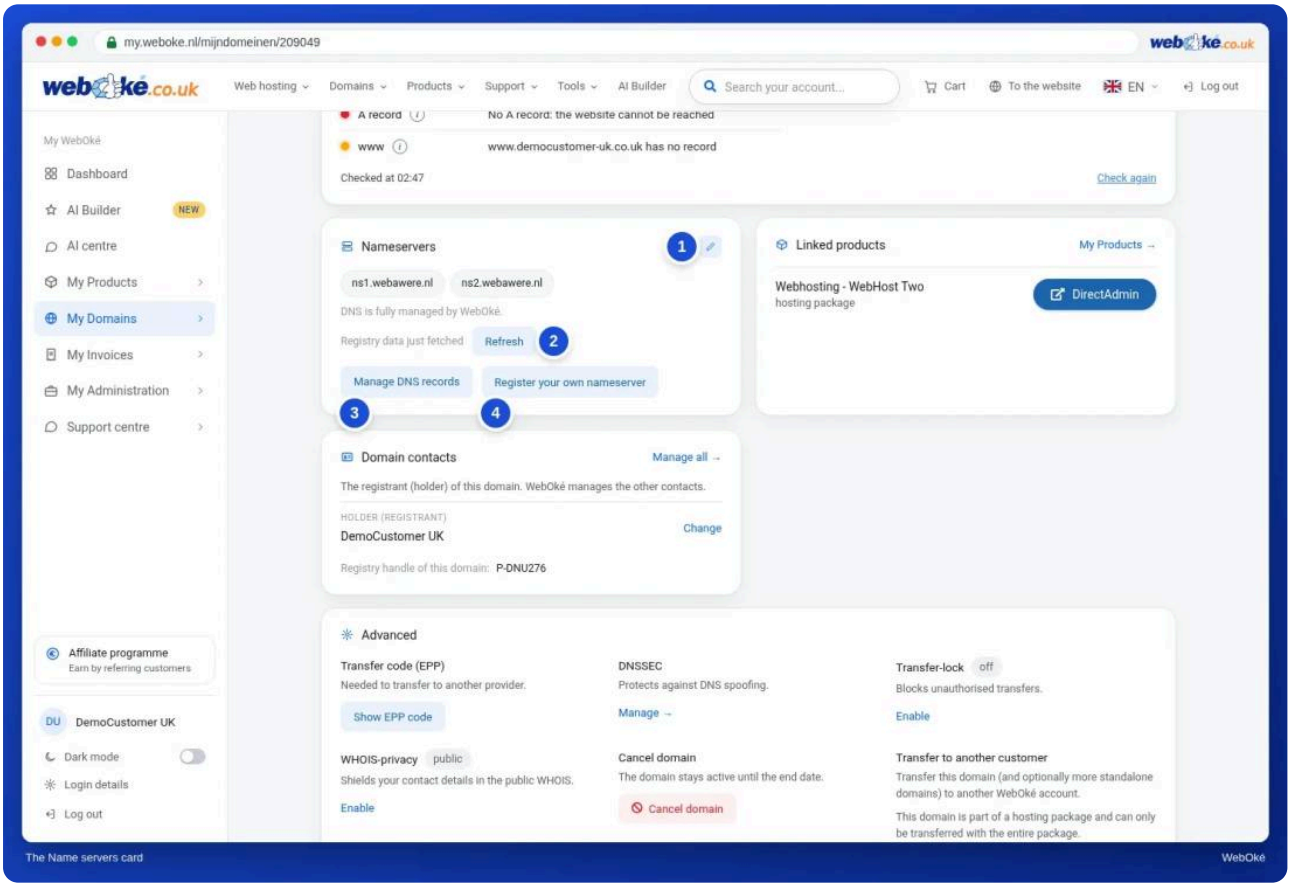
5.3 Edit nameservers

Nameservers tell the rest of the internet where your domain's DNS data is. At WebOké, these are by default **ns1.webawere.nl** and **ns2.webawere.nl**. You then manage the DNS simply in My WebOké, as described in Managing DNS: adding, editing and deleting records. If you want another party to manage the DNS, you enter their nameservers here.

Please note: if you choose nameservers from another party, the DNS at that party determines where your website and email go. Changes on the DNS tab in My WebOké then no longer have any effect. So make sure to set up all records at the new party first.

The Name servers card on the domain page

Open your domain's domain page (see The domain page: everything about one domain) and scroll to the **Name servers** card.

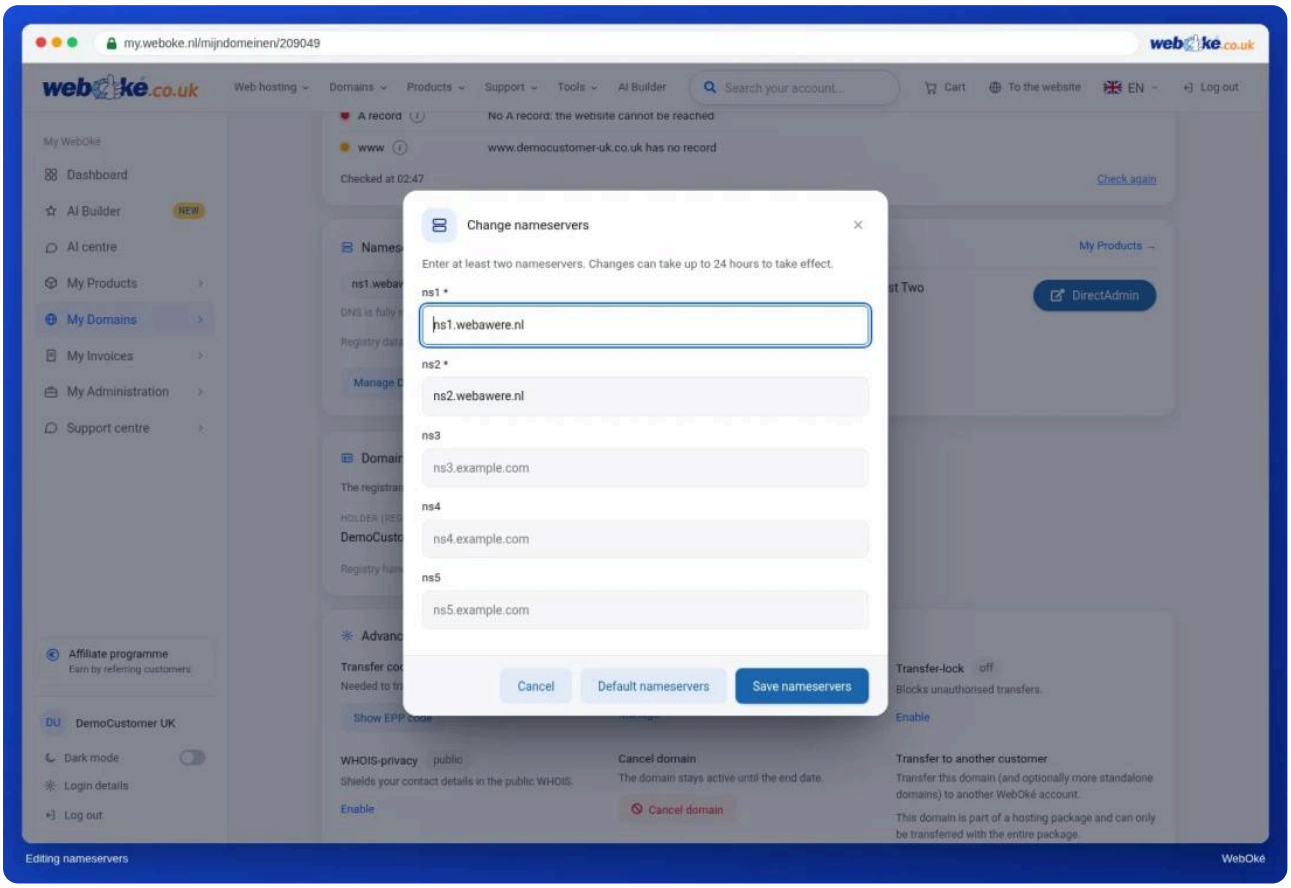


The Name servers card

- Use the pencil icon (1) to edit the nameservers.
- Use **Refresh** (2) to retrieve the data again from the registry. Above it, you can see when this last happened.
- **Manage DNS records** (3) takes you to the DNS tab for this domain.
- **Register your own nameserver** (4) is only for when you want to create your own nameservers under this domain. See below.

How to edit the nameservers

1. Click the pencil icon in the **Name servers** card. The **Edit nameservers** window opens.
2. Enter at least two nameservers in **ns1** and **ns2**. The **ns3** through **ns5** fields are optional.
3. Click **Save nameservers**.



Edit nameservers

Want to go back to WebOké's nameservers? Click **Default nameservers** in the same window, then click **Save nameservers**.

A change can take up to 24 hours to become active everywhere on the internet. During that time, some visitors may already see the new situation while others still see the old one.

You can also change the nameservers using the **Edit nameservers** button at the top of the **DNS** tab, or for multiple domains at once via the overview (see Your domain overview).

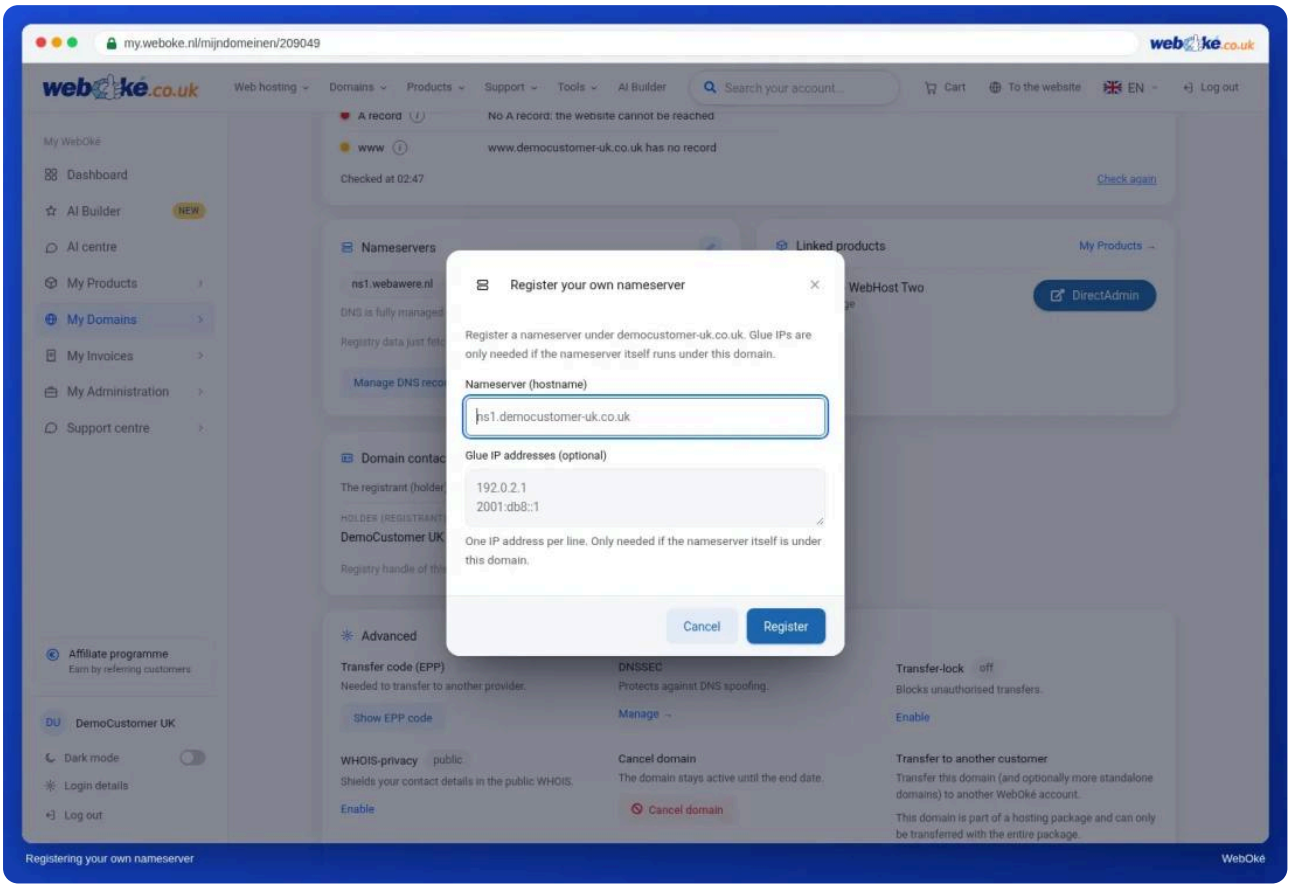
Tip: you can only change nameservers for a domain that is registered and active at WebOké. If your domain is still with another provider, change the nameservers there.

Registering your own nameserver

Do you want nameservers with your own domain name, such as ns1.yourdomain.com? Then the registry needs to know which IP address that nameserver runs on. This is called a glue record.

1. Click **Register your own nameserver**.

2. Enter the name in **Nameserver (hostname)**, for example ns1 followed by your domain name.
3. Enter the IP addresses in **Glue IP addresses (optional)**, one per line. These are only needed if the nameserver itself falls under this domain.
4. Click **Register**.



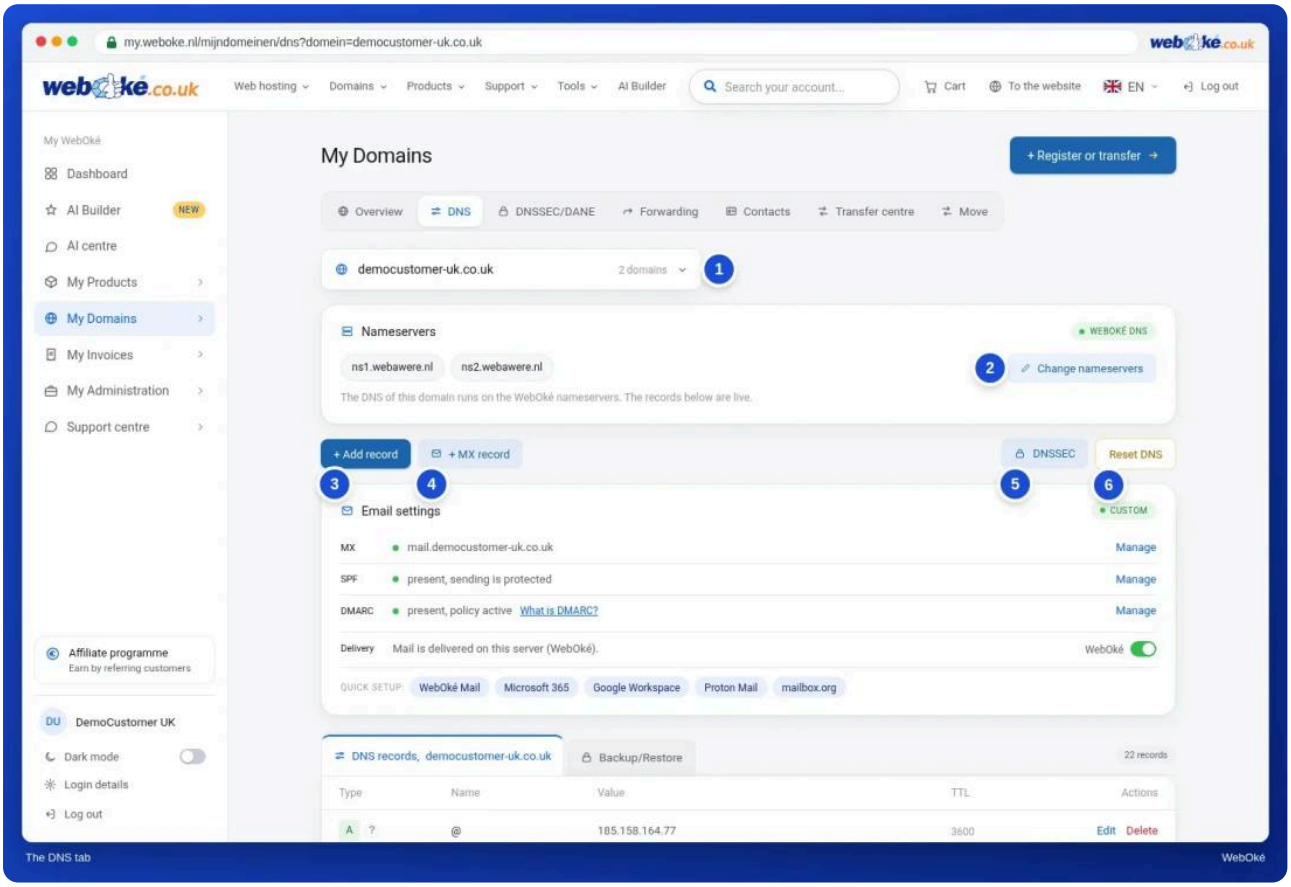
Registering your own nameserver

This is for advanced users who run their own DNS server. If you simply use WebOké's DNS, you won't need this.

5.4 Managing DNS: adding, editing and deleting records

The DNS determines where your website, your email and other services for your domain point to. As long as your domain uses the name servers of WebOké, you manage the DNS records yourself in My WebOké.

Go to **My Domains** and click the **DNS** tab, or click **DNS** behind a domain in the overview.



The DNS tab

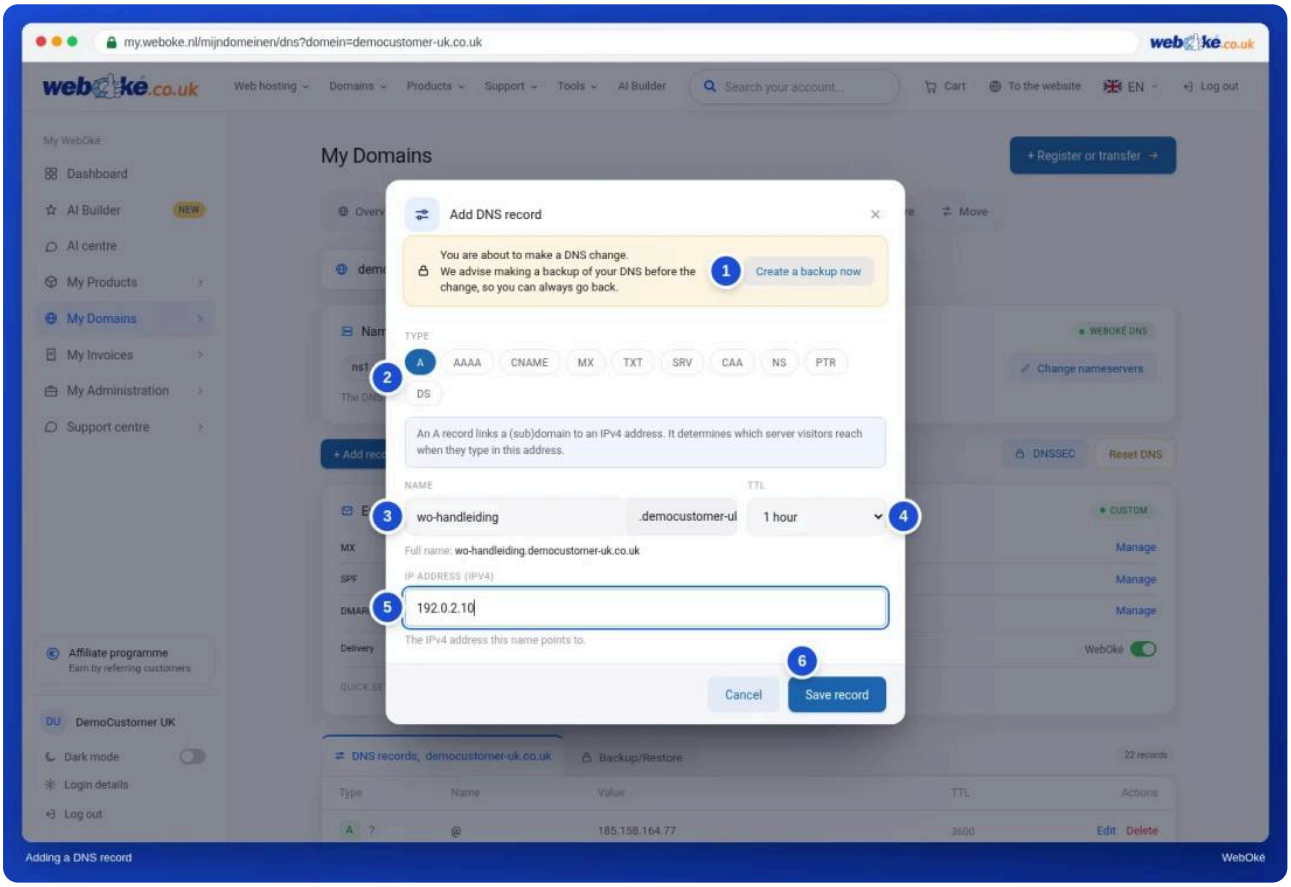
What do you see on the DNS tab?

- **The domain selection** (1): choose the domain whose DNS you want to see. For many domains, you can search within this list.
- **Name servers**: the name servers of the domain, with the **Edit nameservers** button (2). See Edit nameservers.
- **+ Add record** (3) and **+ MX record** (4): create a new record.
- **DNSSEC** (5): go to the DNSSEC settings, see DNSSEC and DANE.
- **Reset DNS** (6): reset all records to the WebOké default, see Restoring DNS and creating a DNS backup.
- **Email settings**: the card with your MX, SPF and DMARC, see Set up email quickly in the DNS.
- At the bottom, the list with all records, and the **Backup/Restore** tab.

In the list, you see the **Type**, **Name**, **Value** and **TTL** for each record, with **Edit** and **Delete** on the right. NS records have a lock icon and no Delete button: these belong to your name servers.

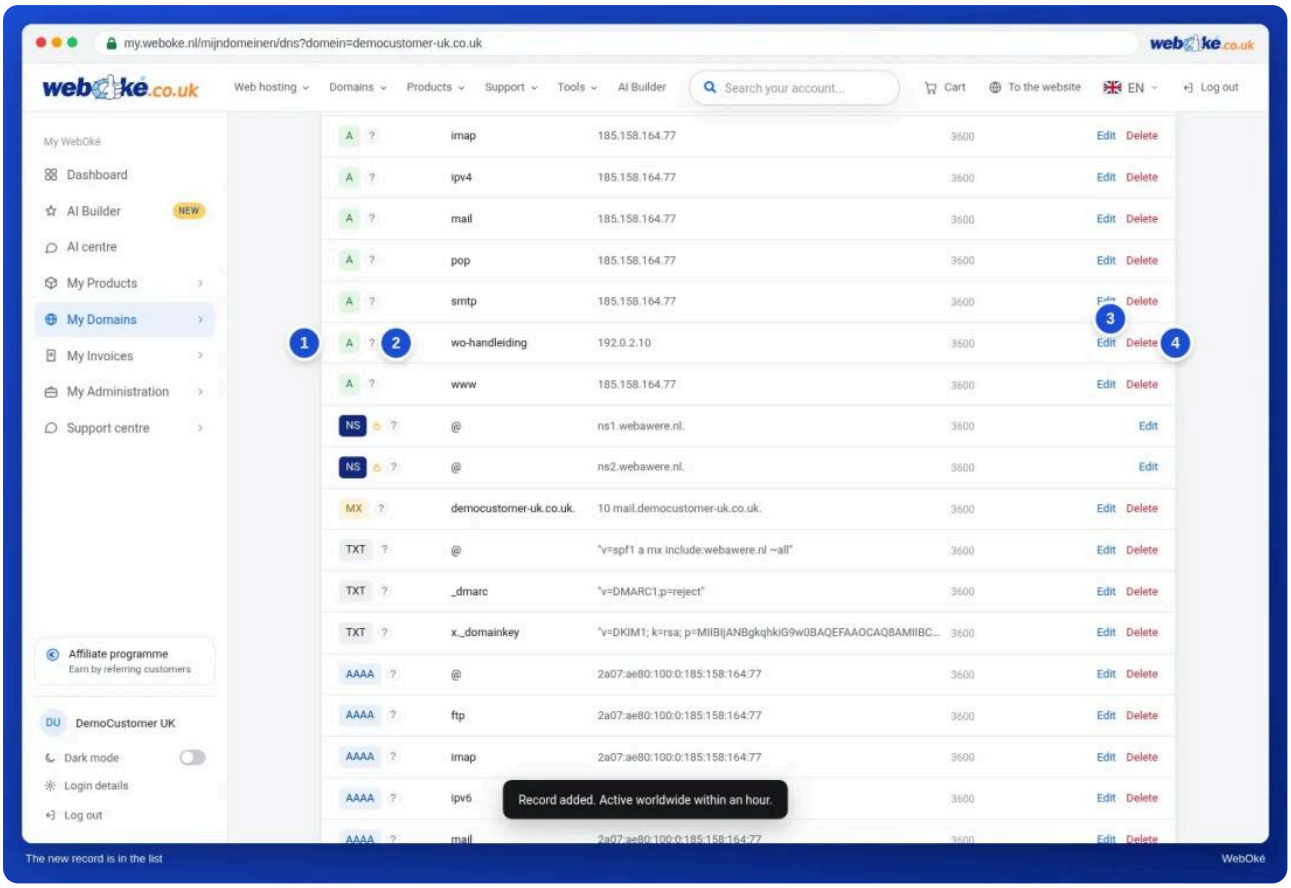
Adding a record

1. Click **+ Add record**. The **Add DNS record** window opens.
2. At the top, you will see advice to create a backup of your DNS first. Click **Create a backup now** (1) if you want to be sure you can go back.
3. Choose the **Type** (2), for example A. Below it, a sentence explains what this type of record does.
4. Fill in the **Name** (3). For the domain itself, type `@`. For a subdomain, type only the first part, for example `www` or `shop`. Your domain name is added automatically. Below the field, you see the **Full name**.
5. Choose the **TTL** (4): how long other servers may remember the answer. Leave it at **1 hour** if you are not sure.
6. Fill in the value (5). For an A record, this is the IP address of the server.
7. Click **Save record** (6).



Adding an A record

You see the message **Record added. Active worldwide within an hour.** and the record appears in the list immediately.

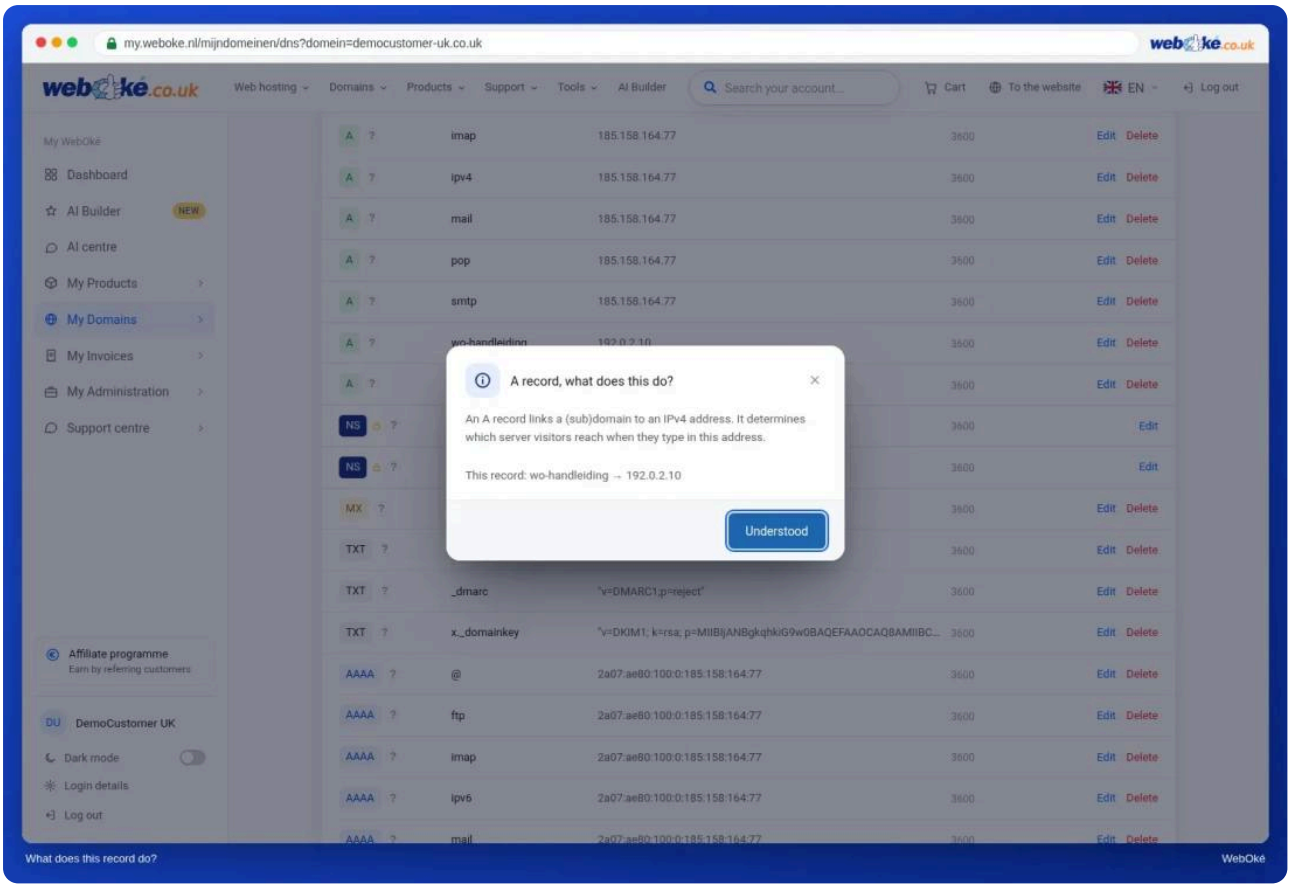


The new record is in the list

Tip: are you pointing to a full hostname, such as with a CNAME or MX record? Then add a dot at the end, for example `mail.example.com.`. If you forget the dot, the window will warn you and show what the result would be otherwise.

Explanation of a record

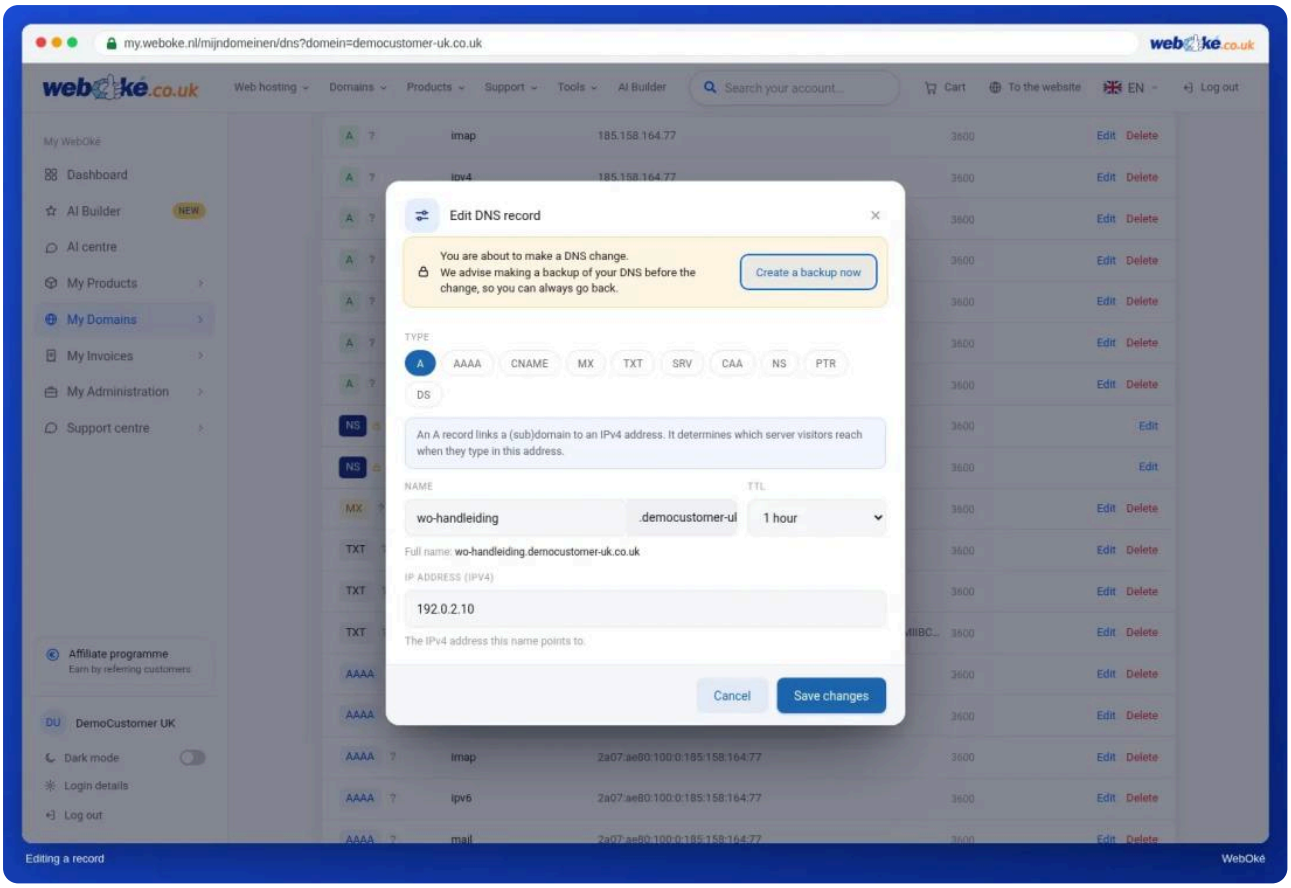
Behind the type of each record (1), there is a question mark (2). Click it and you get a plain-language explanation of what the record does, along with the name and value of that record.



What does this record do?

Editing a record

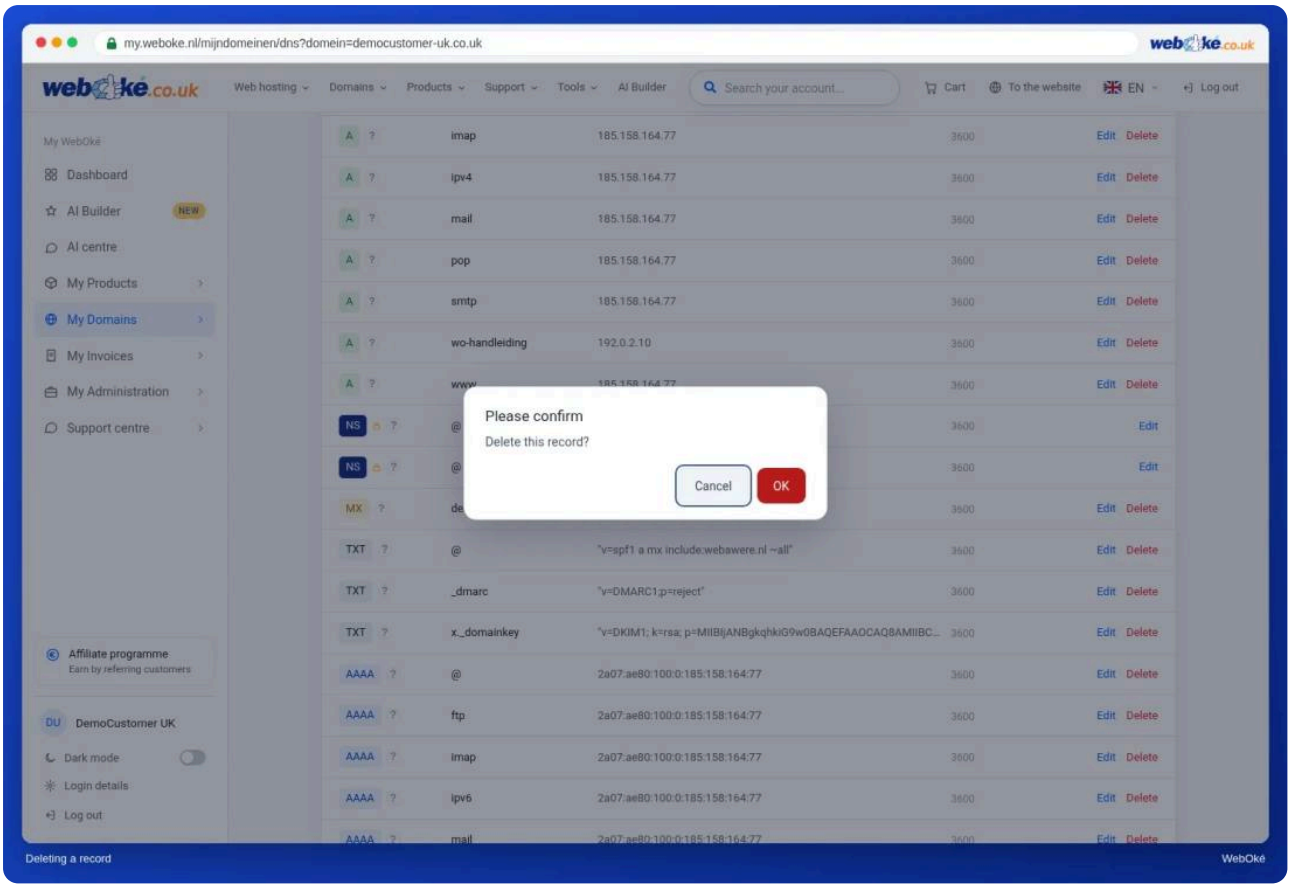
1. Click **Edit** (3) behind the record. The **Edit DNS record** window opens with the current details.
2. Change whatever you want to update.
3. Click **Save change**.



Editing a record

Deleting a record

1. Click **Delete** (4) behind the record.
2. You are asked **Delete this record?**. Click **OK** to delete it or **Cancel** to keep the record.



Confirming before a record is deleted

The record types in brief

Type	What does it do?
A	Links a (sub)domain to an IPv4 address: which server visitors go to.
AAAA	The same as an A record, but with an IPv6 address.
CNAME	An alias: this name points to another domain name.
MX	Which mail server receives email for your domain.
TXT	Text for other services, such as domain verification, SPF, DKIM and DMARC.
SRV	Points a service, such as internet calling or chat, to the right server and port.
CAA	Which parties may issue an SSL certificate for your domain.
NS	Which name servers manage your domain. Editing this incorrectly makes your domain unreachable.
PTR	Reverse DNS: links an IP address back to a name.
DS	Links DNSSEC to the registry.

For MX, SPF, DMARC, CAA and SRV, the window offers extra help. You can read about this in DNS helpers: MX, SPF, DMARC, CAA and SRV.

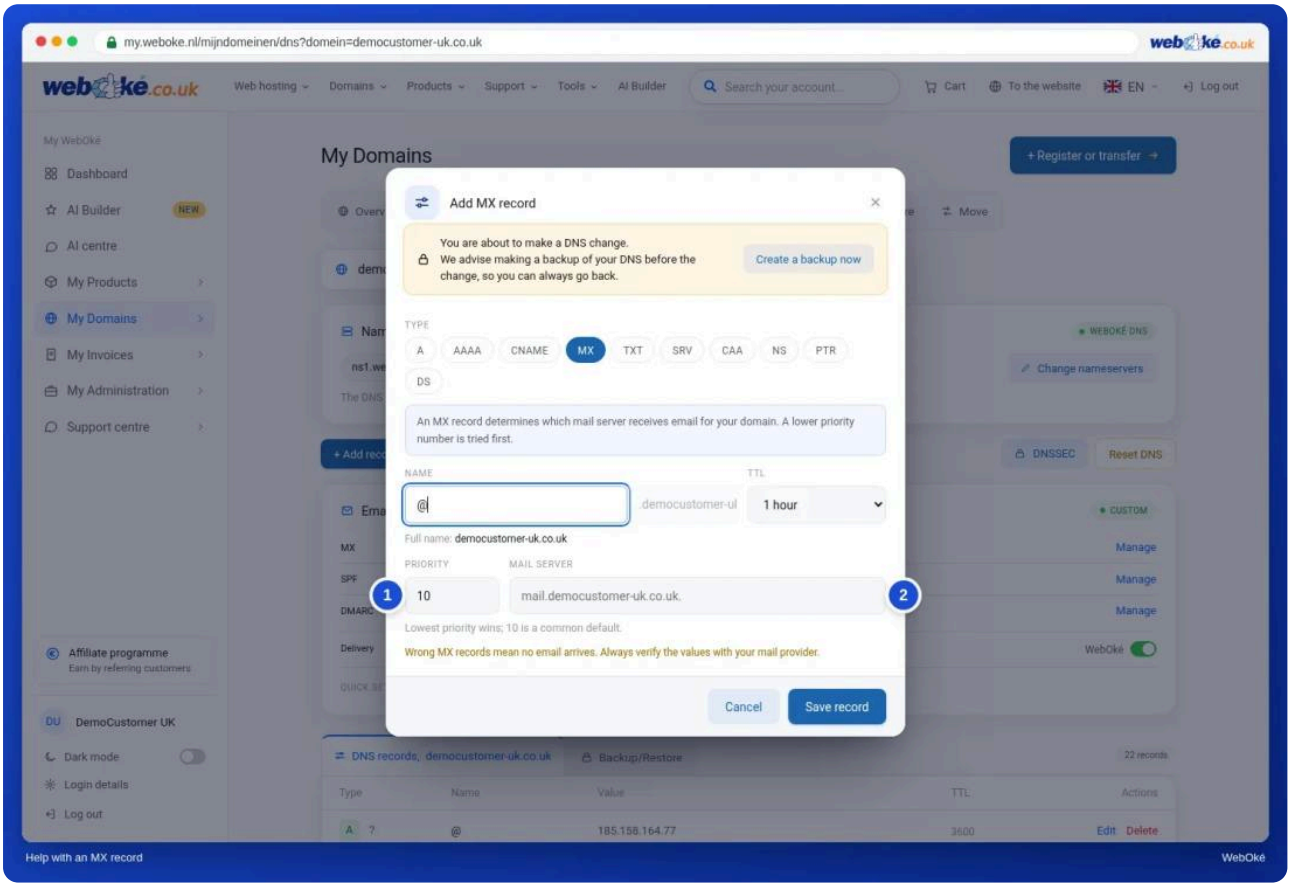
Changes are usually active worldwide within an hour. In rare cases it can take up to 24 hours.

5.5 DNS helpers: MX, SPF, DMARC, CAA and SRV

Some records are tricky to type by hand. That's why the DNS record window has extra fields and buttons for a few types. You open the window on the **DNS** tab with **+ Add record** (see Managing DNS: adding, editing and deleting records) and then choose the type.

MX record

Click **+ MX record**, or choose the **MX** type. The name is already set to @, the domain itself.



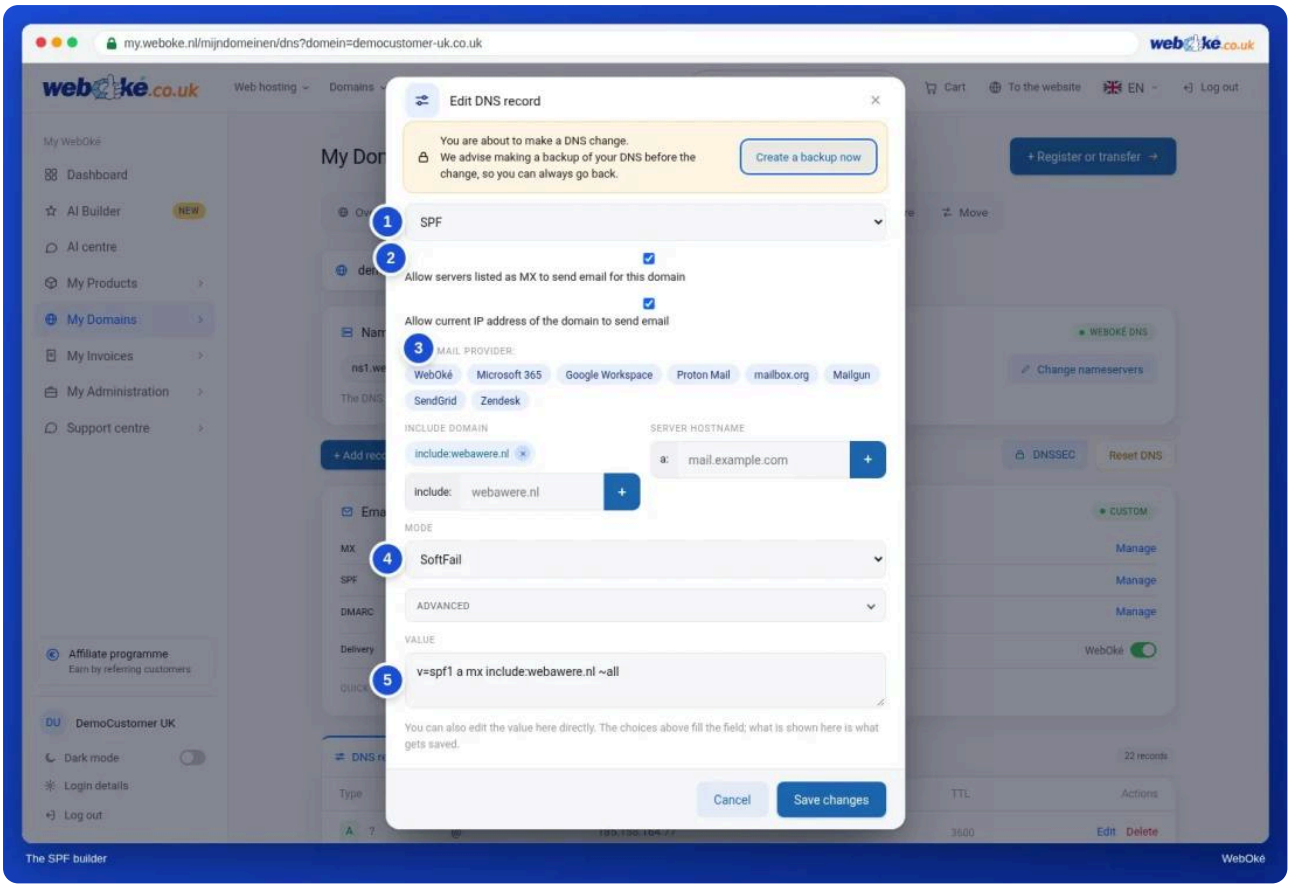
Adding an MX record

- **Priority** (1): if there are multiple MX records, the lowest is tried first. 10 is a common value.
- **Mail server** (2): the name of the mail server, with a dot at the end.

Please note: incorrect MX records mean that email will no longer arrive. Always copy the values from your mail provider.

SPF: who may send mail on behalf of your domain?

SPF is a TXT record with a list of servers that may send mail on behalf of your domain. Choose the **TXT** type and set **TXT record type** (1) to **SPF**. If you already have an SPF record, click **Manage** next to SPF in the **Email settings** card. The window will then read in your existing record.



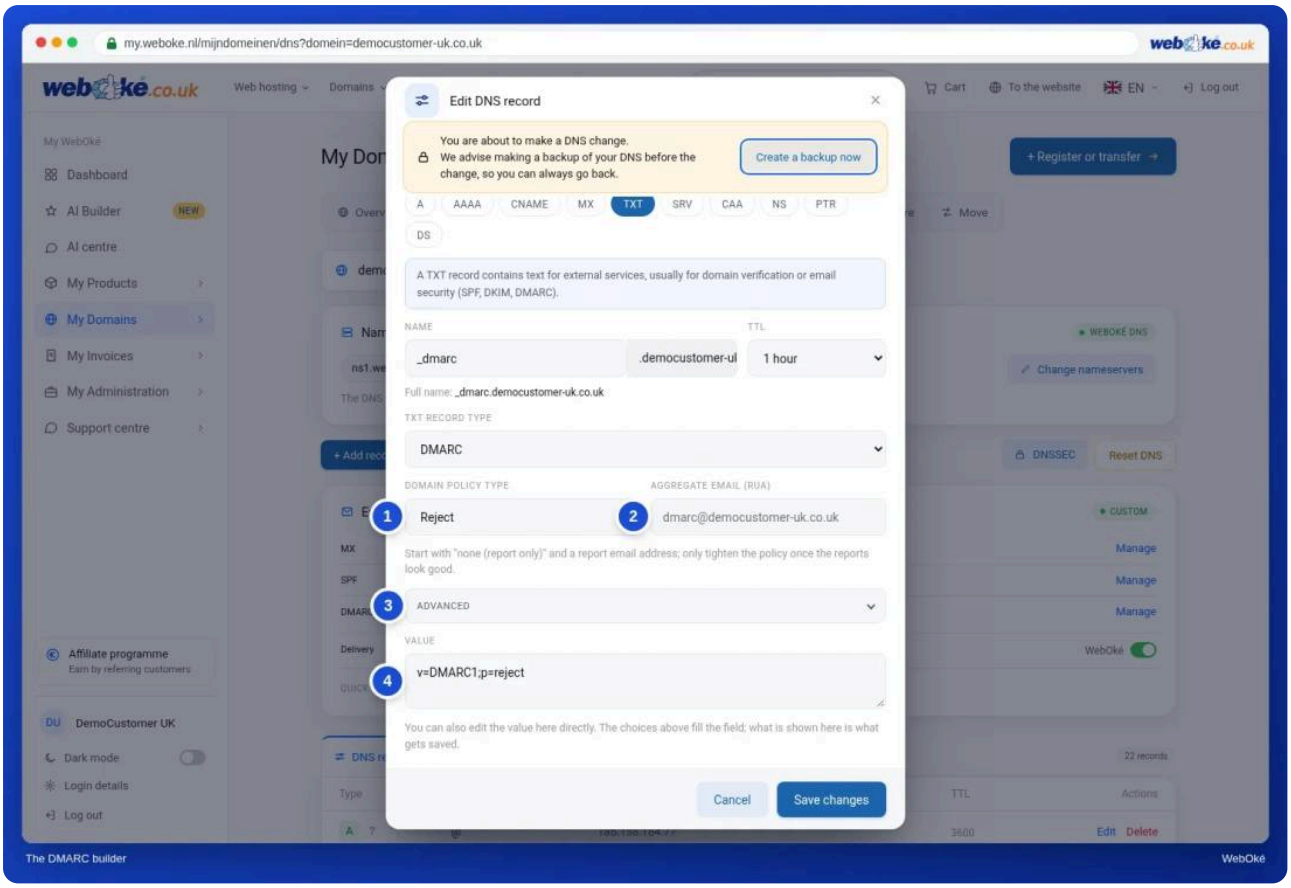
The SPF builder

1. Use the checkboxes (2) to give permission to the servers from your MX records and to your domain's IP address.
2. Under **Add provider** (3), click your mail provider or sending service: **WebOké**, **Microsoft 365**, **Google Workspace**, **Proton Mail**, **mailbox.org**, **Mailgun**, **SendGrid** or **Zendesk**. If yours isn't listed, type an include domain or server hostname yourself and click the plus.
3. Choose the **Mode** (4): what recipients do with mail from a server that isn't on the list. **Fail (recommended)** is the strictest, **SoftFail** marks the mail as suspicious, and **Neutral** does nothing.
4. Under **Advanced Features** you'll find separate IP addresses and a few rare options.
5. Under **Value** (5) you see the record that will be saved. You can also edit it yourself here.

Please note: a domain may only have one SPF record. If there are two, SPF becomes invalid. So edit the existing record instead of creating a second one.

DMARC: what happens to forged mail?

DMARC tells mail servers what to do with email that falsely claims to come from your domain. Choose the **TXT** type and set **TXT record type** to **DMARC**, or click **Manage** next to DMARC in the **Email settings** card. The name automatically becomes `_dmarc`.



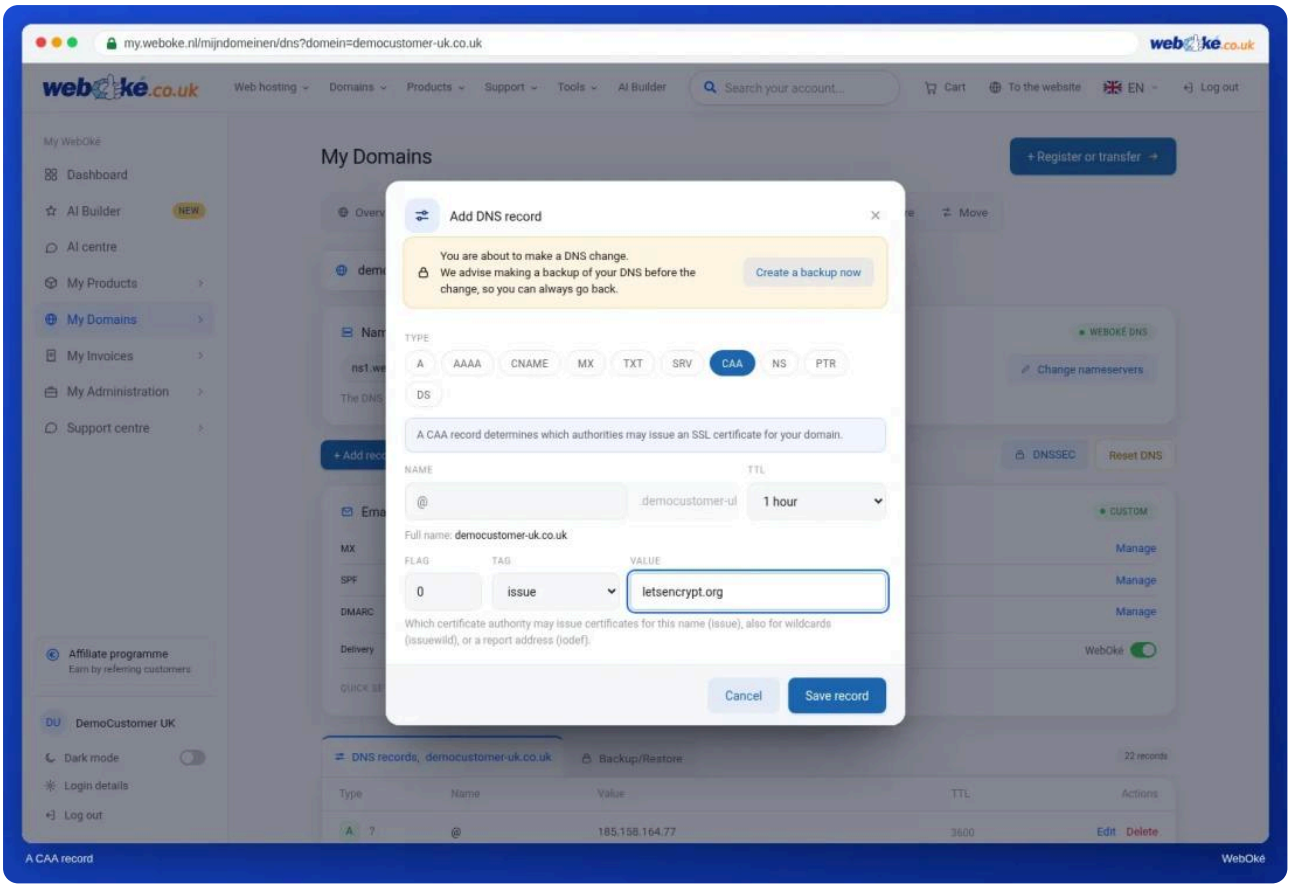
The DMARC builder

- **Domain policy type** (1): **None**, **Quarantine** or **Decline**.
- **Aggregate email (RUA)** (2): the address where you receive daily reports from large mail providers.
- **Advanced Features** (3): including a separate policy for subdomains, an address for forensic reports (RUF), a percentage and the strictness of the check.
- **Value** (4): the record as it will be saved.

Tip: start with **None** and a report address. Only make the policy stricter once the reports look good. This prevents your own mail from being blocked.

CAA record

With a CAA record you decide which parties may issue an SSL certificate for your domain. Choose the **CAA** type and fill in:



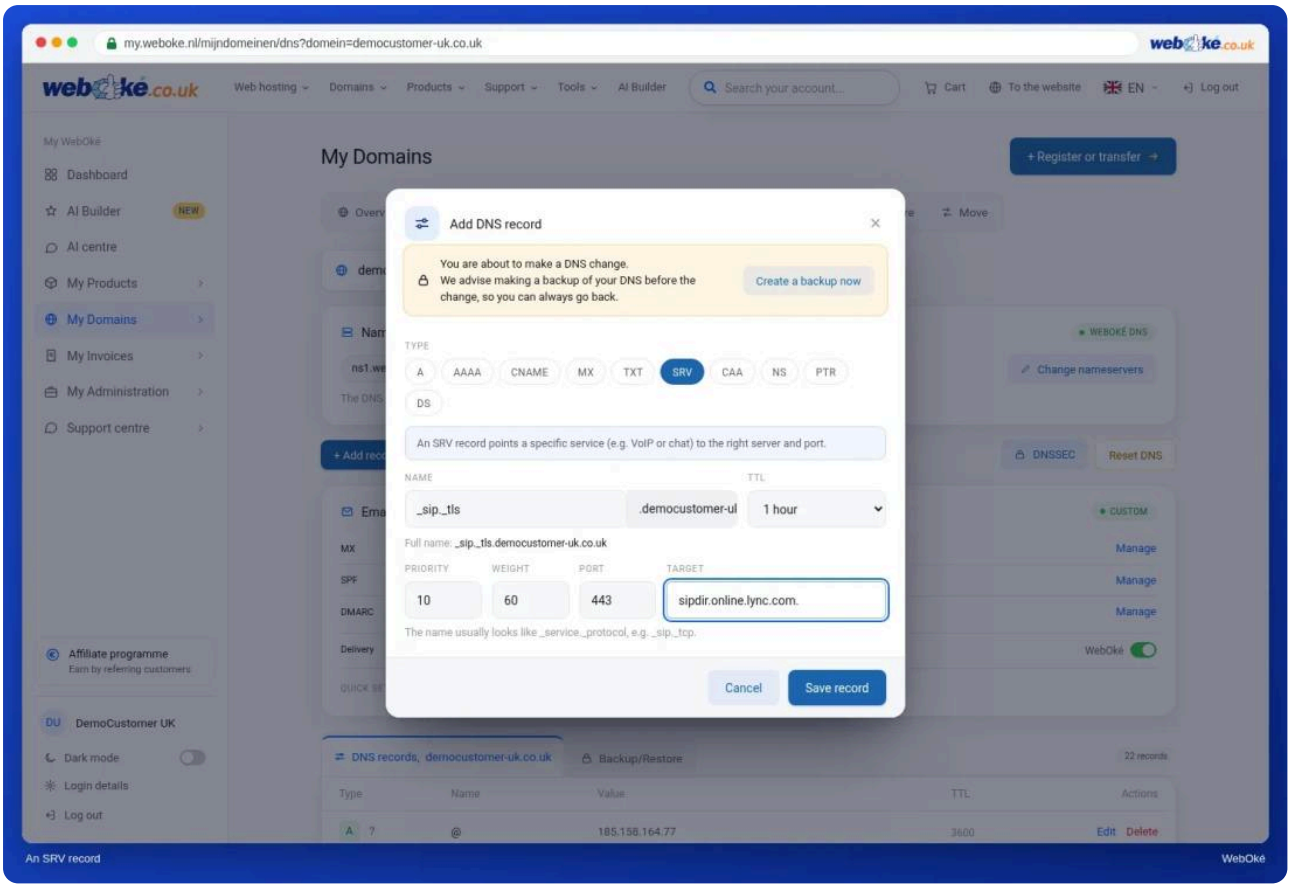
Adding a CAA record

- **Flag**: leave this at 0.
- **Tag**: **issue** for regular certificates, **issuewild** for wildcard certificates, or **iodef** for a reporting address.
- **Value**: the issuer, for example `letsencrypt.org`.

Please note: if you set a CAA record, only the issuers listed will be allowed to create certificates. If you use the free SSL certificate included with your hosting package (Let's Encrypt), make sure to also add letsencrypt.org in a CAA record.

SRV record

An SRV record points a service to the right server and port. You need it, for example, for internet calling or for certain Microsoft services. Choose the **SRV** type.



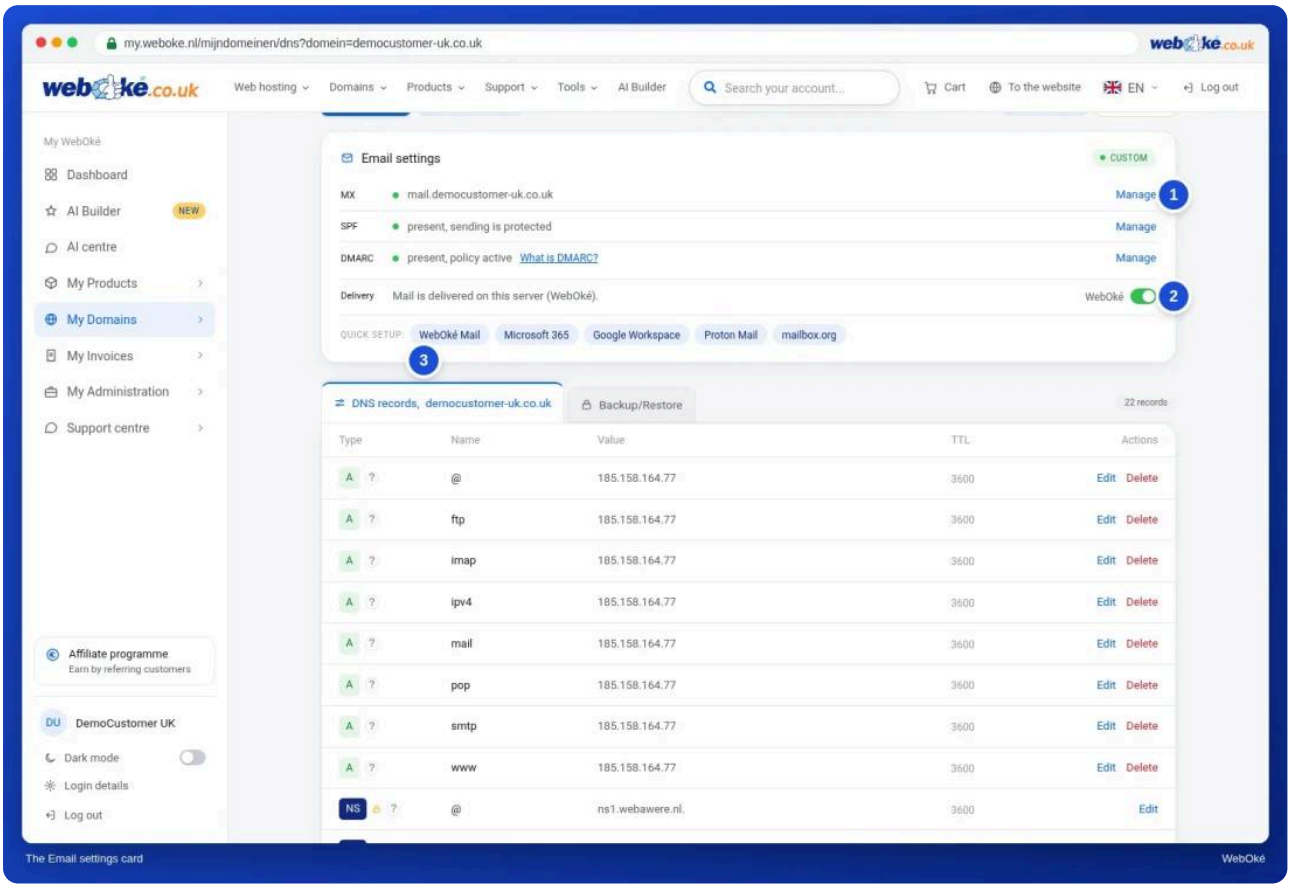
Adding an SRV record

- **Name**: usually in the form _service._protocol, for example `_sip._tls`.
- **Priority** and **Weight**: which server is used first if there are several. Leave these as they are unless your provider says otherwise.
- **Port**: the port of the service.
- **Destination**: the server, with a dot at the end.

For each type, click **Save record** once everything is correct, or **Cancel** to leave everything unchanged.

5.6 Set up email quickly in the DNS

For email on your own domain, a few DNS records need to be exactly right. That's why the **DNS** tab has the **Email settings** card. It shows you at a glance how your mail is set up, and lets you set the right records for your mail provider with a single click.



The Email settings card

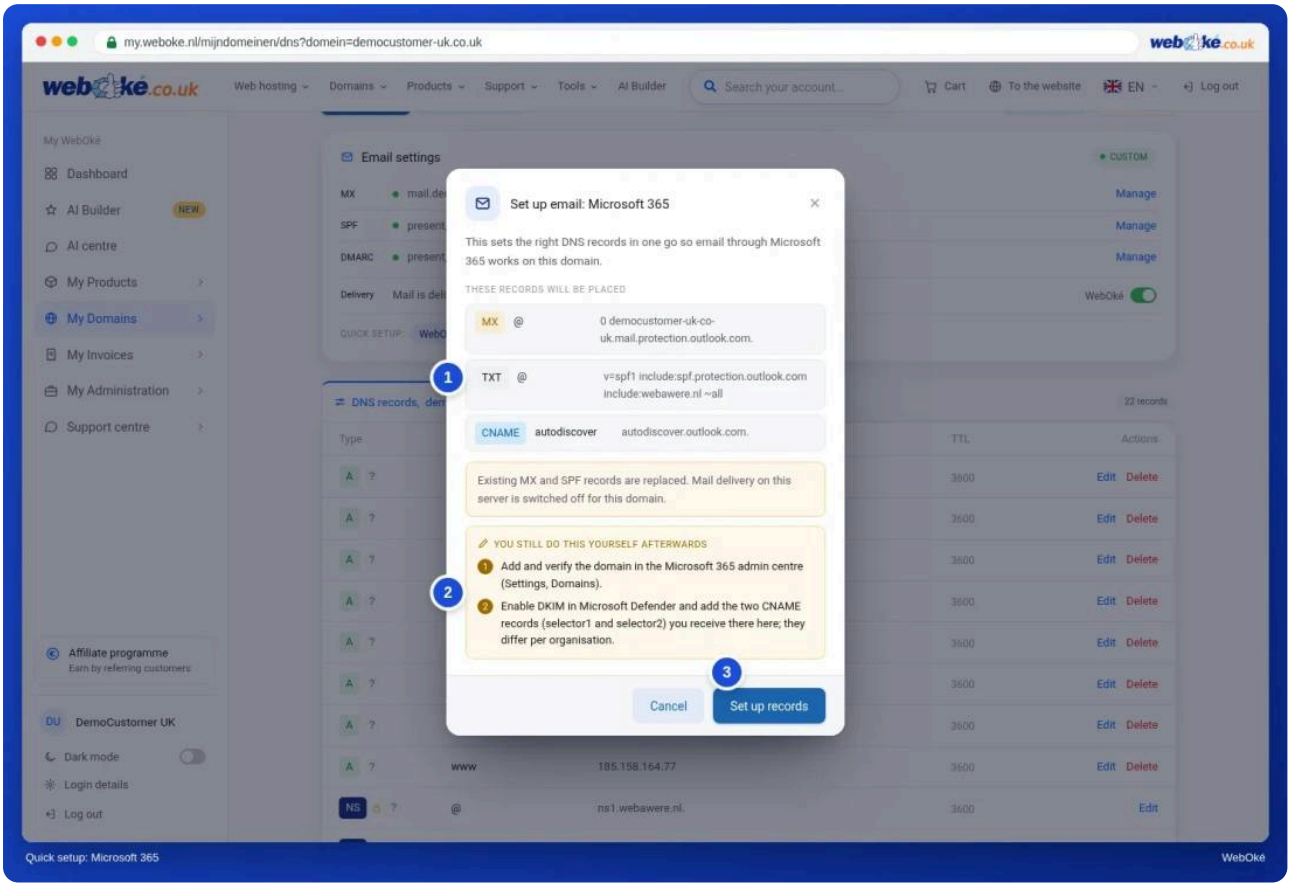
What do you see on the card?

- **MX**, **SPF** and **DMARC**, each with a coloured dot: green means all is well. Click **Manage** (1) to open the record in the builder from DNS helpers: MX, SPF, DMARC, CAA and SRV. If a record is missing, you'll see **Add** or **Set up** instead.
- In the top right, you can see which mail provider we recognise from your MX record.
- **Delivery** (2): whether email for this domain is delivered to WebOké's server. If the switch is set to **WebOké**, your mailboxes arrive with us. If you use an external mail provider, it's set to **External**.
- **Quick setup** (3): buttons for **WebOké Mail**, **Microsoft 365**, **Google Workspace**, **Proton Mail** and **mailbox.org**.

How to set up your mail in one go

1. First make a backup of your DNS, so you can always go back. See Restoring DNS and creating a DNS backup.
2. Under **Quick setup**, click your mail provider. The **Set up email** window opens.

3. Under **These records will be placed** (1), you'll see exactly which records will be added.
4. Read the yellow notice. Existing MX and SPF records are replaced, and delivery is adjusted.
5. For an external provider, under **You still do this yourself afterwards** (2), you'll see what you still need to arrange with that provider, such as verifying your domain there and turning on DKIM.
6. Click **Set up records** (3), or **Cancel** if you don't want to make any changes yet.



Quick setup for Microsoft 365

The same buttons are also available on the domain page, in the **Domain / Email health** card (see Domain and email health: checking and fixing).

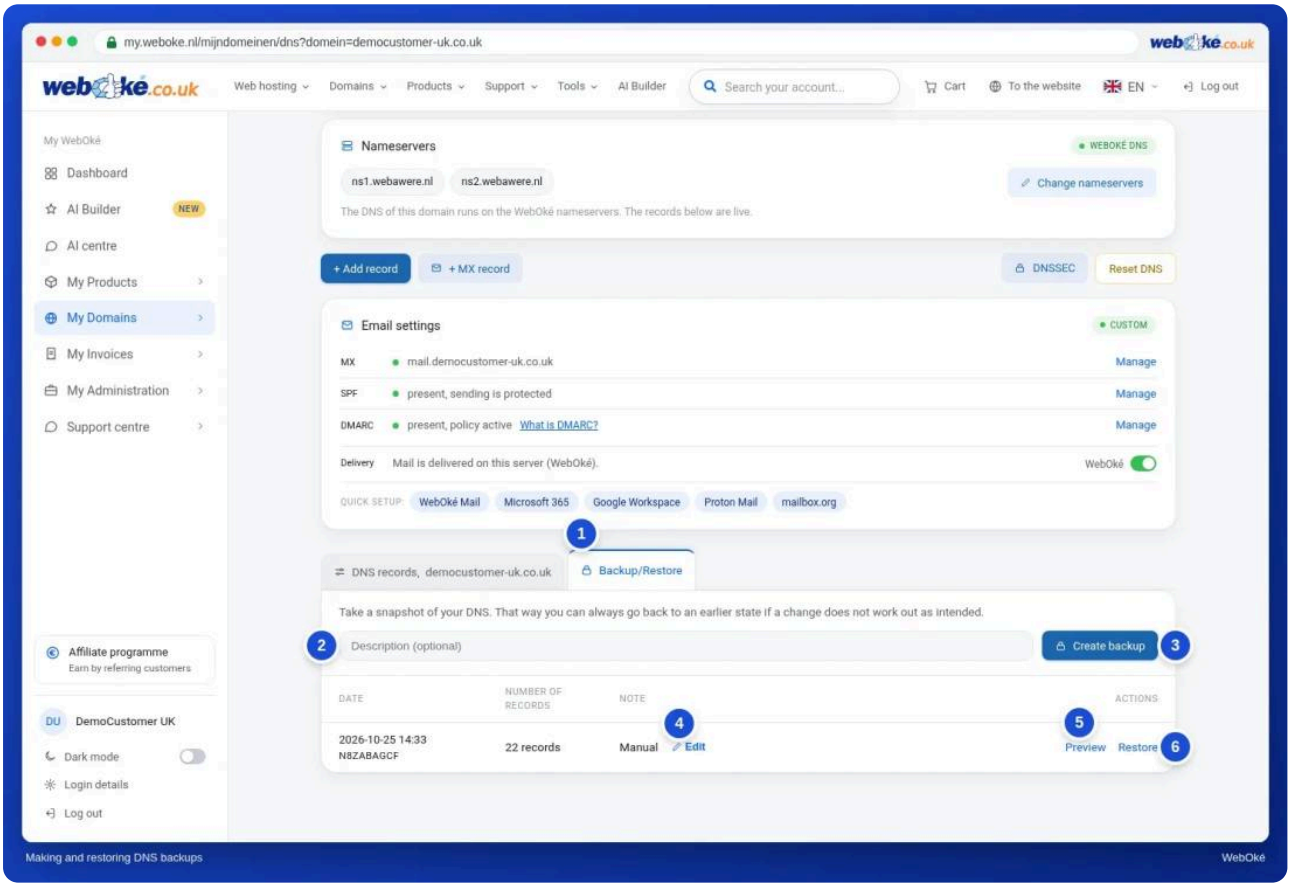
Tip: if you use a WebOké hosting package, the DKIM record for your mail is usually already set up correctly. You can read about what the **Set up email** card on your product page shows in The Set up email card (MX, SPF, DKIM, DMARC). If mail still isn't arriving, see Mail not arriving: check it yourself.

5.7 Restoring DNS and creating a DNS backup

A DNS change is quick to make, but a mistake can make your website or email unreachable. So create a backup before you change anything major. A backup is a snapshot of all your DNS records, which you can go back to later.

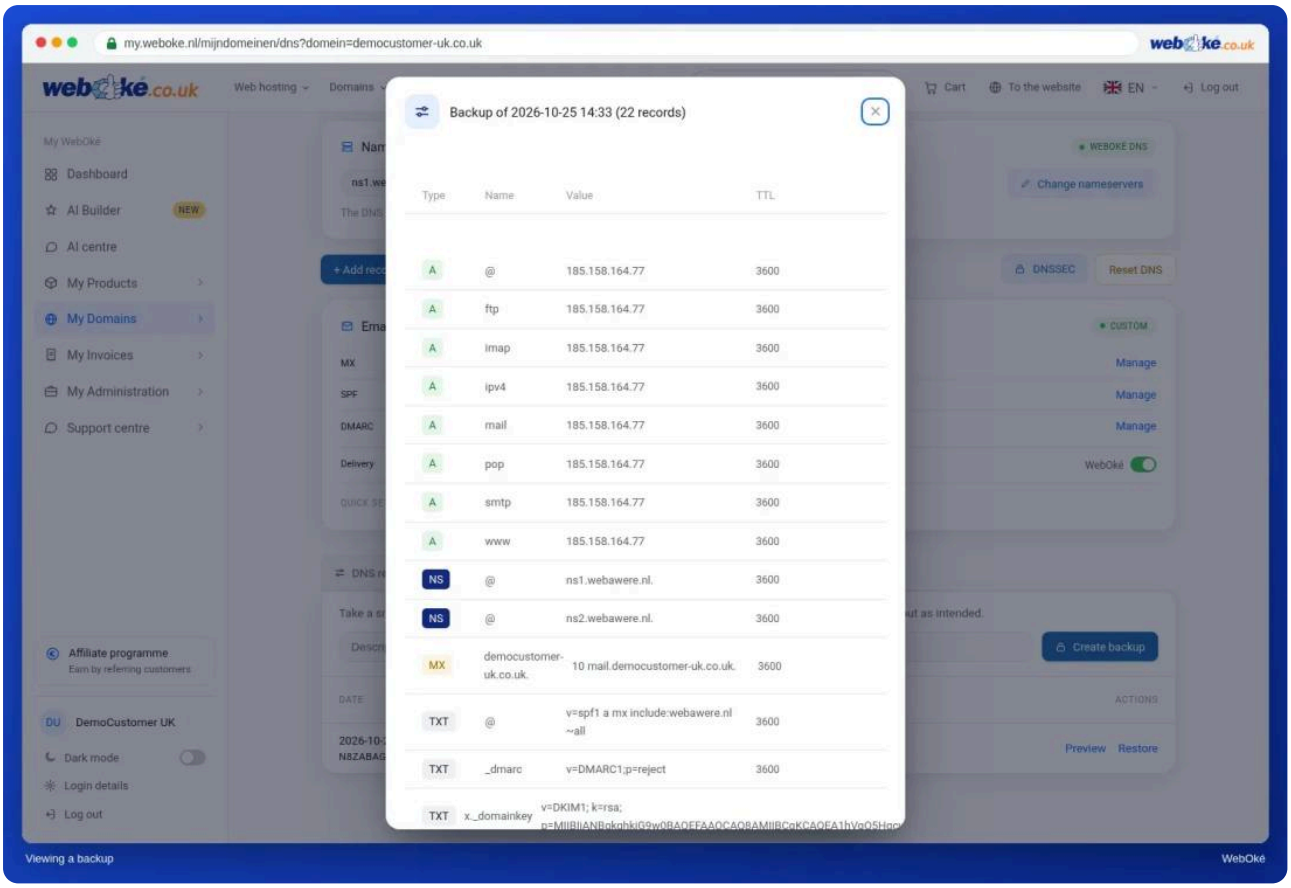
Creating a backup

1. Go to **My Domains**, the **DNS** tab, and choose your domain.
2. Below the email settings, click the **Backup/Restore** tab (1).
3. If you like, type a **Description** (2), so you'll know later why you made the backup. For example: before switching to Microsoft 365.
4. Click **Create backup** (3).



Creating and restoring DNS backups

The backup appears in the list with the date, the number of records, and your description. Use **Change** (4) to update the description. Use **View** (5) to see which records it contains.

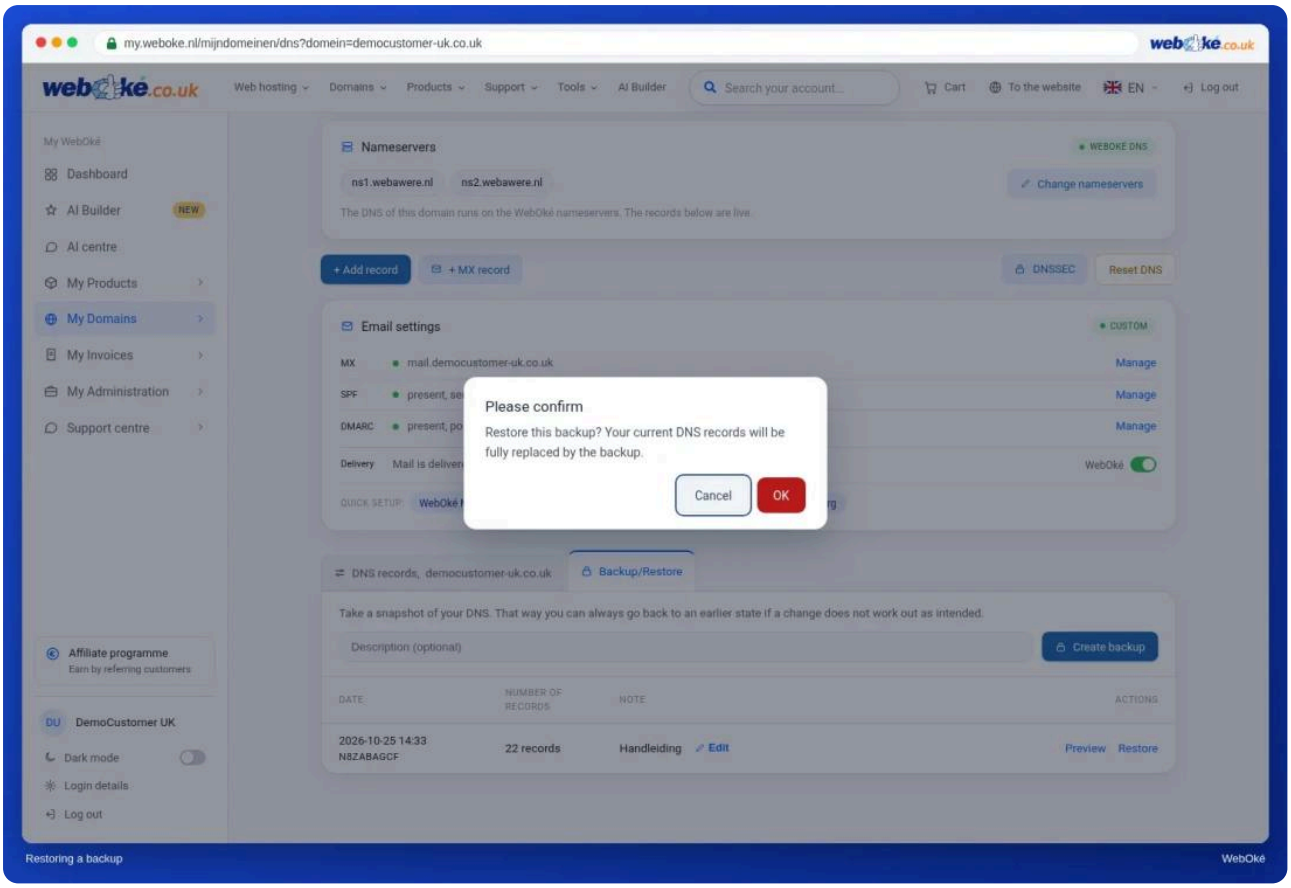


Viewing a backup

Tip: the window for a new or changed record also has a **Create a backup now** button. This lets you create a backup right before your change with a single click.

Restoring a backup

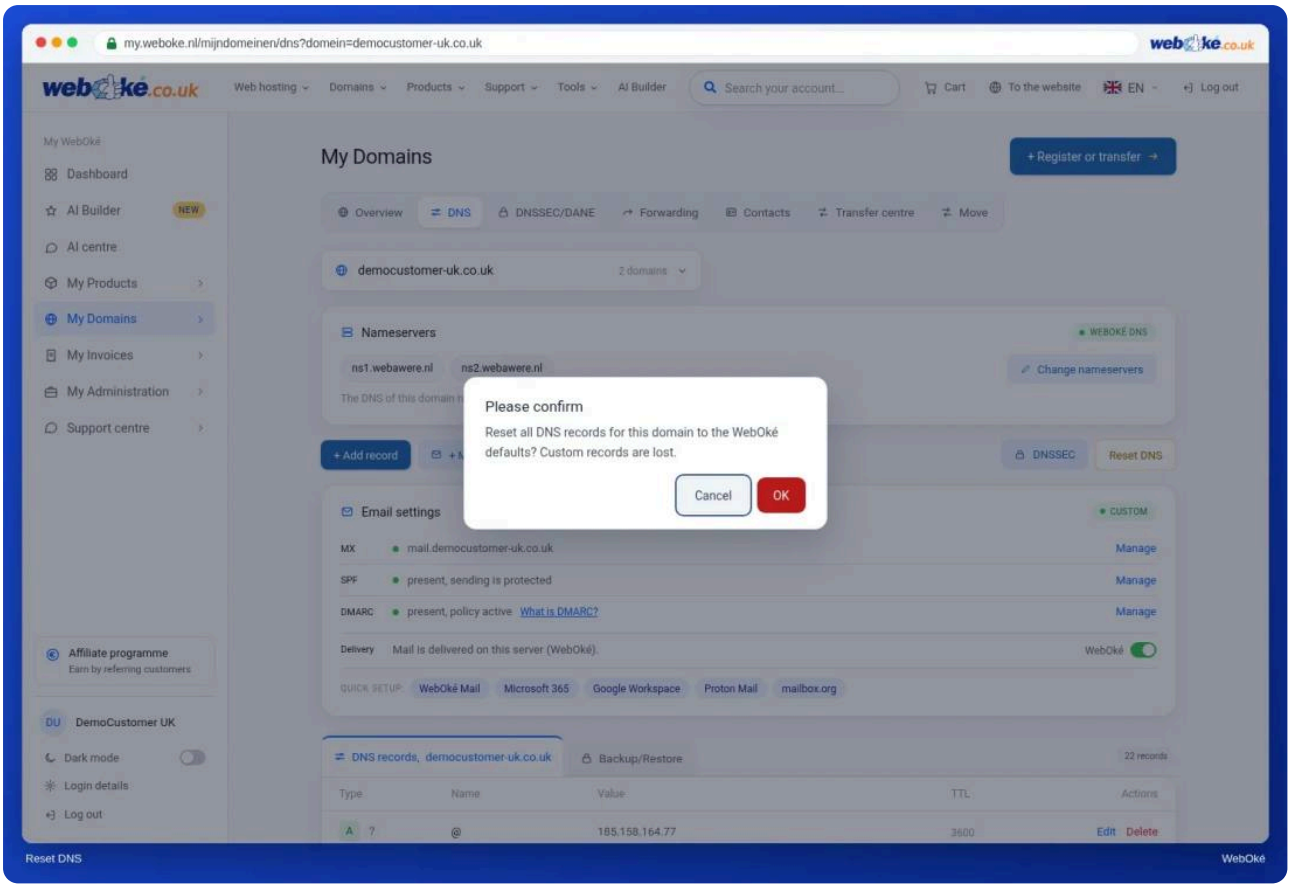
1. In the list, click **Revert** (6) next to the backup.
2. You'll be asked whether you want to restore the backup. Your current DNS records will then be completely replaced by the records from the backup.
3. Click **OK** to continue. Restoring takes a moment, as all records are set again. Afterwards, you'll see the restored records in the list.



Restoring a backup

Resetting DNS to the default

Use the **Reset DNS** button at the top of the **DNS** tab to reset all records for the domain back to WebOké's default.



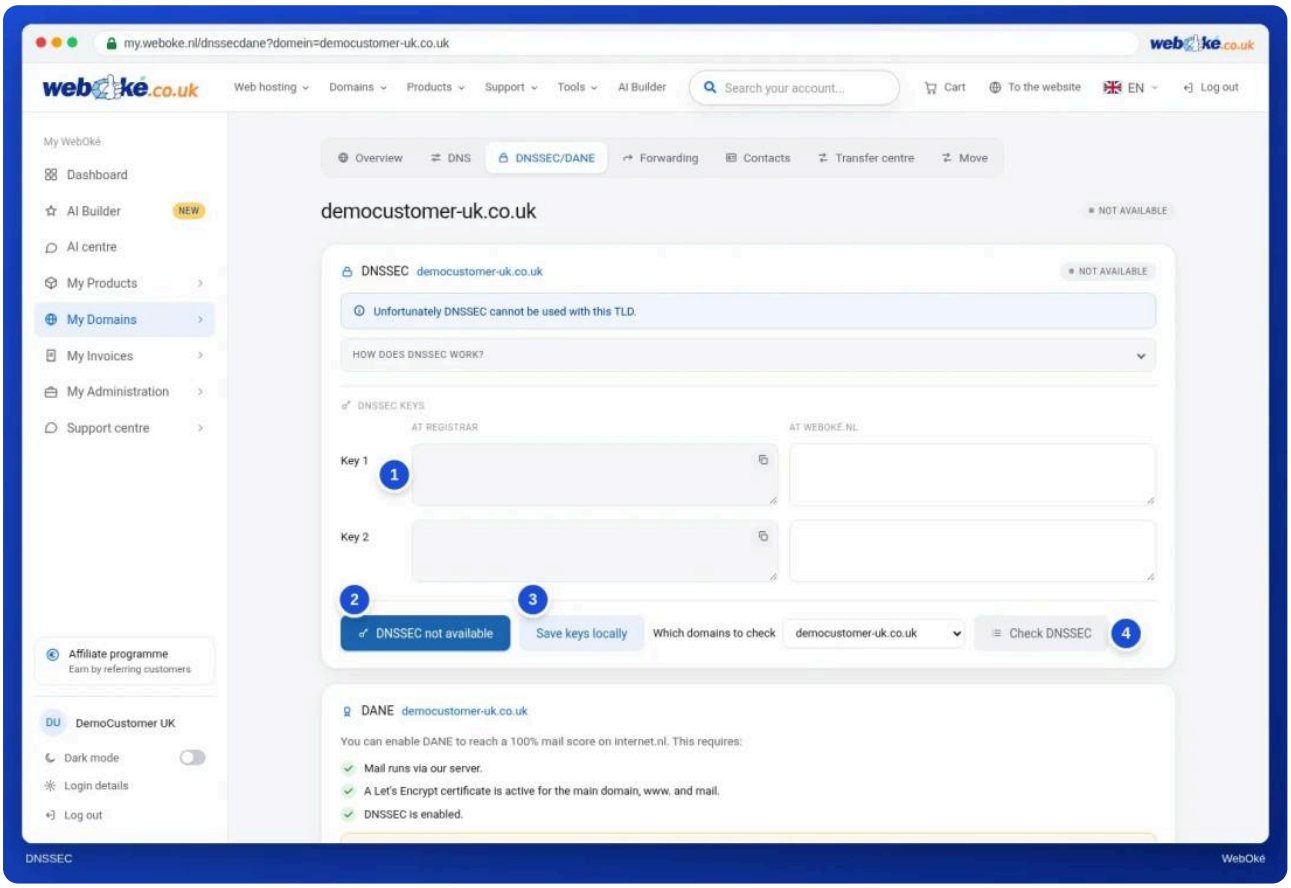
Reset DNS

Please note: a reset removes all your own records, such as records for an external email provider or a verification. So always create a backup first. Not sure? Then click **Cancel**.

5.8 DNSSEC and DANE

DNSSEC signs your domain's DNS data. This means no one can secretly redirect visitors to another server. DANE builds on this and adds extra security to the encrypted connection with your mail server.

You'll find these settings via the **DNSSEC/DANE** tab in **My Domains**, via the **DNSSEC** button on the DNS tab, or via **Admin** at DNSSEC on the domain page. At the top you'll see whether DNSSEC is set up for this domain.



DNSSEC for your domain

What do you see at DNSSEC?

- **How does DNSSEC work?**: click here for a short explanation.
- **DNSSEC keys**: on the left the keys as they appear **At registrar** (1), on the right the keys **At WebOké**. Use the copy button to copy a key.
- **Enable DNSSEC** (2): turns DNSSEC on. If it's already on, you can also turn it off here.
- **Save keys locally** (3): if you're not using WebOké's nameservers, enter your DNS provider's key on the left and save it here.
- **Check DNSSEC** (4): checks whether the keys are correct. You can check one domain or all your domains at once.

How to enable DNSSEC

1. Check that two keys appear on the right under **At WebOké**. For a new domain it can take a short while before they appear.
2. Click **Enable DNSSEC**.

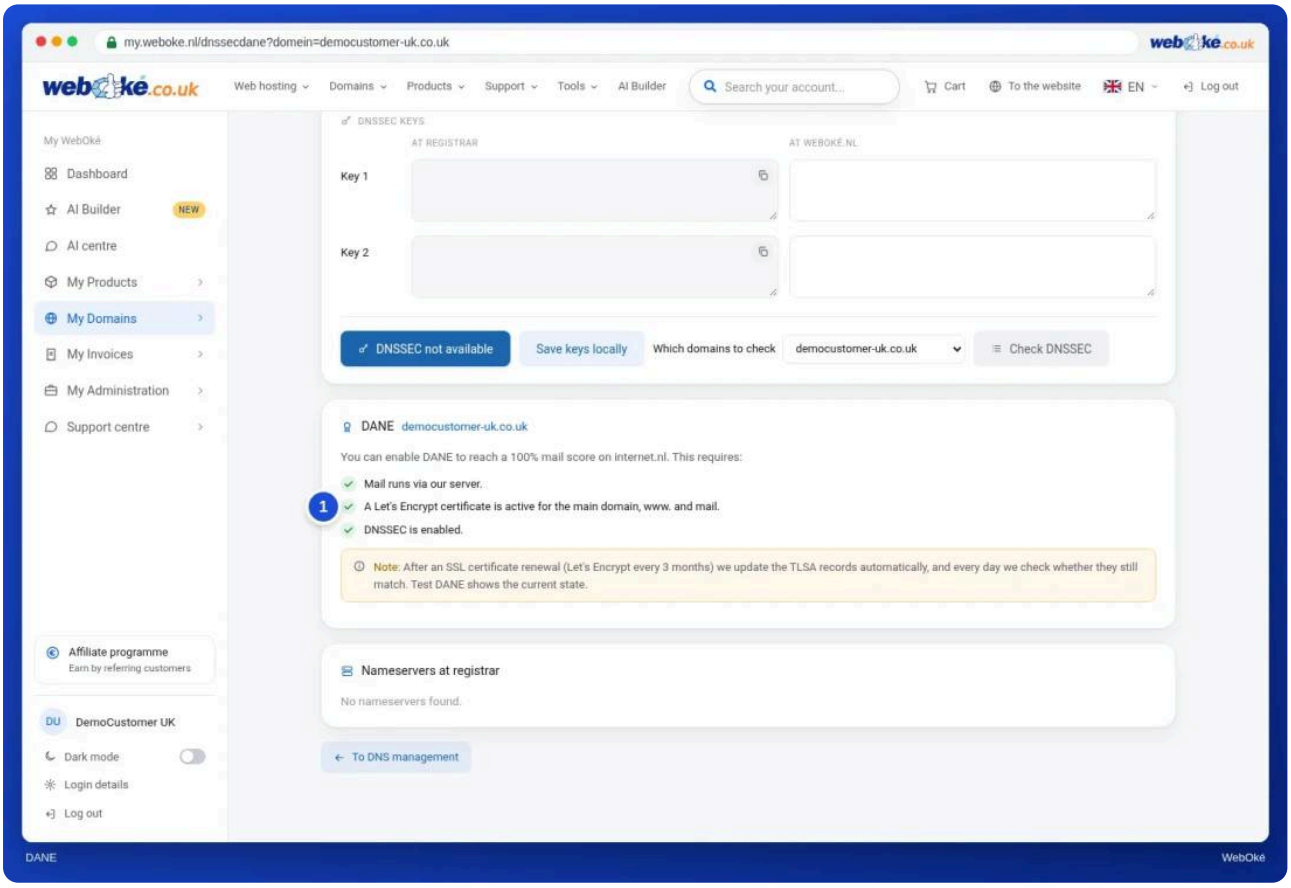
Enabling and disabling takes effect immediately, but caching can make it take up to 12 hours before this is visible everywhere. If you still don't see any keys at WebOké after 4 hours, please contact support.

Please note: don't just click **Check DNSSEC** for all your domains without thinking. DNSSEC is disabled for domains with an error, and if you have many domains the check can take several minutes.

DANE

With DANE, you get a 100% score for mail on internet.nl. You'll see on the same page whether your domain meets the requirements (1):

- Mail runs through WebOké's server.
- A Let's Encrypt certificate is active for the main domain, www and mail.
- DNSSEC is enabled.



DANE for your mail

If your domain meets the requirements, the **Enable DANE** button appears (2). After that, you can use **Test DANE** to see how things currently stand. Every time the SSL certificate is renewed, WebOké

automatically updates the DANE data (TLSA records), and we check every day to make sure it's still correct.

You can read what the **Domain / Email health** card says about DNSSEC in Domain and email health: checking and fixing.

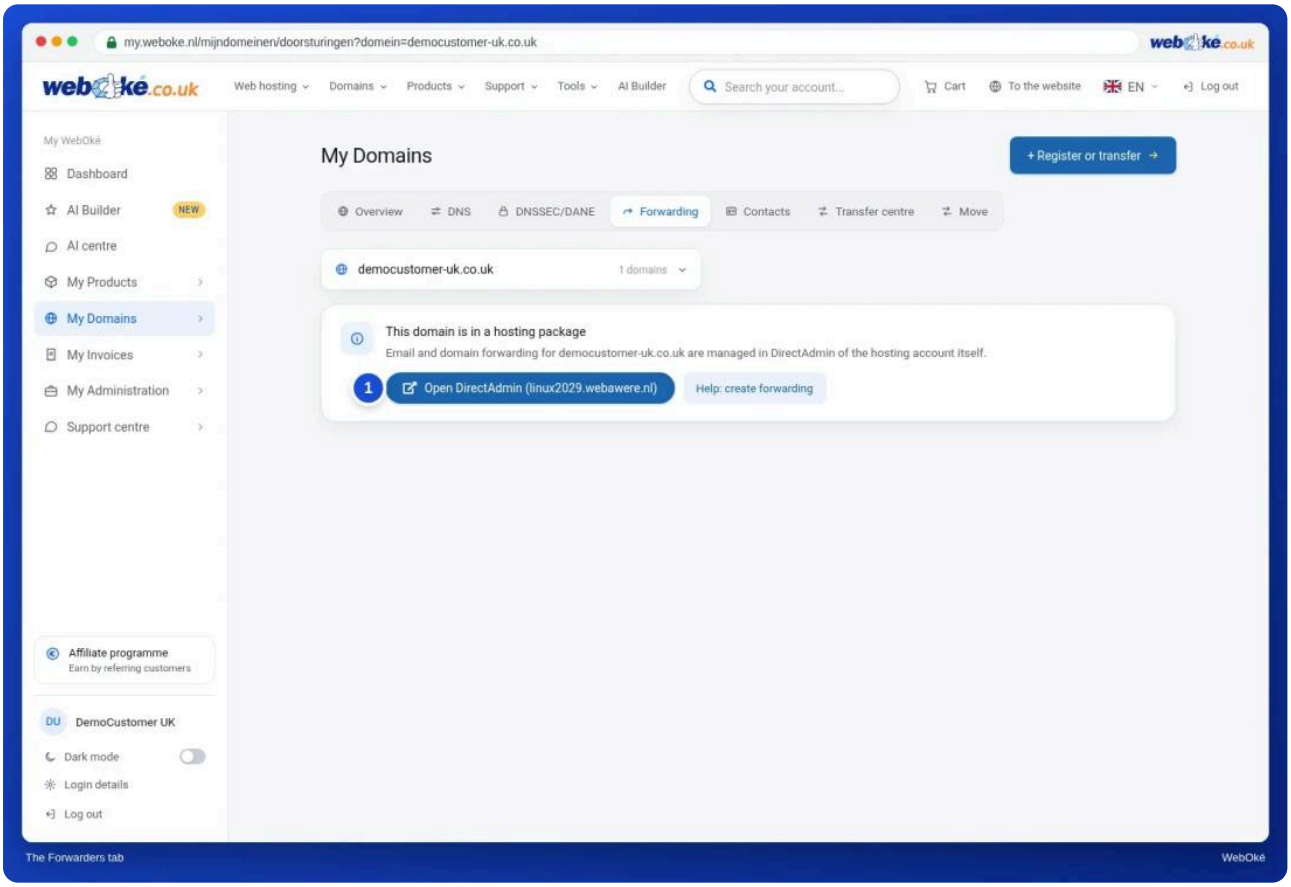
5.9 Email and domain forwarding

With forwarding, you automatically send something to another location. An **email forwarder** sends mail for an address on your domain to another, existing email address. A **domain redirect** sends visitors from a path on your domain to another website.

Go to **My Domains**, the **Forwarders** tab, and select your domain at the top. What you see next depends on the type of domain.

Your domain is part of a hosting package

If the domain is part of a web hosting or email package, you manage forwarding in DirectAdmin, the control panel for your package. Click **Open DirectAdmin** (1) and you'll be logged in straight away. With **Help: create forwarding**, you'll open an article in the knowledge base that explains step by step how it works.



Forwarders for a domain in a hosting package

You can read more about DirectAdmin in the DirectAdmin manual.

Your domain is registered only

If you only have the domain name with WebOké, without a package, you'll see two sections on this tab, if forwarding is available for your domain:

- **Email forwarders**: under **New email forwarding**, enter the address on your domain and the destination address, then click **Add**. Use **Delete** to remove a forwarder again.
- **Domain forwarding**: under **New domain redirect**, enter the path and the destination URL (with https://) and choose the **Redirect type**. Choose **Permanent** (301) if the redirect is here to stay: search engines will follow it. Choose **Temporary** (302) only for a redirect you plan to remove later.

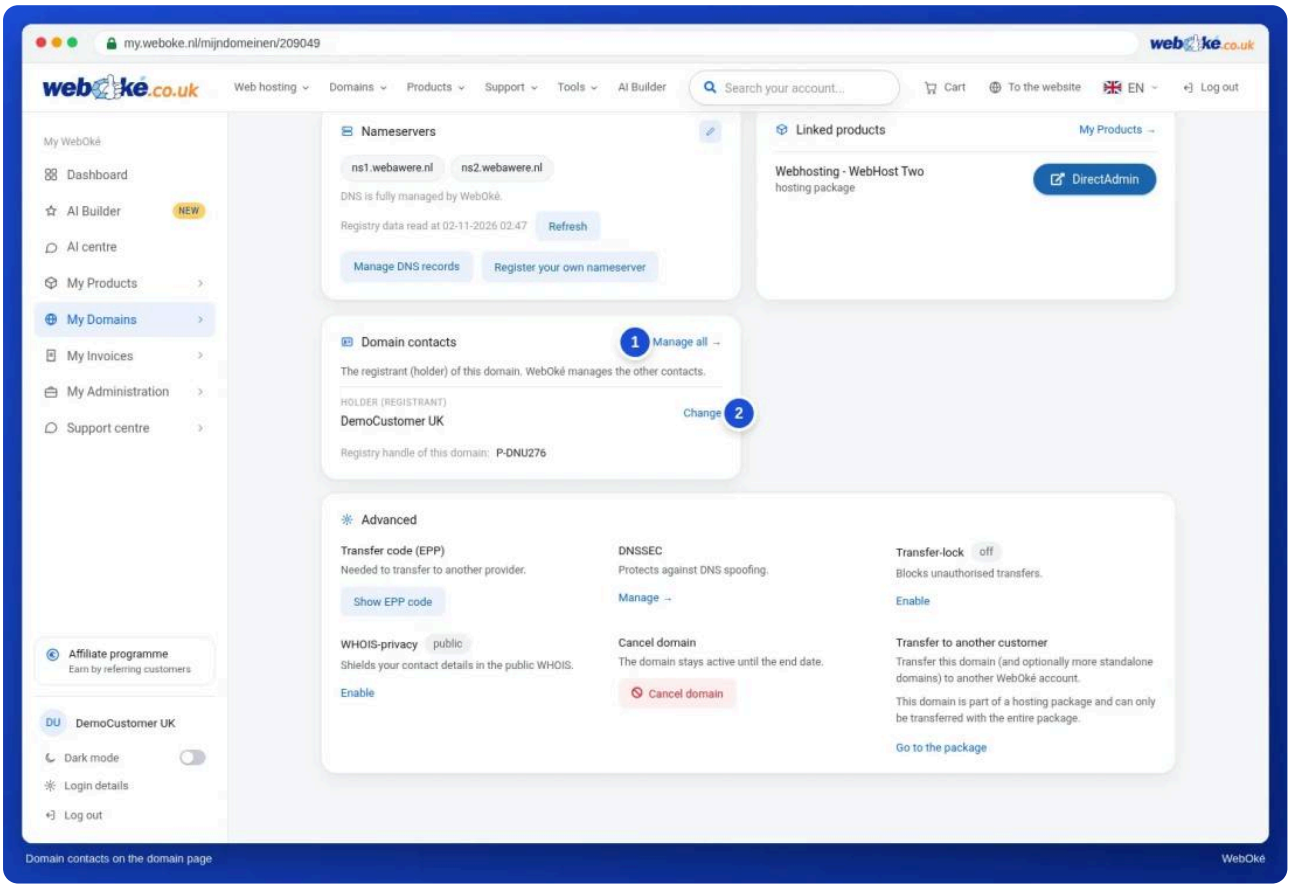
Please note: forwarding to free email services such as Gmail, Outlook and Hotmail is blocked. These services often treat forwarded mail as spam, which means you could miss messages. If you want reliable mail on your own domain, take a look at WebOké's email package.

Do you see the message **Forwarding is not available for this domain**? Then the domain isn't on a server where we can set up forwarding. In that case, get a package or ask support for advice.

5.10 Domain contacts and changing the owner

Every domain has a **holder**, also called the registrant or owner. This is the person or organisation that owns the domain name, as registered with the registry. There is also an **administrator** (admin contact). WebOké manages the administrative and technical contacts for you.

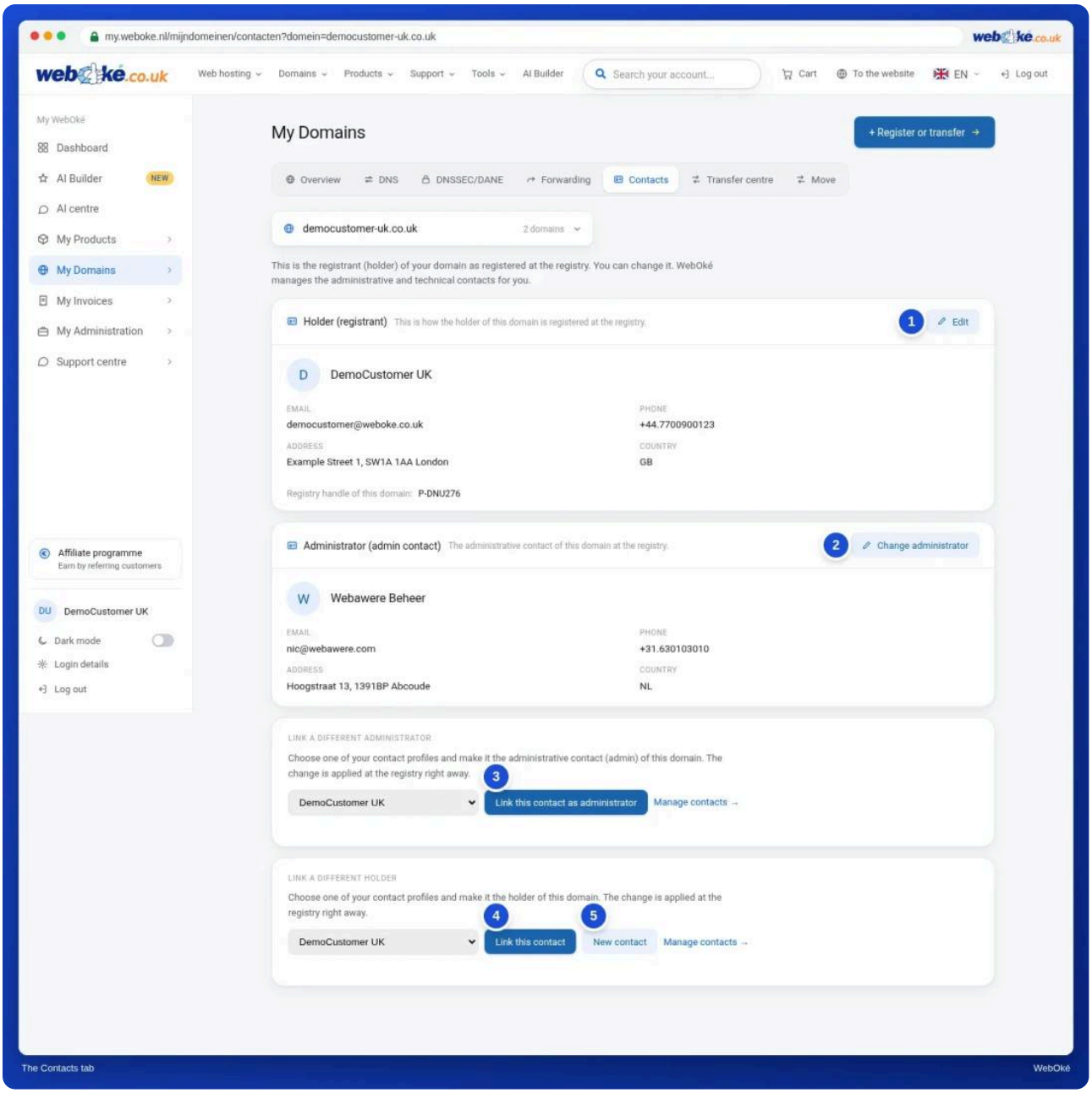
On the domain page, you can see the holder in the **Domain contacts** card. Use **Change** (2) to update it. Use **Manage all** (1) to go to the **Contacts** tab.



The holder on the domain page

The Contacts tab

Go to **My Domains**, the **Contacts** tab, and select the domain at the top.



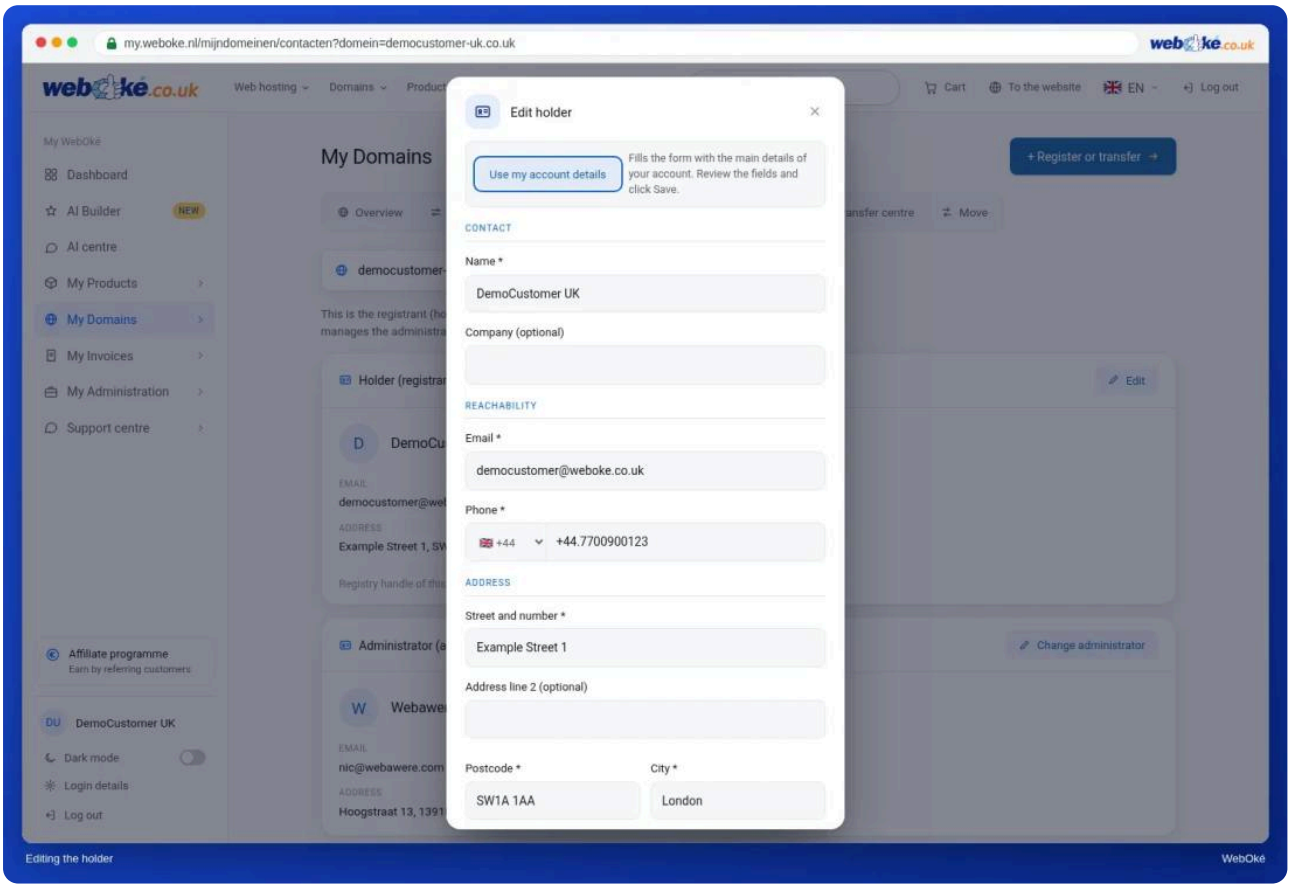
The Contacts tab

- **Holder (registrant)**: the holder's details as registered with the registry, with the registry handle for this domain at the bottom. Use **Edit** (1) to change the details.
- **Administrator (admin contact)**: the administrative contact at the registry. Use **Change administrator** (2) to update it.
- **Link a different administrator**: choose one of your contact profiles and click **Link this contact as administrator** (3).
- **Link a different holder**: choose one of your contact profiles and click **Link this contact** (4). Use **New contact** (5) to create a new profile first.

Please note: linking a different holder or changing the holder's details is applied directly at the registry. This means you are transferring the domain name to that person or organisation. Only do this if that is really what you intend.

Changing the holder's details

1. Next to **Holder (registrant)**, click **Edit**. The **Change owner** window opens.
2. Use **Use my account details** to fill in the form with your account details. You can also fill in the fields yourself.
3. Check the name, email address, phone number and address. Fields marked with an asterisk are required.
4. Click **Save**, or **Cancel** to leave everything unchanged.

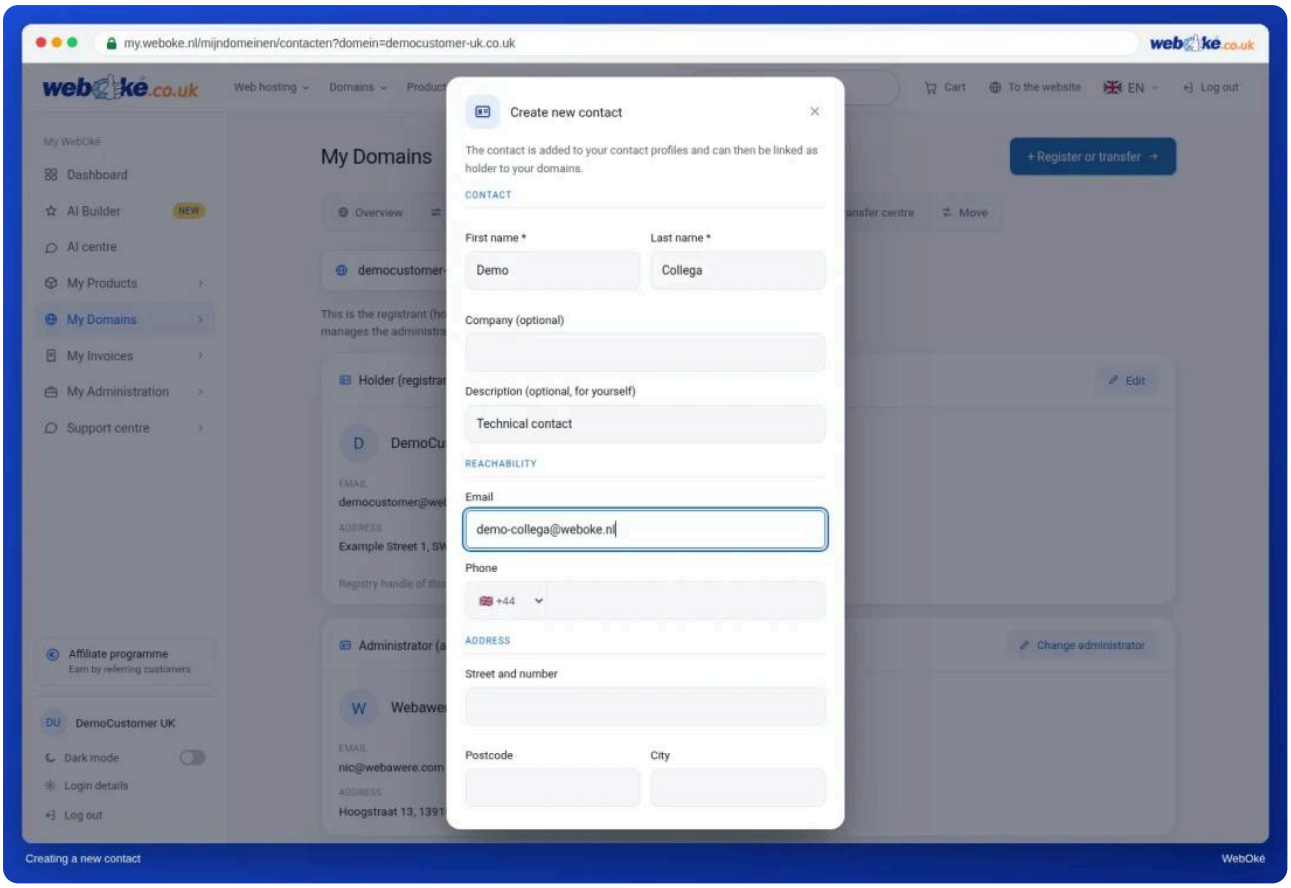


Changing the holder

Use an email address that you actually read. For many extensions the holder has to confirm their email address, otherwise the registry may suspend the domain. The **Domain / Email health** card shows whether this is still pending (see Domain and email health: checking and fixing).

Creating a new contact

1. Click **New contact**. The **Create new contact** window opens.
2. Fill in at least the first name and last name. Use **Description** to add a note for yourself, so you can recognise the contact later.
3. Fill in the email address, phone number and address, then click **Create contact**.



Creating a new contact

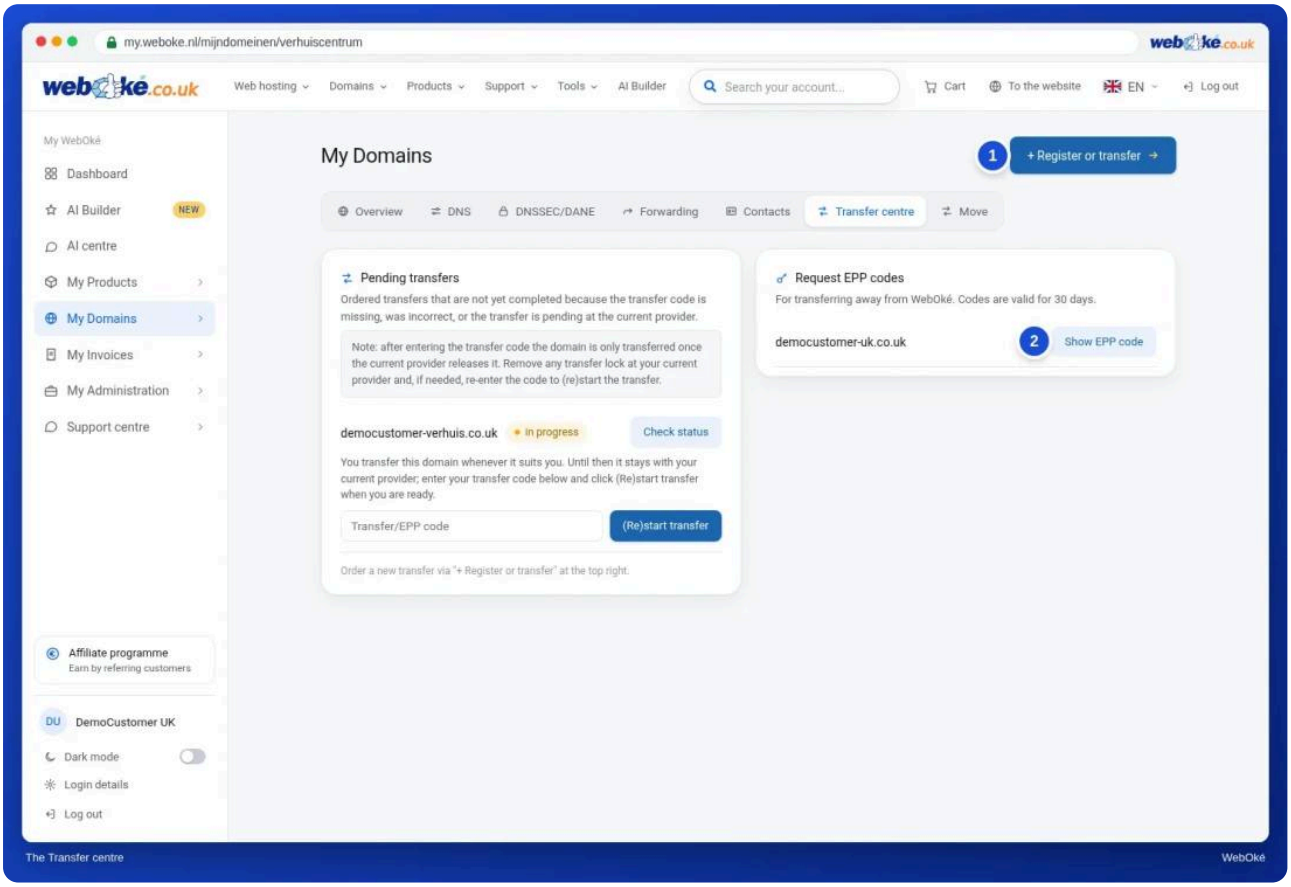
The contact is added to your contact profiles. You can then link it as the holder or administrator of your domains. To link it to multiple domains at once, use **Link contact** in the overview (see Your domain overview). You can manage your contact profiles further via **Manage contacts**. You can read how this works in Managing contacts (and cleaning up duplicates).

Tip: the holder is also important if you want to transfer or cancel a domain. So keep their details up to date.

5.11 The transfer centre: transferring domains to WebOké

You order a domain transfer to WebOké via the website, using the **+ Register or transfer** button at the top right of **My Domains**. You can read how to place that order in Transferring a domain to WebOké (transfer code or transfer later). After that, you follow the transfer in the **Transfer centre**.

Go to **My Domains** and click the **Transfer centre** tab.



The Transfer centre

Pending transfers

On the left you see the transfers you've ordered that haven't been completed yet. This happens if the transfer code is missing or incorrect, or if the transfer is still waiting at your current provider. For each domain you see:

- the transfer code you entered;
- a **Transfer/EPP code** field to enter the code (again);
- the **(Re)start transfer** button;
- the **Check status** button, which checks with the registry how far the transfer has progressed.

Did you choose to transfer later when placing your order? Then the domain stays with your current provider until you're ready. Enter the transfer code and click **(Re)start transfer** whenever it suits you.

The video with this article shows you how to get from your domain page to the Transfer centre and enter the transfer code there.

(Re)starting a transfer

1. Request the transfer code (EPP code or authorisation code) from your current provider.
2. Also remove any transfer lock on the domain there.
3. Enter the code in the Transfer centre under **Transfer/EPP code**.
4. Click **(Re)start transfer**.

Please note: after entering the transfer code the domain is only transferred once your current provider releases it. A transfer may therefore take some time. If it fails, you'll see this next to the domain. In that case, check the code and the transfer lock and restart the transfer.

If nothing is pending, you'll see **No pending transfers.**

Requesting EPP codes

On the right of the Transfer centre you'll find your domains with the **Show EPP code** button (2). You'll need this if you want to transfer a domain away from WebOké. You can read about this in Transferring a domain away: transfer code (EPP) and transfer lock.

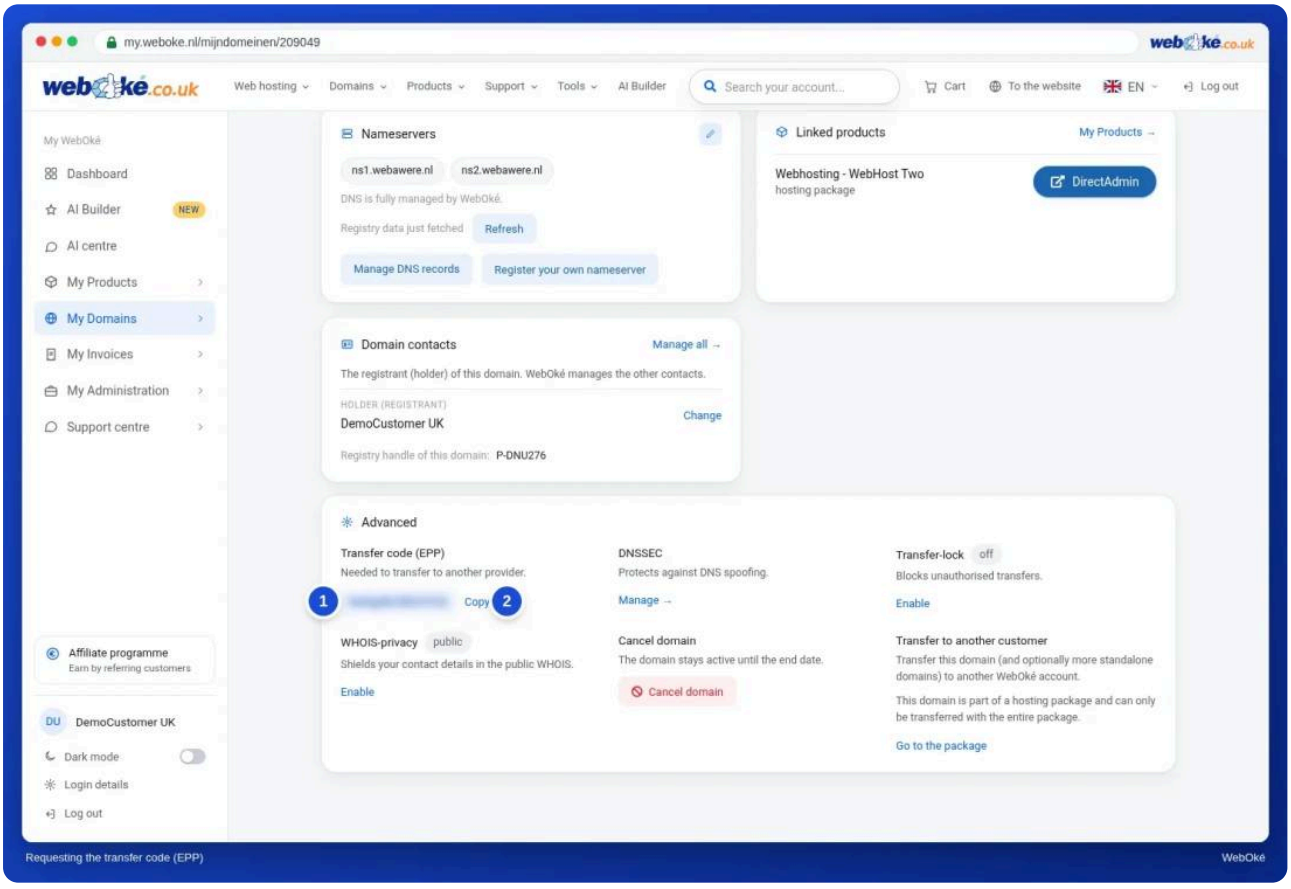
Tip: are you also transferring your website and email? Then read Migrating email to WebOké (including from Microsoft 365) for transferring your email, and check out the handy tools in Testing your website before a move to find out how to test your website before switching the DNS.

5.12 Transferring a domain away: transfer code (EPP) and transfer lock

Want to transfer a domain to another provider? Then that provider will need the transfer code, also known as the EPP code, authorisation code or transfer code. You can request this yourself in My WebOké.

Requesting the transfer code

1. Open the domain page (see The domain page: everything about one domain) and scroll to the **Advanced Features** card.
2. Next to **Transfer code (EPP)**, click **Show EPP code**.
3. The code appears in place of the button (1). Click **Copy** (2) to copy it.
4. Paste the code with your new provider.



Requesting the transfer code (made unreadable in the example)

You can also request the code in the **Transfer centre**, under **Request EPP codes**. There, all your domains are listed one below the other (see The transfer centre: transferring domains to WebOké). Codes are valid for 30 days.

Please note: the transfer code is the key to your domain. Whoever has it can transfer the domain. Only give it to the provider you're moving to.

For a .be domain, we cannot retrieve the transfer code ourselves. You'll need to request this yourself from DNS Belgium, the registry for all .be domains.

The transfer lock

A transfer lock blocks transfers that you haven't requested yourself. In the **Advanced Features** card, next to **Transfer-lock**, you can see whether the lock is on or off, along with a link to enable or disable it.

- Transferring your domain away? Turn off the lock first, otherwise the registry will refuse the transfer.
- Staying with WebOké? Leave the lock on.

Not every extension has a transfer lock. For extensions including .nl, .eu, .be and .nu, for example, you'll see **.nl does not support this**. For these extensions, the transfer code itself is the security measure.

What happens after the transfer?

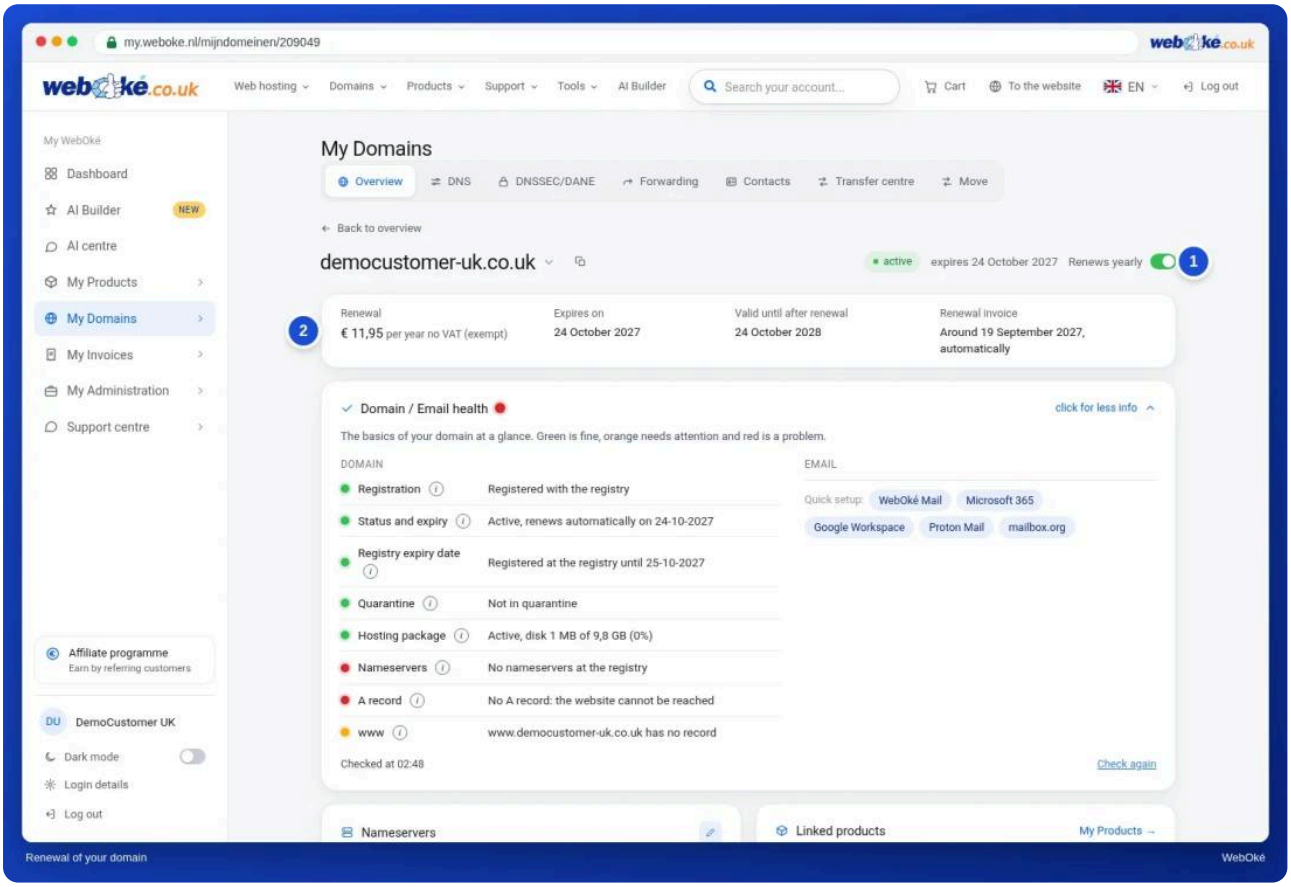
The new provider starts the transfer using your code. Once the domain has been transferred, your new provider will take care of renewal from then on. If the domain is part of a hosting package, remember your website and e-mail too: these won't move automatically. If you want to cancel the package afterwards, read Cancelling, undoing cancellation, or transferring a product.

5.13 Renewal and auto-renewal

You register a domain name for a period, usually a year. By default, it's renewed automatically. This way, you won't lose your domain just because you forgot a date.

Where do you see the renewal?

At the top of the domain page, you'll find the **Renews yearly** switch (1). Below it is the card with the renewal details (2):



Your domain's renewal

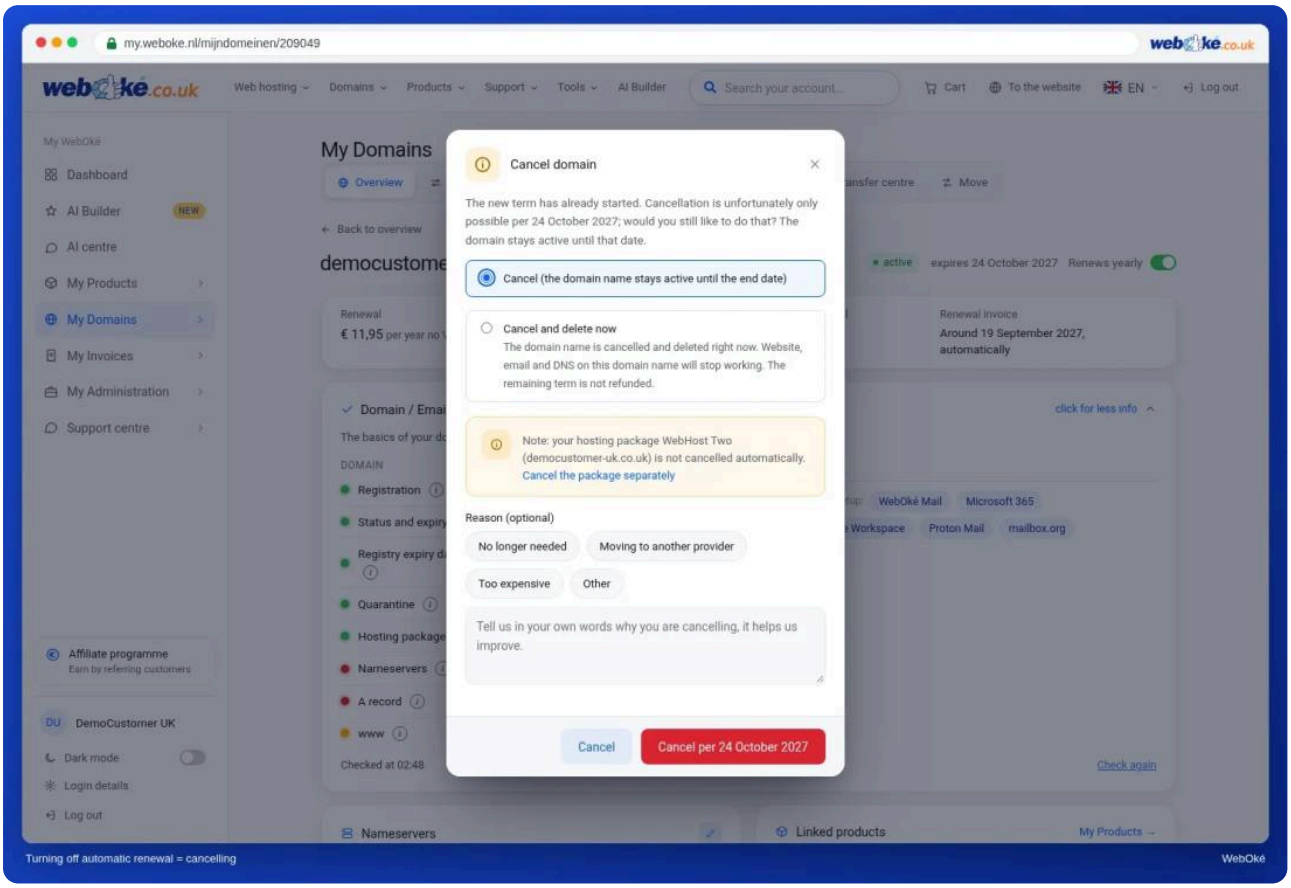
- **Renewal**: the cost of renewing, excluding and including VAT.
- **Expires on**: the current expiry date.
- **Valid until after renewal**: the new expiry date once the domain has been renewed.
- **Renewal invoice**: when the invoice for the renewal is generated automatically. If a renewal invoice is already outstanding, you'll see the invoice number here with a **View invoice** link.

In the **My Domains** overview, you can see under each domain name whether auto-renewal is on or off.

Tip: if you pay your renewal invoices automatically by direct debit, you won't need to think about this at all. See Setting up or stopping direct debit. You can read how to pay an invoice in Paying an invoice (including several at once).

Switching off auto-renewal

Switching off auto-renewal is the same as cancelling your domain. So if you click the **Renews yearly** switch, the **Cancel domain** window opens.



Switching off auto-renewal opens the cancellation window

You can read about what to choose in this window in Cancelling or transferring a domain. If you're not sure, click **Cancel**. Nothing will change.

After cancelling, the domain page will show **Will not be renewed.** along with the date the domain will expire. No further costs will follow.

Switching it back on

Changed your mind? Simply switch the switch back on, or click **Undo cancellation** in the **Advanced Features** card. You'll then see a message confirming that auto-renewal is on again. To do this for several domains at once, use the **Auto-renewal on** button in the overview (see Your domain overview).

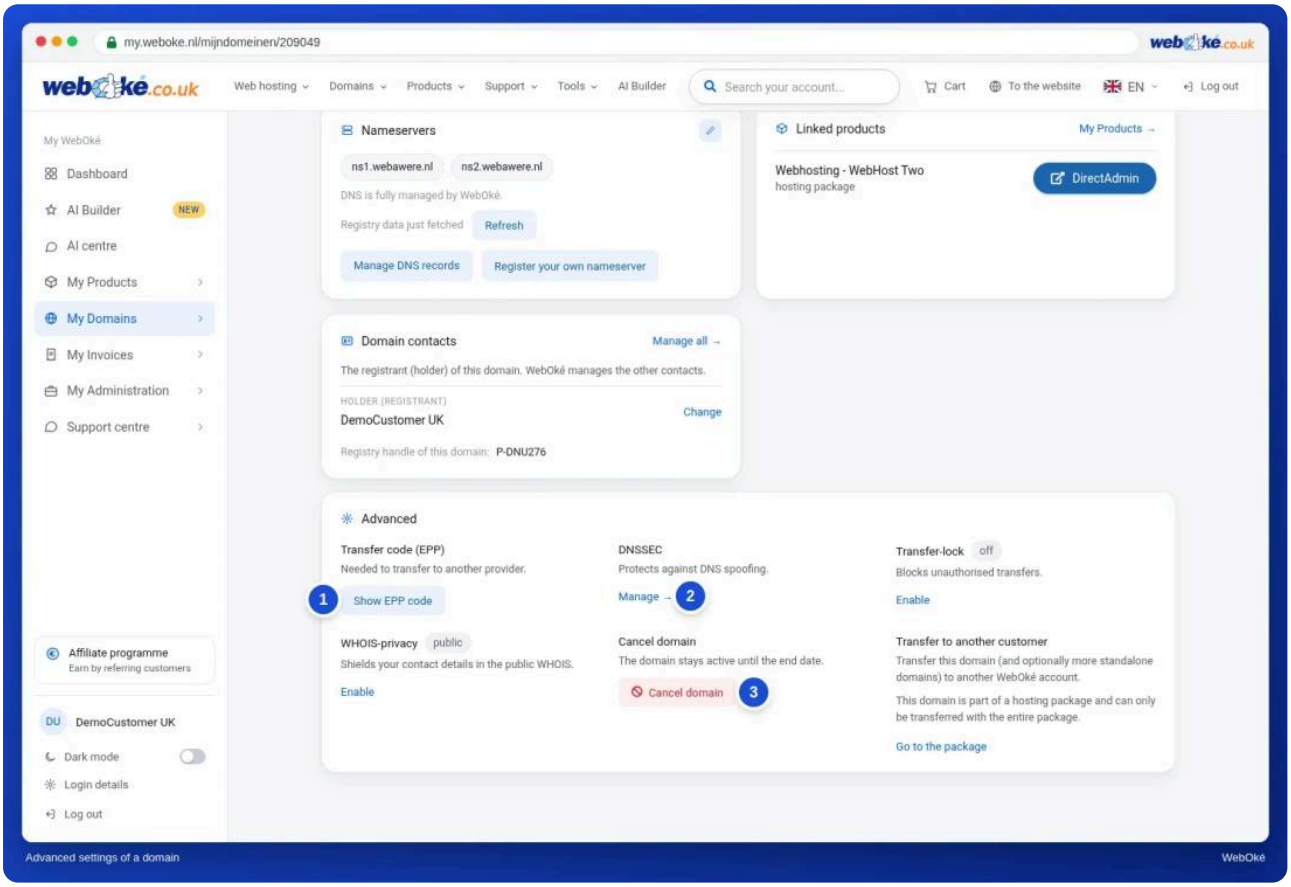
Please note: a domain that isn't renewed in time will go offline after the expiry date. Your website and email on that domain will then stop working, and after a while the name will become available for anyone to register.

5.14 WHOIS privacy

For many domain extensions, the holder's details are listed in the public WHOIS database. This means anyone can look up your name, address and email address. With WHOIS privacy, we hide these details.

Where to find it

Open the domain page (see The domain page: everything about one domain) and look at the **Advanced Features** card under **WHOIS-privacy**. You'll see whether your details are **public** or **anonymous**, with a link to enable or disable WHOIS privacy.



WHOIS privacy in the Advanced Features card

Enabling WHOIS privacy

1. Click **Enable** next to **WHOIS-privacy**. The **Enable WHOIS privacy** window opens.
2. You'll see the cost. Read it and click **Enable** if you agree, or **Cancel**.
3. The amount will appear on your next invoice.

You can disable it in the same place using **Disable**.

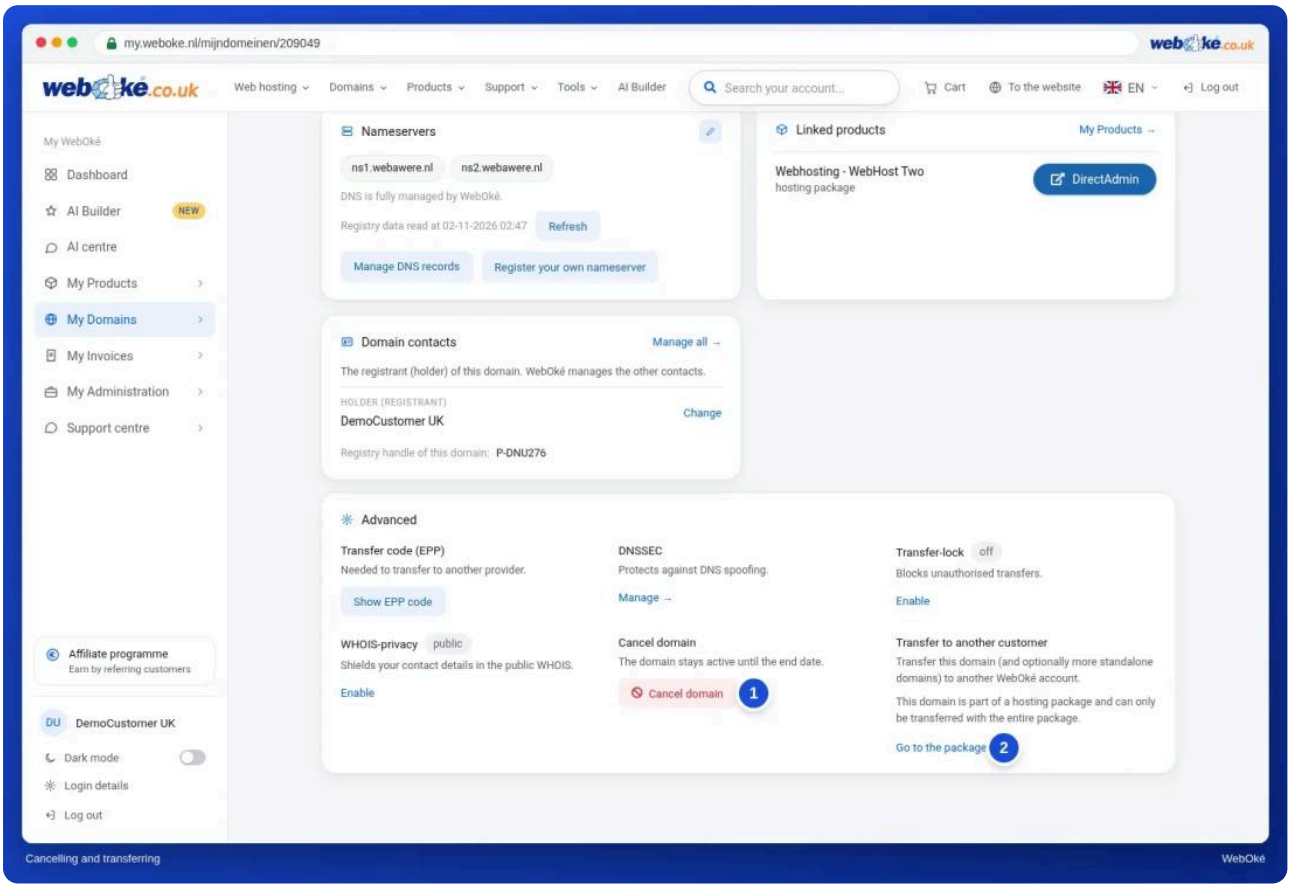
Not available for every extension

WHOIS privacy isn't possible for every extension. If it's not available for your domain, you'll see **not available for this extension**, as with the .nl domain in the example above. For such extensions, the registry itself decides which details are public.

Tip: want to see what's currently publicly visible about your domain? Use the WHOIS tool on our website, see WHOIS, IP lookup and SSL checker.

5.15 Cancelling or transferring a domain

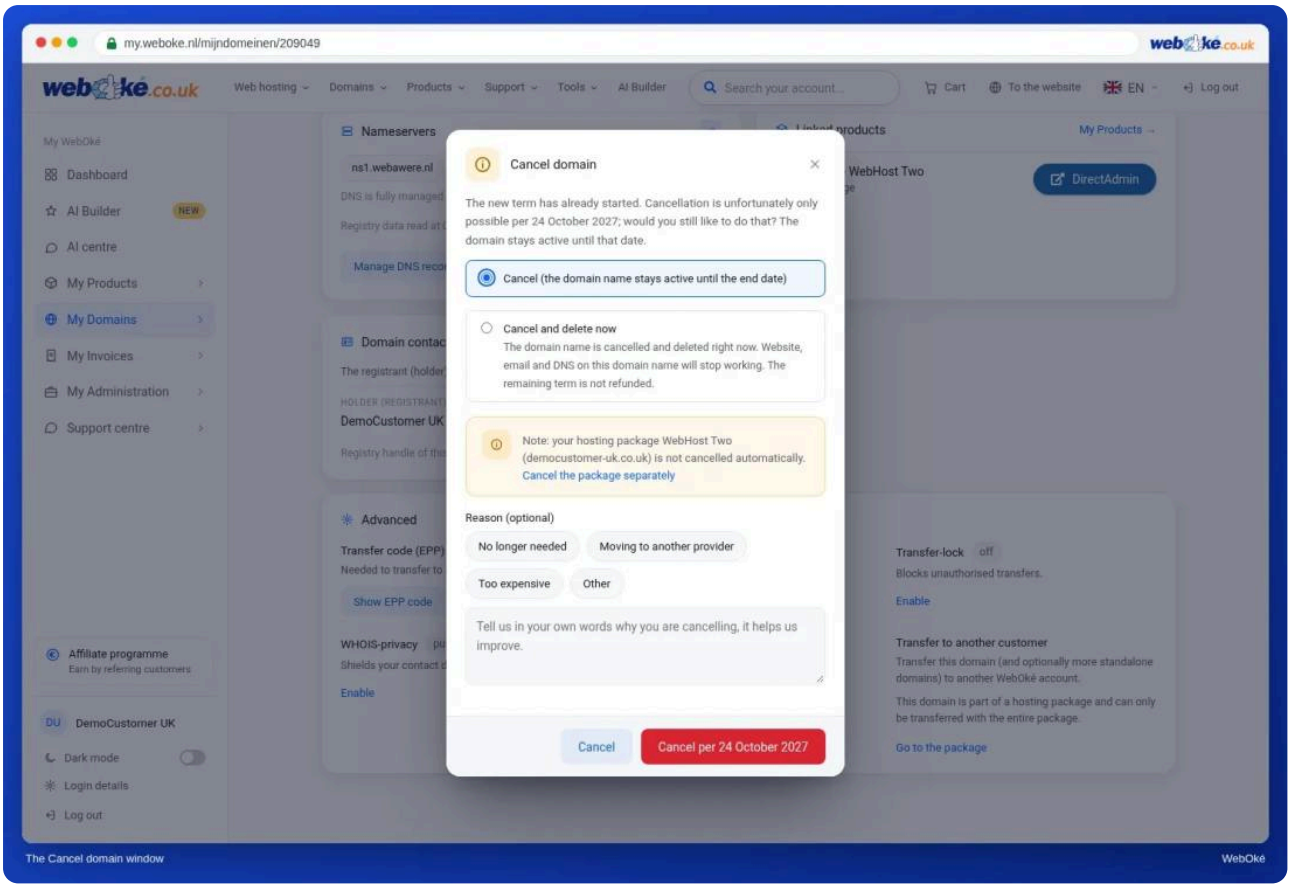
If you no longer need a domain name, you cancel it. If you want to give it to someone else who's also a customer at WebOké, you transfer it. You do both on the domain page, in the **Advanced Features** card.



Cancelling and transferring

Cancelling a domain

1. Click the **Cancel domain** button next to **Cancel domain** (1). The **Cancel domain** window opens.
2. Choose how you want to cancel. The options you see depend on the timing (see below).
3. Optionally, give a reason. Click one of the buttons or type it in your own words. This isn't required, but it helps us learn.
4. Click the red button to cancel, or **Cancel** to leave things unchanged.



The Cancel domain window

The options in the window

- **Cancel (the domain name stays active until the end date)**: the domain simply keeps working until the end date and won't be renewed after that. This is the usual choice.
- **Cancel and delete now**: the domain is cancelled and deleted immediately. Website, e-mail and DNS on this name will stop working straight away. The remaining term isn't refunded.
- If there's already an outstanding renewal invoice, you choose whether to cancel **as of the previous due date** (the outstanding renewal invoice is credited) or **as of the new due date** (you still use the term already invoiced).
- If the new term has already started, the window shows from which date cancellation is possible. The domain simply stays active until that date.

Please note: if the domain is part of a hosting package, that package isn't automatically cancelled along with it. The window shows a link to cancel the package separately. See Cancelling, undoing cancellation, or transferring a product.

After cancelling, you'll see the **Undo cancellation** link in the **Advanced Features** card. Use it to reverse the cancellation as long as the domain is still active. A button then also appears to delete the domain name immediately. Only do this if you're sure you'll never need it again: this can't be undone. A deleted .nl domain goes into quarantine for 40 days. During that time, only you can have it retrieved.

Transferring a domain to another customer

With **Transfer to another customer**, you move a domain, or several separate domains, to another WebOké account. There are no costs involved.

1. Click **Transfer**.
2. Choose which domains you want to transfer.
3. Enter the recipient's e-mail address twice, and your own password to confirm.
4. Click **Transfer** in the window.

The recipient receives an e-mail with an acceptance link that's valid for 24 hours. The domain is only transferred once accepted. The holder's details are transferred along with it. As long as the recipient hasn't accepted yet, you can withdraw the transfer with **Withdraw transfer**.

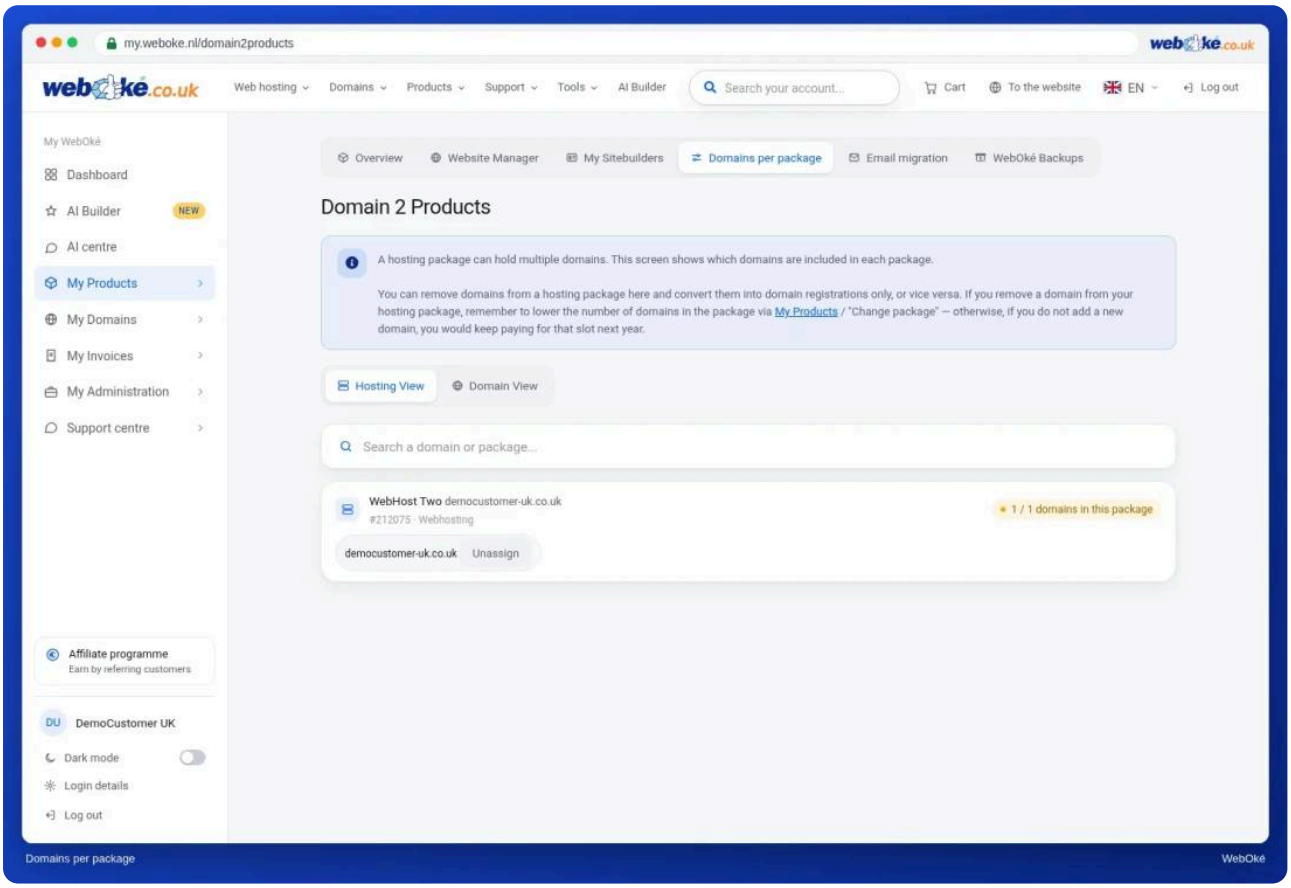
If the domain is part of a hosting package, it shows that the domain can only be transferred together with the whole package. Use **Go to the package** (2) to go to the product page, where you transfer the package including domains (see Cancelling, undoing cancellation, or transferring a product). Transferring is only possible from the main account. You can read how transferring and merging whole accounts works in Transferring and merging accounts.

5.16 Domains per package and moving a domain

You can include one or more domains in a hosting package. How many depends on your package. Two screens help you see and manage which domain is in which package.

Domains per package

Go to **My Products** in the menu and click the **Domains per package** tab.



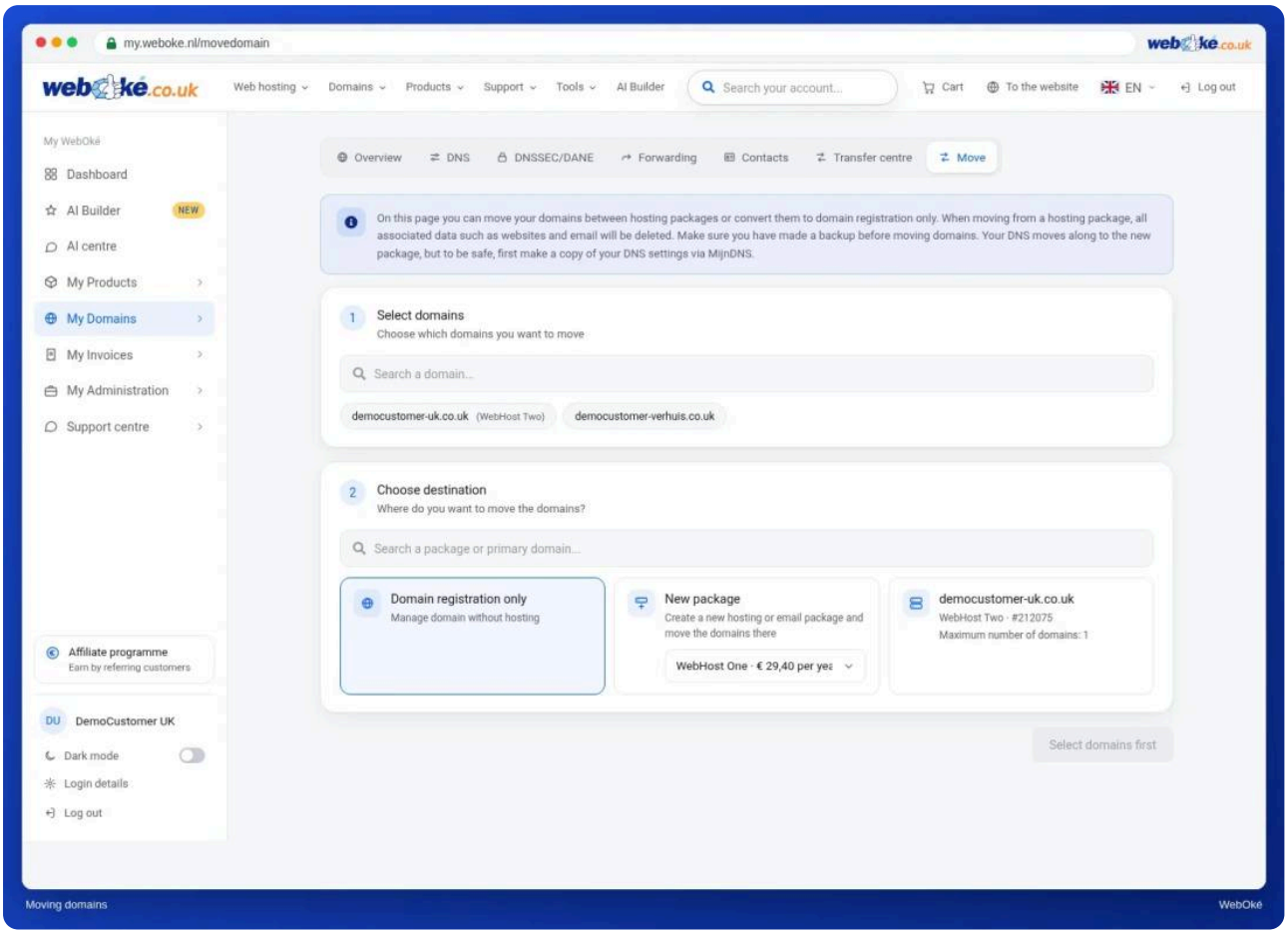
Domains per package

- With **Show hosting** you see which domains are in each package. With **Show domains** you see which package each domain is in.
- Use the search bar to search for a domain or package.
- Next to each package, you can see how many domains it contains out of the maximum, for example **1 / 1 domains in this package**.
- Use **Unlink** to remove a domain from the package. It then becomes a domain registration only.

Please note: if you remove a domain from a hosting package, all data for that domain in the package is deleted: the website, the e-mail and the settings. Make a backup first. If you're not adding a new domain, lower the number of domains in the package under **Configurable options** on the product page. Otherwise, you'll keep paying for it the following year. See Changing options and extra IP addresses.

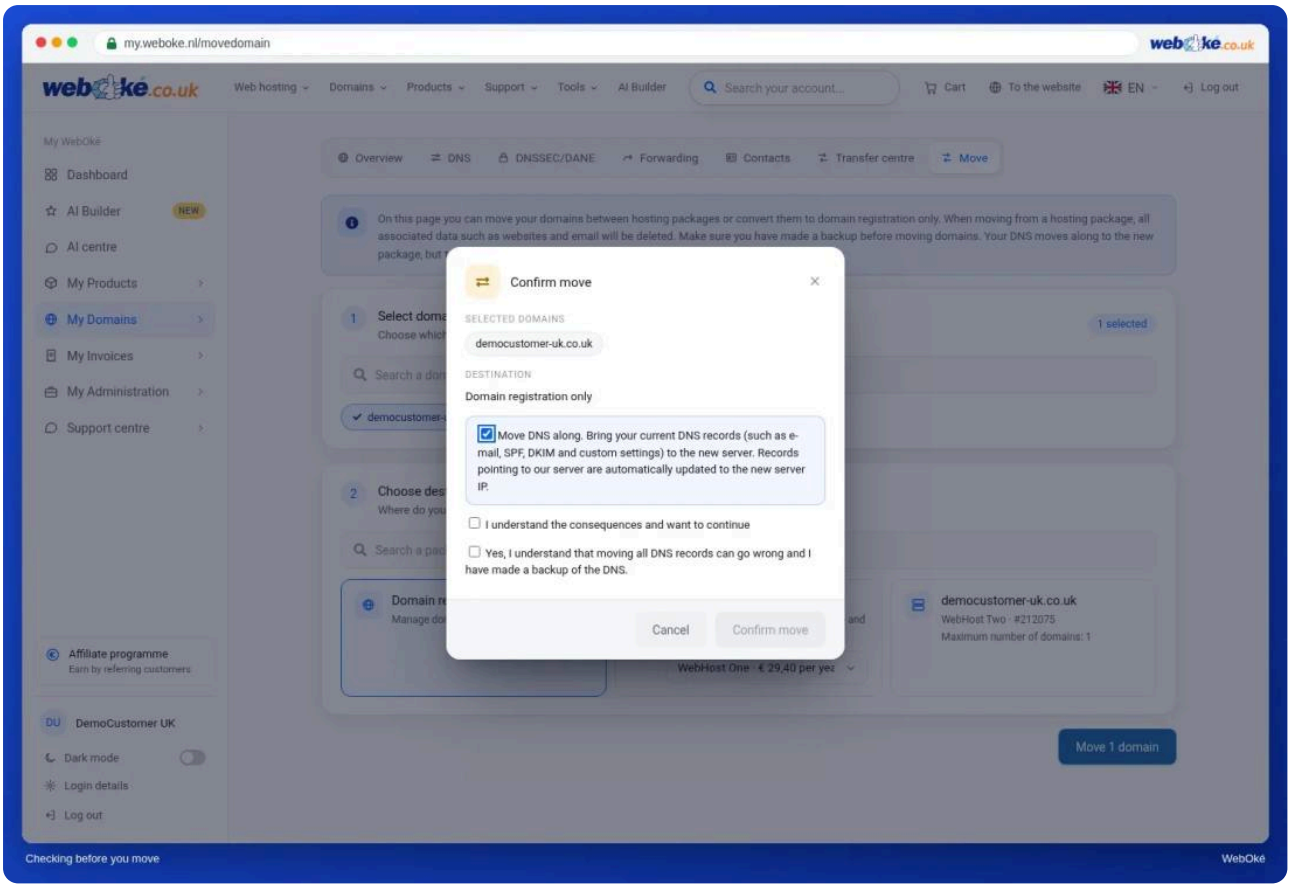
Moving a domain

Use the **Move** tab in **My Domains** to move domains to another package, to a new package, or to domain registration only.



Moving domains

1. **Select domains**: click the domains you want to move. If you have many domains, you can search.
2. **Choose destination**: **Domain registration only** (manage the domain without hosting), **New package** (choose from the list which package you want to have created) or one of your existing packages. For each package, you can see how many domains it allows.
3. Click the button in the bottom right. It shows how many domains you're about to move.
4. The **Confirm move** window opens. Check the domains and the destination.
5. Leave **Move DNS along** ticked if you want to keep your current DNS records. Records pointing to our server are then automatically updated to the new server.
6. Tick the two boxes to confirm that you understand the consequences and have a backup of your DNS.
7. Click **Confirm move**, or **Cancel**.



Checking before you move

Please note: when moving a domain out of a hosting package, the website and e-mail for that domain in the package are deleted. So make a backup of your website and e-mail first, as well as of your DNS (see Restoring DNS and creating a DNS backup). If you choose a new package, you'll receive an invoice for it.

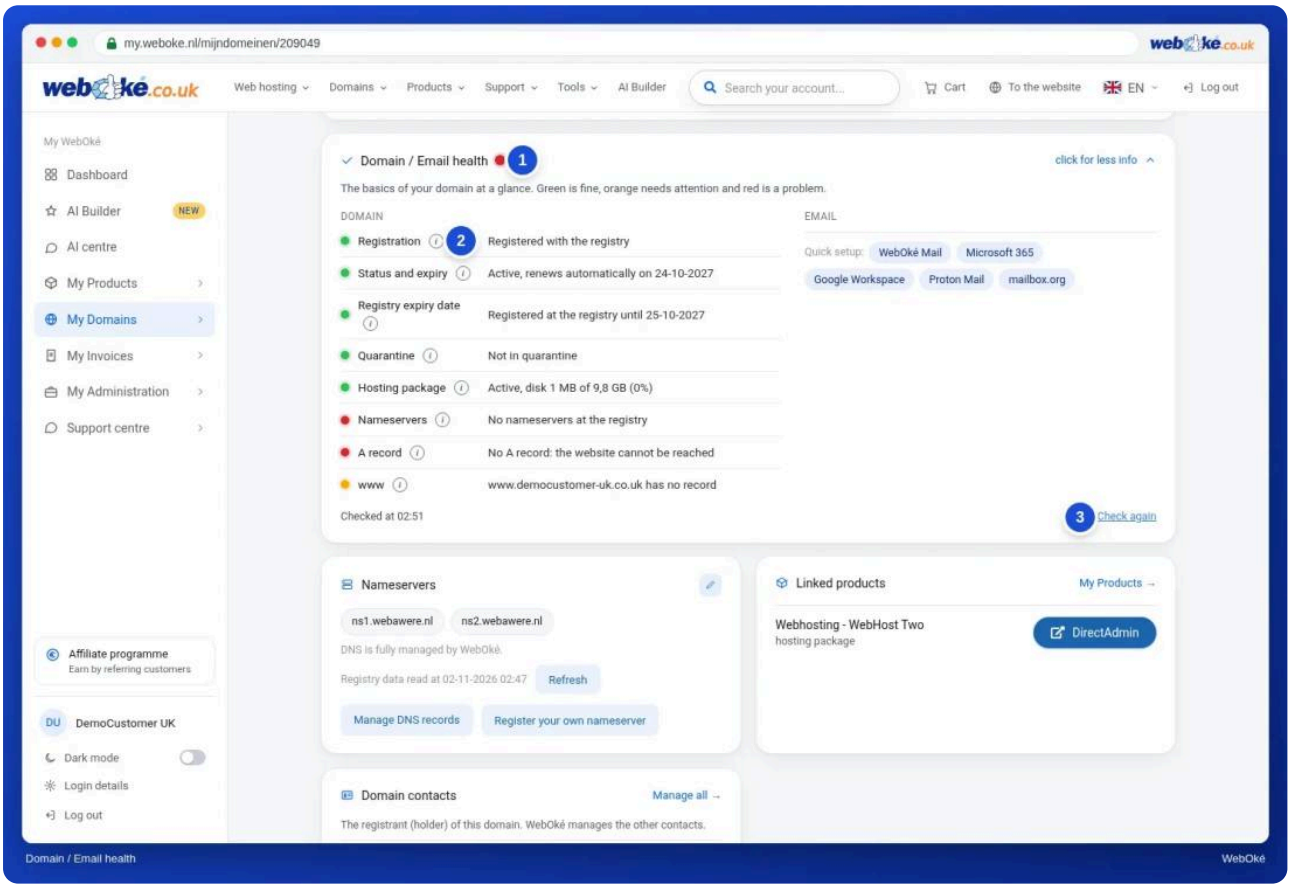
Do you want to add a domain to a package you already have? Choose that package as the destination. If the package is full, the **Your package is full** window will ask if you want to increase the number of domains. You'll see what this costs. Use **Yes, increase and move** to arrange both at once; the amount will appear on your next invoice.

5.17 Domain and email health: checking and fixing

Is your website not working or is email not arriving? Then start with the **Domain / Email health** card on the domain page. It checks the basics of your domain in one go and uses coloured dots to show what's fine and what isn't.

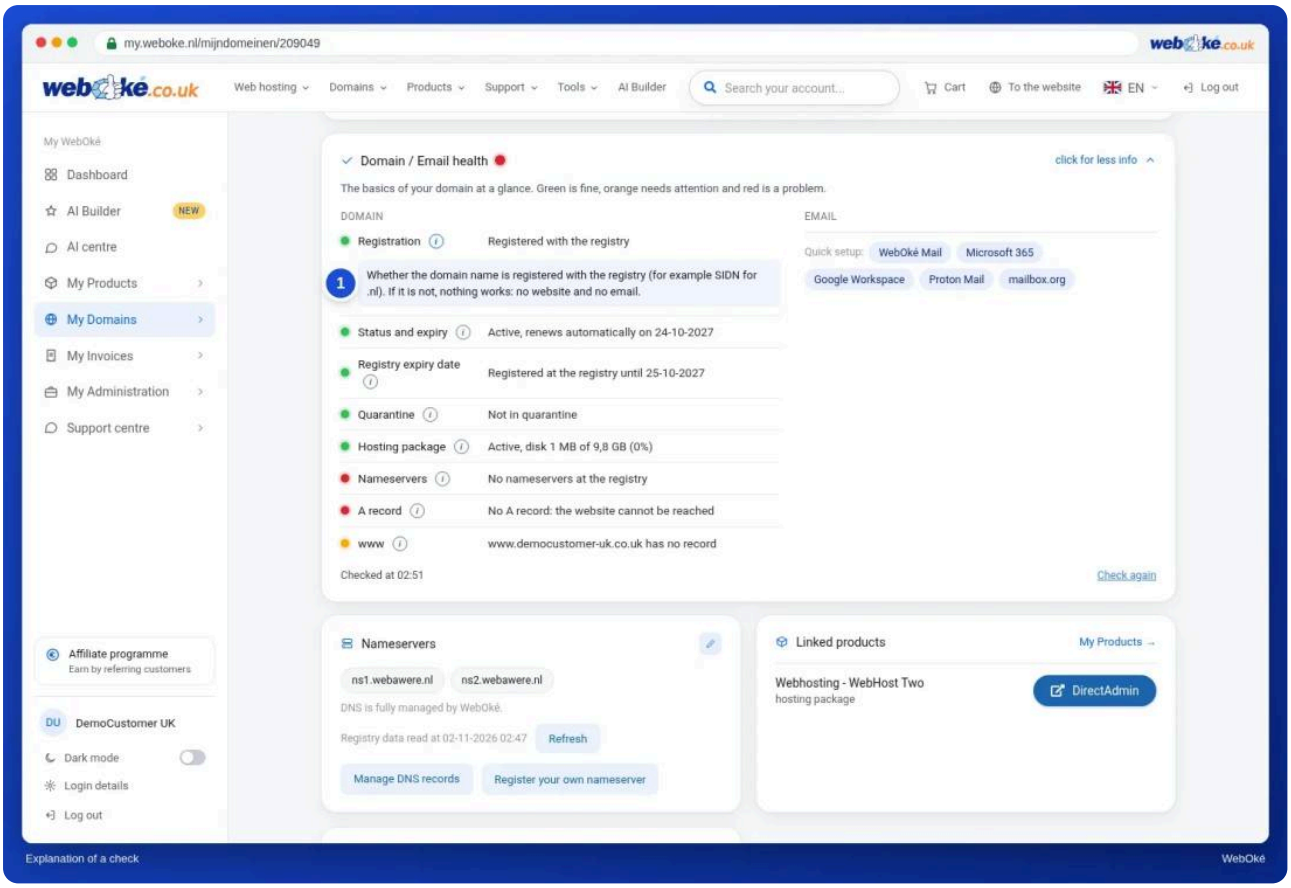
The card on the domain page

Open the domain page for your domain (see The domain page: everything about one domain). The card sits at the top, below the renewal section. Click the title to expand or collapse it. Collapsed, you only see the email column; expanded, you also see the domain column. If something is red, the card expands automatically.



The Domain / Email health card

- The circle next to the title (1) shows the status of the whole domain: green is **All good**, orange is **Needs attention** and red is **Problem found**.
- Next to each check there's an **i** (2). Click it for an explanation in plain language.
- At the bottom you'll see when the check was last run, along with the **Check again** link (3). Use this after you've made a change.



Explanation for a check

What's checked?

Check	What does it mean?
Registration	Whether the domain name is registered with the registry. If not, nothing will work.
Status and expiry	The status at WebOké and whether the domain renews automatically.
Quarantine	Whether the domain is in quarantine after cancellation or expiry. If so, it no longer works.
Owner verification	Whether the owner has confirmed their email address. This is required for many extensions.
Name servers	Whether name servers are set and whether they respond.
ns1 and ns2 match	Whether both WebOké name servers have the same version of your DNS.
A record and www	Whether your domain and www point to your hosting package's server.
Website	Whether your website's homepage responds.
SSL certificate	Whether there's a valid certificate, including for www, and whether it's not close to expiring.
CAA	Whether there's a CAA record that determines who may issue certificates.
DNSSEC	Whether DNSSEC is enabled and whether the signing is correct.

MX, SPF and DMARC	In the email column: whether mail arrives and whether your domain is protected against spoofed email.
Spam lists	Whether your mail server's IP address is on a spam list.

Which lines you see depends on your domain. If it's part of a hosting package, you'll also see, for example, how full the package is.

Fix buttons

For some problems, there's a button next to the line so you can fix it with one click. Before anything happens, My WebOké asks you to confirm. These are:

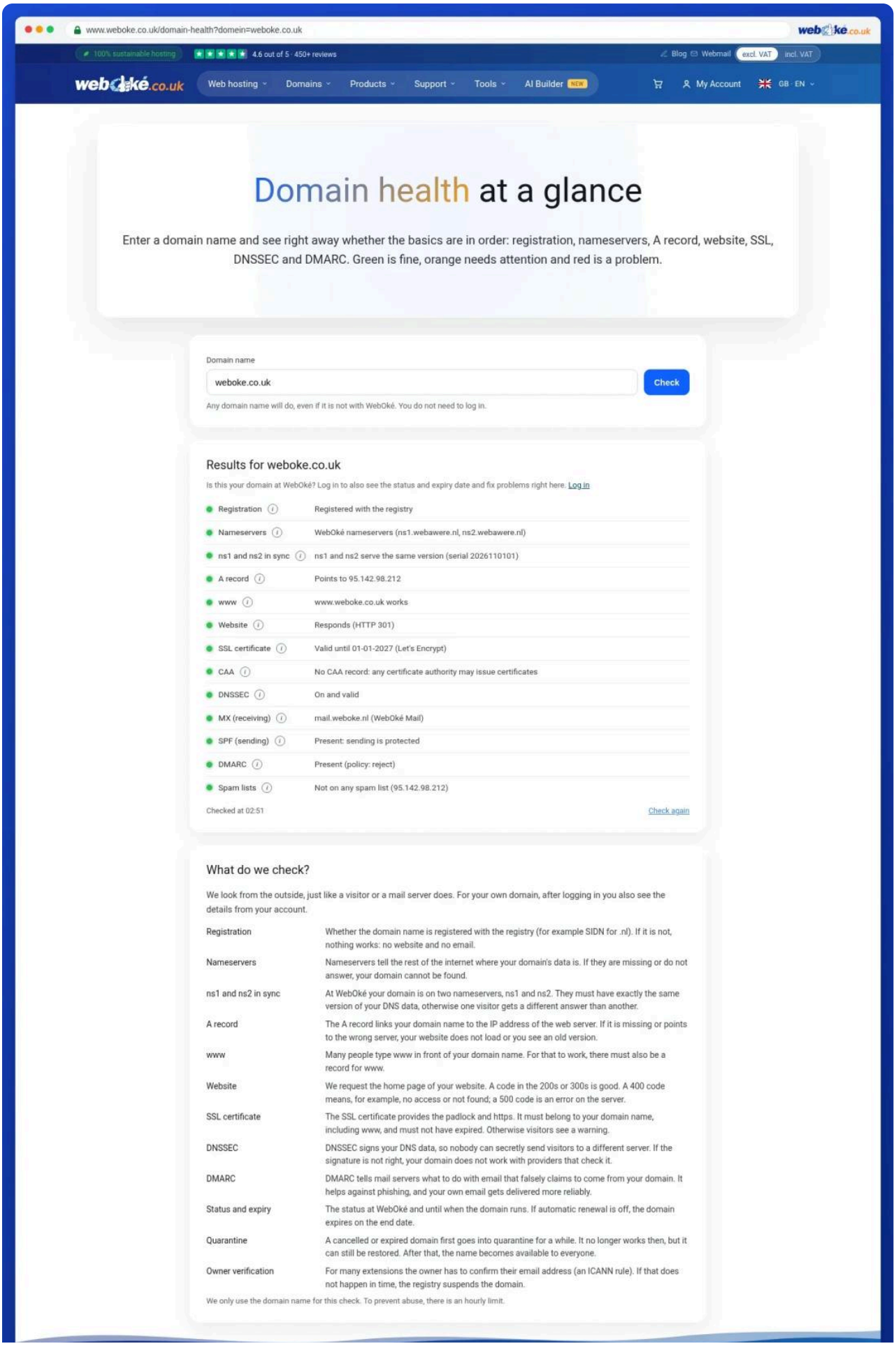
- **Update ns1/ns2**: the name servers fetch your DNS again from your package's server.
- **Sign again**: your DNS is signed again for DNSSEC.
- **Update key at registry**: the DNSSEC key at the registry is replaced with the correct one. Your domain usually works again within an hour.
- **Add DMARC**: a DMARC record is added that only monitors and doesn't block any mail.
- **Resend confirmation email**: the owner receives the email again to confirm their email address.

After a fix, the check runs again automatically. If it doesn't work, try again later or contact support. For a problem without a button, such as a domain in quarantine, support will help you further.

The email column also has **Quick setup** buttons for your mail provider. These work the same way as on the DNS tab, see Set up email quickly in the DNS.

Domain health on the website

The same check is also available as a standalone tool on our website, on the **Domain health** page. There you can check any domain name, even if it's not with WebOké. You don't need to log in to use it. If you're logged in and check a domain you own, you'll also get the fix buttons there.


www.weboke.co.uk/domain-health?domein=weboke.co.uk
100% sustainable hosting
4.6 out of 5 · 450+ reviews
Blog
Webmail
excl. VAT
incl. VAT
Web hosting
Domains
Products
Support
Tools
AI Builder
NEW
My Account
GB · EN
Domain health at a glance
Enter a domain name and see right away whether the basics are in order: registration, nameservers, A record, website, SSL, DNSSEC and DMARC. Green is fine, orange needs attention and red is a problem.
Domain name
weboke.co.uk
Check
Any domain name will do, even if it is not with WebOké. You do not need to log in.
Results for weboke.co.uk
Is this your domain at WebOké? Log in to also see the status and expiry date and fix problems right here. Log in
Registration
Registered with the registry
Nameservers
WebOké nameservers (ns1.webawere.nl, ns2.webawere.nl)
ns1 and ns2 in sync
ns1 and ns2 serve the same version (serial 2026110101)
A record
Points to 95.142.98.212
www
www.weboke.co.uk works
Website
Responds (HTTP 301)
SSL certificate
Valid until 01-01-2027 (Let's Encrypt)
CAA
No CAA record: any certificate authority may issue certificates
DNSSEC
On and valid
MX (receiving)
mail.weboke.nl (WebOké Mail)
SPF (sending)
Present: sending is protected
DMARC
Present (policy: reject)
Spam lists
Not on any spam list (95.142.98.212)
Checked at 02:51
Check again
What do we check?
We look from the outside, just like a visitor or a mail server does. For your own domain, after logging in you also see the details from your account.
Registration
Whether the domain name is registered with the registry (for example SIDN for .nl). If it is not, nothing works: no website and no email.
Nameservers
Nameservers tell the rest of the internet where your domain's data is. If they are missing or do not answer, your domain cannot be found.
ns1 and ns2 in sync
At WebOké your domain is on two nameservers, ns1 and ns2. They must have exactly the same version of your DNS data, otherwise one visitor gets a different answer than another.
A record
The A record links your domain name to the IP address of the web server. If it is missing or points to the wrong server, your website does not load or you see an old version.
www
Many people type www in front of your domain name. For that to work, there must also be a record for www.
Website
We request the home page of your website. A code in the 200s or 300s is good. A 400 code means, for example, no access or not found; a 500 code is an error on the server.
SSL certificate
The SSL certificate provides the padlock and https. It must belong to your domain name, including www, and must not have expired. Otherwise visitors see a warning.
DNSSEC
DNSSEC signs your DNS data, so nobody can secretly send visitors to a different server. If the signature is not right, your domain does not work with providers that check it.
DMARC
DMARC tells mail servers what to do with email that falsely claims to come from your domain. It helps against phishing, and your own email gets delivered more reliably.
Status and expiry
The status at WebOké and until when the domain runs. If automatic renewal is off, the domain expires on the end date.
Quarantine
A cancelled or expired domain first goes into quarantine for a while. It no longer works then, but it can still be restored. After that, the name becomes available to everyone.
Owner verification
For many extensions the owner has to confirm their email address (an ICANN rule). If that does not happen in time, the registry suspends the domain.
We only use the domain name for this check. To prevent abuse, there is an hourly limit.



Domain health on the website

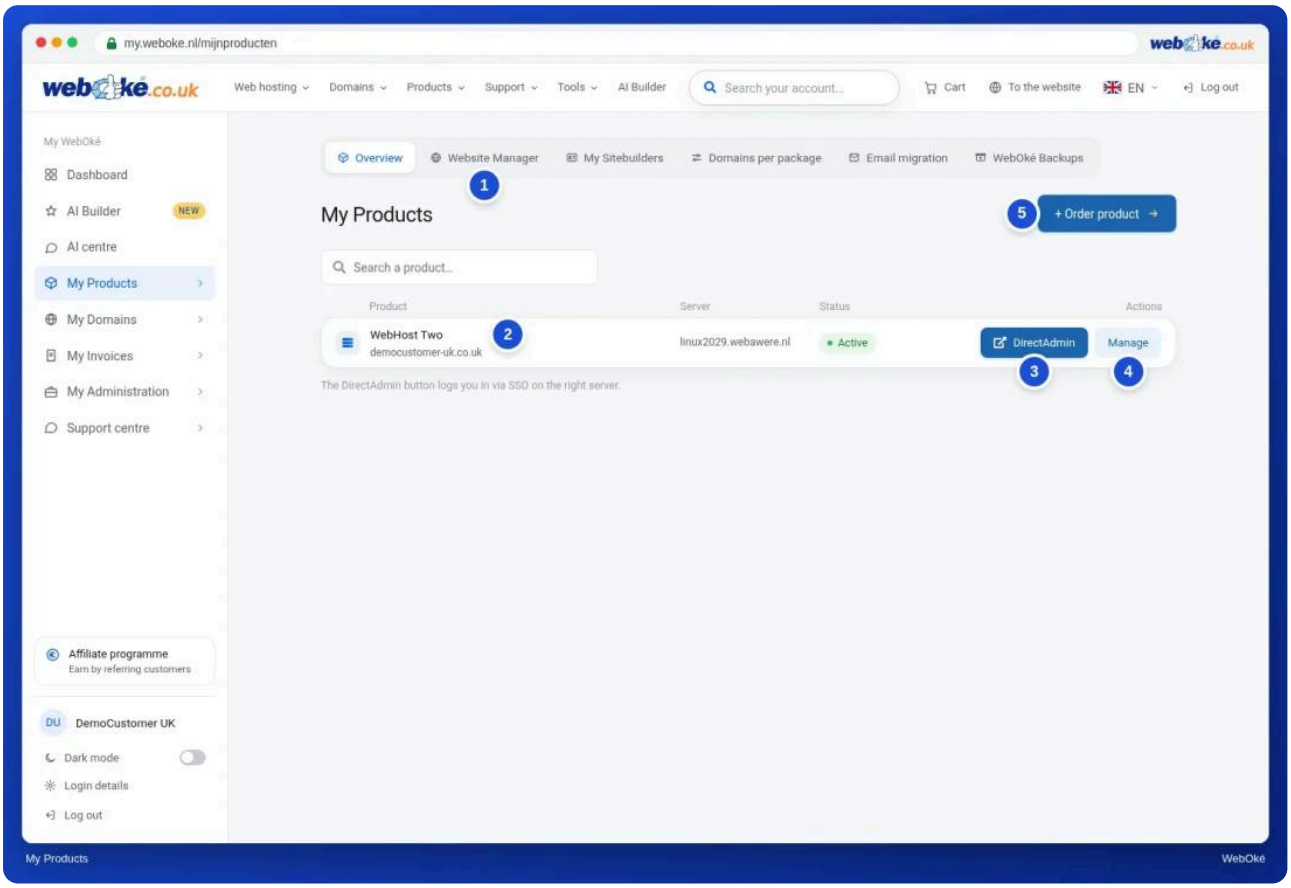
You can read more about this tool in Domain health (also without an account).

6

Hosting and products

6.1 Your product overview

All your packages are listed in My WebOké under **My Products** in the menu on the left. This includes your web hosting, an email package, Nextcloud or the AI Builder. Domain names are listed separately under My Domains, see Your domain overview.



Your product overview

What do you see here?

1. At the top you'll find a tab bar (1) with everything related to your packages: **Summary**, **Website Manager**, **My Website Builders**, **Domains per package**, **Email migration** and **WebOke Backups**. This bar also appears on every product page, so you can switch quickly.
2. For each product, you'll see the package name with the domain name underneath (2), the server it runs on and the status, for example **Active**.
3. With the **DirectAdmin** button (3), you can log in to that package's control panel with a single click. Read more about this in Go to DirectAdmin.
4. With **Admin** (4), or by clicking on the name, you open the product page. There, you manage everything for that specific package, see The product page for your hosting package.
5. With **+ Order product** (5), you go to the website to order something new. Read more about ordering extra products in Ordering something extra when you're already a customer.

Searching and old products

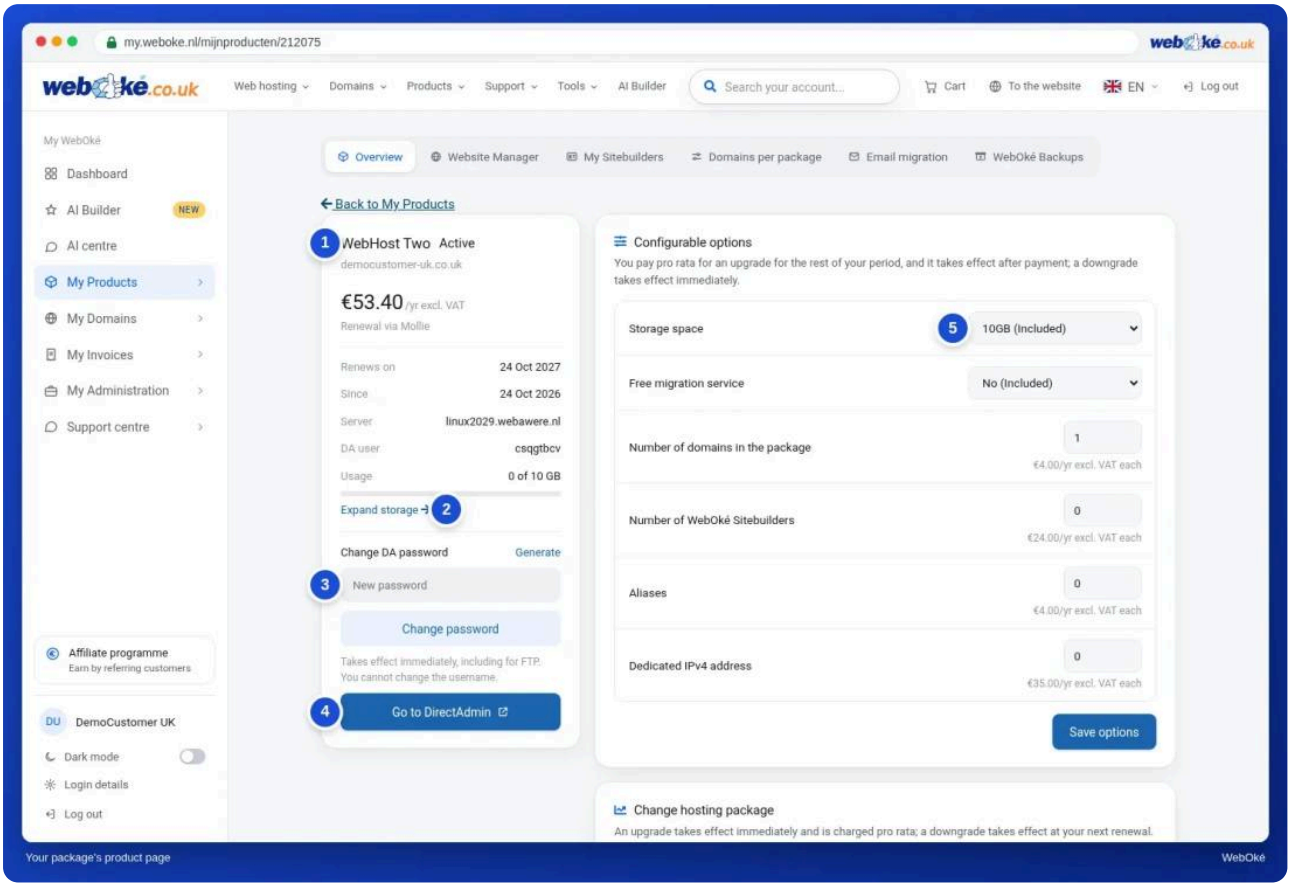
If you have a lot of packages, use the **Search a product** search field above the list. You can search by package name or domain name.

We hide terminated and cancelled products by default. If you have any, the number of them appears below the list, with a **Show all** link to view them anyway.

Tip: do you have an email package with a red mark next to it? Then something's not quite right in the DNS settings for your mail. Open the package and check the **Set up email** card, see The Set up email card (MX, SPF, DKIM, DMARC).

6.2 The product page for your hosting package

In My Products, click **Admin** or the name of a package. This takes you to the product page. Here you'll find all the details of that package and everything you can change yourself.



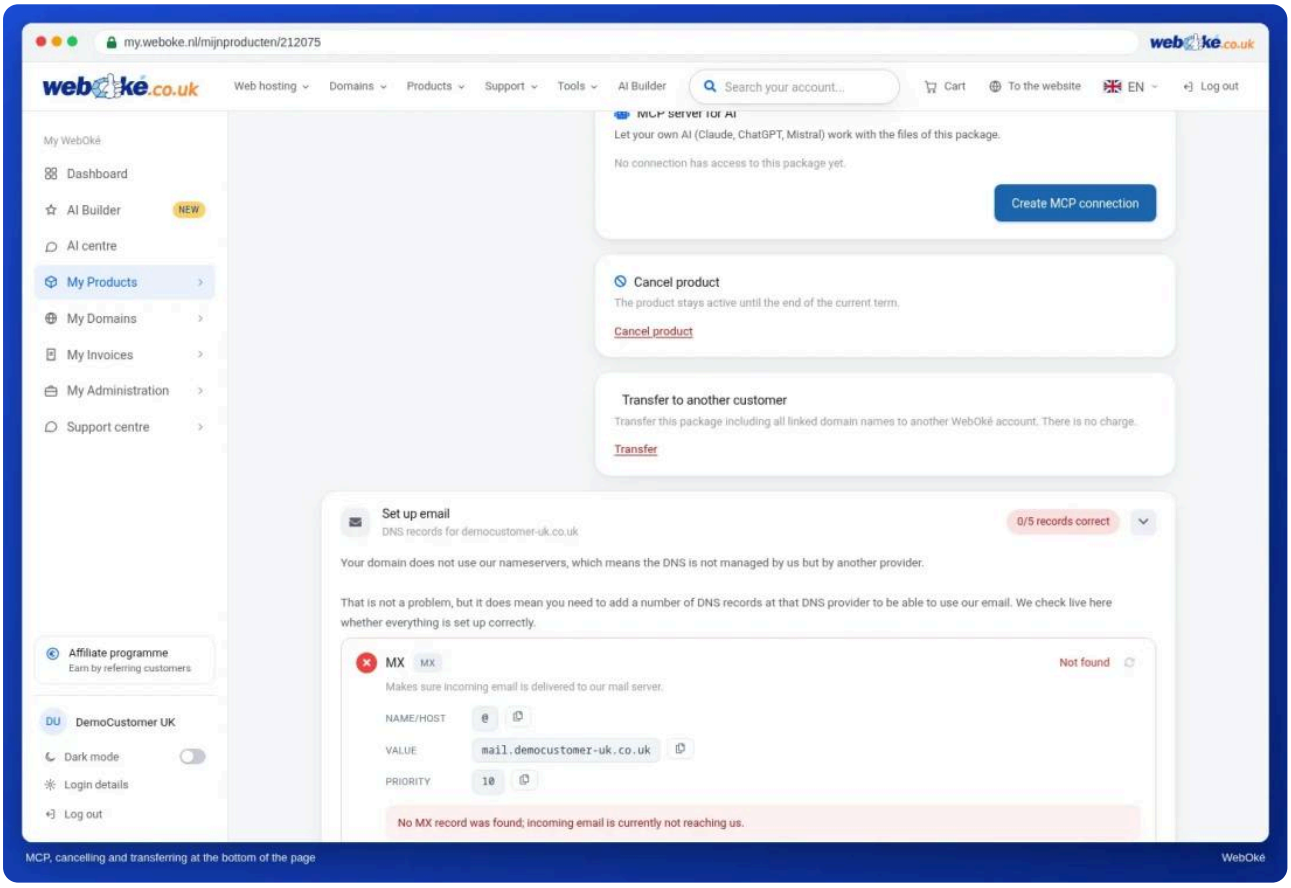
The product page of a hosting package

The left card: your package at a glance

1. At the top, you'll see the package name, the status and the domain name (1). Click the domain name to open your website.
2. Below that, you'll see the cost per period, how it's renewed, the date of the next renewal, since when you've had it, the server and your DA user. Under **Usage**, you'll see how much of your storage is in use. Use **Expand storage** (2) to make your package bigger, see Expanding storage.
3. Under **Change DA password** (3), you set a new password for DirectAdmin. Type a password or click **Generate**, then click **Change password**. The new password applies immediately, including for FTP. You can't change your username.
4. Use **Go to DirectAdmin** (4) to open your package's control panel, without having to log in. See Go to DirectAdmin.

The cards on the right

- **Configurable options** (5): extra storage, extra domains, aliases, an own IP address and more. See Changing options and extra IP addresses.
- **Change hosting package**: switch to a larger or smaller package. See Changing your package (upgrade or downgrade). On the same card, you can convert your package to an email package, see Converting your hosting package to an email package.
- **MCP server for AI**: connect your own AI to the files of this package. See MCP server: connecting your own AI to your package.
- **Cancel product** and **Transfer to another customer**. See Cancelling, undoing cancellation, or transferring a product.
- **Set up email**: a check of the DNS records required for your mail. See The Set up email card (MX, SPF, DKIM, DMARC).



Further down the product page

If your package has an own IP address, you'll also see an **Own IP addresses** card. If you have an email package, you'll also see the digital business card, see The digital business card (email package).

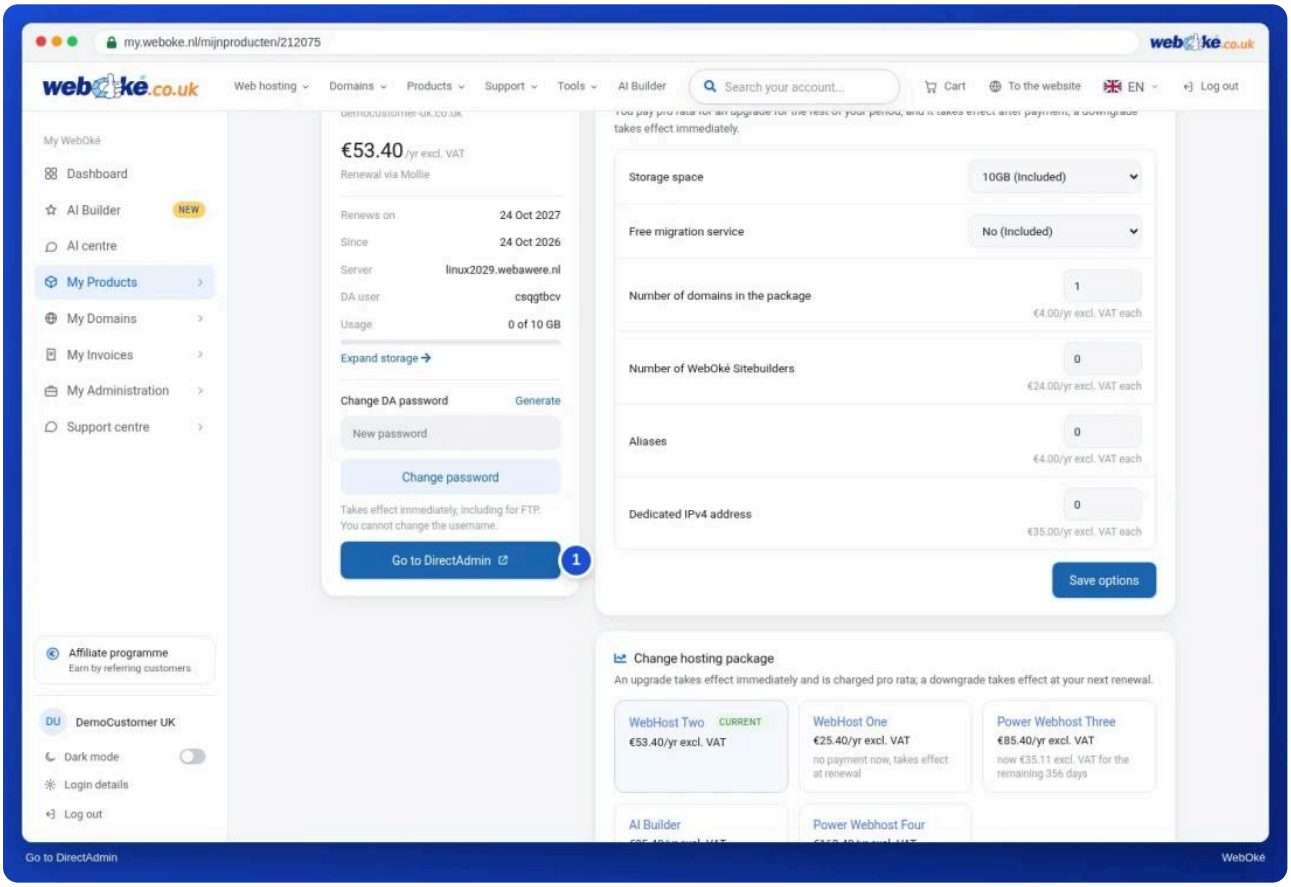
Tip: most things you set up in your package yourself, such as mailboxes, databases, FTP accounts and SSL, are managed in DirectAdmin. We have a separate guide for that: the DirectAdmin guide.

6.3 Go to DirectAdmin

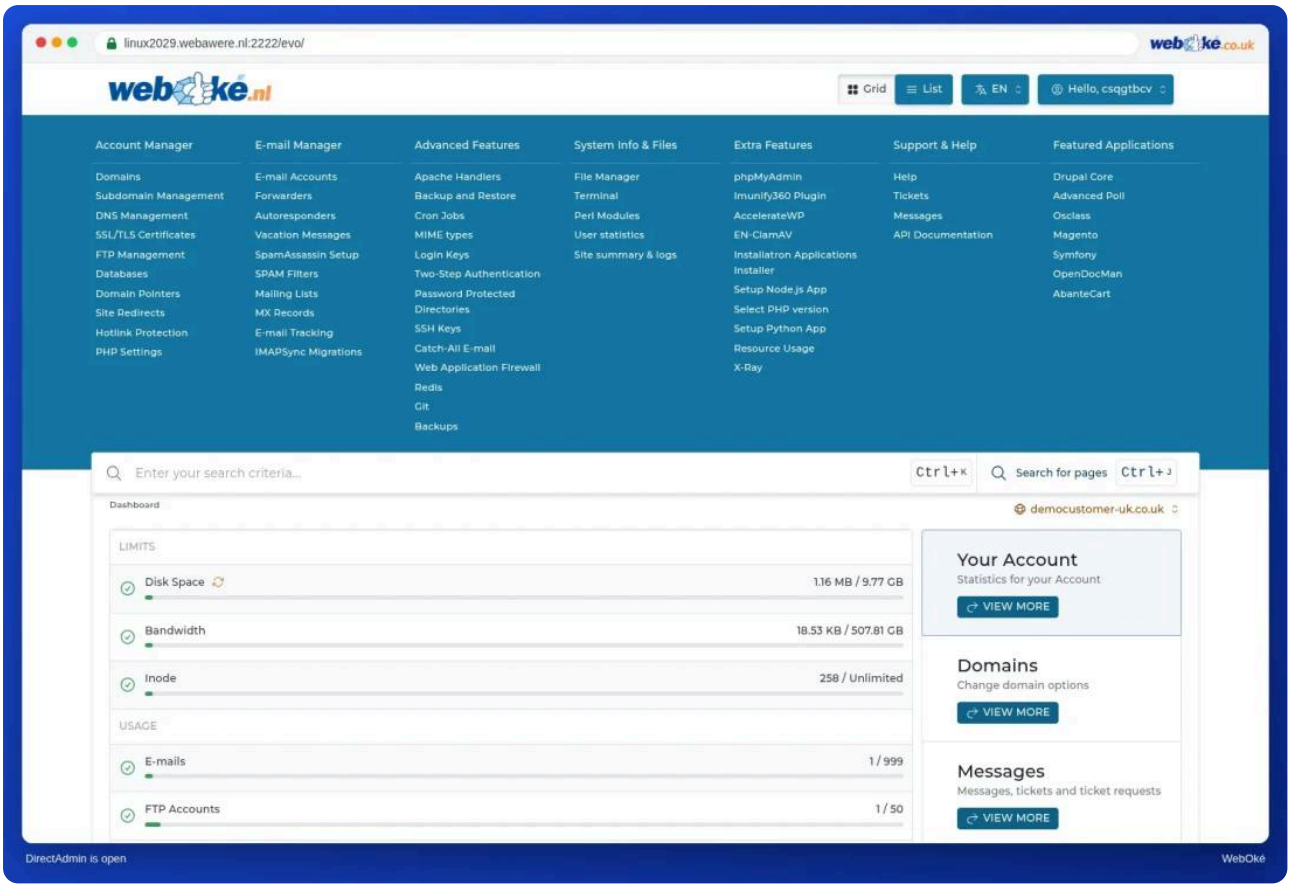
DirectAdmin is the control panel for your hosting package. It's where you create mailboxes, databases and FTP accounts, for example. From My WebOké you can get there in one click, without having to log in separately.

How to open DirectAdmin

1. Go to **My Products**.
2. Click the **DirectAdmin** button next to your package. Or open the product page first and click **Go to DirectAdmin** there (1).
3. DirectAdmin opens in a new tab. You're logged in straight away to the right server, with your own account.



The Go to DirectAdmin button



DirectAdmin has opened in a new tab

We explain everything you can do in DirectAdmin step by step in the DirectAdmin manual.

Nothing happening?

- Your browser may be blocking the new tab. Allow pop-ups for my.weboke.nl and click again.
- The button only appears for packages with a DirectAdmin account. Nextcloud, for example, doesn't have DirectAdmin.
- Are you using your own user within someone else's account? Then you need the right permissions for this, see Inviting users and setting permissions.

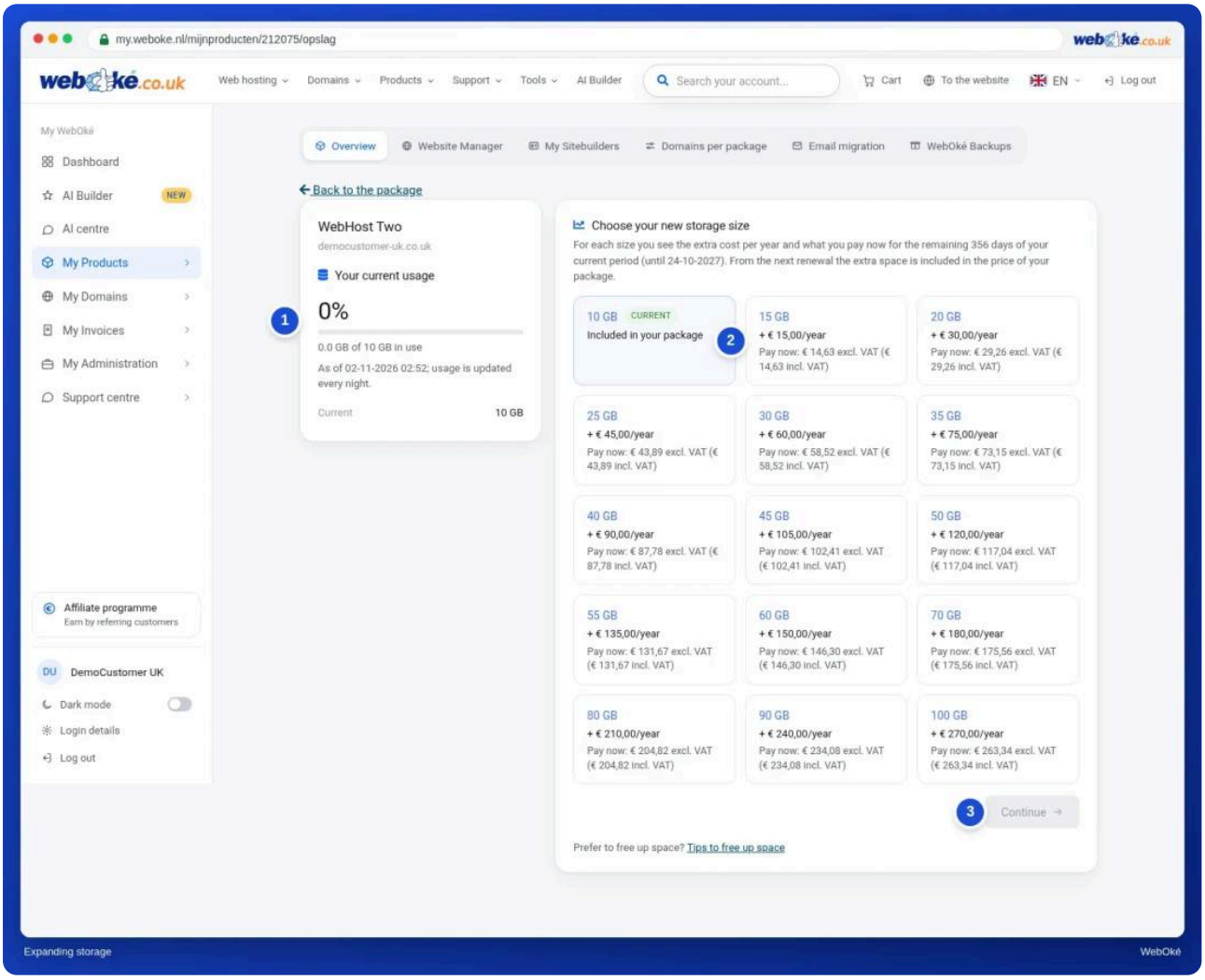
Tip: would you rather log in directly, for example with an FTP program? You'll find your username on the product page under **DA user**. You can set a new password there under **Change DA password**, see The product page for your hosting package.

6.4 Expanding storage

Is your package almost full? Then you can expand the storage space yourself. The extra space is active immediately. You'll see exactly what it costs beforehand.

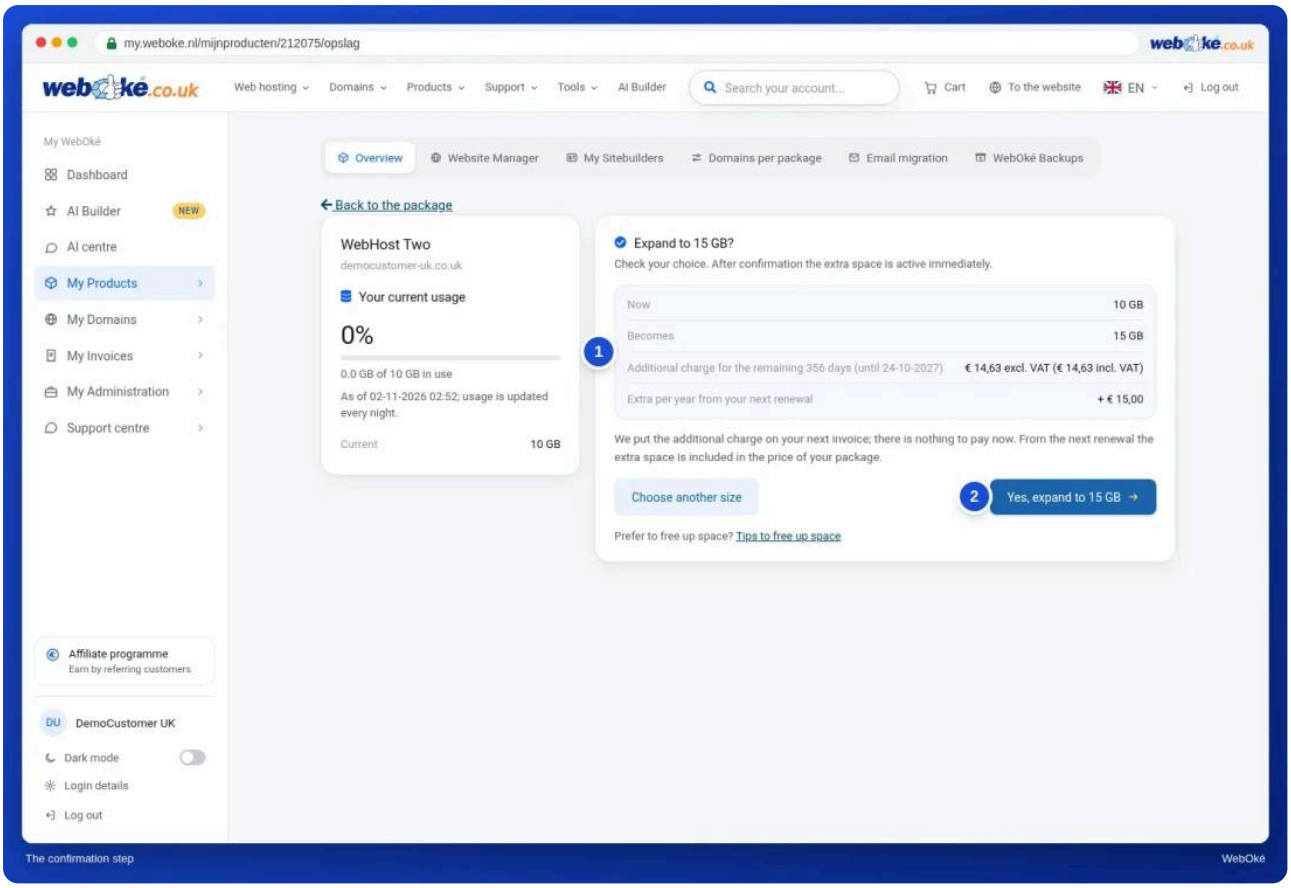
How to expand your storage

1. Open the product page of your package via **My Products**.
2. In the left card, under **Usage**, click **Expand storage**.
3. On the left you'll see your current usage (1). On the right you choose the new size (2). For each size you'll see what the extra cost is per period and what you need to pay now for the rest of your current period.
4. Click **Continue** (3).



Choose a new size

5. You'll now see a summary (1): how much space you currently have, what it will become, the additional charge for the remaining days, and the extra amount from your next renewal.
6. Is everything correct? Then click **Yes, expand to** the chosen size (2). If you'd rather choose something else, click **Choose another size**.



Check your choice and confirm

We put the additional charge on your next invoice; there is nothing to pay now. From the next renewal the extra space is included in the price of your package. You'll receive a confirmation by email.

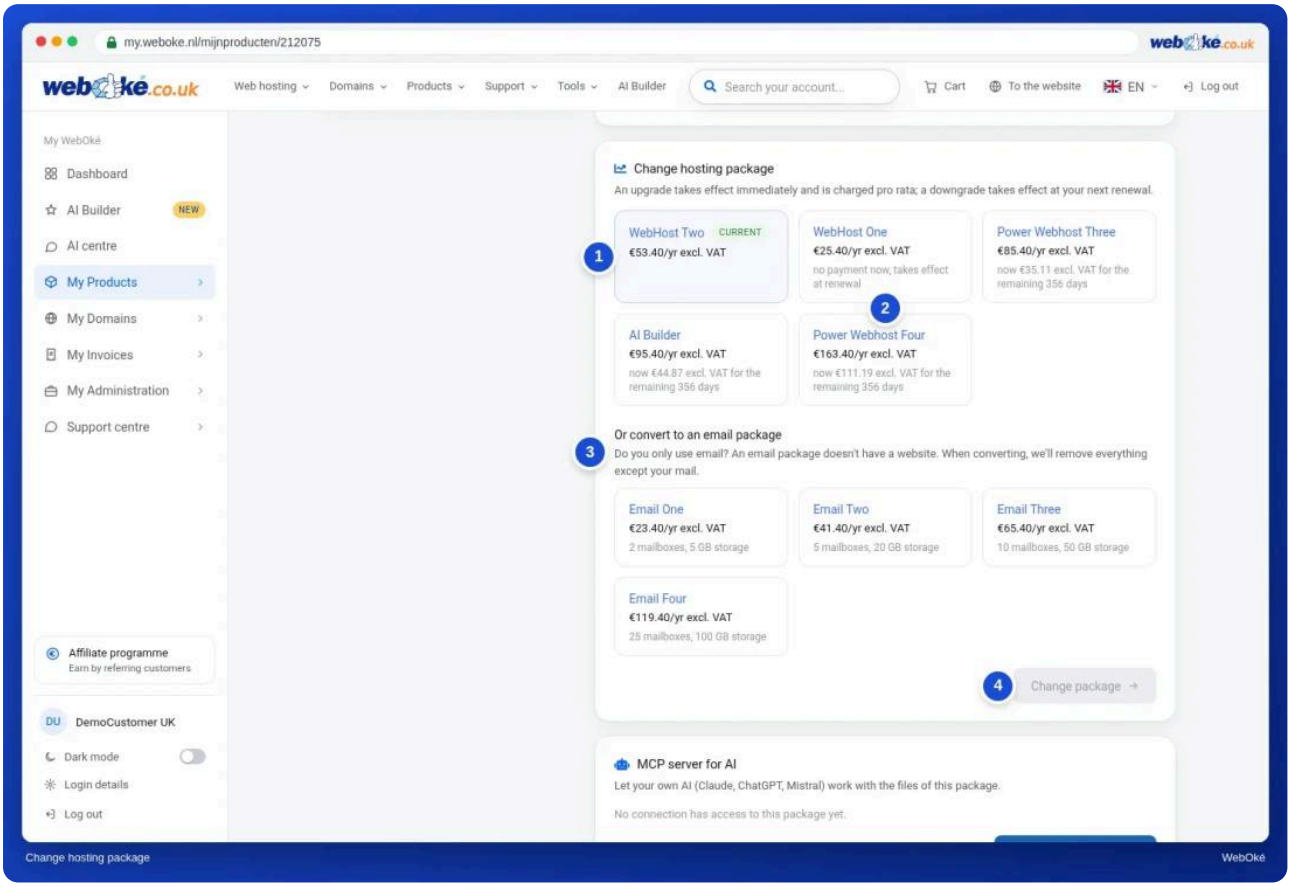
Good to know

- You can only choose more space. You can't choose a size smaller than what you currently use.
- Do you already have the largest storage available for your package? Then choose a bigger package, see Changing your package (upgrade or downgrade).
- Did you receive an email saying your package is almost full? That email contains a button that lets you expand without logging in.

Tip: would you rather free up space? At the bottom of the page you'll find the link **Tips to free up space**, to an article in the knowledge base. Also check old backups and large mailboxes.

6.5 Changing your package (upgrade or downgrade)

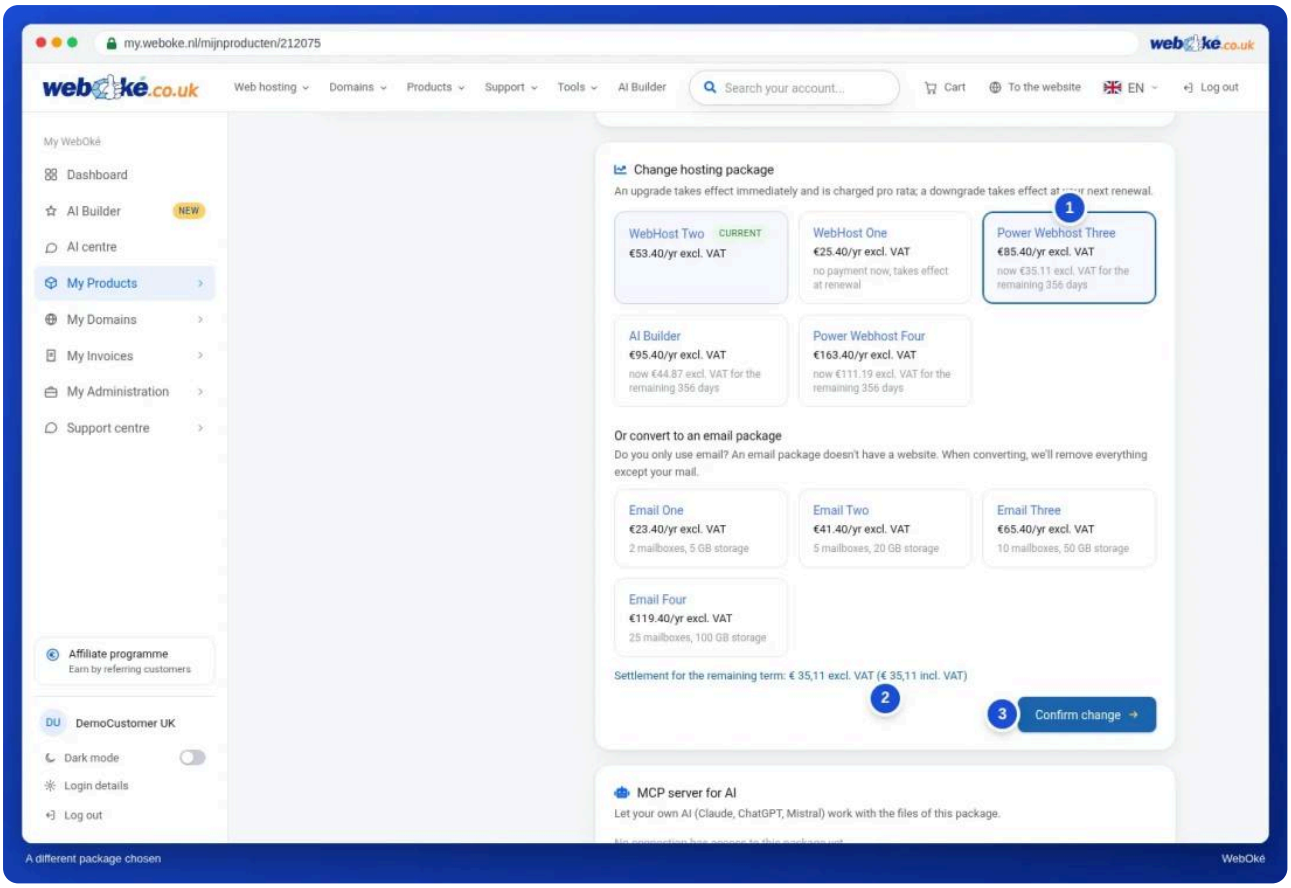
Do you want a bigger or smaller hosting package? You can arrange this yourself on the product page. You don't need to reinstall anything: your website, mail and domains stay exactly as they are.



The Change hosting package card

How to change your package

1. Open the product page for your package and scroll to the **Change hosting package** card.
2. Your current package has the **Current** label (1). The other packages appear next to it (2). Each tile shows the price per period and what you'll pay extra for the rest of your current period, or whether there's no extra charge.
3. Click on the package you want. Below it, you'll see what the change will cost (2 in the second image).
4. Click **Change package** (4). The button then changes to **Confirm change** (3 in the second image). The change only goes ahead once you click that.



You'll see the cost first

Upgrade or downgrade

	Upgrade (bigger package)	Downgrade (smaller package)
When?	Immediately after payment	From your next renewal
Cost	You pay the pro rata difference for the rest of your period	No extra charge, you'll pay the new price from the renewal onwards

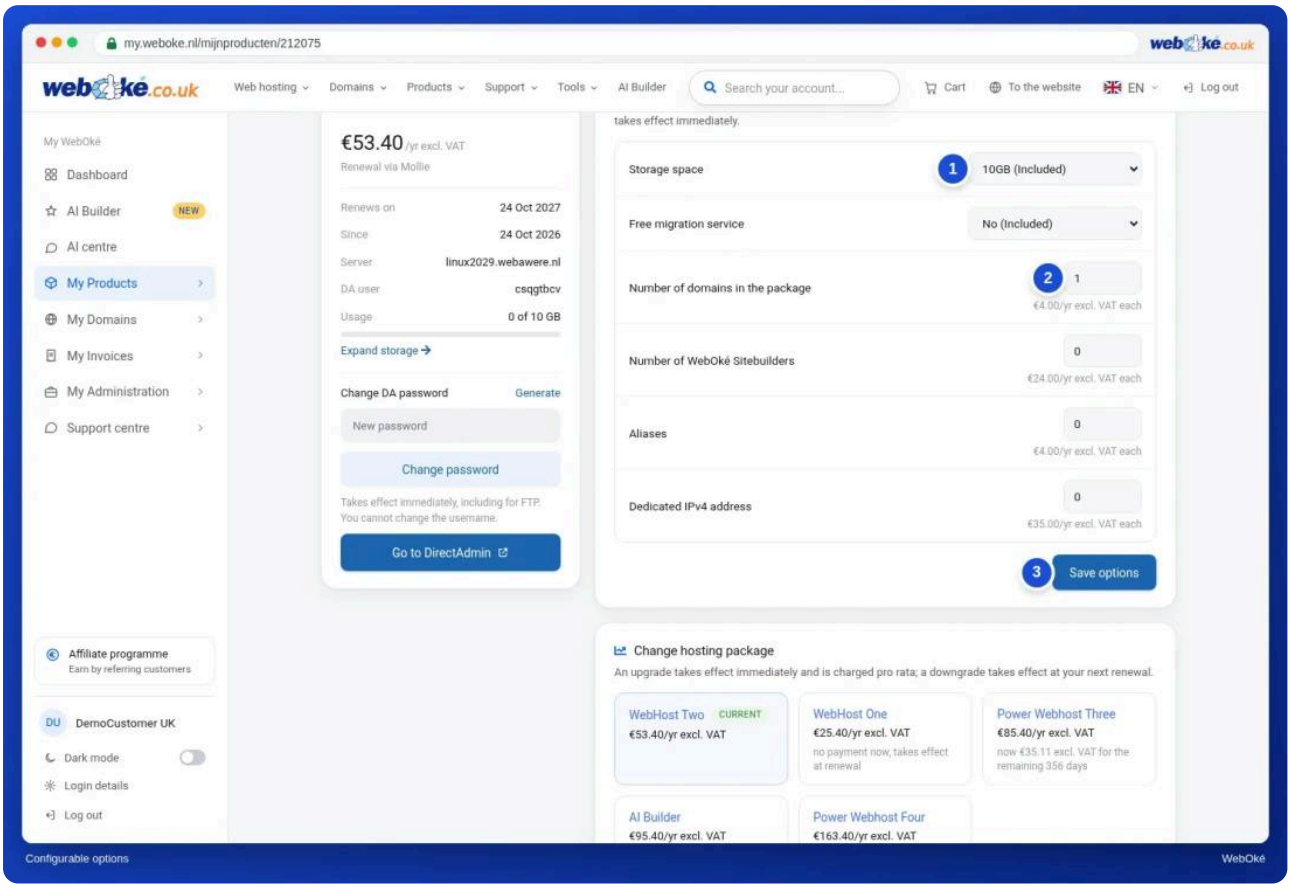
With an upgrade, you'll go to the payment screen after confirming. As soon as the payment is received, your package immediately gets the new space and features.

Please note: if you choose a smaller package, first check whether your website, mail and domains will still fit. The packages page on the website shows what each package includes.

Do you only use email and not a website? Below the packages, you'll find **Or convert to an email package** (3). This works differently, because your website will then disappear. Read Converting your hosting package to an email package first.

6.6 Changing options and extra IP addresses

With a hosting package, you can add individual options without switching packages. For example, extra storage, more domains in your package, aliases or your own IP address. You do this on the **Configurable options** card on the product page.



The configurable options of your package

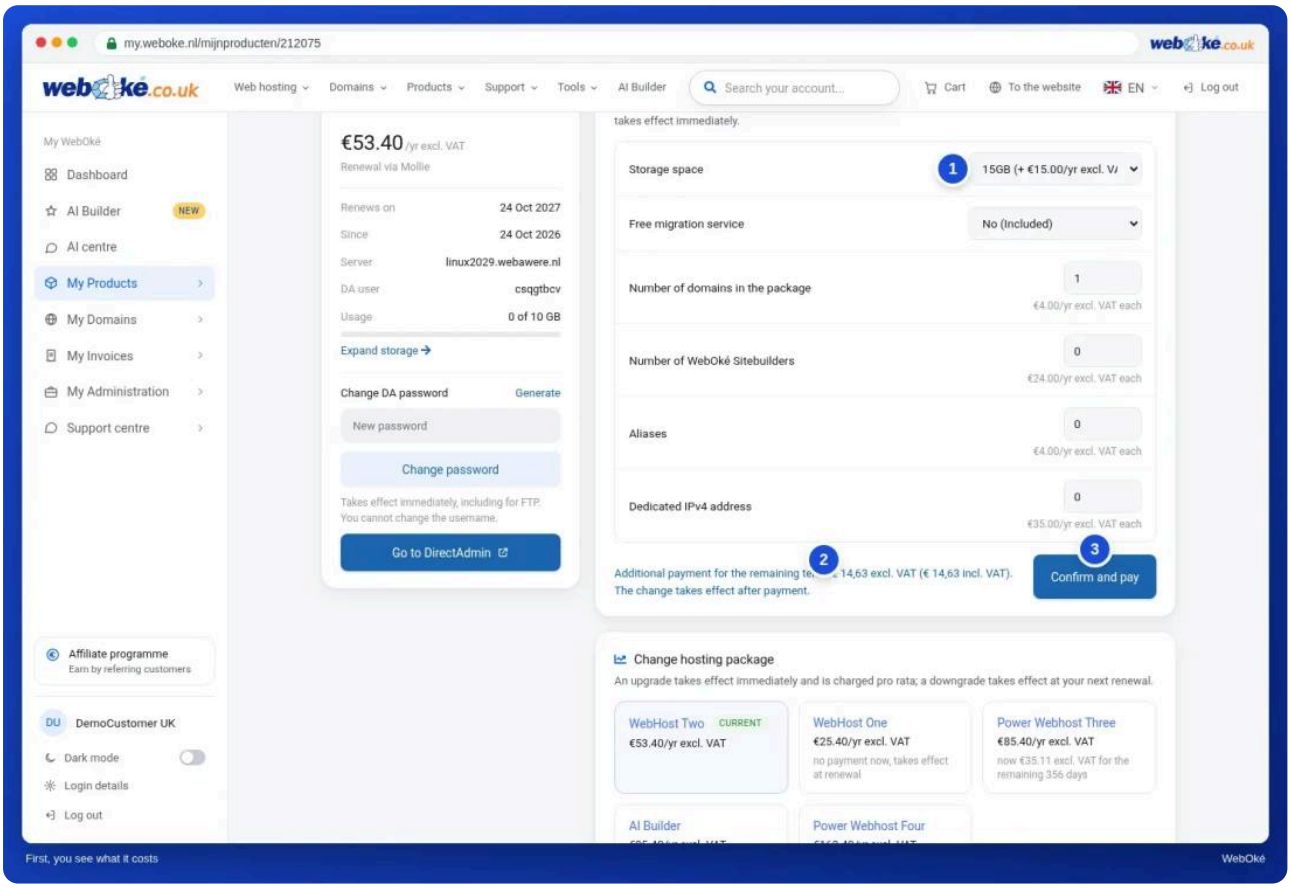
Which options are available?

The options you see depend on your package. For a web hosting package, these are usually:

- **Storage space**: a drop-down list with more storage. You can also do this via Expanding storage.
- **Free website migration**: we move your website to WebOké. See also the website migration.
- **Number of domains in the package**: how many domains you can link to this package, see also Domains per package and moving a domain.
- **Number of WebOké Sitebuilders**: extra websites with the drag-and-drop builder, see The Drag-and-drop Builder.
- **Aliases**: extra domains that show the same website.
- **Own ipv4 IP number**: your own IP address for your package.

How to change an option

1. Choose a different value in a drop-down list (1) or adjust a quantity (2). Below each quantity, you'll see the cost of one extra unit.
2. Click **Save options** (3). Nothing happens yet at this point: you'll first see what it costs.
3. If the change costs something, you'll see the extra amount you pay for the rest of your period (2 in the second image) and the button is called **Confirm and pay** (3). Click it to place the order. You'll then go to the payment screen, and the change takes effect after payment.



You'll first see what the change costs

Are you lowering an option, or does the change cost nothing? Then it takes effect immediately after you click **Save options**. You'll see a window showing that we're processing the change, after which the page refreshes.

Tip: if you change a field after you've already seen the price, the process starts over: you'll see the new price first again.

Own IP addresses

You order your own IP address with the **Own ipv4 IP number** option. If you have one, the product page shows the **Own IP addresses** card with your IP addresses and the domain name assigned to it.

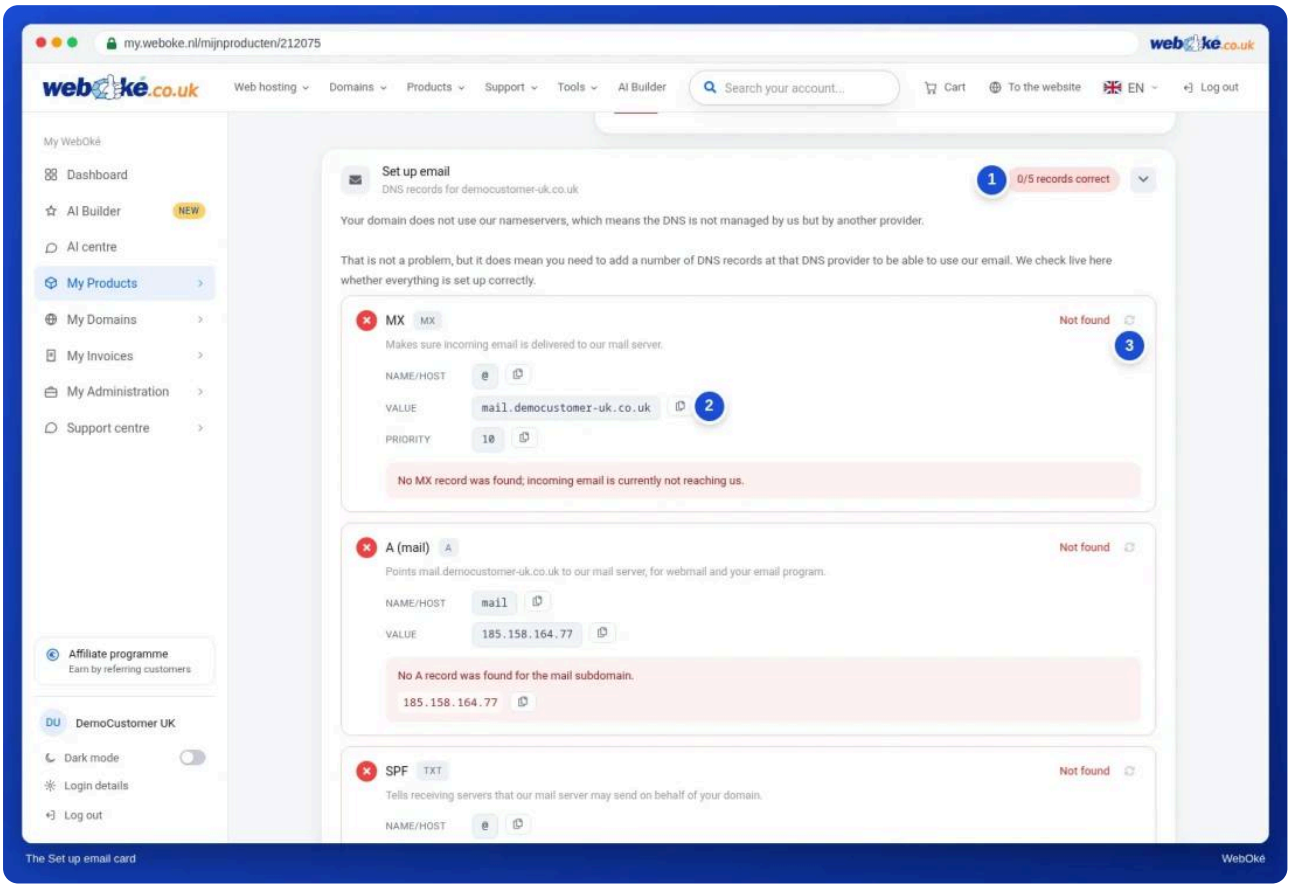
If you no longer need the IP address, cancel it using the **Cancel** button next to the address. In the **Cancel IP address** window, you'll see what happens, and you type the IP address again to confirm.

Then click **Yes, cancel IP address**.

Please note: cancelling takes effect immediately and cannot be undone. Your websites will fall back to the server's shared IP address and will remain accessible. Mail will then also run via the shared IP, and the reputation built up on your own IP will be lost. Any DNS records you've set elsewhere pointing to this IP will need to be updated yourself. The charge will be removed from your next invoice; you won't receive a refund for the current period. Only the account owner can cancel an IP address.

6.7 The Set up email card (MX, SPF, DKIM, DMARC)

If you want your email to arrive properly and not end up in spam, a few DNS records for your domain need to be correct. At the bottom of your package's product page, you'll find the **Set up email** card. It checks live whether everything is set correctly and gives you exactly the records you need.



The Set up email card

What do you see?

1. At the top right, you'll see how many records are correct (1). Use the arrow next to it to expand or collapse the details.
2. For each record, you'll see what it does, the **Name/Host** and the **Value**. Use the copy button (2) to copy the value, so you avoid typing mistakes.
3. On the right of each record is its status: **Correct**, **Please note**, **Incorrect** or **Not found**. Use the circular arrow icon (3) to check just that one record again.

The records

Record	Type	What's it for?
MX	MX	Makes sure incoming email is delivered to our mail server.
A (mail)	A	Points mail.yourdomain to our mail server, for webmail and your email program.

SPF	TXT	Tells receiving servers that our mail server may send on behalf of your domain.
DKIM	TXT	The digital signature on your outgoing email.
DMARC	TXT	The policy that tells recipients what to do with email that fails the checks.

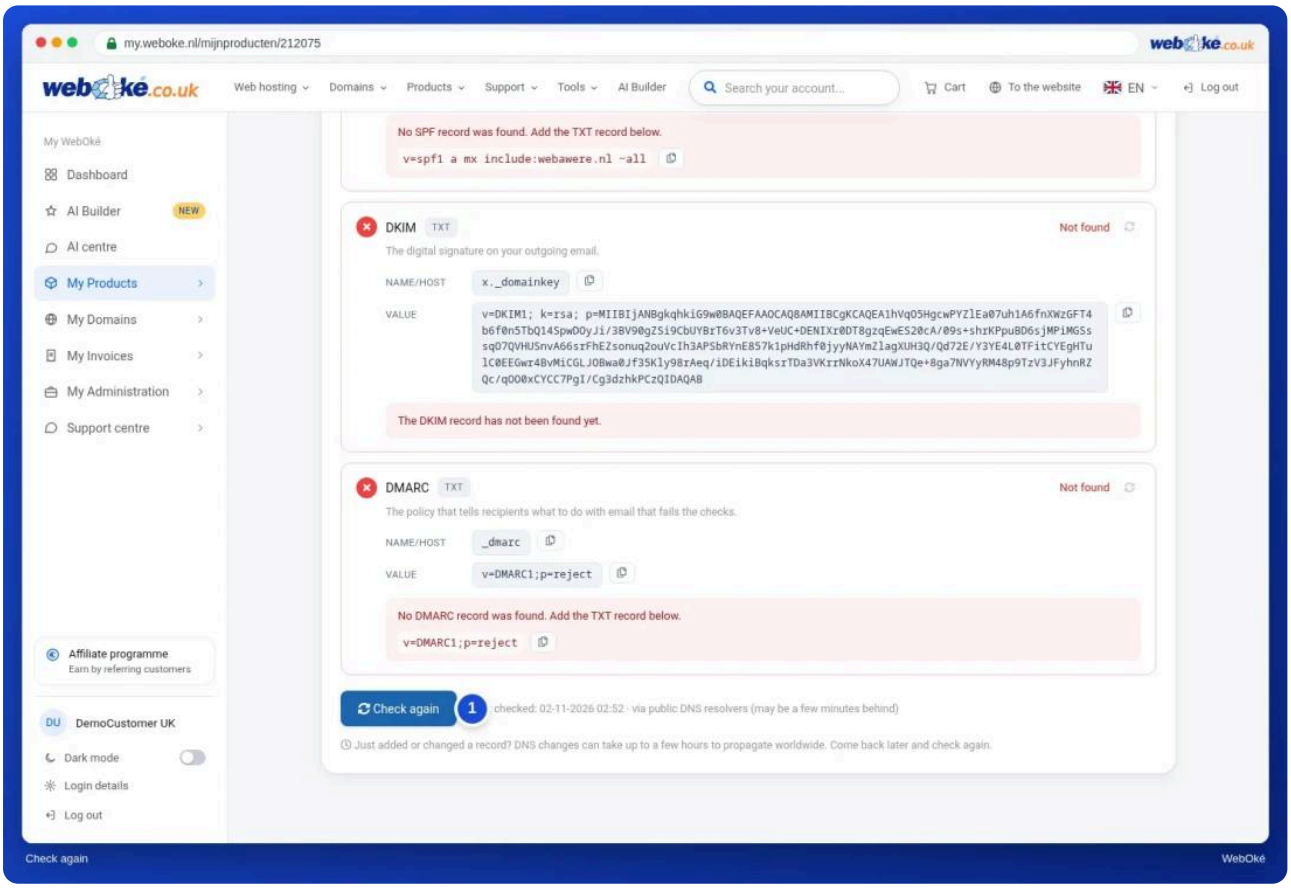
Does your domain use our nameservers?

Then you don't need to do anything. We set up all the email records automatically, and the card will show that your email DNS is fully in order.

Is your domain's DNS managed by another provider? Then you'll see this at the top of the card. In that case, add the records with that provider: copy the name and value for each record using the copy buttons. If there's an MX record from another mail server listed, remove it if all your mail should go through us.

Is your domain with us, but managed under DNS management at WebOké? Then you can also set the records with a single click, see Set up email quickly in the DNS.

Checking again



Check again

If you've made a change, click **Check again** (1) at the bottom. Next to it, you'll see when the last check took place. We check via public DNS servers, so a change may take a few minutes to several hours before we see it. If you don't see your change yet, come back later.

Tip: a more detailed check of your domain and your email, with repair buttons, can be found in Domain and email health: checking and fixing. Isn't your email arriving? Read Mail not arriving: check it yourself.

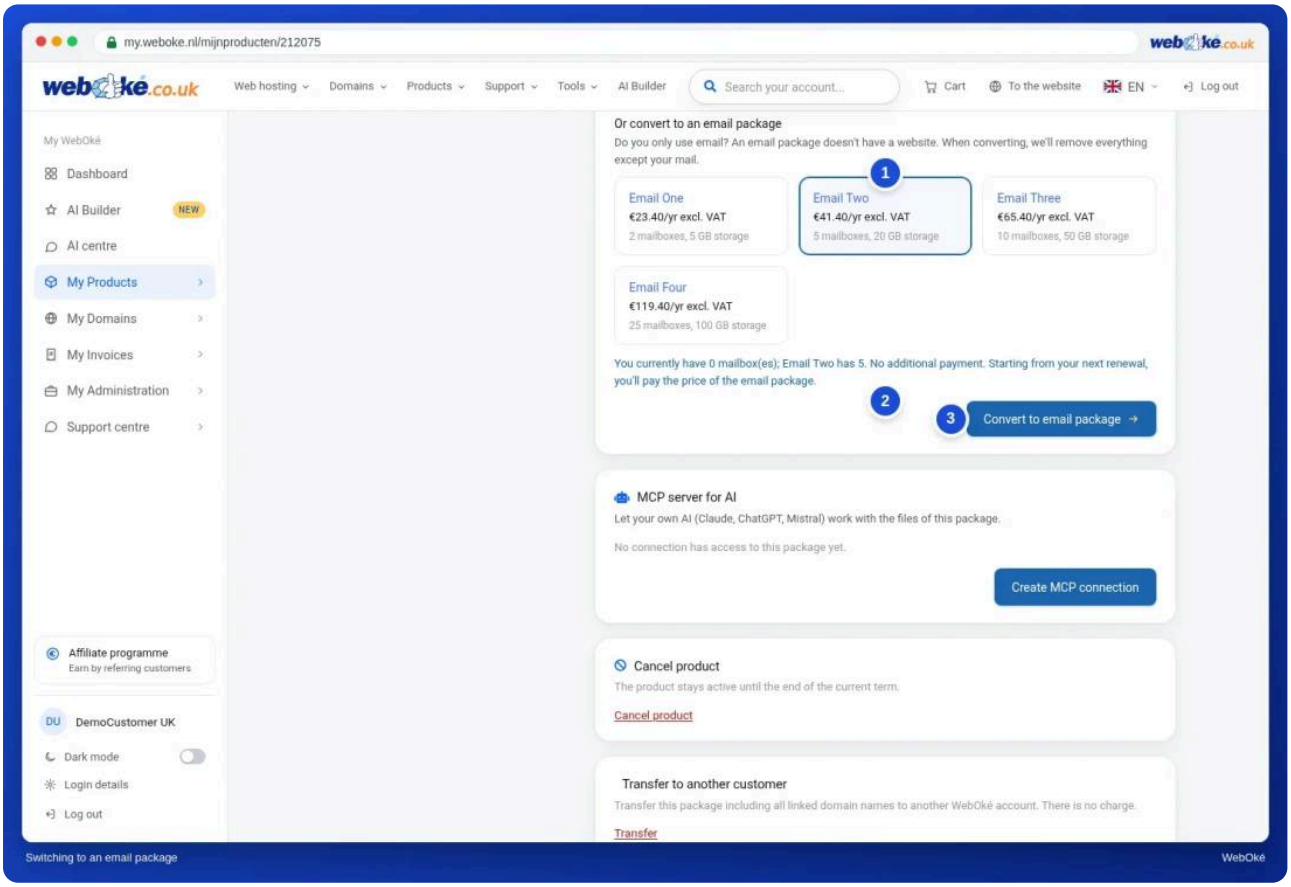
6.8 Converting your hosting package to an email package

Do you only use your hosting package for email and no longer have a website? Then you can convert it yourself to an email package. Your mailboxes with all your mail stay in place. Anything related to the website will be removed.

Please note: you can't undo the conversion. Your website, databases and other files will be gone afterwards. If you want to keep something, download it first, for example via File Manager in DirectAdmin.

How to convert your package

1. Open the product page of your hosting package and scroll to **Change hosting package**. Below the hosting packages you'll find **Or convert to an email package**.
2. Click the email package you want (1). Each tile shows how many mailboxes and how much storage come with it.
3. We immediately check whether your current mail fits in that package. You'll see how many mailboxes you currently have and what the new package offers, plus the price (2). If it doesn't fit, you'll see why.
4. If everything fits, click **Convert to email package** (3).

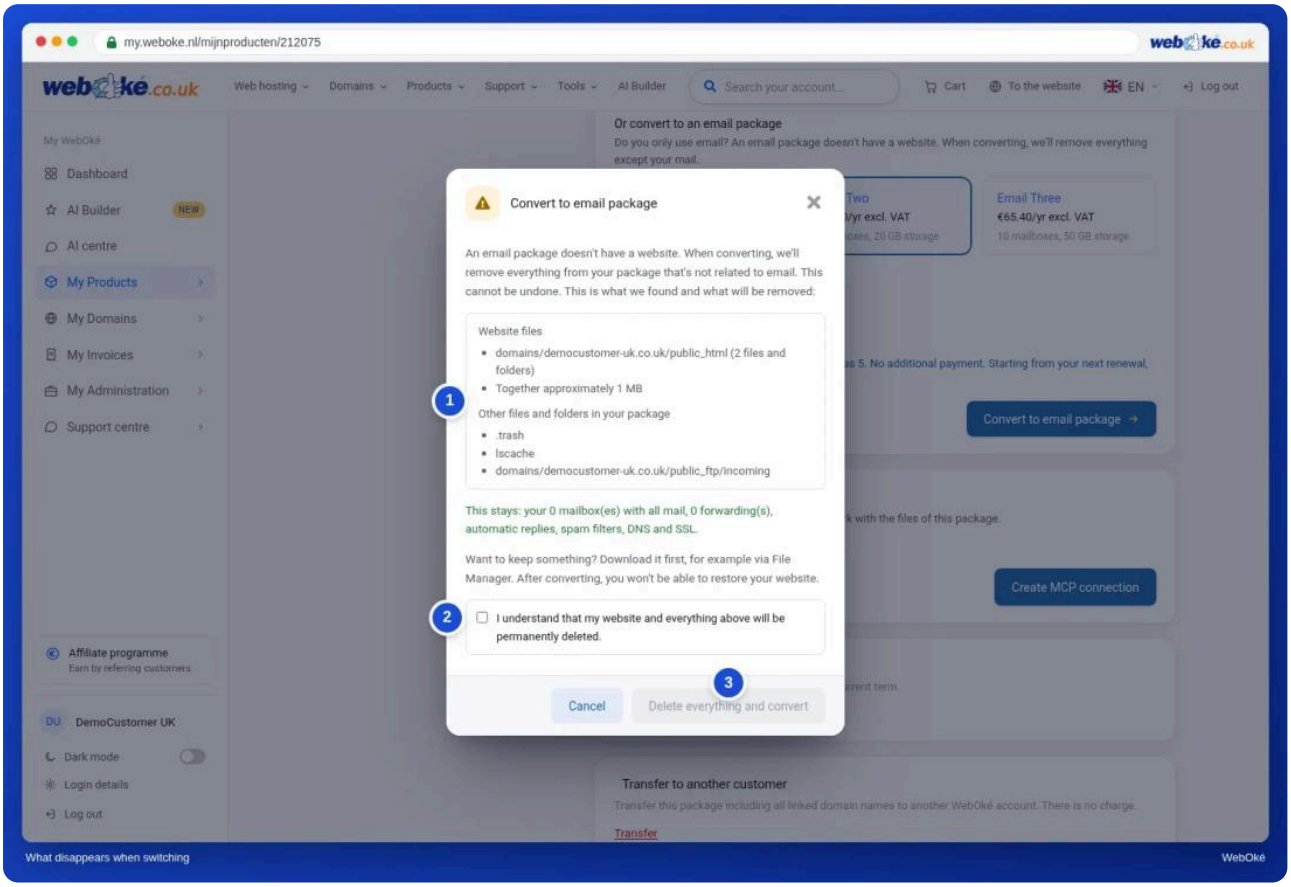


Choose an email package

5. A window titled **Convert to email package** opens. It shows exactly what we found in your package and what will be removed (1), for example website files, installations such as

WordPress, databases, subdomains, FTP accounts and cron jobs. In green, you'll see what stays: your mailboxes with all mail, forwards, autoresponders, spam filters, DNS and SSL.

6. Tick the box to confirm you understand that your website and everything in the list will be permanently deleted (2).
7. Type your package's domain name to confirm. Only then can you click **Delete everything and convert** (3). If you'd rather not, click **Cancel**.



You'll see exactly what will be removed

When isn't this possible?

You'll see a message if the new package is too small or if something's in the way. For example:

- You have more mailboxes or forwards than the email package offers. Delete a few first, or choose a larger email package.
- Your mail uses more storage than the email package offers.
- Your package contains multiple domains. An email package has just one. First move or delete the other domains, see Domains per package and moving a domain.
- Your package has its own IP address. Cancel that first, see Changing options and extra IP addresses.

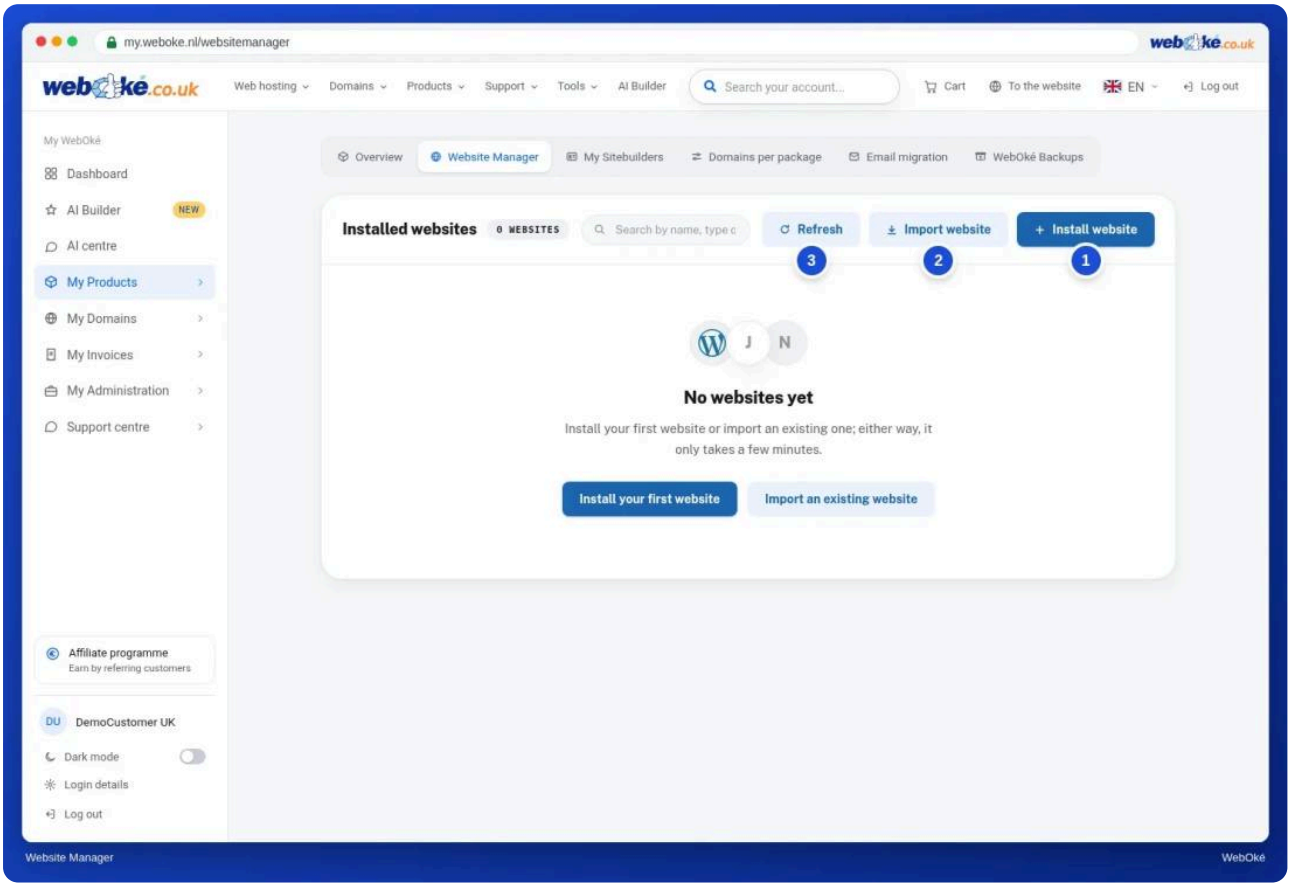
After converting

If the email package is cheaper, there's no additional payment and you'll pay the price of the email package from your next renewal onwards. If it's more expensive, you'll pay the difference first and the

conversion starts after payment. You can see the status on the product page. It's usually done within a few minutes. Only the owner of the account can convert a package.

6.9 Website Manager: installing WordPress and other software

With the **Website Manager** you can install WordPress or other software on your hosting package in just a few clicks. You can also manage your existing installations here: log in, update, automatic updates, plugins, cloning and deleting. You'll find it in My Products, in the tab bar at the top.

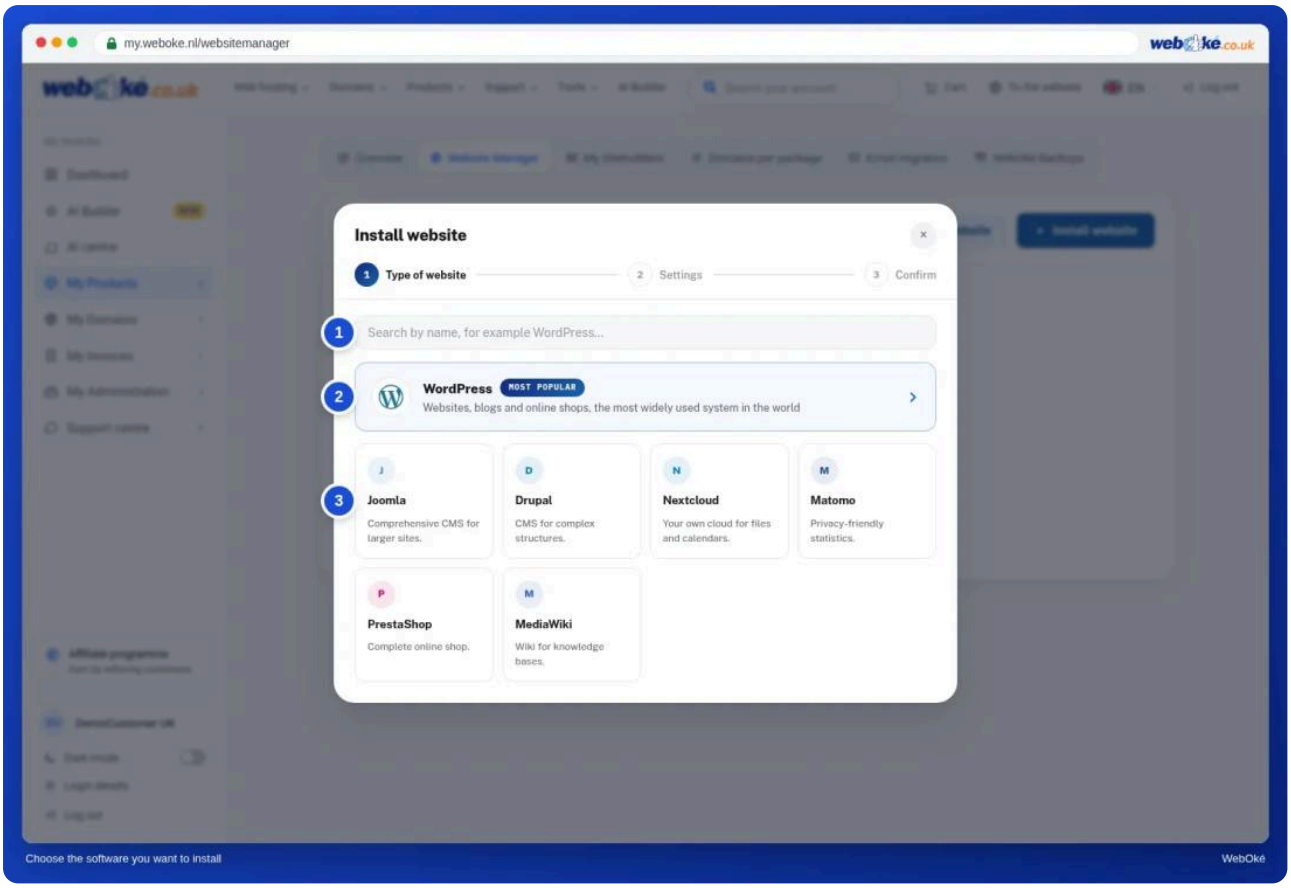


The Website Manager

1. With **Install website** (1) you put new software on your package.
2. With **Import website** (2) you add a website that already exists.
3. With **Refresh** (3) you retrieve the list again, for example after you've installed something in DirectAdmin.

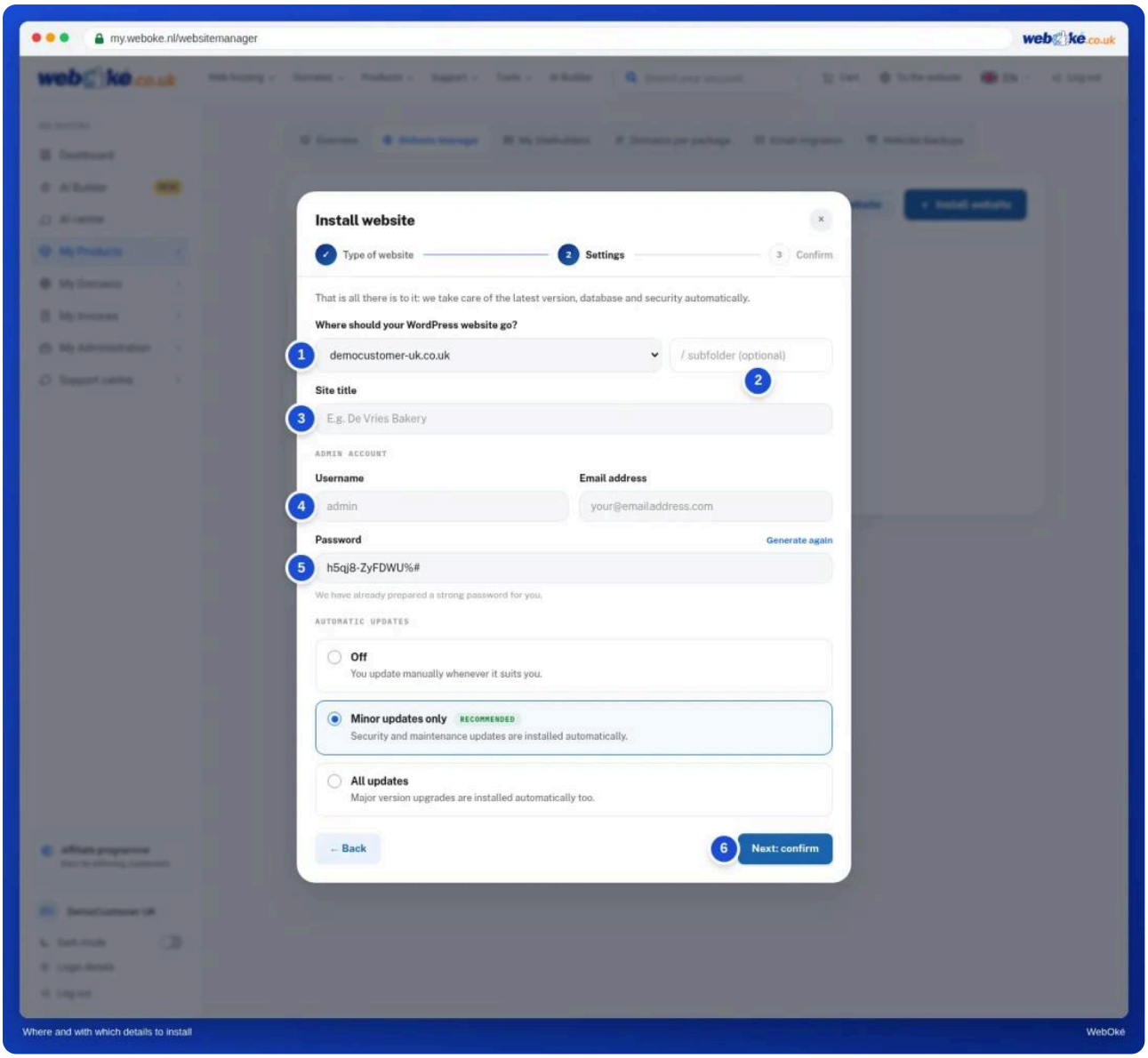
Installing a website

1. Click **Install website**. You'll see the catalogue. Search by name (1), or choose **WordPress** straight away (2), the most popular system. Below that you'll find, among others, Joomla, Drupal, Nextcloud, Matomo, PrestaShop and MediaWiki (3).



Choose the software

2. Choose where the website will go: the domain (1) and optionally a subfolder (2). Leave the subfolder empty if the website should be placed directly on your domain.
3. Enter a **Site title** (3). You can change this later in the software itself.
4. Under **Admin account**, enter a username (4) and your email address. A strong password is already filled in (5). Use **Generate again** to create a new one. Keep the password safe.
5. Under **Automatic updates**, choose **Off**, **Minor updates only** (recommended) or **All updates**.
6. Click **Next: confirm** (6). You'll see a summary. If everything's correct, start the installation. Your website usually goes live within a minute.

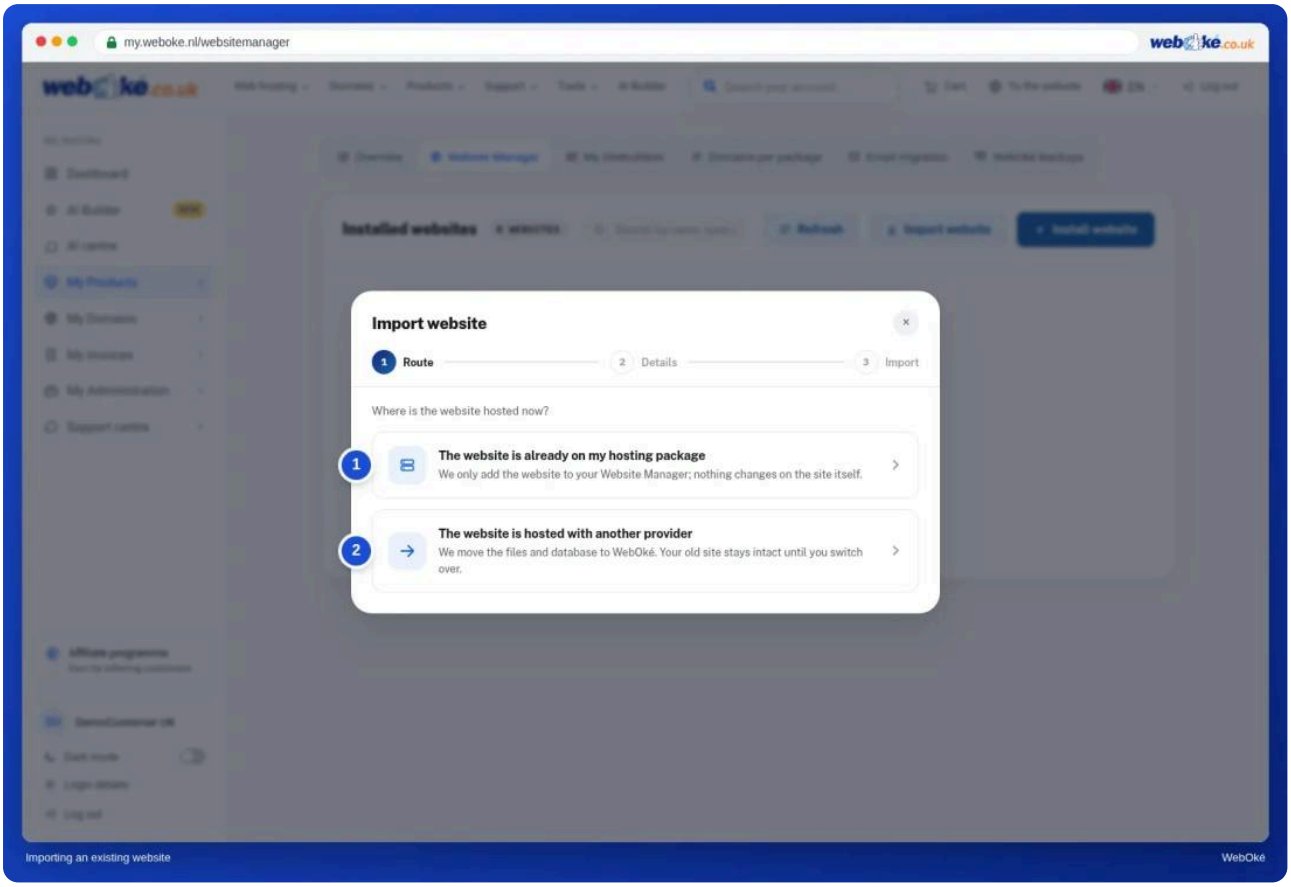


Where and with which details you install

Tip: already have a website on your domain? Then install in a subfolder first to try it out, or create an extra backup beforehand, see WebOké Backups: restoring files.

After installation, you'll see the website in the list. Use **Log in** to go straight to the website's admin area. Use **Admin** to adjust the login details, set up automatic updates, manage plugins and themes, create a clone or delete the website. If an update is available, you'll see the **Update** button.

Importing an existing website



Where is the website currently hosted?

- **The website is already on my hosting package** (1): for example a WordPress installation you set up yourself. We'll only add it to your Website Manager, nothing changes on the website itself.
- **The website is hosted with another provider** (2): we'll move the files and database to WebOké. This can be done using your WordPress login details or the FTP details from your old provider. Your old site stays intact until you switch over.

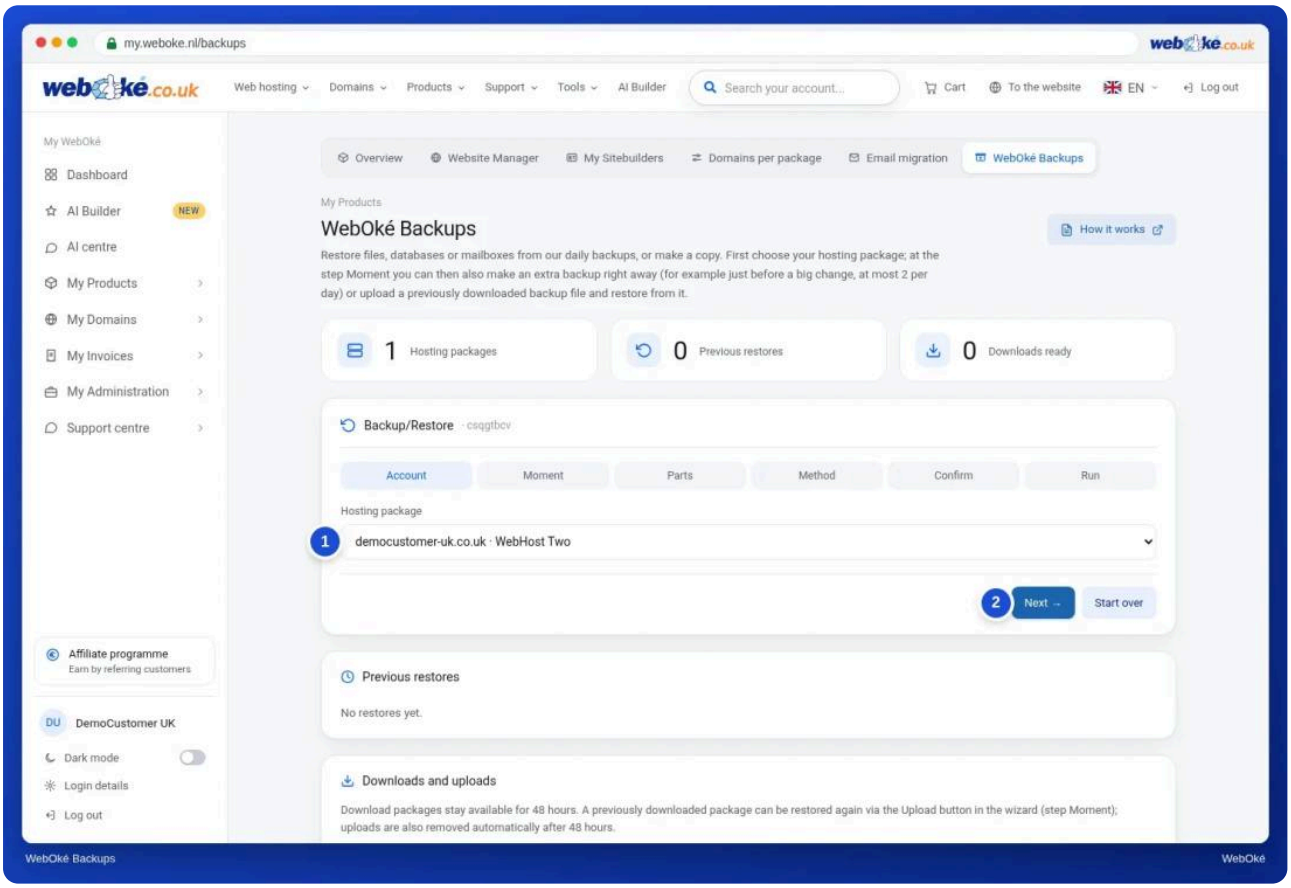
Tip: would you rather not install anything yourself? Have the AI Builder create your website instead, see AI Builder: having your website built for you.

6.10 WebOké Backups: restoring files

Every night, we make a complete backup of your hosting package: your files, databases, mailboxes and settings. These backups are stored encrypted on separate storage servers, away from the server your website runs on. With **WebOke Backups**, you can restore anything yourself from the backups of the last 30 days, free of charge and without having to ask us.

Opening WebOke Backups

Go to **My Products** and click **WebOke Backups** in the tab bar. At the top, you see how many hosting packages you have, how many restores you've done before and how many downloads are ready. The **How it works** button opens the explanation in the knowledge base.



WebOké Backups

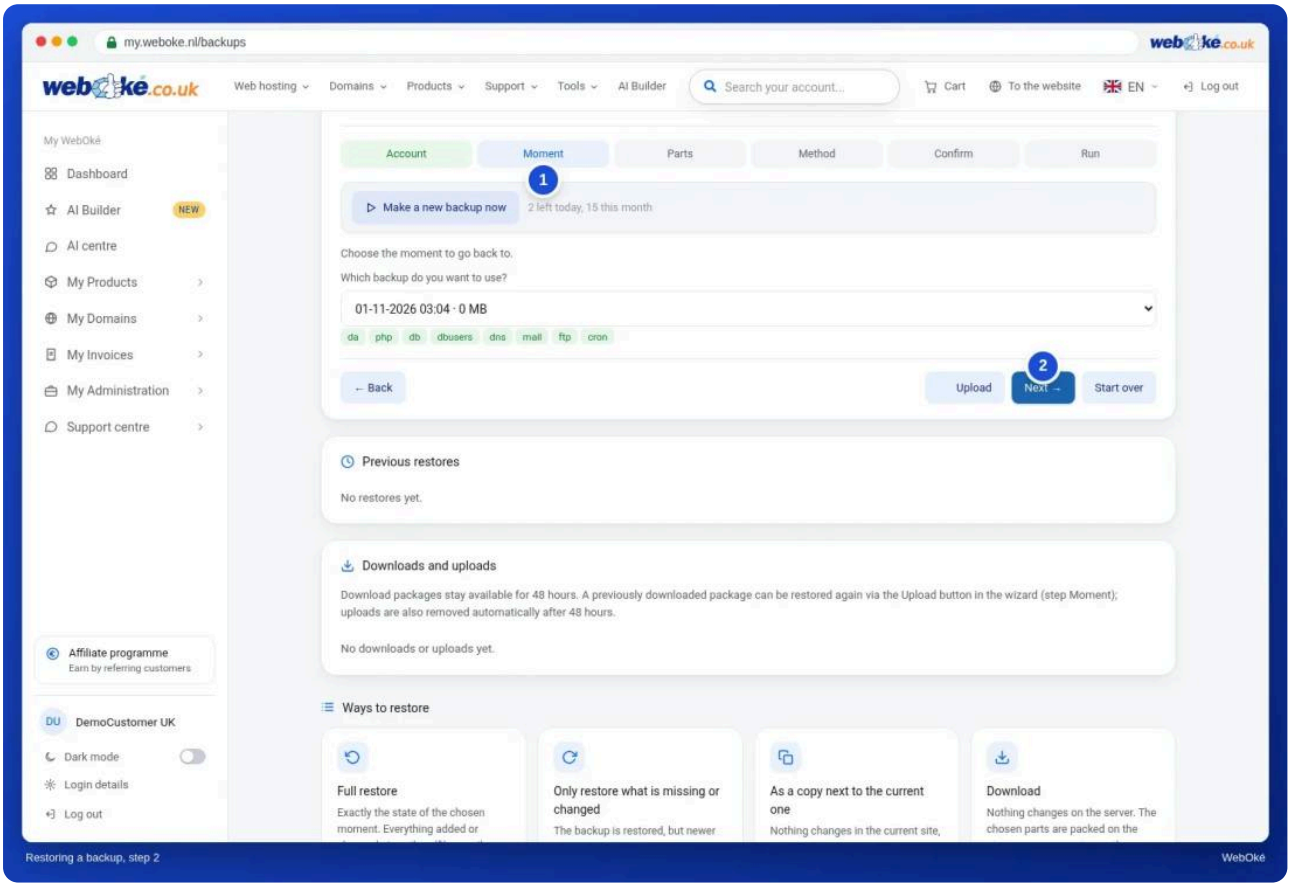
The wizard

Below that is the wizard. You go through the steps with **Next** and **Back**. **Start again** lets you begin again.

1. **Account**: choose the hosting package (1) and click **Next** (2).
2. **Moment**: choose the moment you want to go back to. You see all backups with date, time and size, with the newest already selected. Here, you can also use **Make a new backup now** to create an extra backup straight away, for example just before a major change. You can do this a

maximum of twice a day. With **Upload**, you restore from a backup file you downloaded here earlier.

3. **Blocks**: tick what you want to restore. For example, files (everything or only certain folders and files), databases, mailboxes, DNS zones, SSL certificates, cron jobs, FTP accounts or your PHP version.
4. **Method**: choose how you want to restore, see below.
5. **Confirm**: you see a summary of your choices. If you choose full restore, you enter your password to confirm and choose whether we first make a safety backup of the current state.
6. **Execution**: you see the progress. You can safely close the page, the restore will keep running.



The Moment step

If your package is brand new, there won't be a backup yet under **Moment**. The first one appears after the first night.

The four restore methods

Method	What happens?
Full restore	Exactly the state of the chosen moment. Everything added or changed since then disappears.
Only restore what is missing or changed	The backup is restored, but files, mails and tables that are newer remain in place.

As a copy next to the current one	Nothing changes to your current site, database or mailbox. The backup is added as a copy in a new folder, a database with a new name or a new mailbox.
Download	Nothing changes on the server. We package the chosen blocks as a file you can download for 48 hours.

Tip: not sure? Choose **As a copy next to the current one**. That way, you can first take your time to check whether it's the right version.

Previous restores, downloads and uploads

Below the wizard, you see your previous restores and the downloads and uploads that are ready. Downloads and uploads are automatically deleted after 48 hours.

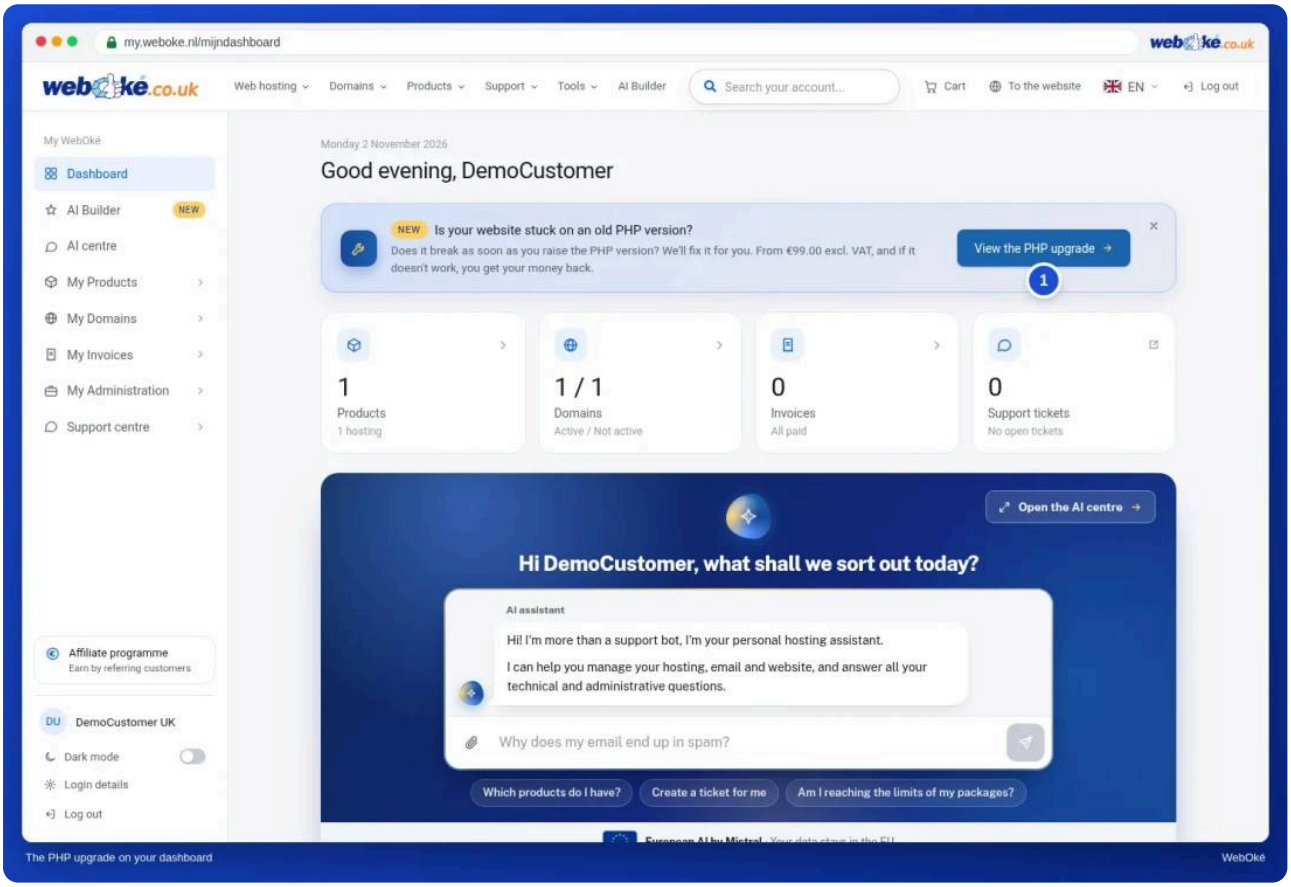
You can find all the details, including frequently asked questions, in the knowledge base article WebOke Backups: viewing, restoring or downloading a backup.

6.11 Having a PHP upgrade done

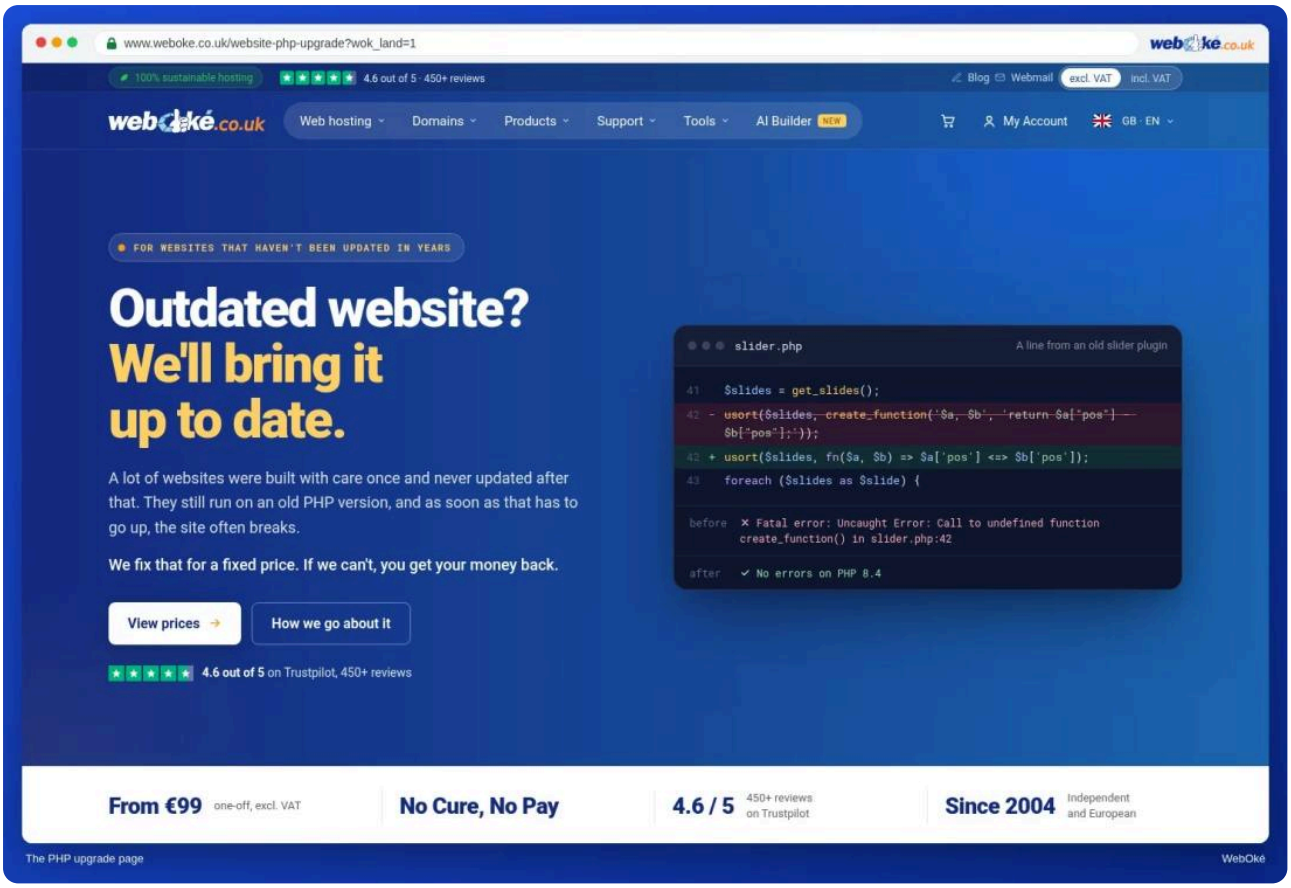
Is your website still running on an old PHP version and does it break as soon as you choose a newer version? Then you can order the **PHP upgrade** from us. We'll make your website compatible with a current PHP version. If it doesn't work out, you'll get your money back.

Where do you find it?

On your dashboard in My WebOké, you'll see a notice **Is your website stuck on an old PHP version?** with the button **View the PHP upgrade** (1). On the website, you'll find it in the menu under **Products**, under **PHP upgrade**.



The PHP upgrade on your dashboard



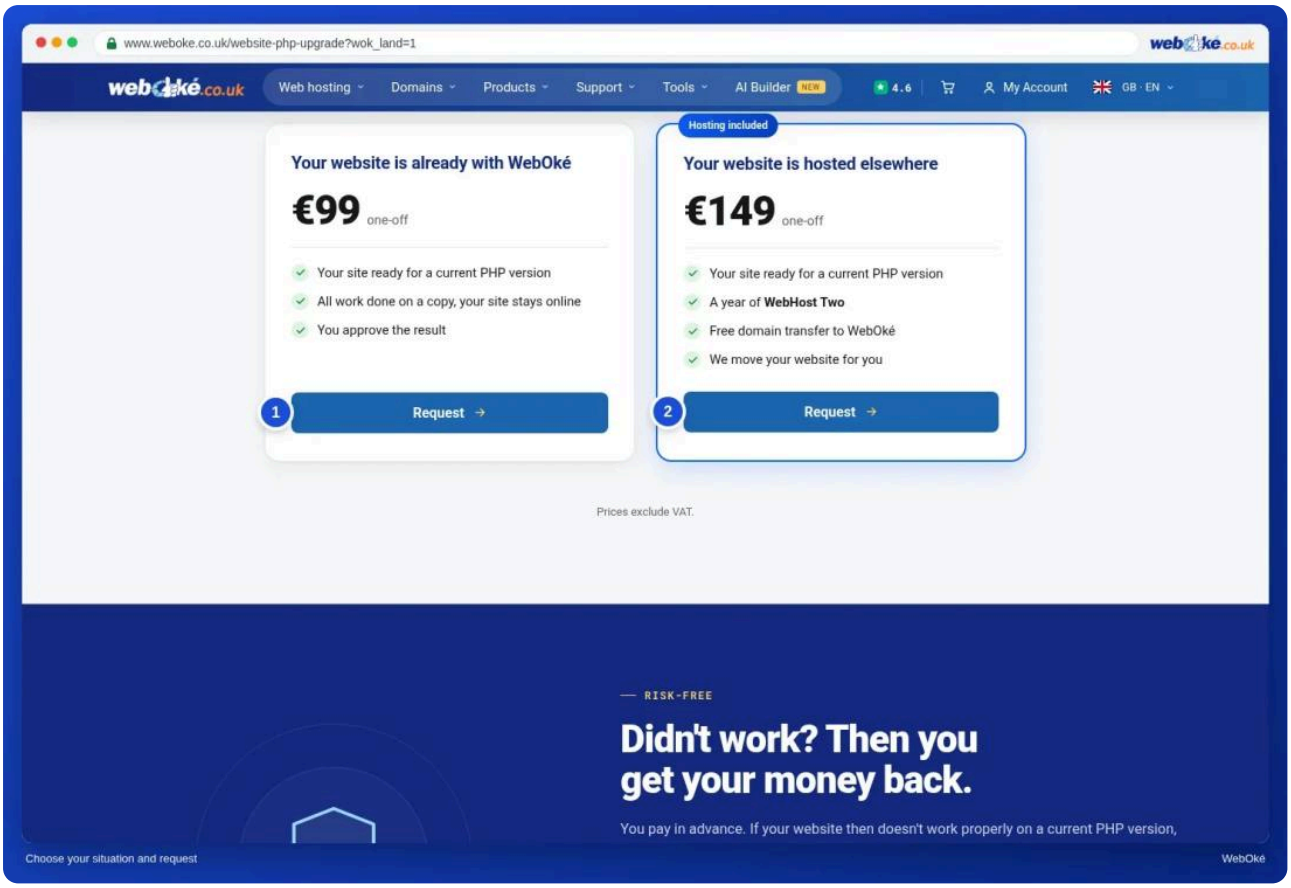
The PHP upgrade page

How it works

1. **You request it**: you pay in advance and give us the information we need.
2. **We get to work**: on a copy, your website stays online.
3. **We test your website**: we check the site and the error log.
4. **You take a look and approve it**: if it didn't work, you'll get your payment back.

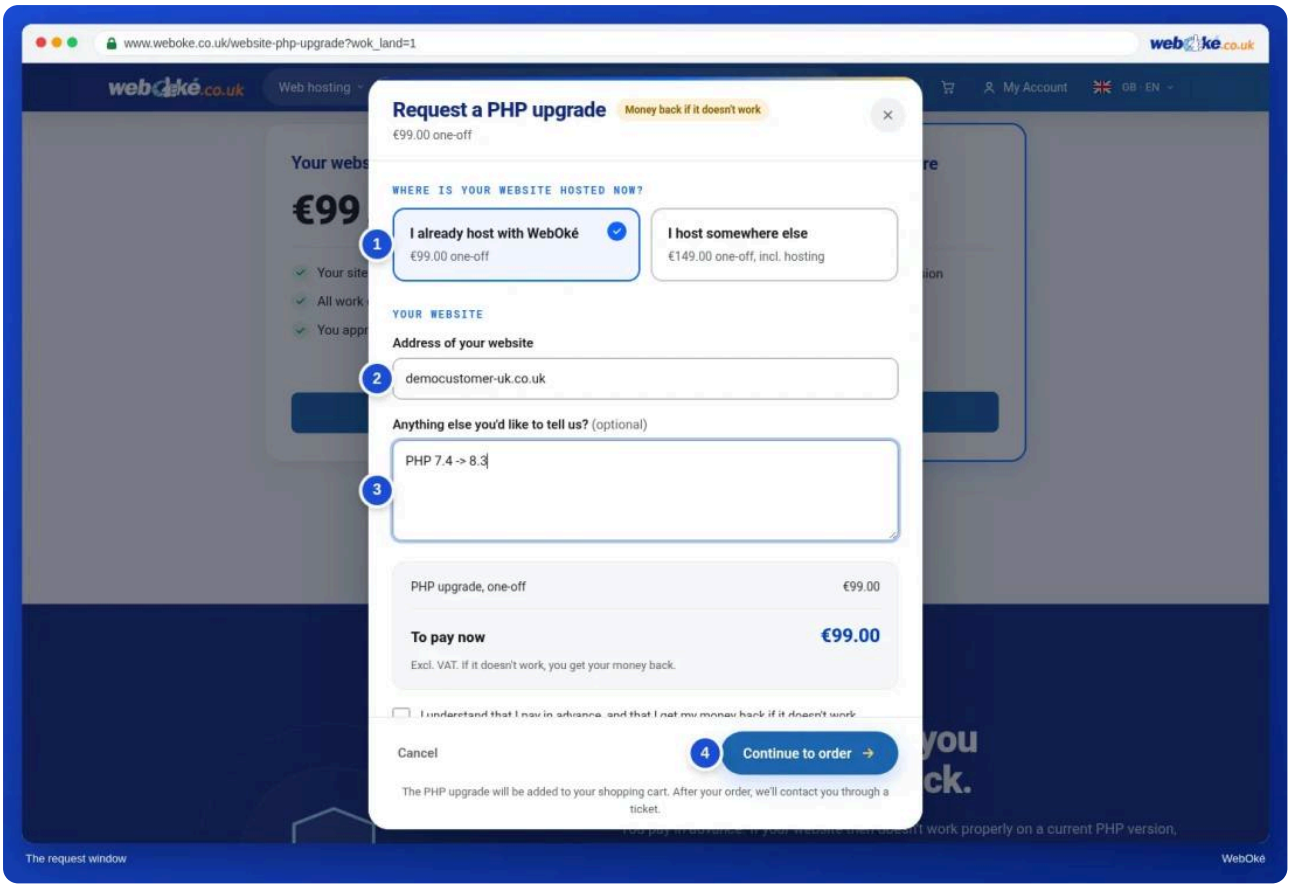
Requesting it

1. Choose your situation on the page: **Your website is already with WebOké** (1) or **Your website is hosted elsewhere** (2). In the second case, a year of WebHost Two is included, we move your domain for free and we move your website for you. Click **Request**.



Choose your situation

2. The **Request a PHP upgrade** window opens. At the top, you can still change your choice (1).
3. Under **Address of your website**, enter your website (2). If you host elsewhere, also enter which hosting provider your website is currently with.
4. Under **Anything else you'd like to tell us?** (3), you can, for example, state which PHP version you're currently using, what goes wrong with a newer version or which parts are important. This isn't mandatory.
5. Tick the box to confirm you understand that you pay in advance and get your money back if it doesn't work out.
6. Click **Continue ordering** (4). The PHP upgrade goes into your shopping basket and you pay as with any order, see Review, confirm and check out.



The request window

After your payment, we'll contact you through a ticket. That's where we'll arrange the rest. You can follow your tickets in the support centre, see Tracking, replying to and closing your tickets.

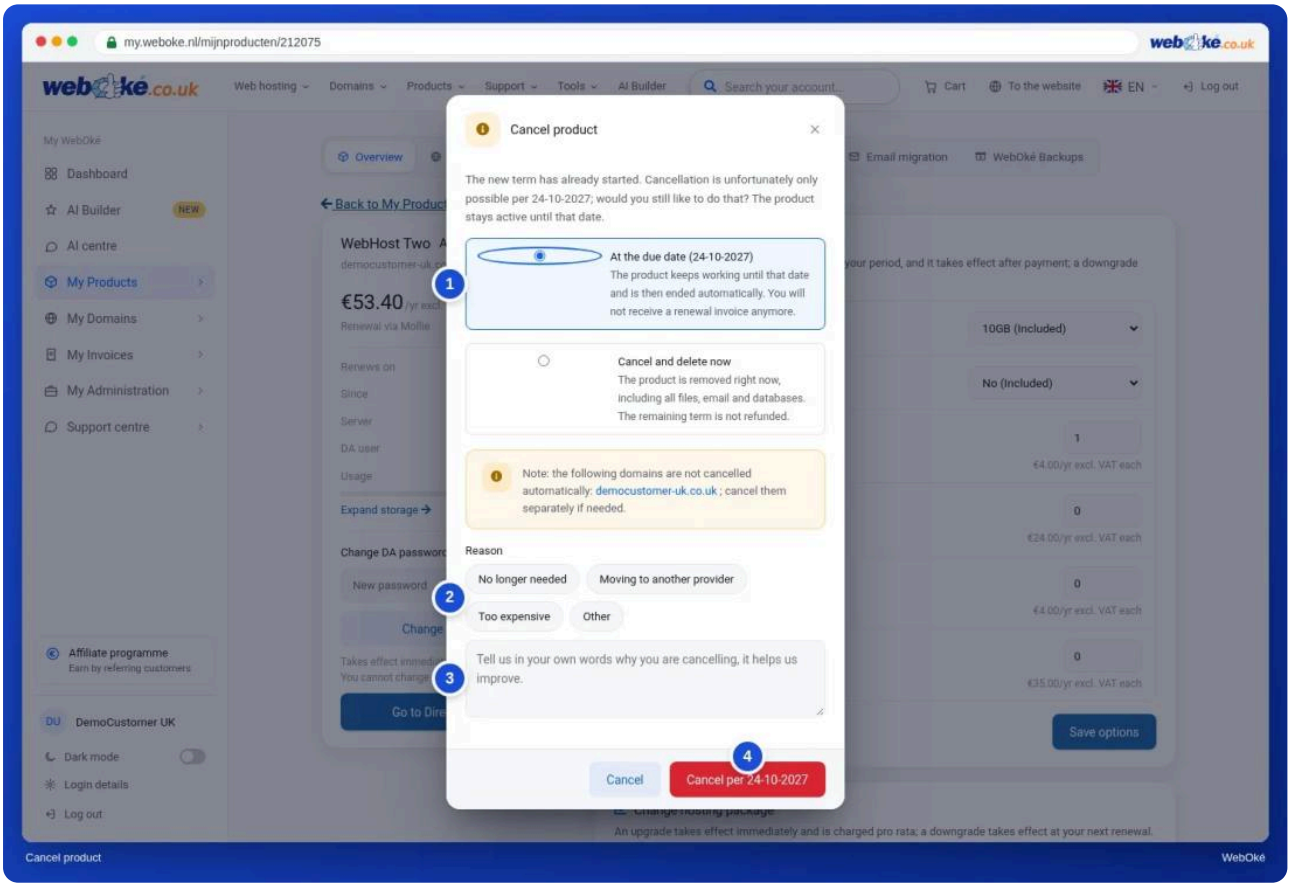
Tip: do you just want to choose a different PHP version yourself? You can do that in DirectAdmin, see the DirectAdmin manual. The PHP upgrade is meant for when your website stops working after that.

6.12 Cancelling, undoing cancellation, or transferring a product

At the bottom of your package's product page, you'll find two cards: **Cancel product** and **Transfer to another customer**. Domain names are cancelled separately, see Cancelling or transferring a domain.

Cancelling a product

1. Open the product page and click **Cancel product** at the bottom. A window opens.
2. Choose when (1). With **At the expiry date**, the product keeps working as normal until that date, after which it's automatically ended. You won't receive another renewal invoice. With **Cancel and delete now**, we delete the product immediately, including all files, e-mail and databases. You won't get back the remainder of your term in that case.
3. Choose a reason (2), or tell us in your own words why you're cancelling (3). A reason is required. We learn from this.
4. Click the red button (4), for example **Cancel as of** followed by the date. If you chose to delete immediately, we'll ask you to confirm once more and you'll need to tick a checkbox.



The Cancel product window

Please note: domain names in the package aren't automatically cancelled. The window shows which domains these are. Cancel them separately if needed, or move them elsewhere, see Transferring a domain away: transfer code (EPP) and transfer lock.

Is there already an outstanding renewal invoice? Then you can choose to cancel as of the previous expiry date, in which case we'll credit the outstanding invoice, or as of the new expiry date, in which case you'll still use up the term that's already been invoiced.

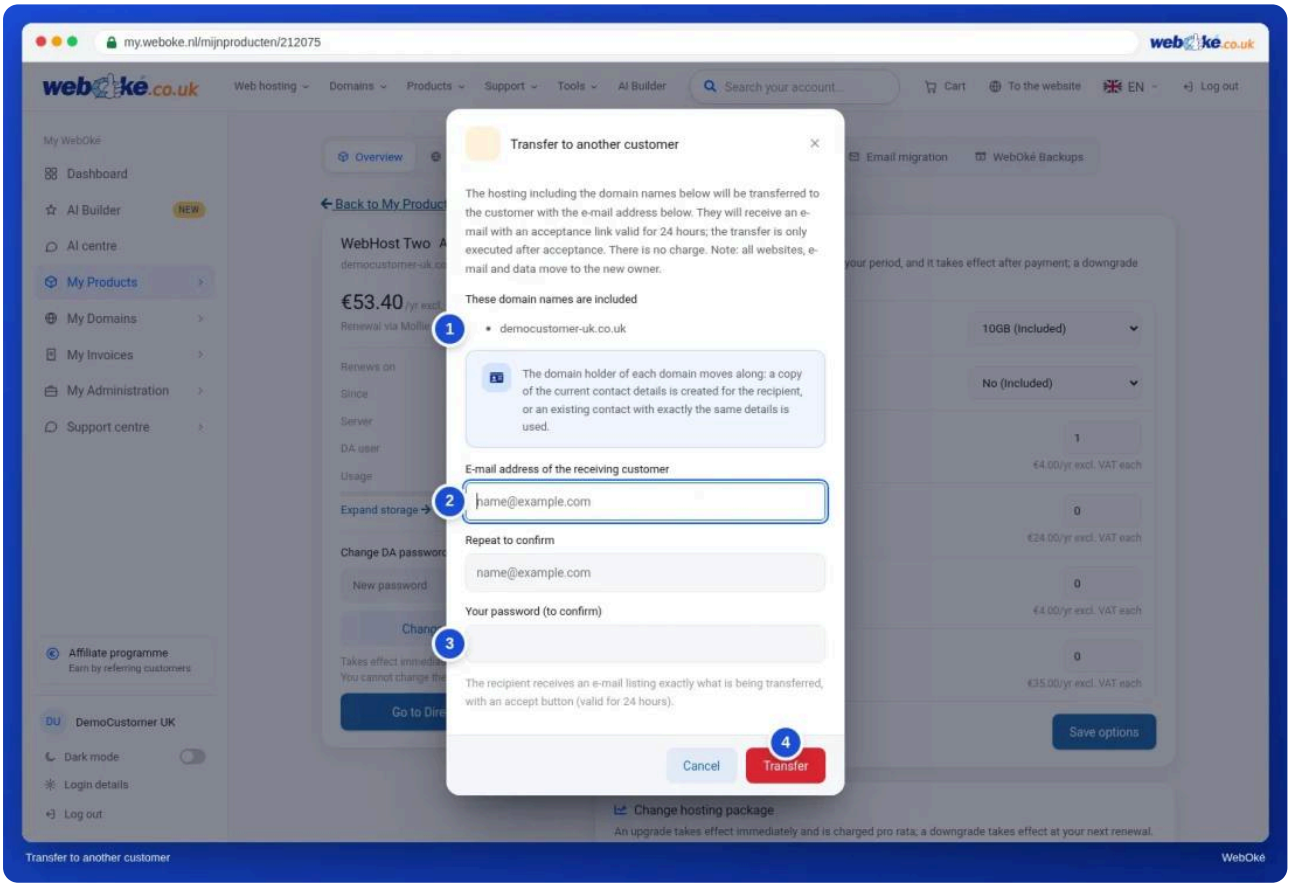
Undoing a cancellation

Cancelled as of the expiry date and changed your mind? As long as the product is still active, you'll see the **Undo cancellation** button on the product page. Click it and the product simply continues.

Transferring to another customer

Selling your business, or is someone else taking over your website? Then you can transfer the package to another WebOké account, including all linked domain names. There's no charge for this. If the recipient doesn't have a WebOké account yet, the e-mail they receive explains how to create one first.

1. Click **Transfer** at the bottom of the product page.
2. You'll see which domain names are included (1). The domain holder of each domain transfers along with it.
3. Enter the e-mail address of the receiving customer (2), and again to confirm.
4. Enter your own password to confirm (3) and click **Transfer** (4).



Transfer to another customer

The recipient receives an e-mail listing exactly what is being transferred, with an accept button (valid for 24 hours). The transfer only goes ahead once it's accepted. Until then, you can withdraw it using

Withdraw transfer.

Please note: everything transfers to the new owner: websites, e-mail and data. You can only transfer a package if there's no outstanding invoice for it, and only the account owner can do this. Reseller packages can't (yet) be transferred by yourself. Want to transfer your entire account or merge two accounts? Read Transferring and merging accounts.

7

Email

7.1 Email with WebOké: mailboxes, webmail and your email program

Every hosting package and email package from WebOké includes email on your own domain name, such as info@yourdomain.nl. In this article you'll read where to create mailboxes, how to read your email in the browser and how to set up your email program or phone.

Creating and managing mailboxes

You create mailboxes in DirectAdmin, the configuration panel for your package. You also set up forwarding, an automatic reply and spam filters there.

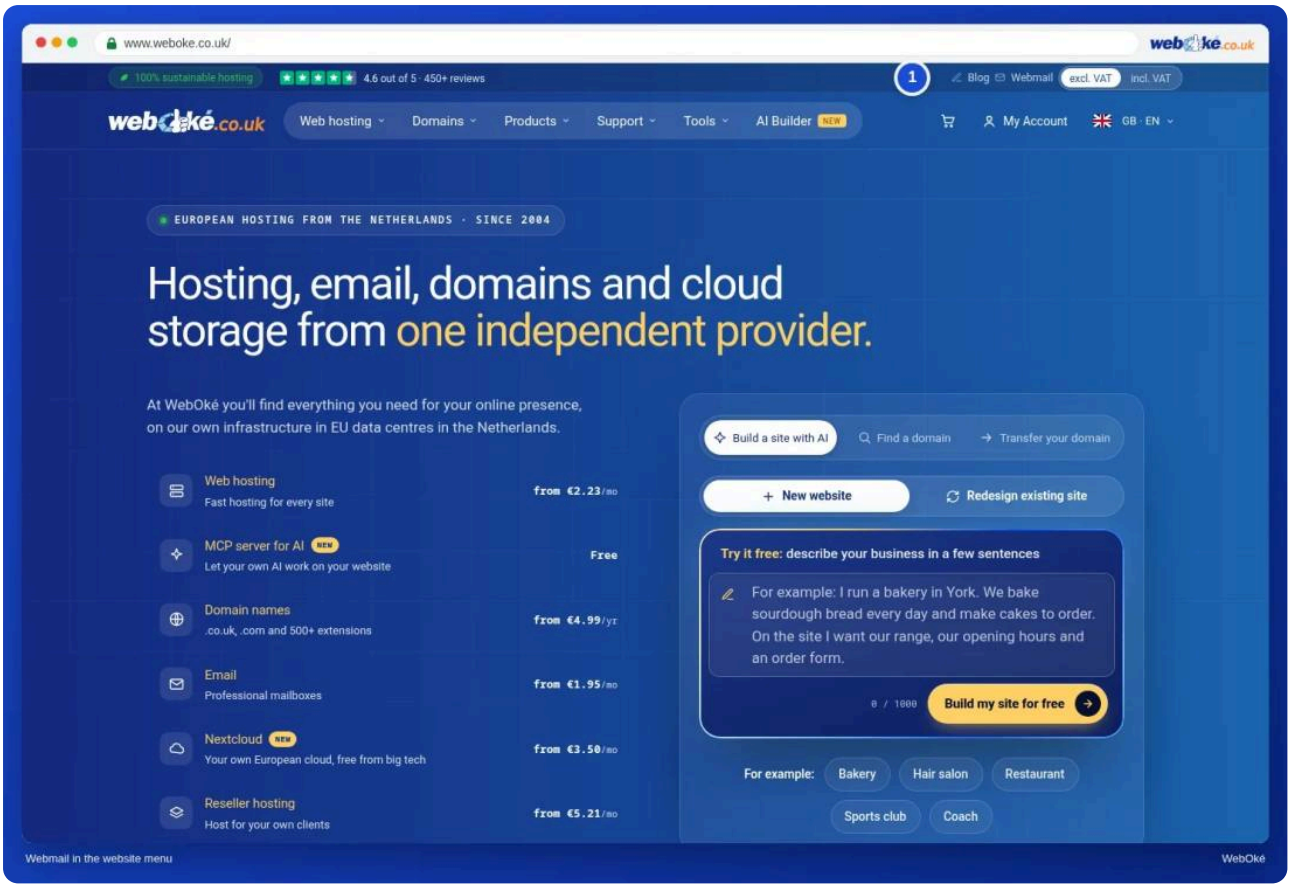
1. Go to **My Products** and click **DirectAdmin** next to your package, or open the product page and click **Go to DirectAdmin**. See Go to DirectAdmin.
2. In DirectAdmin, go to the email accounts and create an account. You choose the part before the @, a password and how much space the mailbox may use.

The steps within DirectAdmin itself, with screenshots, are in the DirectAdmin manual. You can also ask the AI assistant: it can create a mailbox for you, see The AI assistant: what can it do for you?.

Tip: just want to forward email to another address, without your own mailbox? You can also do that from My Domains, see Email and domain forwarding.

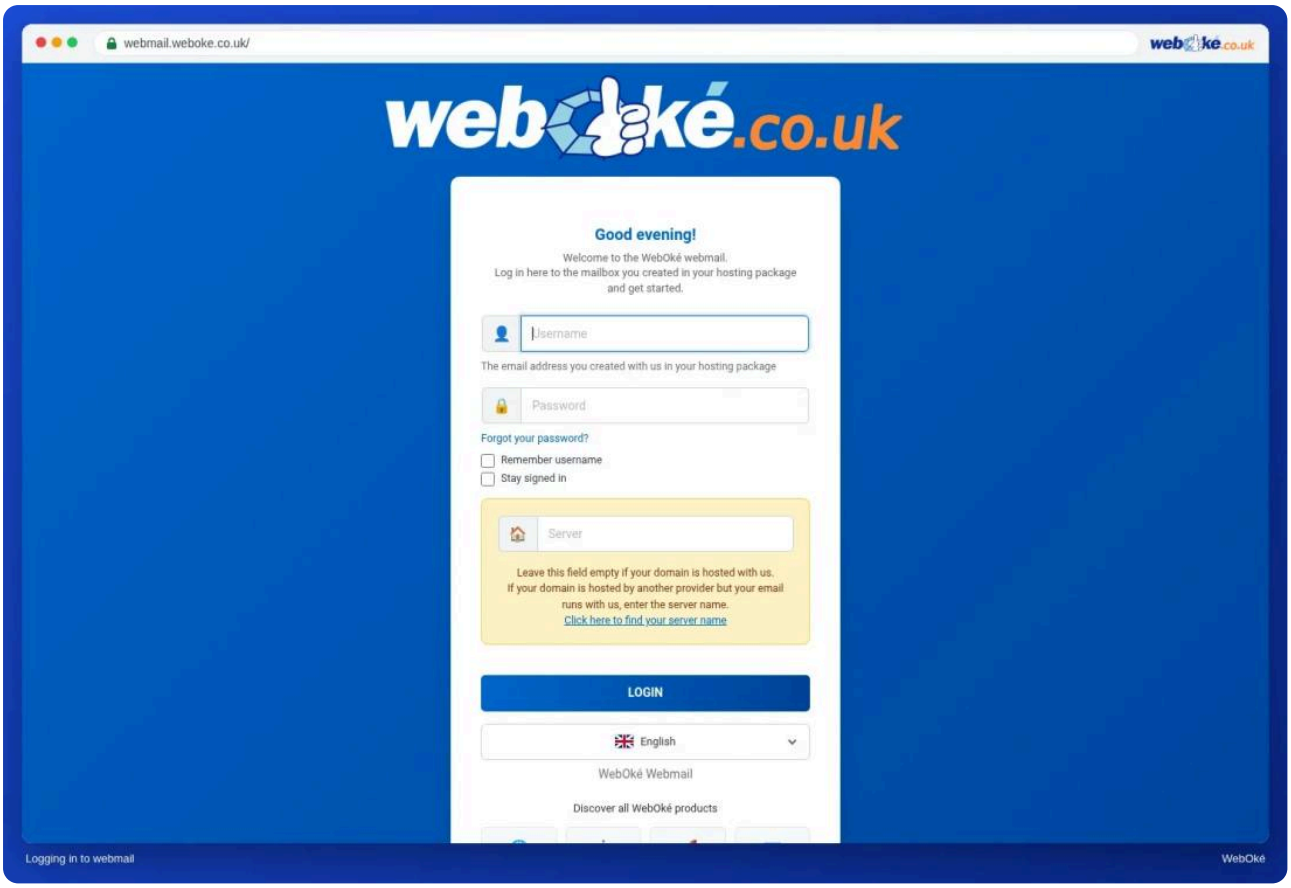
Webmail: your email in the browser

You can read your email anywhere in the browser at **webmail.weboke.nl**. On the website you'll find the **Webmail** link at the top right of the top bar (1), and also in the **Tools** menu.



The Webmail link on the website

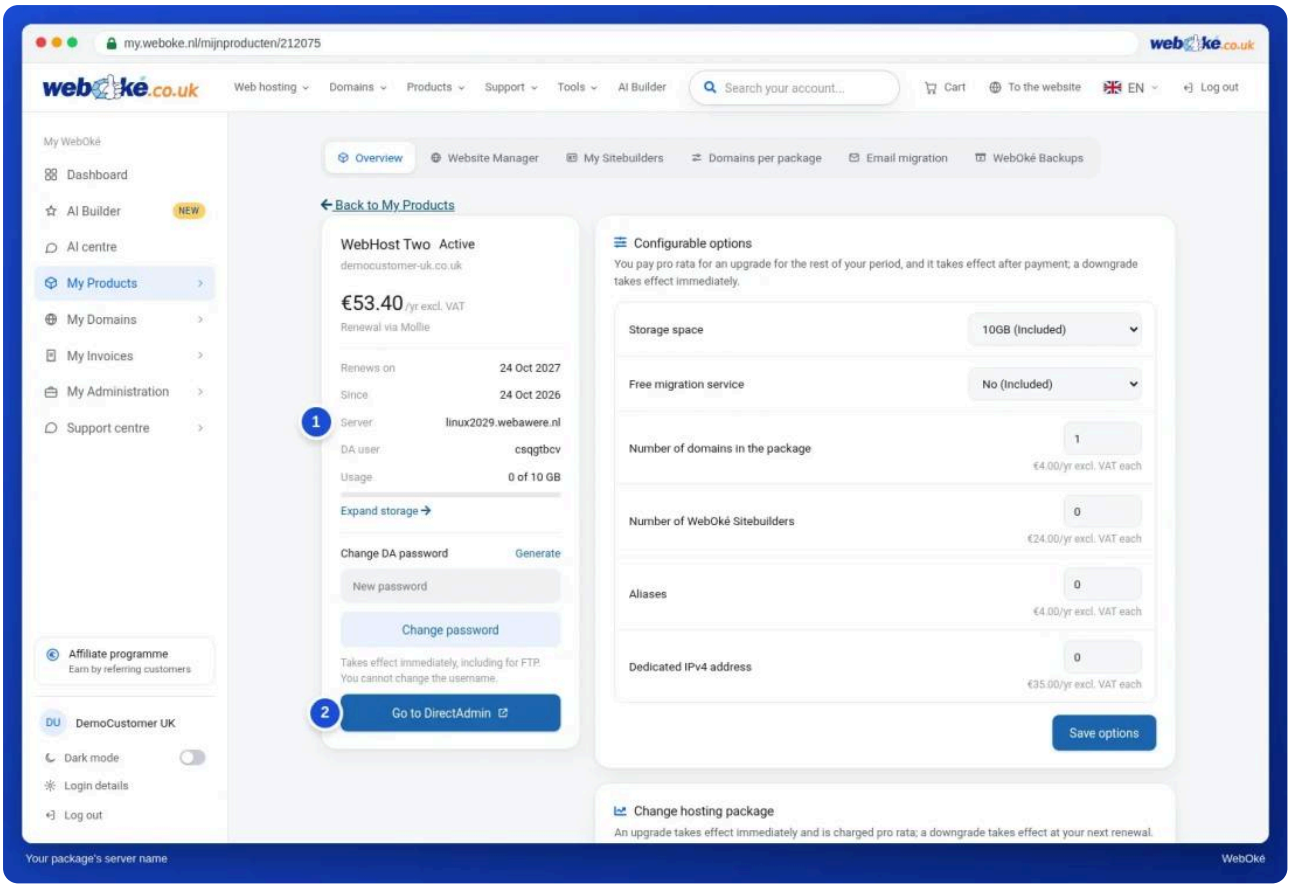
1. Enter your full email address in **Username**, for example info@yourdomain.nl.
2. Enter the password for that mailbox. This is the password you chose when creating the mailbox, not your My WebOké password.
3. Leave the **Server** field blank if your domain is hosted with us. Is your website hosted elsewhere and only your email with us? Then enter the server name of your package.
4. Click **Log in**.



Logging in to webmail

Where do you find the server name?

The server name is shown on the product page of your package next to **Server** (1), for example linux2410.webawere.nl. It's also in the welcome email you received when you ordered the package. Use **Go to DirectAdmin** (2) to go to your mailboxes.



The server name of your package

Setting up your email program or phone

Always use IMAP in your email program (Thunderbird, Apple Mail, Outlook or the mail app on your phone). This way your email stays on the server and you see the same thing everywhere. Enter these details manually:

	Incoming (IMAP)	**Outgoing (SMTP)**
Server	your domain name, for example yourdomain.nl	your domain name, for example yourdomain.nl
Port	993	587
Security	SSL/TLS	STARTTLS
Username	your full email address	your full email address
Password	the mailbox password	the mailbox password

Please note: is your website hosted elsewhere, or do you get a message about the certificate? Then enter the server name of your package, such as linux2410.webawere.nl, for both servers instead of your domain name.

Step by step instructions per program are in the knowledge base, for example adding an email address to Thunderbird and adding a mailbox to Outlook.

Tip: can you suddenly no longer log in to your email program, or even on the website? After a few incorrect password attempts, the firewall blocks your IP address. Read how to fix this yourself in Am I blocked? Release your own IP address. Moving your email from another provider? Then read Migrating email to WebOké (including from Microsoft 365).

7.2 Migrating email to WebOké (including from Microsoft 365)

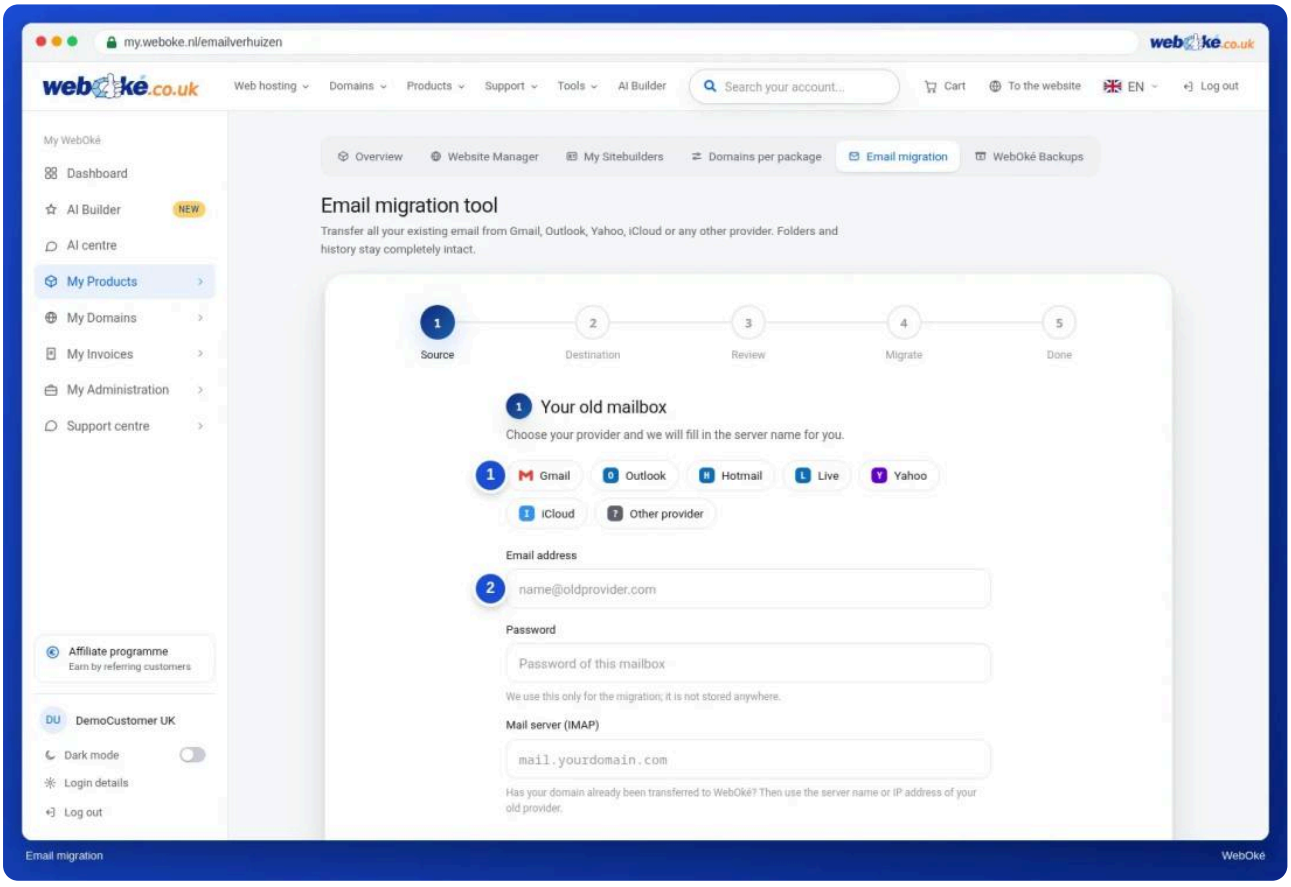
Coming from another provider, such as Gmail, Outlook, Ziggo, KPN or your previous hosting company? With the **Email migration tool** you copy your existing mail to your mailbox at WebOké, including all your folders. Your mail is copied, not moved: everything stays in place at your old provider.

Before you start

- First create the mailbox at WebOké that the mail should go into, see Email with WebOké: mailboxes, webmail and your email program.
- Make sure you know the password of your old mailbox, and the name of your old provider's mail server. For well-known providers, we fill that in for you.
- Using Gmail? Then your regular password won't work. Turn on two-step verification in your Google account and create an app password there. Enter that in the tool.

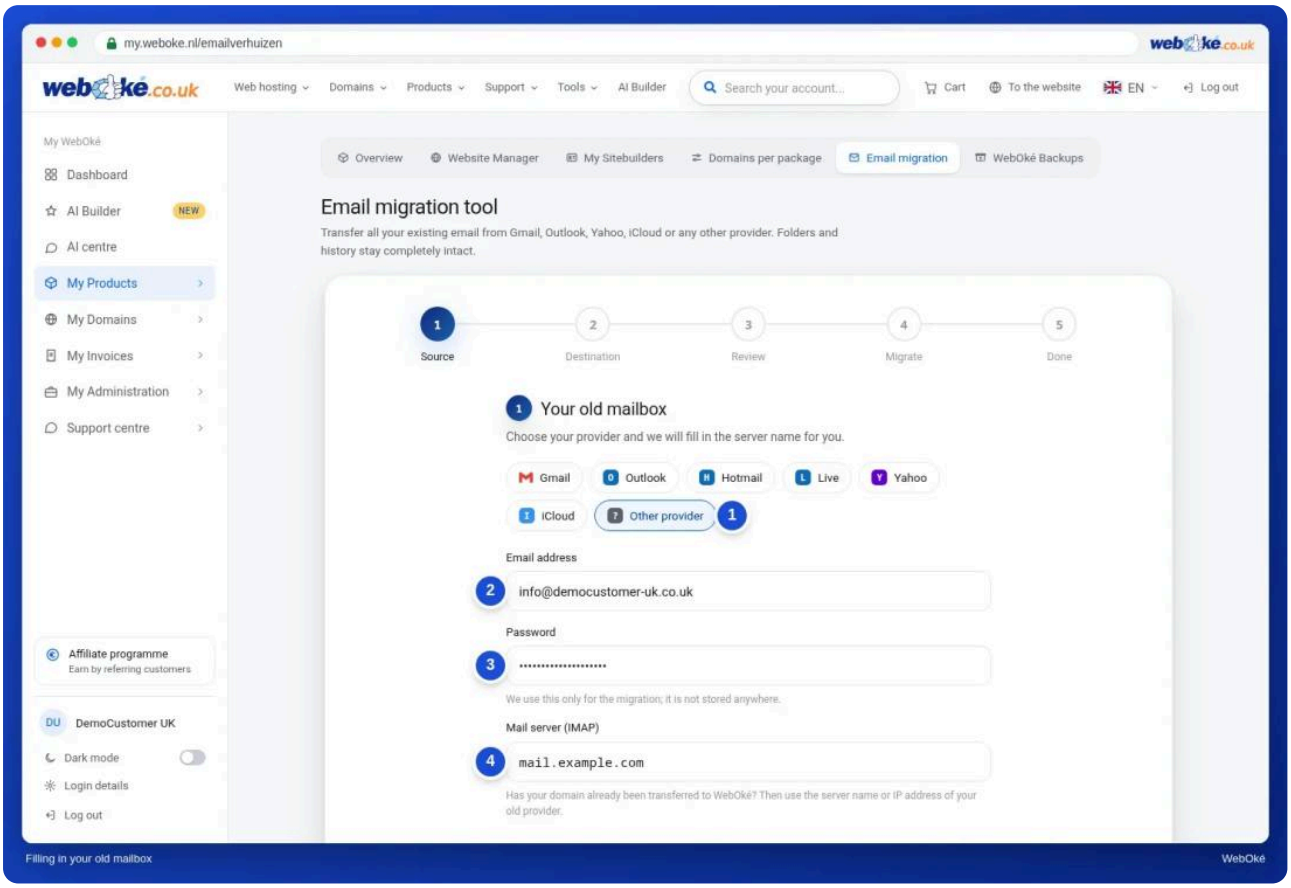
How to move your mail

Go to **My Products** and click **Email migration** in the tab bar. The tool has five steps: **Source**, **Destination**, **Review**, **Transfer** and **Done**.



The Email migration tool

1. **Source**: choose your old provider (1). Not listed? Choose **Other provider**. Enter the email address of your old mailbox (2), the password and the mail server (IMAP). Click **Next: destination mailbox** (3). We test the connection straight away and show how many messages and folders we find.



The details of your old mailbox

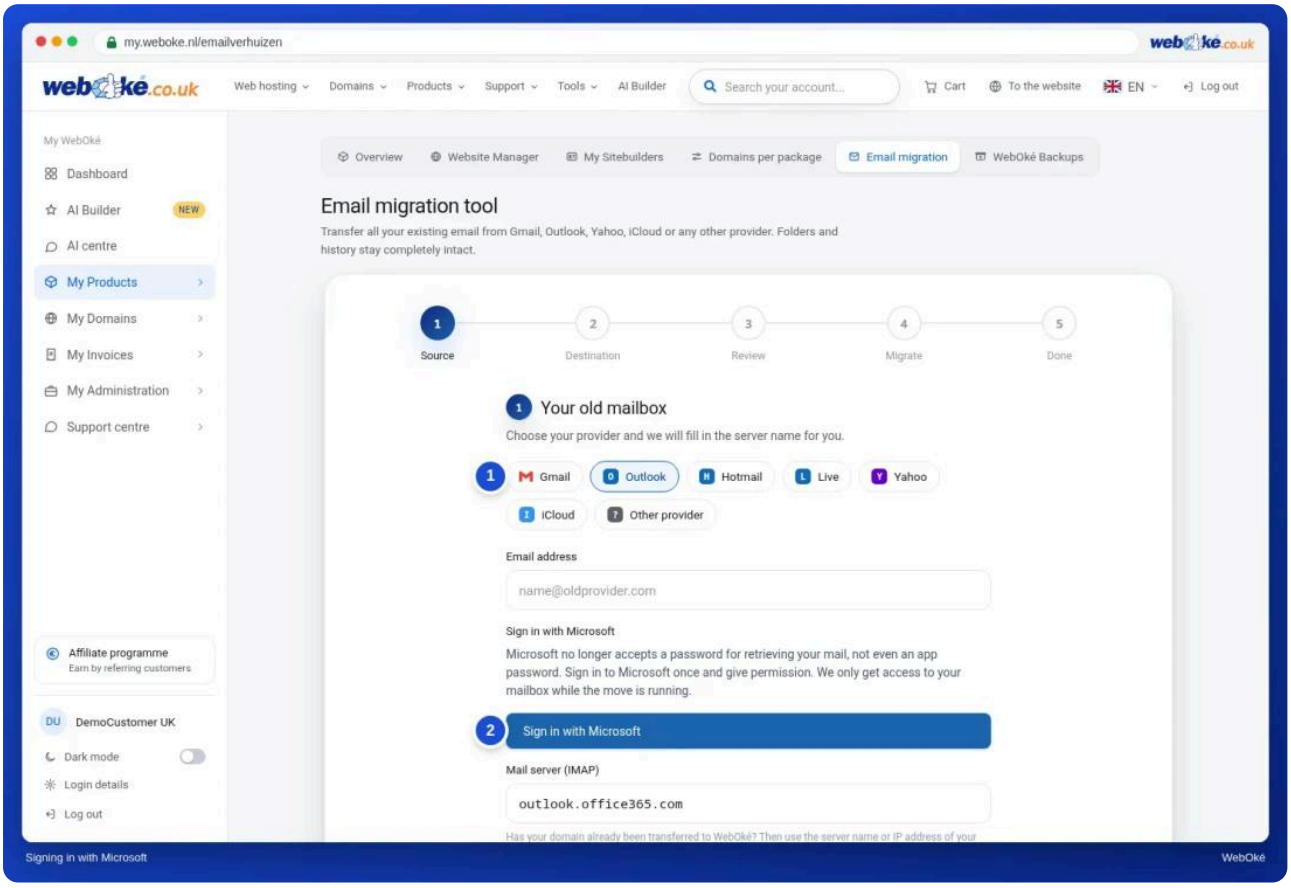
In the example above, **Other provider** has been chosen (1) and the email address (2), password (3) and mail server (4) have been filled in.

2. **Destination**: enter the email address of your mailbox at WebOké and its password. If your domain's mail already points to WebOké, we fill in the server name for you. Otherwise, enter your package's server name, which you'll find on the product page and in your welcome email. Click **Next: review**.
3. **Review**: you'll see which mailbox the mail is moving from and to. Both mailboxes have been tested. If you like, enter an email address where we can let you know when the migration is done. Click **Start migration**.
4. **Transfer**: you'll see how many messages and folders have already been copied. The migration continues on our servers, even if you close the page.
5. **Done**: use **Migrate another mailbox** to do the next one, or **Log in to webmail** to view the result.

In the video accompanying this article, you'll see the **Source** step filled in with example details.

Migrating from Microsoft (Outlook, Hotmail, Live, Microsoft 365)

Microsoft no longer accepts a password for retrieving mail, not even an app password. If you choose **Outlook**, **Hotmail** or **Live** under **Source** (1), you'll see the **Sign in with Microsoft** button instead of the password field (2). Have Microsoft 365 with your own domain name? Then choose **Outlook**, or choose **Other provider** and enter outlook.office365.com as the mail server.



Signing in with Microsoft

1. Click **Sign in with Microsoft**. You'll get a link to the Microsoft sign-in page and a code. Use **Copy** to copy the code.
2. Open the link, enter the code, sign in with the Microsoft account for this mailbox and click **Accept**.
3. Back in the tool, you'll see that you're signed in to Microsoft, along with the account. Continue as described above. If the account isn't right, choose **Use another account**.

We only get access to your mailbox while the migration is running.

Please note: in a business Microsoft 365 environment, your administrator may have set it up so that you can't give permission yourself. In that case, you'll see a message. Ask your administrator to approve WebOké Email migration, or export your mail with Outlook to a .pst file.

If something goes wrong

- **Login refused**: the password is incorrect. For Gmail, you need an app password.

- **No connection**: check the server name. Has your domain already been transferred to WebOké? Then use the server name or IP address of your old provider for your old mailbox, not your domain name.
- **Your WebOké mailbox is full**: the migration pauses, nothing is lost. Increase the mailbox size in DirectAdmin and click **Try again**. The migration resumes where it left off.
- Folders with calendar items, contacts or tasks aren't included, only email. You'll see in advance which folders won't be migrated.

Tip: also moving your domain name? Read The transfer centre: transferring domains to WebOké. Only switch over your mail once the mailbox at WebOké is ready, and then migrate once more afterwards: messages that have already been copied will be skipped.

7.3 The digital business card (email package)

An email package doesn't come with a website. Even so, we don't leave visitors to your domain staring at a blank page: your domain shows a **digital business card**. You fill it in yourself, so anyone who types in your domain name can see straight away who you are and how to reach you.

Please note: the business card only comes with an email package (Email One through to Email Four). With a web hosting package, your own website appears on your domain and you won't see this card.

Where do you find it?

Go to **My Products** and open your email package. On the product page, you'll find the **Digital business card** card. Your package must be active and have a domain name.

Filling in your business card

The card has five sections. On the right, you'll see a **Live preview** that updates straight away.

Section	What do you fill in?
Profile	Name (required), Job title, Description, a Profile photo and a Logo
Contact details	Phone, WhatsApp, Signal, Email, Website and Address
Social media	Links to LinkedIn, Instagram, Facebook, YouTube, X, Mastodon, Bluesky, GitHub and TikTok
Custom button	A Button text and a Button link, for example to your calendar or webshop
Style	Card style Dark or Light, and an Accent colour

A photo or logo can be a JPG, PNG or WebP of up to 8 MB. We'll create a compact version of it ourselves. If you fill in a button text, make sure to fill in the button link too.

Publishing

1. Click **Save and publish**. Your card then appears on your domain straight away.
2. Below the button, you'll see when you last published it. Use **View your card** to open it.

If your domain doesn't point to our servers (yet), you'll see the message **Your domain does not point to us yet**. If you've just registered or transferred your domain, that's normal: the DNS is still being updated and it can take a few hours before your card is visible. If your domain deliberately points to another provider, the card will stay invisible until you update the A record. You can read how to change DNS records in Managing DNS: adding, editing and deleting records.

Removing your business card

Use **Remove business card** to take away your own details. After your confirmation, the standard WebOké card will appear on your domain again.

Tip: would you rather have a real website on your domain? Then you'll need a web hosting package. You can change your package, see Changing your package (upgrade or downgrade), or have a website built with the AI Builder, see AI Builder: having your website built for you.

7.4 Mail not arriving: check it yourself

Is your mail not arriving, or does it end up in the recipient's spam folder? This is usually down to a few settings that you can check yourself. Go through these steps before contacting us.

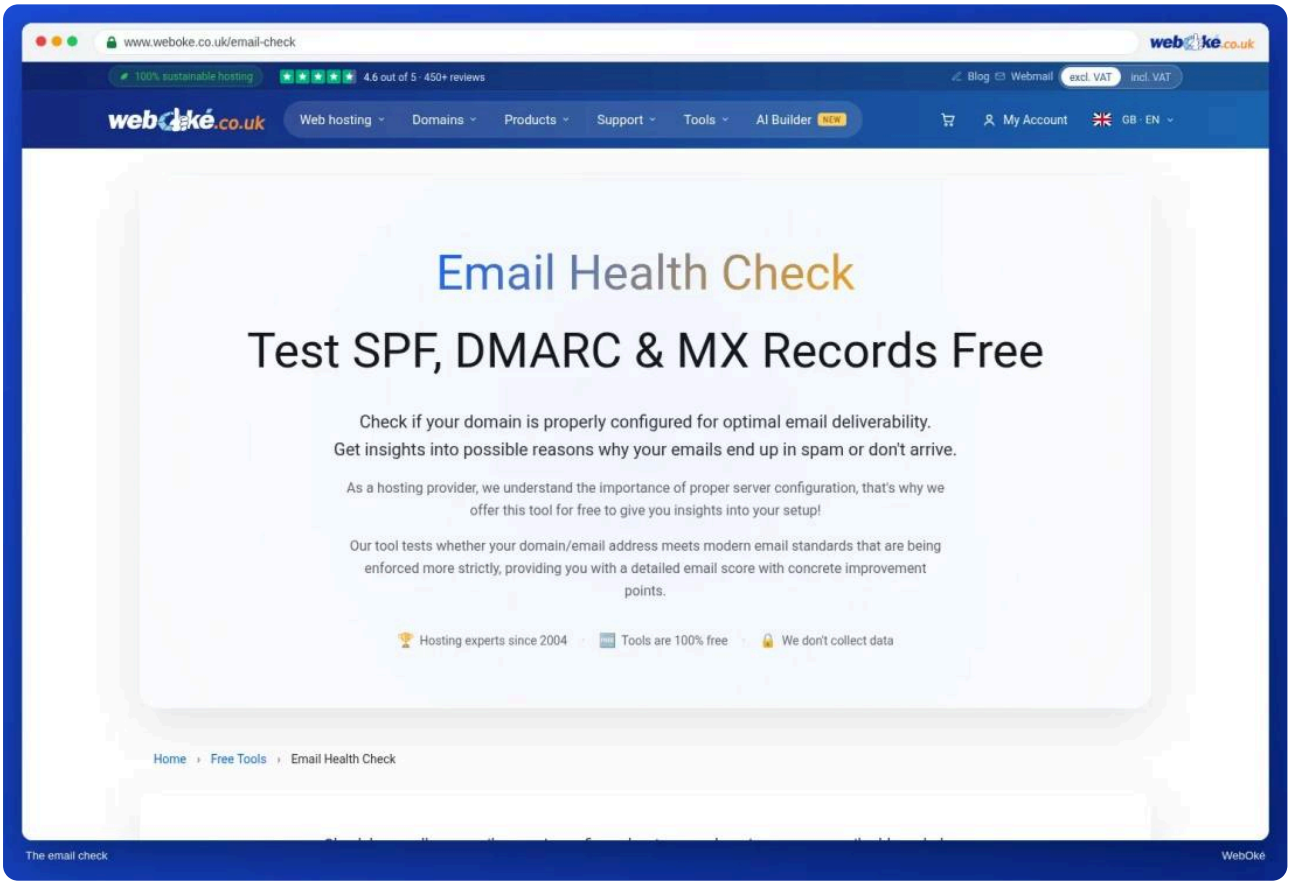
1. Are the DNS records for your mail correct?

Open the product page for your package and look at the **Set up email** card. Do MX, A (mail), SPF, DKIM and DMARC say **Correct**? If not, you'll see exactly what to change. See The Set up email card (MX, SPF, DKIM, DMARC).

- No or an incorrect **MX** record: incoming mail doesn't reach us.
- No **SPF** or **DKIM**: your outgoing mail is more often rejected or ends up in spam.

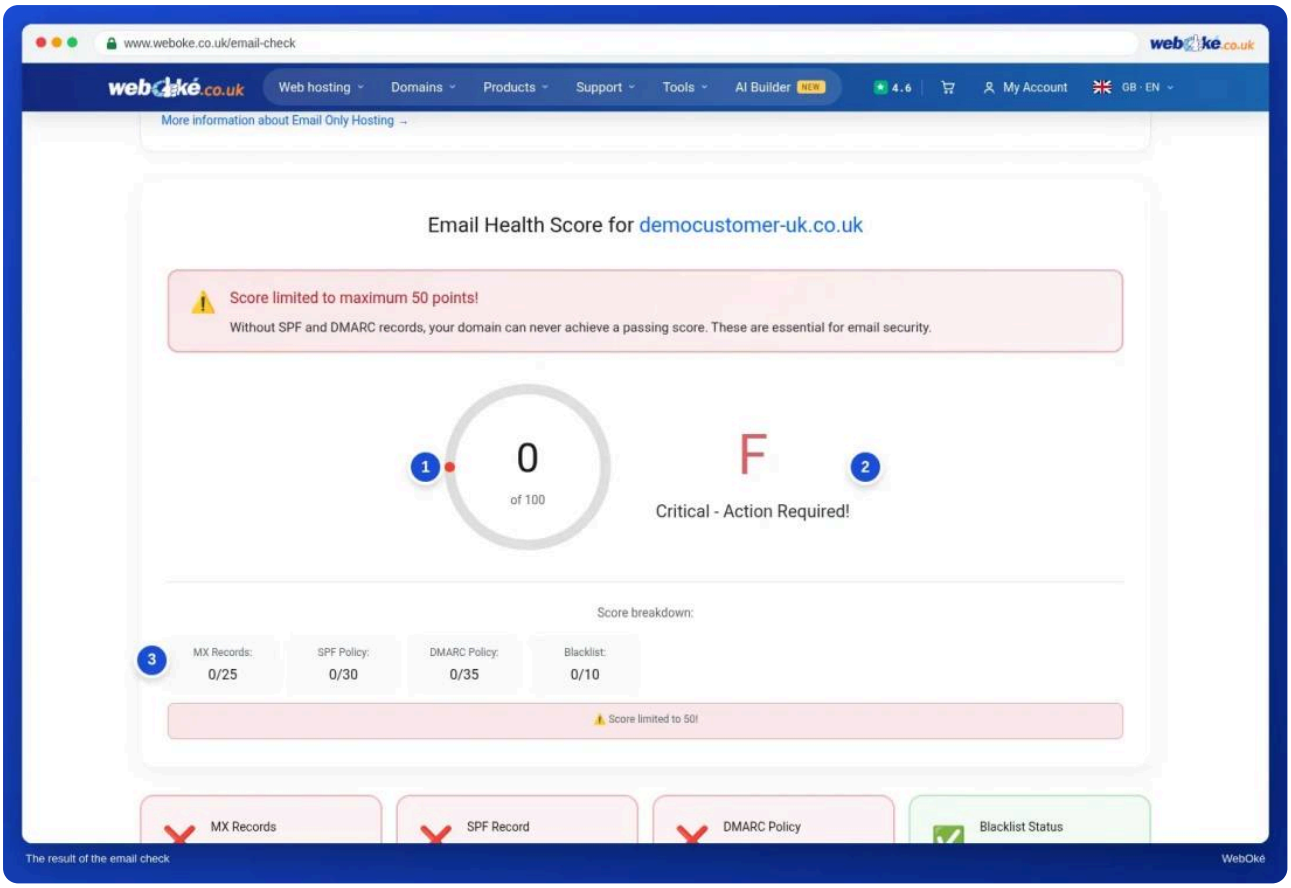
2. Use the email check

The website has a free **email check**, even without an account. You'll find it on the website under **Tools**, in **All tools**. Enter your domain name or email address (1) and click **Check Email Setup**.



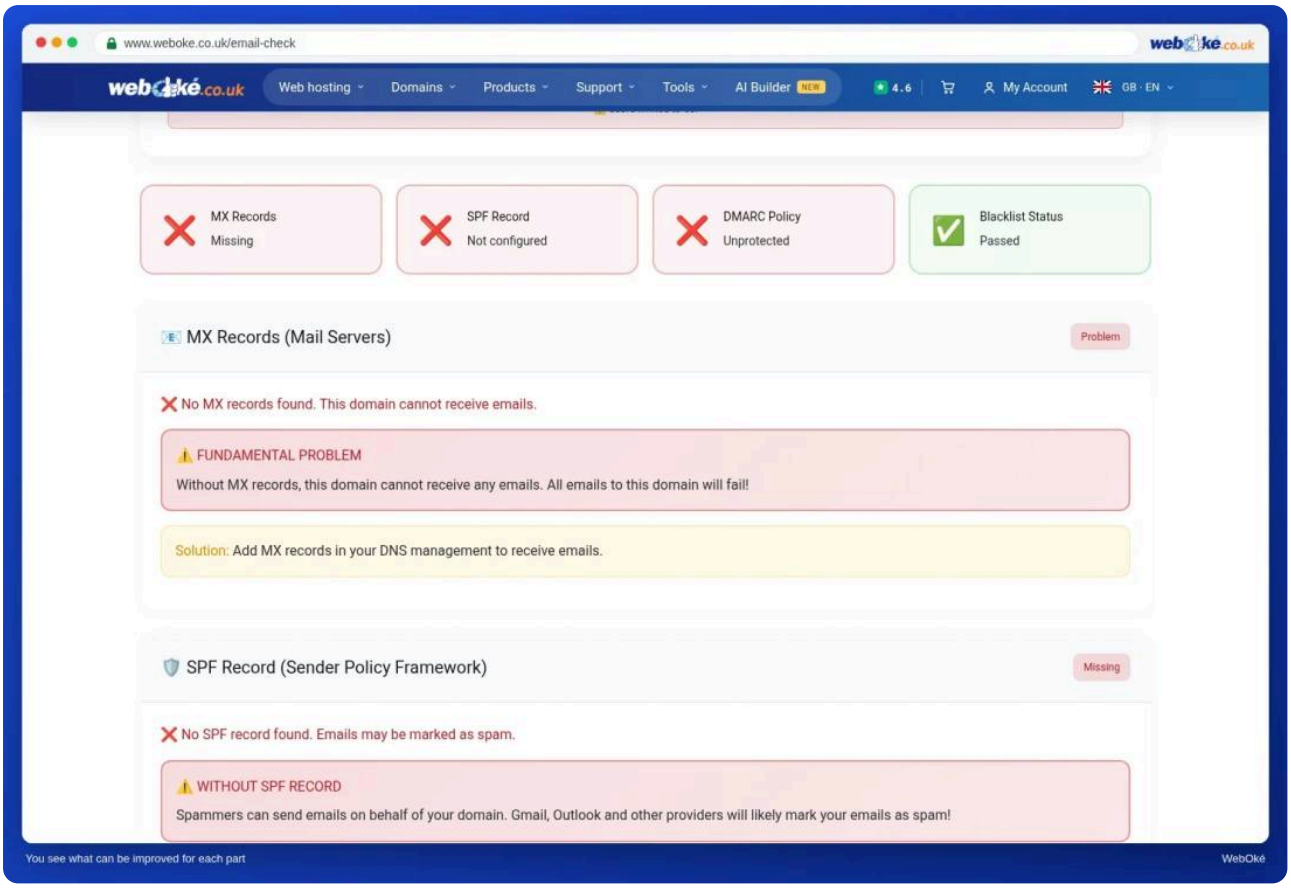
The email check

You'll get a score from 0 to 100 (1) with a grade from A to F (2). Under **Score breakdown** (3) you'll see how many points MX, SPF, DMARC and the blacklist check contribute. Without SPF and DMARC, the score stays limited.



The result of the email check

Below that, you'll see what's good and what could be improved for each component. Under **Blacklist Status** you'll see whether your domain's mail server is on a blacklist.



You'll see what could be improved for each component

For a more thorough check of your domain and mail, with buttons to fix things straight away, see Domain and email health: checking and fixing.

3. Can't you log in or send mail?

- Check your mail program's settings: server, port 993 for IMAP and 587 for SMTP, and your full email address as the username. See Email with WebOké: mailboxes, webmail and your email program.
- Has everything suddenly stopped working, including the website? Your IP address may have been blocked after a few incorrect password attempts. See Am I blocked? Release your own IP address.
- Does it work in webmail? Then the problem lies with your mail program, not your mailbox.

4. Is your mailbox full?

If your storage space is full, new mail will be rejected. Check **Usage** on the product page. Clear out mail or expand your storage, see Expanding storage.

5. Check your emails from WebOké

If something keeps going wrong with mail from your package, we'll send you an email about it. For example, if you forward mail from a domain that doesn't allow this, if a form on your website sends mail

with the sender address of another domain, or if you keep sending mail to addresses that don't exist. That email explains what you can do. You can find all our emails to you in My WebOké, see Reading back received emails.

Tip: mail from a contact form on your website often doesn't arrive because the form uses the visitor's address as the sender. Set a sender address from your own domain in your website, such as info@yourdomain.co.uk, and put the visitor's address in the **reply to** (Reply-To) field.

Can't work it out? Ask the AI assistant, see The AI assistant: what can it do for you?, or contact support, see Submitting a ticket.

8

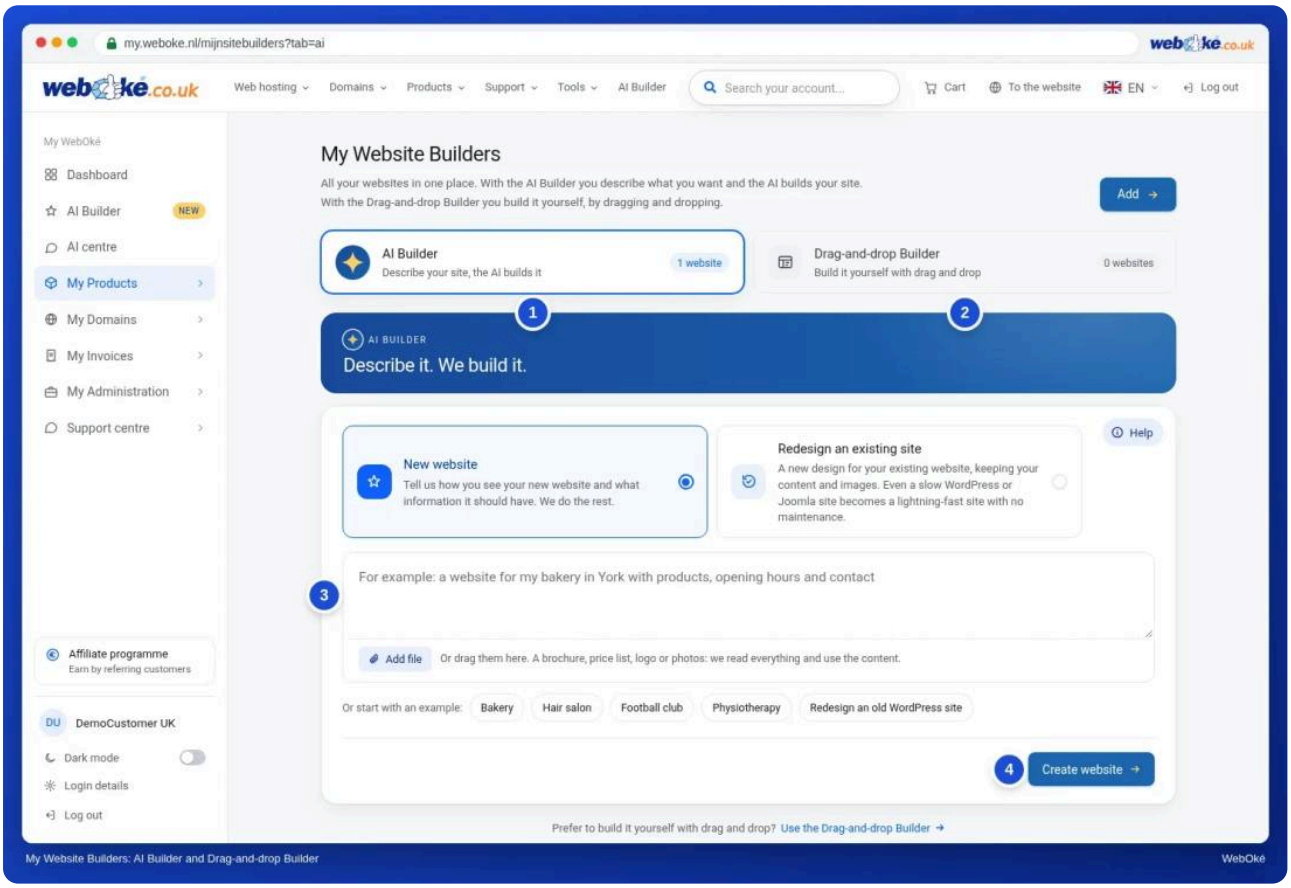
Building websites

8.1 AI Builder: having your website built for you

With the AI Builder, you describe in plain words what kind of website you want. The AI writes the text, chooses colours and fonts, creates photos and puts it all together in a few minutes. After that, you fine-tune everything until it's exactly right. You can try it for free, even without a package.

Where do you find the AI Builder?

Click **AI Builder** in the menu on the left. This takes you to **My Website Builders**, the same page you'll also find under **My Products**. At the top, there are two tabs: **AI Builder** (1) and **Drag-and-drop Builder** (2). With the AI Builder, you describe your site (3) and click **Create website** (4). Would you rather build it yourself by dragging and dropping? Then read The Drag-and-drop Builder.



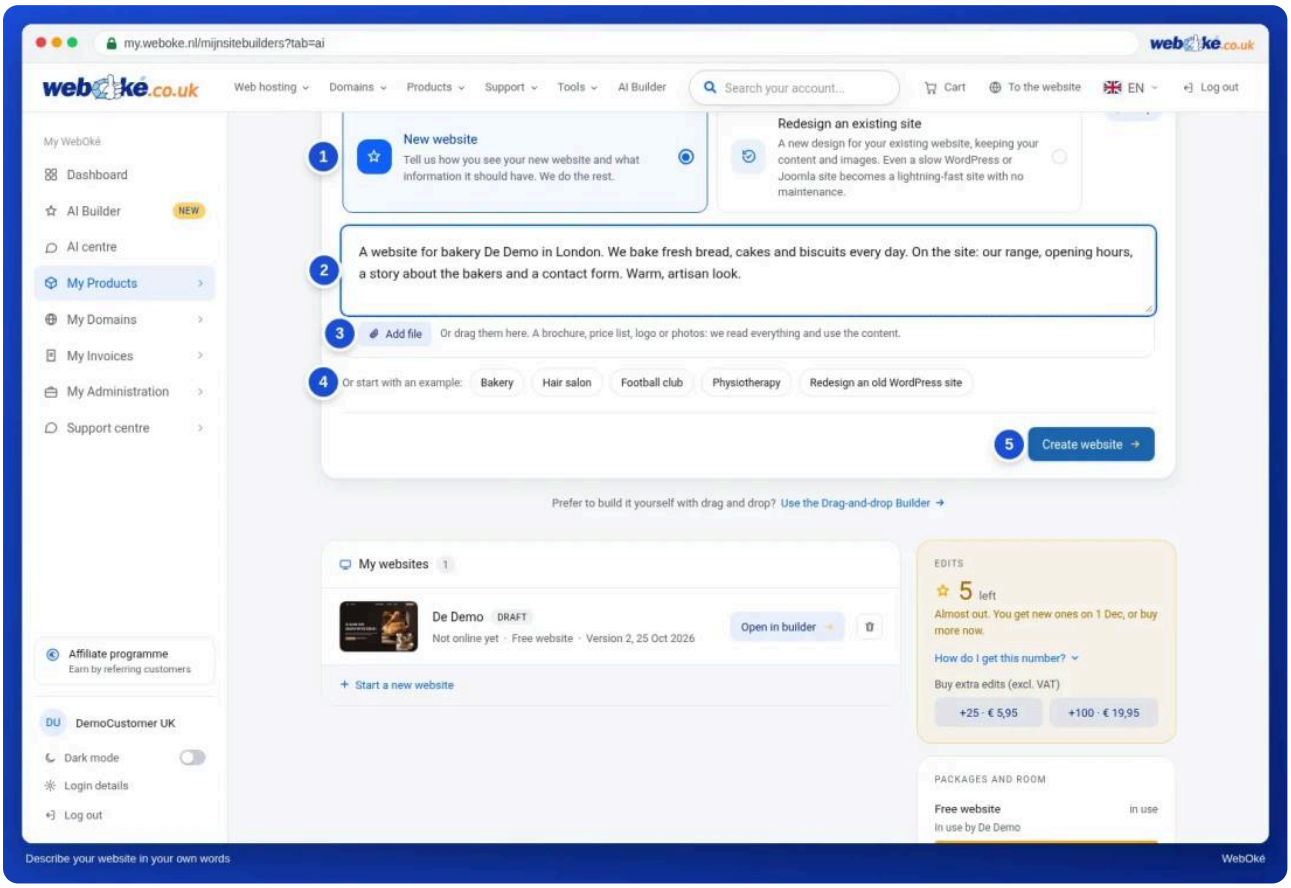
My Website Builders: this is where you start a new website

Describing a new website

1. Choose **New website** (1).
2. In the text box (2), tell us what you do, for whom and where. Also mention what information should be included and what mood you're after. For example: *a website for bakery De Demo in Utrecht, with our range of products, opening hours, a story about the bakers and a contact form, warm artisan feel*. The more specific you are, the better the first version will be.
3. Already have some material? Click **Add file** (3) or drag files into the box. A brochure, price list, logo or photos: the AI reads everything and uses the content. You can add up to 6 files, each a

maximum of 8 MB, such as PDF, Word, text and images.

4. Not sure how to start? Click an example (4), such as **Bakery** or **Hair salon**. The example appears in the text box and you adjust it to fit your situation.
5. Click **Create website** (5).



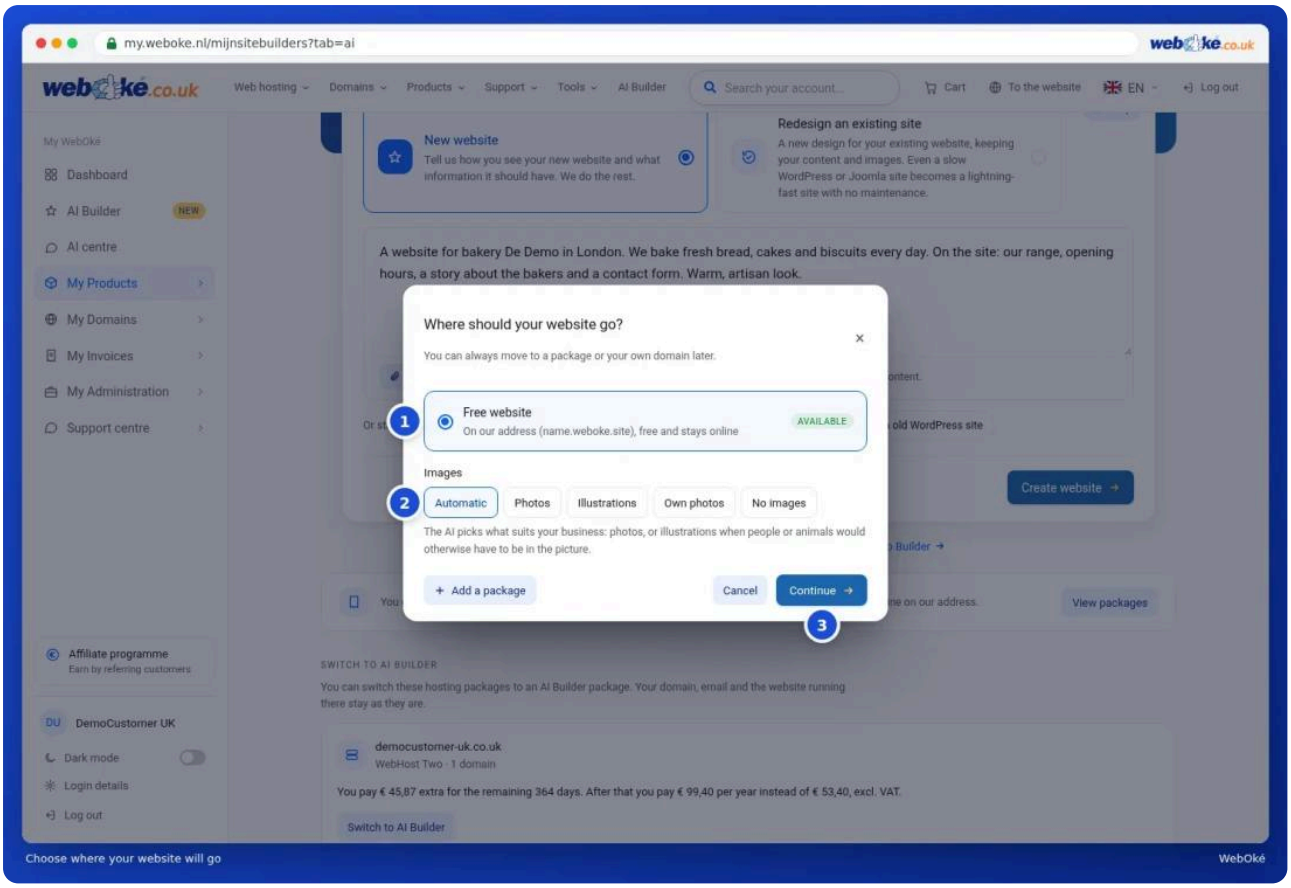
Describe your website as specifically as possible

Tip: is your description very short, for example just *photographer*? Then the AI first asks one more question: **Where are you based and what do you offer?** That answer appears below your description. Click **Skip** to continue straight away.

Choosing where your website goes

After **Create website**, the **Where should your website go?** window opens.

- **Free website** (1): your site goes on an address of ours, such as *name.weboke.site*. Each customer can create one free website. It goes online for free, with a small WebOké badge, isn't visible in search engines and the contact form doesn't send anything yet.
- If you have a package with the AI Builder, that package is also listed. If you see **Available** or a number of free slots, your site can go there.
- Under **Images** (2), choose what kind of visuals the AI creates: **Automatic**, **Photos**, **Illustrations**, **Own photos** (the AI leaves spaces for your own photos) or **No images**. You can change this later under Style.
- Click **Continue** (3).

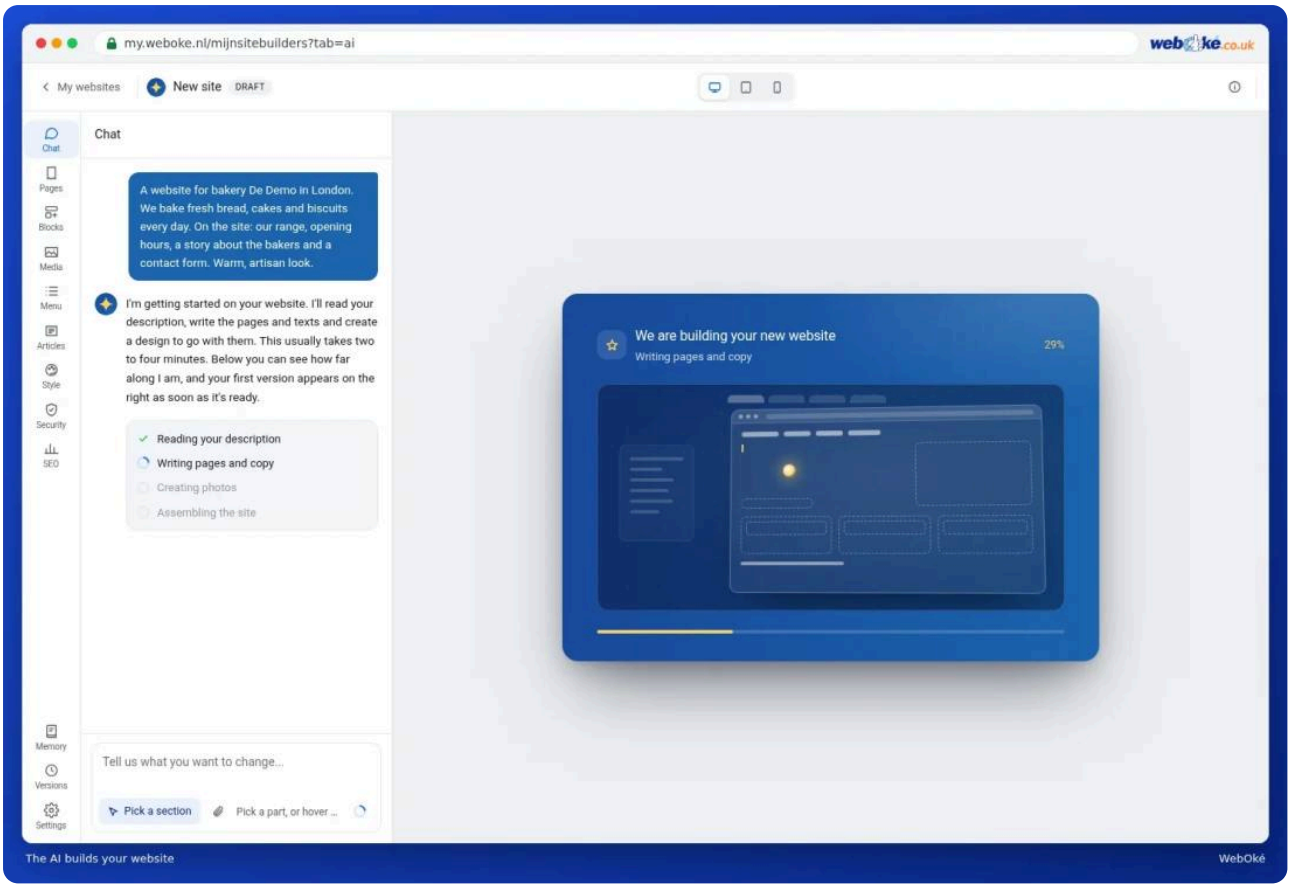


Choose the free slot or a package, and the type of images

You can always move to a package or your own domain later. You can read how in AI Builder: editing, versions and publishing.

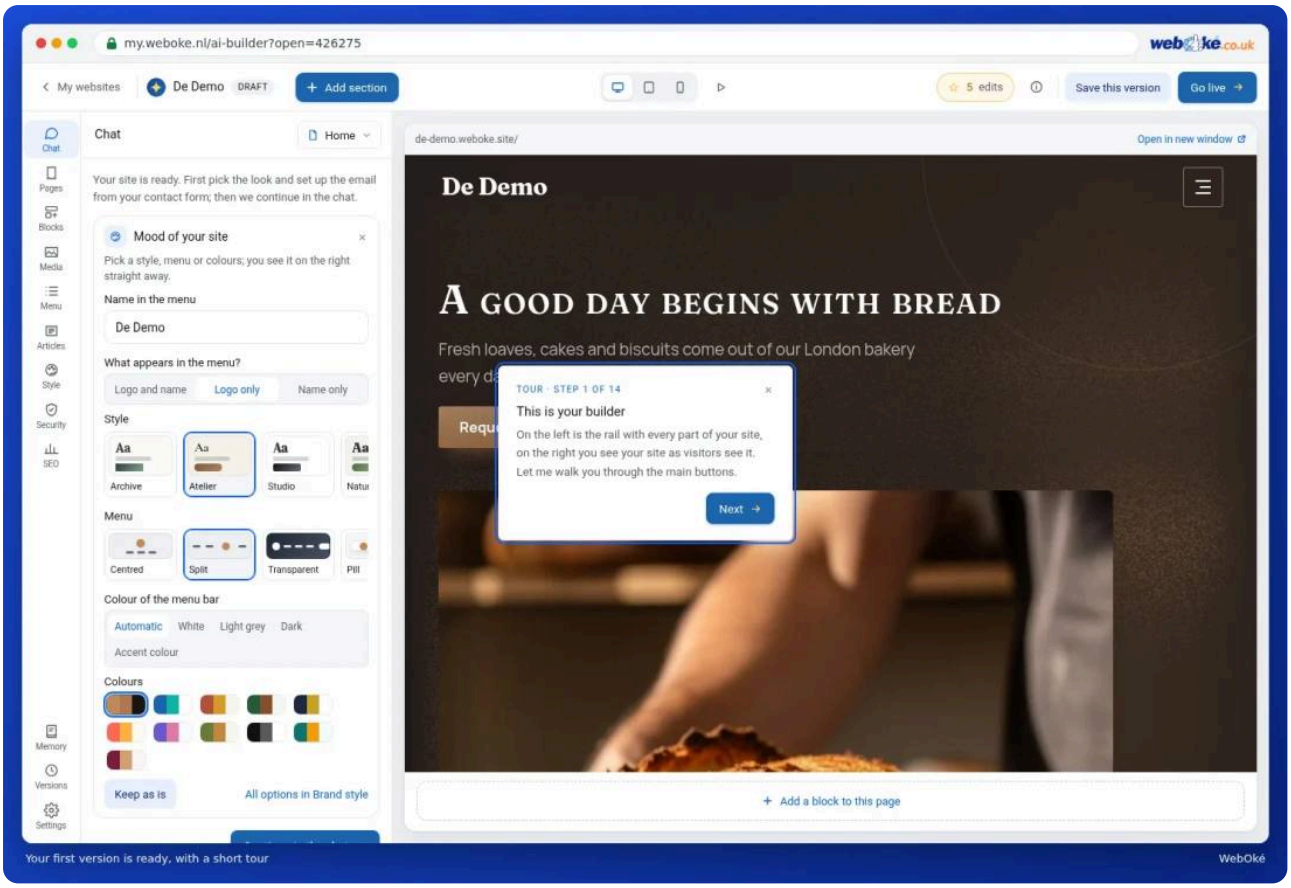
The AI builds your site

The building screen opens straight away. On the left, the chat shows how far the AI has got: reading the description, writing pages and text, creating photos. On the right, the progress runs alongside. This usually takes two to four minutes.



The AI builds your website, you see the steps in the chat

As soon as the first version is ready, you'll see it on the right just as visitors will see it later. The first time, a short **Tour** walks you through the main buttons. Click **Next** to continue, or the cross to close it.



Your first version, with the Mood of your site card and the tour

First the mood and the email for your form

On the left is the **Mood of your site** card. Choose a different **Style**, a different **Menu**, the **Colour of the menu bar** or different **Colours**: you'll see the change straight away on the right. Under **Name in the menu**, you adjust the name, and under **What appears in the menu?** you choose between logo and name. If you're happy with how it looks, click **Keep as is**. You'll find all these options again later under **Style**.

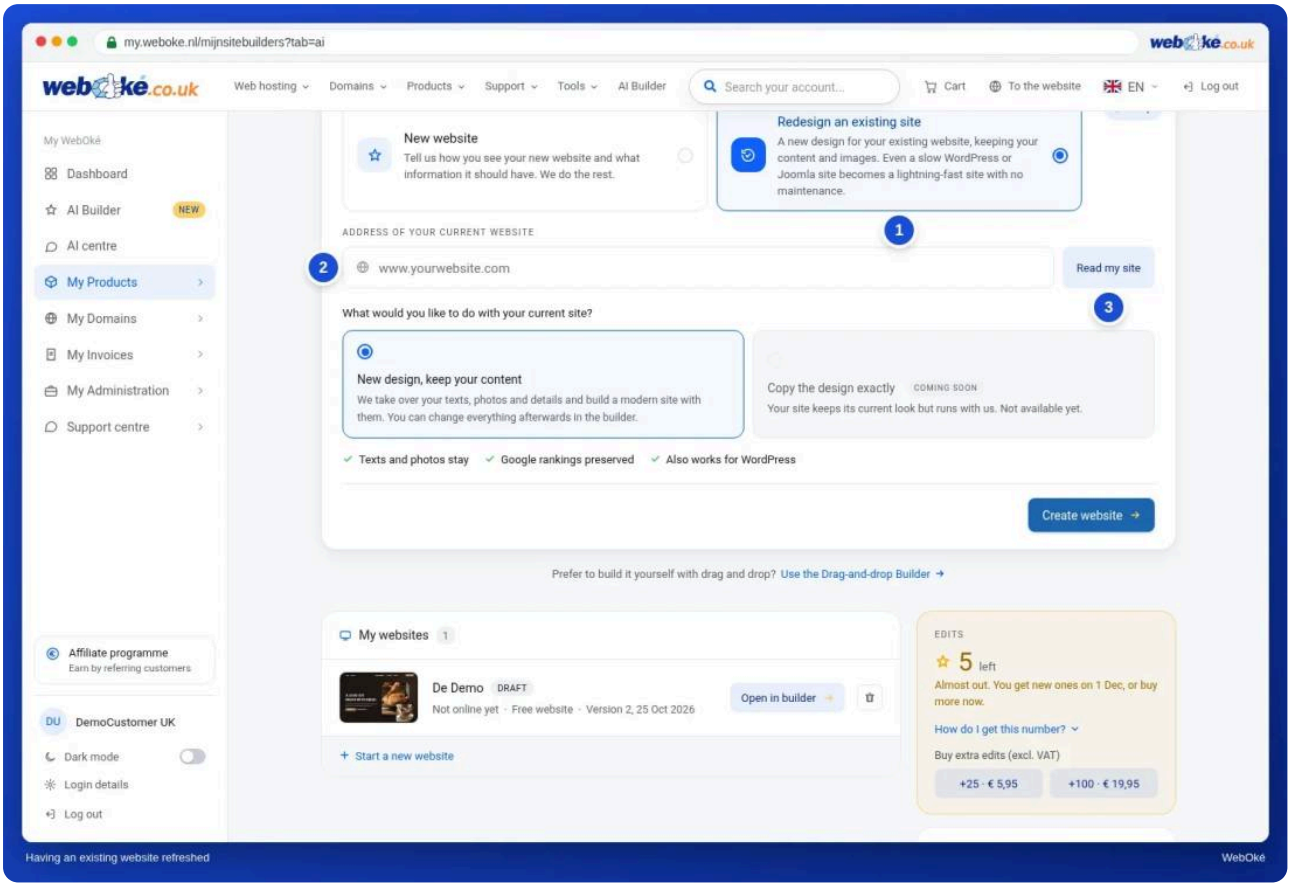
After that, you can set up where messages from your contact form arrive and which address they're sent from. You can also do this later, under **Settings**. Click **Continue to the chat** to get started with adjustments.

Having an existing site redesigned

Already have a website, for example an old WordPress or Joomla site? Then have a new design made for it, keeping your text and photos.

1. Choose **Redesign an existing site** (1).
2. Enter the web address under **Address of your current website** (2).
3. Click **Read my site** (3). The AI reads your pages, photos and details.
4. You'll then see which pages were found. Untick anything you don't need. If you want to keep your current colours and fonts, leave that option on. Under **What would you like to change about the design?**, tell us what can be different.

5. Under **What would you like to do with your current site?**, **New design, keep your content** is switched on: we take over your text, photos and details and use them to build a modern site.
6. Click **Create website** and choose where the site goes, just as with a new website.



Having an existing site read in and redesigned

Already have a hosting package? Switch to AI Builder

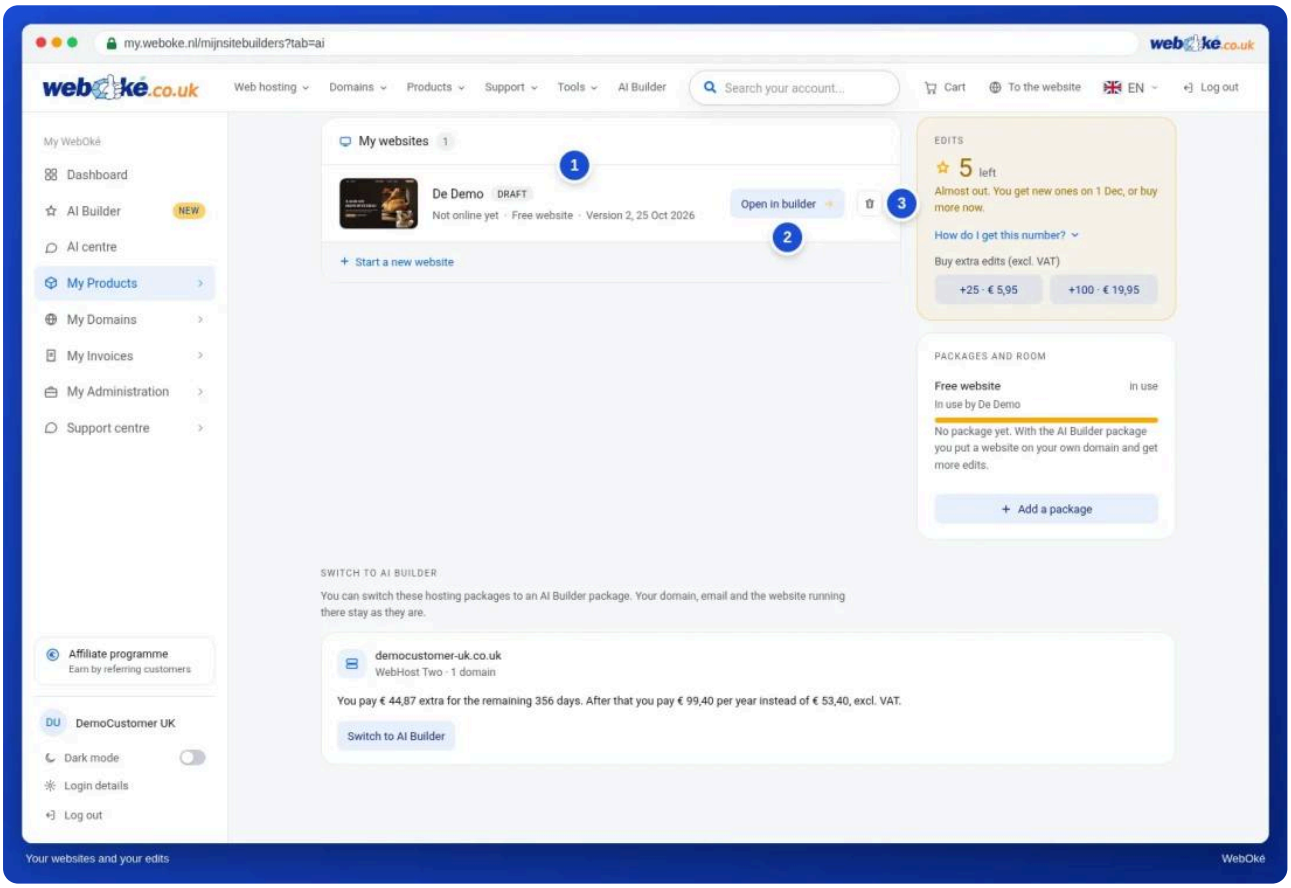
Below the start card, hosting packages with a single domain sometimes show the **Switch to AI Builder** block. This turns your hosting package into an AI Builder package. Your domain, your email and the website currently running on it stay exactly as they are. You'll see in advance what it costs for the rest of your period. Would you like a different package, then read Changing your package (upgrade or downgrade).

8.2 AI Builder: editing, versions and publishing

In the build screen, you edit your website. You can do this in two ways: tell the AI in the chat what needs to change, or edit a text yourself in the preview. Every change becomes a version, so you can always go back. Visitors only see your site once you click **Publish**.

Opening the build screen

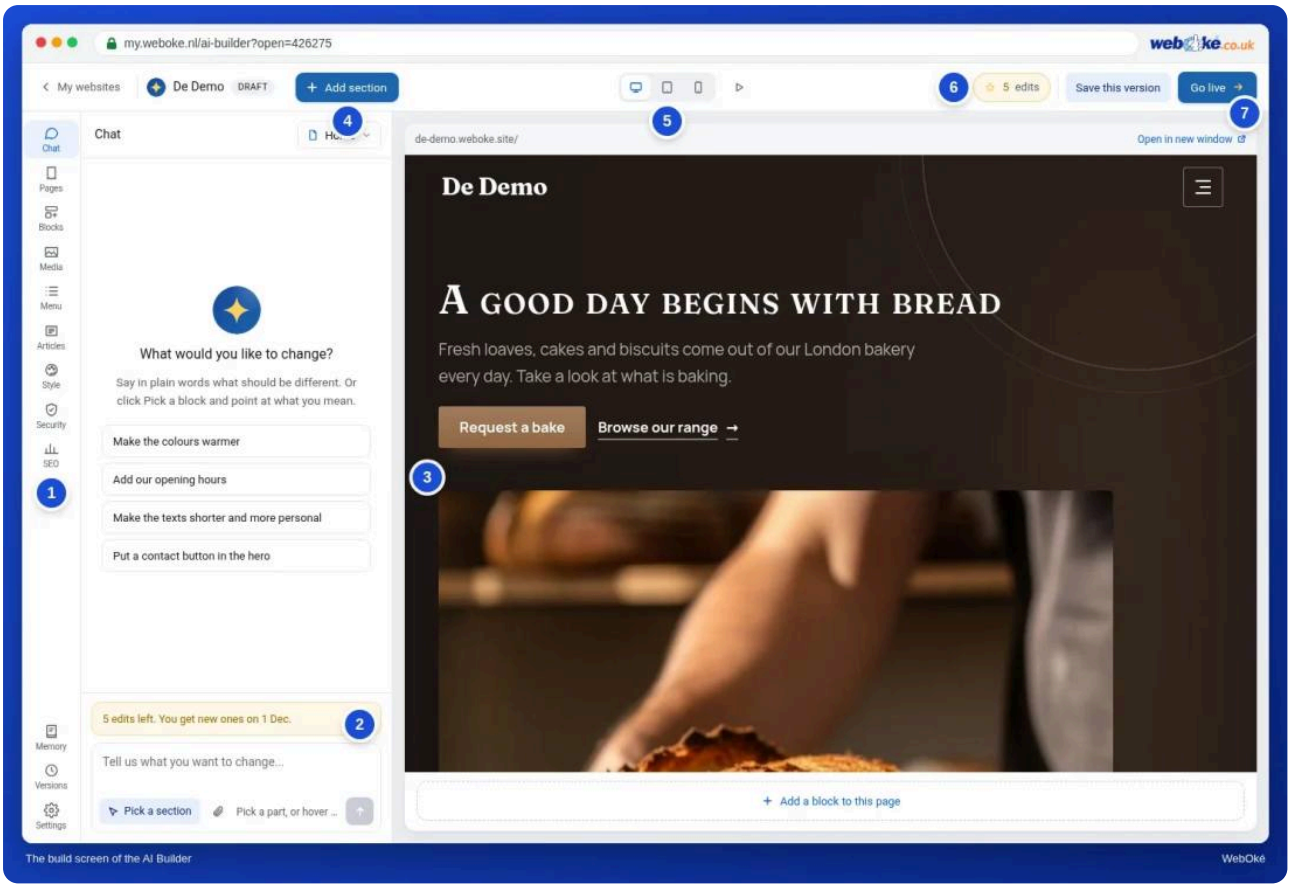
Go to **AI Builder** in the menu on the left. Below the start card are your websites (1), with the status **Draft** or **Online**. Click **Open in the builder** (2) to continue working on it. The bin icon (3) deletes a website, along with all versions and photos. You cannot undo this. On the right, you see how many edits you have left and how much space is in your packages.



Your websites, with the Open in the builder button

What the build screen looks like

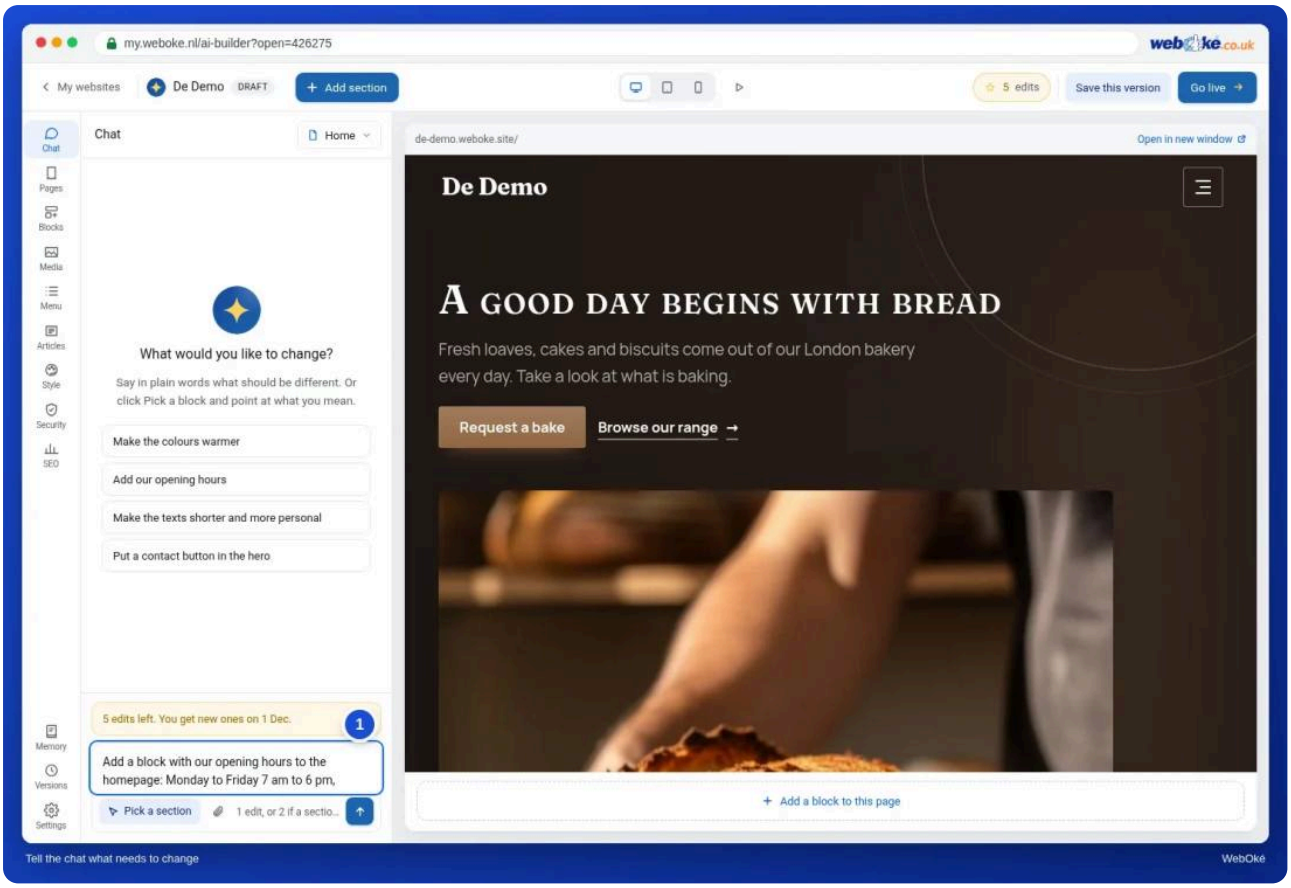
- On the left is the rail (1) with all the sections: **Chat**, **Pages**, **Blocks**, **Media**, **Menu**, **Articles**, **Style**, **Security** and **SEO**, and at the bottom **Memory**, **Versions** and **Settings**.
- Next to it is the panel for whatever you select in the rail. By default, this is the chat, with the input field at the bottom (2).
- On the right is the preview of your site (3). This is your actual site, as visitors see it.
- In the bar at the top: **Add block** (4), the buttons to view your site as a computer, tablet or phone (5), your edits (6) and **Publish** (7). Use **My websites** in the top left to return to the overview.



The build screen of the AI Builder

Having something changed in the chat

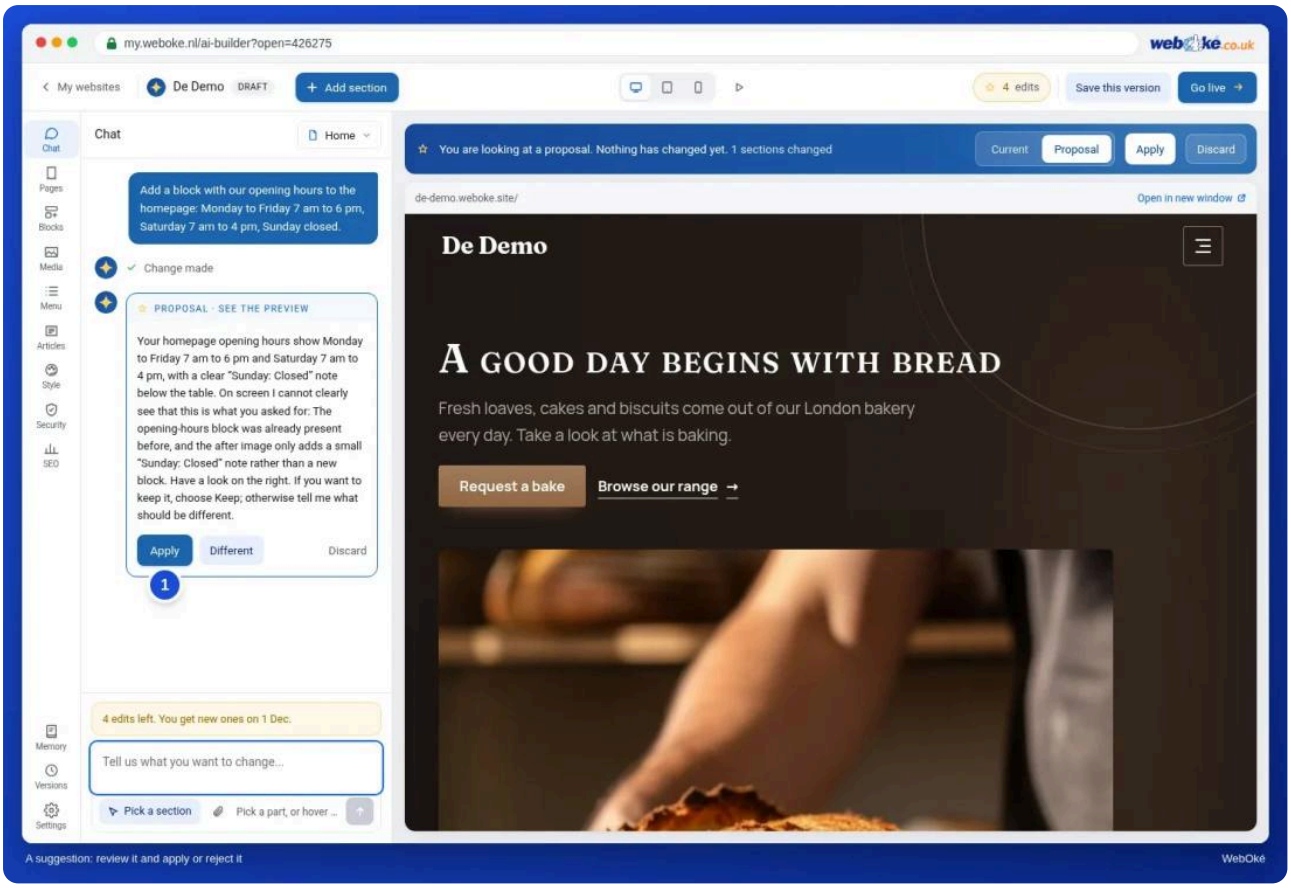
1. Type in the input field (1) what needs to change, in plain words. For example: *add a block with our opening hours to the homepage*. You can also click one of the examples above the input field.
2. Is it about one specific part? Click **Pick a section** below the input field, then click that section on the right. The AI will then change exactly that part.
3. Next to the paperclip, you see the cost in advance, for example **Small edit · 1 edit**. Asking a question costs nothing.
4. Send your message with the arrow in the bottom right or with `Enter`.



Tell the chat what needs to change

The AI creates a proposal. At the top of the preview, you then see **You are looking at a proposal. Nothing has changed yet.** Use **Current** and **Proposal** to switch between the old and new version.

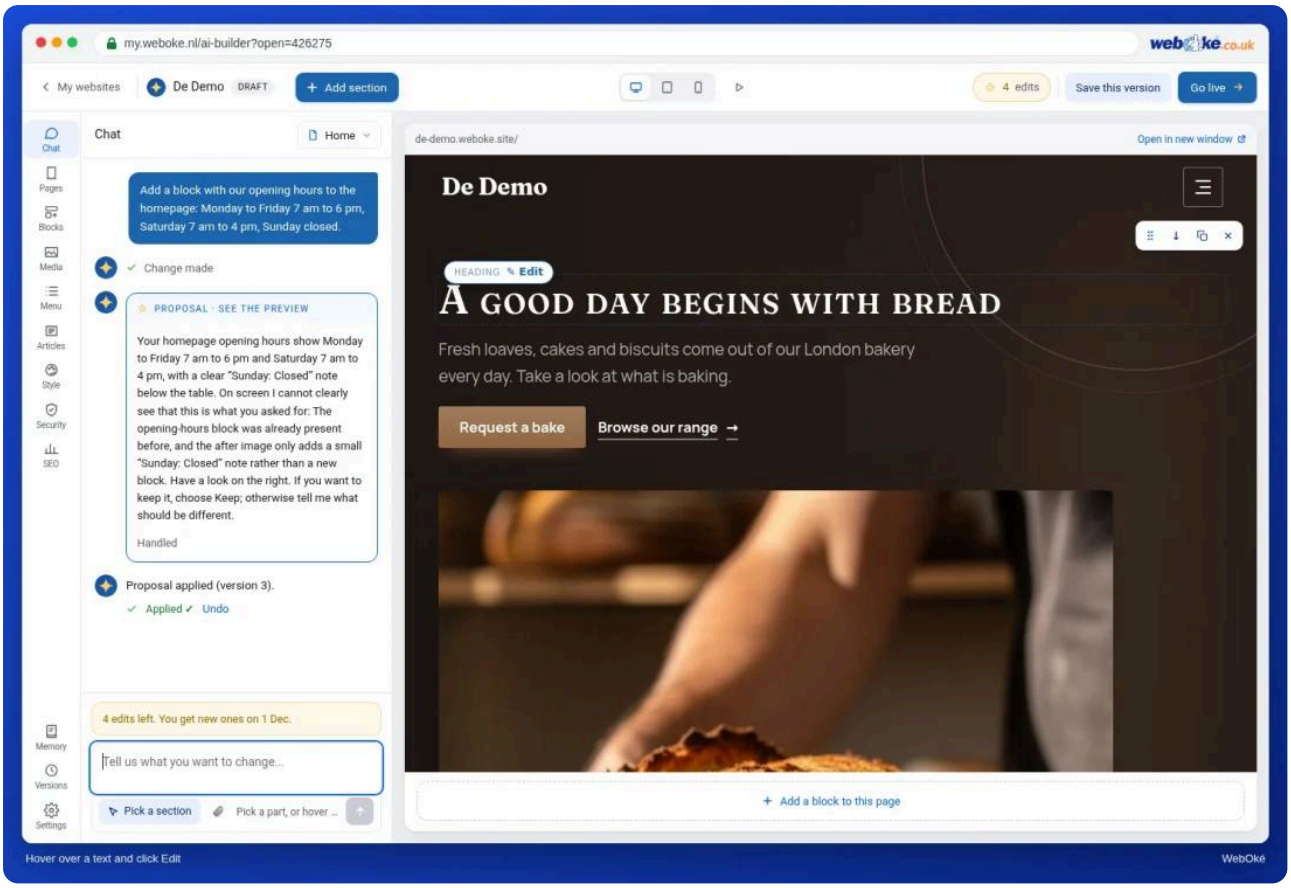
- **Apply** (1): the proposal becomes your new version.
- **Different**: you tell the AI what else needs to change and it adjusts the proposal.
- **Discard**: the proposal disappears and your site stays as it was.



Review the proposal and choose Apply, Different or Discard

Editing a text yourself, without AI

In the preview, hover your mouse over a text or button and click **Edit**. You then type the new text yourself. This is always free. Click a photo to choose a different one or have one made.

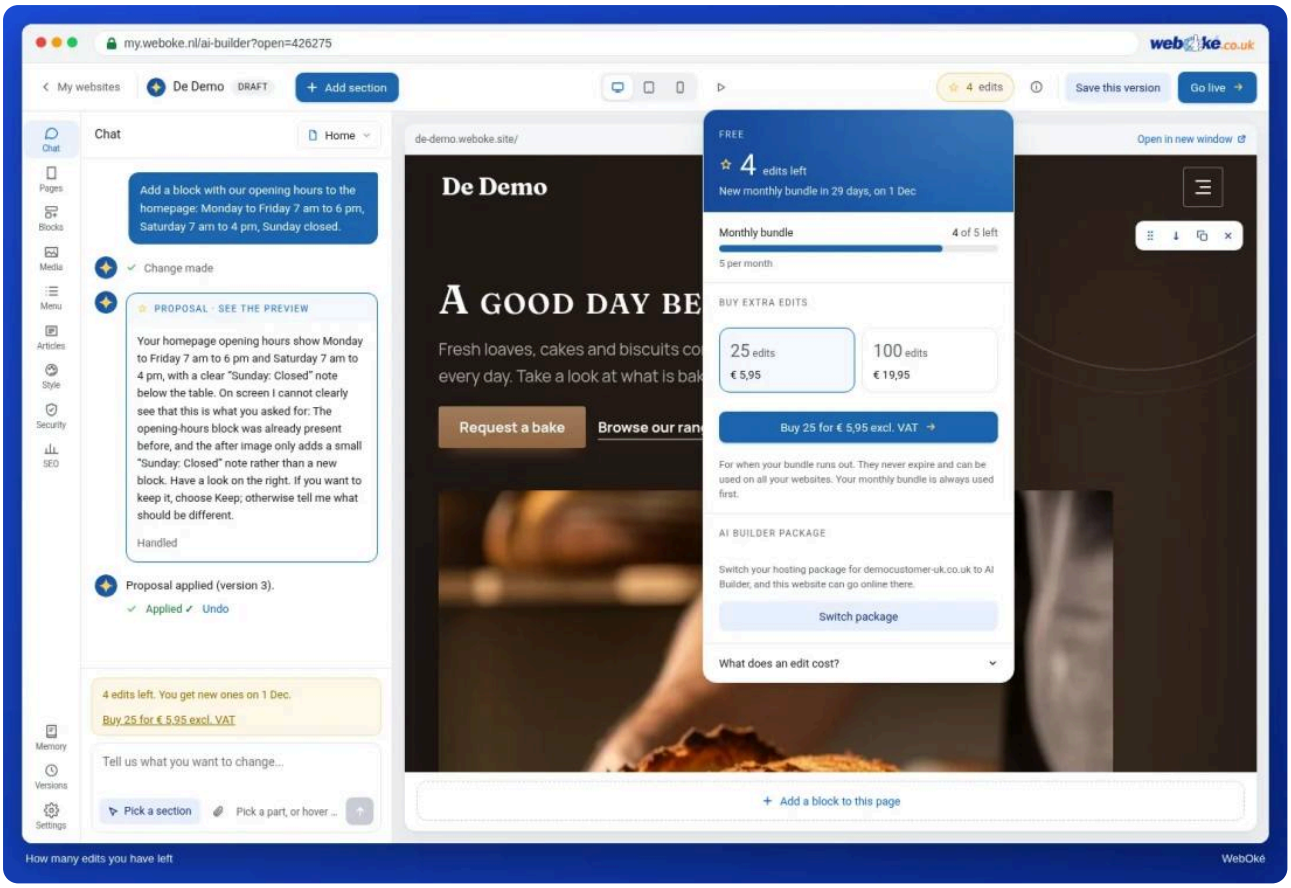


Hover over a text or button and click Edit

What does an edit cost?

Click the button at the top with the star and the number of **edits**. You see how many you have left, when your new monthly bundle arrives and whether you can buy more. Extra edits you buy always stay valid. Under **What does an edit cost?**, you find the details:

Costs edits	Always free
Have something changed: 1	Editing text yourself
New block or design: 2	Changing the style
Logo, three proposals: 1	Moving blocks
Have a new photo made: 1	Asking questions
Have an article written: 1	Publishing

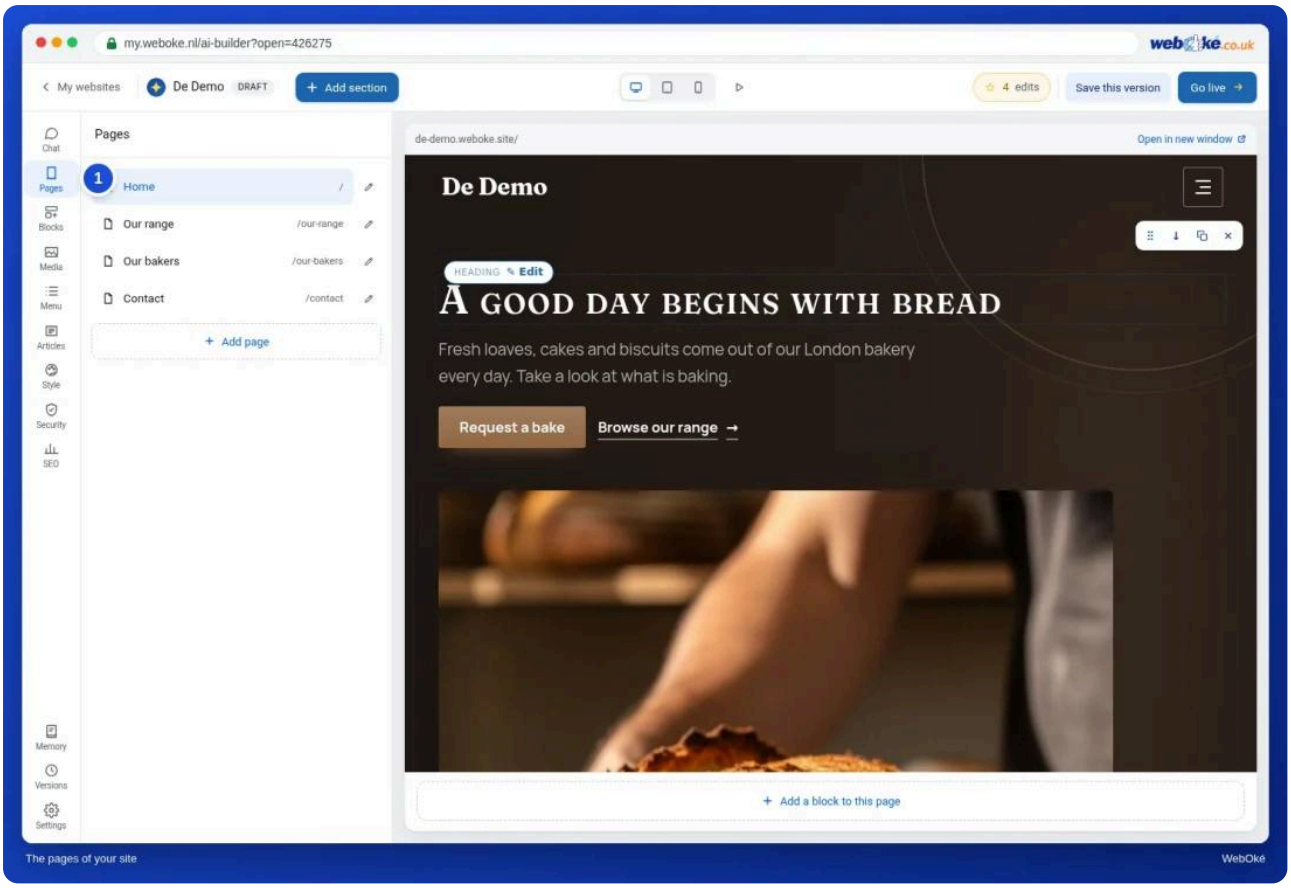


Your edits: monthly bundle and buying more

Do you have a hosting package for a single domain? Then this window also shows **Convert package**. With the AI Builder package, you get edits every month and you put your website on your own domain.

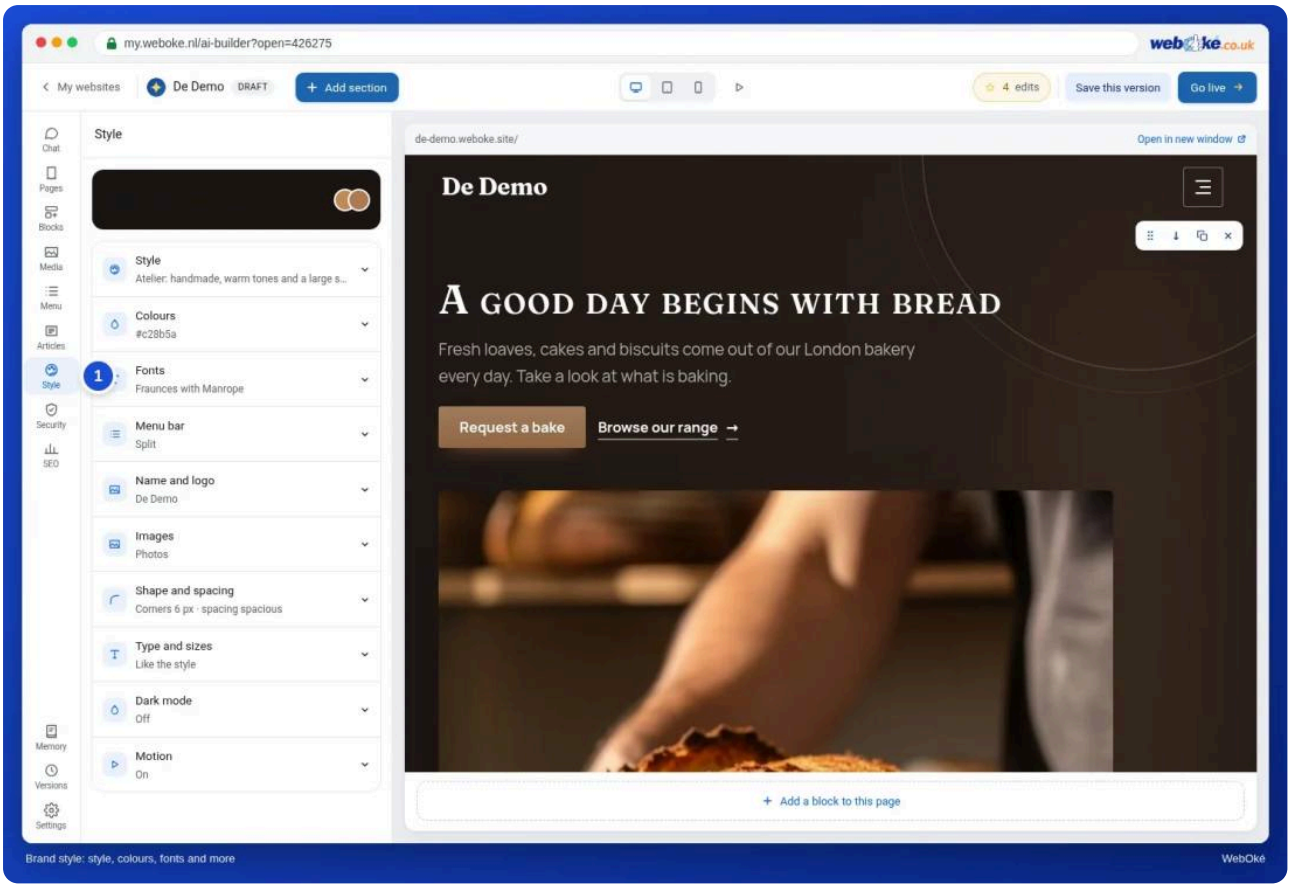
Pages, style and settings

Click **Pages** (1) in the rail for all the pages of your site. Use the pencil icon to edit a page, or **Add page** to create a new one.



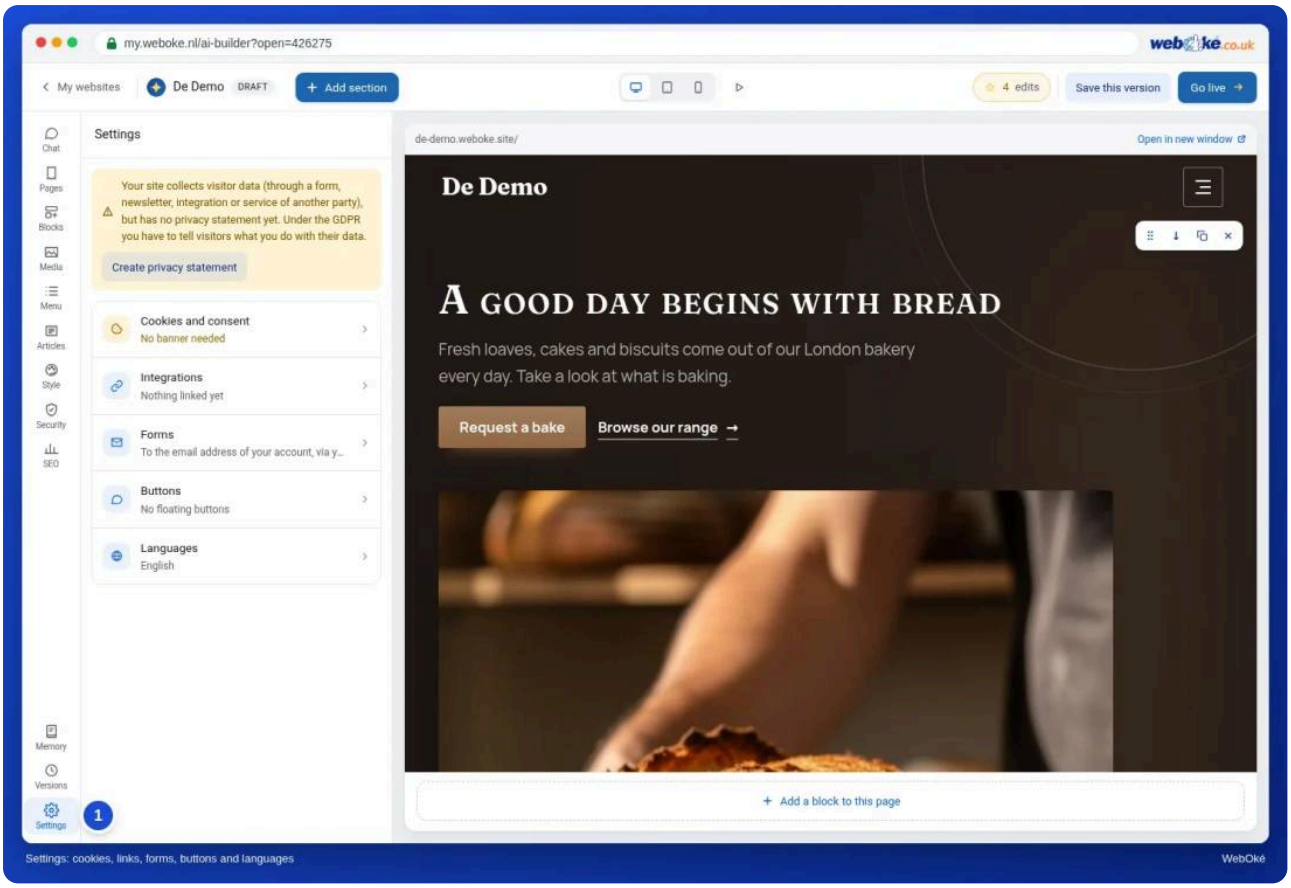
The pages of your site

Under **Style** (1), you manage the style, colours, fonts, menu bar, name and logo, images, shape and spacing, letters and sizes, dark mode and motion. Changing the style is free.



Style: everything about the look of your site

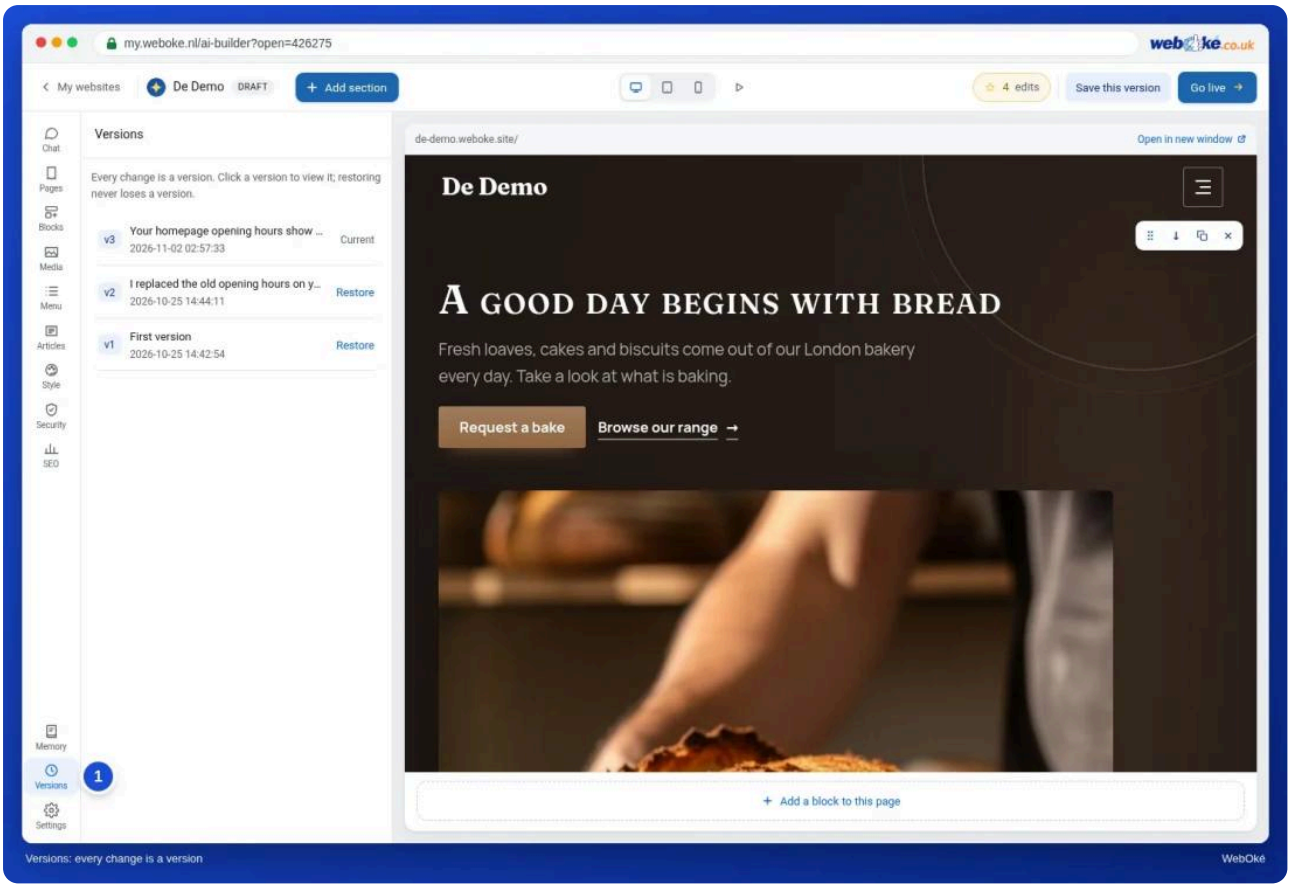
Under **Settings** (1), you find **Cookies and consent**, **Integrations**, **Forms**, **Buttons** and **Languages**. Under Forms, you set which email address receives messages from your contact form. Does your site collect visitor data, for example through a form? Then you also see a notice here to create a privacy statement, with the **Create privacy statement** button.



Settings of your site

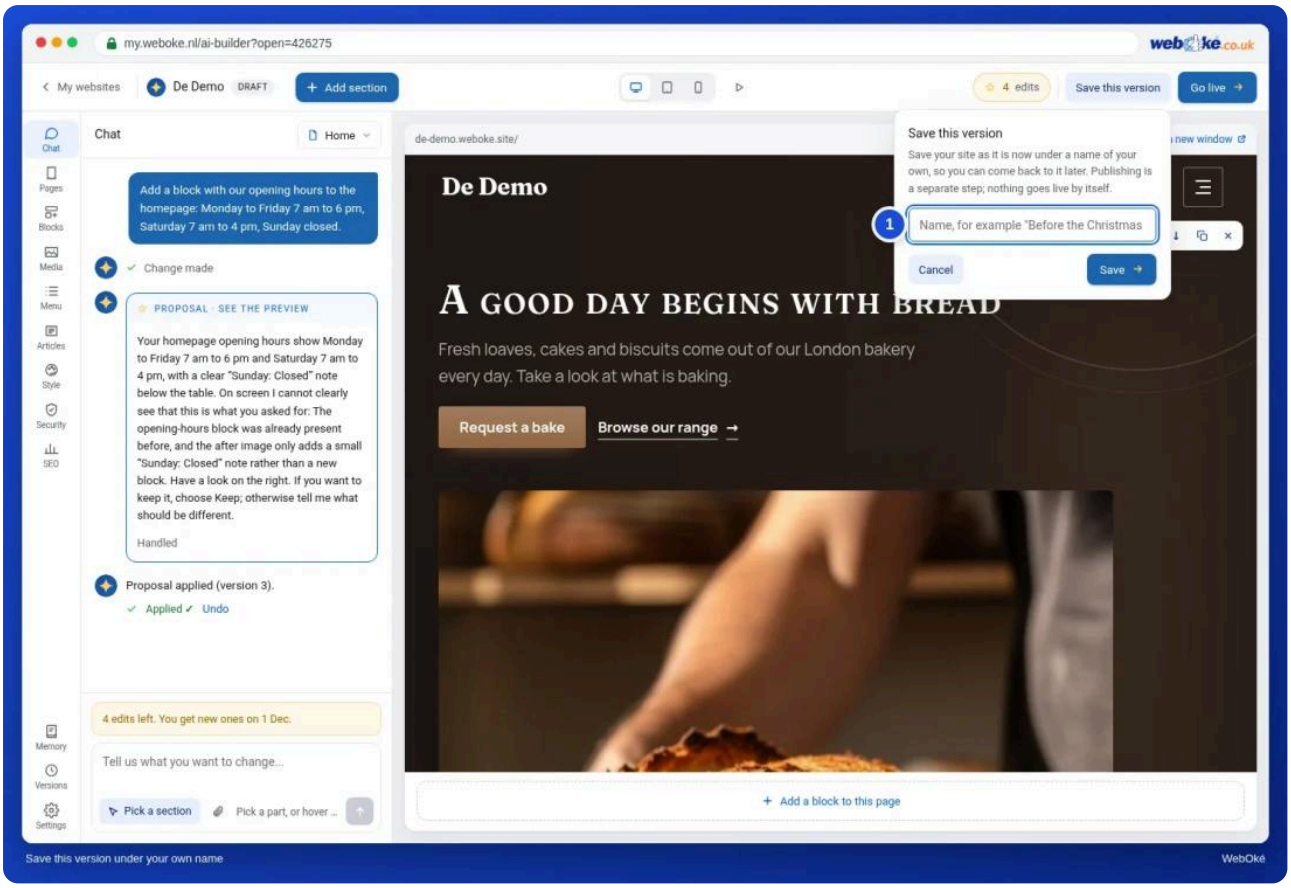
Versions: nothing gets lost

Click **Versions** (1) in the rail. Every change is a version, with the date and time. Click a version to view it. Use **Revert** to restore an older version. Reverting doesn't lose any versions: you can still go back to the newest one afterwards.



Every change is a version

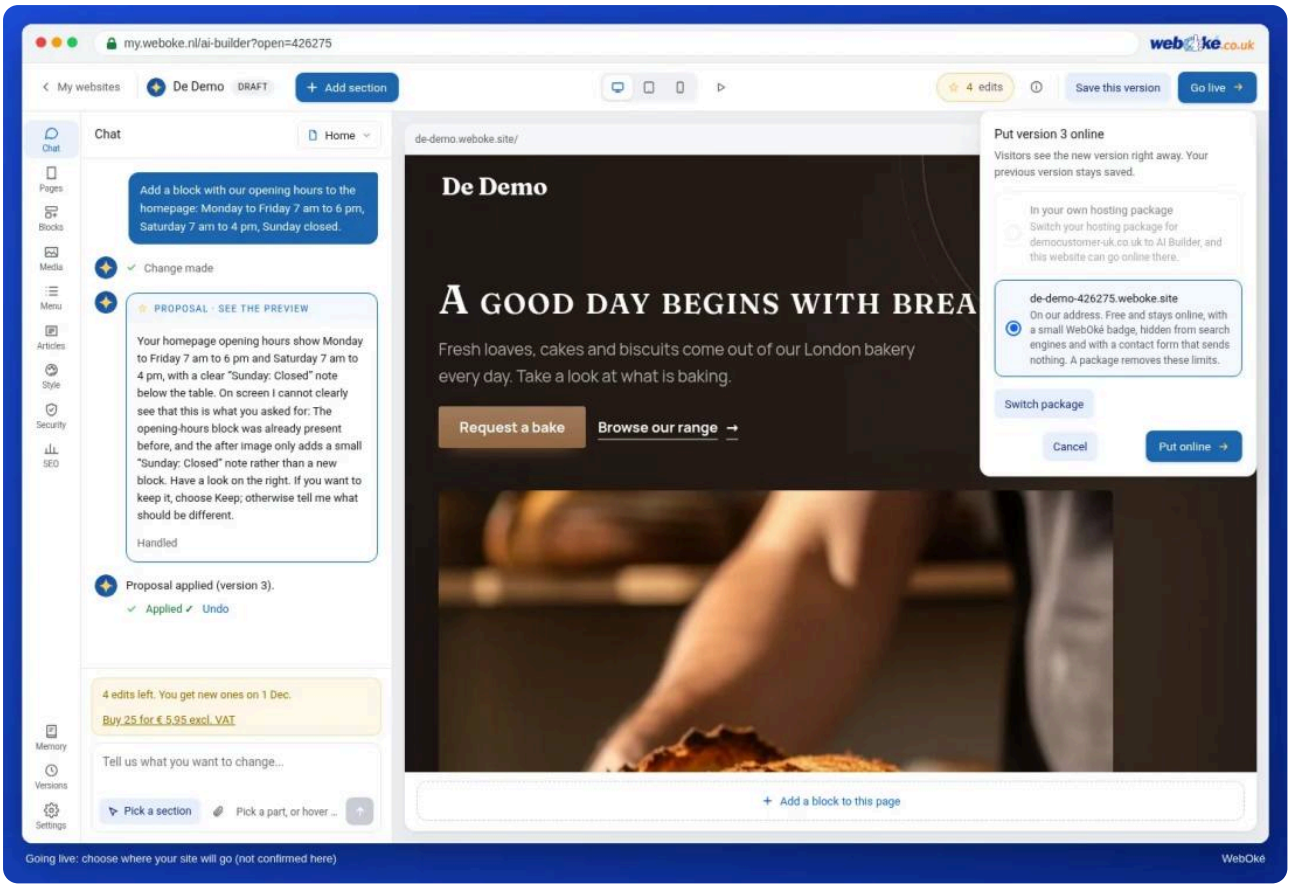
Want to easily find a version again, for example for a promotion? Click **Save this version** at the top, give it a name (1) and click **Save**. Saving doesn't publish anything; publishing is a separate step.



Save your site under your own name

Publishing your site

1. Click **Publish** in the top right.
2. Choose where your site will be hosted. On the free WebOké address, it goes online for free and permanently, with the restrictions you read above for the free website. In your own hosting package, the site goes on your own domain. For this, you need the AI Builder package; use **Convert package** to convert a hosting package.
3. Click **Publish** in the window. Use **Cancel** to close the window without changing anything.



Choose where your site goes online

Once your site is online, the button is called **Publish changes**. Everything you edit afterwards is only visible in the builder at first. Your visitors only see it once you click Publish changes. If you want to take your site offline again, you can also do that in this window. Your site itself stays saved as it is.

Please note: if your site goes into a hosting package, it ends up in the web folder of that domain. Files with the same name will be overwritten. If another website is currently on that domain, make a backup first. See WebOké Backups: restoring files.

Help in the builder

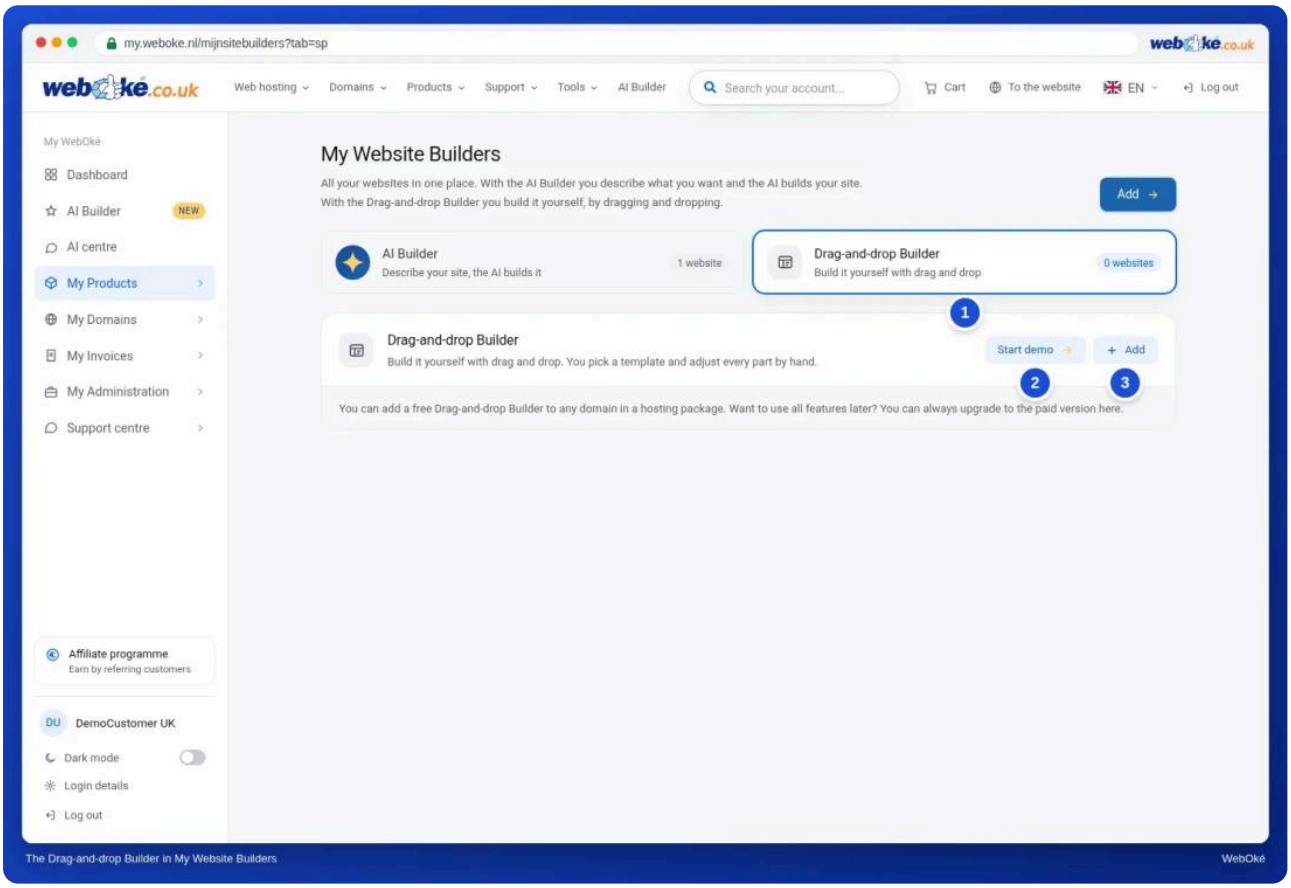
At the top is a button with an **i**. This opens **Help and tour**: explanations per feature and the tour from the very beginning. You can also simply ask the AI in the chat; asking a question costs nothing.

8.3 The Drag-and-drop Builder

Would you rather build your website entirely yourself? Then use the Drag-and-drop Builder. You choose a template and customise every element by hand, using drag and drop. You can add a free Drag-and-drop Builder to any domain in a hosting package. Want to use all features later? You can always upgrade to the paid version.

Where do you find the Drag-and-drop Builder?

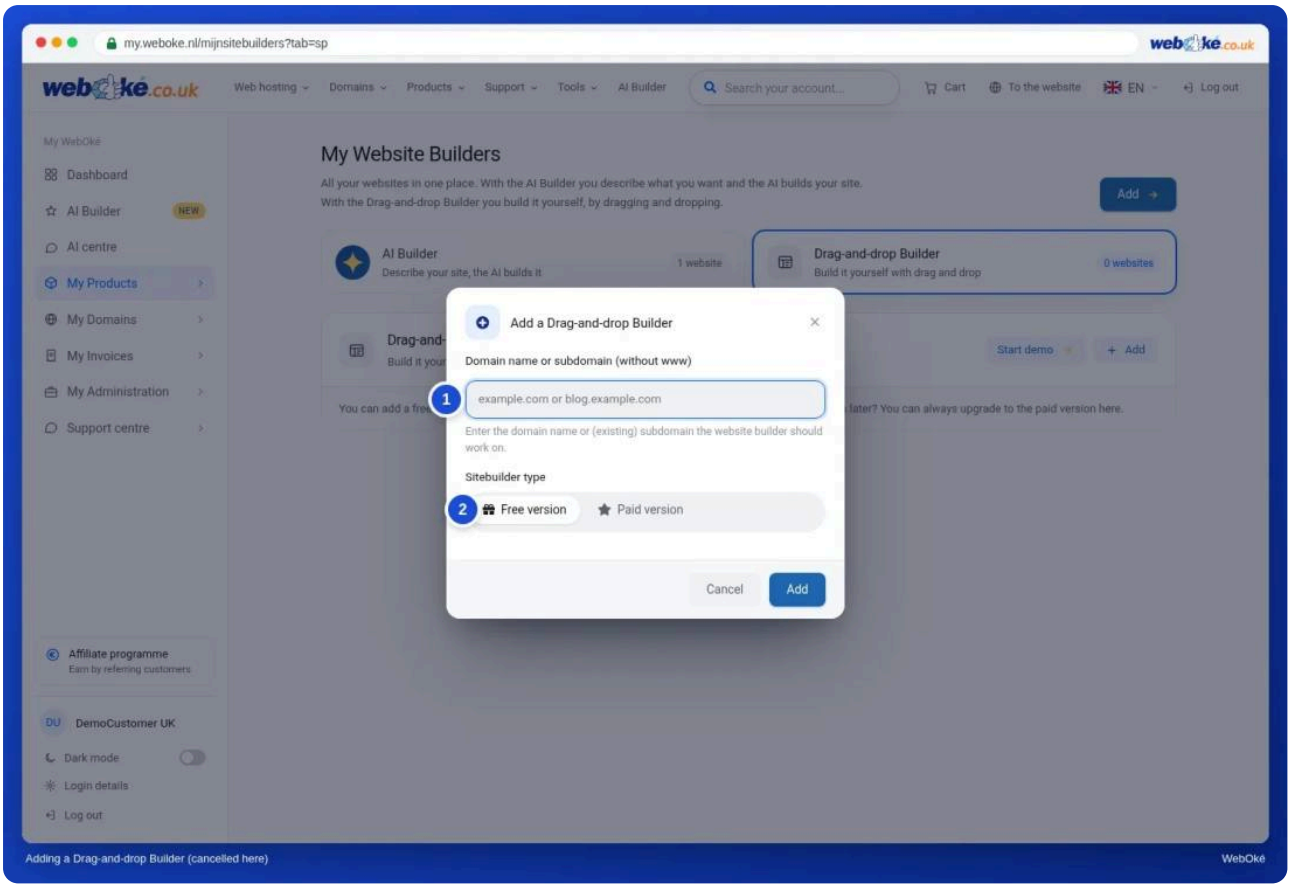
Go to **My Products** and choose **My Website Builders**, or click **AI Builder** in the menu on the left. Click the **Drag-and-drop Builder** tab at the top (1). Use **Start demo** (2) to try out the builder first, without creating anything. Use **Add** (3) to link a builder to a domain.



The Drag-and-drop Builder in My Website Builders

Adding a builder

1. Click **Add**. The **Add a Drag-and-drop Builder** window opens.
2. Under **Domain name or subdomain (without www)** (1), enter the domain the website will go on, for example *example.com* or *blog.example.com*. A subdomain must already exist.
3. Under **Sitebuilder type** (2), choose the **Free version** or the **Paid version**. The paid version has more features.
4. Click **Add**. Use **Cancel** to close the window.



Adding a Drag-and-drop Builder

Managing your builders

Once you've added a builder, it appears in the list with the domain, the type (**Free version**, **Paid version** or **Sitebuilder package**) and when you last started it. At the top, you can see how many paid builders you have and how many are in use. You have these buttons for each builder:

Button	What does it do?
Start	Opens the builder in a new tab. There you build your site and publish it.
Change	Changes the domain name the website is published on.
Upgrade	Converts a free website to a paid one, with more features.
Downgrade	Converts a paid builder to the free version, one time only. After that you can't upgrade again.
Backups	Shows the automatic backups of this builder.
Delete	Deletes the entire website. Gone is really gone.

Backups of your builder

Every night we automatically back up your builder project. We keep at most 6; the oldest one rolls off. Click **Backups** for a builder. For each backup you can choose **Restore**, **Download** or **Delete**. Use **Create a backup now** to make one straight away.

Please note: restoring overwrites the current project in the builder. Your live site only changes once you publish from the builder afterwards.

Tip: not sure which builder to choose? With the AI Builder you have a complete site in a few minutes, which you then customise using ordinary words. See AI Builder: having your website built for you. The Drag-and-drop Builder suits you if you want to place every detail yourself.

9

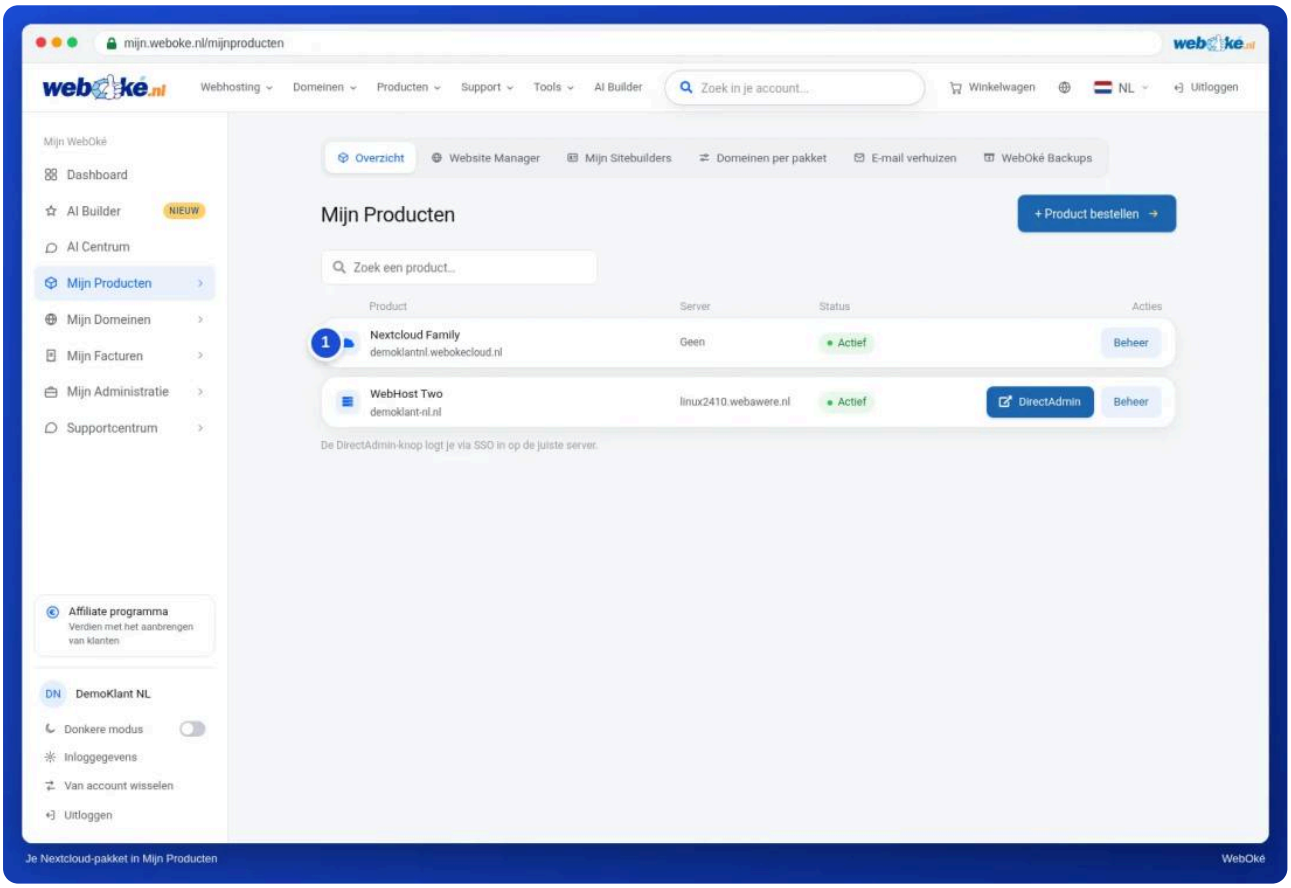
Nextcloud in My WebOké

9.1 Your Nextcloud package in My WebOké

With a Nextcloud package from WebOké, you have your own online storage, calendar, contacts and collaboration on European servers. In My WebOké, you handle the business side: your package, your users, your Office licences, extra storage and your own domain. For how to use Nextcloud itself (files, sharing, calendar, the apps), see the Nextcloud manual.

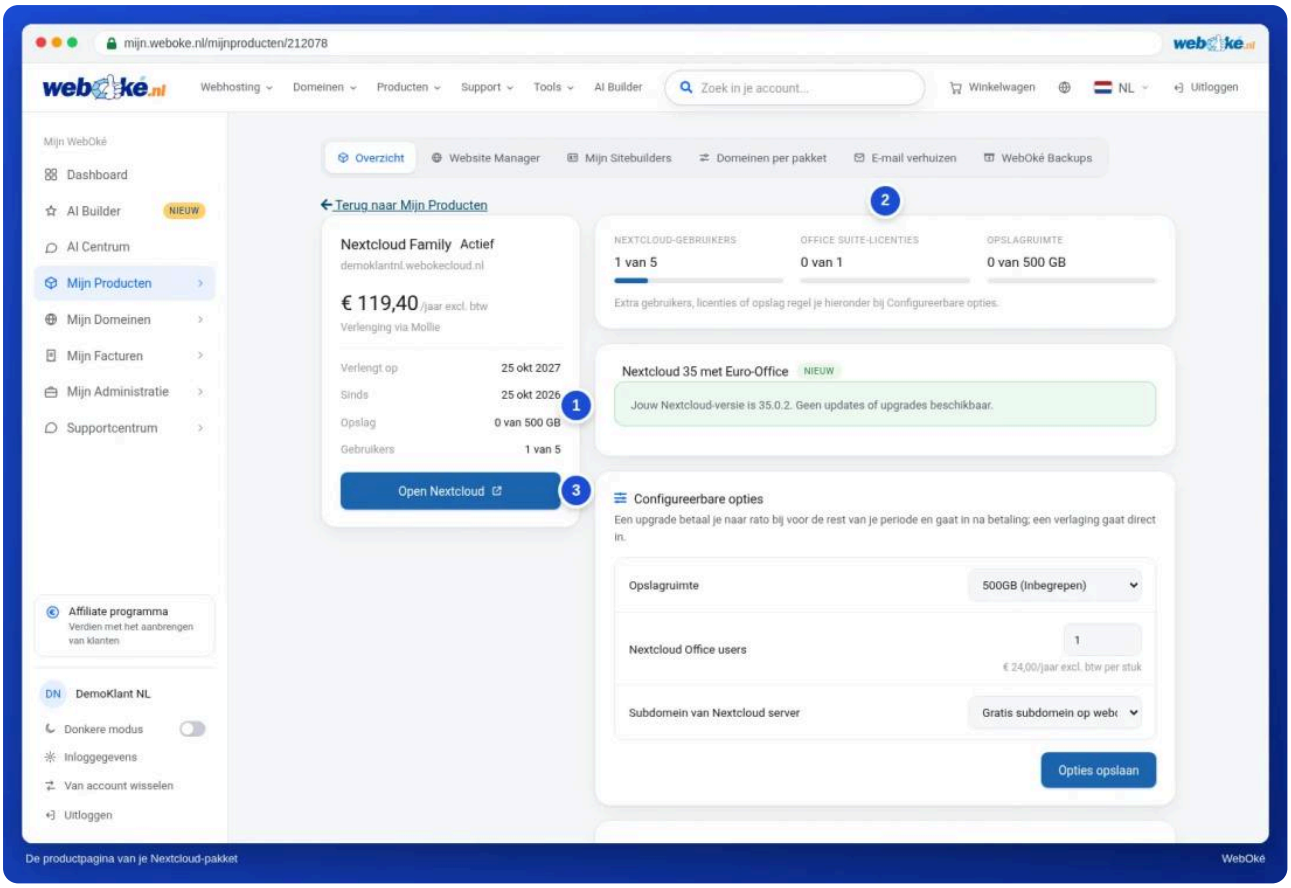
Opening your package

1. Click **My Products** in the menu on the left. You can recognise your Nextcloud package by the cloud icon (1).
2. Click the package or **Admin**. The product page opens.



Your Nextcloud package in My Products

On the left, you see your package details (1): the name, the status, your Nextcloud's address, when the package renews, and since when you have had it. For a paid package, you also see how much **Storage** and how many **Users** you are using there. At the top right are the counters (2). Click **Open Nextcloud** (3) to go to your own Nextcloud. It opens in a new tab.



The product page of your Nextcloud package

A Nextcloud package does not have a DirectAdmin button. You handle everything on this product page or in Nextcloud itself.

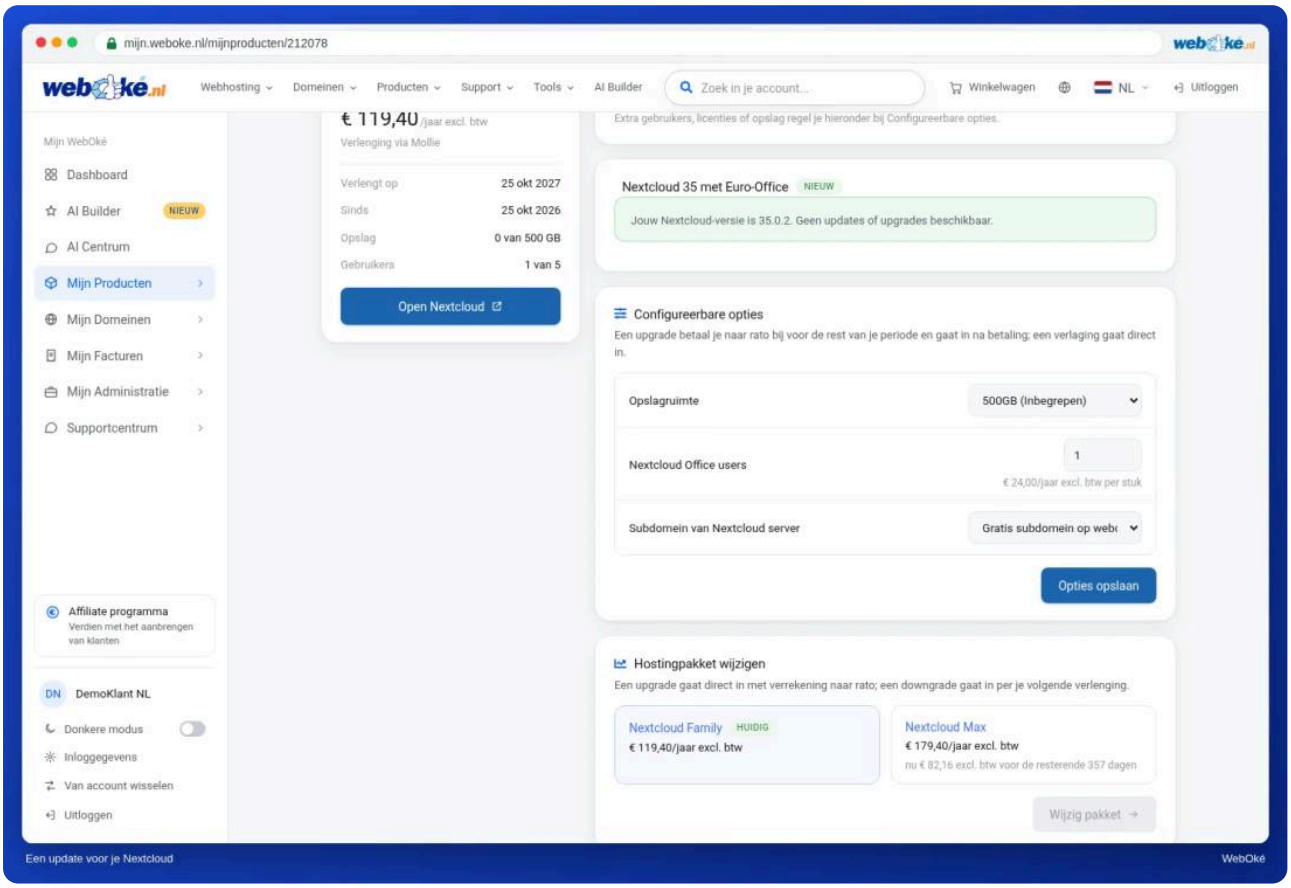
What's on the product page?

For a paid package, you see these cards on the right, from top to bottom:

Card	What do you manage there?
The counters	**Nextcloud users**, **Office Suite licences** and **Storage space**: how much you are using of what you have.
Nextcloud version	Which version you have, and an update if one is ready. If there is nothing to do, it says no updates are available.
Configurable options	Extra users, Office licences and storage. See Managing users and Office licences.
Change hosting package	Switching to a larger or smaller Nextcloud package.
User management	Adding, changing and deleting users. See Managing users and Office licences.
Use your own domain	Setting up your Nextcloud on your own address. See A custom domain for your Nextcloud.

AI Assistant in Nextcloud	Turning on Nextcloud's AI assistant with your own key (from Nextcloud Family onwards).
Connect your own AI	Deciding what an AI tool used by your users may do in this Nextcloud (Family and Max).

Sometimes a tip for a product that fits well with your package, such as Email Only, is also shown between the cards.

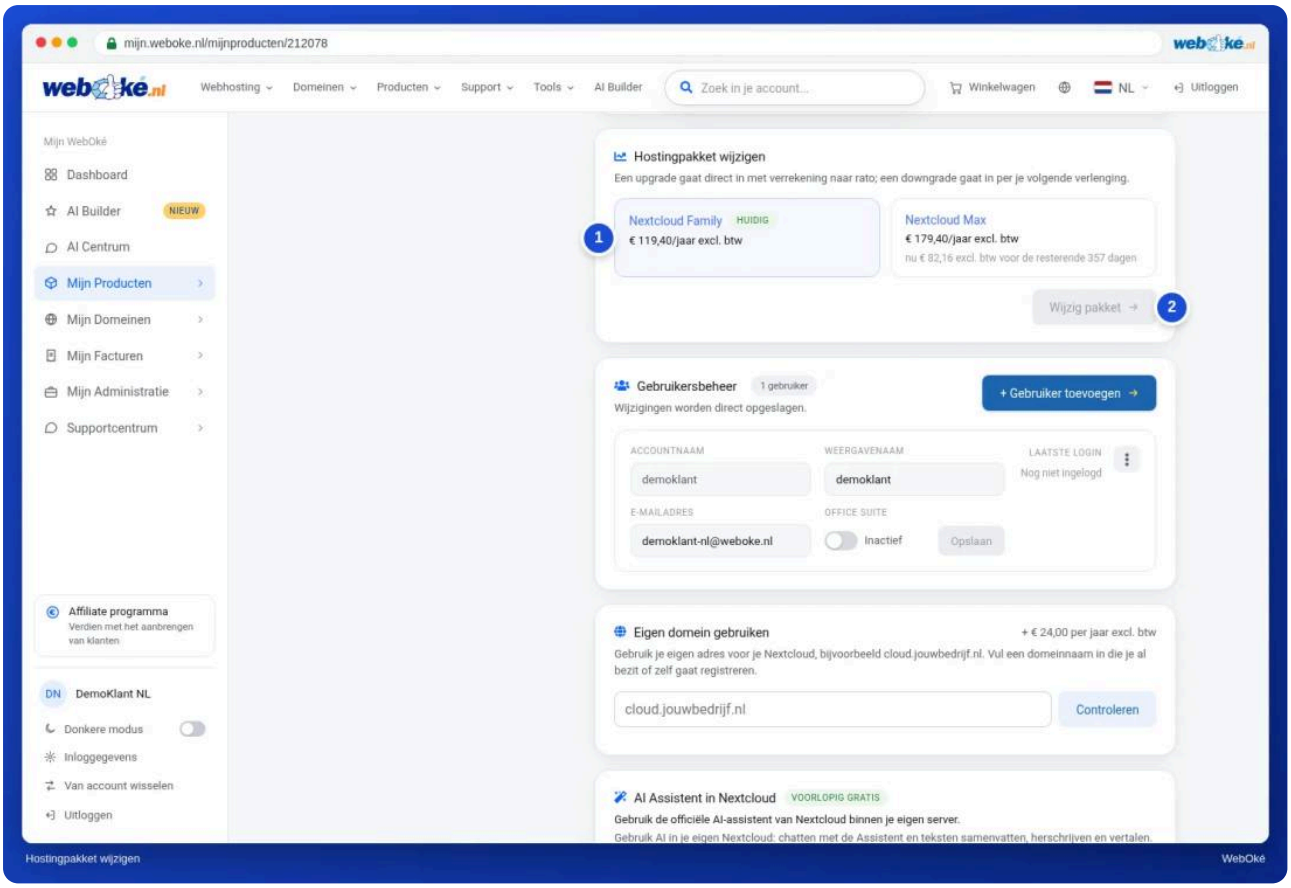


The Nextcloud version and the configurable options

Below that are the cards for cancelling or transferring your package. You can read how this works in Cancelling, undoing cancellation, or transferring a product.

A different package or more storage

Under **Change hosting package**, you see your current package, labelled **CURRENT** (1), and the other packages. Each tile shows what you would pay extra for the rest of your period. An upgrade takes effect immediately, with a pro rata adjustment. A downgrade takes effect at your next renewal. First click the package you want, then click **Change package** (2). You cannot click the button until you have chosen a different package.



Change hosting package

You arrange more storage under **Configurable options**. After the change, all users automatically get the new storage space. See Managing users and Office licences.

Nextcloud Free

If you have Nextcloud Free, you have one account of your own on our shared Nextcloud. You then see the card **Your Nextcloud Free account** with your username, name, email, how much storage you are using (Free has 5 GB), when you last logged in, and the Nextcloud version. You log in on the shared Nextcloud, using your username.

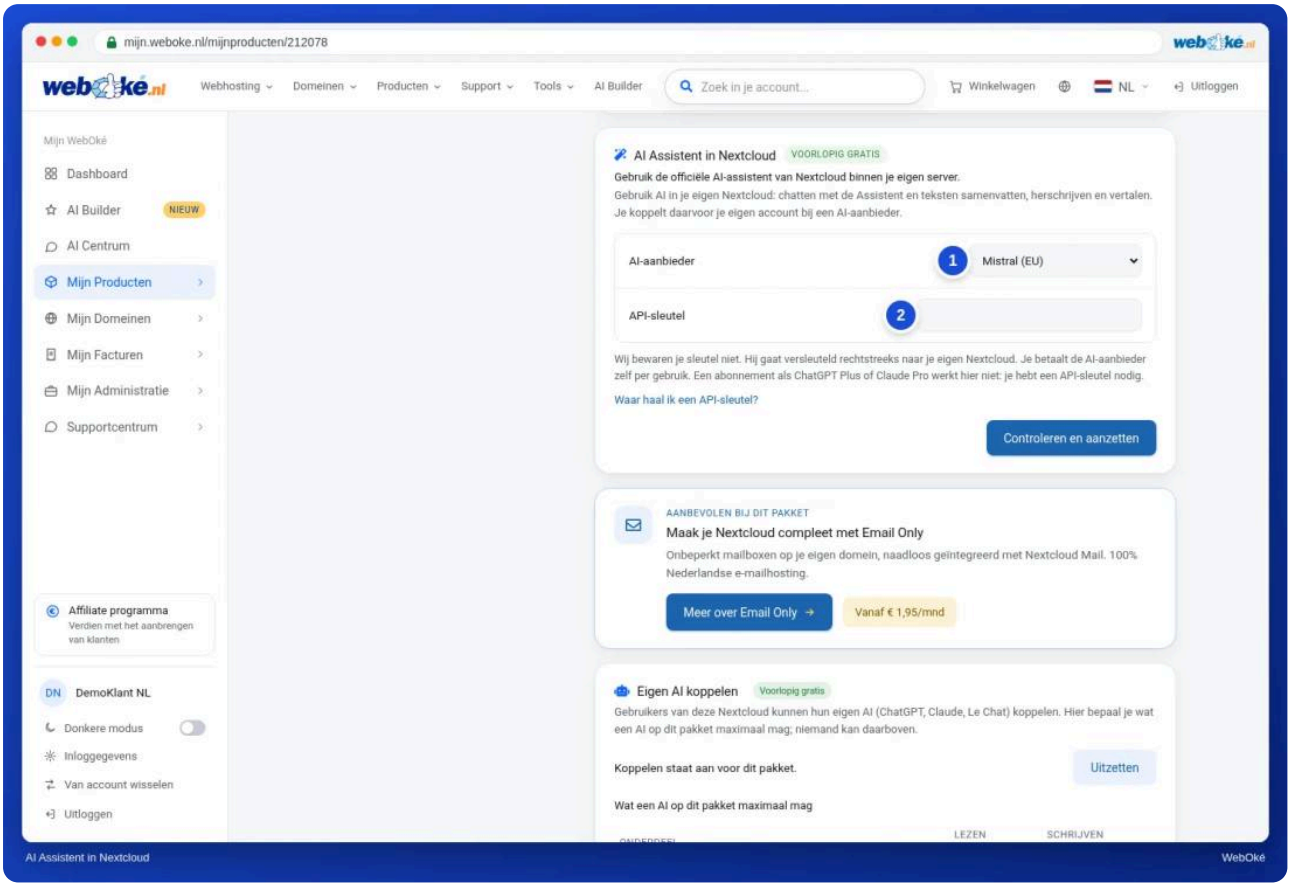
Need more storage, extra users or Office? That is possible with a paid Nextcloud package. See Ordering something extra when you're already a customer.

Please note: the **Delete my account from Nextcloud Free** button deletes your user, along with all files, and ends the package. You need to type your username to confirm. This cannot be undone, and there is no backup of your files. If you want to keep your files, copy them to another Nextcloud account first. See Transferring data between Nextcloud accounts.

Nextcloud's AI assistant

From Nextcloud Family onwards, you can use Nextcloud's official AI assistant within your own server. On the **AI Assistant in Nextcloud** card, choose an **AI provider** (1) and enter your own **API key** (2). Click **Check and turn on**. You pay the AI provider yourself per use. A subscription such as ChatGPT

Plus or Claude Pro does not work here: you need an API key. Under **Where do I get an API key?** you'll find out where to get one. Once the AI is on, you can also choose the **Model** here, or turn it off again with **Turn off AI**. Only the account owner can start this update.

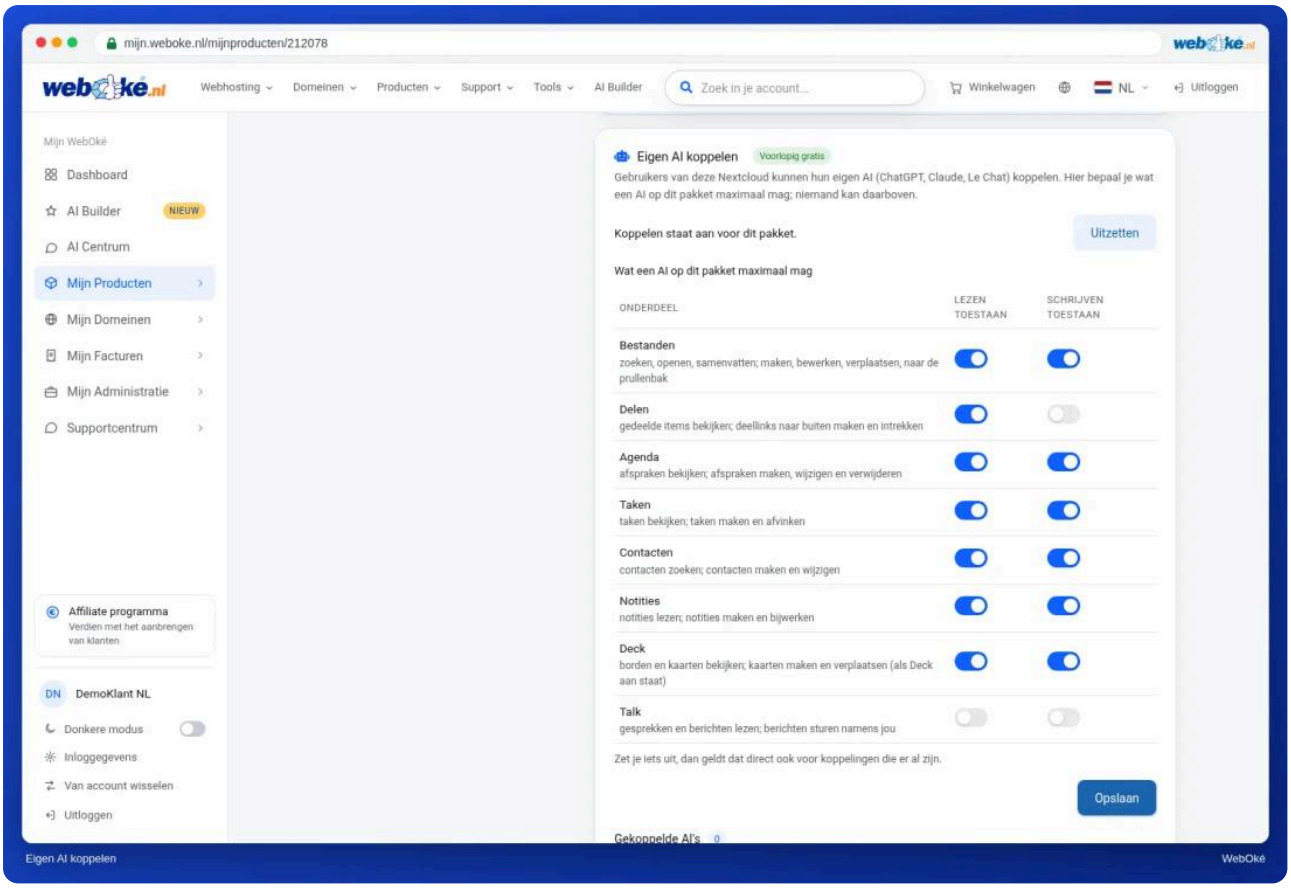


AI Assistant in Nextcloud

If you have Nextcloud Personal, you also see the card, along with a message that this is available from Nextcloud Family onwards.

Connect your own AI

With Nextcloud Family and Max, the product page also shows the **Connect your own AI** card. There, you decide what an AI tool used by your users may do, at most, in this Nextcloud. For each component, such as Files, Calendar, Contacts and Notes, you switch **Allow reading** and **Allow writing** on or off. Then click **Save**. **Switch off** turns off connecting for the whole package. Under **Connected AIs**, you see which AI tools are connected. For how to connect an AI tool yourself, see MCP server: connecting your own AI to your package.



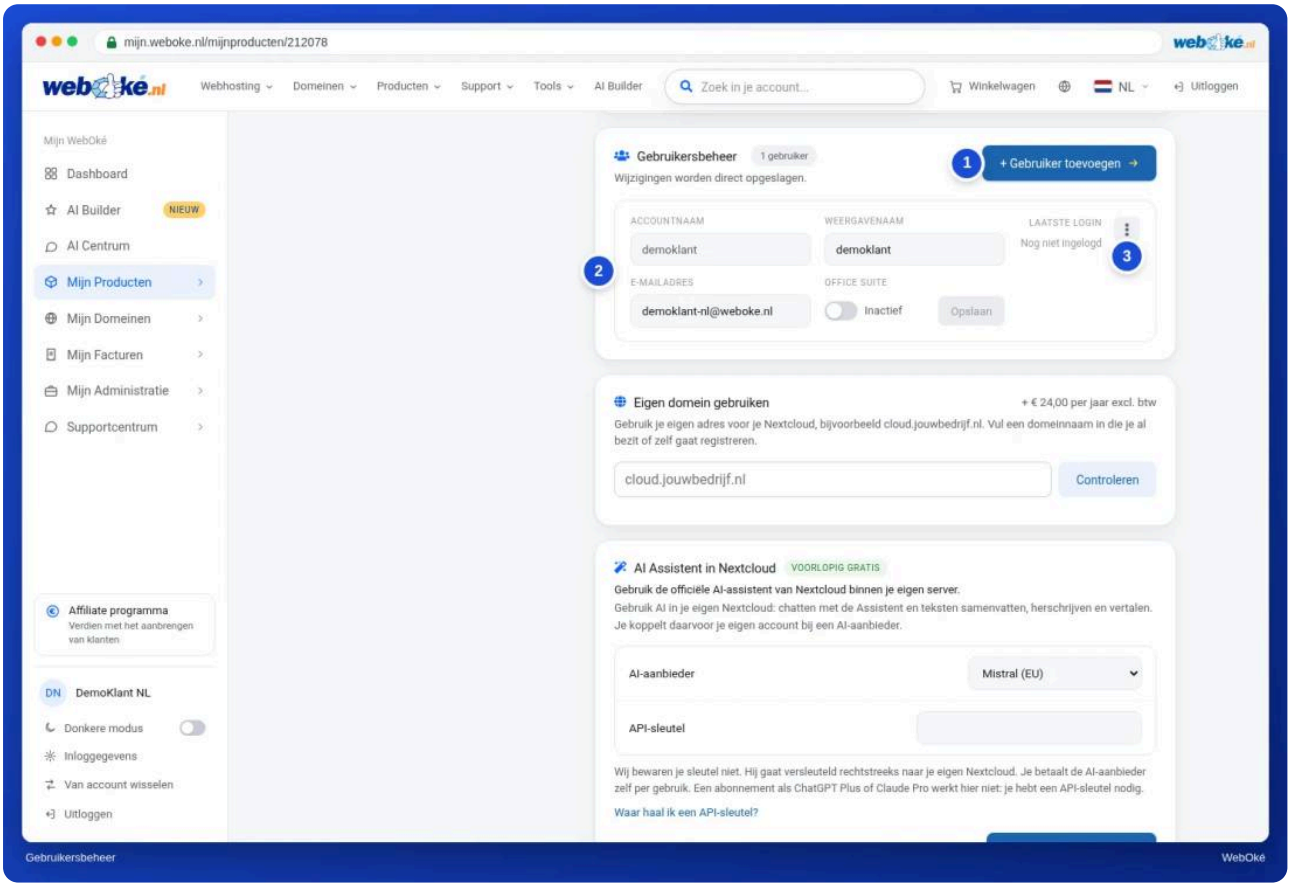
Connect your own AI

9.2 Managing users and Office licences

With a paid Nextcloud package, you manage your users directly in My WebOké. You don't need to log in to Nextcloud to do this. Changes are saved immediately.

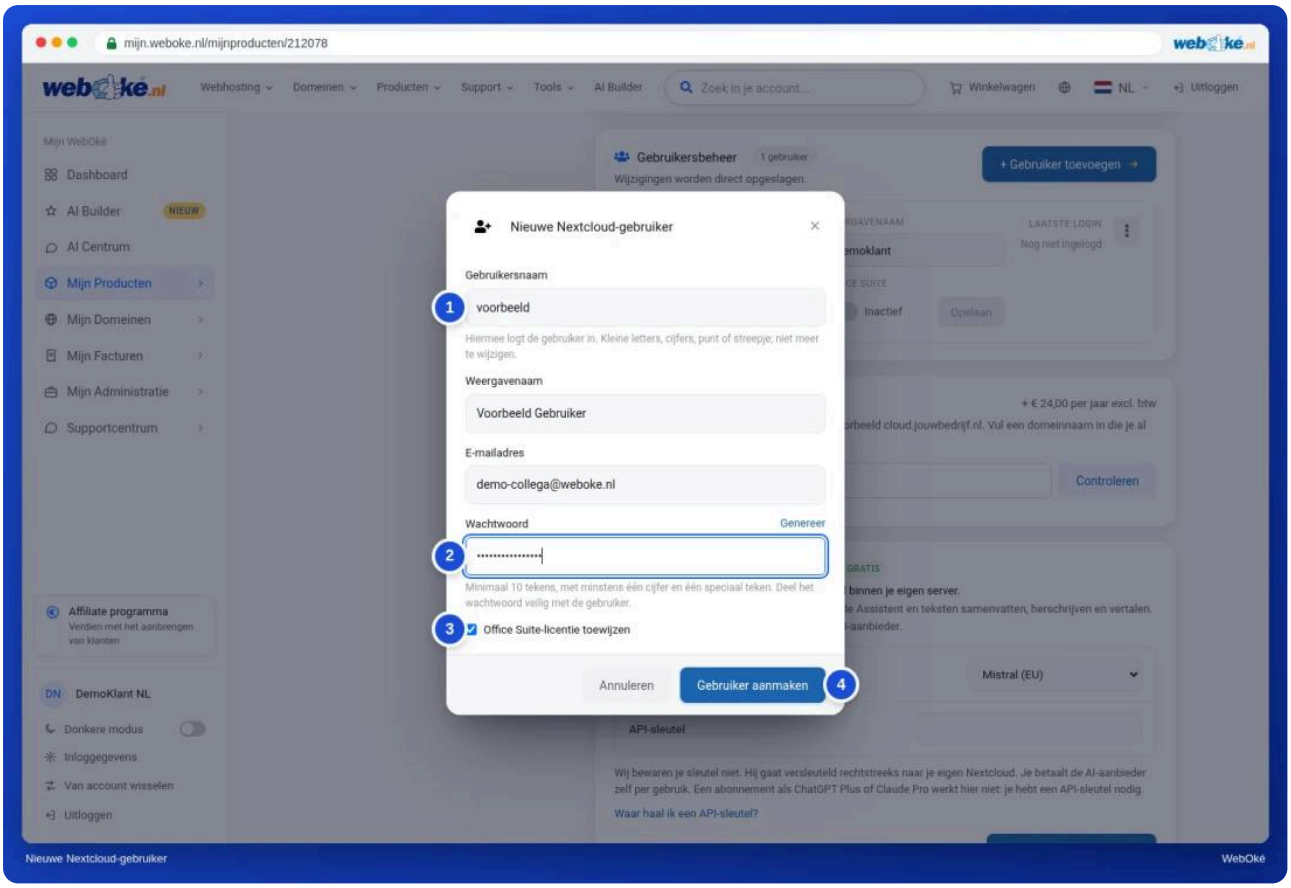
Adding a user

1. Go to **My Products** and open your Nextcloud package.
2. On the **User management** card, click **Add user**. The **New Nextcloud user** window opens.



User management: Add user (1), a user (2) and the menu with the three dots (3)

3. Enter a **Username** (1). This is what the user will log in with. Use lowercase letters, numbers, a dot or a hyphen. You can't change the username later.
4. Enter the **Display name** and the **Email address**.
5. Choose a **Password** (2) or click **Generate**. The password must be at least 10 characters long, with at least one number and one special character, for example ! or #. Don't use the user's name or email address in the password; this will be rejected. Share the password with the user securely.
6. Does the user need to be able to edit documents, spreadsheets and presentations online? Tick **Assign Office Suite licence** (3).
7. Click **Create user** (4). Click **Cancel** to close the window without doing anything.



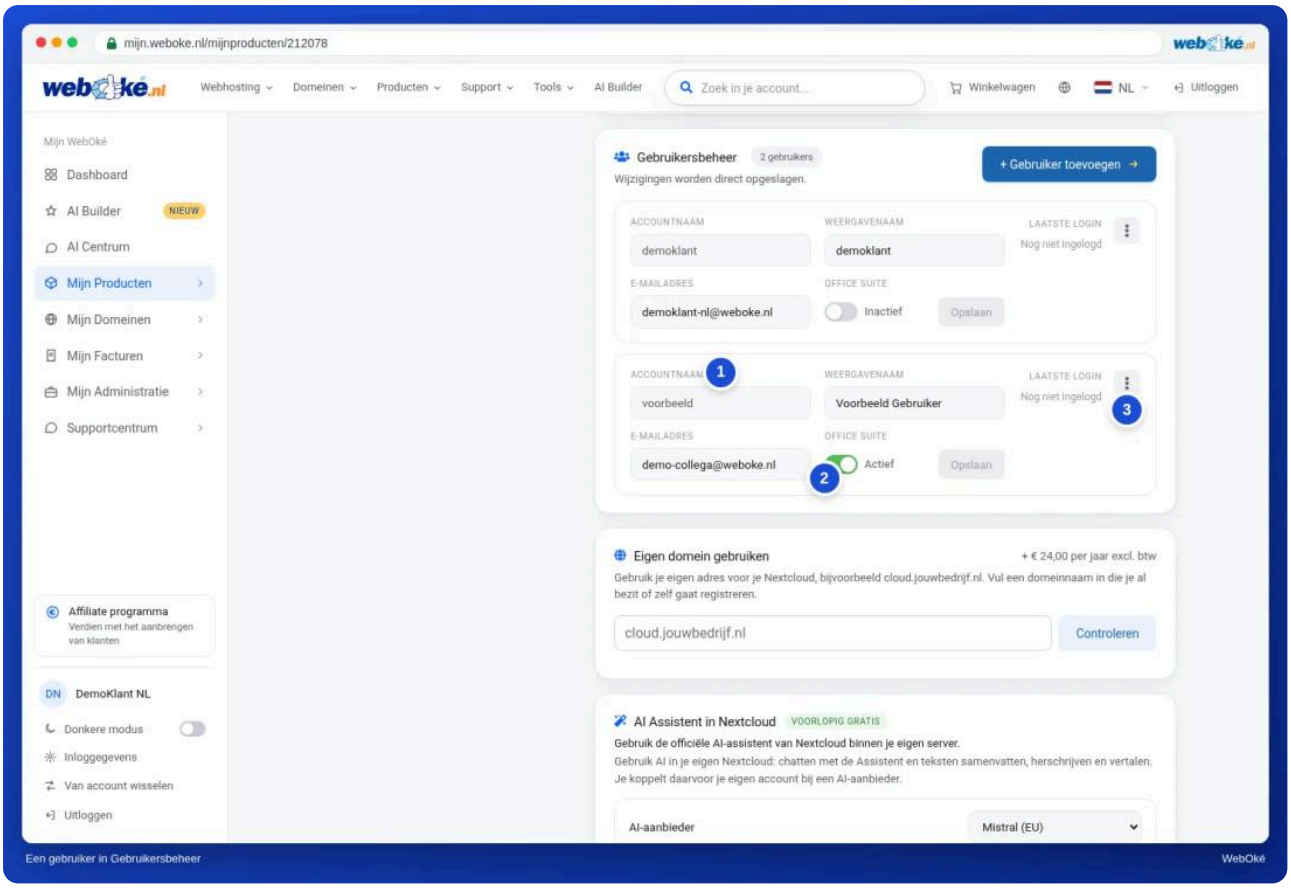
The New Nextcloud user window

If the user is created successfully, the window closes and the new user appears in the list. The number next to **User management** and the **Nextcloud users** counter both increase by one.

The new user automatically gets the storage space included in your package. If you've reached the maximum number of users, you can't add any more. In that case, first increase the number under **Configurable options** (see below).

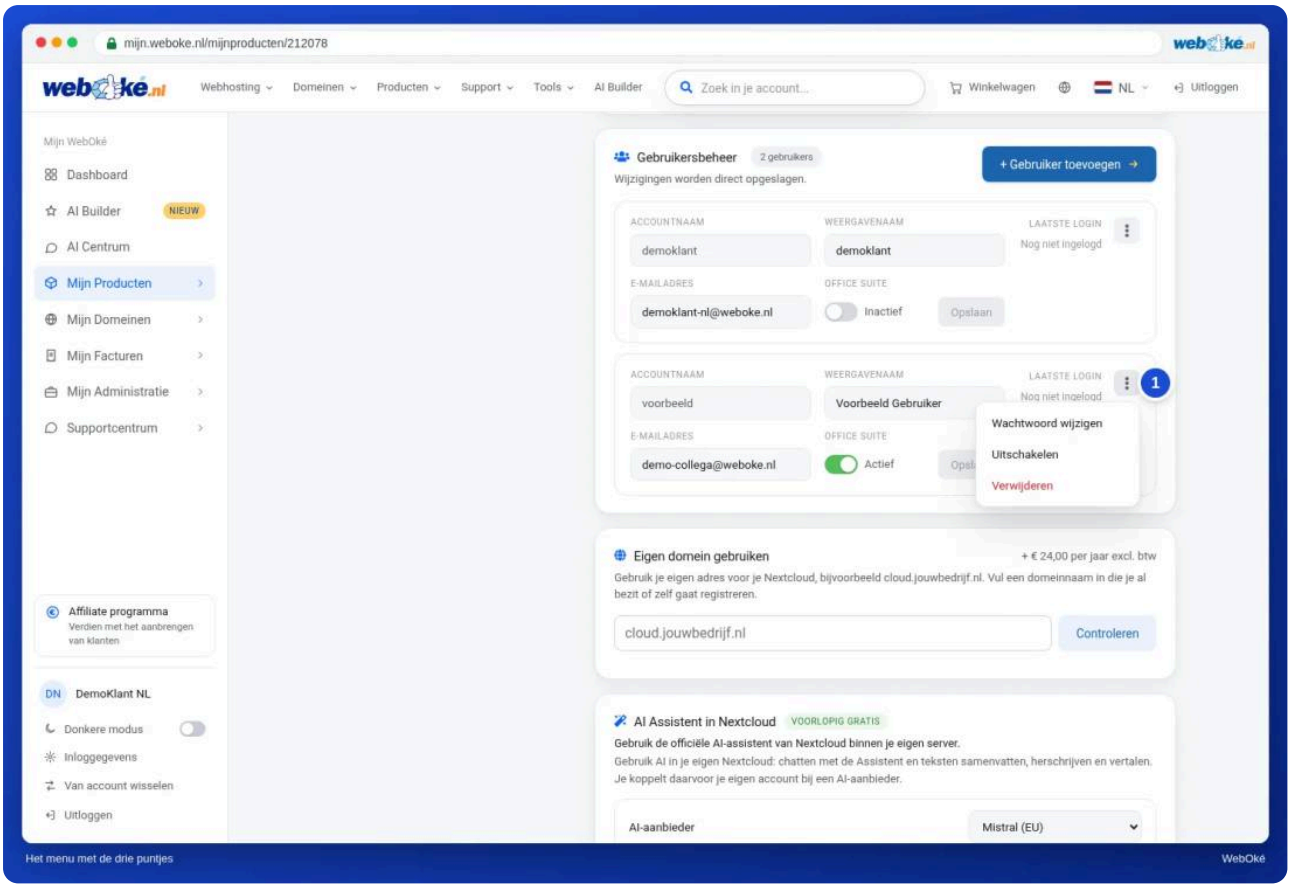
Editing a user

Each user appears as a block in **User management**, showing the **Account name** (1), the **Display name**, the **Email address**, the **Last login** and whether **Office Suite** is switched on (2). The button with the three dots is in the top right (3).



A user in User management

- You can edit the **Display name** and **Email address** directly in the row. Then click **Save**.
- Use the **Office Suite** switch to assign or remove an Office licence for the user. Next to the switch you'll see **Active** or **Inactive**.
- Behind the three dots (1) you'll find **Change password**, **Disable** (or **Enable**) and **Delete**.

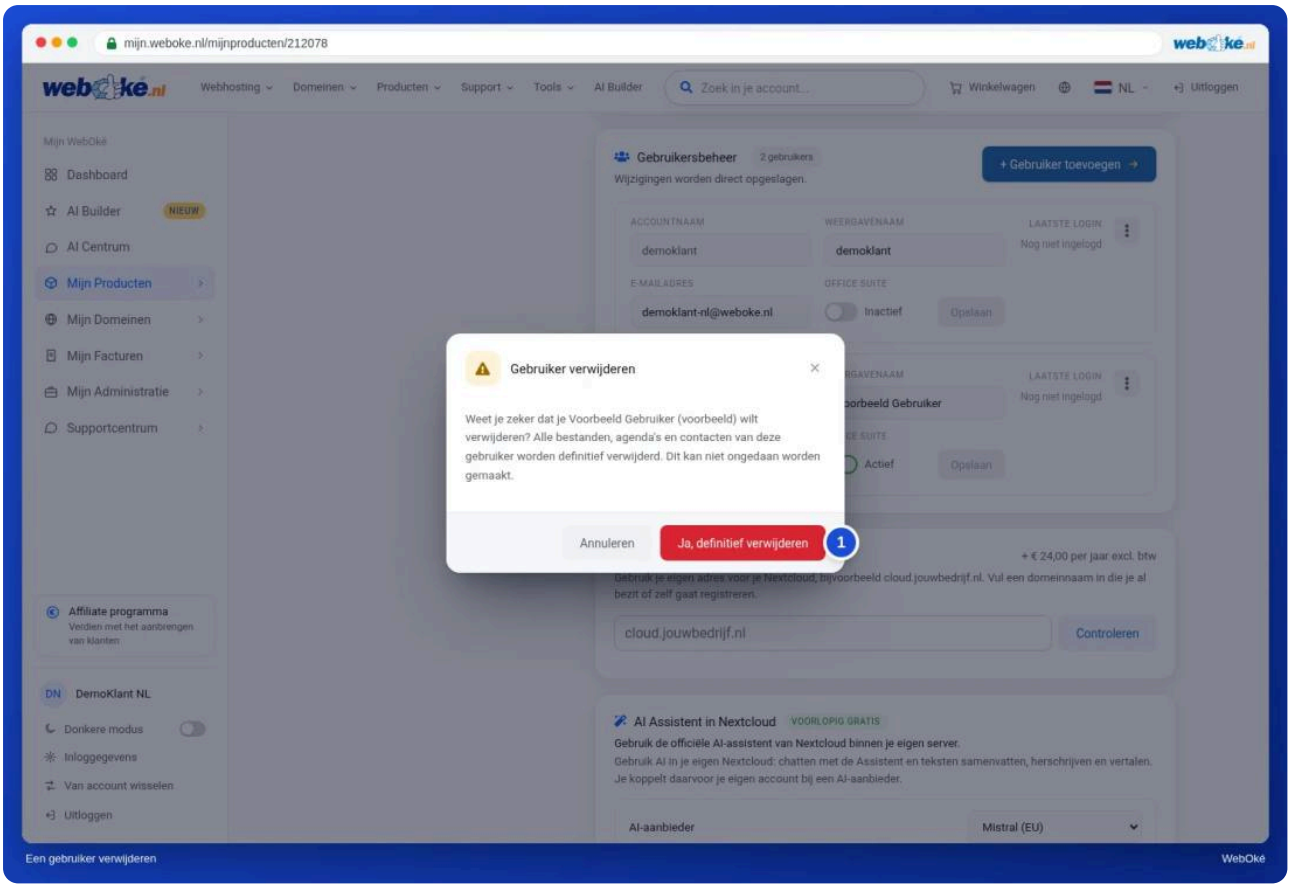


The menu with the three dots

If a user has never logged in, a date in 1970 is shown under **Last login**. This means they haven't logged in yet.

A disabled user can no longer log in, but their files are kept. You'll see the **Disabled** label next to them.

Please note: if you delete a user, all their files, calendars and contacts are permanently deleted. This can't be undone. You'll first see the **Delete user** window; the user is only removed once you click **Yes, delete permanently** (1). If you're not sure, click **Cancel** and disable the user first instead.



Deleting a user

Office licences

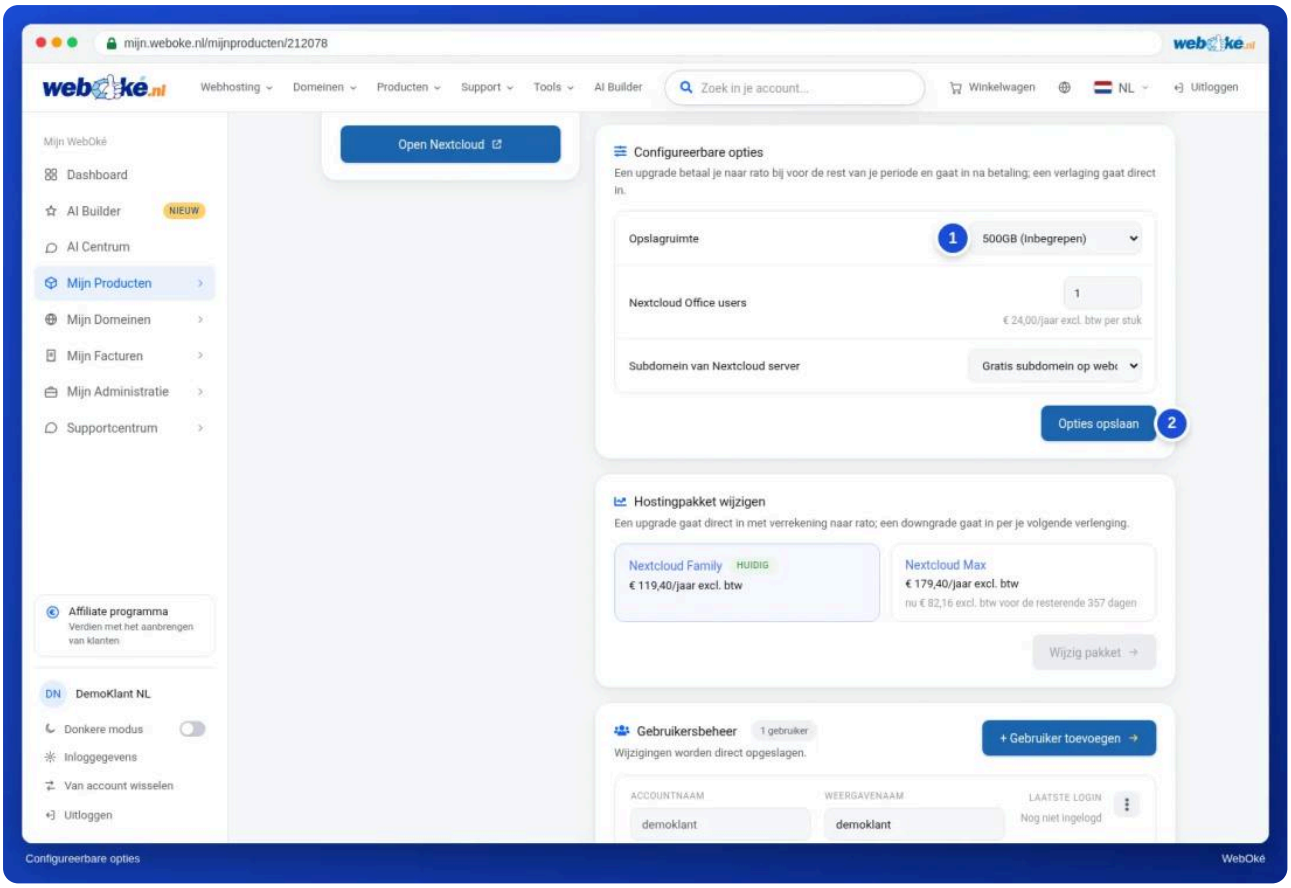
With an Office licence, a user can open and edit documents, spreadsheets and presentations online in Nextcloud, including Word, Excel and PowerPoint files. Users without a licence won't see the office apps. You can assign a licence when creating the user, or later using the **Office Suite** switch.

Are all your licences in use? Then switch off Office for someone who doesn't need it, or buy extra licences via **Configurable options**. You can read how to work with the office apps in the Euro-Office manual.

Tip: if an update is ready for your Nextcloud, you'll see a card with the new version at the top of the product page. If you have an Office licence, this update also switches you over to Euro-Office, the European online office. Start the update whenever suits you; it usually takes 5 to 15 minutes. Only the account owner can start this update.

More users, licences or storage

1. On the product page, go to **Configurable options**.
2. Choose the storage (1) or the number of Office licences you want. The cost is shown for each option.
3. Click **Save options** (2) and then **Confirm and pay**.



Configurable options

You pay pro rata for an upgrade for the rest of your period, and it takes effect after payment. A downgrade takes effect immediately. You can read more about options in Changing options and extra IP addresses.

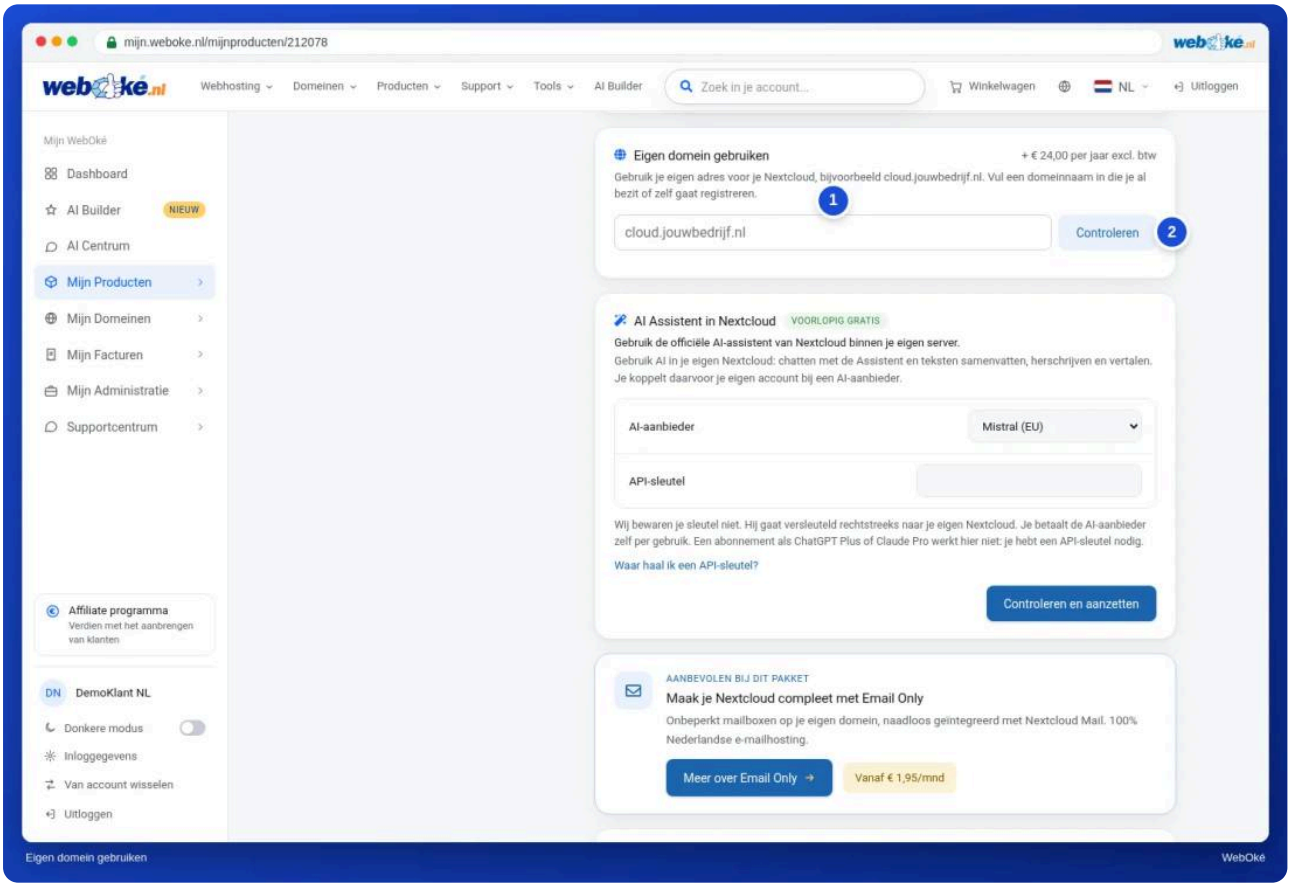
9.3 A custom domain for your Nextcloud

Your Nextcloud is initially set up on one of our addresses, such as *yourname.webokecloud.nl*. Would you rather use your own address, for example *cloud.yourcompany.nl*? You can set this up yourself on the product page of your package. This is possible with a paid Nextcloud package, and only the owner of the account can do it.

Please note: this cannot be undone. Afterwards you cannot go back to an address on webokecloud.nl. Your Nextcloud will still remain reachable at the old address, so existing links will keep working.

Step 1: pointing the domain to your Nextcloud

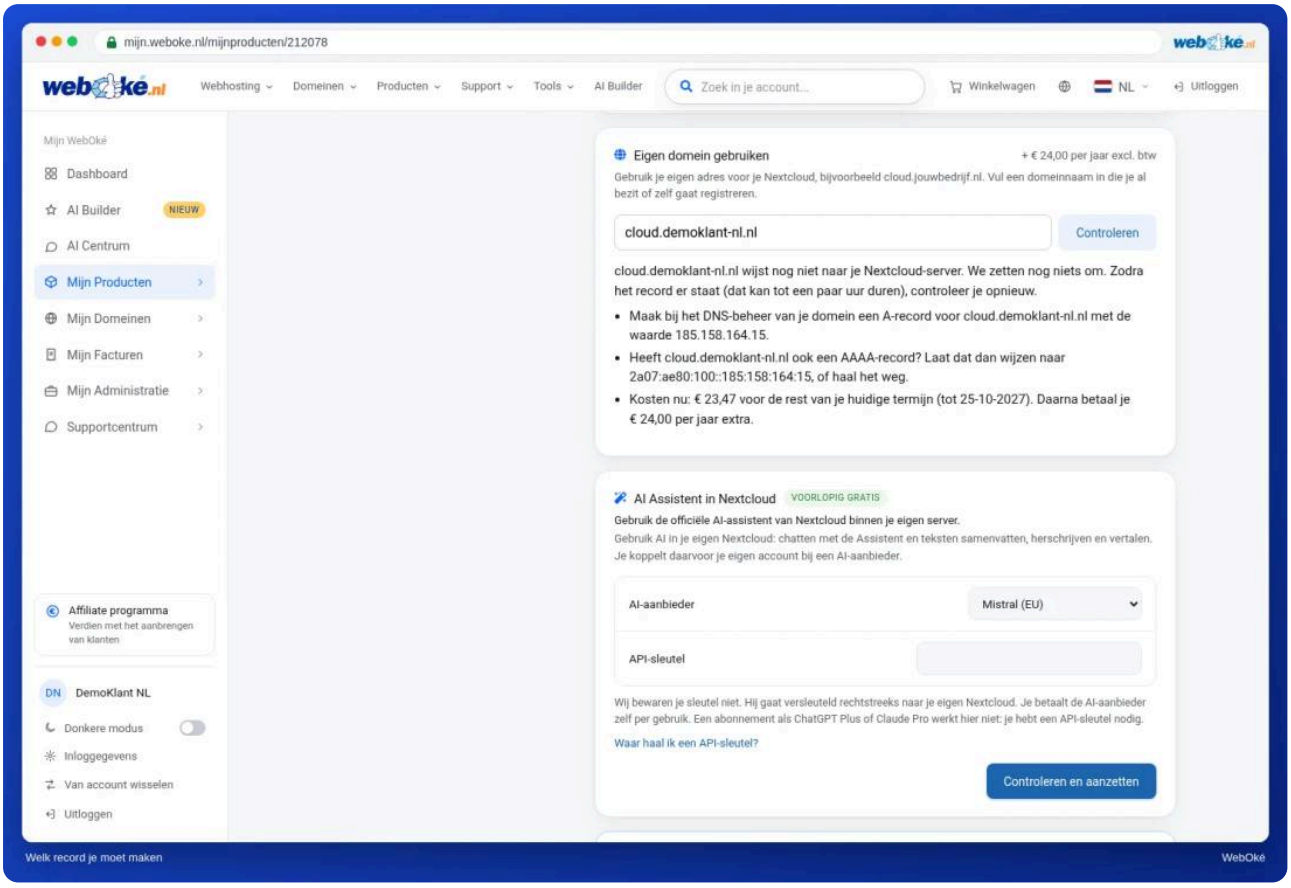
1. Go to **My Products** and open your Nextcloud package.
2. On the **Use your own domain** card (1), enter the domain name you want to use. This can be a domain you already own or one you're about to register, for example *cloud.yourcompany.nl*.
3. Click **Check** (2).



Use your own domain

4. If the domain doesn't yet point to your Nextcloud server, you'll see exactly which record you need to create: an A record for your domain with the IP address of your Nextcloud server. If the domain also has an AAAA record, you'll see which address it should point to, or whether you need to remove it. You'll also immediately see what the custom domain costs: now for the rest of your term, and afterwards per year.

5. Create the record in the DNS management of your domain. If your domain is with WebOké, you do this in My Domains. See Managing DNS: adding, editing and deleting records.
6. Wait until the record is active. This can take up to a few hours. Then click **Check** again.



Which record you need to create

Until the record is correct, we won't switch anything over yet.

Step 2: setting up your own domain

1. Once the DNS is correct, you'll see that your domain points to your Nextcloud server, along with the costs.
2. Read the warning and tick **I understand that this cannot be undone**.
3. Click **Set up your own domain**.

We'll now switch your Nextcloud over. This takes a few minutes; your Nextcloud will be briefly unreachable during this time. The card updates automatically and shows when your Nextcloud is running on your own domain. We'll take care of the security certificate (https). You'll only be charged once the switch is successful. If it doesn't succeed, nothing changes and you won't be charged.

Why don't I see the card?

- You have Nextcloud Free. A custom domain is only available with a paid package.
- You're not the owner of the account, but a user with different permissions.

- Your Nextcloud is already running on a custom domain. If you'd like to use a different custom domain, please contact support. See Submitting a ticket.

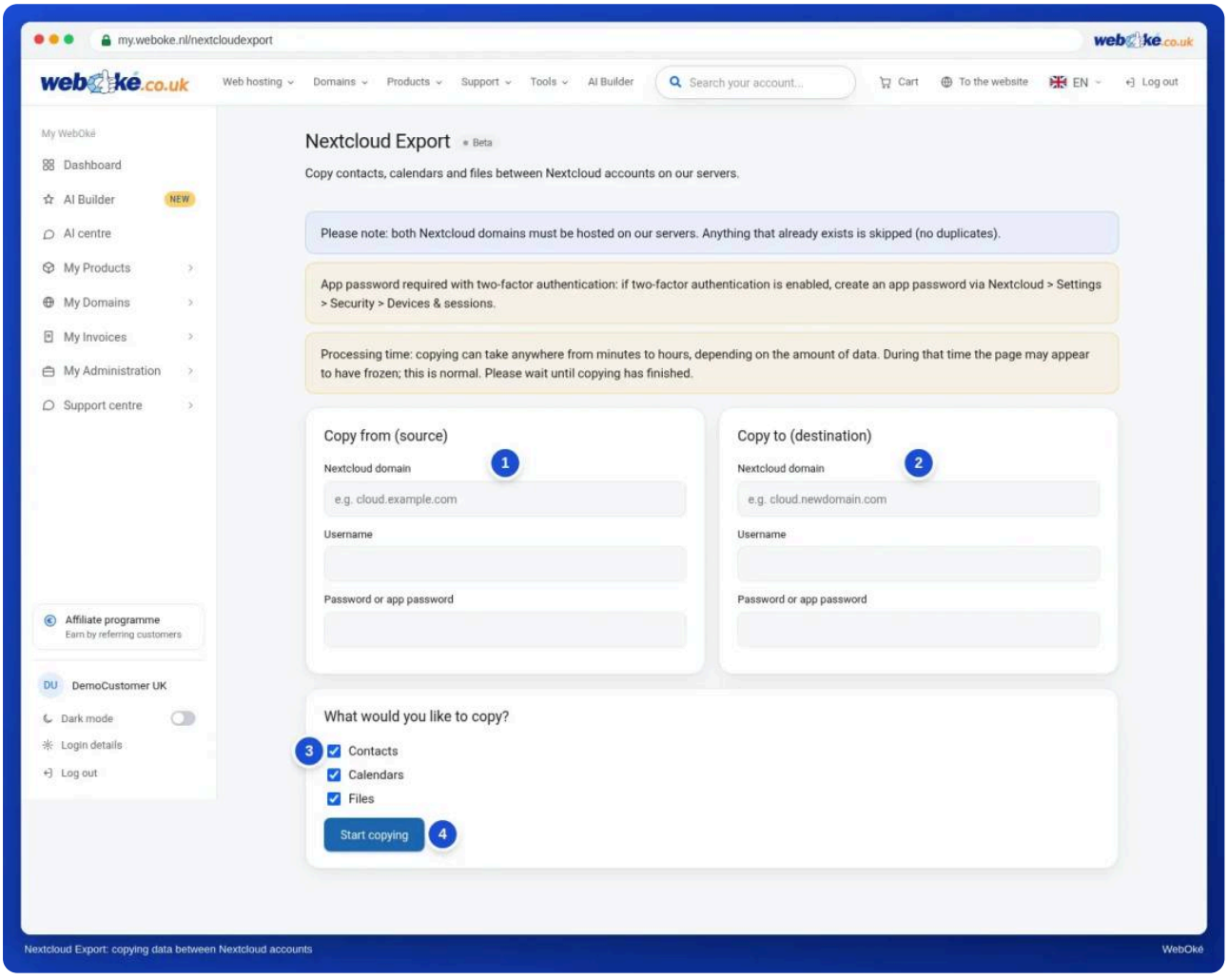
Do you use the Nextcloud apps on your computer or phone? After the switch, you can use your new address there. You can read how to link the apps in the Nextcloud manual.

9.4 Transferring data between Nextcloud accounts

Would you like to copy your contacts, calendars and files from one Nextcloud account to another? For example, from Nextcloud Free to your new paid package, or from an old account to a new one? Use **Nextcloud Export**. Both Nextcloud accounts must be on our servers.

Where do you find Nextcloud Export?

Type *Nextcloud Export* in the search bar at the top of My WebOké and click on the result. Or go directly to my.weboke.nl/nextcloudexport. You need to be logged in. The feature is still in beta.



Nextcloud Export: copying data between Nextcloud accounts

How to copy your data

1. Under **Copy from (source)** (1), enter the **Nextcloud domain**, **Username** and password of the account where the data currently is.
2. Under **Copy to (destination)** (2), enter the same details for the account you want to copy the data to.
3. Under **What would you like to copy?** (3), choose what needs to be copied: contacts, calendars and files. By default, all three are switched on.

4. Click on **Start copying** (4).

Copying can take anywhere from minutes to hours, depending on how much data you have. During this time, the page may appear to be frozen; this is normal. Don't close the page. When it's done, you'll see **Copying successful!** along with how many contacts, calendar items and megabytes of files were copied, and how many were skipped.

Good to know

- Nothing is overwritten or deleted. Anything already in the destination is skipped. This means you won't end up with duplicate items, even if you run the process again.
- All address books and calendars from the source are merged into the first address book and first calendar of the destination.
- The source and destination cannot be the same.
- Is two-step verification enabled on an account? Then use an app password instead of your regular password. You can create one in Nextcloud under Settings, Security, in the Devices and sessions section. You can read how this works in the Nextcloud manual.

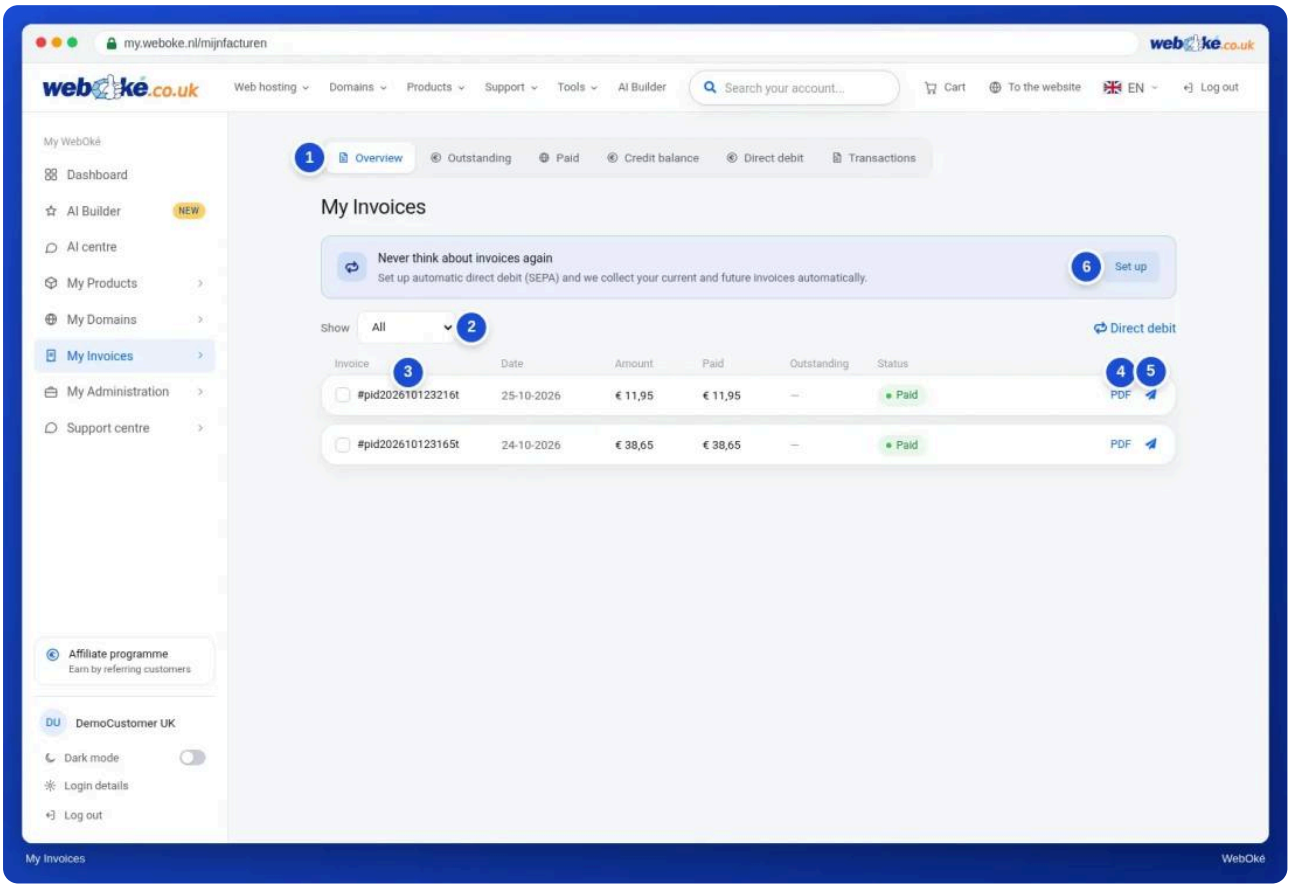
Please note: if you plan to close the old account afterwards, first check the new account to make sure everything is there. Deletion cannot be undone.

10

Invoices and payments

10.1 Viewing and downloading your invoices

All your invoices are in My WebOké under **My Invoices** in the menu on the left. There you'll find every invoice we've ever created for you, whether paid or still outstanding. You can view an invoice, download it as a pdf or have it sent to an email address, for example to your accountant.



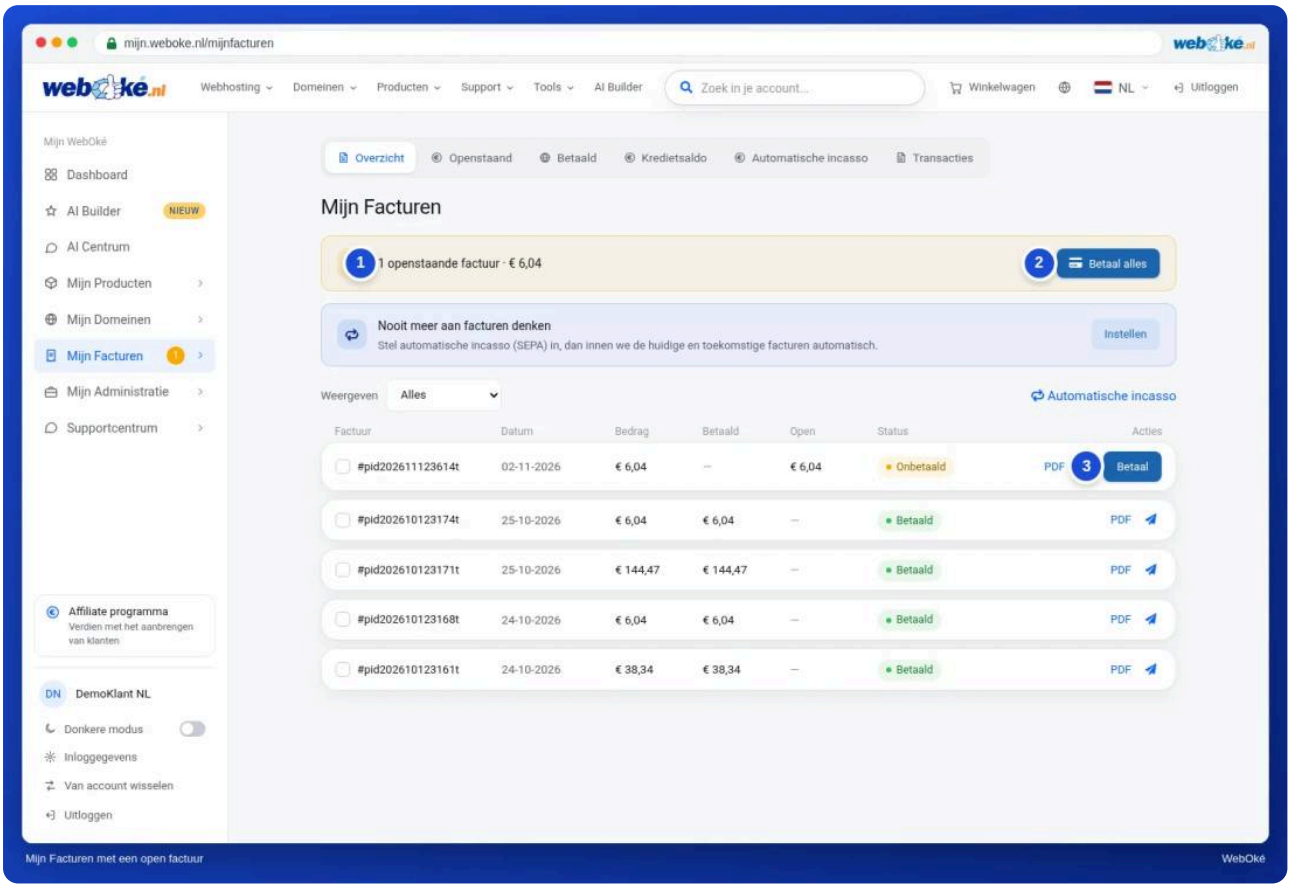
The summary of your invoices

The summary

1. At the top you'll find the tabs (1): **Summary** (all invoices), **Outstanding**, **Paid**, **Credit balance**, **Direct debit** and **Transactions**.
2. Use **Show** (2) to filter by status: Unpaid, Paid, Cancelled, Refunded, Collection, Pending or Draft. Choose **All** to see everything again.
3. For each invoice you'll see the invoice number (3), the date, the amount, what's already been paid, what's still outstanding and the status. Click the number or the row to open the invoice.
4. On the right you'll find the actions: **PDF** (4) downloads the invoice straight away, and the paper plane icon (5) opens the window to email the invoice. If an invoice is still outstanding, you'll also see the **Pay** button there.

If you don't yet have direct debit set up, you'll see a bar at the top saying **Never think about invoices again**. Click **Set up** (6) to go to direct debit. You can read how that works in Setting up or stopping direct debit.

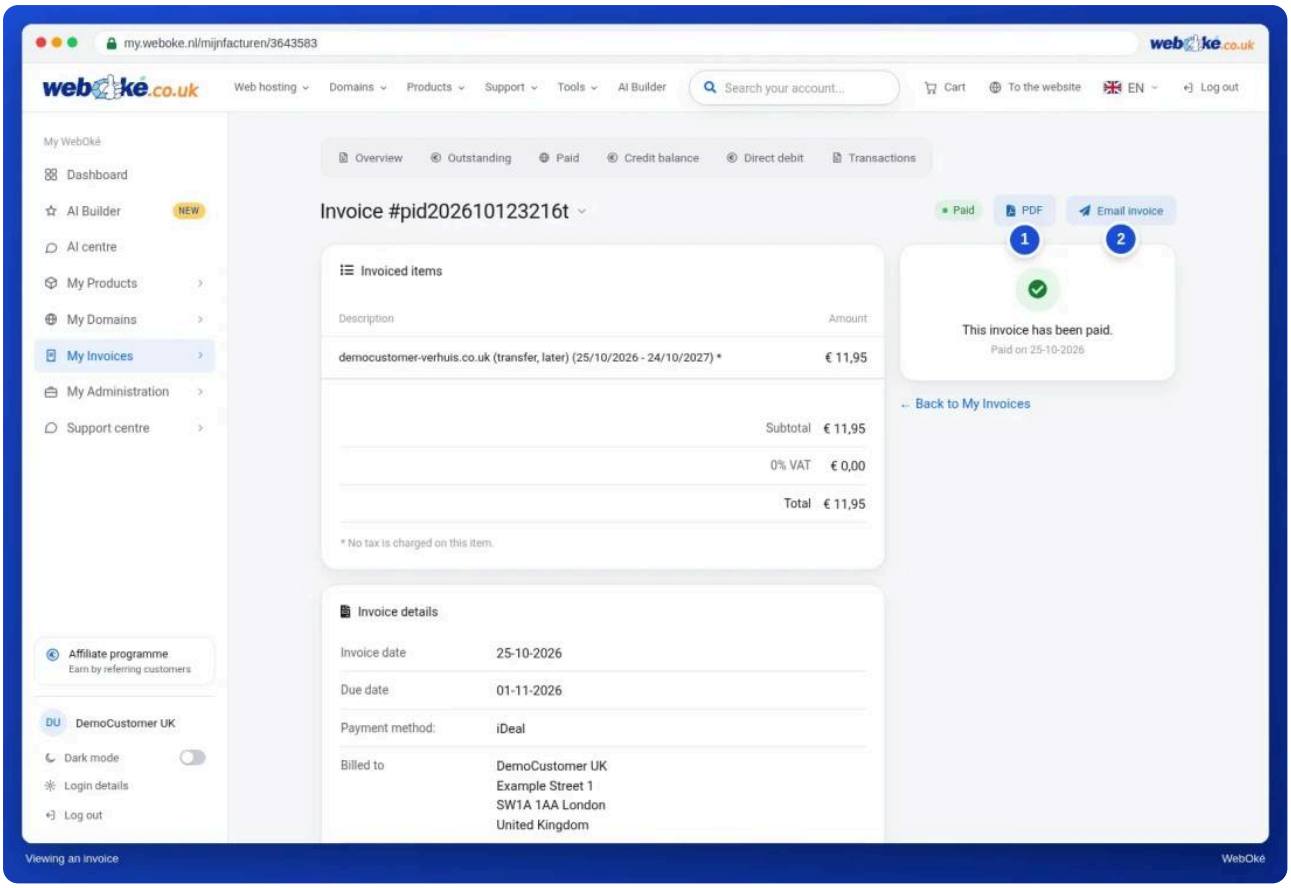
If you have outstanding invoices, you'll see above the list how many there are and what amount still needs to be paid (1), along with the **Pay all** button (2). Each outstanding invoice has a **Pay** button (3). You'll also see how many invoices are outstanding next to **My Invoices** in the menu on the left. See Paying an invoice (including several at once).



My Invoices with an outstanding invoice

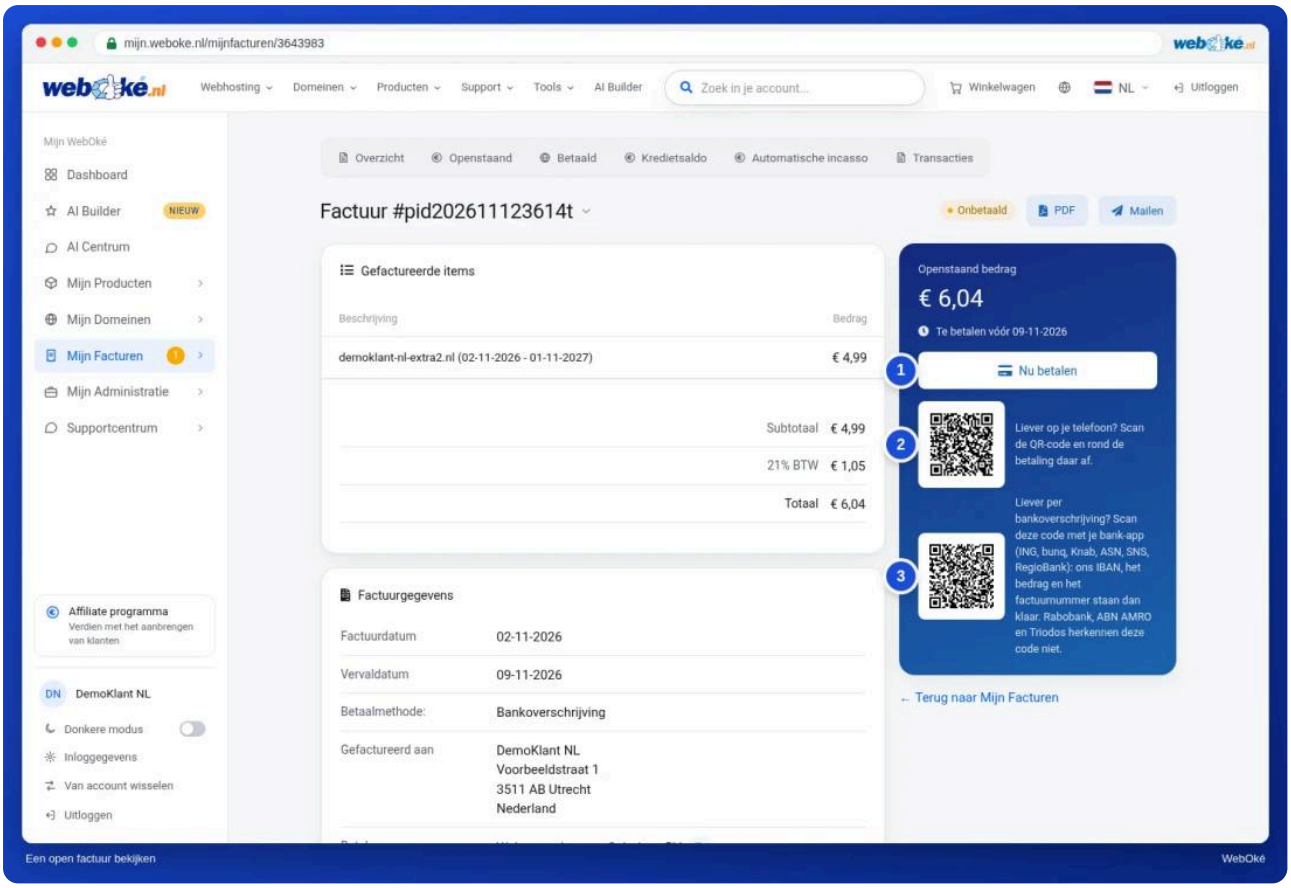
Opening an invoice

On the invoice page, you'll see the invoiced items with subtotal, VAT and total. Below that are the invoice details: invoice date, due date, payment method, who the invoice is addressed to, and our bank and VAT details. Right at the bottom are the payments linked to this invoice, with the date and payment method.



Viewing an invoice

On the right you'll see whether the invoice has been paid. If it's still outstanding, you'll see the outstanding amount and the payment due date there, along with the **Pay now** button (1), a QR code to pay on your phone (2) and a QR code for your banking app if you'd rather transfer the money yourself (3). You can read how paying works in Paying an invoice (including several at once).



Viewing an outstanding invoice

Downloading as pdf

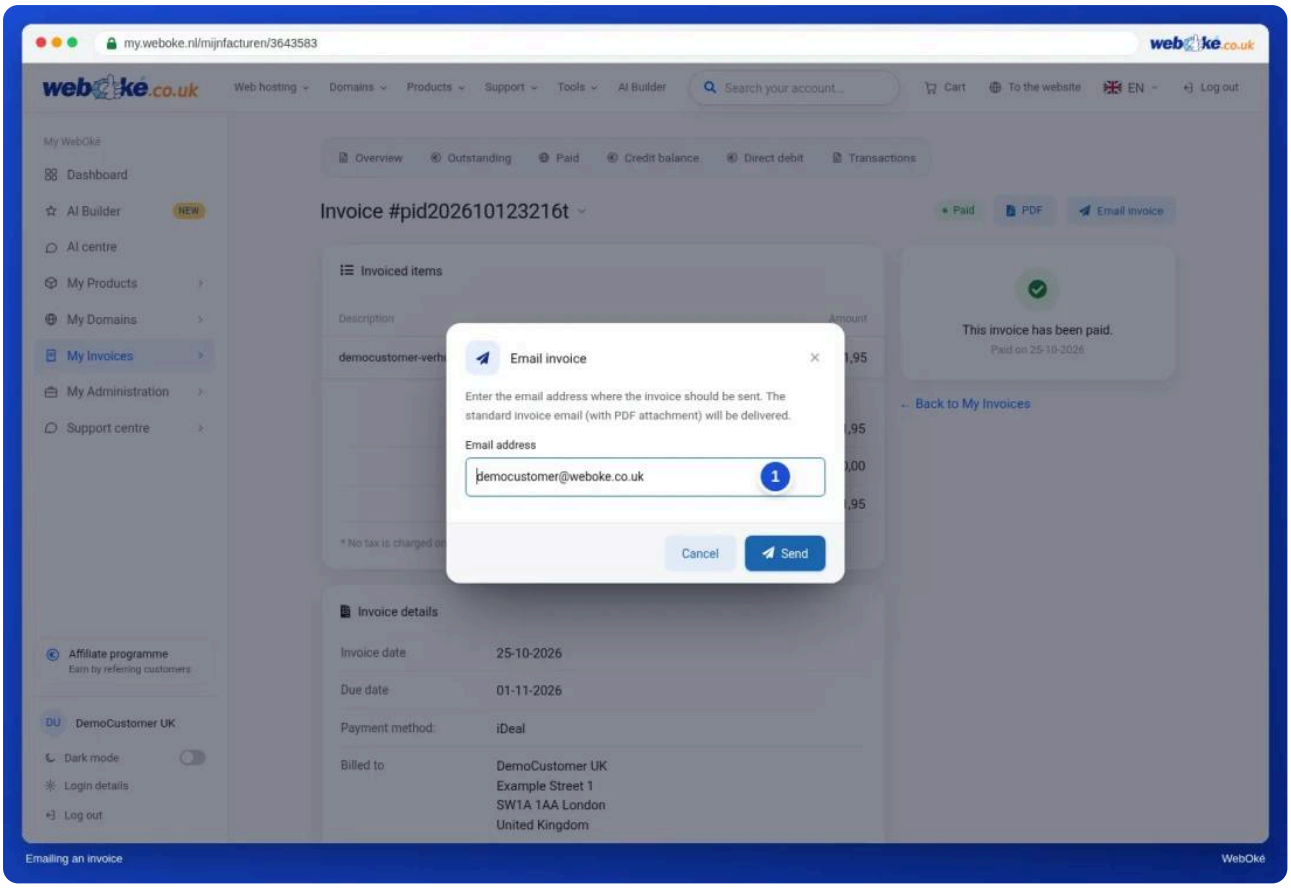
Click **PDF** (1). The invoice is downloaded as a pdf file. You'll then find it in your Downloads folder. The pdf has the same details as the invoice on screen, with your address, our details, the line items and the status.



The invoice as a pdf

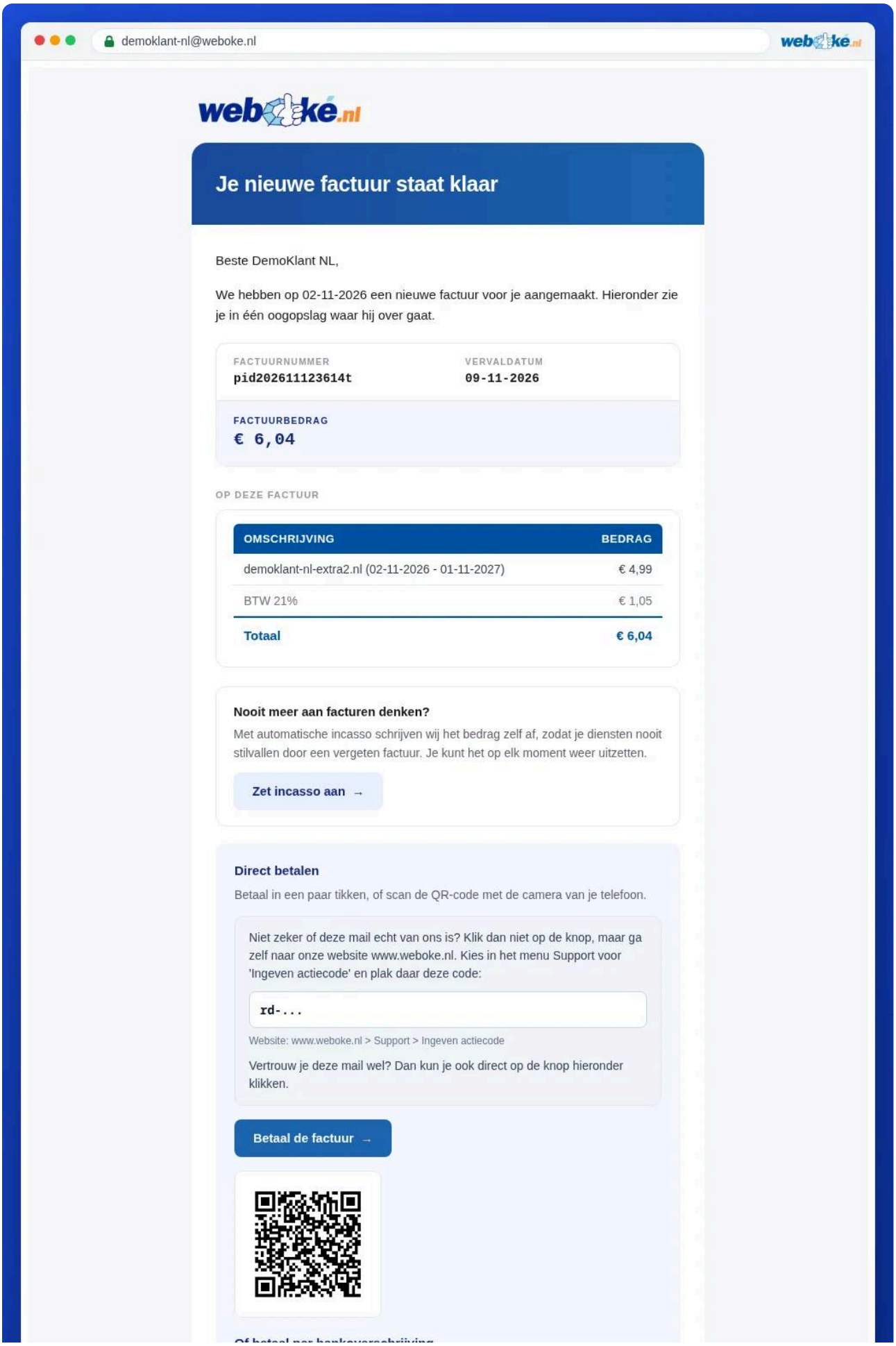
Emailing an invoice

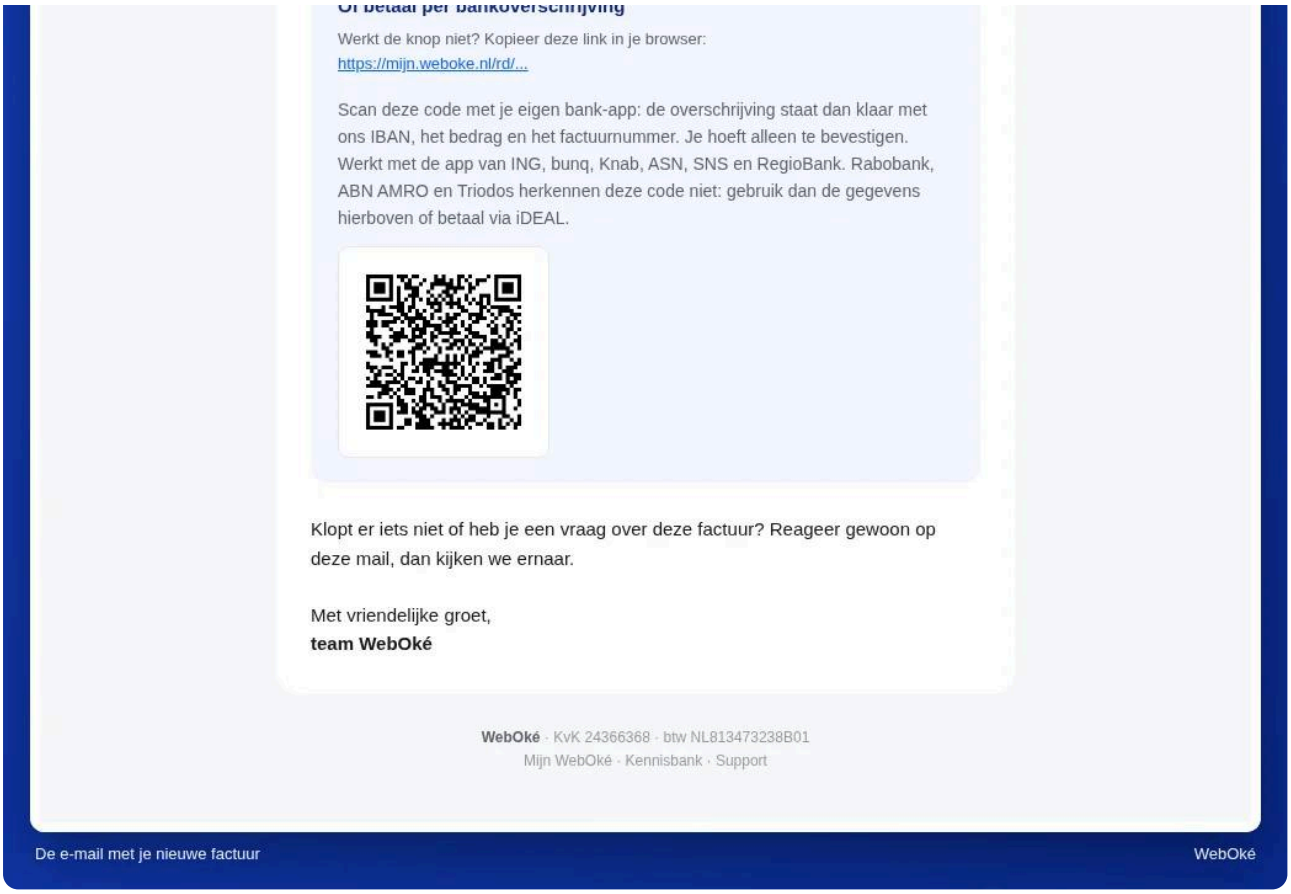
1. Click **Email invoice** (2) on the invoice page, or the paper plane icon in the summary.
2. Enter the email address the invoice should be sent to (1). Your own address is already filled in.
3. Click **Send**. The recipient receives the usual invoice email with the pdf attached.



Sending an invoice to another email address

This is what the invoice email looks like. You'll also receive it automatically for every new invoice. At the top are the invoice number, the due date and the amount, followed by the invoice line items. Use **Pay the invoice** or the QR code to pay straight away. Would you rather transfer the money yourself? Then scan the second QR code with your banking app.


demoklant-nl@weboke.nl
Je nieuwe factuur staat klaar
Beste DemoKlant NL,
We hebben op 02-11-2026 een nieuwe factuur voor je aangemaakt. Hieronder zie je in één oogopslag waar hij over gaat.
FACTUURNUMMER
pid202611123614t
VERVALDATUM
09-11-2026
FACTUURBEDRAG
€ 6,04
OP DEZE FACTUUR
OMSCHRIJVING
BEDRAG
demoklant-nl-extra2.nl (02-11-2026 - 01-11-2027)
€ 4,99
BTW 21%
€ 1,05
Totaal
€ 6,04
Nooit meer aan facturen denken?
Met automatische incasso schrijven wij het bedrag zelf af, zodat je diensten nooit stilvallen door een vergeten factuur. Je kunt het op elk moment weer uitzetten.
Zet incasso aan →
Direct betalen
Betaal in een paar tikken, of scan de QR-code met de camera van je telefoon.
Niet zeker of deze mail echt van ons is? Klik dan niet op de knop, maar ga zelf naar onze website www.weboke.nl. Kies in het menu Support voor 'Ingeven actiecode' en plak daar deze code:
rd-...
Website: www.weboke.nl > Support > Ingeven actiecode
Vertrouw je deze mail wel? Dan kun je ook direct op de knop hieronder klikken.
Betaal de factuur →

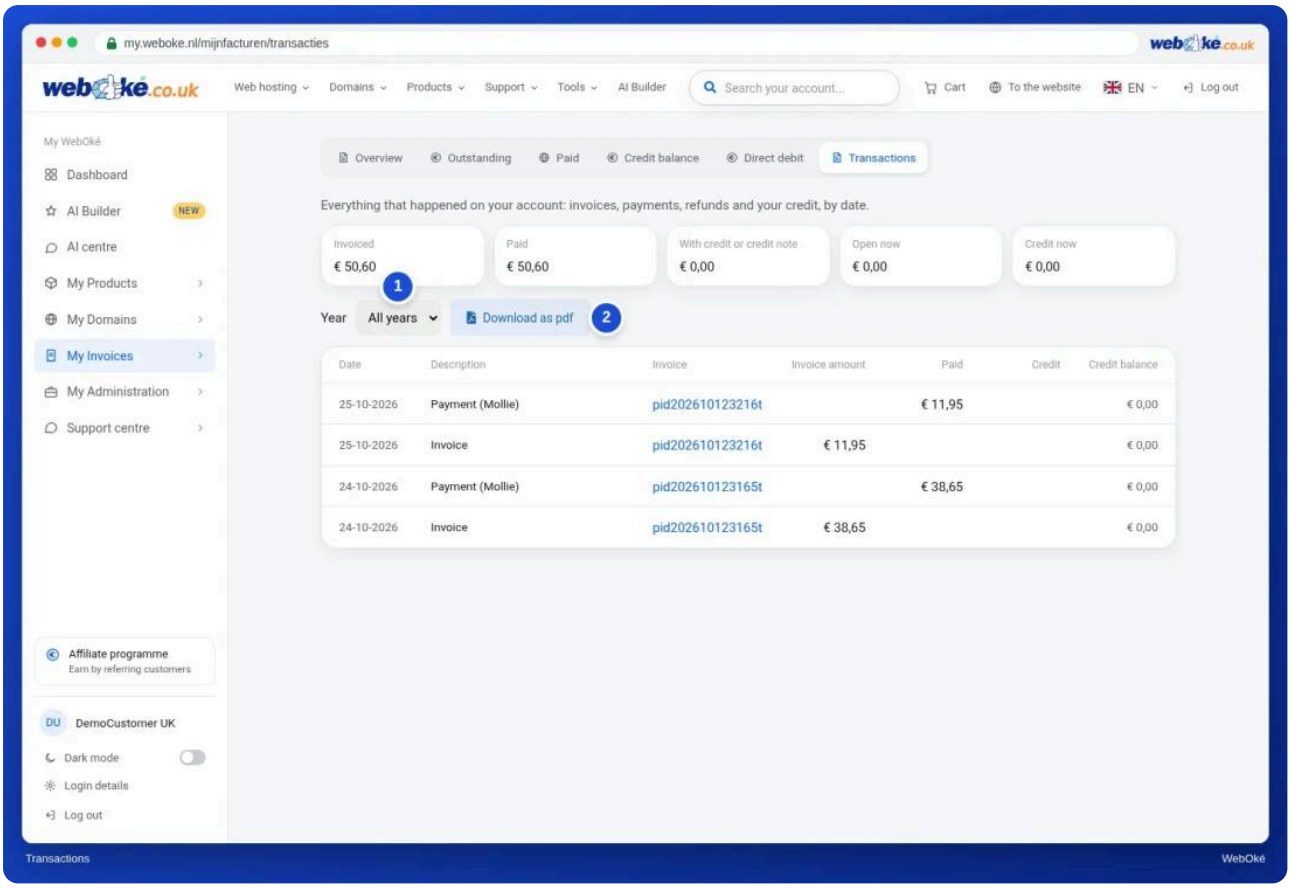


The invoice email

Tip: want to email or download several invoices at once? Tick them in the summary and choose an action in the blue bar. You can read how that works in Paying an invoice (including several at once).

Transactions: everything in one place

On the **Transactions** tab you'll see everything that's happened with money on your account, by date: invoices, payments, refunds and your credit. At the top are the totals: invoiced, paid, paid with credit or credit note, currently outstanding, and your credit.



The Transactions tab

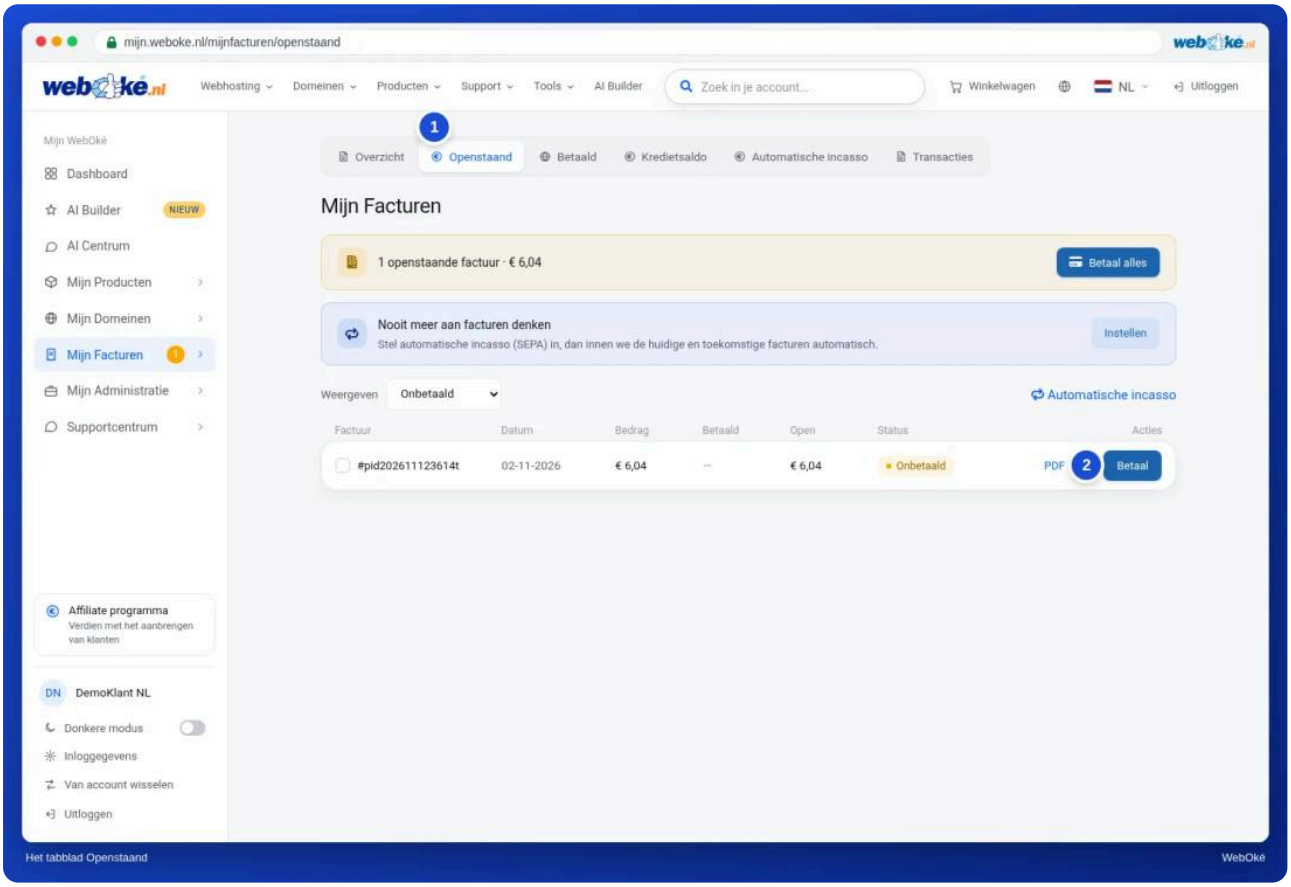
Choose a year under **Year** (1) to see just that year. Use **Download as pdf** (2) to get the summary as a pdf, handy for your bookkeeping or tax return.

10.2 Paying an invoice (including several at once)

You pay an outstanding invoice in My WebOké. You can pay a single invoice, a few invoices of your own choosing, or everything that's outstanding in one go. In every case, you end up on the same payment screen, where you choose how you want to pay.

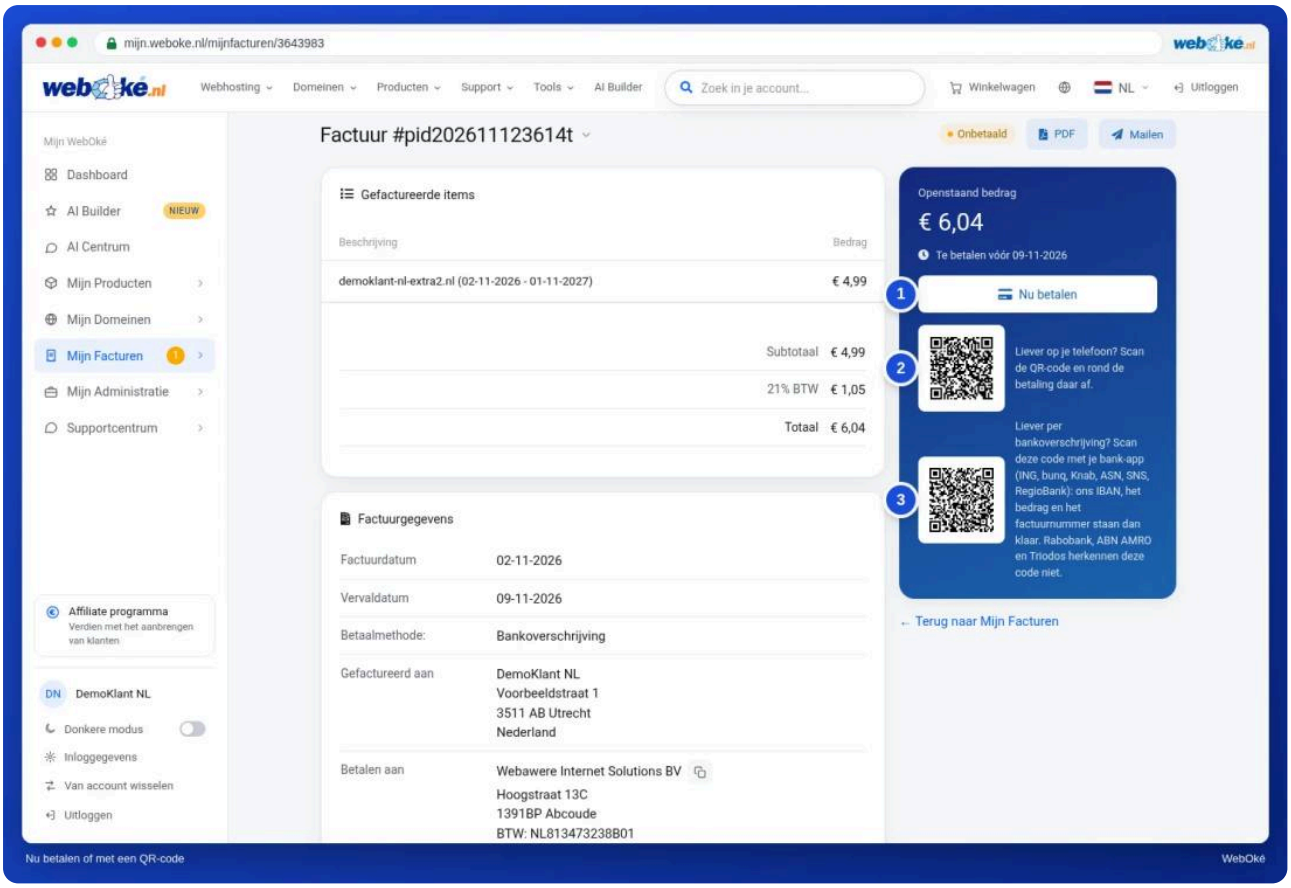
Paying a single invoice

1. Go to **My Invoices** and select the **Outstanding** tab (1).
2. Click **Pay** next to the invoice (2), or open the invoice and click **Pay now**.
3. Choose a payment method on the payment screen and complete the payment.



The Outstanding tab

The invoice email also includes a payment link. That takes you to the same payment screen, even if you're not logged in.



Paying from the invoice page

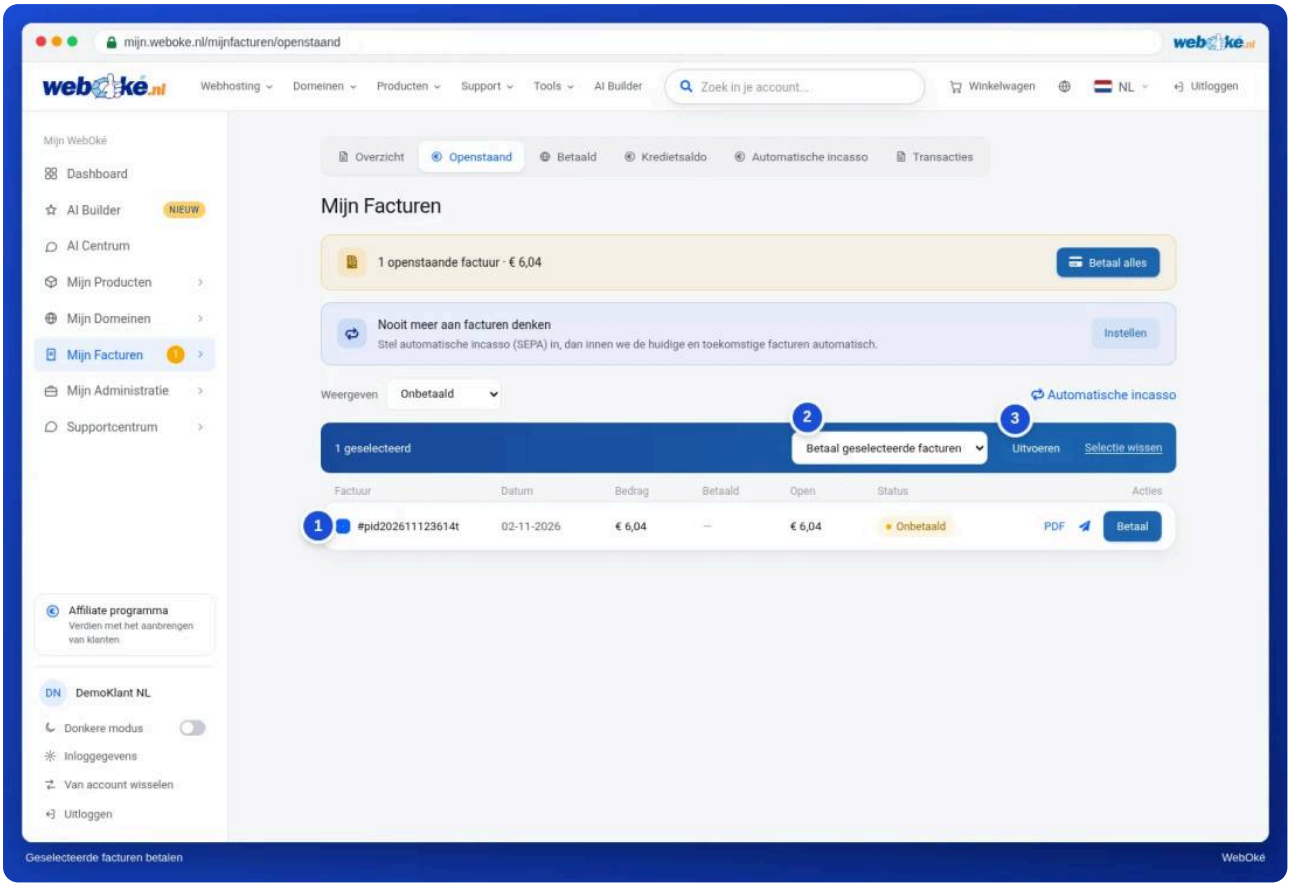
On the invoice page, you pay using **Pay now** (1). You'll also see two QR codes (2 and 3).

Tip: scan the first QR code (2) with your phone and complete the payment there. Would you rather transfer the money yourself? Then scan the second QR code (3) with your banking app: our IBAN, the amount and the invoice number will already be filled in. Not every banking app recognises this code; the invoice page shows which banks it works with.

Paying everything at once

If several invoices are outstanding, you'll see above the overview how many there are and how much is still outstanding. Click **Pay all** there. You then pay all outstanding invoices with a single payment. We allocate the payment to your invoices, starting with the oldest.

Choosing a few invoices



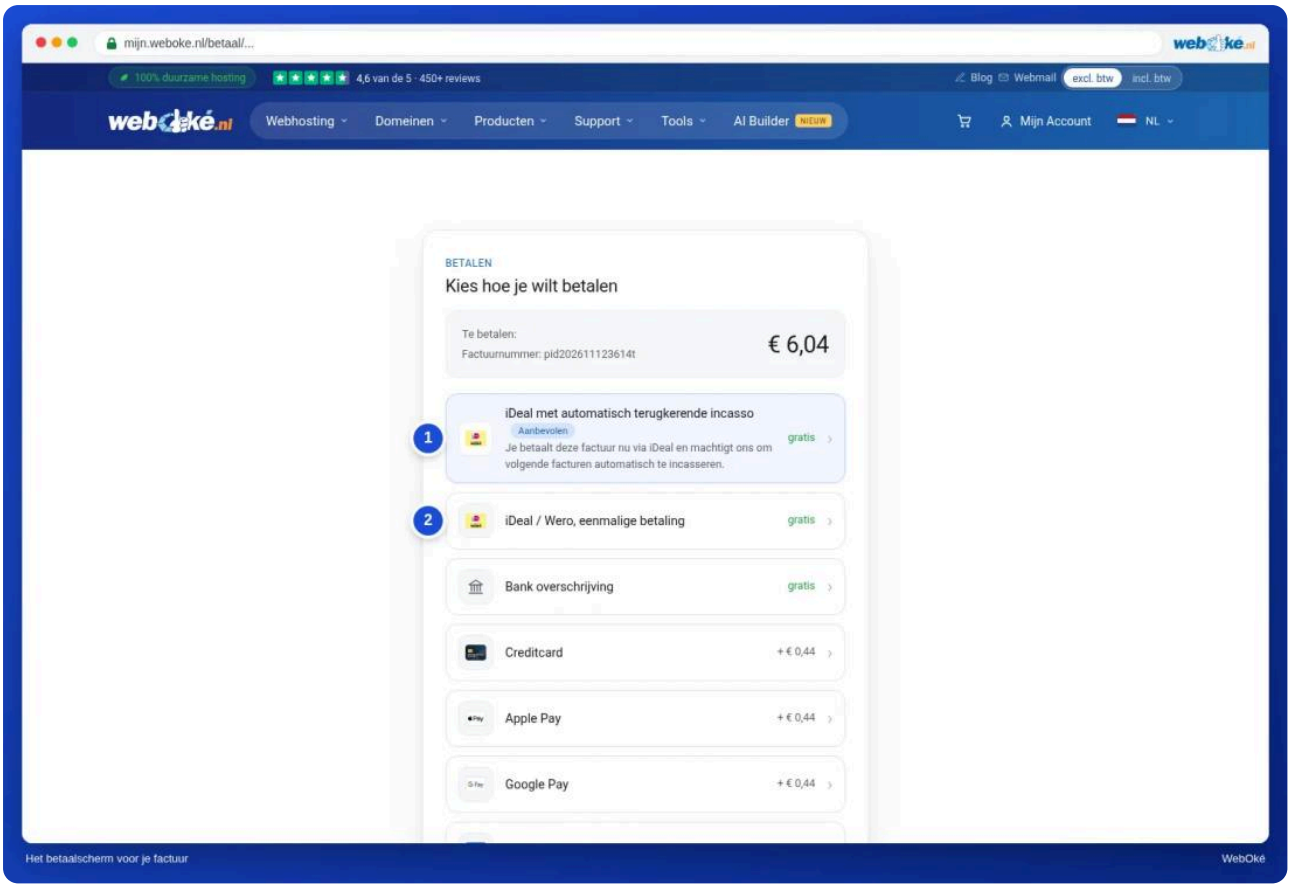
Paying selected invoices

1. In the overview, tick the invoices you want to pay (1). A blue bar appears showing the number of selected invoices.
2. In the drop-down list (2), choose **Pay selected invoices**.
3. Click **Execution** (3). You'll go to the payment screen showing the total amount of your selection.

The same drop-down list also contains **Email selected invoices** and **Print selected invoices**. Printing produces a single PDF with all the chosen invoices one after another. Use **Clear selection** to remove all the ticks again.

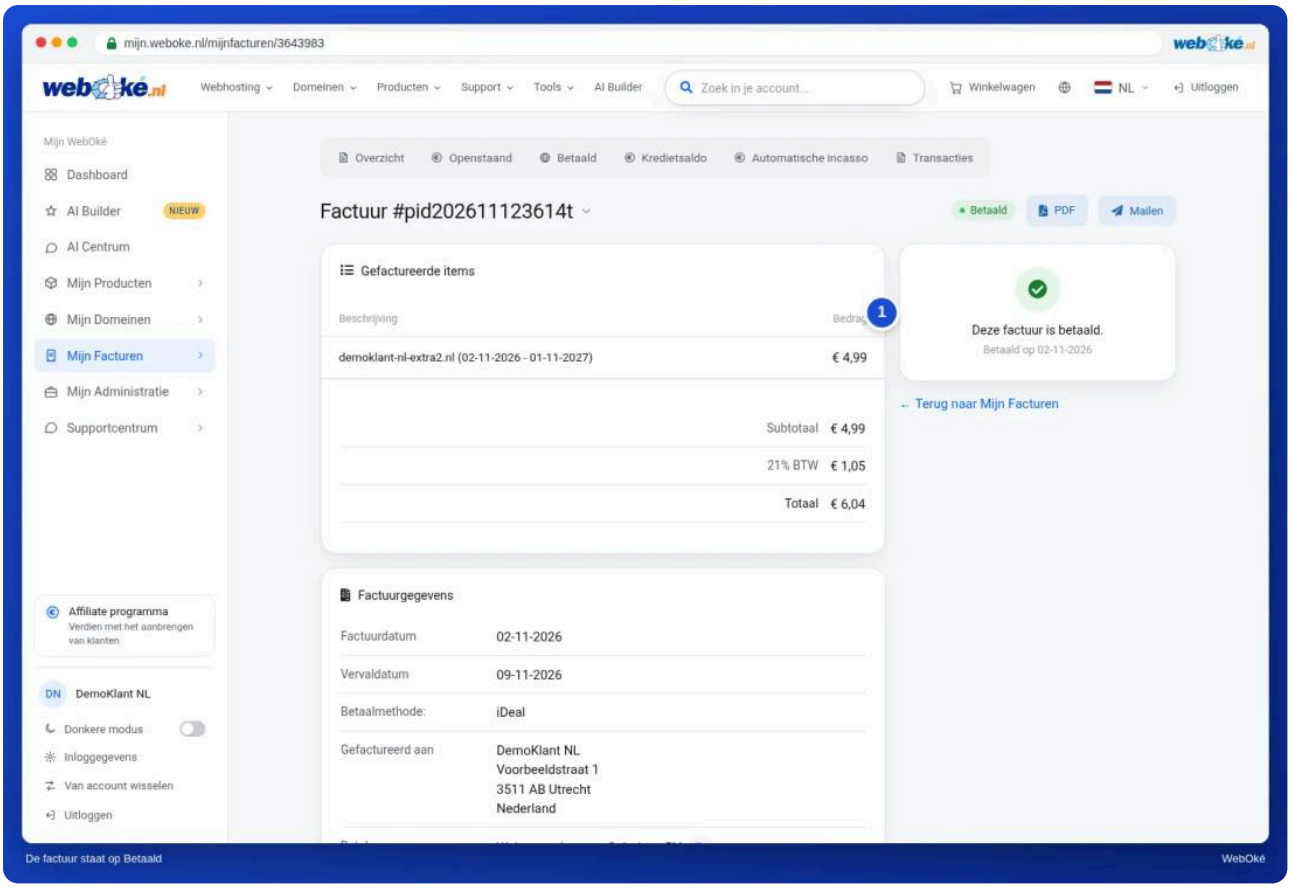
The payment screen

On the payment screen, you'll see the amount at the top and the payment methods below it. Which methods you see depends on your country. These may include iDEAL, credit card, PayPal, Bancontact and a regular bank transfer. Some methods carry a small surcharge, which is shown directly next to the method. If you have credit on your account, you'll see **Pay with your credit balance** at the top. With **iDEAL with automatic recurring direct debit** (1), you pay the invoice and set up automatic direct debit in one go, see Setting up or stopping direct debit. With **iDEAL / Wero; one-off payment** (2), you only pay this invoice. A detailed explanation of all the methods and of the bank transfer can be found in Paying: payment methods, bank transfer and credit balance.



The payment screen for your invoice

After an online payment, you'll return to My WebOké and receive a payment confirmation by email. The invoice then shows as **Paid**, and on the invoice page you'll see **This invoice has been paid.** (1) along with the date. With a bank transfer, the invoice remains outstanding until your payment has reached us.



The invoice has been paid

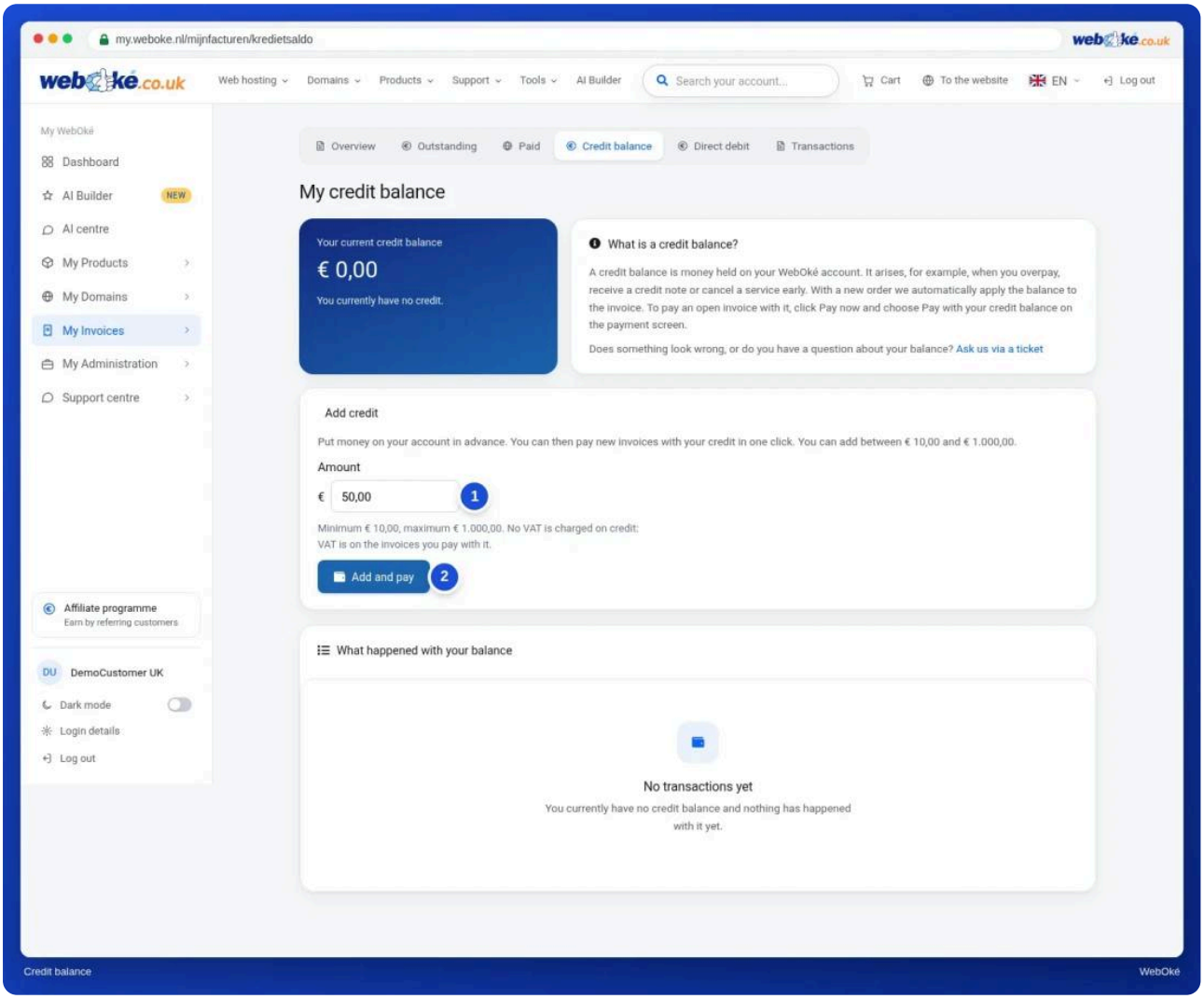
Please note: if automatic direct debit is already in progress for an invoice, the invoice will show as **In progress**. Don't pay it yourself again in that case. If you'd still like to pay it yourself, you can do so via the link on the invoice page: we'll first cancel the direct debit instruction, provided it hasn't already been submitted to the bank.

10.3 Credit balance and topping up credit

Credit balance is credit on your account with WebOké. It is created, for example, if you have overpaid, with a credit note, or if you cancel a service early. You can also top up your account with money in advance yourself. You can then use that credit to pay invoices with one click.

Viewing your balance

Go to **My Invoices** and choose the **Credit balance** tab. On the left, you'll see your current balance. At the bottom, under **What happened with your balance**, you'll find every change: what was added, what was offset against which invoice, and what your balance was afterwards.

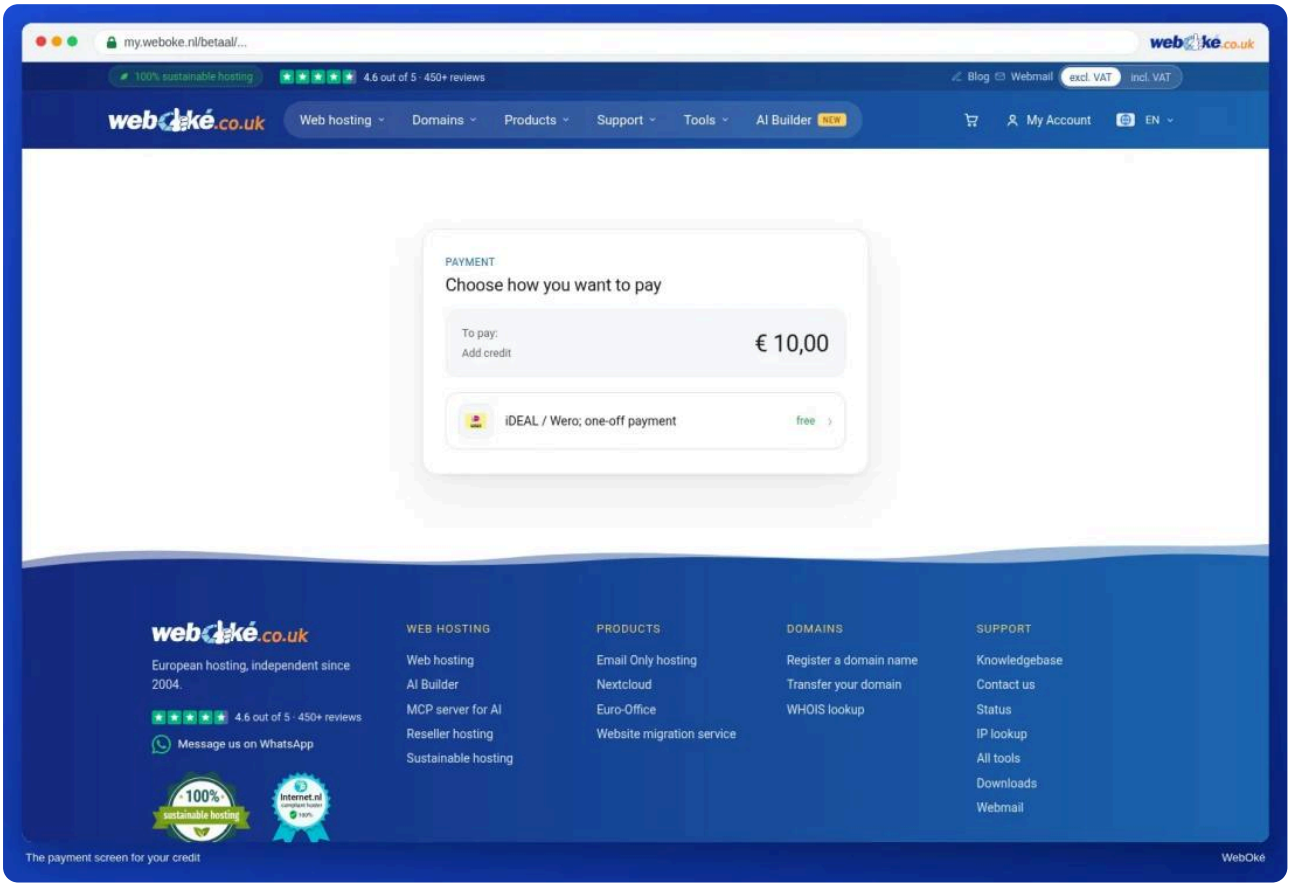


The Credit balance tab

For a new order, we automatically offset your credit against the invoice. You can pay an invoice that is already outstanding with your credit via **Pay now**: choose **Pay with your credit balance** on the payment screen. If your balance is lower than the amount, the balance is offset and you pay the rest using another method.

Adding credit

1. Enter the amount under **Add credit** (1). The page shows the minimum and maximum amount.
2. If you have outstanding invoices, you'll see a checkbox to use your credit for those invoices straight after payment. Leave it ticked if you want to pay them off immediately.
3. Click **Add and pay** (2).
4. You'll be taken to the payment screen. Choose a method and complete the payment.



The payment screen for your credit

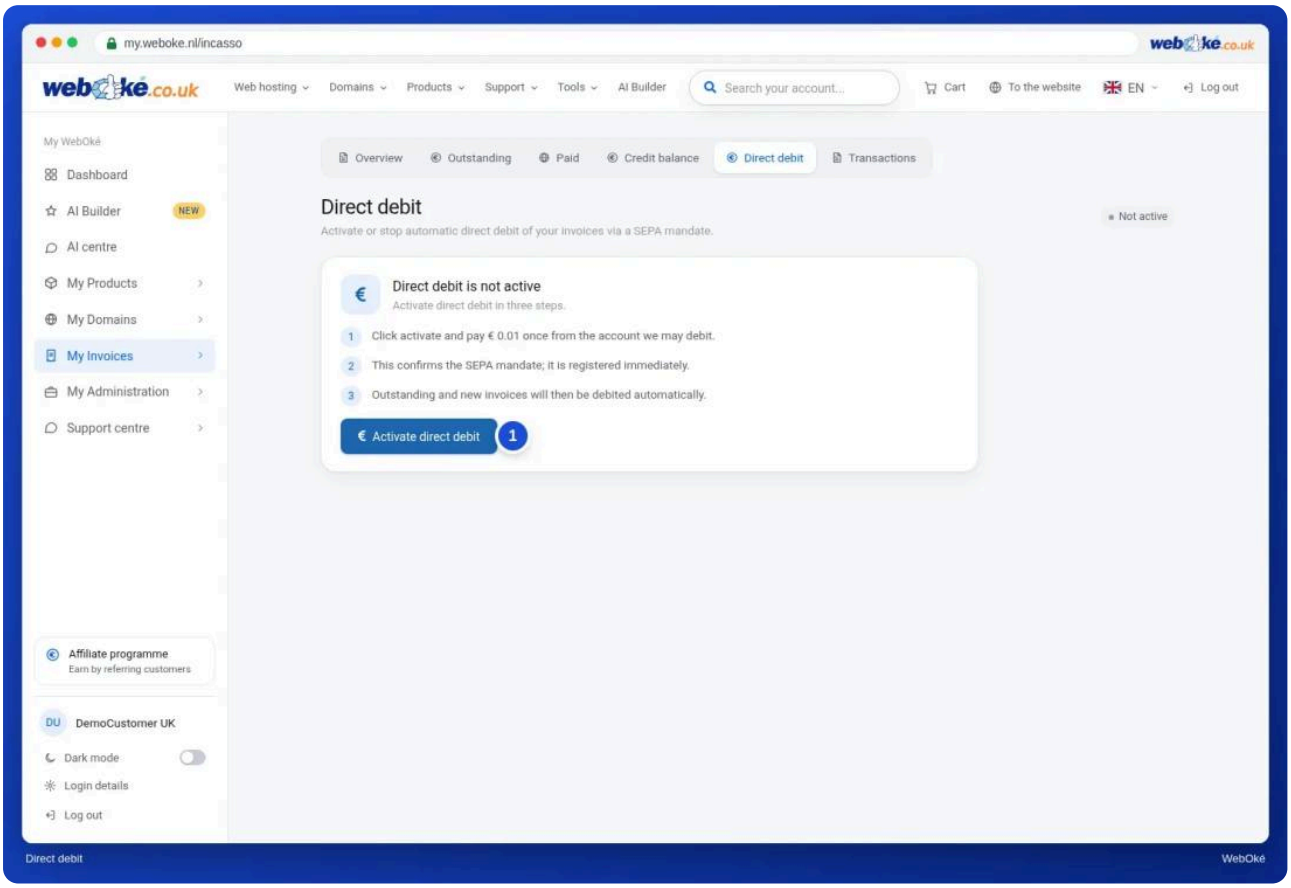
We don't create an invoice for credit. As soon as we've received your payment, we add the amount to your account and you'll receive a confirmation by email. On the payment screen for credit, you'll only see online methods without a surcharge.

Tip: there's no VAT on credit. The VAT appears on the invoices you pay with the credit. This way, your bookkeeping stays accurate.

Is something wrong with your balance, or would you like your credit back? Click **Ask us via a ticket** on the tab. See also Submitting a ticket.

10.4 Setting up or stopping direct debit

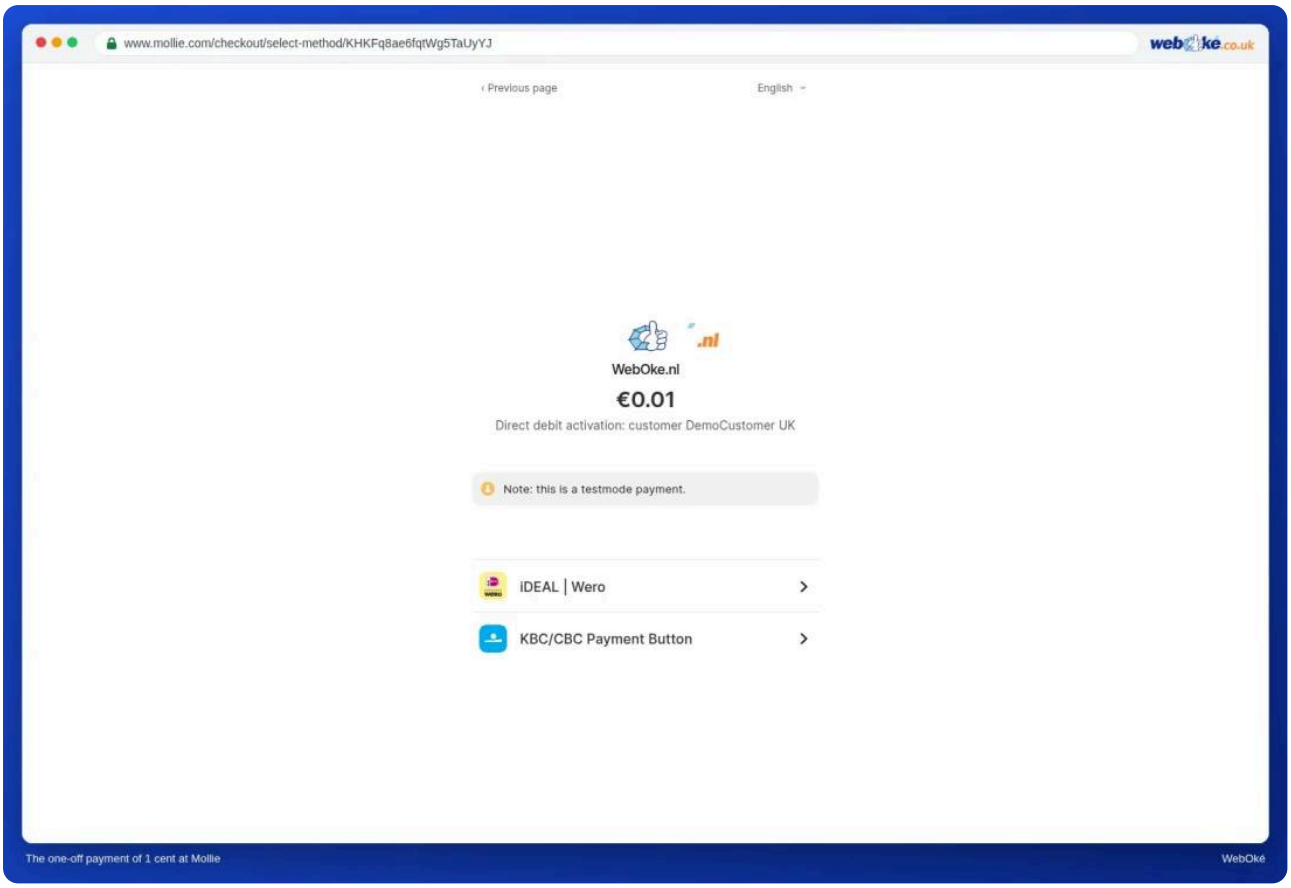
With direct debit, you never have to think about your invoices again. You give us a SEPA mandate once, and after that we automatically collect outstanding and new invoices from your account. You arrange it on the **Direct debit** tab under **My Invoices**.



Direct debit is not yet active

Activating direct debit

1. Go to **My Invoices** and choose the **Direct debit** tab. You can also click **Set up** in the bar above your invoices.
2. Click **Activate direct debit** (1).
3. You'll be taken to our payment partner Mollie. Pay a one-off 1 cent there from the account we're allowed to collect from.
4. This payment confirms the mandate. You'll return to My WebOké, and the page will show that direct debit is active.



The 1 cent payment at Mollie

Once direct debit is active, the page shows the mandate number, account number and account holder's name. Your default payment method then automatically becomes **Direct debit**, including for any invoices that are still outstanding.

Tip: would you rather pay an invoice yourself and choose iDeal with recurring direct debit on the payment screen? Then you pay that invoice and set up the mandate for future invoices in the same step.

What happens when a payment is collected?

As soon as we issue a direct debit instruction for an invoice, the invoice shows as **In progress**. The invoice page will then show that the direct debit has started. You don't need to do anything: the amount is collected automatically, after which the invoice is marked as paid.

Please note: it's best not to reverse a direct debit payment. If something's not right, please contact us and we'll sort it out together. If a payment is reversed (chargeback), the direct debit agreement is automatically stopped.

Stopping direct debit

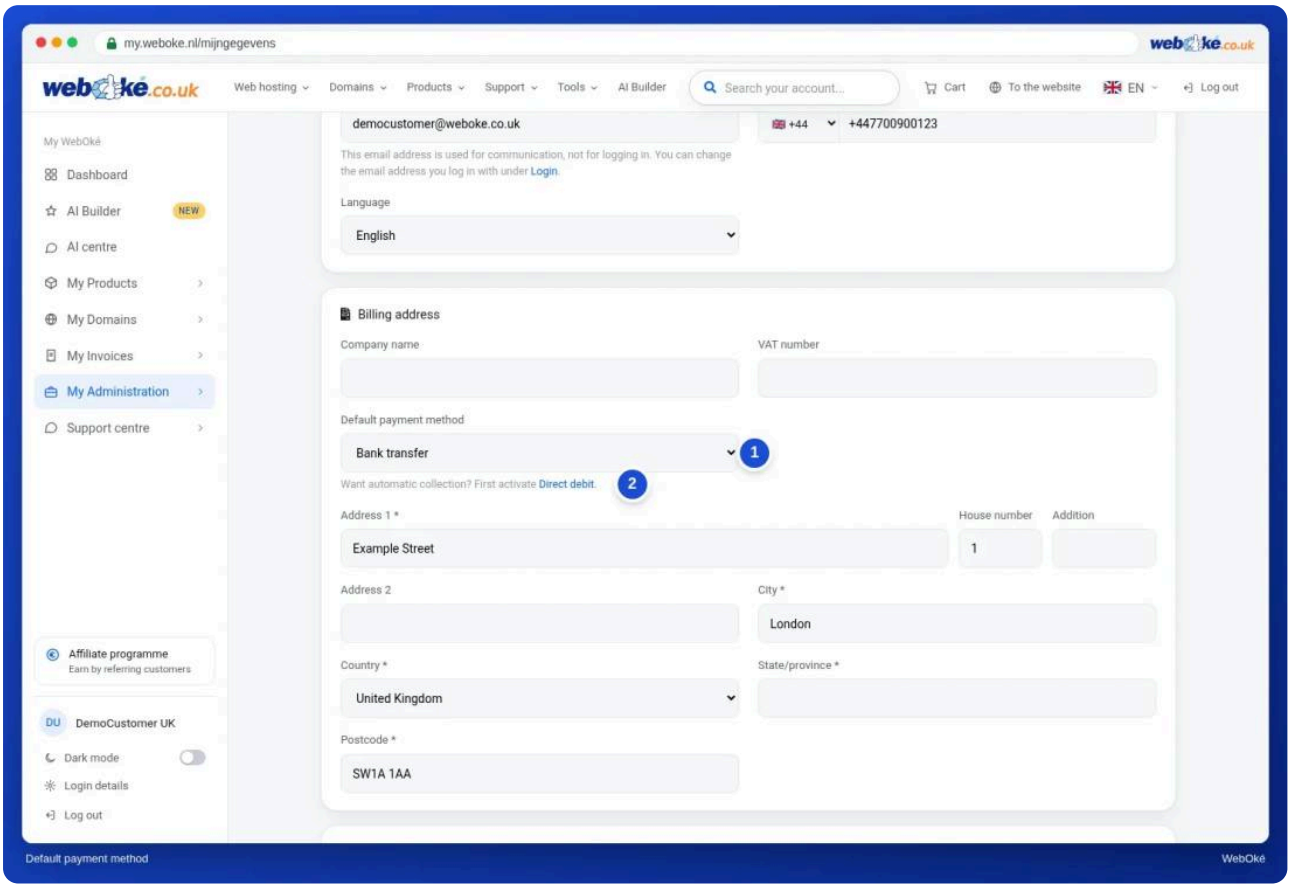
1. Go to the **Direct debit** tab.
2. Click **Stop direct debit**.

The mandate is then withdrawn. Your default payment method reverts to **Bank transfer**. You'll need to pay new invoices yourself after that. You can always activate direct debit again later.

Can't use the activation button, and do you see a message saying direct debit isn't possible for your account? Please contact us.

10.5 Your default payment method

Your default payment method determines how you pay new invoices. You set it up in your details: go to **My Administration** and select the **Details** tab. You'll find the **Default payment method** field in the **Billing address** block.



Choosing your default payment method

The options

Method	What does it mean?
iDeal / online payment	You get a payment link with every invoice and pay online, for example with iDeal or another method on the payment screen.
Bank transfer	You transfer the amount yourself to our account number and mention the invoice number. Even then, you can still pay online via the payment link.
Direct debit	We automatically collect your invoices. This option only appears once you've activated direct debit.

How to change it

1. Choose the method from the drop-down list (1).
2. Scroll down and click **Save changes**.

Want direct debit? Then don't select it here. Click **Direct debit** below the field (2) and activate it first. After that, your default payment method will automatically be set to direct debit. See Setting up or stopping direct debit.

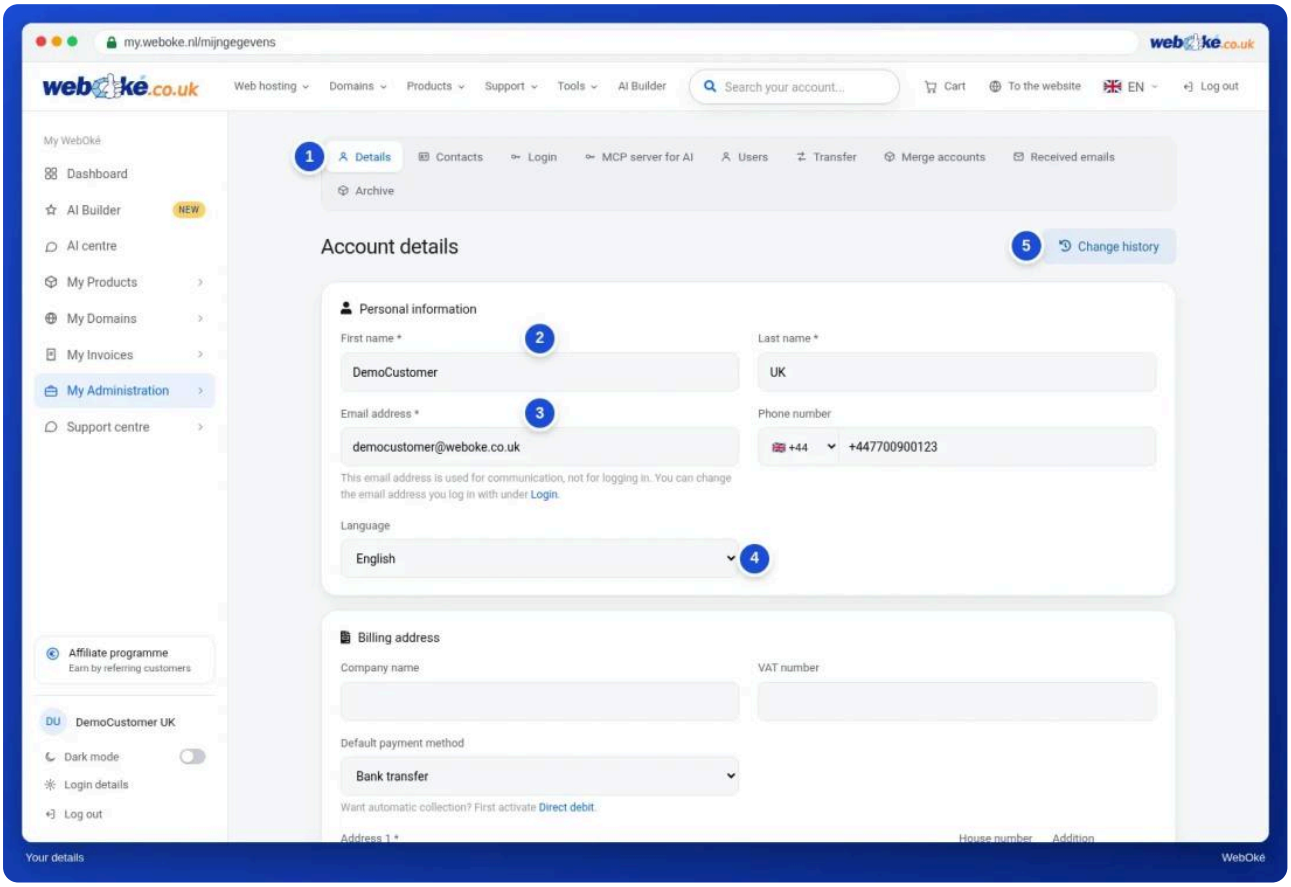
Tip: your default payment method is just a preference. On the payment screen, you can still choose a different method for each invoice.

11

Your administration

11.1 Changing your details and invoice address

You manage your own name, email address, phone number, language and invoice address. In the menu on the left, go to **My Administration**. You'll land on the **Details** tab (1). The tabs next to it take you to the rest of your administration: contacts, login details, users, transfer, merge, received emails and the archive.

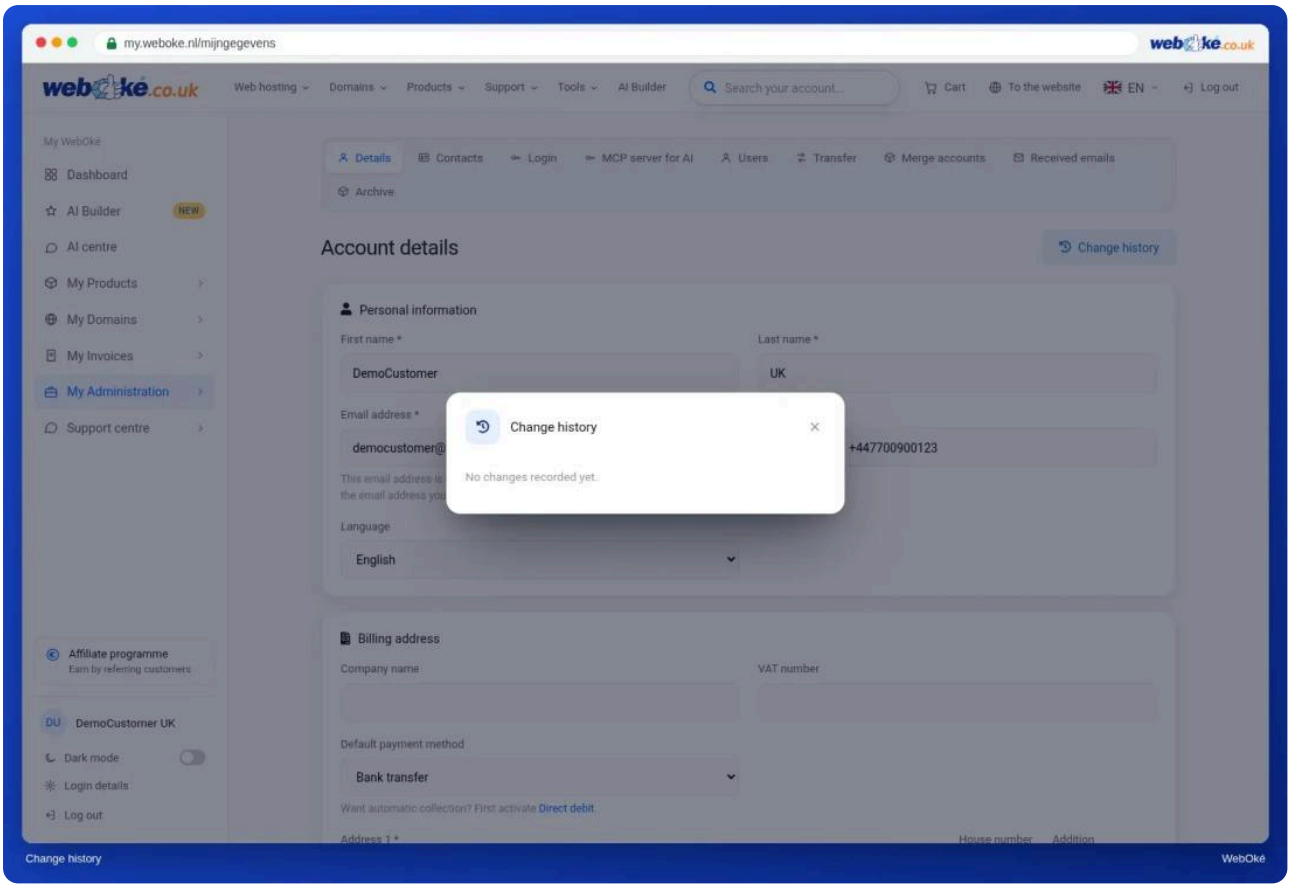


Your account details

Personal information

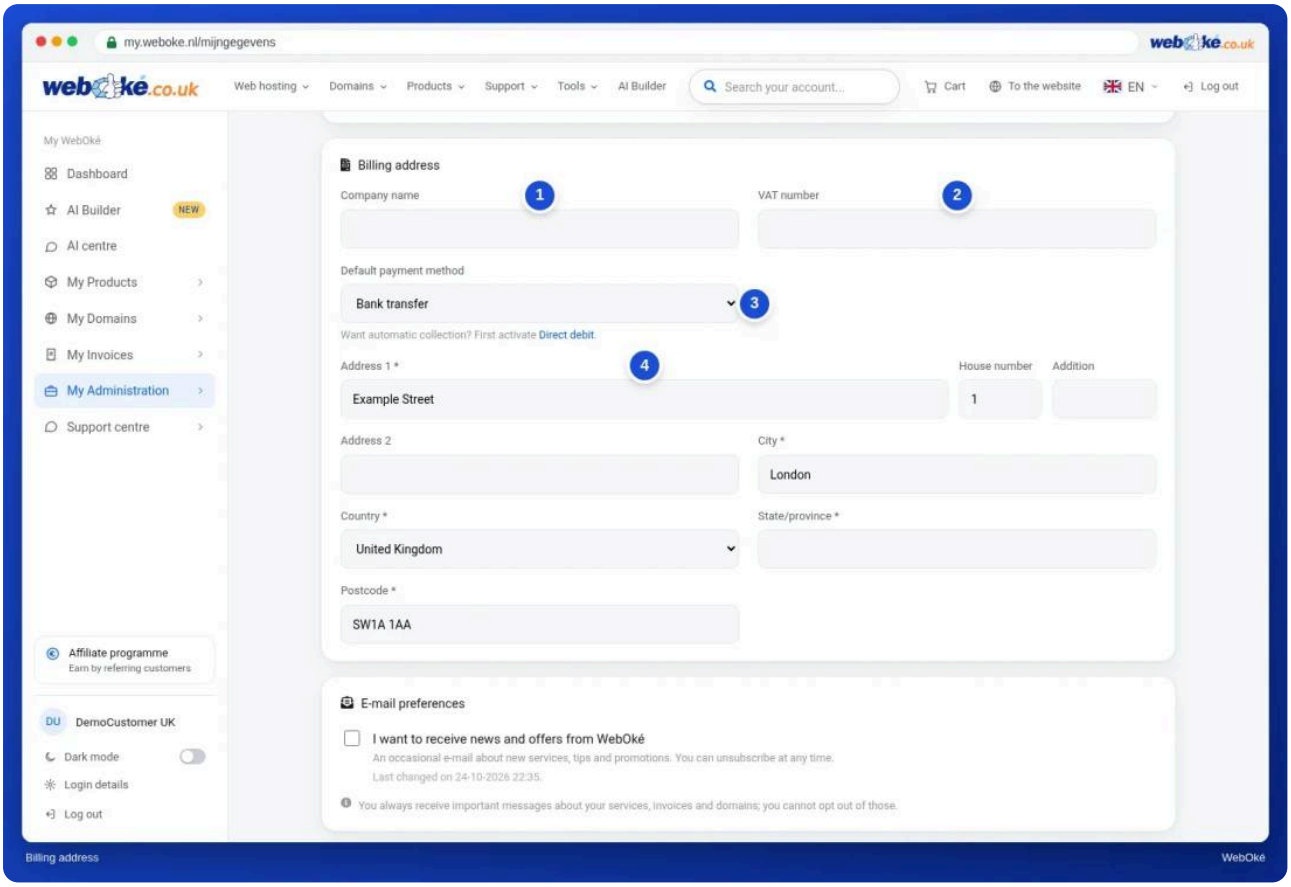
- **First name** and **Last name** (2): this name appears on your invoices.
- **Email address** (3): we send invoices and messages to this address. This is not the address you use to log in. You change that under **Login details**, see Changing your login email address.
- **Phone number**: choose your country on the left and enter your number.
- **Language** (4): the language of our emails and invoices to you.

With **Change history** (5) you can see when your details were changed and what was changed.



The change history of your details

Invoice address

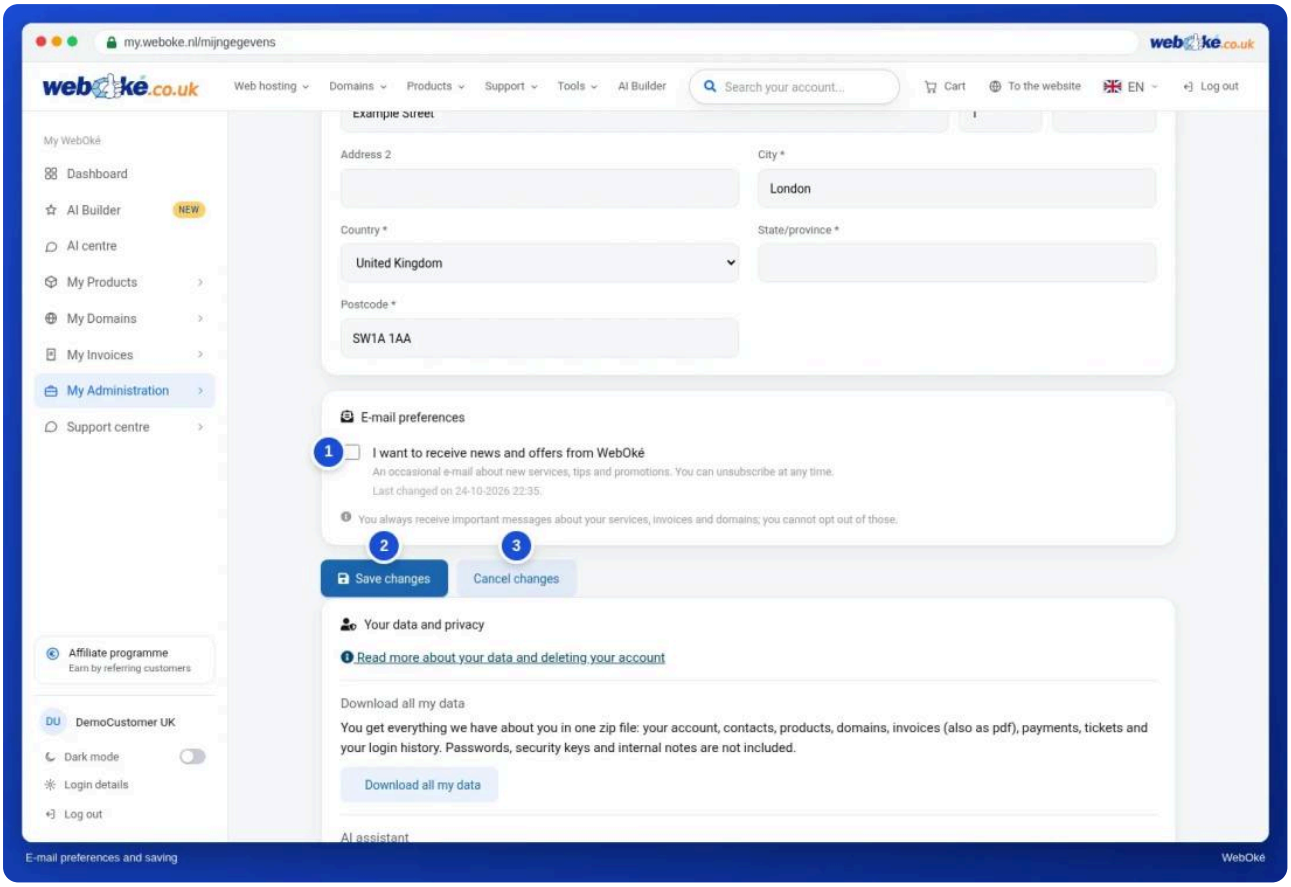


Your invoice address

- **Business name** (1): fill this in if you're a business customer. The name will then appear on your invoices.
- **VAT number** (2): for business customers. This way your VAT number appears on your invoices.
- **Default payment method** (3): how you pay your invoices. More about this in Your default payment method.
- **Address** (4): street, house number, addition, city, country, province and postal code. Fields marked with an asterisk are required.

Please note: your account details also serve as your own domain contact. If you have domains with this contact as owner, your changes will automatically carry over to those domains and to the registry. You'll then see a notification listing the domains involved. If you want a domain to get a different owner, read Domain contacts and changing the owner.

Email preferences and saving



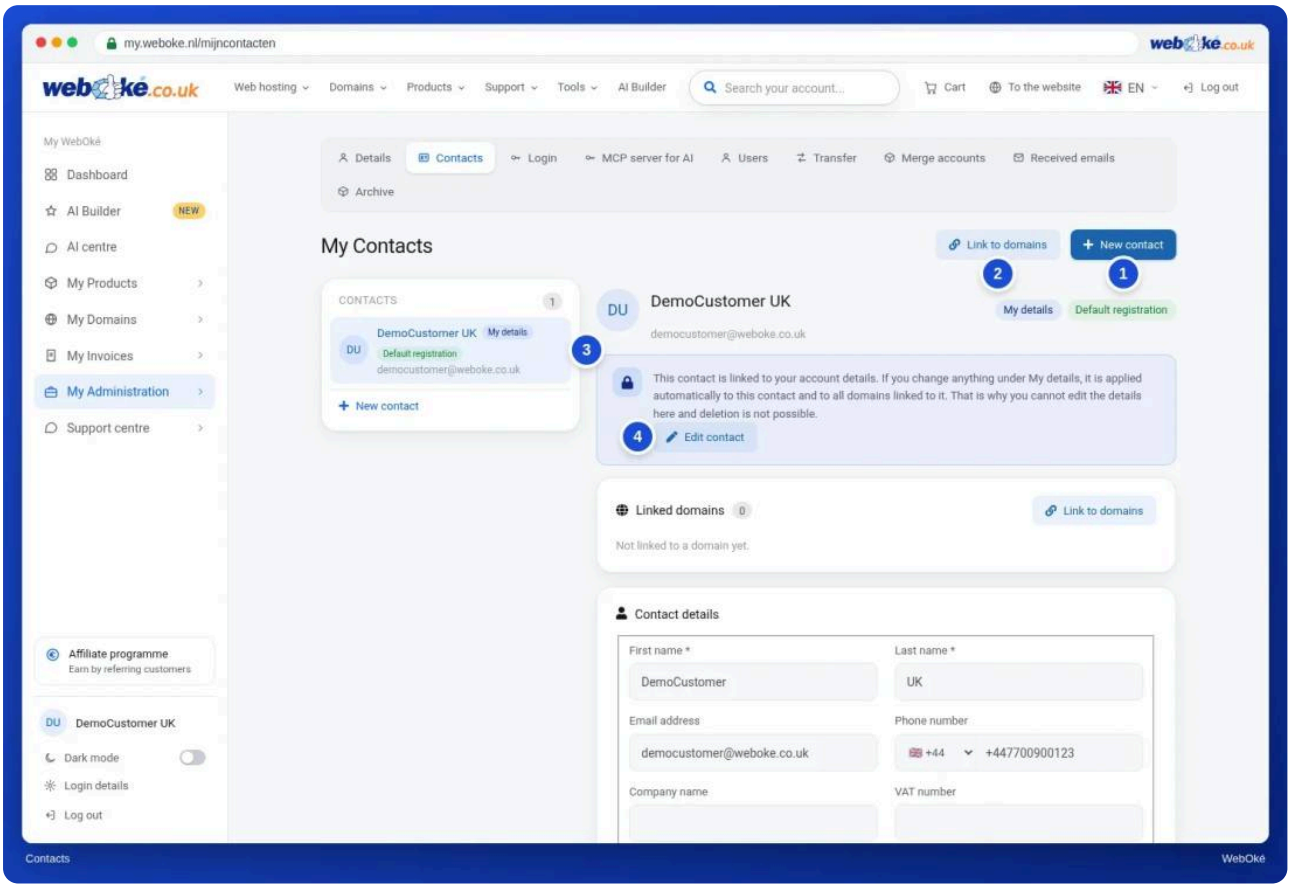
Email preferences and saving

1. Tick or untick **I want to receive news and offers from WebOké** (1). Below the tick box you'll see when you last changed this. You always receive important messages about your services, invoices and domains; you cannot opt out of those.
2. Click **Save changes** (2). A notification will appear at the top confirming your details have been saved.
3. Changed your mind? Click **Cancel changes** (3). Anything you hadn't saved yet will not be kept.

Tip: below the save section you'll find the **Your data and privacy** block. There you can download all your data or have your account deleted. See Privacy: downloading or deleting your data.

11.2 Managing contacts (and cleaning up duplicates)

Contacts are the people and companies you use as the owner or contact person for your domains. You can also decide which emails from us a contact receives. You'll find them under **My Administration** on the **Contacts** tab.



Your contacts

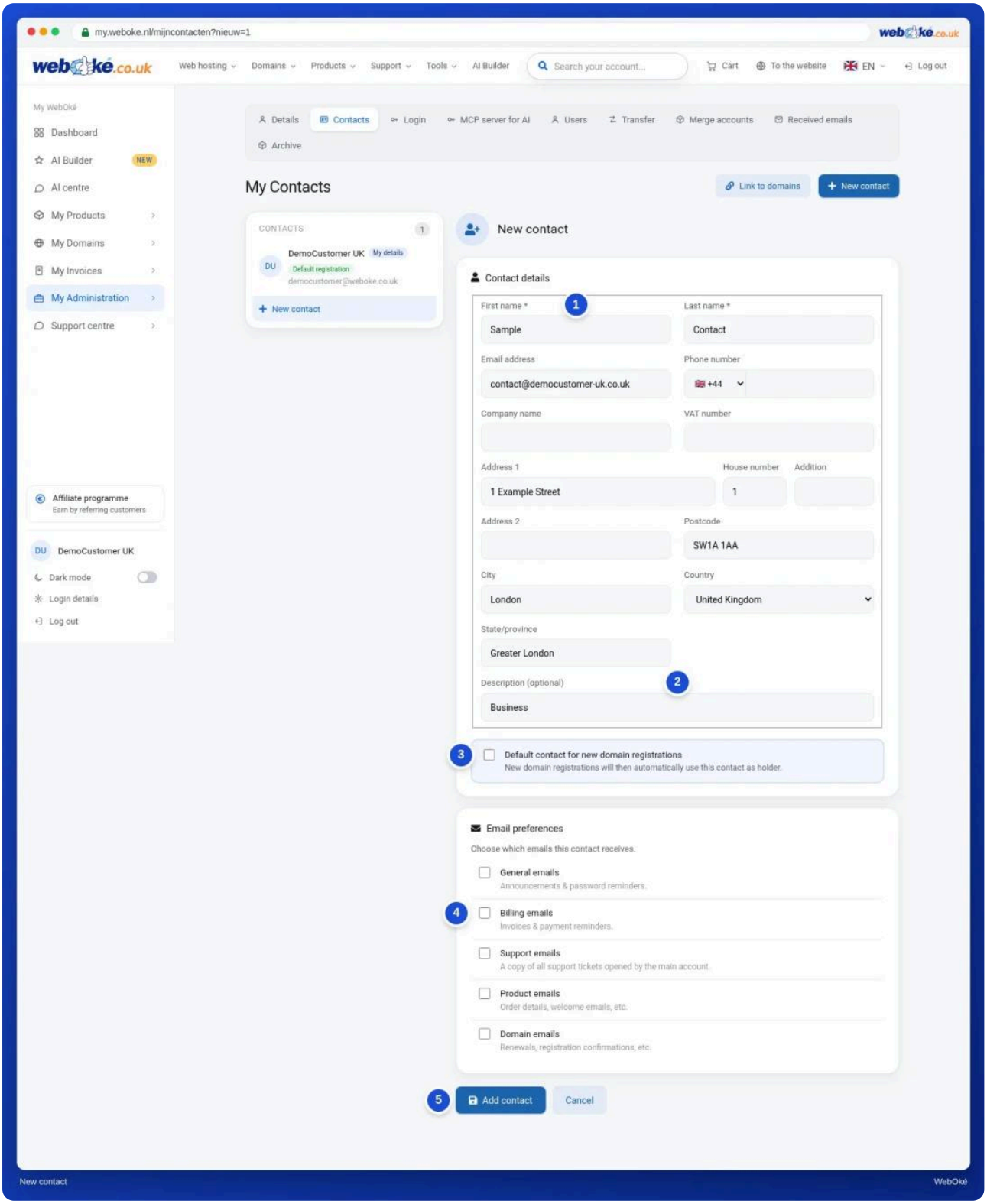
The overview

- On the left is the list of your contacts (3). Click a contact to open it on the right.
- The contact labelled **My details** is your main contact. This is linked to your account details. You edit it under **My details** with the **Edit contact** button (4), not here. You can't delete your main contact.
- The **Default registration** label shows which contact we use as the owner for new domain registrations.
- For each contact, you can see which domains it's linked to under **Linked domains**.

Adding a contact

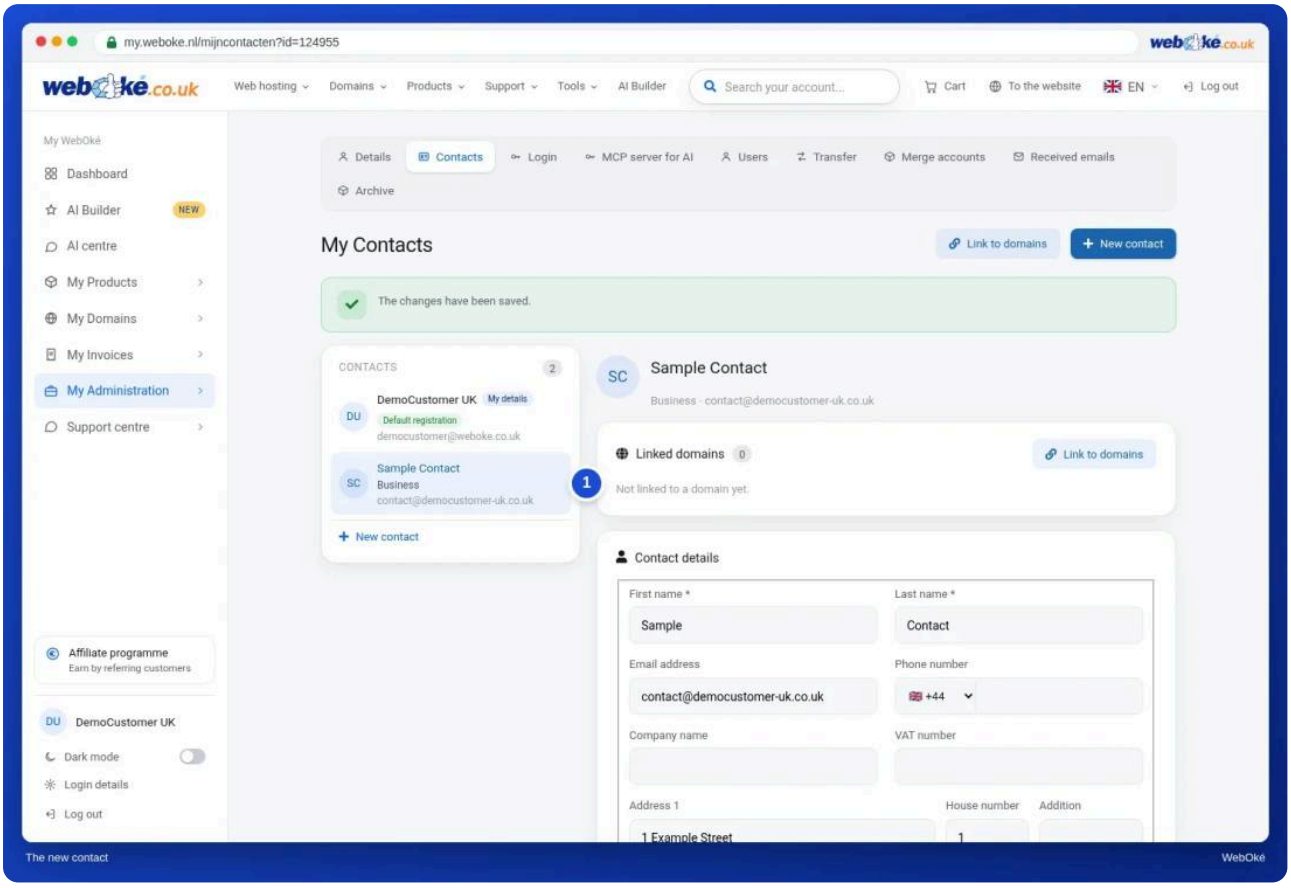
1. Click **New contact** (1).
2. Fill in the contact details. First name and surname are required (1). Under **Description** (2), enter a short name, such as Business or Personal. You'll see this in drop-down lists.

3. Tick **Default contact for new domain registrations** (3) if new domains should get this contact as the owner.
4. Under **E-mail preferences**, choose which emails this contact receives from us (4): general emails, billing emails, support emails, product emails and domain emails. Handy if, for example, your accountant needs to receive the invoices.
5. Click **Add contact** (5).



Adding a new contact

The new contact then appears in the list (1). You can link it to a domain straight away with **Link to domains** (2 in the overview). You can read how to change the owner of a domain in Domain contacts and changing the owner.

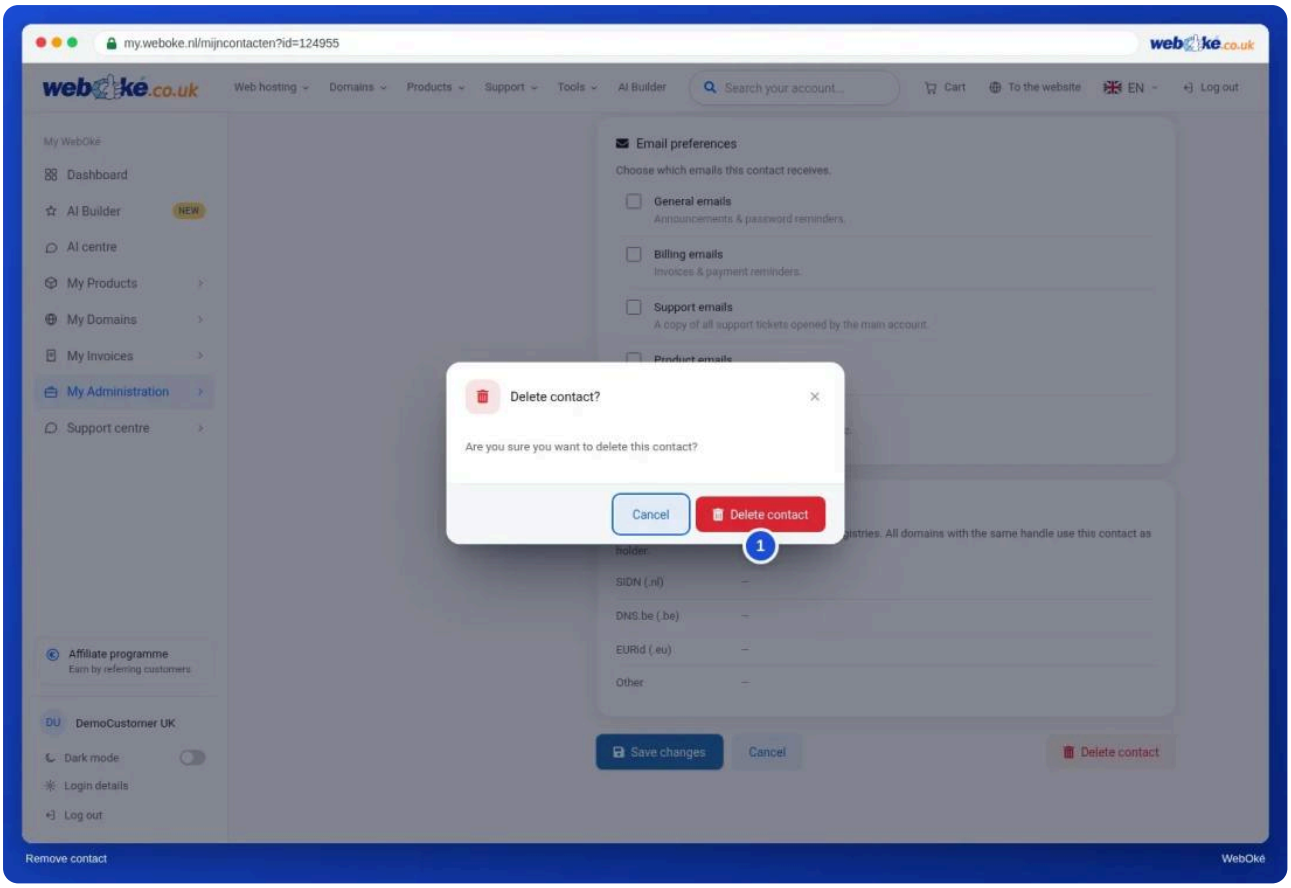


The contact has been added

Editing or deleting a contact

Open the contact, adjust the details and click **Save changes**. If the contact is linked to domains, your changes will also apply to those domains.

To delete a contact, use **Delete contact** at the bottom. You'll first be asked to confirm. Click **Delete contact** (1) to confirm, or **Cancel** to go back.

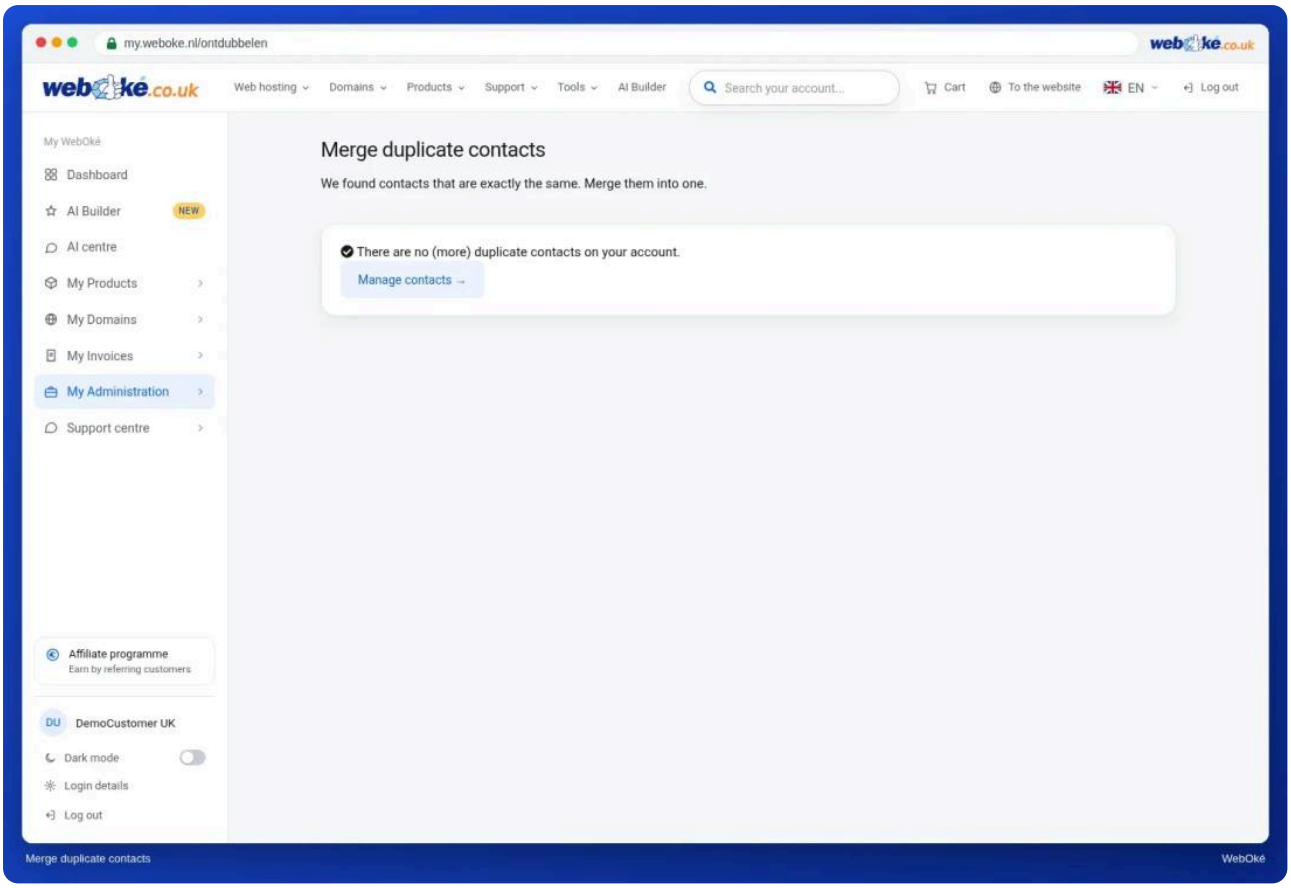


Deleting a contact

Please note: you can't delete a contact that's still linked to a domain. The window will list the domains in that case. Link a different contact to those domains first.

Cleaning up duplicate contacts

Have you created the same contact a few times over the years? Go to **my.weboke.nl/ontdubbelen**. We'll look for contacts that are exactly the same and show them in groups. One contact remains per group; the duplicates you tick will disappear when you click **Merge selected**. Your main contact always remains. Contacts still linked to a domain aren't simply deleted; we handle those separately.

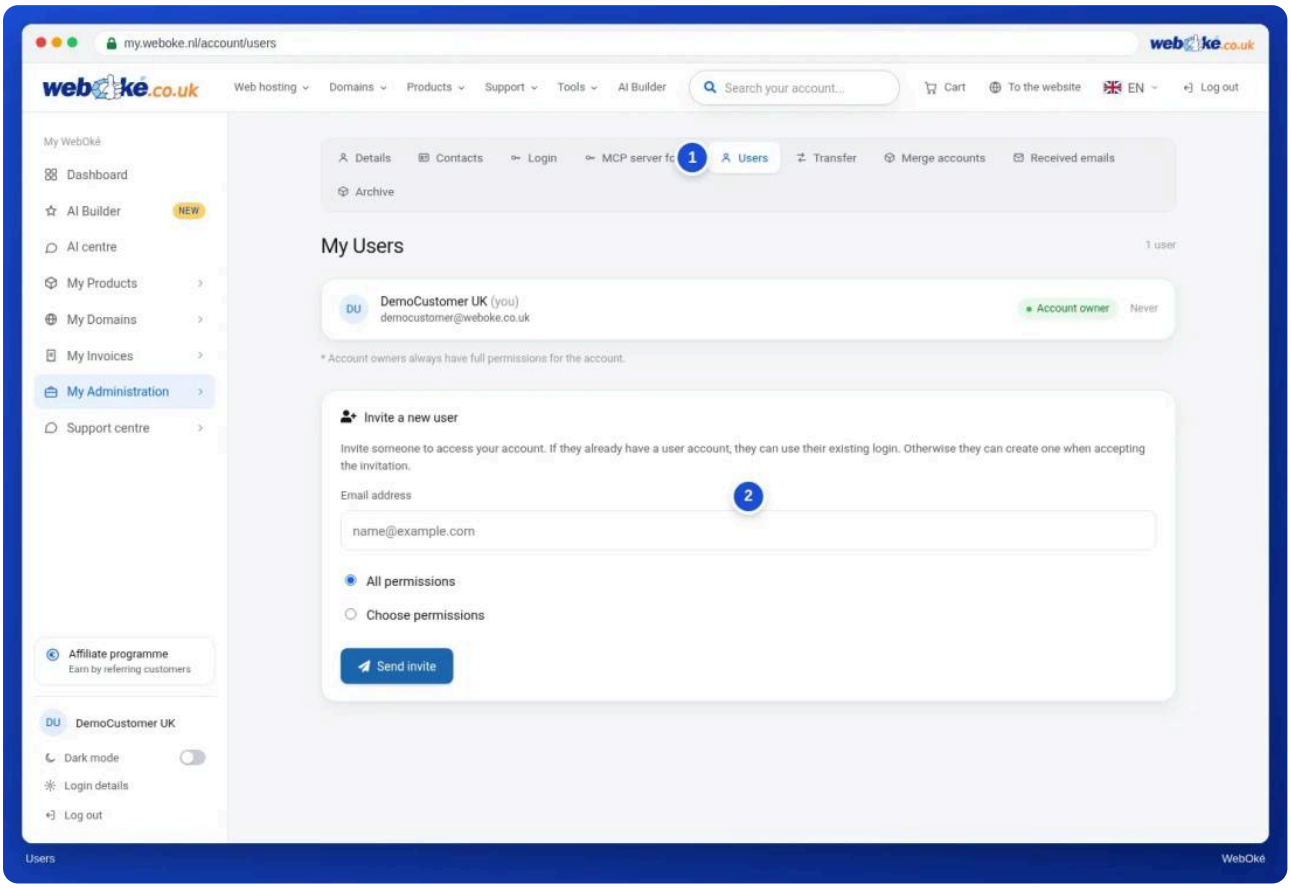


No duplicate contacts found

If there are no duplicate contacts, you'll see this straight away, with a button to go back to your contacts.

11.3 Inviting users and setting permissions

Want a colleague, your accountant or your web builder to be able to access your account, without sharing your own password? Invite them as a user. Every user logs in with their own details and you decide what they're allowed to do. You arrange this under **My Administration** on the **Users** tab (1).

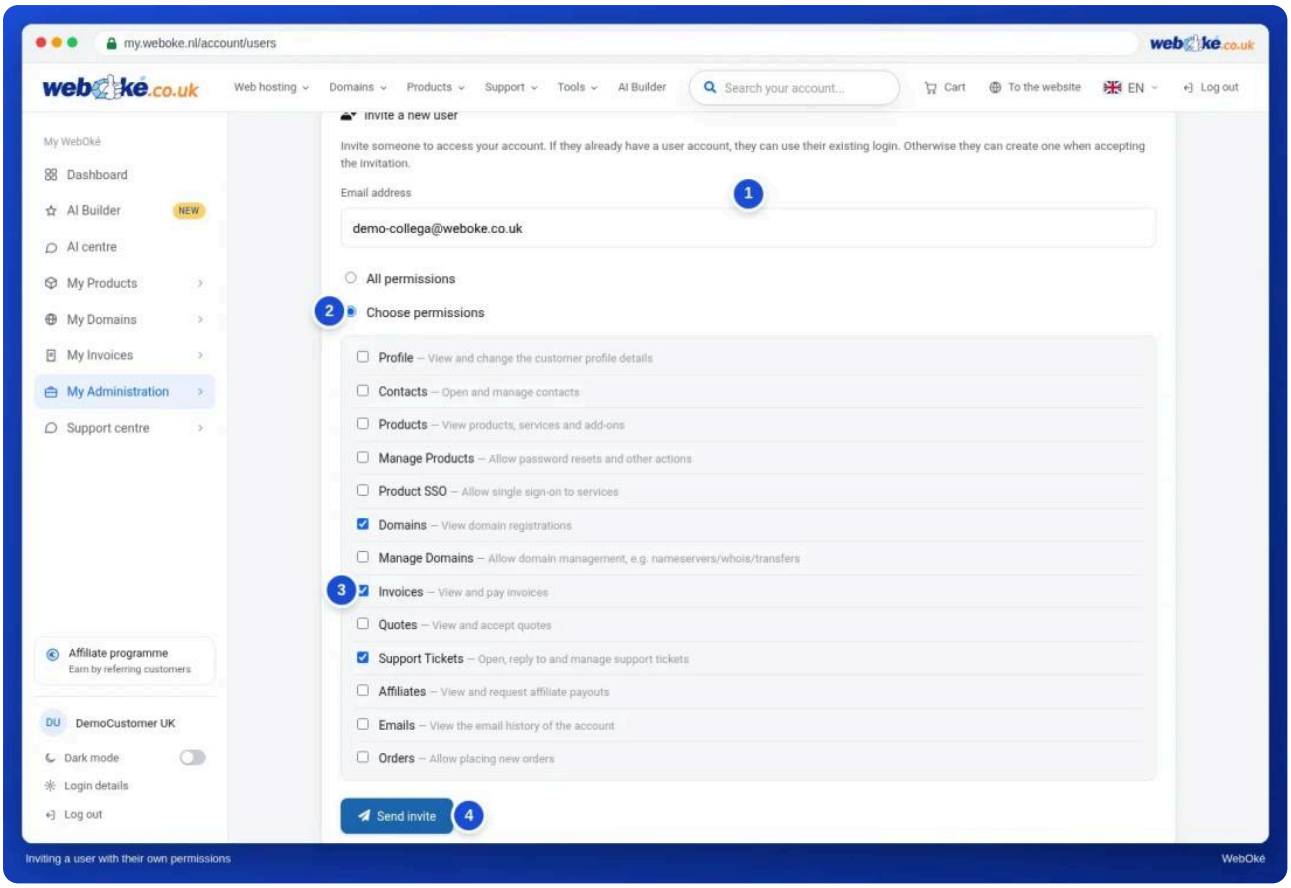


Your users

At the top are the users who currently have access, with their role and when they last logged in. The account owner always has all permissions. Only the owner can invite users and change permissions.

Inviting someone

1. Under **Invite a new user**, enter the email address (1).
2. Choose **All permissions** or **Choose permissions** (2).
3. If you choose the latter, tick what the user is allowed to do (3). Each permission has a short explanation next to it.
4. Click **Send invite** (4).



Inviting a user with specific permissions

The user receives an email with a link. If they already have a user account with WebOké, they log in with their existing details. If not, they create one when accepting. After that, they can switch between their own account and yours, see Multiple accounts: switching between accounts.

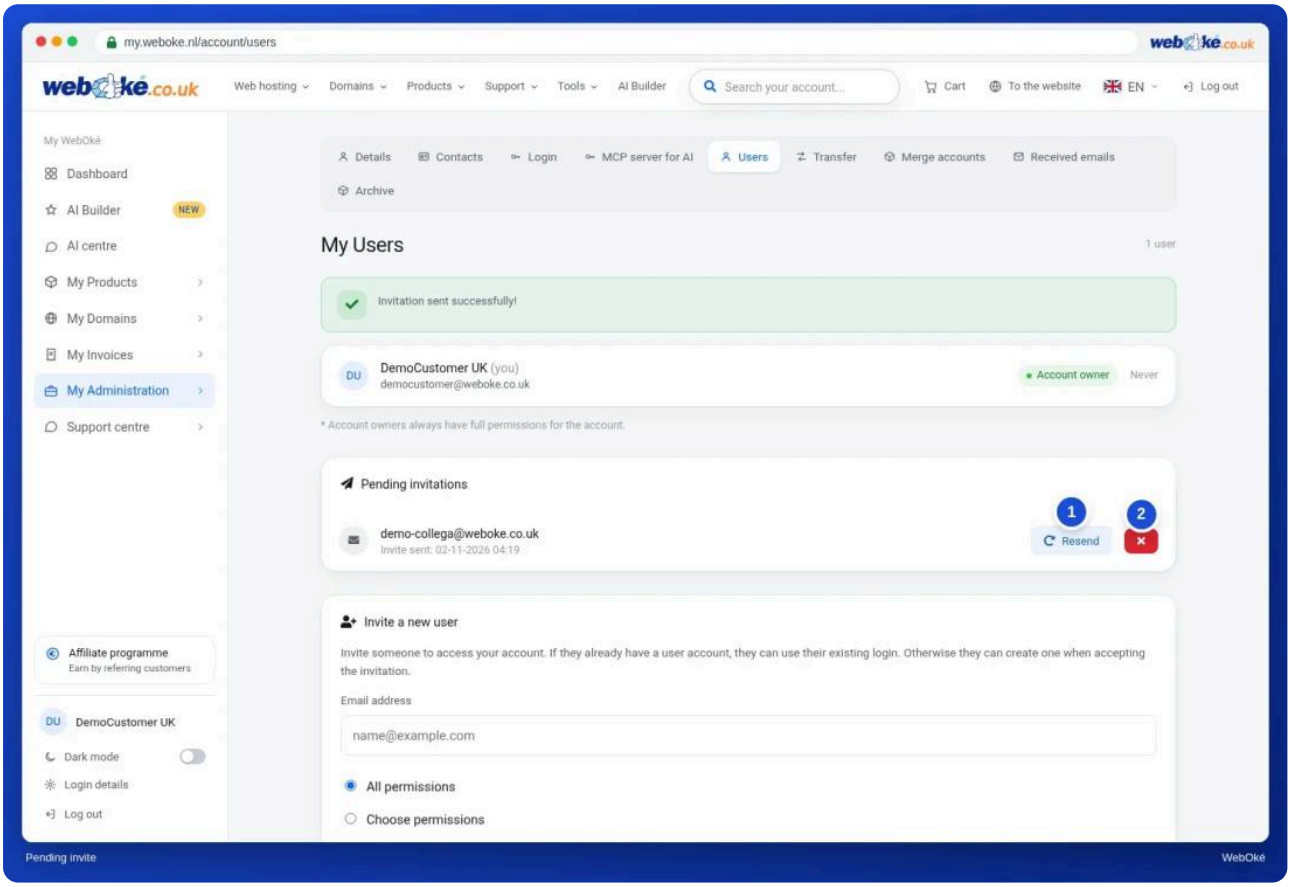
The permissions

Permission	What can the user do?
Profile	View and change your customer details.
Contacts	Open and manage contacts.
Products	View your products and services.
Manage Products	Perform actions on products, such as resetting a password.
Product SSO	Log in to a service, such as DirectAdmin, without a separate password.
Domains	View your domains.
Manage Domains	Manage domains, such as nameservers, WHOIS and transfers.
Invoices	View and pay invoices.
Quotes	View and accept quotes.
Support tickets	Open, reply to and manage tickets.

Affiliates	View the affiliate overview and request payouts.
Emails	View the emails we've sent to your account.
Orders	Place new orders.

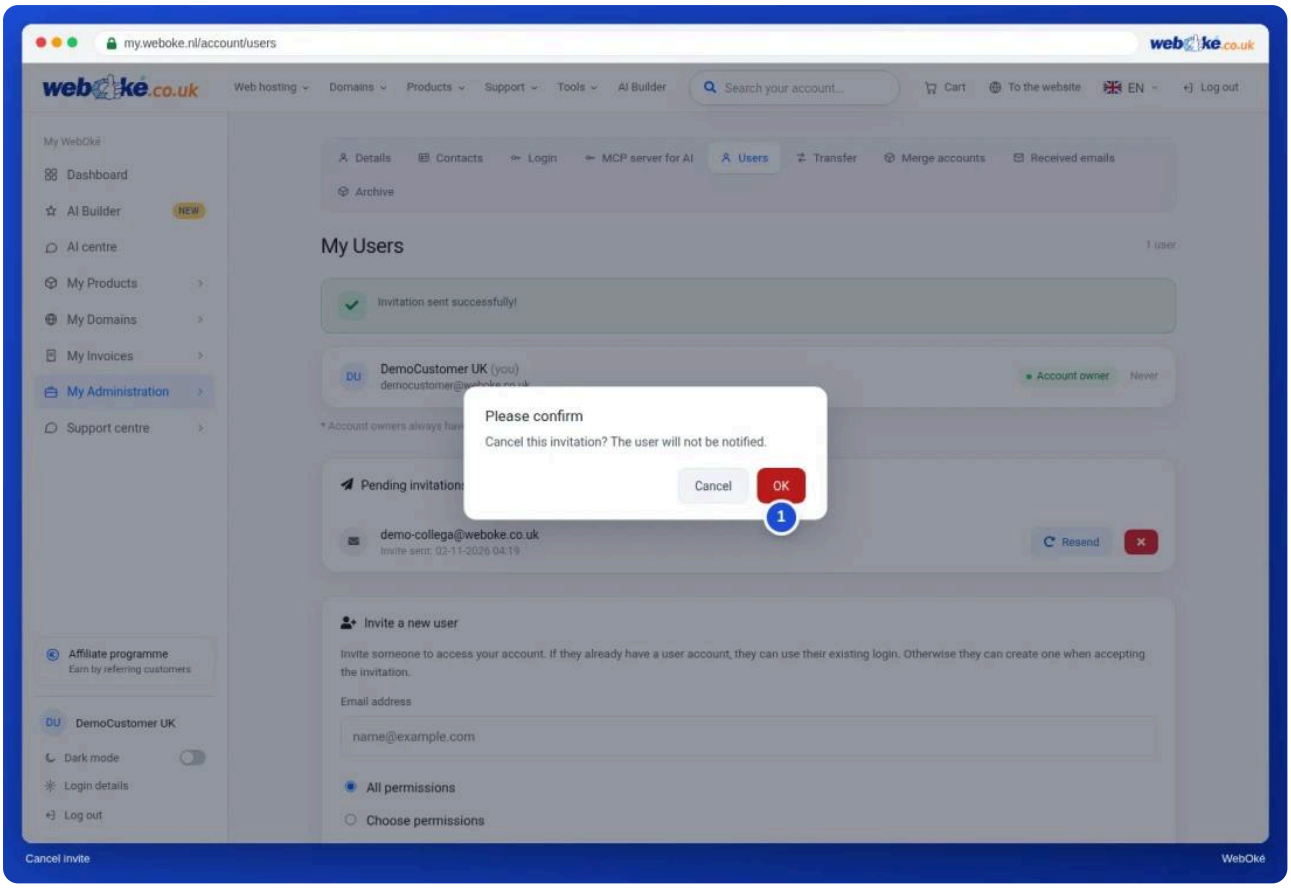
Pending invitations

As long as an invitation hasn't been accepted, it appears under **Pending invitations**, with the date it was sent.



A pending invitation

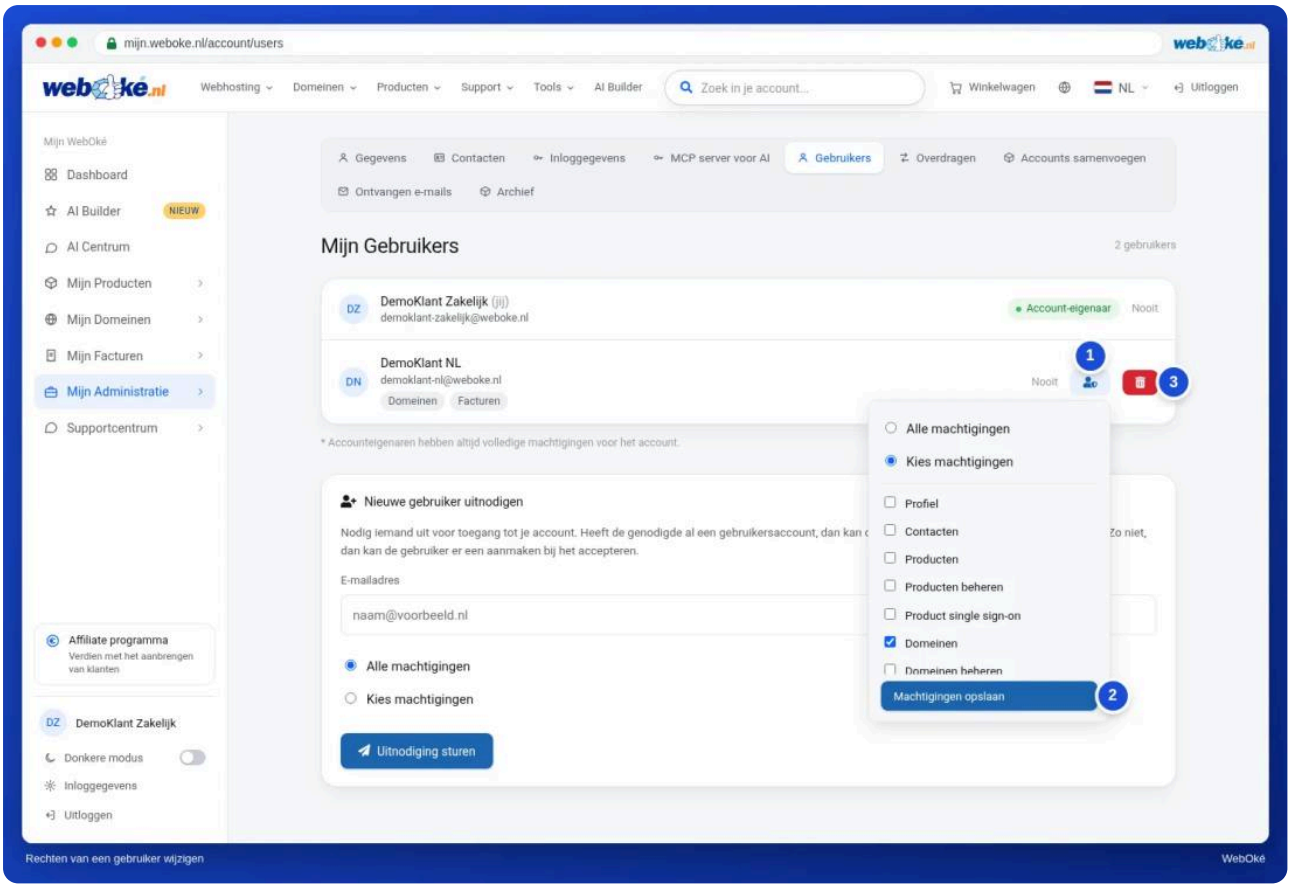
- With **Redo** (1) you send the invitation again, for example if it ended up in spam.
- With the red button with the cross (2) you cancel the invitation. You'll first be asked to confirm; click **OK** (1) to cancel. The user doesn't receive any notification of this.



Cancelling an invitation

Changing permissions or revoking access

Once a user has accepted the invitation, they appear in your users list with their permissions underneath, for example **Domains** and **Invoices**. Click the button with the person icon (1) next to that user to see their permissions. Adjust the checkboxes and click **Save permissions** (2). With the red button with the bin icon (3) you revoke access. We'll first ask for confirmation before revoking. Revoking only removes access to your account; their own user account remains.



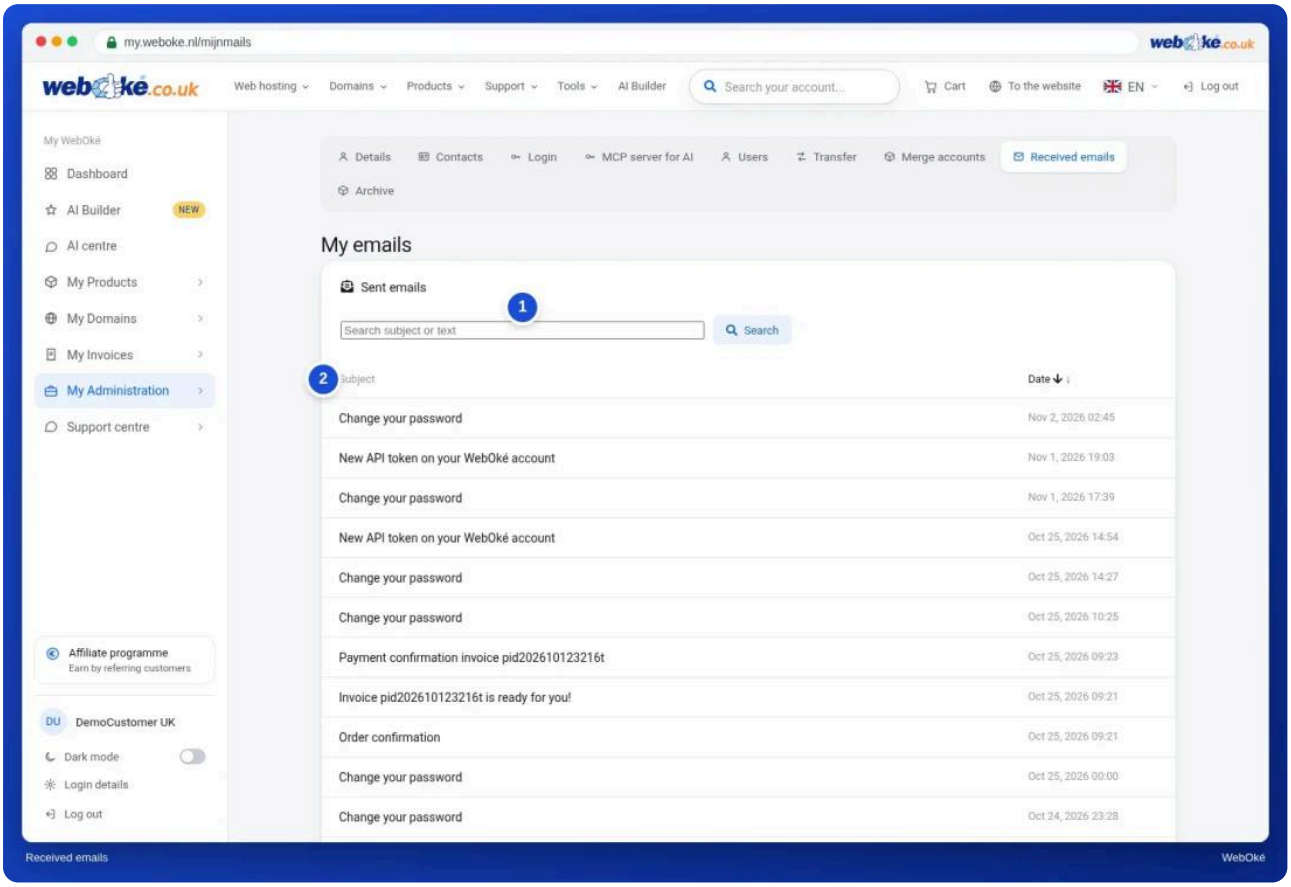
Changing a user's permissions

From then on, the user sees your account in their **Switch account** list. You can read how they work with this in Multiple accounts: switching between accounts.

Tip: only give someone the permissions they really need. Your accountant, for example, only needs **Invoices**.

11.4 Reading back received emails

Lost that invoice email or order confirmation? You can read back all the emails we've sent to your account in My WebOké. Go to **My Administration** and choose the **Received emails** tab.



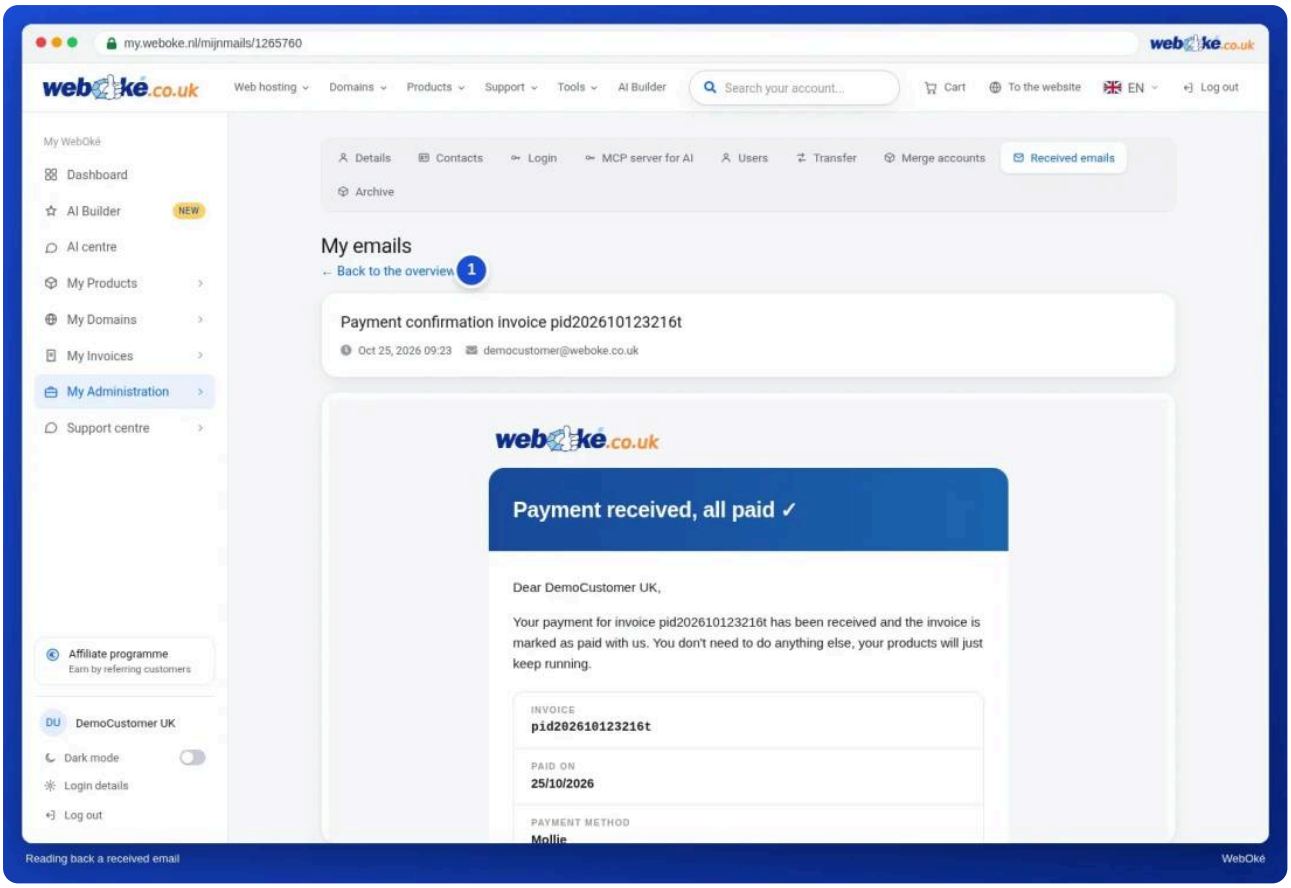
Your received emails

Searching and sorting

- Type a word in the search field (1) and click **Search**. We search in the subject and in the text of the emails. For example, search by an invoice number or a domain name.
- Click **Subject** or **Date** (2) to sort the list by that column. Click again to reverse the order.

Opening an email

Click an email to read it. You'll see the subject, the date and time, the address it was sent to, and the email itself, exactly as you received it. Use **Back to the overview** (1) to go back to the list.



Reading back a received email

If an email could not be delivered, you'll see a red label next to it. In that case, check that your email address is correct at Changing your details and invoice address.

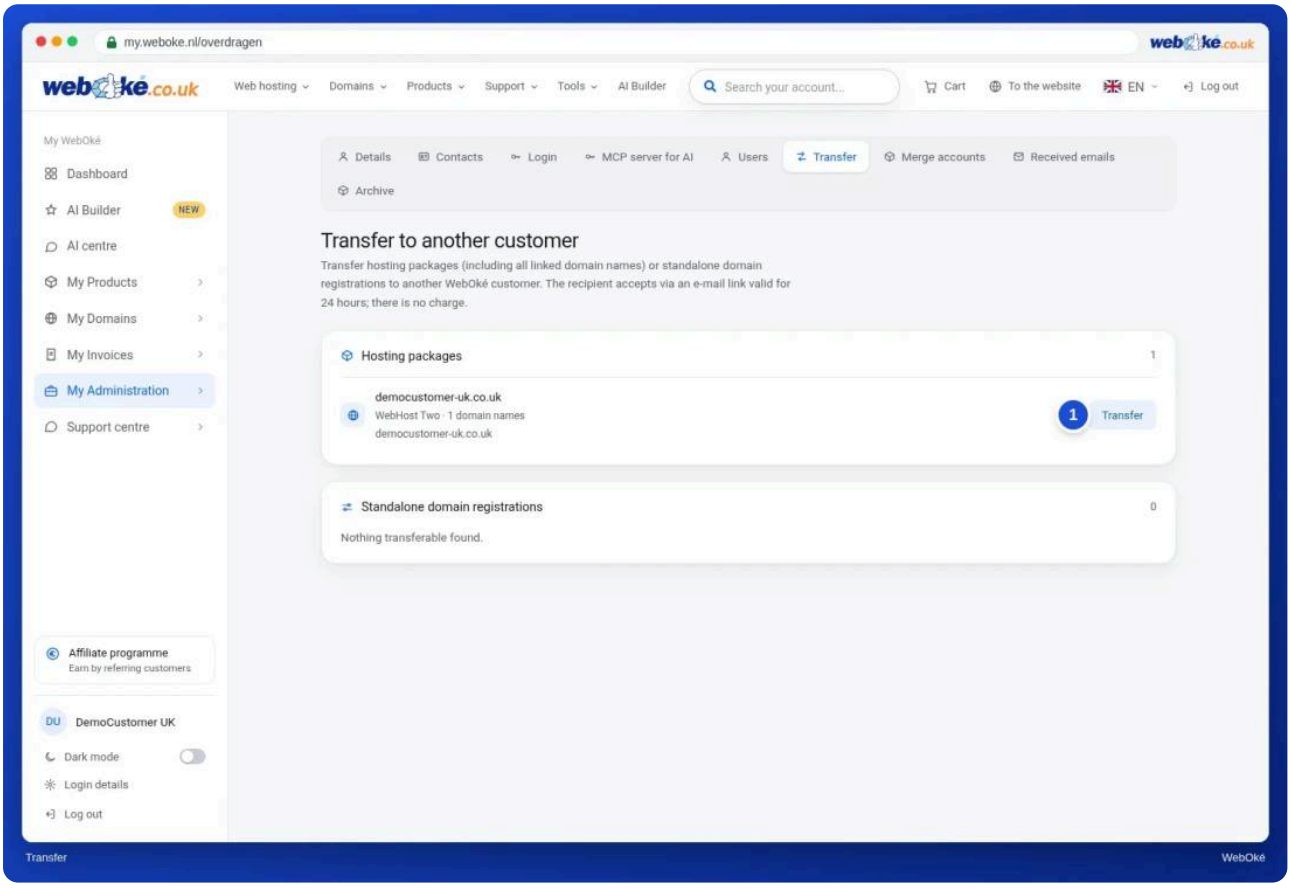
Tip: want to receive an invoice again? You can also do this directly from your invoices with **Email invoice**. See Viewing and downloading your invoices.

11.5 Transferring and merging accounts

Selling your business, stopping a website, or having someone else take over your hosting from now on? You can transfer a package or domain to another WebOké customer. If you have two accounts with us yourself, you can merge them into one. You arrange both in **My Administration**.

Transferring to another customer

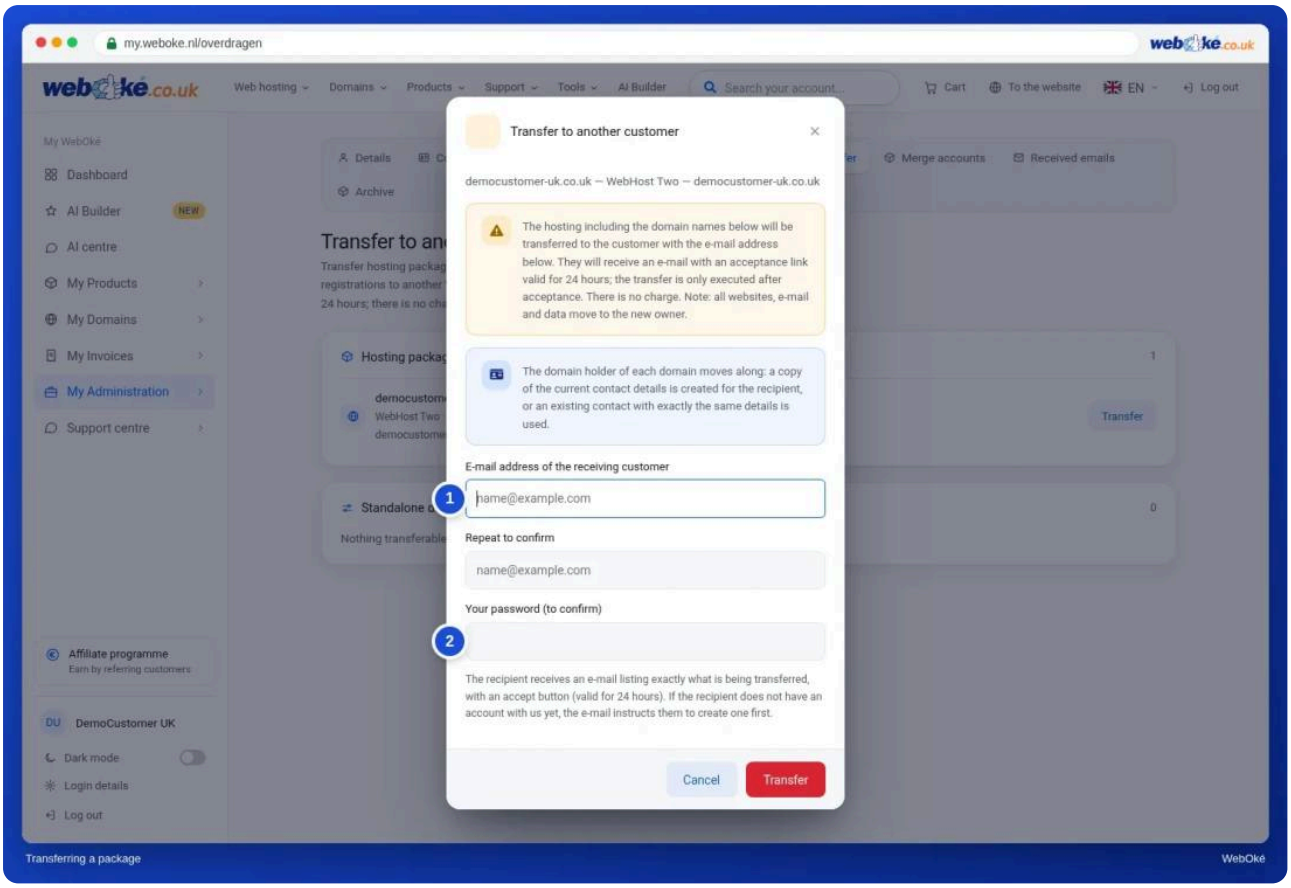
On the **Transfer** tab, you can see what you can transfer: your hosting packages (with all domain names linked to them) and your separate domain registrations. Transferring is free of charge.



What you can transfer

1. Click **Transfer** next to the package or domain (1).
2. Read in the window what comes with it. For a package, all websites, e-mail and data move to the new owner.
3. Enter the recipient's e-mail address twice (1). This is the e-mail address of their WebOké account.
4. Enter your own password (2) to confirm and click **Transfer**.

If there is still an outstanding invoice for the package, you can only transfer it once the invoice has been paid. Invoices that have already been sent remain with you. Future invoices will be issued in the recipient's name.



Transferring a package

The recipient receives an e-mail with exactly what is being transferred and a button to accept. That link is valid for 24 hours. The transfer only goes ahead once they accept. If the recipient does not have an account with us yet, the e-mail instructs them to create one first.

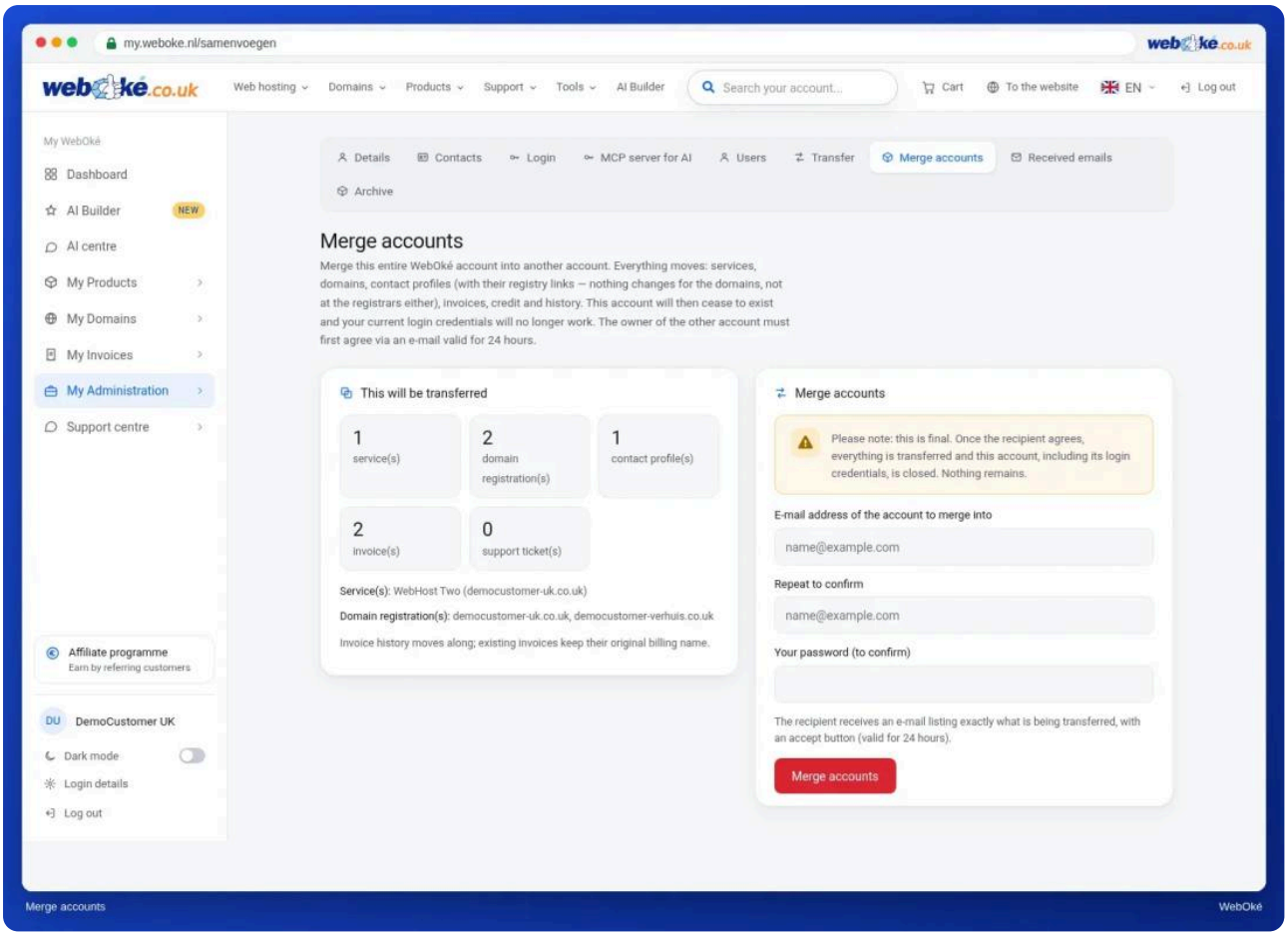
The domain holder moves along too: the recipient gets a copy of the current contact details, or we use one of their contacts with exactly the same details.

As long as the recipient has not yet accepted, the transfer appears at the top of the current transfers. If you change your mind, click **Withdraw transfer**.

You can also transfer a package or domain from the product page or the domain page. See Cancelling, undoing cancellation, or transferring a product and Cancelling or transferring a domain.

Merging accounts

On the **Merge accounts** tab, you merge your entire account with another WebOké account. On the left, you can see what comes with it: services, domain registrations, contact profiles, invoices and support tickets. Everything is transferred, including your credit and your history. Nothing changes about the domains themselves, not even at the registrars. Existing invoices keep the name they were created under.



Merging accounts

1. Enter the e-mail address of the account you want to merge with, and enter it again to confirm.
2. Enter your password to confirm.
3. Click **Merge accounts**.

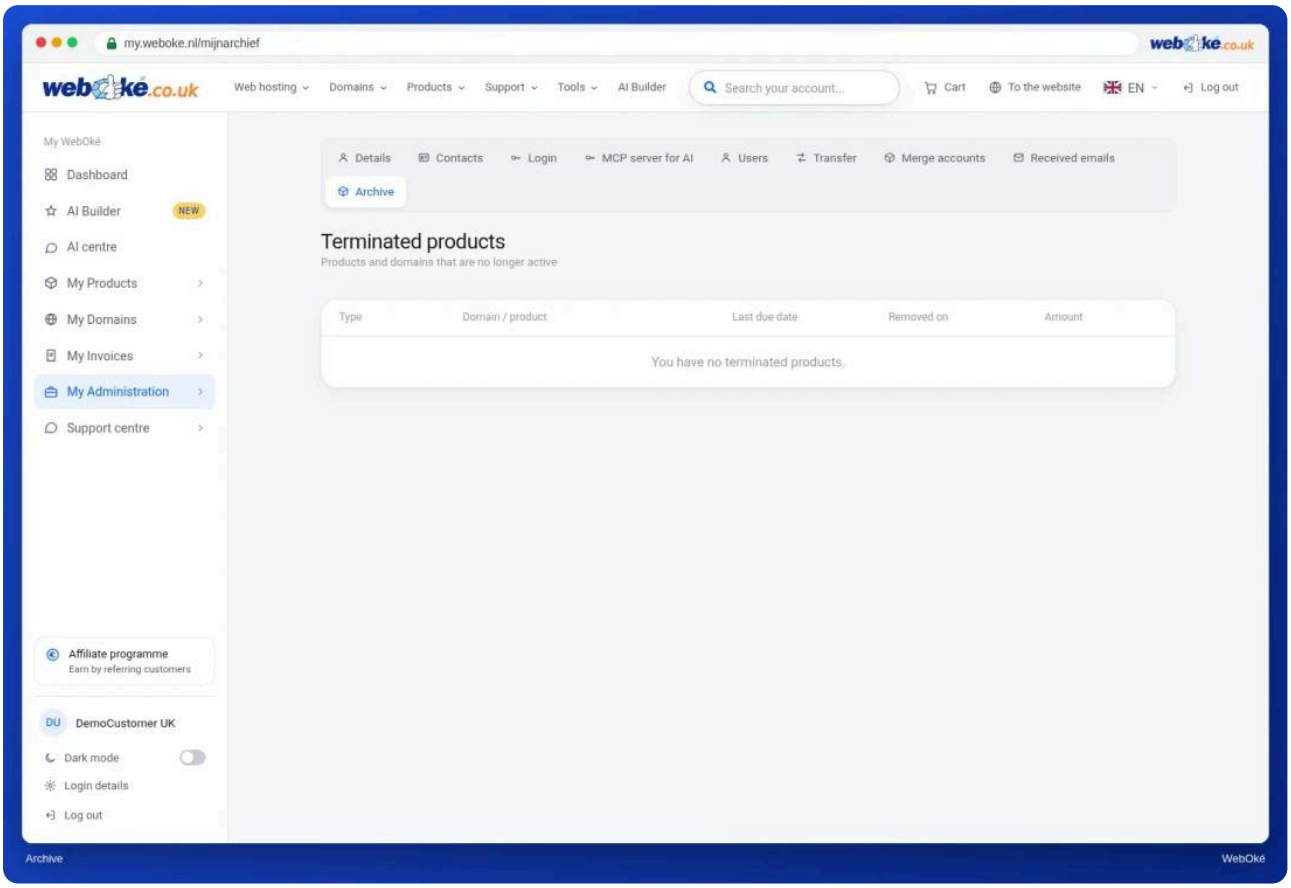
The owner of the other account receives an e-mail with exactly what is being transferred and a button to accept, valid for 24 hours. Once they accept, we transfer everything.

Please note: merging is final. Once accepted, the account you are currently logged in with is closed, including your login details. Nothing is left behind. Afterwards, log in to the other account.

Tip: do you just want someone else to be able to view or help with your account? Then you don't need to transfer anything. Invite them as a user, see Inviting users and setting permissions.

11.6 The archive

In the archive, you'll find your products and domains that are no longer active. Think of a package you've cancelled or a domain you've transferred away. Go to **My Administration** and choose the **Archive** tab. That's the last tab; if you don't see it, scroll the tab bar sideways.



The archive

For each line, you'll see:

- **Type**: what kind of service it was.
- **Domain / product**: the name.
- **Last due date**: until when the service ran.
- **Removed on**: when we ended the service.
- **Amount**: what you paid for the service.

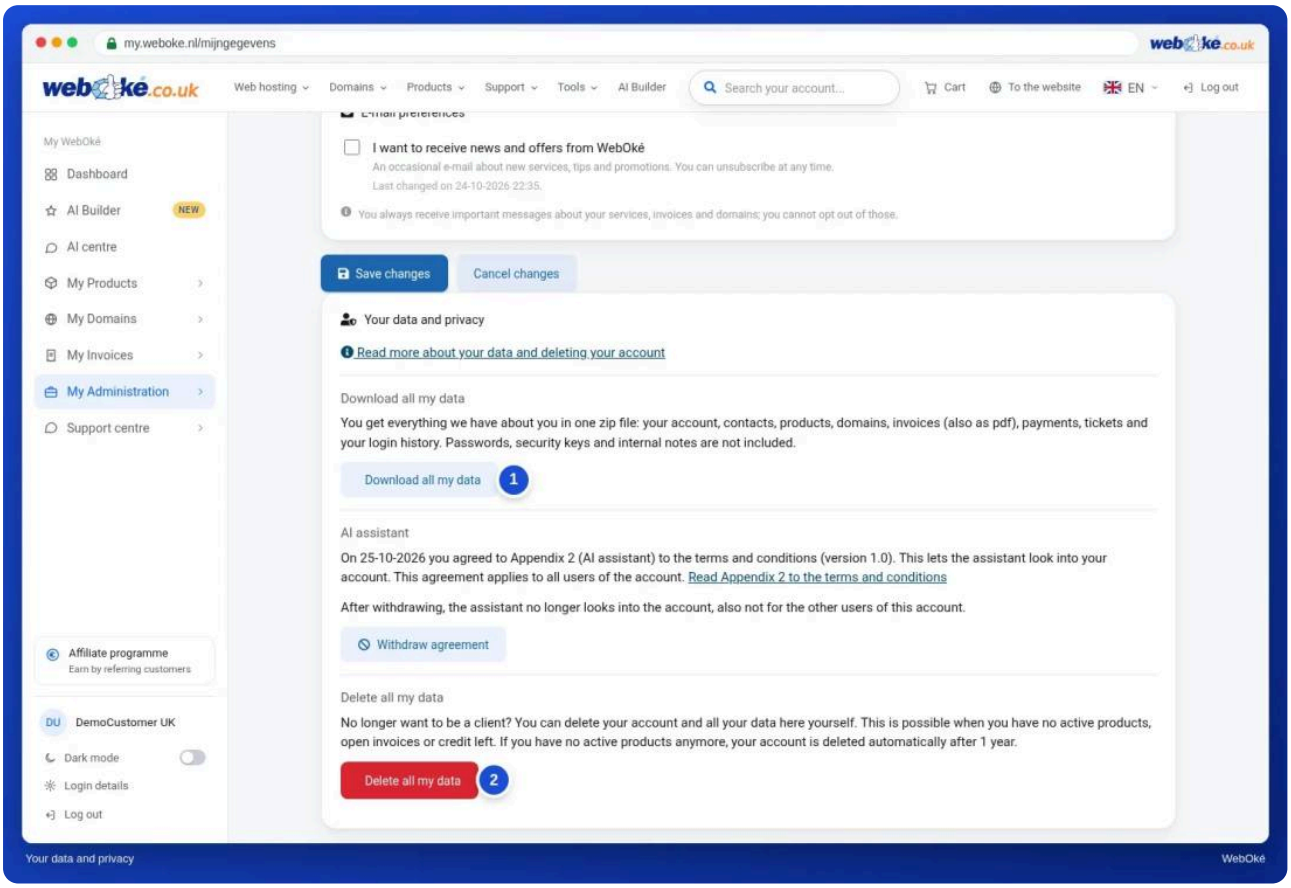
For each line, you can open the details, such as the order date, the amounts and the invoice number. The archive is only for looking back: you can't change anything there.

If you've never cancelled anything, it will say that you have no ended products.

Tip: the invoices of ended products simply remain in Viewing and downloading your invoices. Want an old domain back? Search for it again on the website. If it's still available, you can order it again.

11.7 Privacy: downloading or deleting your data

You have the right to view your data and to have it deleted. You can arrange both yourself, without a ticket. Go to **My Administration**, tab **Details**, and scroll to the **Your data and privacy** section at the bottom. Only the account owner sees this section.



Your data and privacy

Download all my data

Click **Download all my data** (1). You'll get one zip file with everything we have about you:

- a file with all your data: your account, logins, contacts, products, domains, invoices, payments, credit, orders, tickets, sent emails, login history and consents, as well as your AI conversations, AI Builder sites and MCP access;
- a folder with all your invoices as PDFs.

Passwords, security keys, transfer codes and internal notes are deliberately not included. You can create a new download once every few minutes.

Read more about your data via the link **Read more about your data and deleting your account** at the top of the section.

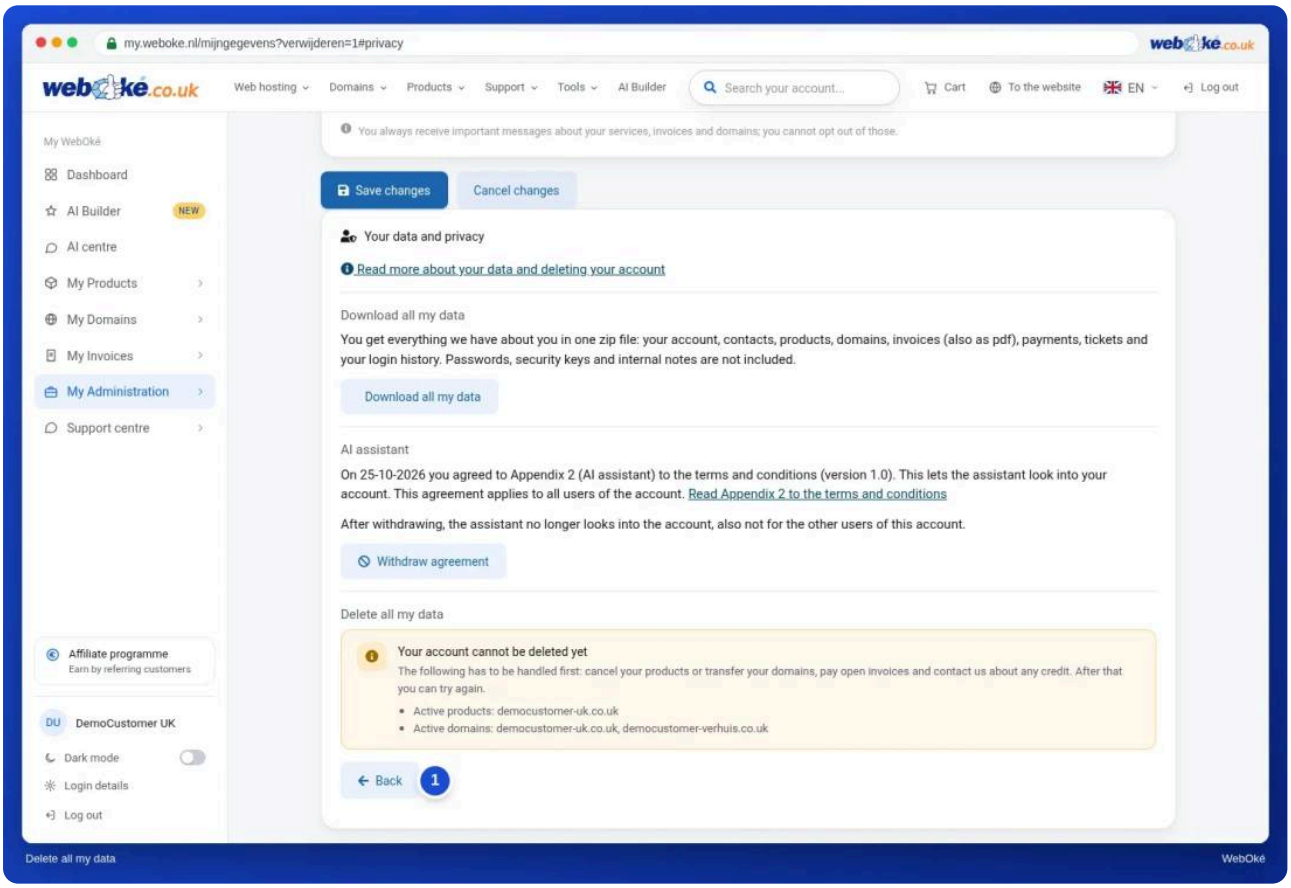
Your consent for the AI assistant

The same section shows whether you've given the AI assistant permission to view your account. If you have, you can withdraw it here again. Read more about the assistant in The AI assistant: what can it do for you?.

Delete all my data

No longer want to be a client? You can delete your account and all your data yourself with **Delete all my data** (2). This is only possible if you have no active products, open invoices or credit left.

If you still have something running, after clicking you'll see an overview of what needs to happen first, for example your active products and domains. Cancel these first or transfer your domains, pay any open invoices and contact us about any credit. Use **Back** (1) to go back.



Finish up first before you can delete

If your account can be deleted, you'll first see a warning about what happens:

- You will no longer be able to log in. Other logins lose their access to this account.
- All your data is deleted: your account, contacts, tickets, emails, orders and logins.
- We keep your invoices separately, as the law requires. For the first 7 years with your name and address, after that without.

To confirm, enter your password and type the word shown on screen. Then click **Delete permanently**. If you're not sure, click **Cancel**.

Please note: deleting cannot be undone. Download your data first if you want to keep anything.

Tip: if you no longer have any active products, we'll also delete your account automatically after 1 year.

12

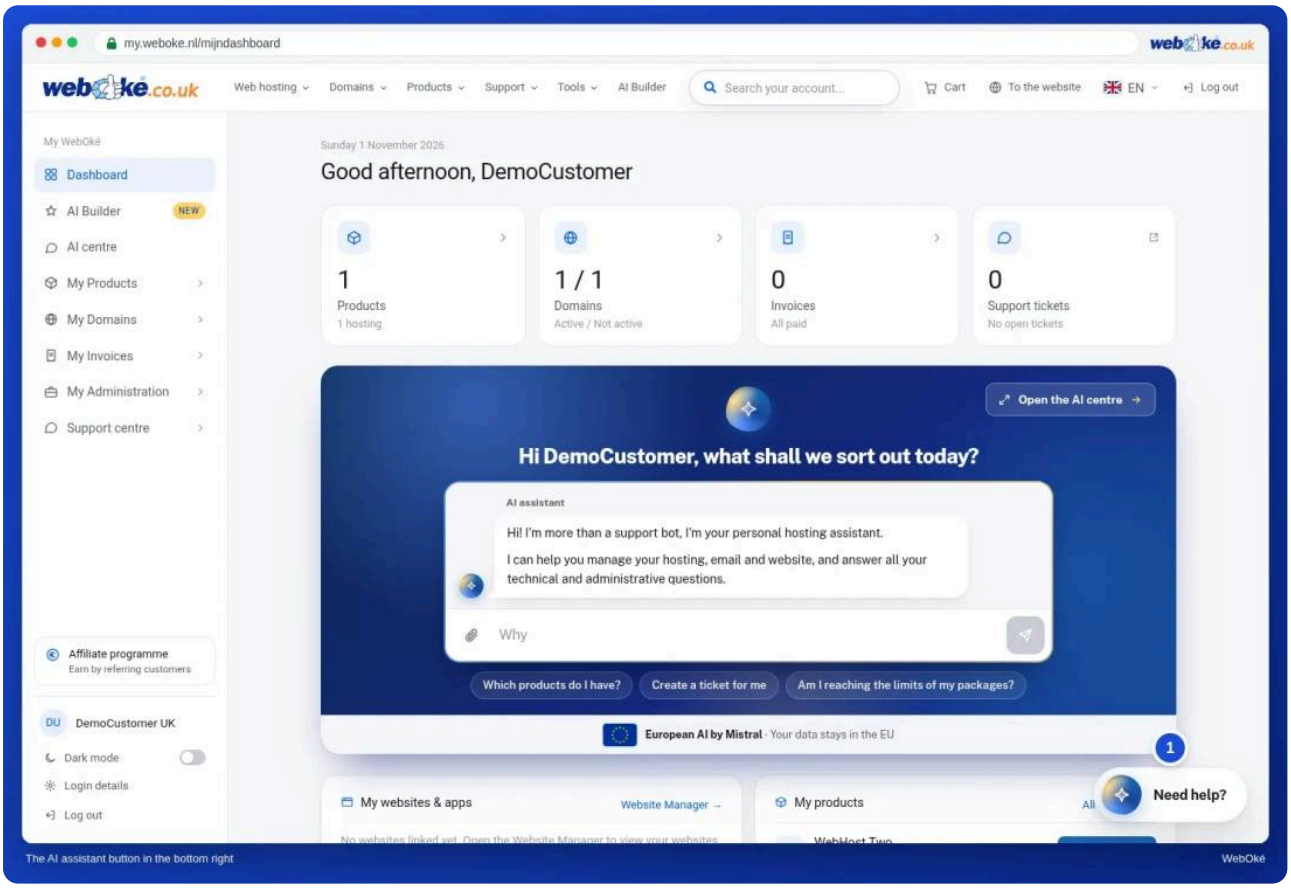
AI at WebOké

12.1 The AI assistant: what can it do for you?

The AI assistant is your personal hosting assistant. It knows your products, domains and invoices. It answers questions, looks things up for you and suggests actions. It only carries out an action once you have given your approval. It is available day and night, in your own language.

Where do you find the assistant?

At the bottom right of every page is the **Need help?** button (1). You will find it on the website and in My WebOké. On the dashboard, the assistant is also prominently displayed, with a few questions you can ask with a single click. And in the menu on the left you will find the **AI centre**, with all your conversations. See The AI centre and your conversations.

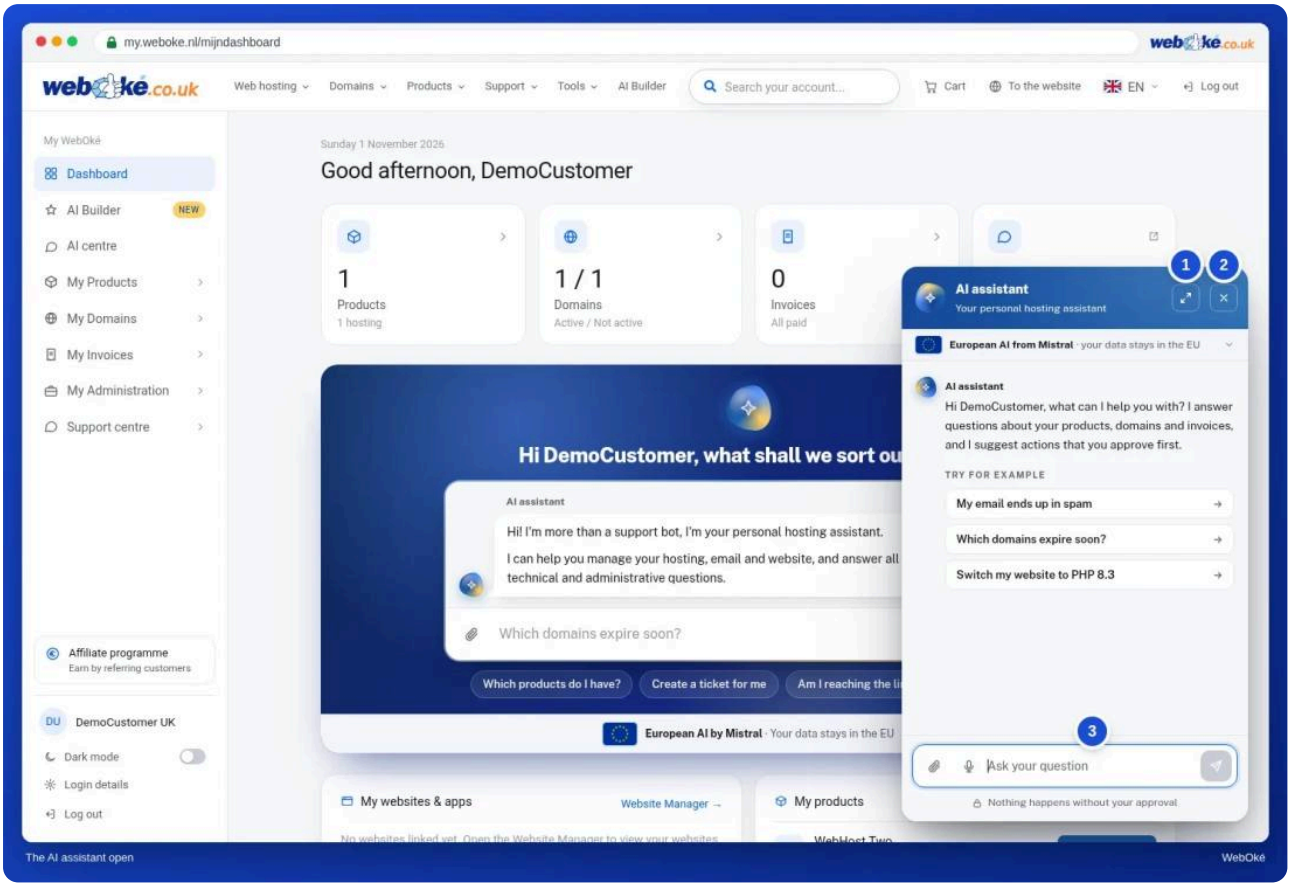


The Need help? button opens the AI assistant

Asking a question

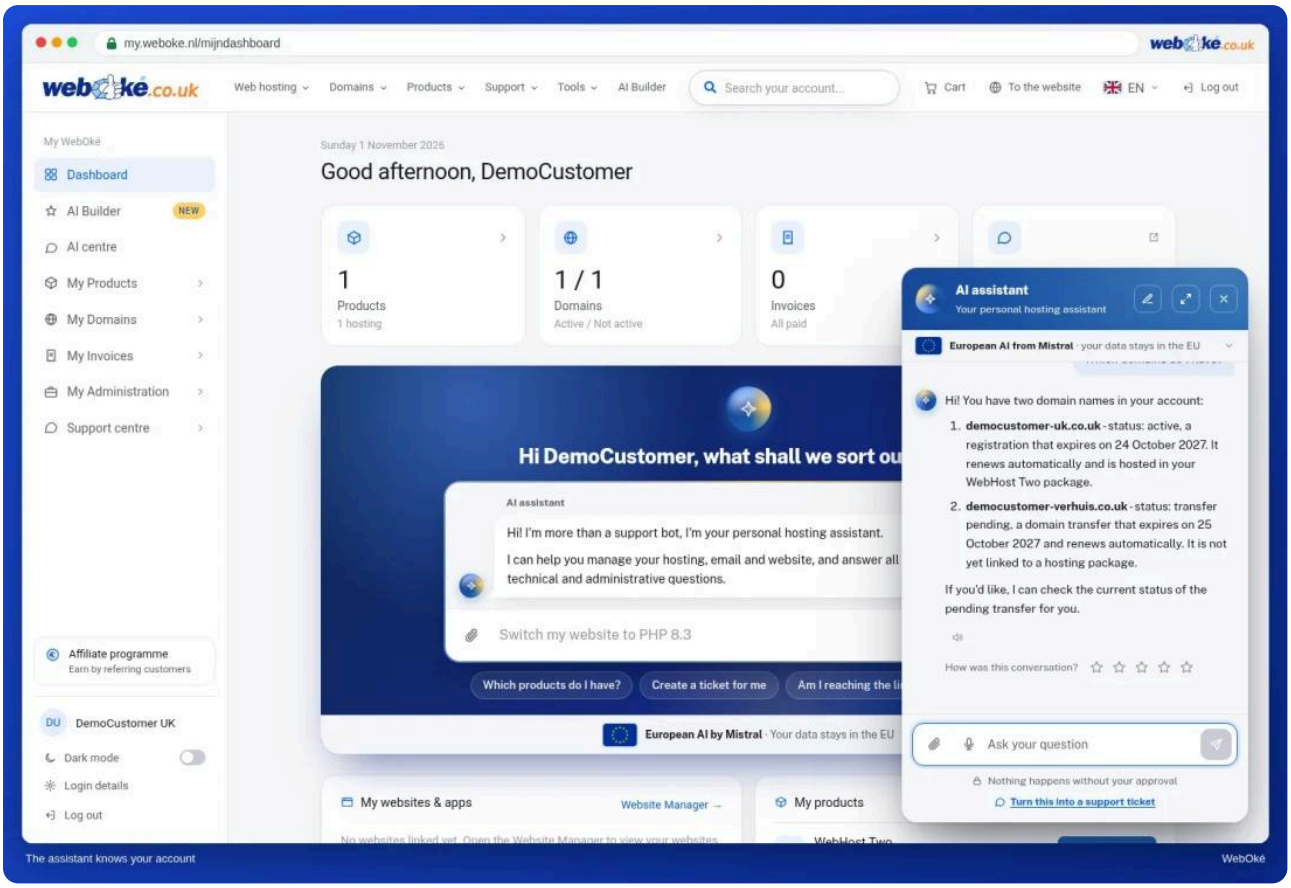
1. Click **Need help?**. The **AI assistant** window opens.
2. Click one of the examples under **Try for example**, or type your own question in the **Ask your question** field (3).
3. Press `Enter` or click the arrow. Use the paperclip to send an attachment, such as a screenshot of an error message.

The button with the two arrows (1) enlarges the window. The cross (2) closes it. Your conversation is saved: you will find it again in the AI centre.



The AI assistant open

The assistant looks at your account and gives an answer about your situation, not a generic story. If you ask, for example, *Which domains do I have?*, you will see your own domains, with the expiry date and whether they renew automatically.



The assistant knows your account

What can you ask?

- Questions about your account: which products you have, which domains are expiring soon, what is on your latest invoice.
- Help with a problem: *My email ends up in spam*. The assistant finds out what is going on and explains what you can do.
- Getting something arranged: *Switch my website to PHP 8.3* or adding a DNS record. The assistant then suggests an action (see below).
- Explanations of a WebOké or My WebOké feature, with a link to the relevant page or knowledge base article.

Approving an action

If the assistant wants to change something for you, you will first see a card with the proposed action. Under **What this means for you** it explains what will happen. You choose:

- **Approve and carry out**: the action is carried out and you see the result.
- **Decline**: nothing happens.

A proposal is valid for 10 minutes. After that it expires and nothing is changed. This way, nothing ever happens based on outdated information. Use **Request it again** to have the assistant create a new proposal.

Tip: can't the assistant sort it out? Click **Turn this into a support ticket** below the window. The assistant summarises your question and what has already been found out in a ticket. You read the ticket first; it only goes to our support team once you approve it. You can read more about tickets in Submitting a ticket.

One-time approval

The first time the assistant wants to look into your account, it will ask for your approval. You can read about this in The AI centre and your conversations. Without approval, it only gives general answers.

Please note: the assistant is a tool. Check important answers, especially when they concern money or your data. Below the answer, you can use the stars under **How was this conversation?** to let us know whether it helped you.

12.2 The AI centre and your conversations

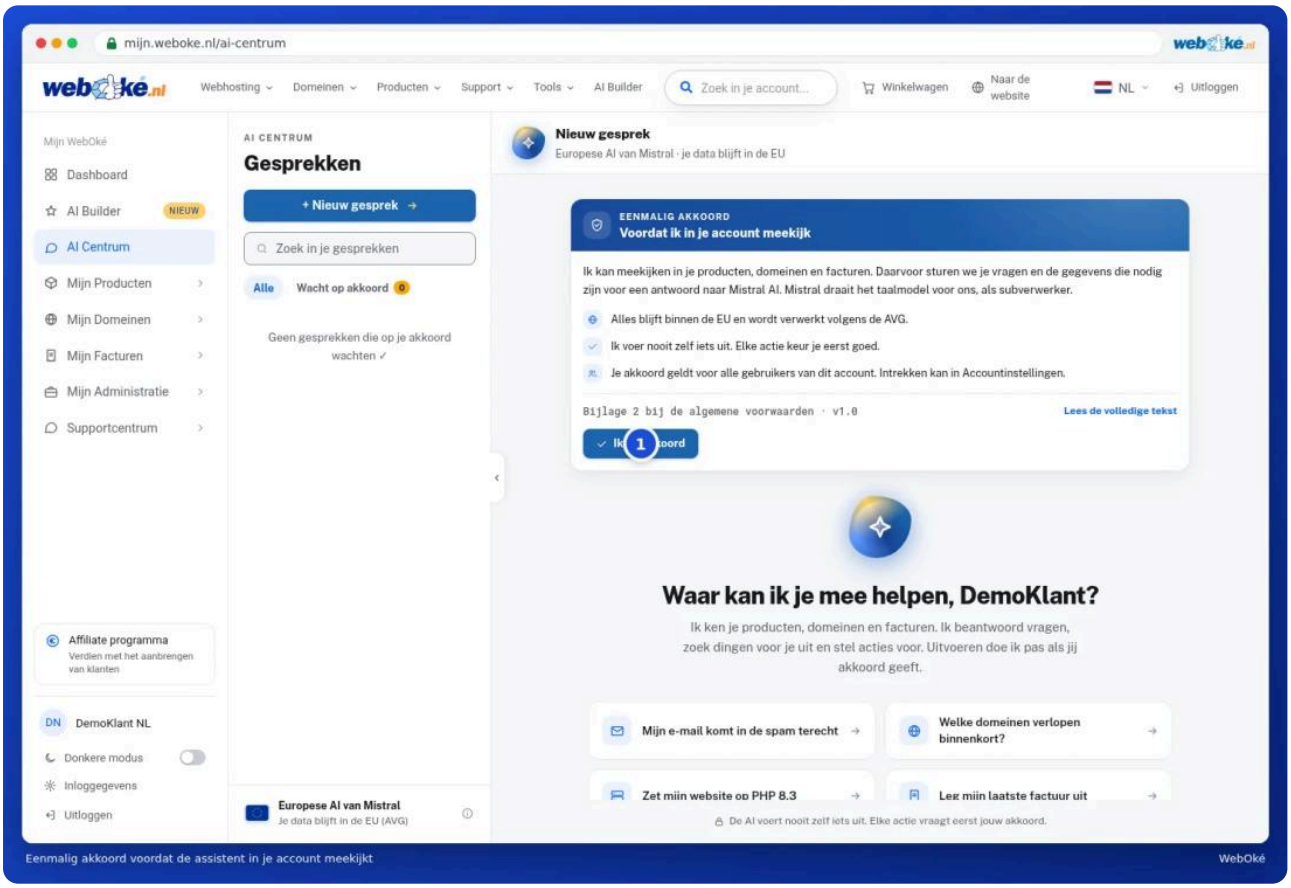
In the AI centre, you chat with the AI assistant on a large screen and find all your previous conversations. These are the same conversations as in the window at the bottom right: if you start a conversation there, it also appears here.

Giving one-off approval

The first time, you'll see the card **Before I look into your account**. It explains what the assistant does:

- To answer your question, it sends your question and the data needed for this to the language model. Everything stays within the EU and is processed in line with the GDPR.
- It never carries out anything by itself. You approve every action first.
- Your approval applies to all users of your account.

With **Read the full text** you can read the terms (appendix 2 to the general terms and conditions). Click **I agree** (1) to let the assistant look into your account. Only the owner of the account can give agreement.



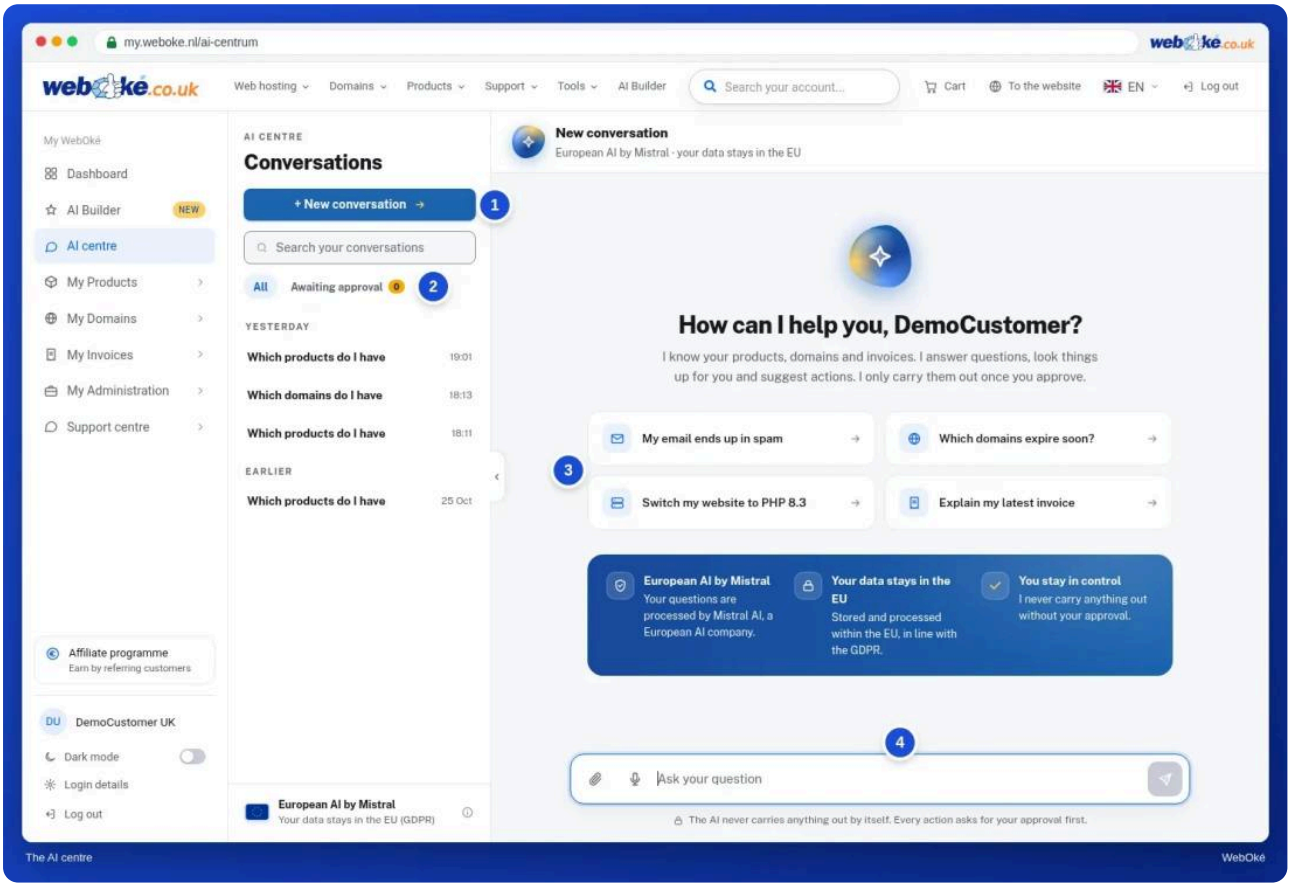
One-off approval before the assistant looks into your account

Tip: want to withdraw your approval? Go to **My Administration**, **Details**, and click **Withdraw agreement** under **Your data and privacy**. After that, the assistant will no longer look into your account, not even for the other users of your account. See also Privacy: downloading or deleting your data.

The AI centre

Click **AI centre** in the menu on the left.

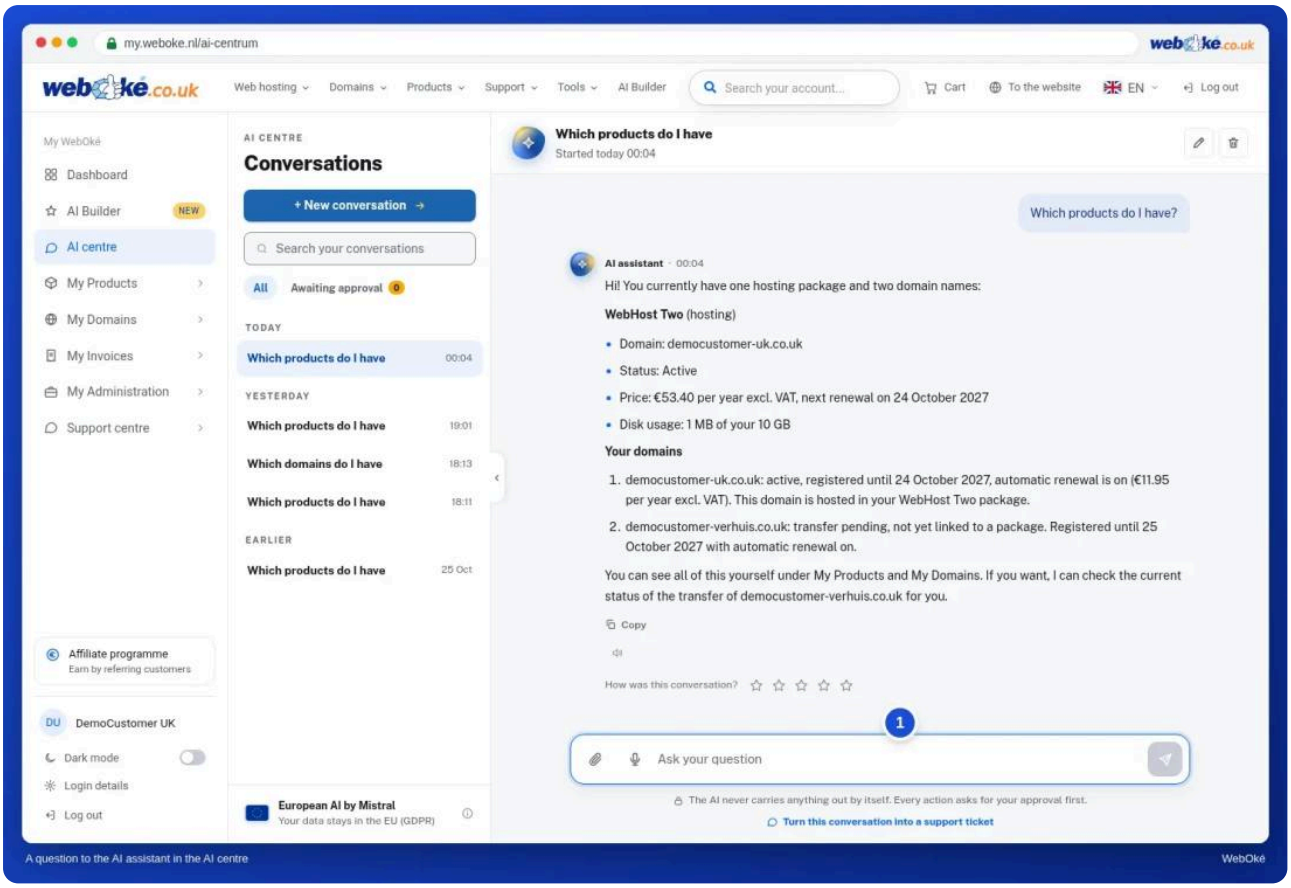
- Use **+ New conversation** (1) to start again.
- Use **Search your conversations** to find an old conversation.
- **Awaiting approval** (2) shows the conversations in which an action is waiting for your approval. The number next to it shows how many. Click **All** to see everything again.
- A new conversation shows example questions (3). Click one to ask it.
- At the bottom, type your question in the **Ask your question** field (4).



The AI centre

Having and finding a conversation

Type your question in the field (1) and press `Enter`. The conversation automatically gets a title and appears in the list on the left, grouped by day. Below each answer is **Copy**, so you can paste the answer somewhere else.



A question to the AI assistant in the AI centre

At the top right of a conversation are two buttons. The pencil lets you rename the conversation, and the bin lets you delete it. At the bottom is **Create a support ticket from this conversation**: the assistant then drafts a ticket, which you review before it goes to our support team.

What happens to your data?

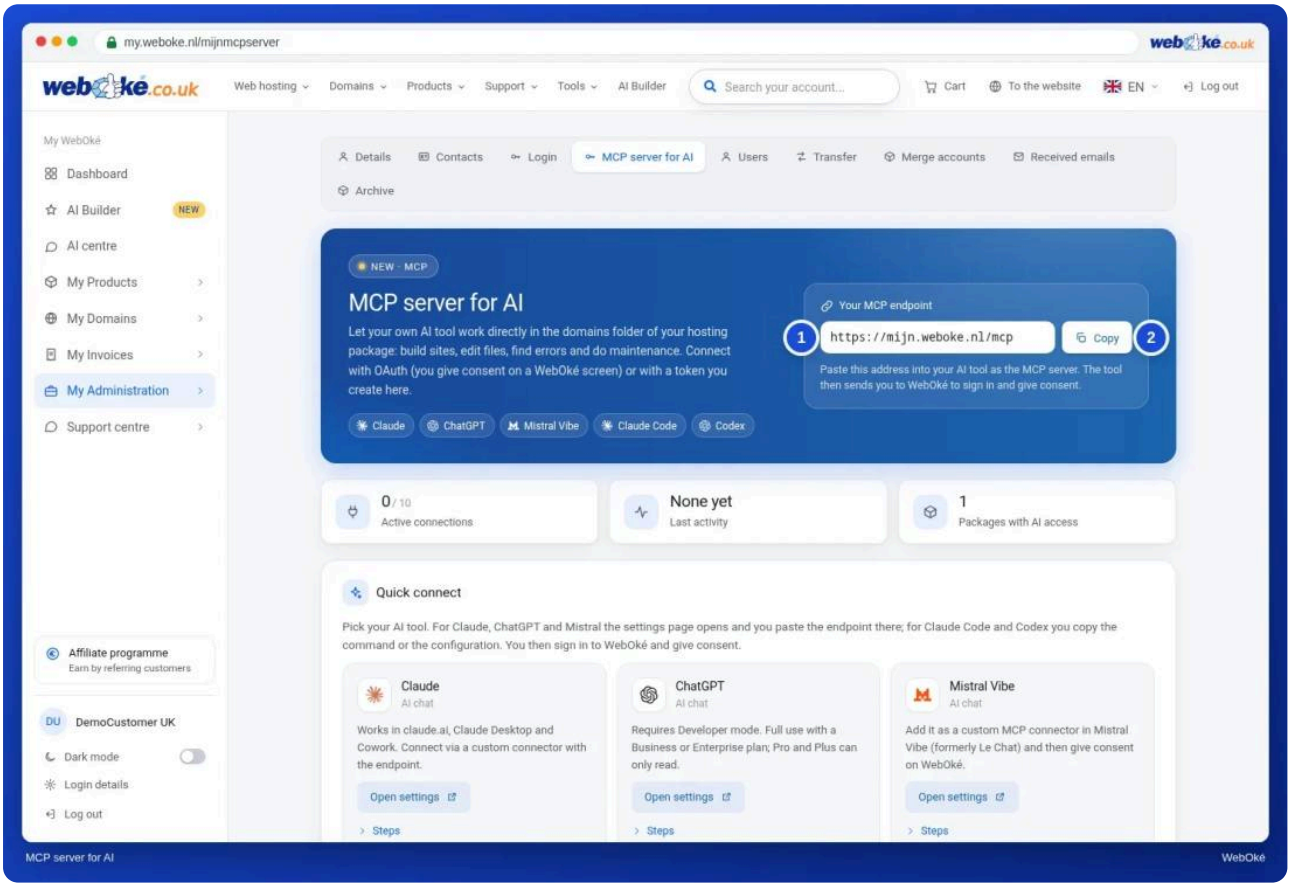
At the bottom left of the AI centre, you can see how the assistant works: **European AI by Mistral**, **Your data stays in the EU (GDPR)**. Click the **i** icon next to it for more explanation. The assistant only sees what belongs to your account and never carries out anything by itself.

12.3 MCP server: connecting your own AI to your package

Do you already work with an AI tool, such as Claude, ChatGPT, Mistral Vibe, Claude Code or Codex? Then you can connect it directly to your hosting package. Your AI tool can then work in the domains folder of your package: building sites, editing files, tracking down errors and carrying out maintenance. This works via MCP, a standard that lets AI tools work securely with other services.

Where do you find the MCP server?

Go to **My Administration** and click the **MCP server for AI** tab. At the top right is **Your MCP endpoint** (1): the address you enter in your AI tool. Use **Copy** (2) to copy it to the clipboard.



MCP server for AI

Below the endpoint you'll see three counters: **Active connections** (maximum 10), **Last activity** and **Packages with AI access**.

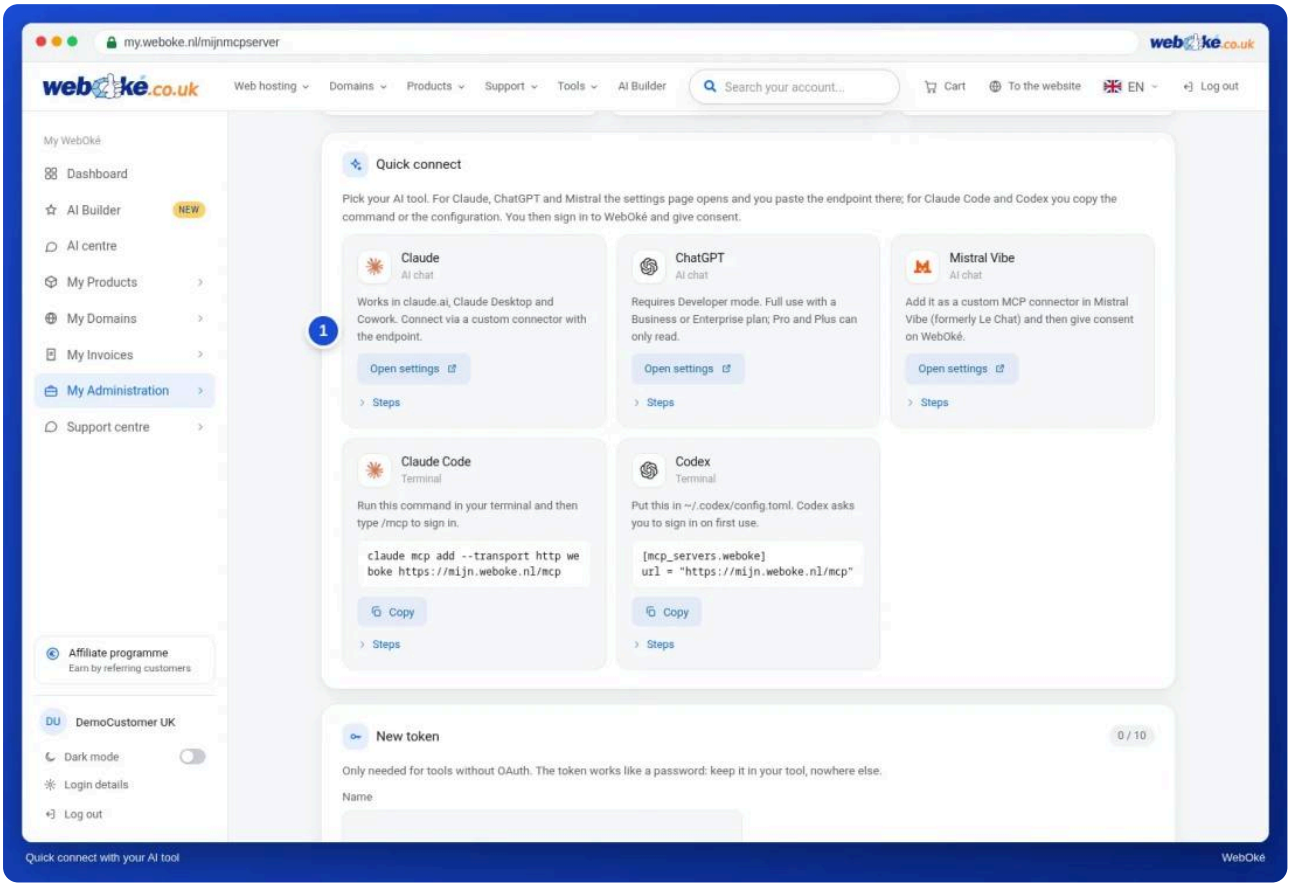
Quick connect (recommended)

The easiest way is to connect with permission via a WebOké screen (OAuth). That way you don't need to store a token.

1. Under **Quick connect**, choose your AI tool (1).
2. For **Claude**, **ChatGPT** and **Mistral Vibe**, click **Open settings**. Your tool's settings page opens; paste the endpoint there as a new connector. Under **Steps** you'll find exactly what to do for each

tool.

3. For **Claude Code** and **Codex**, copy the command or configuration with **Copy** and put it in your terminal or configuration file.
4. Your AI tool then sends you to WebOké. Sign in and give permission. After that, the connection is active.



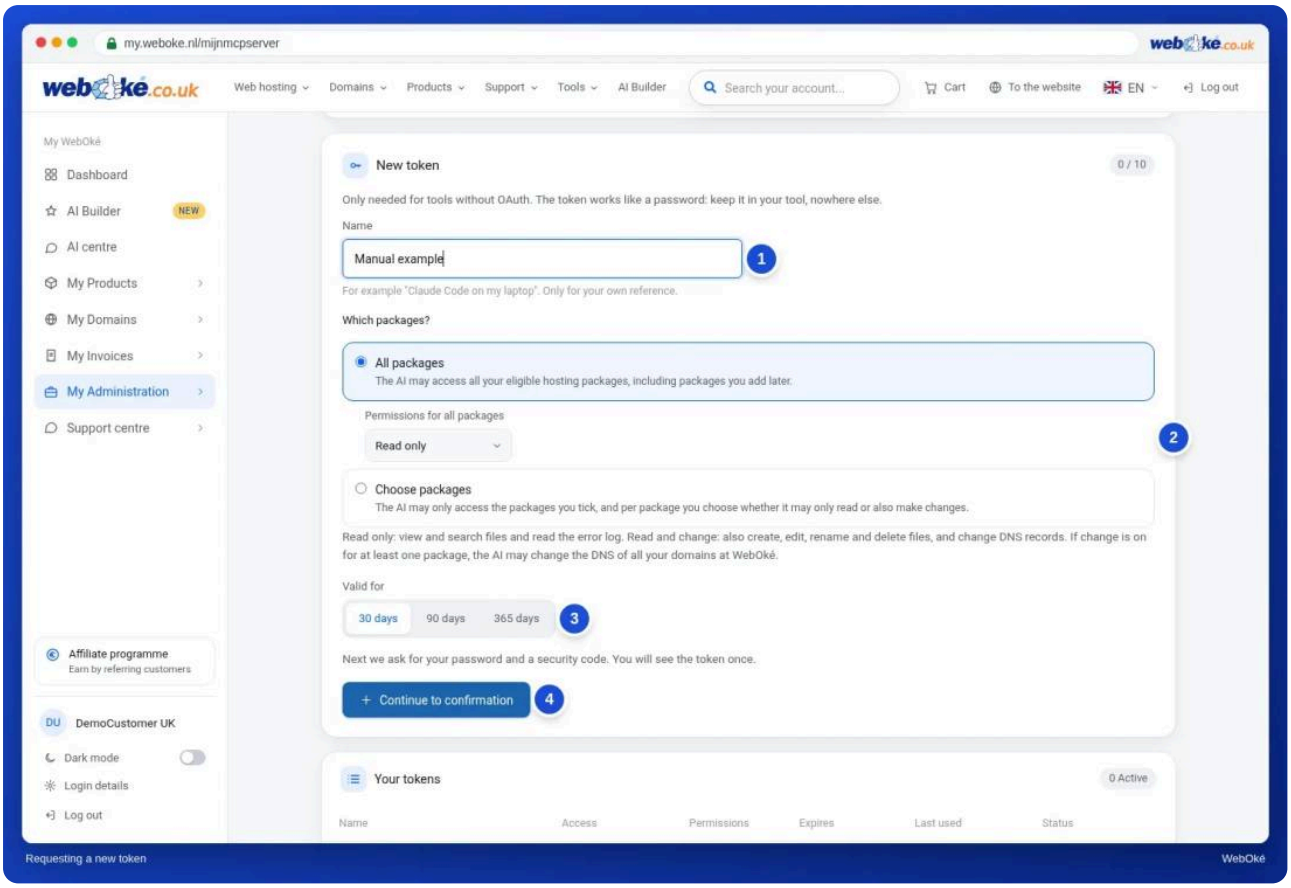
Quick connect with your AI tool

Please note: with ChatGPT you need Developer mode. Full use is possible with a Business or Enterprise subscription; with Pro and Plus the AI can only read.

Creating a token (only for tools without OAuth)

If your tool doesn't support connecting with permission, create a token instead. The token works like a password: keep it in your tool and nowhere else.

1. Under **New token**, enter a **Name** (1), for example *Claude Code on my laptop*. This name is just for yourself.
2. Under **Which packages?**, choose **All packages** or **Choose packages**, and choose the access level (2): **Read only** or **Read and change**.
3. Under **Valid for**, choose how long the token works (3): 30, 90 or 365 days.
4. Click **Continue to confirmation** (4).



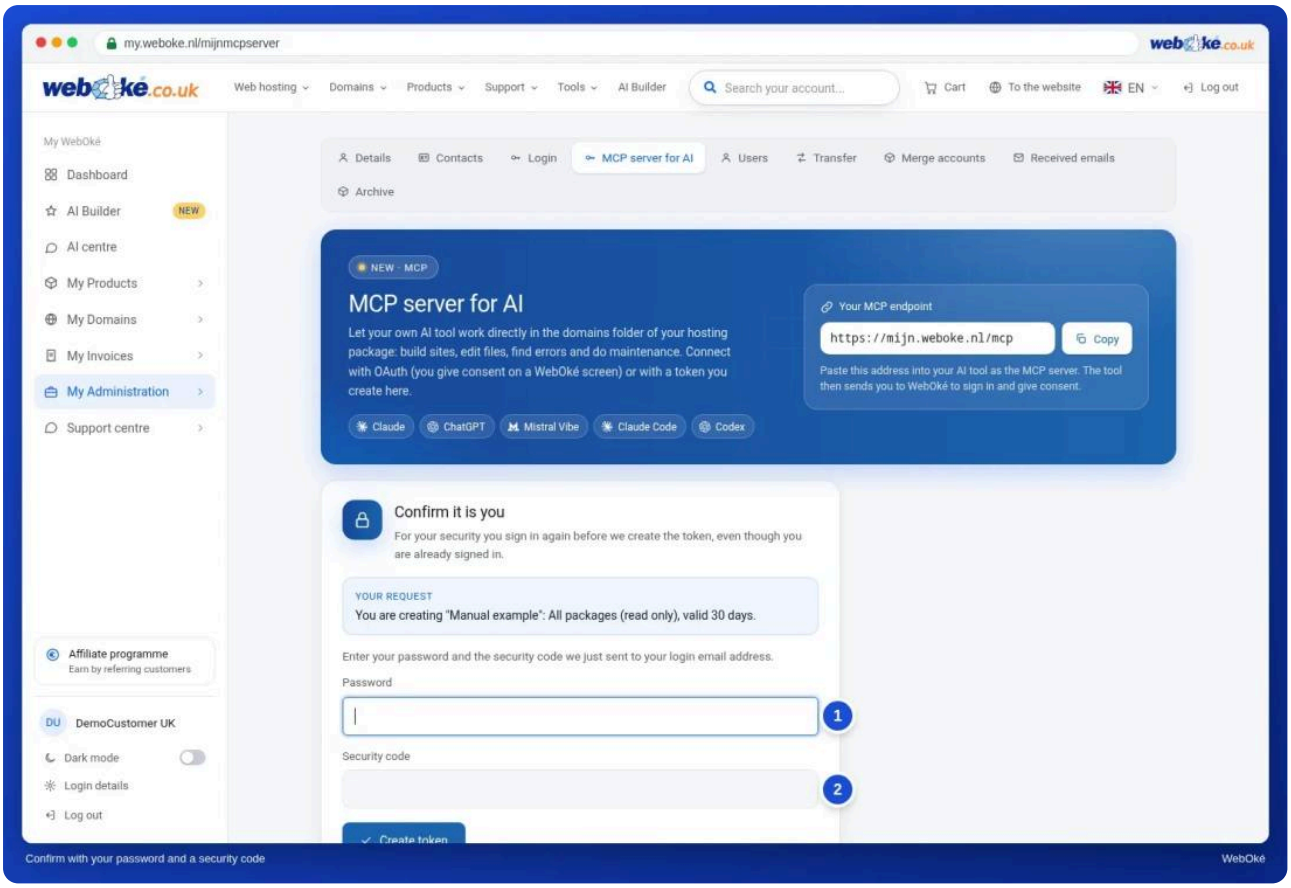
Requesting a new token

Access	What can the AI do?
Read only	View files, search, and view the error log.
Read and change	Also create, edit, rename and delete files, and change DNS records.

Please note: if change access is switched on for at least one package, the AI may change the DNS of all your domains at WebOké. Choose **Read only** if you only want the AI to look, not change anything.

Confirming with your password and a code

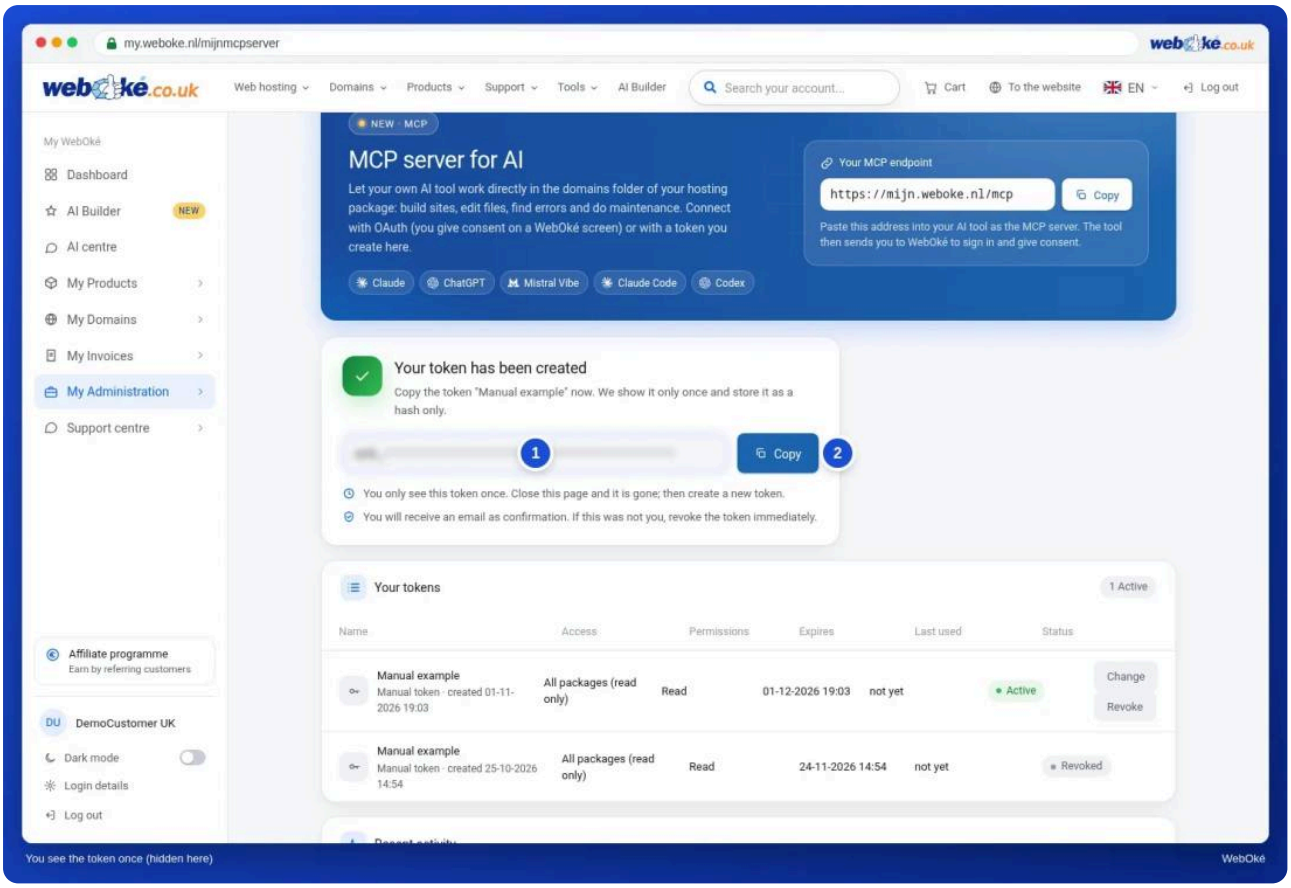
For your security you sign in again before we create the token, even though you are already signed in. Under **Your request** you'll see once more what you've chosen. Enter your **Password** (1) and the **Security code** (2) that we send to your sign-in e-mail address. If you use an authenticator app, enter the code from the app. Click **Create token**. Didn't receive a code? Click **Send the code again**.



Confirm with your password and a security code

Copying the token

You'll now see **Your token has been created**. You only see the token (1) once: copy it straight away with **Copy** (2) and put it in your AI tool. If you close the page, it's gone and you'll need to create a new token. You'll also receive an e-mail as confirmation.

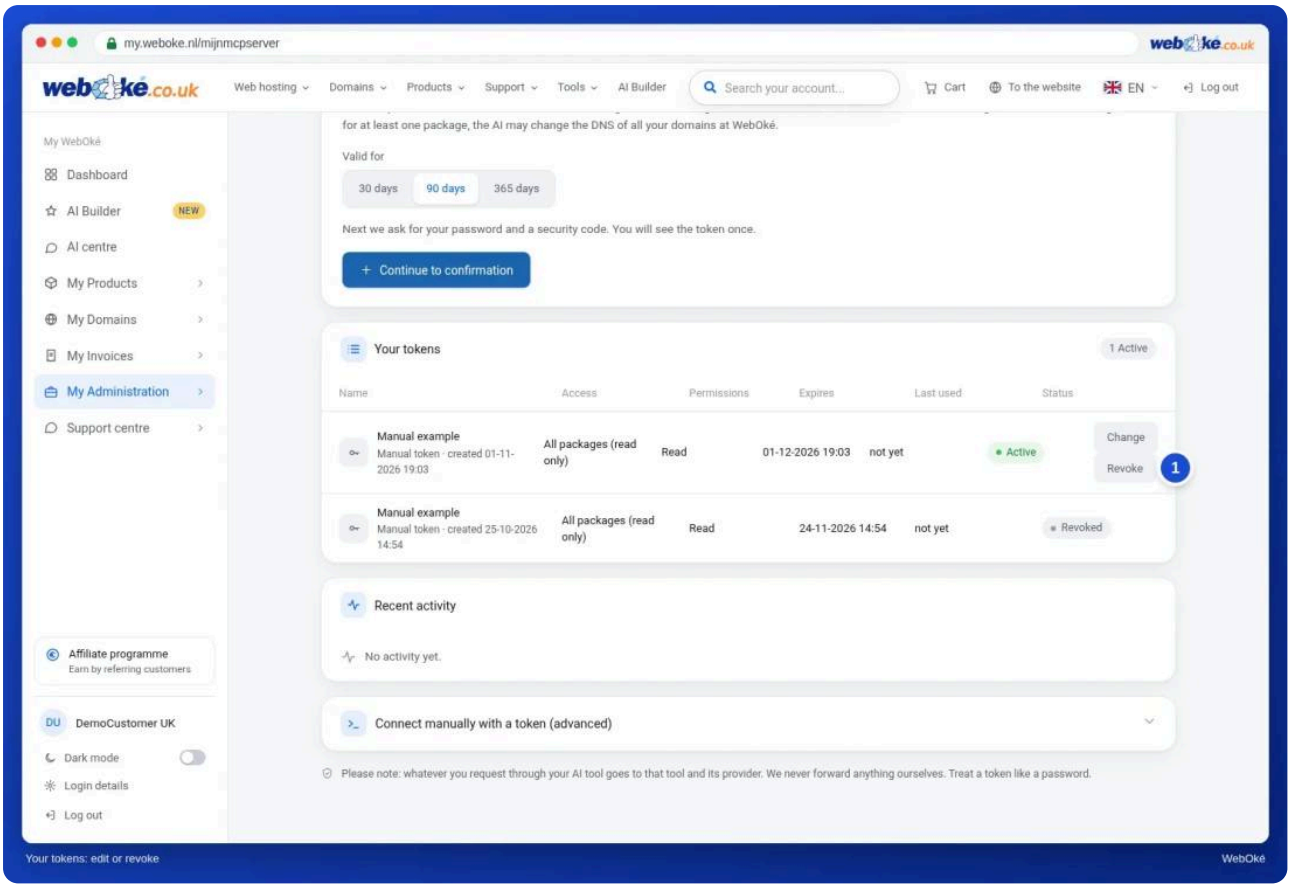


You only see the token once (blurred out in this image)

You'll find how to put the token in your tool at the bottom of the page under **Connect manually with a token (advanced)**. Replace TOKEN in the examples with your own token.

Managing your connections and tokens

Under **Your tokens** you'll find all your connections and tokens, with the access, the permissions, when they expire, when they were last used and the status. Use **Change** to adjust the packages or access. Use **Revoke** (1) to switch off a token or connection immediately: tools using it stop straight away. Under **Recent activity** you'll see for each token when it was used and what action it performed.



Your tokens: change or revoke

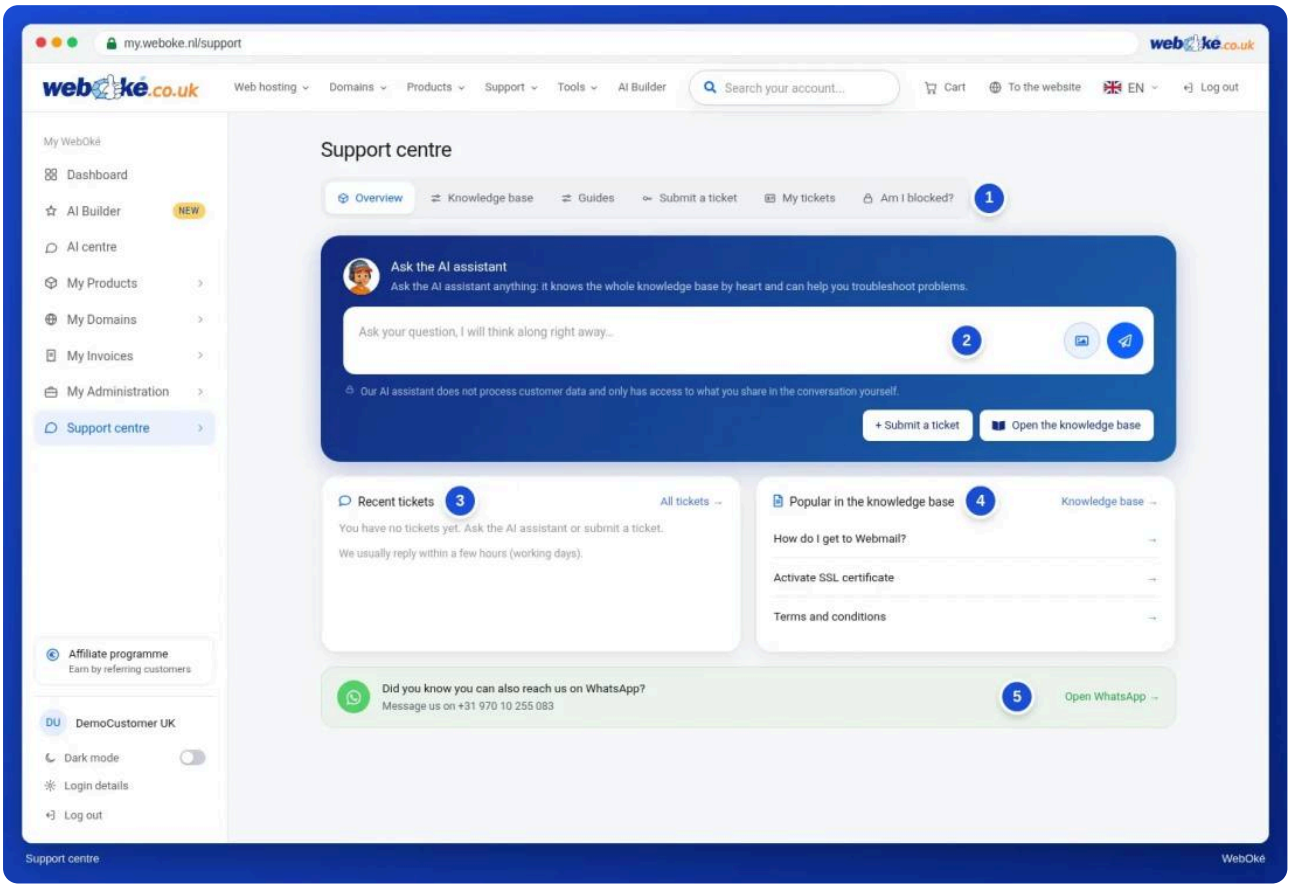
Please note: whatever you request through your AI tool goes to that tool and its provider. We never forward anything ourselves. Treat a token like a password and revoke it immediately if you think someone else has got hold of it. After a password change, your tokens will no longer work.

13

Support

13.1 The support centre

Do you have a question, or is something not working? In the **Support centre** of My WebOké, you'll find all the help you need in one place: the AI assistant, the knowledge base, your tickets and the check for whether your IP address is blocked. You open it via **Support centre** in the menu on the left.



The Support centre in My WebOké

The tabs

At the top are the tabs (1). They're the same on every screen of the Support centre:

- **Summary**: the home screen you see above.
- **Knowledge base**: hundreds of articles with explanations, from e-mail settings to DNS.
- **Guides**: the comprehensive guides, like this one.
- **Submit a ticket**: ask our support team a question. See Submitting a ticket.
- **My tickets**: all your tickets and the replies. If a ticket is waiting for your response, a number appears next to it. See Tracking, replying to and closing your tickets.
- **Am I blocked?**: check whether the firewall of one of our servers is blocking your IP address. See Am I blocked? Release your own IP address.

Start with the AI assistant

The blue card at the top is the quickest way to get an answer. Type your question in the field (2) and press `Enter` or click the button with the paper aeroplane icon. The AI assistant then opens with your question. Use the button with the picture icon to attach a screenshot, handy for an error message. The assistant knows the entire knowledge base and also helps you find the cause of a problem. You can read how this works in The AI assistant: what can it do for you?.

Below the field are two buttons: **Submit a ticket** and **Open the knowledge base**.

Recent tickets and popular articles

Under **Recent tickets** (3), you'll see your last two tickets and their status. Click **All tickets** to open the full list. If you've never submitted a ticket yet, this will say that you don't have any tickets yet.

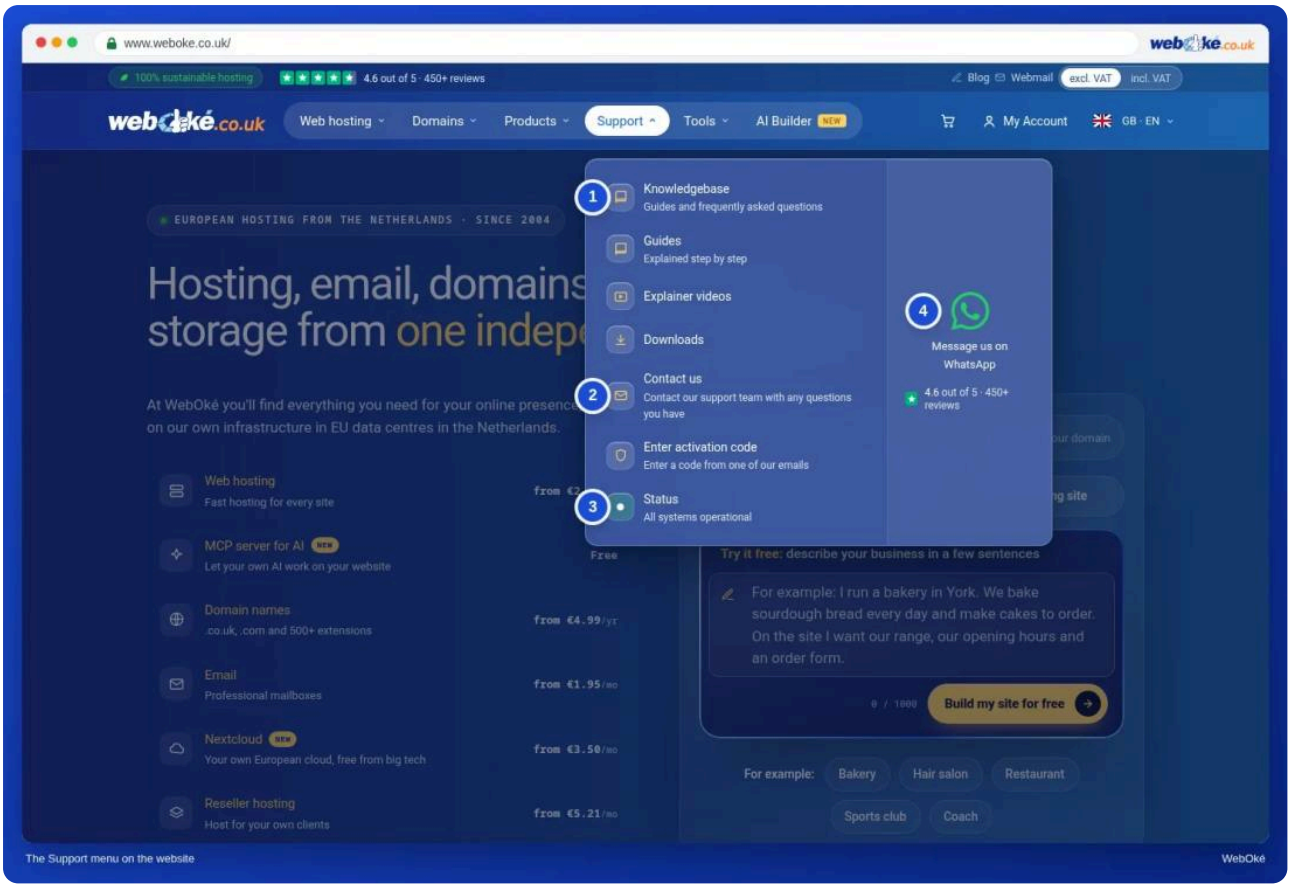
Under **Popular in the knowledge base** (4), you'll find the most frequently read articles. Click a title to open the article.

WhatsApp

At the bottom is the green bar about WhatsApp (5). Click **Open WhatsApp** to start a conversation with our support number. Your message reaches the same team as a ticket would.

Support on the website

You can also find help if you're not logged in. On the website, you'll find **Support** in the menu at the top. This includes the **Knowledge base** (1), **Contact us** (2) to submit a ticket without an account, and **Status** (3) with outages and maintenance. On the right is **Message us on WhatsApp** (4) for WhatsApp.



The Support menu on the website

The same menu includes **Enter action code**. Some of our e-mails contain a personal link with an action code underneath it. If you don't trust the link, type the address of our website in yourself, choose **Enter action code** and paste the code. This takes you to the same page as the link would.

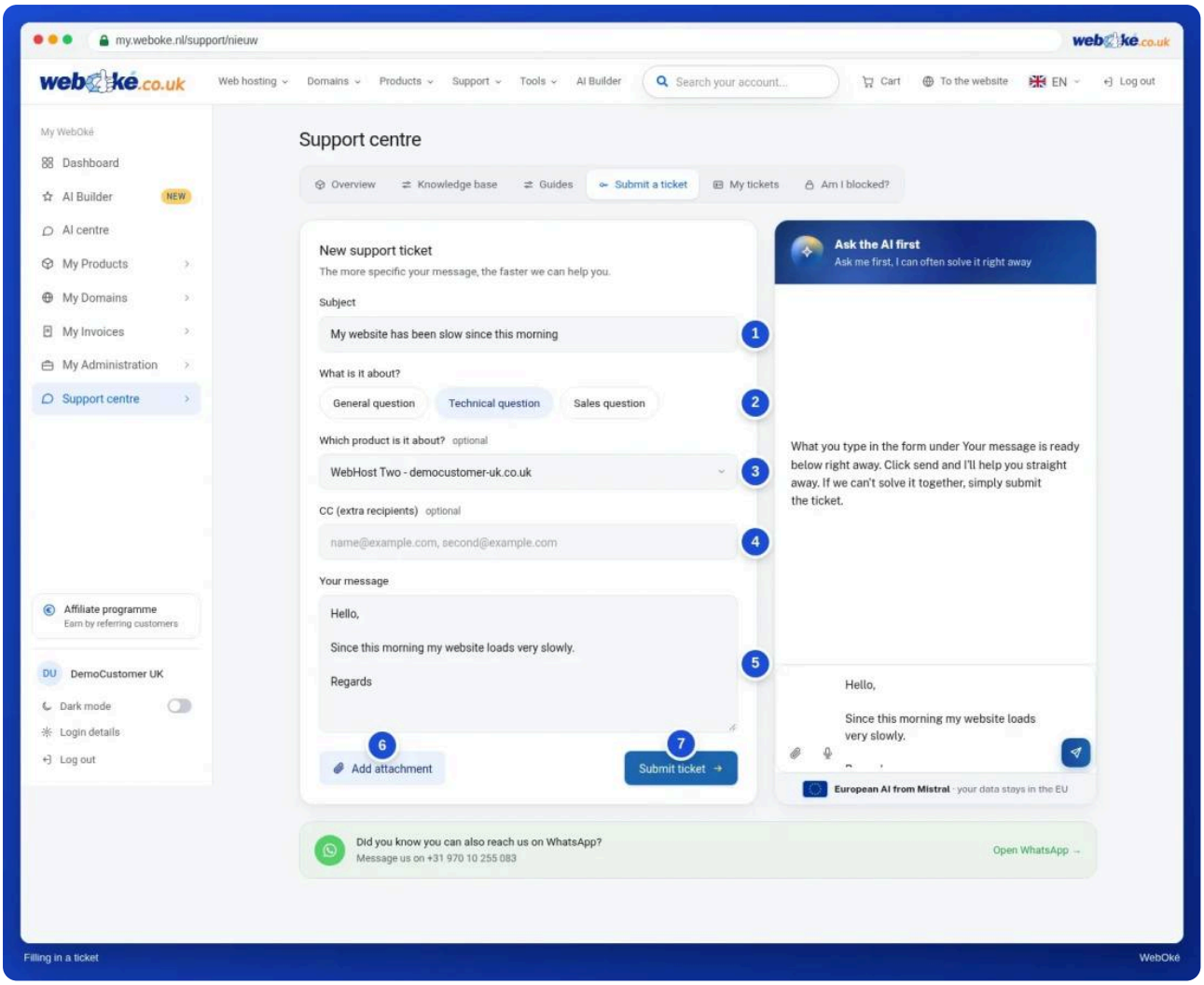
Tip: has something suddenly stopped working? First check Incidents and maintenance to see whether there's a known outage or maintenance. If your e-mail or website only isn't working for you, check Am I blocked? Release your own IP address.

13.2 Submitting a ticket

Can't the AI assistant solve it, or would you rather speak to a person? Then submit a ticket. Your question goes to our support team and you'll receive the answer by email and in My WebOké.

How to submit a ticket

1. Go to **Support centre** and click the **Submit a ticket** tab.
2. Under **Subject** (1), enter a short description, for example *My website has been loading slowly since this morning*.
3. Under **What is it about?** (2), choose the type of question: **General question**, **Technical question** or **Sales question**. A sales question goes directly to our sales department.
4. Under **Which product is it about?** (3), choose the package or domain your question relates to. This isn't required, but it helps us look into it faster.
5. Do you want someone else to receive the replies too, for example your web developer? Then enter one or more email addresses under **CC (extra recipients)** (4), separated by a comma.
6. Under **Your message** (5), describe the issue as specifically as possible: what isn't working, since when, and what you've already tried yourself.
7. Do you have a screenshot or another file? Click **Add attachment** (6). You can select multiple files.
8. Click **Submit a ticket** (7).

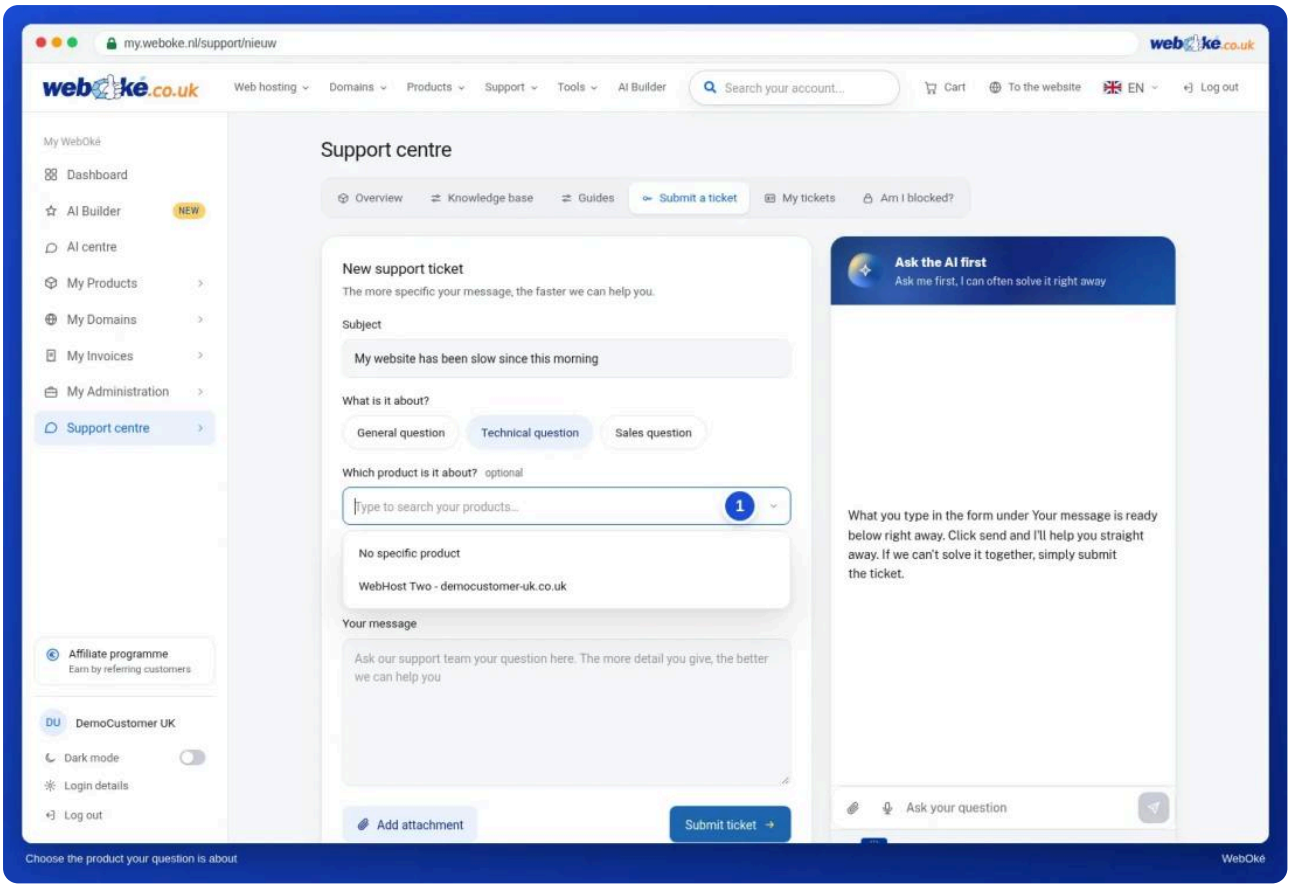


Filling in a ticket

After submitting, you'll go straight to your new ticket. You'll also receive a confirmation by email with the ticket number.

Choosing the right product

Click the field under **Which product is it about?** (1). You'll then see all your products. Type part of the name to narrow down the list and click the right product. If your question doesn't relate to one specific product, choose **No specific product** or leave the field empty.



Choose the product your question relates to

The AI assistant thinks along

To the right of the form is the **Ask the AI first** box. Whatever you type under **Your message** appears there straight away. Click send and the AI assistant will try to solve your question right away. If it succeeds, you won't need to submit a ticket at all. If you can't solve it together, the assistant can fill in your ticket for you. Check the form and submit it if it's correct.

If you've chatted with the assistant, the tick box **Send the conversation with the AI assistant along** appears above the button. Leave it ticked: our team can then see what you've already tried and you won't have to explain everything again.

Please note: if you use the AI assistant for the first time, it will first ask for your consent once. Find out more in The AI assistant: what can it do for you?.

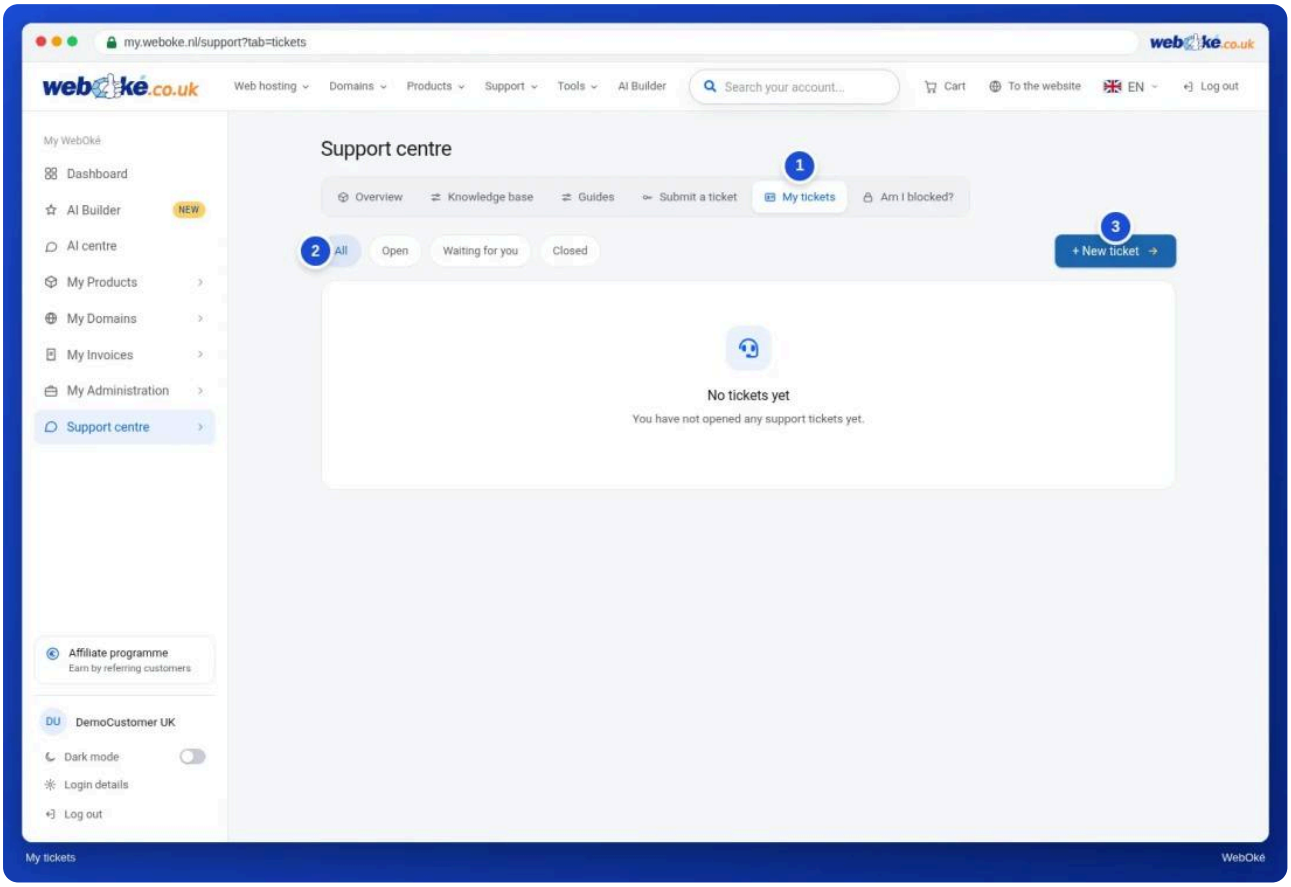
Other ways to reach us

- **WhatsApp**: use **Open WhatsApp** below the form to send us a message via WhatsApp.
- **Without an account**: can't log in? Then use the ticket form on the website. See Contact without an account (guest ticket).
- **An IP block**: for this, the easiest way to create a ticket is from **Am I blocked?**, which automatically includes all the information about the address. See Am I blocked? Release your own IP address.

Tip: the more specific your message, the faster we can help you. Always mention the domain name or email address involved and the error message you see, or attach a screenshot of it.

13.3 Tracking, replying to and closing your tickets

You'll find all your tickets in the Support Centre on the **My tickets** tab (1). Here you can track what's happening with your question, reply to our answers and close a ticket once everything's resolved.



My tickets

The ticket list

For each ticket, you'll see the ticket number, the subject, when it was submitted, when the last reply was and the status. Click a ticket to open the full conversation. Use the buttons above the list (2) to filter:

- **All**: all your tickets.
- **Outstanding**: tickets that are still ongoing.
- **Waiting for you**: tickets we've replied to that are waiting for your response.
- **Closed**: completed tickets.

Use **New ticket** (3) to submit a new question. See Submitting a ticket.

What does the status mean?

Status	Meaning
Outstanding	Your ticket has arrived and is waiting for a reply from us.

Answered	We've replied. The ticket is waiting for your response.
Customer reply	You've replied. We'll take another look.
In progress	We're working on your question.
On hold	Your question is temporarily paused, for example because we're waiting on someone else.
Closed	The ticket has been resolved.

Opening and replying to a ticket

When you open a ticket, you'll see the ticket number, status and subject at the top. Below that is the full conversation in chronological order. WebOké's messages appear on the left, and your own messages appear on the right in blue, with *(you)* after your name. Attachments appear below the message. An image opens on the page itself, with the **Original** link to open it in a new tab.

On the right is the **Ticket details** block, showing the **Status**, what the ticket is about (**Regarding**), the **Submitted** date and the **Ticket number**.

Here's how to reply:

1. Type your reply in the field under **Reply** at the bottom.
2. If you want to attach a file, click **Add attachment**.
3. Click **Send reply**.

Your reply appears in the conversation straight away. You can also simply reply to the email you receive from us: it will be added to the same ticket.

Closing and reopening a ticket

Has your question been resolved? Click **Close ticket** in the **Ticket details** block. The ticket will get the status Closed.

Still have a question about the same topic? Open the closed ticket. You'll then see **Reopen ticket** at the bottom. Type your reply and send it: the ticket will reopen and we'll pick up your question again.

Giving a rating

Once a staff member has replied to your ticket, you'll see the question **How satisfied are you with the resolution?** below the conversation, with five stars. Click the number of stars you want to give. This helps us improve our support.

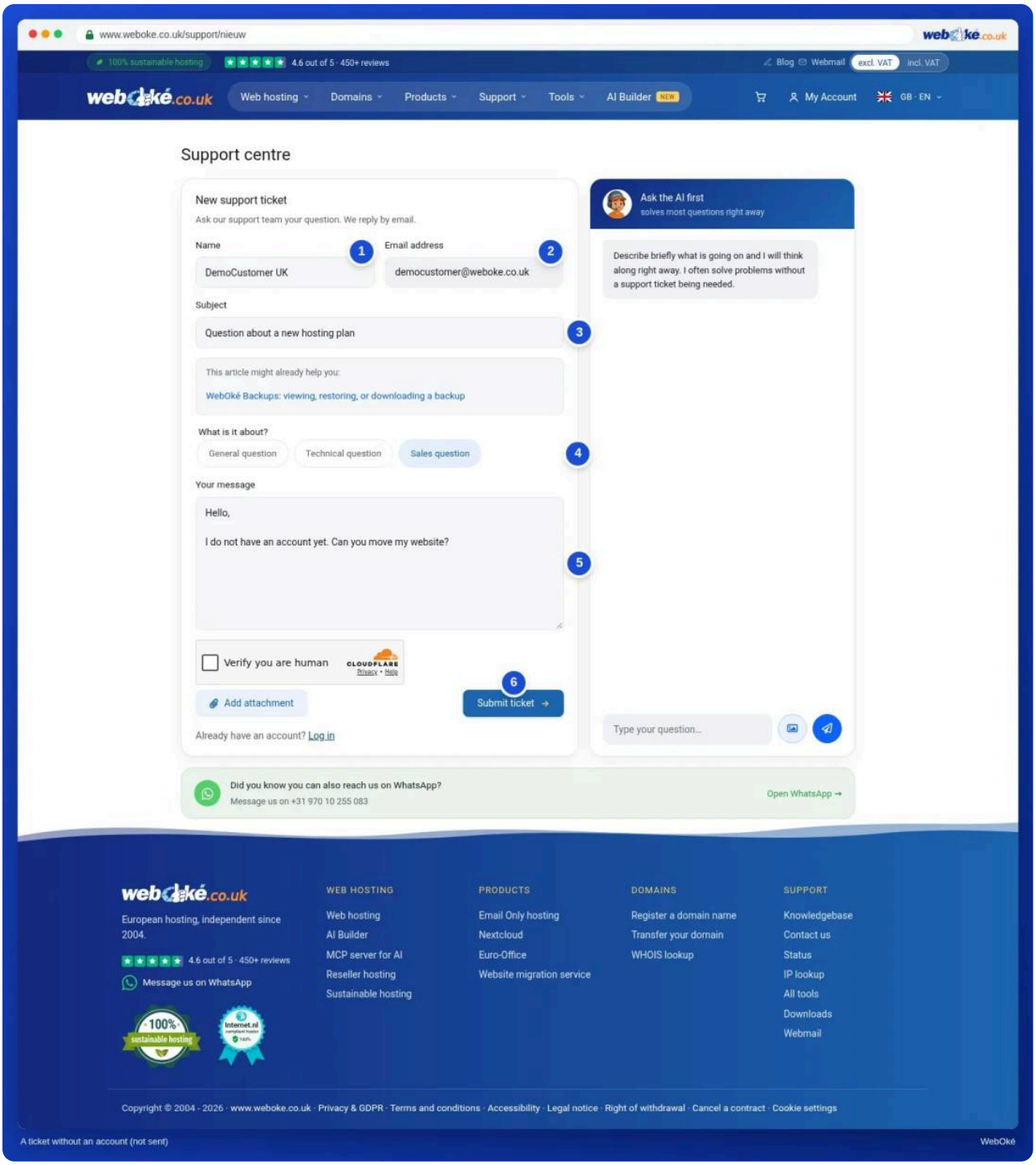
Tip: a number next to **My tickets** means there are tickets waiting for your response. Click the **Waiting for you** filter to see them.

13.4 Contact without an account (guest ticket)

You can also reach us if you don't (yet) have an account, or if you can't log in. In that case, use the ticket form on the website. You'll get your answer by email.

How to ask a question without an account

1. On the website, choose **Contact us** from the **Support** menu. You'll arrive at the **New support ticket** screen.
2. Fill in your **Name** (1) and your **Email address** (2). We'll send our replies to this address, so check it carefully.
3. Fill in the **Subject** (3).
4. Under **What is it about?** (4), choose the type of question. If you want to order something or have a question about a package, choose **Sales question**.
5. Write your question under **Your message** (5). You can add an attachment using **Add attachment**.
6. Tick the box next to **I'm not a robot**.
7. Click **Submit a ticket** (6).

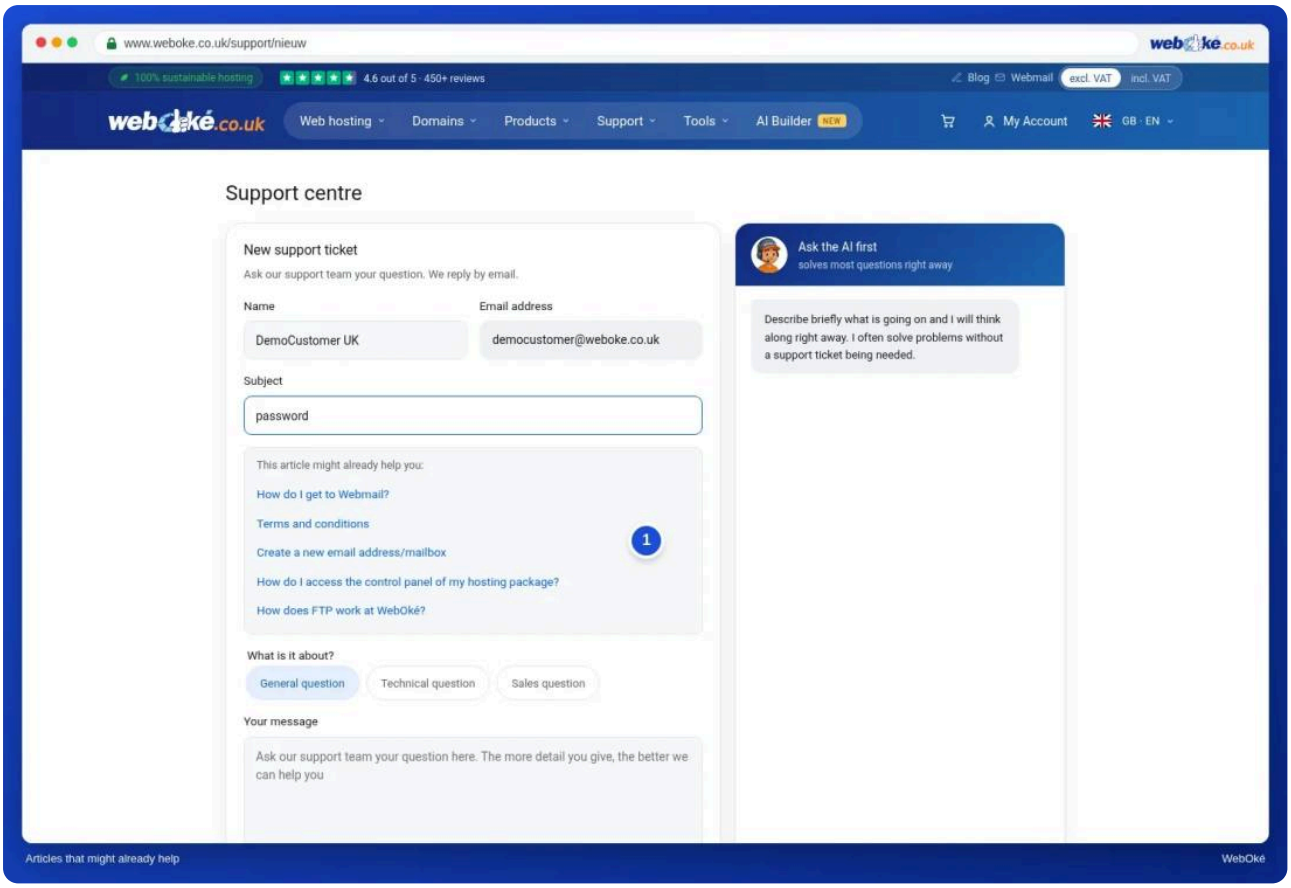


A ticket without an account

You'll then see your ticket number. You'll also get a confirmation by email. Our replies will come by email.

This article might already help

As soon as you type a subject, we'll search the knowledge base for you. Below the field, **This article might already help you** appears with a few articles (1). An article opens in a new tab, so your completed form stays as it is.



Articles that might already help

On the right of the screen, you'll also find the **Ask the AI first** box. There, you can ask the AI assistant your question, which solves many questions straight away.

Replying to your ticket

Every email about your ticket contains a personal link. Use that link to open the ticket on our website. There, you'll see the whole conversation, you can reply and add attachments, and you can close the ticket with **Close ticket**. A new reply reopens the ticket.

Please note: don't share the link from the email with others. Anyone with the link can read the ticket.

Good to know

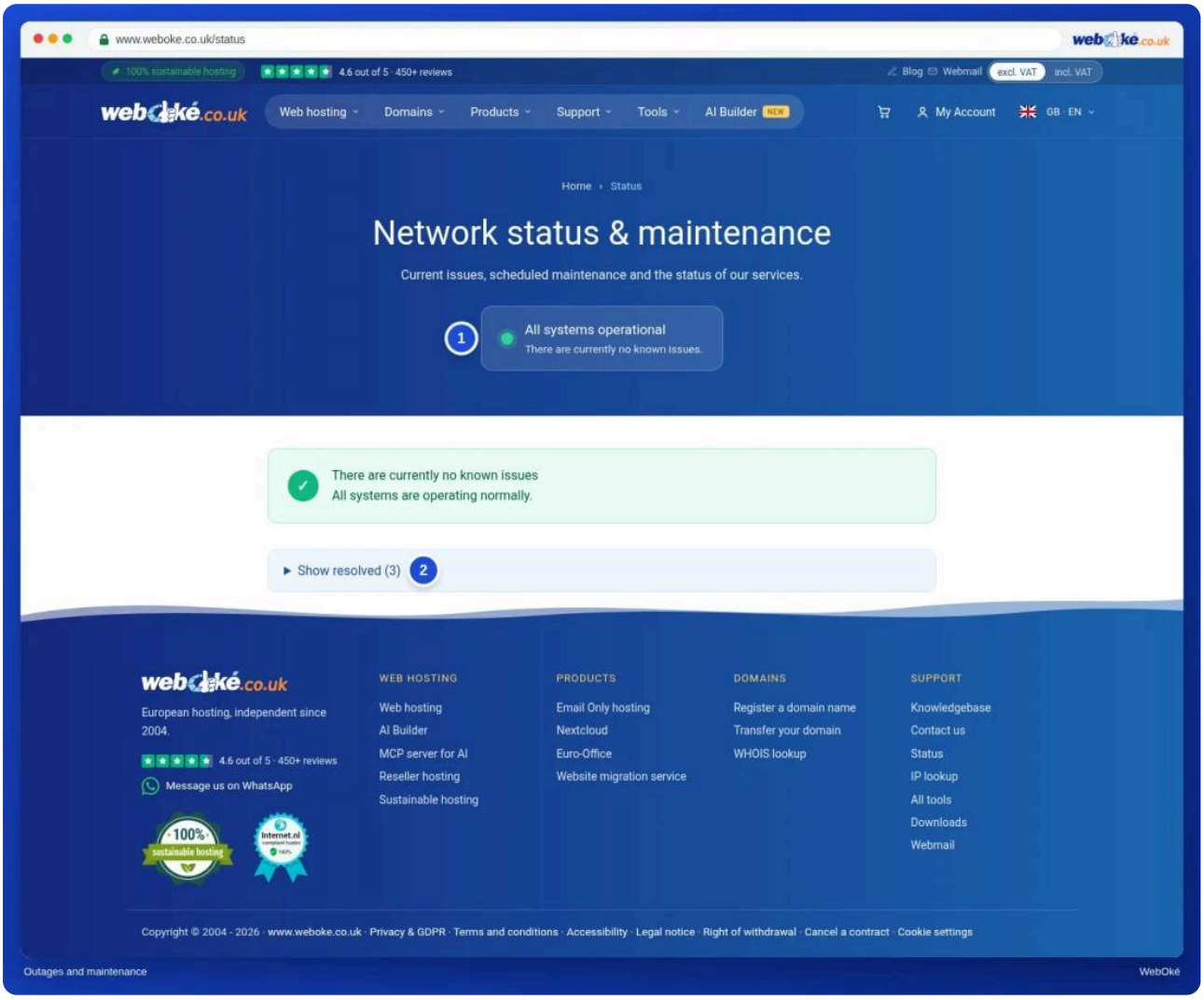
- Already have an account? Then it's better to log in and submit the ticket via the Support Centre (Submitting a ticket). That way, we can immediately see which package it concerns, and the ticket will appear with your other tickets. The **Log in** link below the form takes you there.
- If you submit several tickets in quick succession, we'll ask you to wait a moment before sending another one.
- Can't log in because you've lost your password? Try **Forgot password** first. See Setting, changing or forgetting your password.

13.5 Incidents and maintenance

Is your website, email or another service not working as you're used to? Then check our status page first. There you can see straight away whether an incident or scheduled maintenance is known to us.

Opening the status page

On the website, choose **Support** in the menu, then **Status**. The dot in the menu already shows you whether everything is fine. You don't need to log in.



The status page

What do you see on the status page?

At the top is the overall status (1). It can show four things:

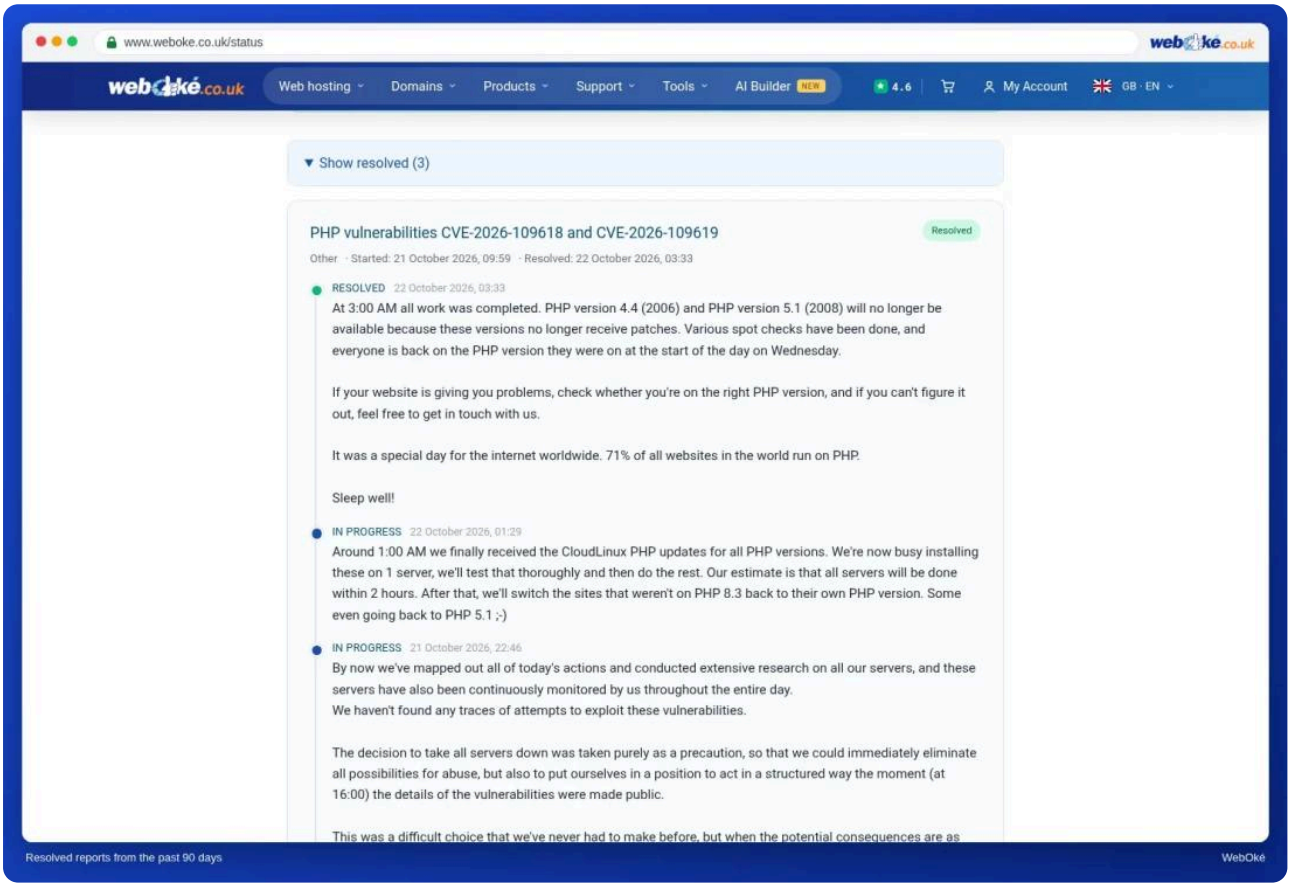
Message	Meaning
All systems operational	There are no known incidents.
Degraded performance	One or more services may be slower or limited.

Active incident	There's an incident. We're working on a solution and posting updates on the page.
Scheduled maintenance	Maintenance is scheduled. The details are shown below.

Below that you'll find **Current issues** and **Scheduled maintenance**. For each message, you can see what it's about (for example a specific server or all servers), when it started and a timeline with all updates, the latest one at the top. This way you can follow exactly what's going on.

Resolved messages

With **Show resolved** (2) you can see the messages from the past 90 days that have already been resolved, including their full timeline.



Resolved messages with their timeline

Message in My WebOké

If there's an ongoing incident, you'll also see a message about it on the My WebOké dashboard. This way you'll know straight away after logging in whether something's going on.

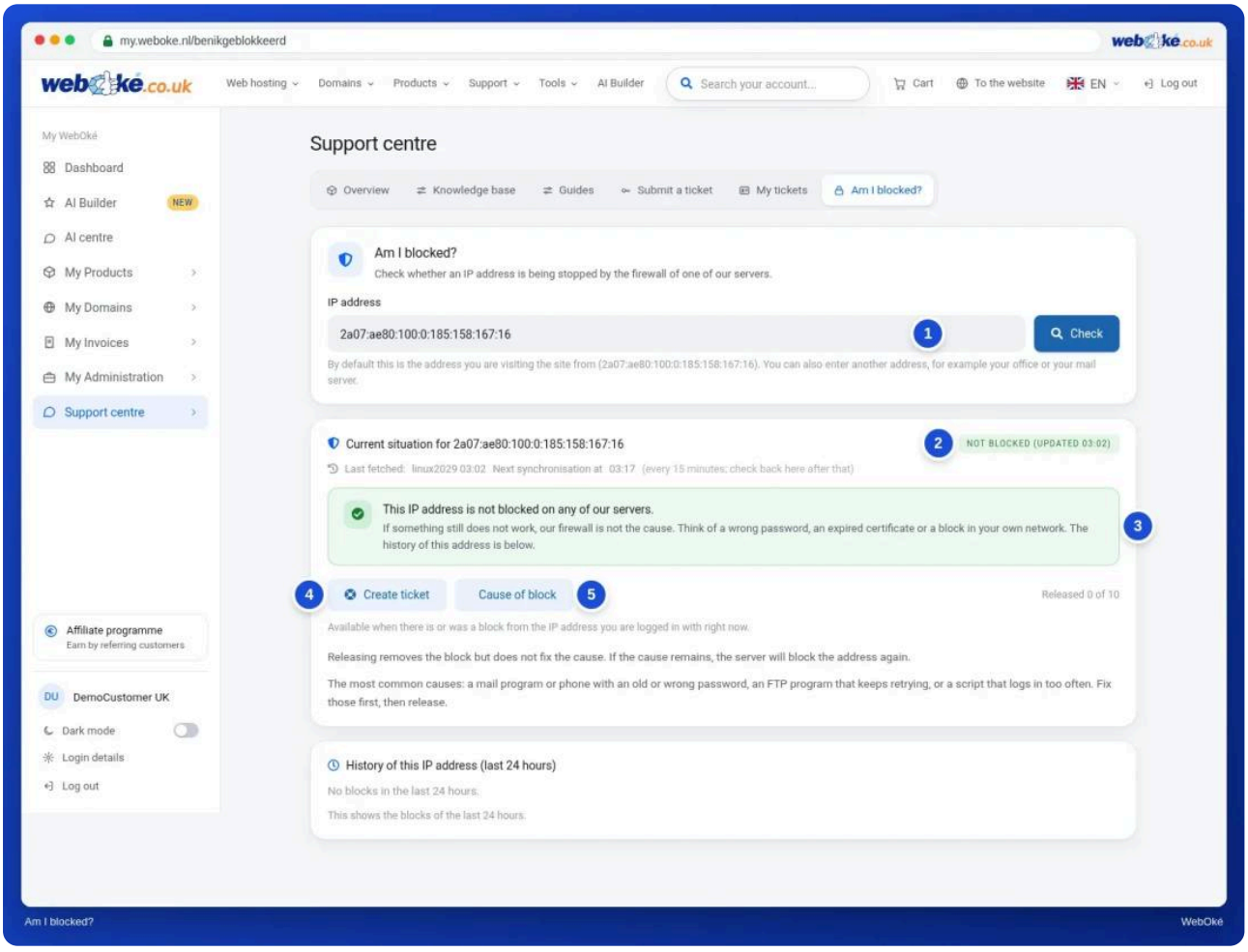
Tip: no message shown and the problem persists? Then check whether your IP address might be blocked (Am I blocked? Release your own IP address) or ask your question to the AI assistant or our support team (Submitting a ticket).

13.6 Am I blocked? Release your own IP address

Can't suddenly access your website, your email or FTP, while it works fine for others? Then the firewall on one of our servers might be blocking your IP address. This happens automatically after too many failed login attempts, for example from a phone or mail program with an old password. With **Am I blocked?** you can check this yourself and release the address yourself.

Checking whether you're blocked

1. In My WebOké, go to **Support centre** and click the **Am I blocked?** tab.
2. At **IP address** (1), you'll already see the address you're currently online with. If you want to check a different address, for example your office's, enter it and click **Check**.
3. Look at the result under **Current situation**. In the top right, you'll see the status in one word (2): **Not blocked**, **Blocked** or **Blocked elsewhere**.



Am I blocked?

The green or orange box (3) shows the explanation. If the address is blocked, you'll see, per server, the type of block (**temporary** or **permanent**), the reason, since when, and when the block expires by itself. A temporary block expires by itself, a permanent one does not. If it concerns incorrect login attempts on one of your mailboxes, you'll also see which mailbox it is.

You'll only see the servers where you have a package yourself. If the address is blocked on another server, you'll only see how many servers that is.

Releasing the address yourself

If the address is blocked on a server where you have a package, you'll see the **Release IP** button. Click it and wait a few seconds. You'll see a message showing which server the address has been released on.

Please note: releasing removes the block, but does not fix the cause. If a device keeps trying with the wrong password, the server will block the address again. So first set the correct password on all your devices, and only release the address afterwards.

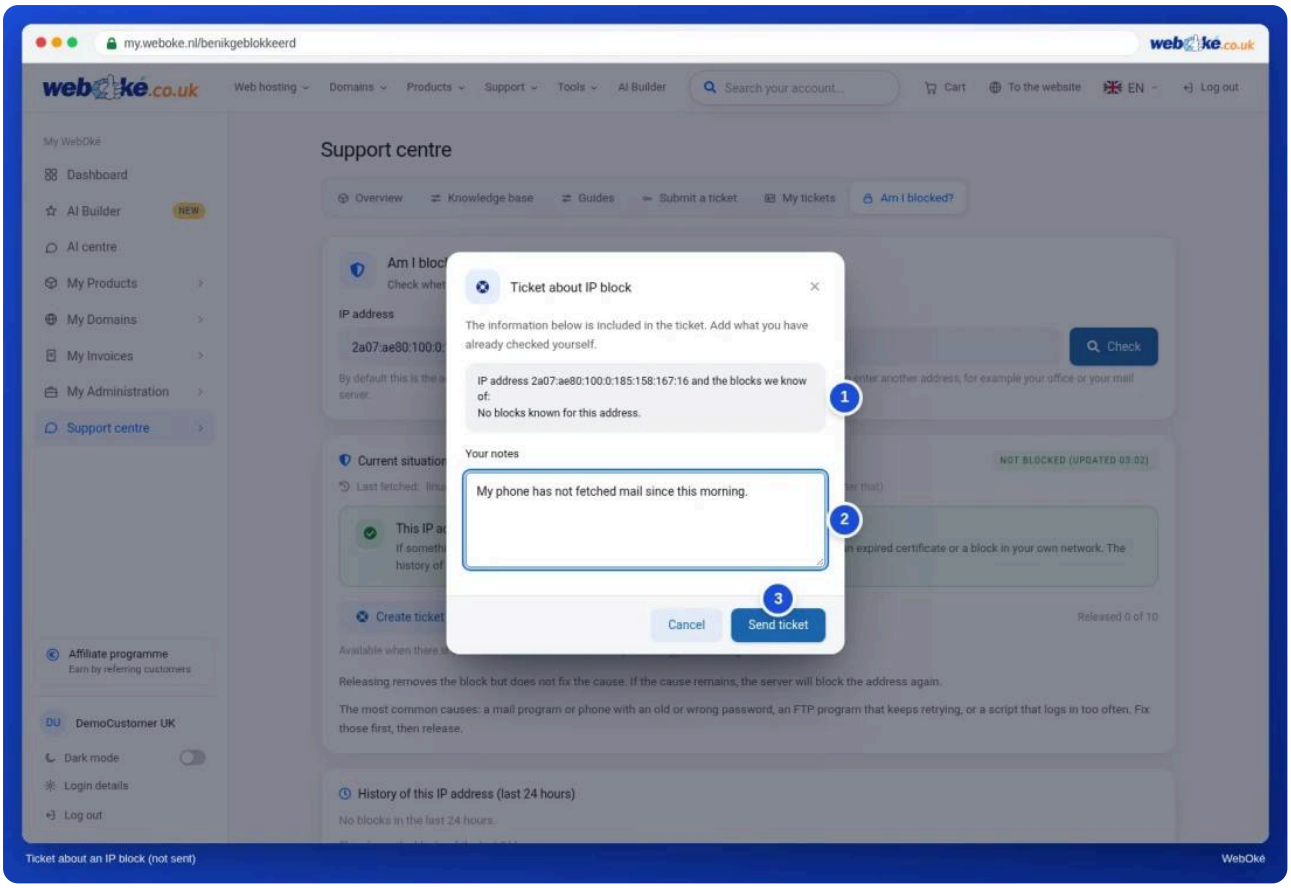
You can release an address yourself a limited number of times. How often you've already done this is shown to the right of the buttons, for example *Unblocked 0 of 10*. If the limit has been reached, or if the address is blocked on a server where you don't have a package, create a ticket. We'll then take a look.

Looking up the cause

With **Cause of block** (5), you can find out why the address was blocked. You'll see, per server, how often it happened, which mailbox was involved, how many failed logins there were, and what's going wrong, for example *Wrong password* or *This mailbox does not exist on this server*. Below that is advice on what you can do. The button works for the IP address you're currently logged in with, if there is or was a block for it.

Creating a ticket

Can't figure it out? Click **Create ticket** (4). A window opens. At the top (1), you'll see the information about the IP address, which is included automatically. At **Your notes** (2), fill in what isn't working, since when, and what you've already tried. Then click **Send ticket** (3). If you'd rather not create a ticket, click **Cancel**.



Creating a ticket about an IP block

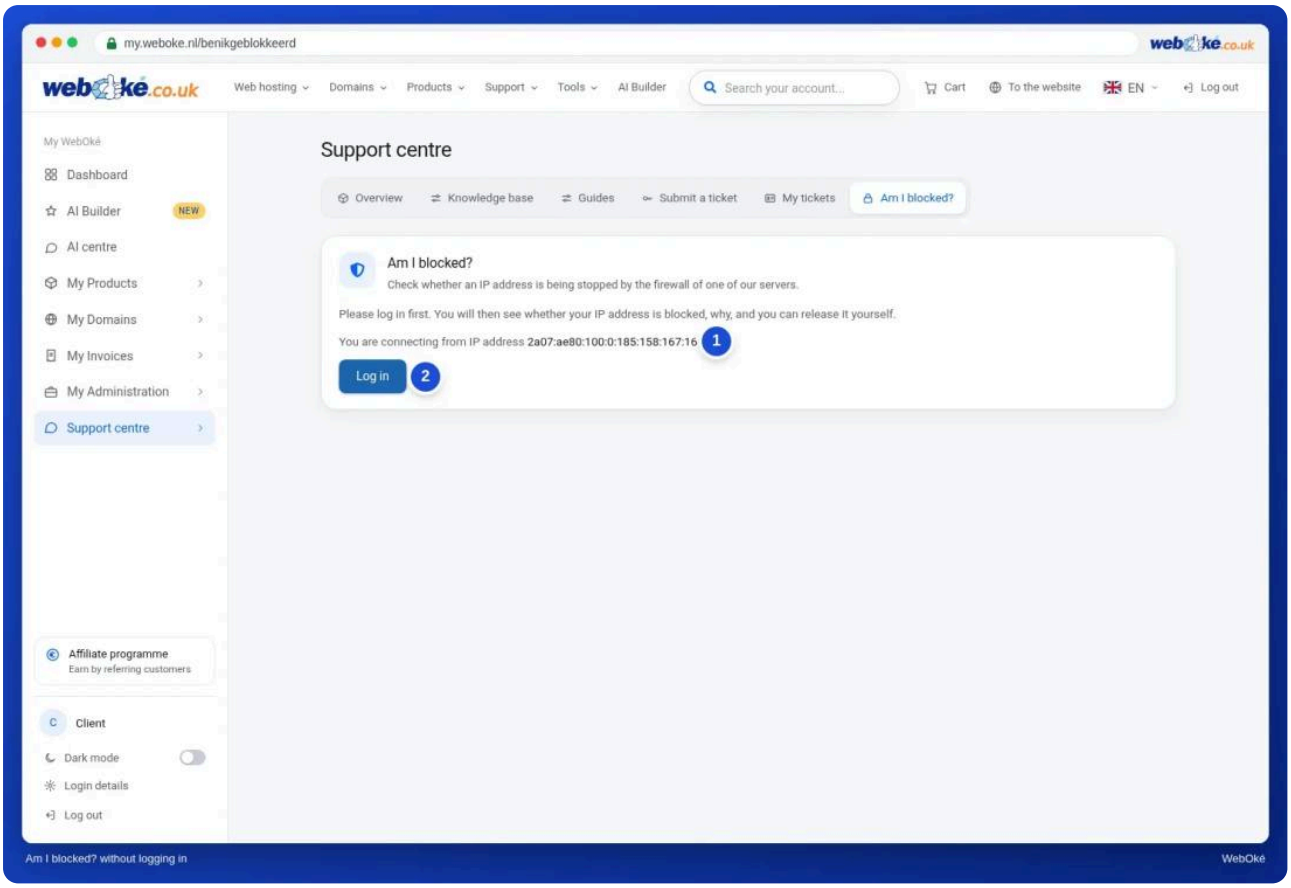
The history and the synchronisation

At the bottom is the **History of this IP address** for the past 24 hours, showing for each block whether it's still **active** or **lifted**, and by whom.

The status comes from our servers and is retrieved regularly. At the top of the result, you'll see when this last happened (**Last retrieved**) and when the **Next synchronisation** is. Refresh the page after that time to see the latest status.

Not logged in?

If you open the page without logging in, you'll only see the IP address you're online with (1) and the **Log in** button (2). Once you've logged in, you'll see whether the address is blocked, why, and you'll be able to release it.



Am I blocked? without logging in

The most common causes

- A phone, tablet or mail program with an old or incorrect password. Often it's an old phone or an extra account in Outlook or Mail.
- A device trying to log in to a mailbox that no longer exists.
- An FTP program that keeps logging in with the wrong password.
- Too many login attempts on WordPress, for example caused by a plugin or a saved password in the browser.
- At the office: several people on the same address, one of whom is using the wrong password.

Tip: want to change a mailbox's password or find out where your mail is stored? See Email with WebOké: mailboxes, webmail and your email program.

14

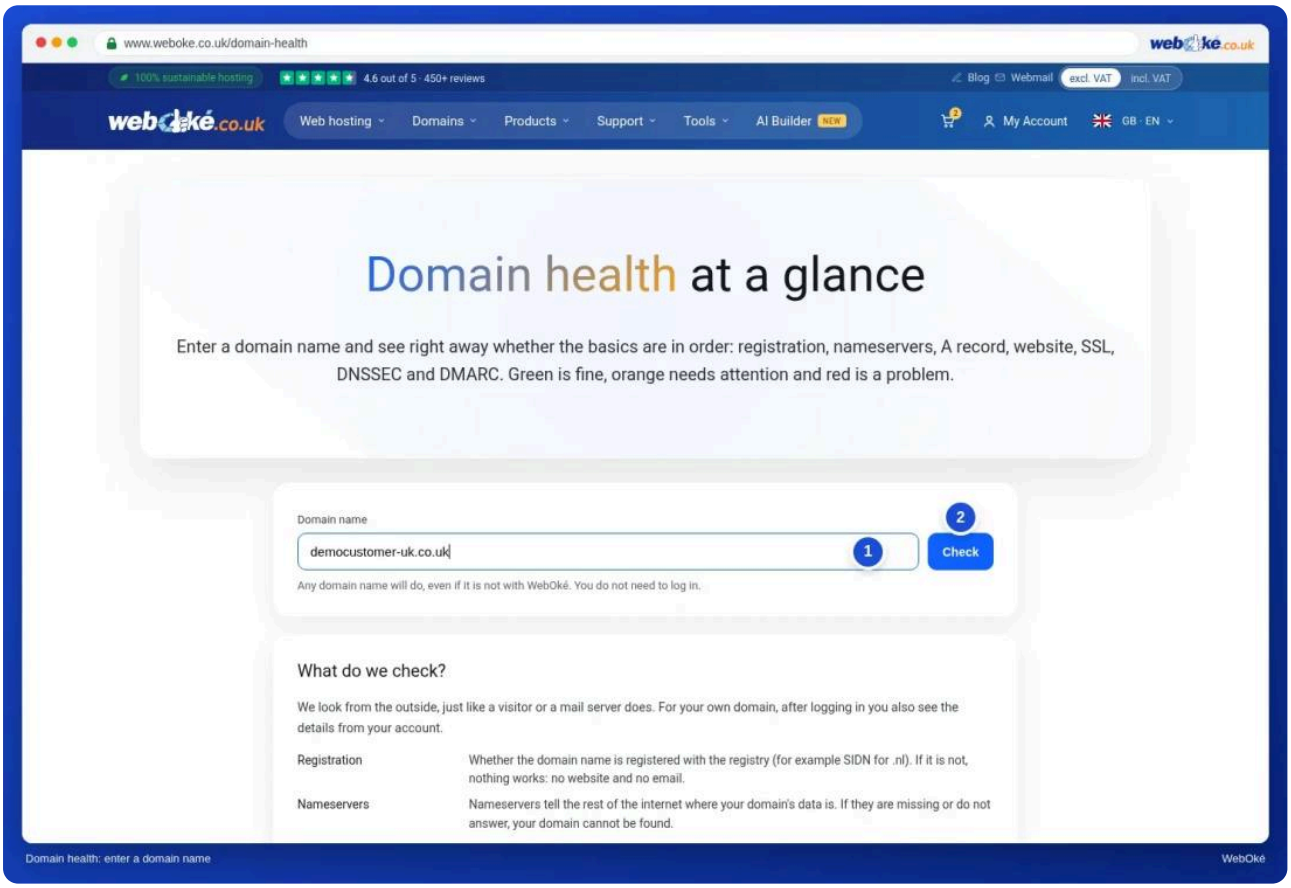
Handy tools

14.1 Domain health (also without an account)

With **Domain health** you can see within seconds whether the basics of a domain name are in order: registration, name servers, A record, website, SSL certificate, DNSSEC and DMARC. Green is fine, orange deserves attention and red is a problem. You can check any domain name, even if it's not with WebOké, and you don't need to log in to do it.

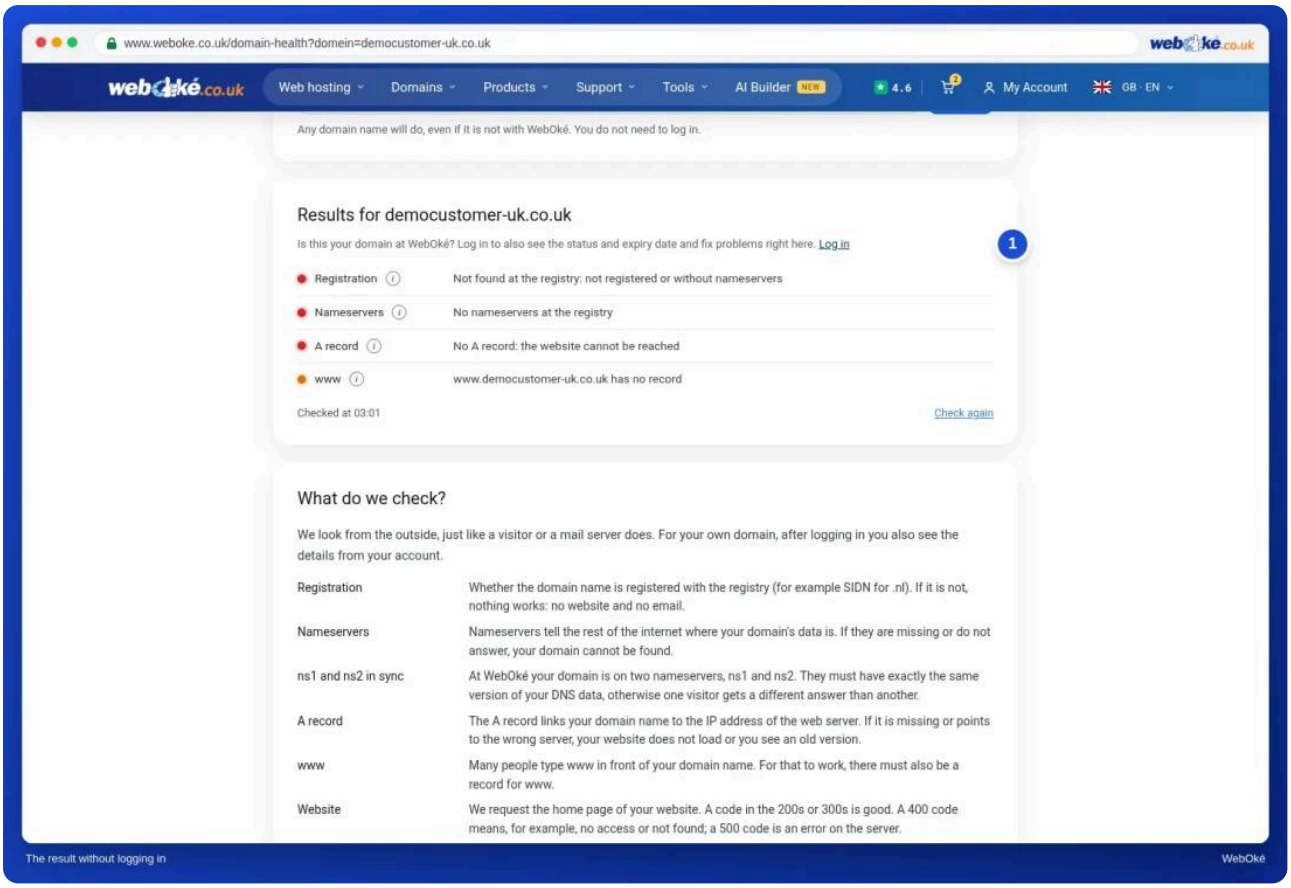
Checking a domain

1. On the website, choose **Domain health** from the **Tools** menu.
2. Under **Domain name** (1), enter the name, for example *yourdomain.com*.
3. Click **Check** (2).



Enter a domain name

After a few seconds, the **Result** appears. Each line has a coloured dot. The circle with an *i* next to a line tells you exactly what is being checked. Use **Check again** below the list to run the check again, for example after you've made a change.

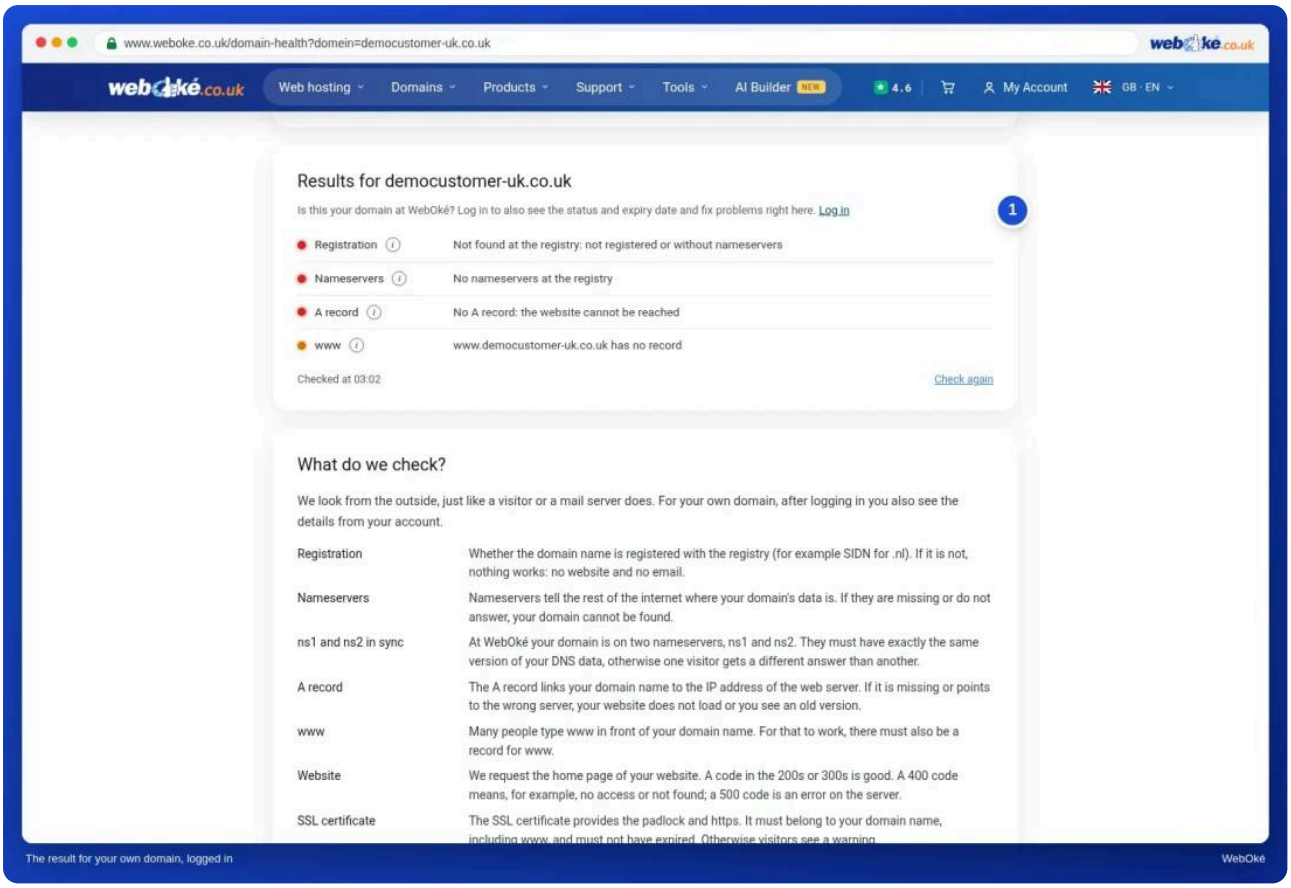


The result without logging in

Without logging in, we only look from the outside, just as a visitor or a mail server would. If the domain is yours at WebOké, a **Log in** link (1) appears above the result. Log in to see more.

Your own domain, logged in

If you're logged in and you check a domain from your own account, it shows *This is your domain* (1). You'll also see the lines from your account, such as **Status and expiry**, the expiry date at the registry, whether the domain is in **Quarantine** and how your **Hosting package** is doing.



The result for your own domain

If we can fix a problem for you, a **Revert** button appears next to the line. Click it and the check will then be run again. You'll find the same check with revert buttons on your domain's page in My WebOké. See Domain and email health: checking and fixing.

Please note: the demo customer in the screenshot is in a test environment. That's why the name servers and A record show red for them. For a normal domain with WebOké, those lines are green.

What do we check?

Line	What it means
Registration	Whether the domain name is registered with the registry (for example SIDN for .nl). If not, nothing works.
Name servers	Where your domain's data is stored. If they're missing or don't respond, your domain can't be found.
ns1 and ns2 match	Whether our two name servers have exactly the same version of your DNS.
A record	Whether your domain name points to the right web server.
www	Whether www before your domain name also works.
Website	Whether your website's homepage responds.

SSL certificate	Whether the certificate matches your domain and hasn't expired.
DNSSEC	Whether your DNS signing is correct.
DMARC	Whether there's a DMARC record that tells mail servers what to do with fake mail from your domain.

The full explanation is also available at the bottom of the page, under **What do we check?**.

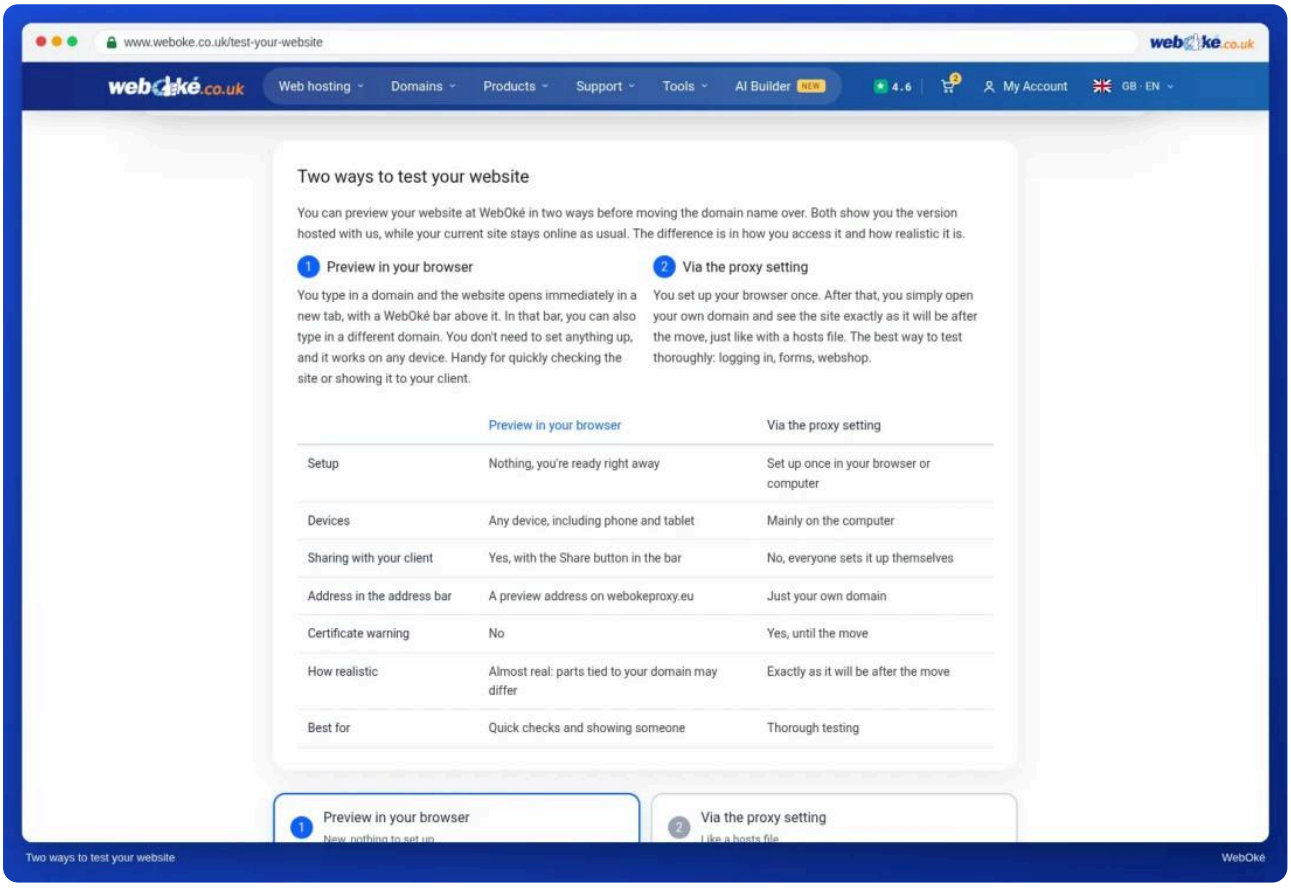
Tip: seeing red for **Registration** or **Name servers** right after placing an order or transfer? The registration may still be in progress. Check again later, or follow the transfer in the Transfer centre (The transfer centre: transferring domains to WebOké).

14.2 Testing your website before a move

Are you already setting up your website at WebOké while the domain name is still with your current provider? Then when you type your domain, you'll still see the old site. With **Test your website before moving** you can already view the new version at us before the move. Your current site stays online as normal, you don't change anything in your DNS, and you don't need an account for it.

You'll find the tool on the website in the **Tools** menu.

Two ways



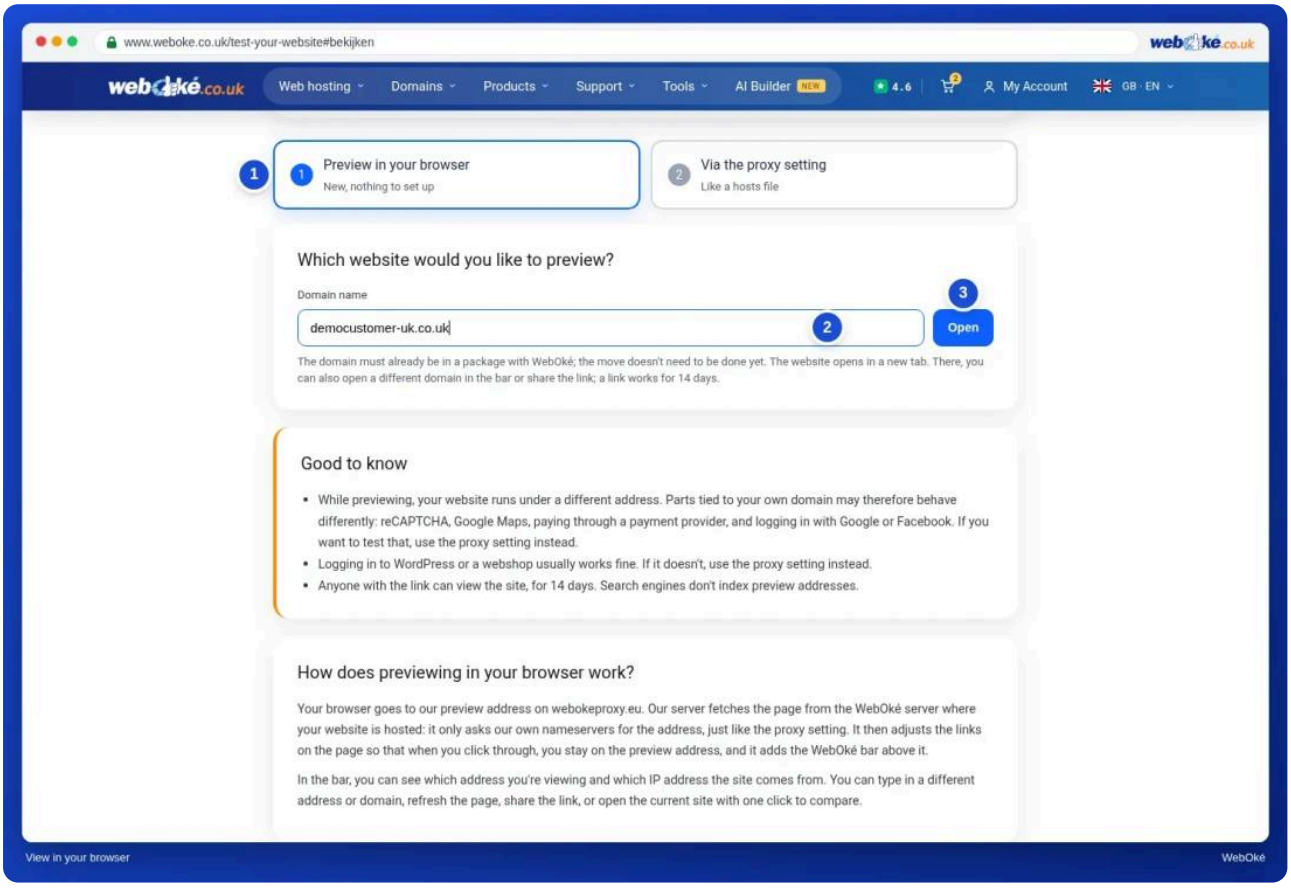
Two ways to test your website

	Preview in your browser	Via the proxy setting
Set up	Nothing, you're ready right away	Set up once in your browser or computer
Devices	Any device, including phone and tablet	Mainly on the computer
Sharing with your client	Yes, with the Sharing button	No, everyone sets it up themselves
Address in the address bar	A preview address	Just your own domain
Best for	Quick checks and showing someone	Thorough testing: logging in, forms, webshop

For both options, the domain must already be added to a package at WebOké. The move itself doesn't need to have happened yet. You can read how to add a domain to a package in Domains per package and moving a domain.

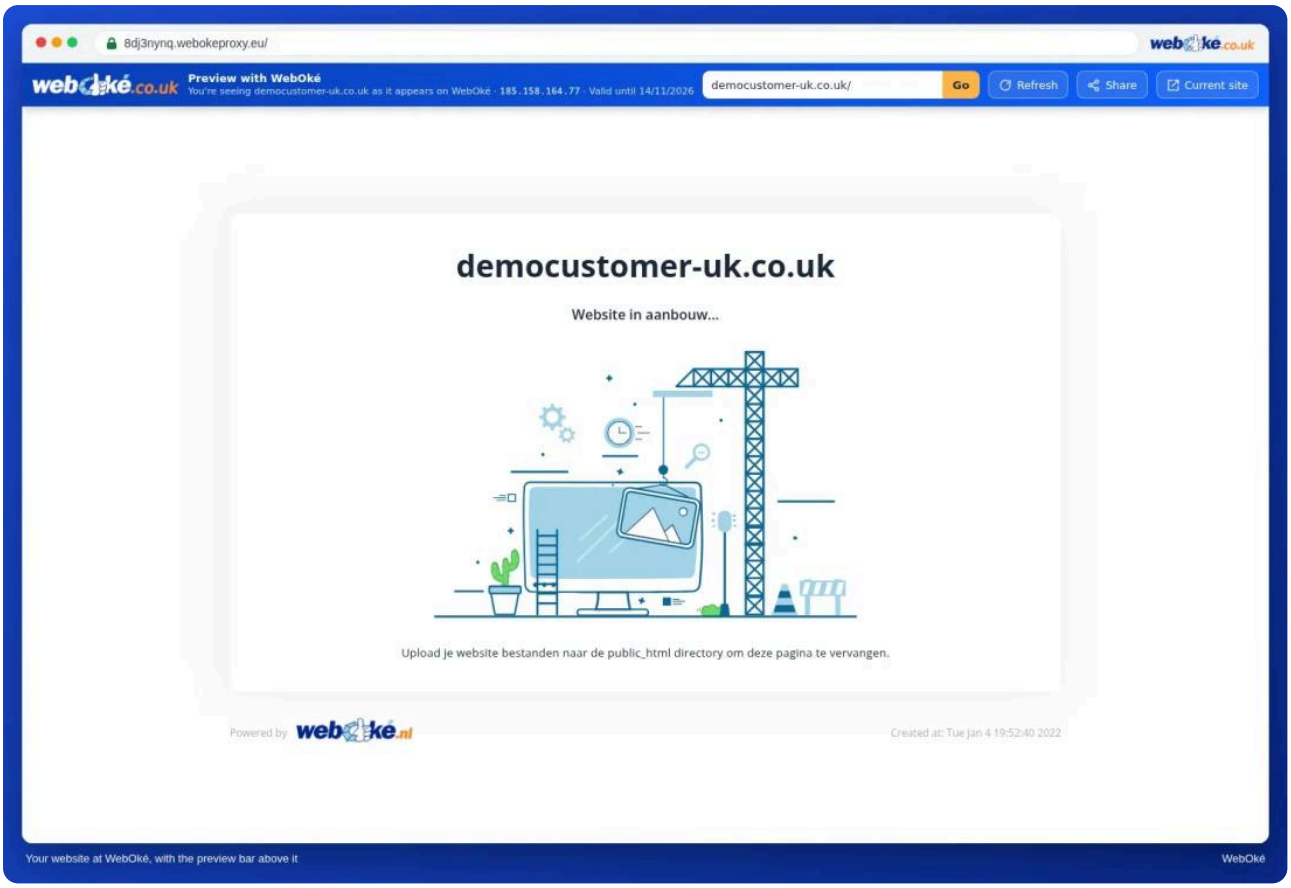
Preview in your browser

1. Choose the **Preview in your browser** tab (1).
2. Enter your domain under **Domain name** (2).
3. Click **Open** (3).



Preview in your browser

Your website opens in a new tab, with a blue bar above it. In that bar you can see which version you're viewing and which IP address the site is coming from. You can type in a different address or domain and click **Go**, **Refresh** the page, use the **Sharing** link to share it with, for example, your client, or use **Current site** to open the site as it's currently online, for comparison.



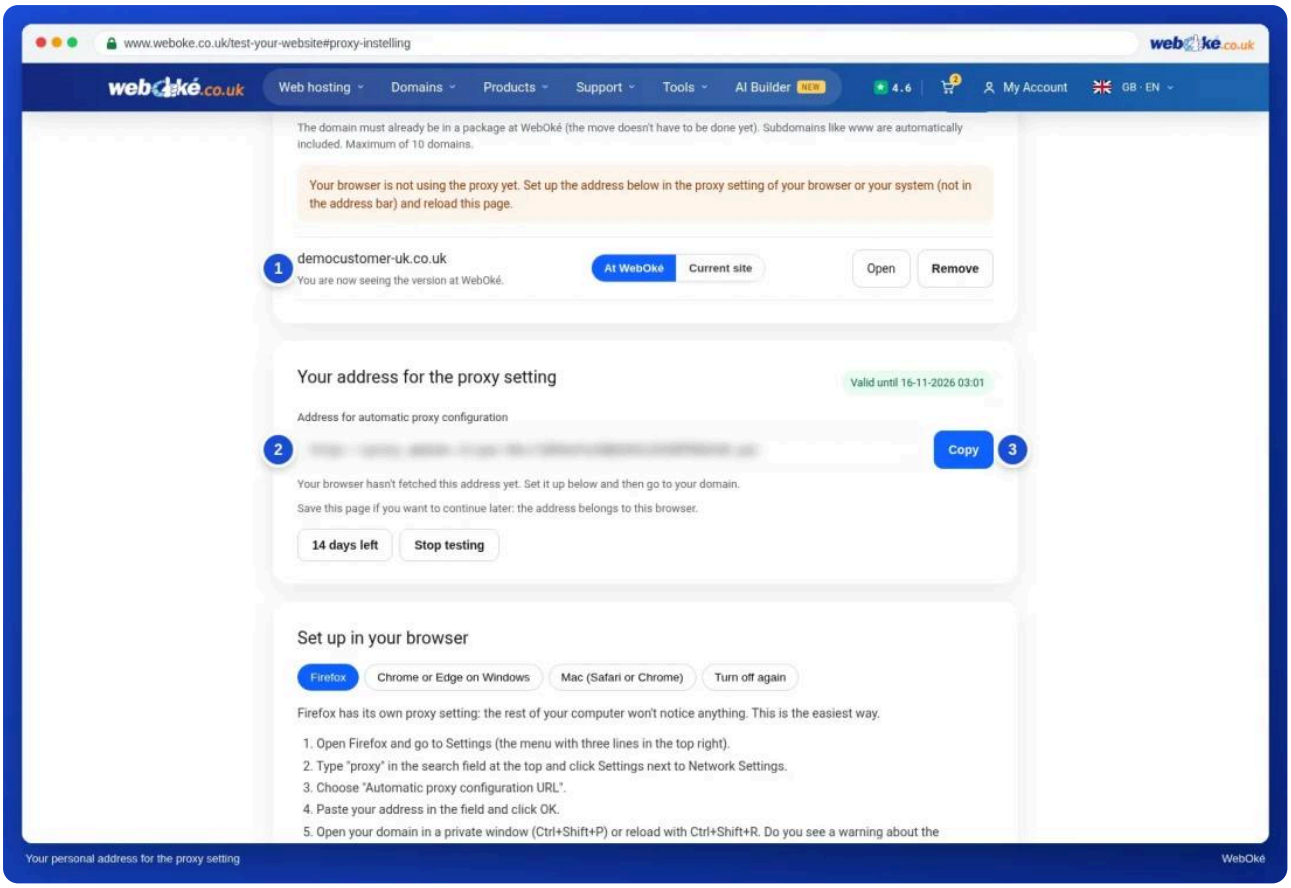
Your website at WebOké, with the preview bar

Please note: while previewing, your site runs under a different address. Elements that are tied to your own domain, such as reCAPTCHA, Google Maps, payments, or logging in with Google or Facebook, may behave differently as a result. If you want to test that, use the proxy setting instead. Anyone with the link can view the site for a while. Search engines don't index preview addresses.

Via the proxy setting

With the proxy setting you simply open your own domain and see the site exactly as it will look after the move, just like with a modified hosts file.

1. Choose the **Via the proxy setting** tab.
2. Enter your domain under **Domain name** and click **Add**. You can add multiple domains. Subdomains such as www are included automatically.
3. Your domain now appears in the list (1). Below it, **Your address for the proxy setting** appears (2). Click **Copy** (3).
4. Paste that address into the proxy setting of your browser or computer, as described below.
5. Open your domain in a private window. You'll now see the version at WebOké.



Your personal address for the proxy setting

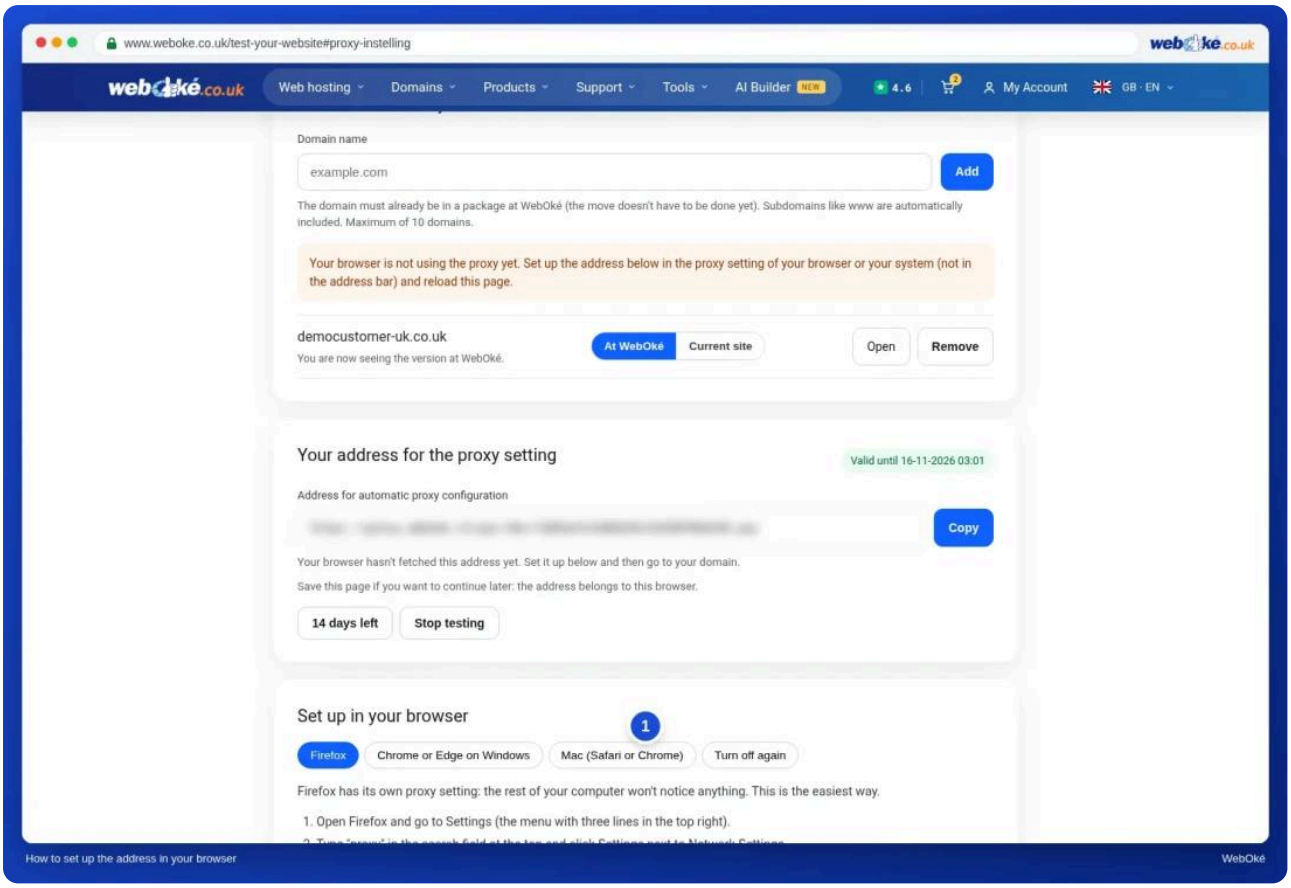
For each domain in the list, choose **At WebOké** or **Current site** to select which version you want to see. This lets you quickly compare the old and new site. Use **Delete** to remove a domain from the list.

At the top of the list you can see whether your browser is already using the proxy. Next to the address you'll see when your browser last retrieved it and until when it's valid. Use the **14 days left** button to extend the address again, or **Stop testing** to turn it off completely. If you forget to turn it off, it will stop by itself after a while.

Tip: save the page if you want to continue testing later. The address is tied to the browser you created it with.

Setting up the address in your browser

Under **Set up in your browser** you'll find a step-by-step plan for every situation. Choose the tab that applies to you (1): **Firefox**, **Chrome or Edge on Windows**, **Mac (Safari or Chrome)** or **Turn off again**.



How to set up the address in your browser

Firefox has its own proxy setting: the rest of your computer won't notice anything. This is the easiest way. If you use a VPN, choose Firefox too: the Windows or macOS setting is often ignored when a VPN is active.

Please note: a warning about the certificate is normal. As long as your domain hasn't moved to us yet, we can't create an SSL certificate for it yet. Choose to continue to view the site. After the move your site will automatically get a valid certificate.

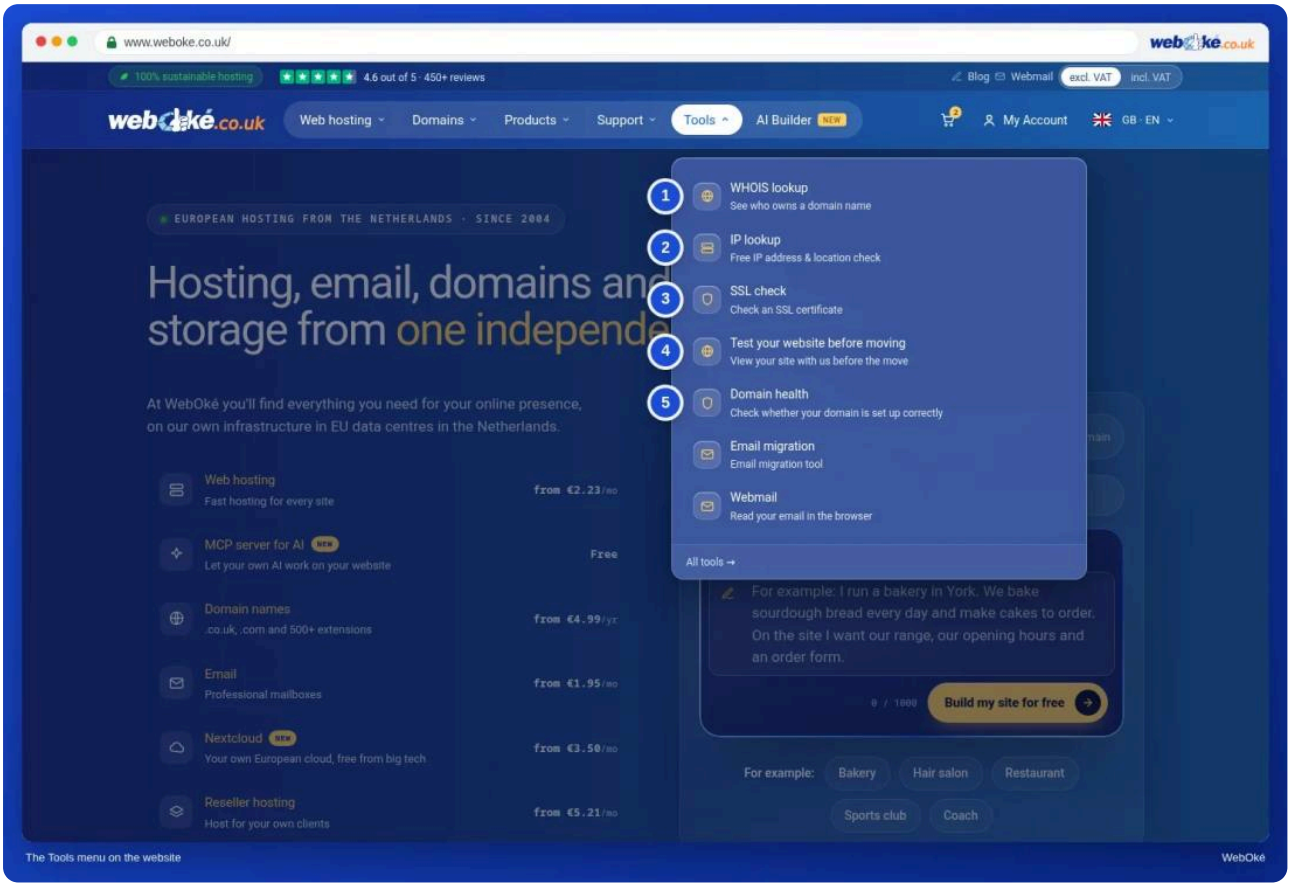
Still seeing the old site? Reload the page with `Ctrl` + `Shift` + `R` (Mac: `Cmd` + `Shift` + `R`) or open your domain in a private window. Browsers often store a website for a while and then still show the saved version.

And then?

Does everything look good? Then move your domain name to WebOké. See The transfer centre: transferring domains to WebOké. If you also want to move your email, read Migrating email to WebOké (including from Microsoft 365).

14.3 WHOIS, IP lookup and SSL checker

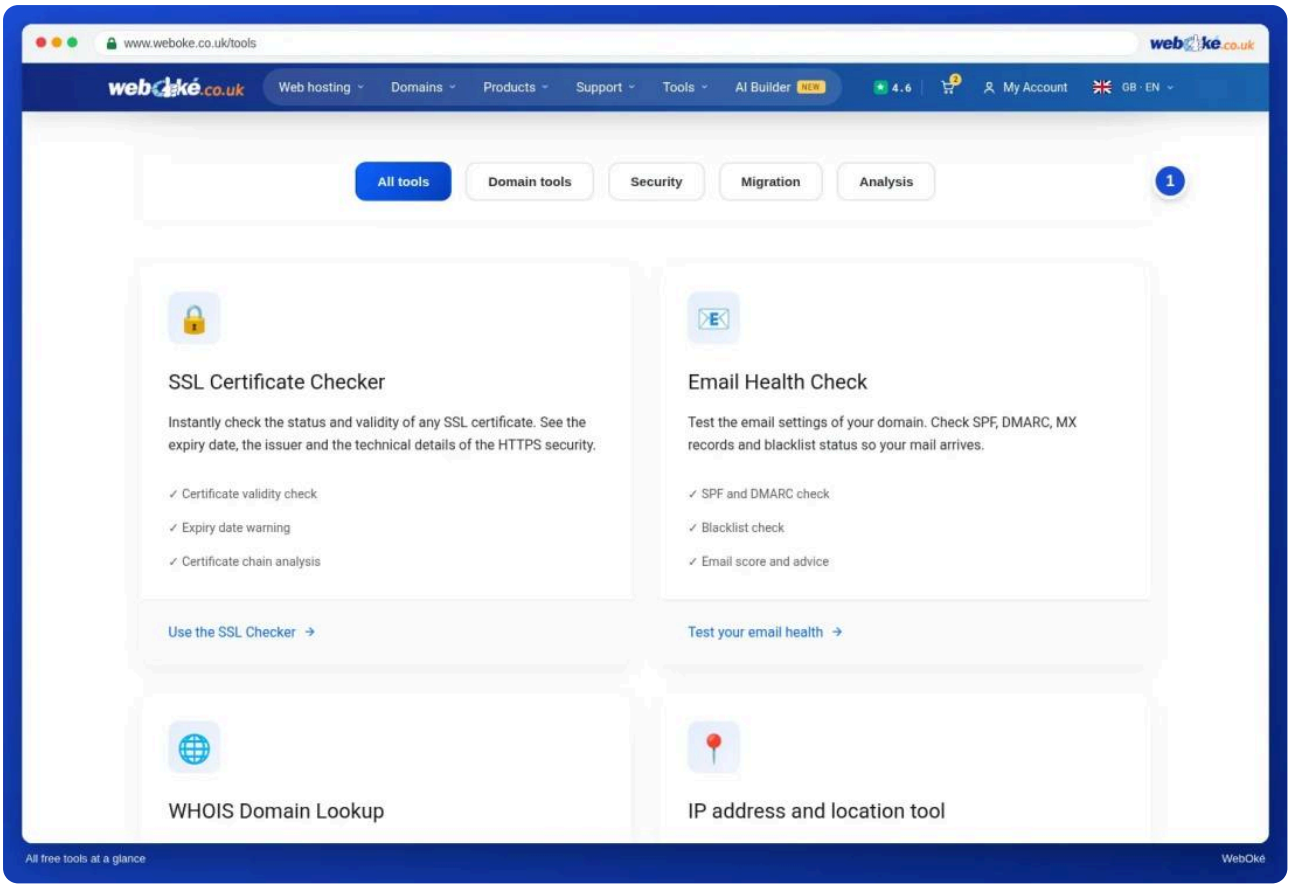
Our website has a few free tools that are handy when managing your domain and website. You don't need to log in to use them. You'll find them in the **Tools** menu:



The Tools menu on the website

1. **WHOIS lookup**: who owns a domain name?
2. **IP lookup**: which IP address belongs to a domain, and where is it located?
3. **SSL check**: is a website's certificate in order?
4. **Test your website before moving**: see Testing your website before a move.
5. **Domain health**: see Domain health (also without an account).

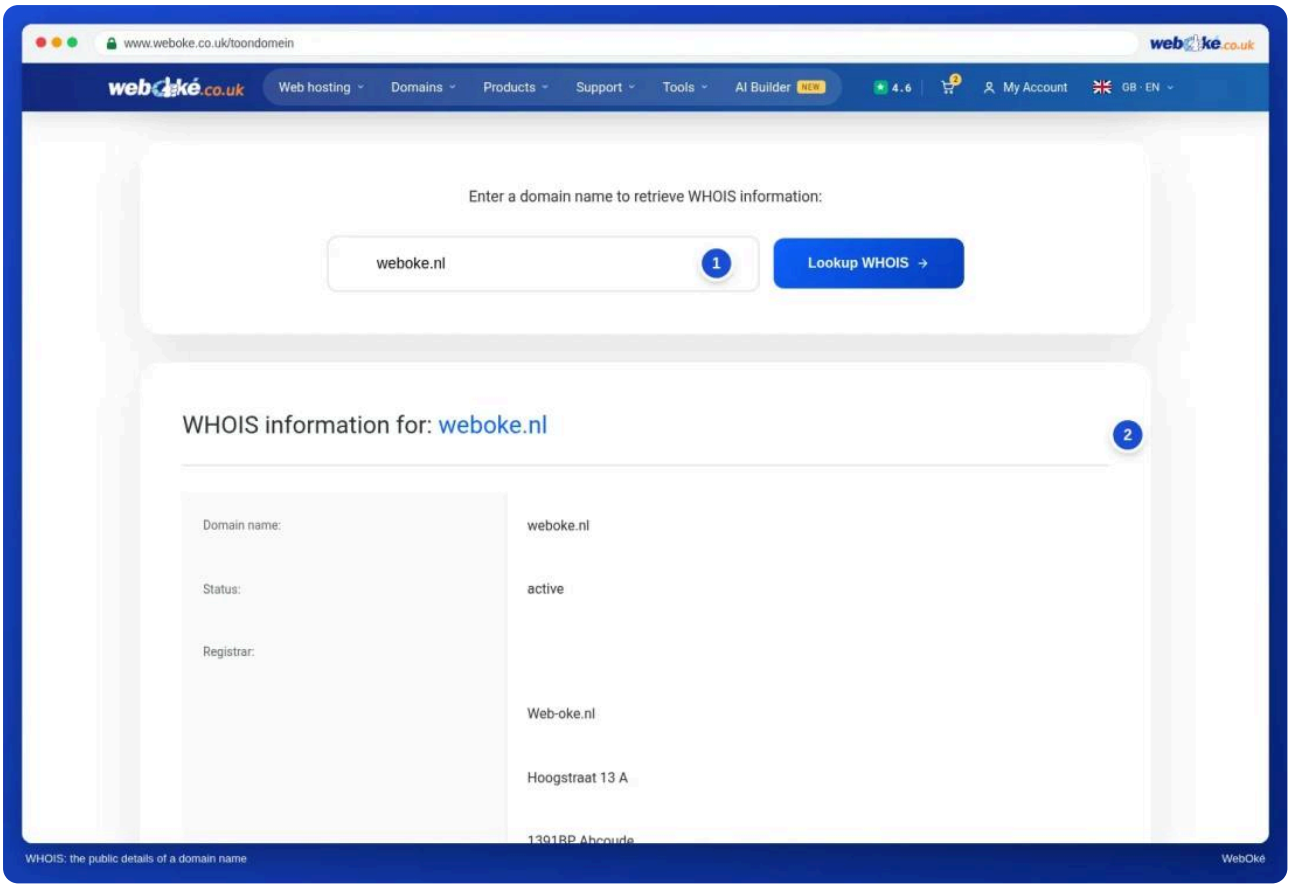
The same menu also has **Email migration** (Migrating email to WebOké (including from Microsoft 365)) and **Webmail**. At the bottom you'll find **All tools**. There you'll see all the tools in one list, with buttons (1) to filter them by type: domain tools, security, migration and analysis.



All free tools in one list

WHOIS: who owns a domain name?

1. In the **Tools** menu, choose **WHOIS lookup**.
2. Enter the domain name (1), without www, and click **Lookup WHOIS**.
3. Under **WHOIS information for** (2) you'll see the registry's public details: the status, the registrar, the nameservers and often the registration date.

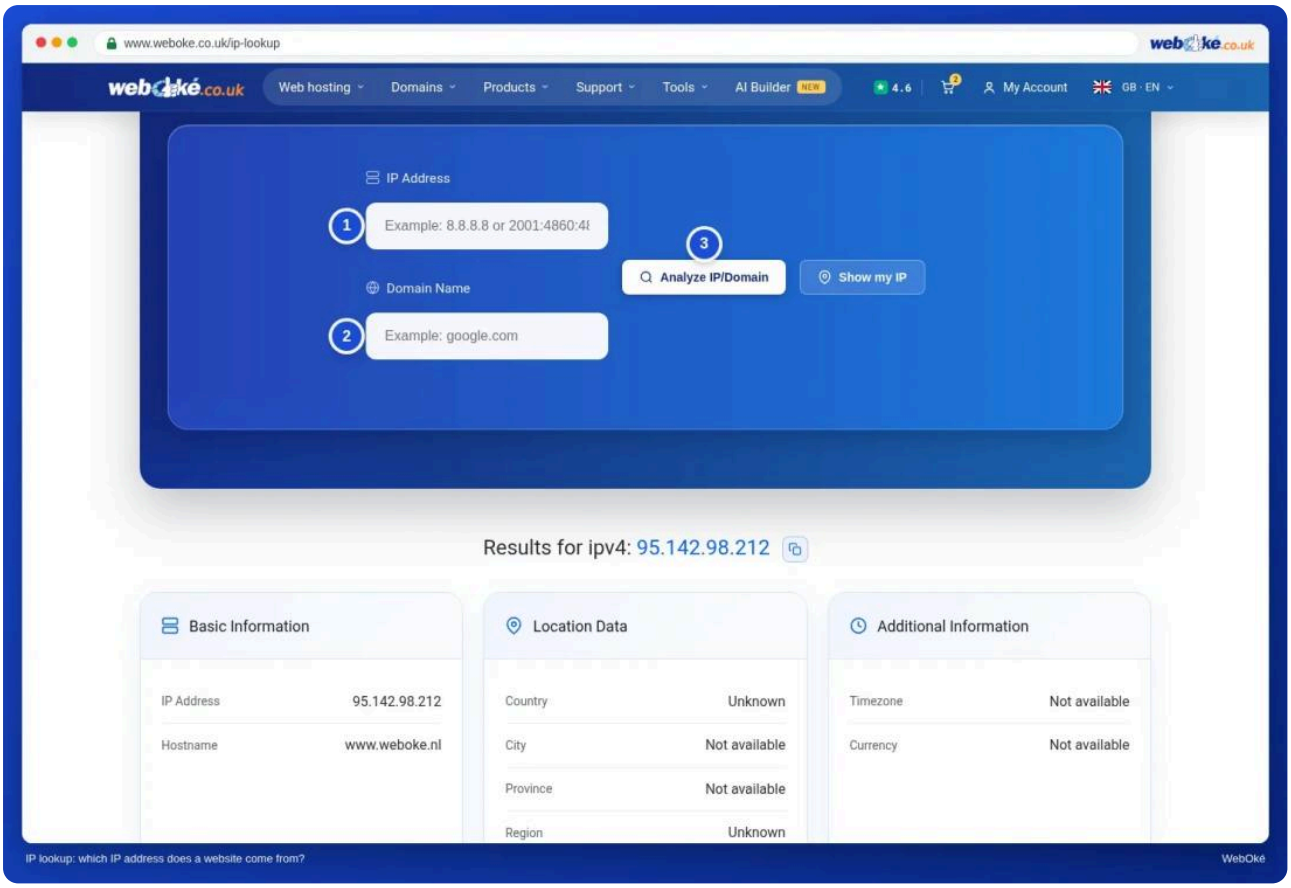


WHOIS: the public details of a domain name

Which details you see depends on the extension. For most extensions, the name and address of a private holder are hidden. If you want to hide your own details for an extension where that's possible, read WHOIS privacy.

IP lookup: which IP address does a website come from?

1. In the **Tools** menu, choose **IP lookup**.
2. Enter an **IP address** (1), or a **Domain name** (2).
3. Click **Analyze IP/Domain** (3). Use **Show my IP** to see the IP address you're currently browsing with.

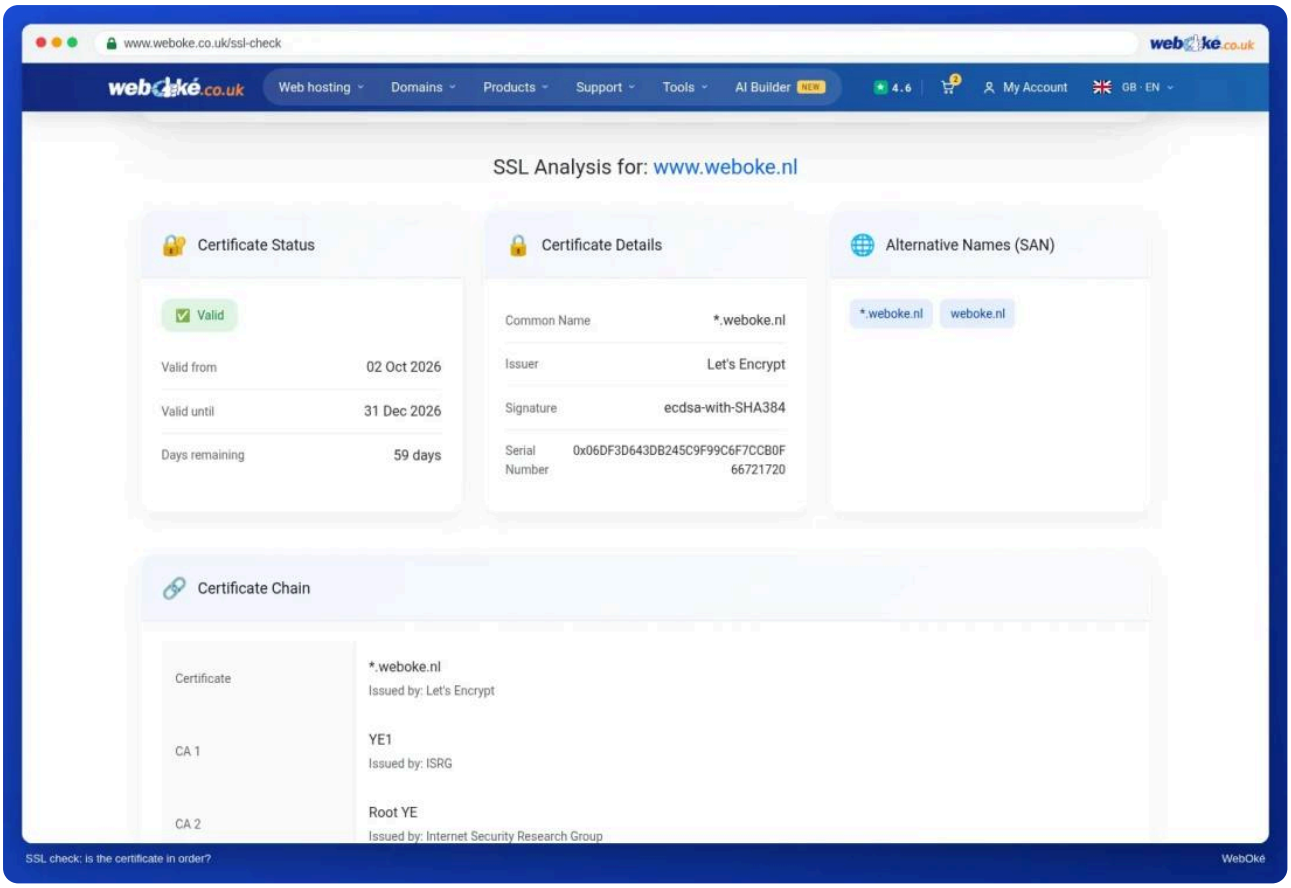


IP lookup: which IP address does a website come from?

You'll see the IP address, the hostname and, if known, the location and the provider. Handy for checking whether your domain already points to WebOké's server, or for finding the IP address you need for Am I blocked? Release your own IP address.

SSL check: is the certificate in order?

1. In the **Tools** menu, choose **SSL check**.
2. Enter the domain name, for example *www.yourdomain.com*, and click **Analyze SSL**.
3. You'll see the **Certificate Status** (valid or not, valid from and until and how many days it's still valid), the **Certificate Details** (such as the issuer), the names the certificate covers and the **Certificate Chain**.

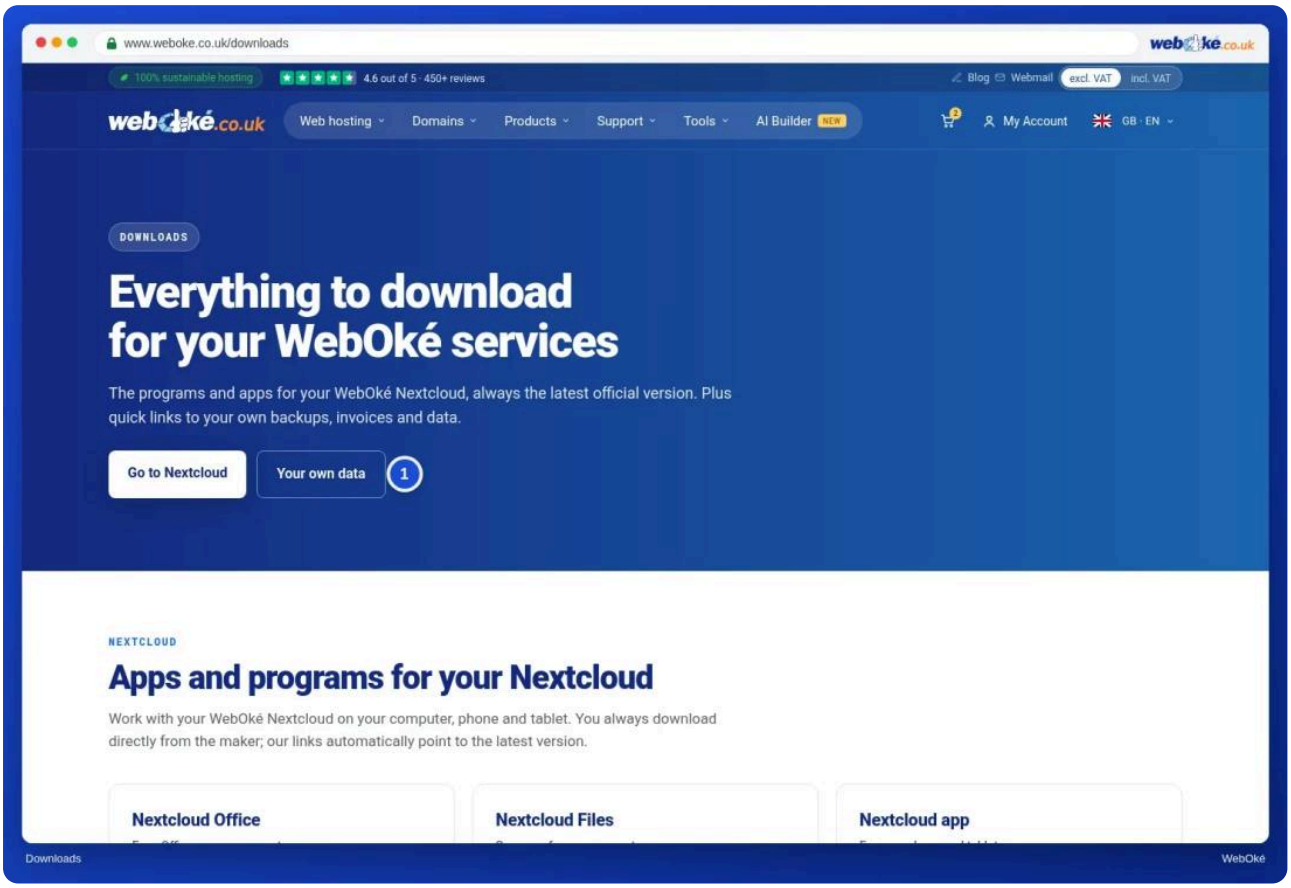


SSL check: is the certificate in order?

Tip: is your domain not listed among the certificate's names, or has it expired? Then use Domain health (also without an account) to check whether your domain points to us correctly. You request or renew a certificate in DirectAdmin. You'll find out how to get there in Go to DirectAdmin, and the instructions are in the DirectAdmin manual.

14.4 Downloads

On the **Downloads** page, you'll find the programs and apps for your WebOké services, plus quick links to your own backups, invoices and data. You can open it on the website via the **Support** menu, then **Downloads**.



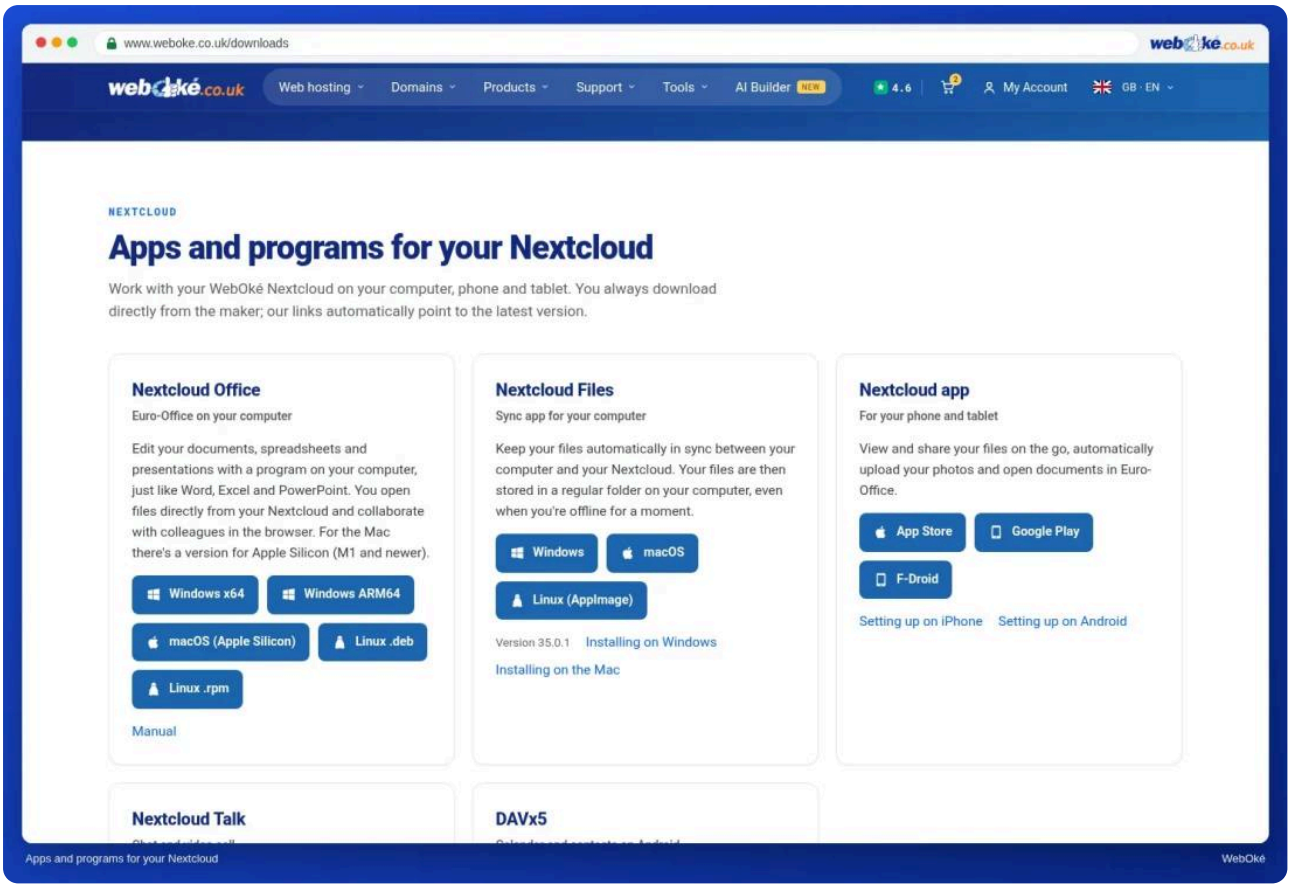
Downloads

Use the two buttons at the top (1) to jump straight to the section about Nextcloud or to your own data.

Apps and programs for your Nextcloud

Here you'll find the programs to work with your WebOké Nextcloud on your computer, phone and tablet:

- **Nextcloud Office**: Euro-Office as a program on your computer, to edit documents, spreadsheets and presentations.
- **Nextcloud Files**: the synchronisation app, which automatically keeps your files in sync between your computer and your Nextcloud.
- **Nextcloud app**: for your phone and tablet, also for automatically uploading your photos.
- **Nextcloud Talk**: chat and video calling.
- **DAVx5**: your Nextcloud calendar and contacts on your Android phone.

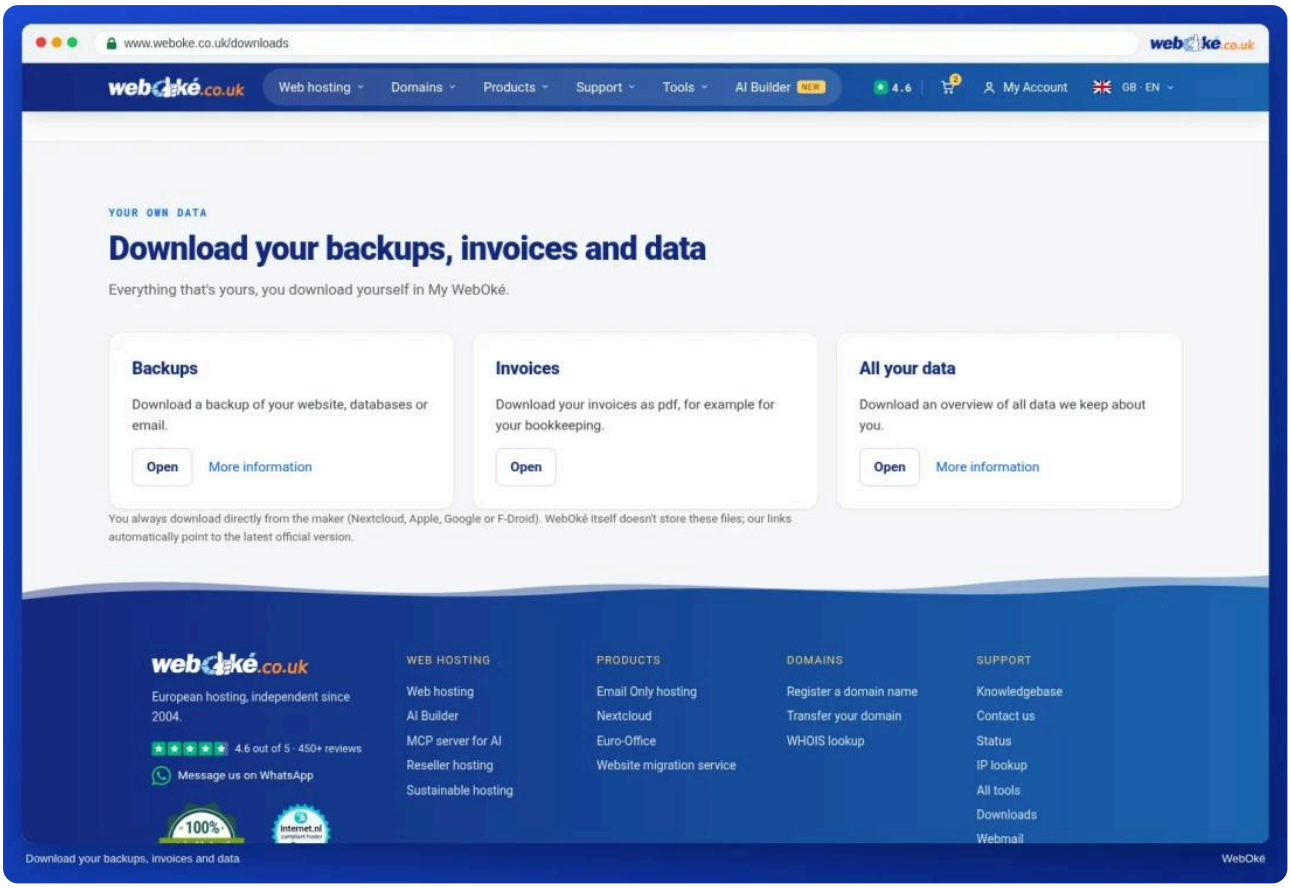


Apps and programs for your Nextcloud

Choose the button for your system on the card, for example Windows, Mac, iPhone or Android. You always download directly from the maker (Nextcloud, Apple, Google or F-Droid). WebOké itself doesn't store these files; our links automatically point to the latest official version. Most cards also include a link to instructions for installing the program. Read more about Nextcloud and Euro-Office in the Nextcloud manual and the Euro-Office manual.

Your backups, invoices and data

At the bottom of the page, you'll find three quick links to My WebOké. Click **Open** to go straight there. If you're not logged in, you'll log in first.



Downloading your backups, invoices and data

- **Backups**: download a backup of your website, databases or email. See WebOké Backups: restoring files.
- **Invoices**: your invoices as a PDF, for example for your bookkeeping. See Viewing and downloading your invoices.
- **All your data**: an overview of all the data we hold about you. See Privacy: downloading or deleting your data.

15

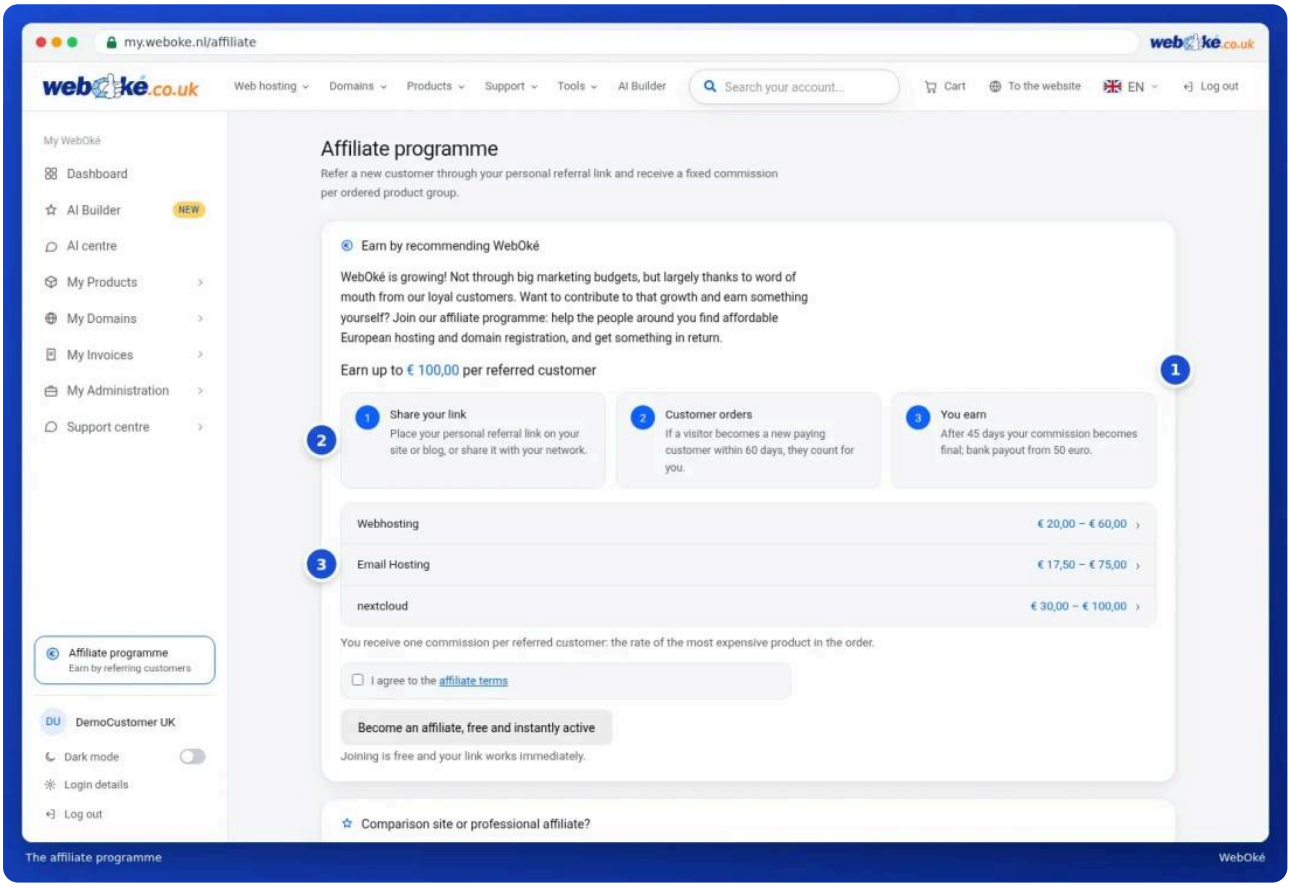
Affiliate

15.1 Becoming an affiliate and sharing your referral link

Are you happy with WebOké and keen to tell others about it? With the affiliate programme, you can earn from it. Bring in a new customer through your personal referral link and you'll receive a fixed commission. Signing up is free and your link works instantly.

The explanation and the rates

In My WebOké, click **Affiliate programme** under the menu on the left. If you're not yet an affiliate, you'll first see the explanation.



The affiliate programme

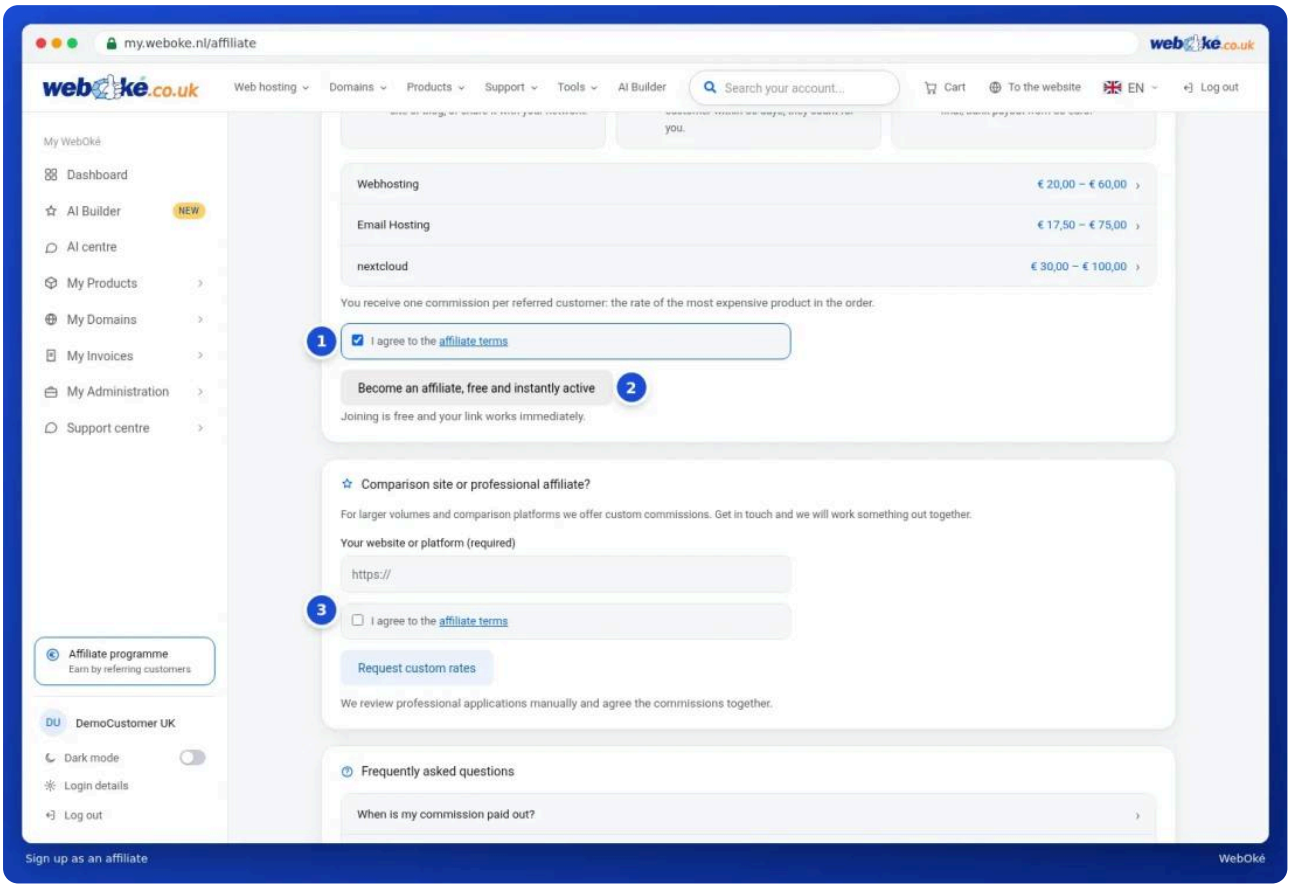
At the top, you'll see how much you can earn per customer you bring in (1). Below that, you'll see how it works in three steps (2):

1. **Share your link**: put your personal referral link on your site or blog, or share it with your network.
2. **Customer orders**: if a visitor becomes a new paying customer within the stated period, they count for you.
3. **You earn**: after the waiting period, your commission becomes final and you can have it paid out.

Below that, you'll see the commissions per product group (3). Click a group to see the amounts per product. For each customer you bring in, you receive one commission: that of the most expensive product in their order.

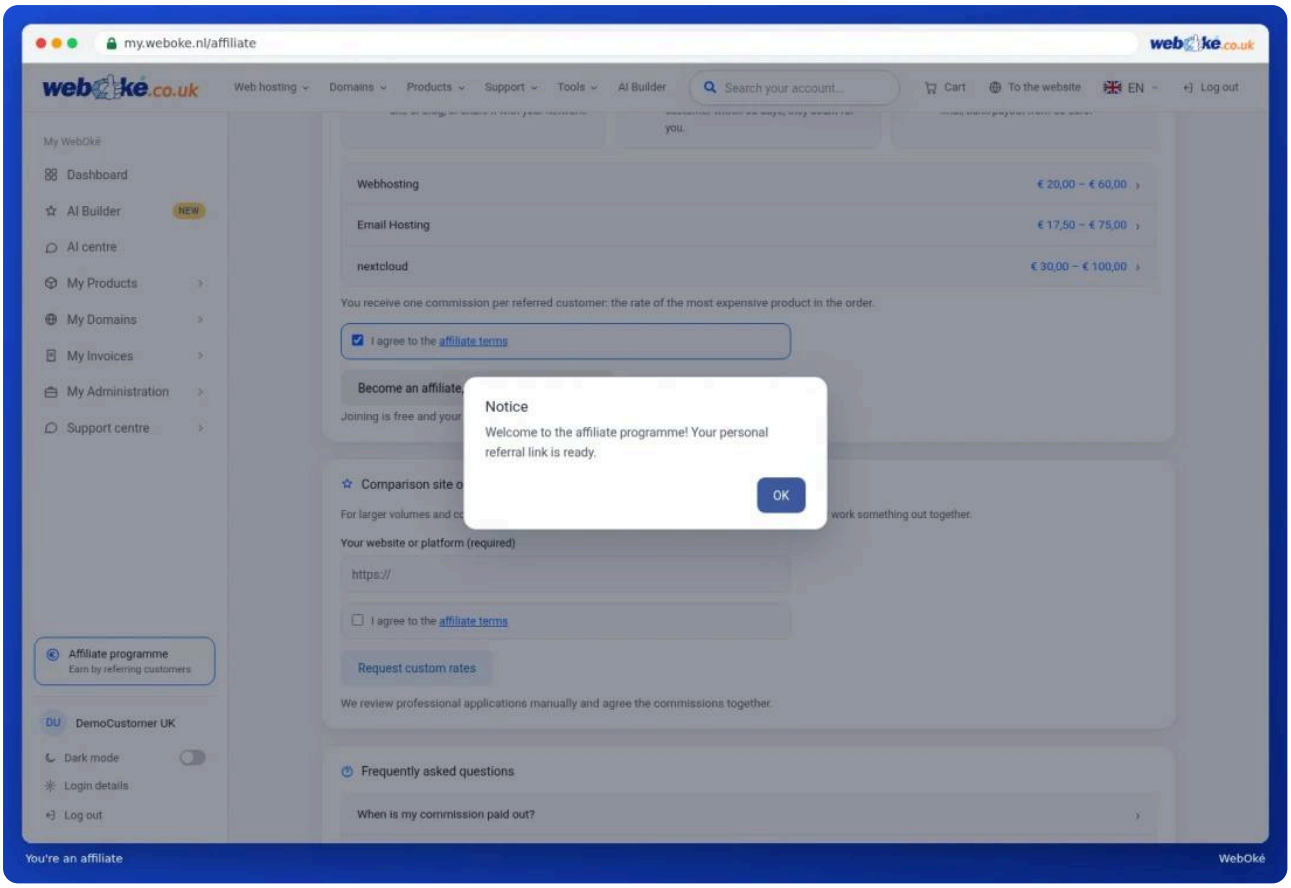
Signing up

1. Tick the box next to **I agree to the affiliate terms** (1). Use the link to read the terms first.
2. Click **Become an affiliate, free and instantly active** (2).



Signing up as an affiliate

You'll see the message *Welcome to the affiliate programme!*. Click **OK**. The page now shows your own affiliate dashboard.



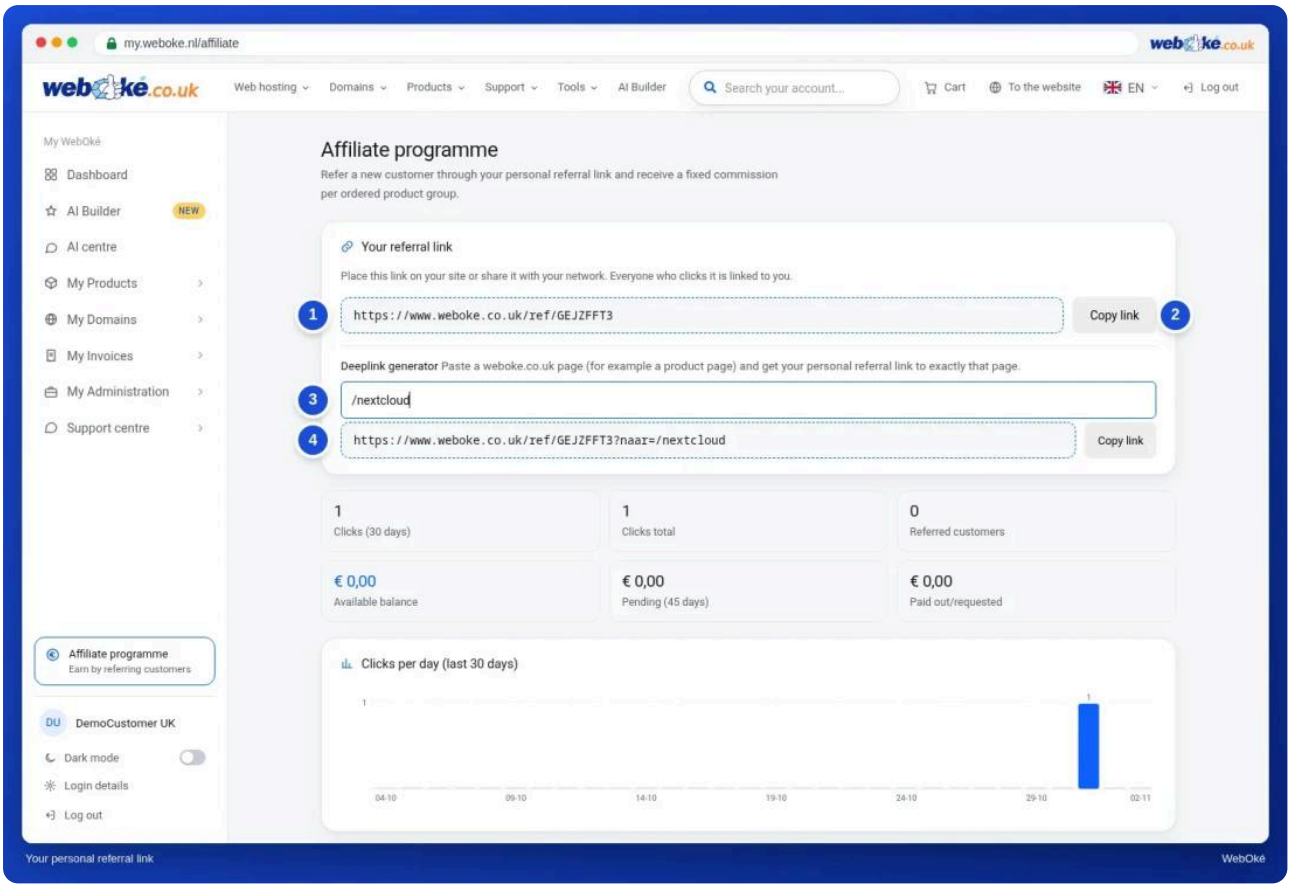
You're now an affiliate

Comparison site or professional affiliate?

Do you run a comparison site or expect to bring in many customers? Then use the **Comparison site or professional affiliate?** block (3). Enter your website or platform, tick the box for the terms and click **Request custom rates**. We review such requests by hand, and we agree the commissions together with you.

Your referral link

Once you've signed up, you'll see **Your referral link** at the top of the dashboard (1). Anyone who clicks that link gets linked to you. Click **Copy link** (2) and paste it wherever you like: on your website, in a newsletter, in a message to a friend or on social media.



Your personal referral link

Linking to a specific page

Want to link to a specific page, for example the page about Nextcloud? Then use the **Deeplink generator**:

1. Paste the address of a page from our website into the field (3), or just the last part, such as */nextcloud*.
2. Your personal link to that page appears below it immediately (4). Click **Copy link** next to it.

A visitor who clicks that link lands directly on that page and is linked to you just the same.

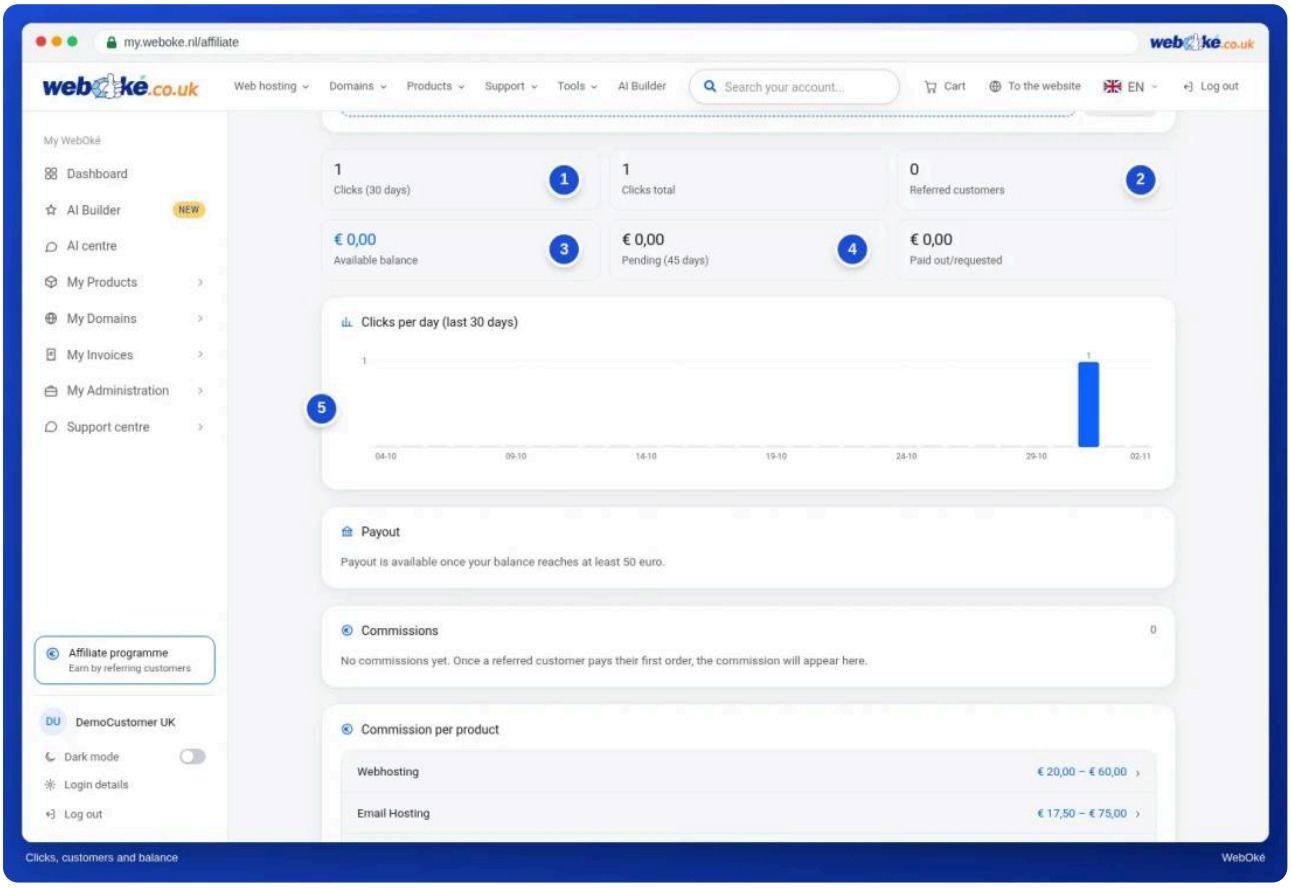
Please note: only pages from our own website work as a deeplink. Only the account owner can manage the affiliate programme, not an additional user of the account.

Tip: explain why you recommend WebOké. A personal recommendation works much better than just a link.

15.2 Clicks, commissions and payouts

On your affiliate dashboard, you can see how many people click your link, how many customers you've referred and what you've earned. You open it via **Affiliate programme** at the bottom of the menu in My WebOké.

The counters



Clicks, customers and balance

- **Clicks (30 days)** (1): how often your link was clicked in the past 30 days. Next to it is **Clicks total**.
- **Referred customers** (2): how many new customers came through your link.
- **Available balance** (3): the commissions that are final and that you can have paid out.
- **Pending** (4): commissions that are not yet final. The name shows how many days the pending period lasts.
- **Paid out/requested**: what has already been paid out or for which you've requested a payout.

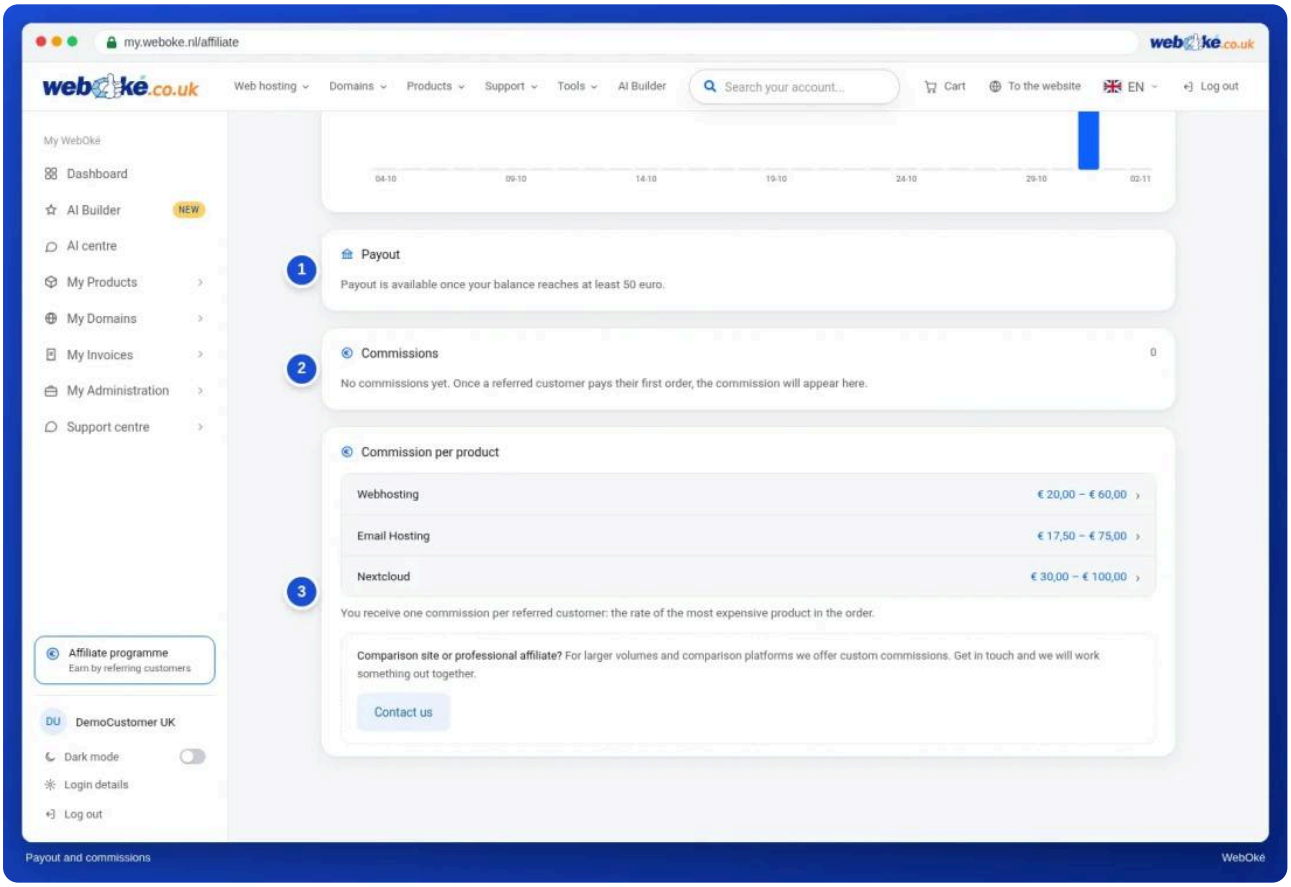
The **Clicks per day (last 30 days)** (5) graph shows how many clicks there were per day. Every click on your link appears there straight away.

How is a commission created?

1. Someone clicks your link. If they order within the validity period of your referral, it counts for you. If they then click another affiliate's link, the most recent click counts.
2. Only new customers count. As soon as their first order is paid, your commission appears with the status **Pending**.
3. After the pending period, the commission becomes **Final** and counts towards your available balance. The pending period exists because of the cooling off period customers have for an order.
4. If the order is refunded, credited or cancelled, the related commission lapses, and its status changes to **Expired**.

Commissions and payout

Further down the page, you'll find three blocks:



Payout and commissions

- **Payout** (1): here you request a payout. As long as your balance is below the minimum, this shows the amount from which payouts are possible.
- **Commissions** (2): all your commissions and their status. As long as there are no commissions yet, this shows that there are no commissions yet.
- **Commission per product** (3): the current rates.

Requesting a payout

If your available balance is high enough, the **Payout** block shows a form:

1. Enter your **IBAN**.
2. Under **Account holder**, enter the name of the account holder.
3. Click **Request payout**. The button shows the amount we'll transfer.

We transfer the amount within a few working days. In the list below the form, you can see the status of your payout: **Requested**, **Paid** or **Declined**.

Frequently asked questions

At the bottom of the page, you'll find answers to the questions we get asked most often. Two examples:

- **I referred a customer, but they did not use my link.** Let us know that customer's email address via a ticket, with as much information as possible. We'll then check whether the order can still be counted. See Submitting a ticket.
- **What if someone orders later?** Your referral remains valid for a while after the click. If the visitor places their first order within that period, it simply counts for you.

Tip: you can read the exact terms in the affiliate terms and conditions. The link is on the affiliate programme page.

16

Frequently asked questions

16.1 Ordering and paying

Below are the questions we get asked most often, with a short answer and a link to the article with the full explanation. Can't find your question? Ask the AI assistant or check the knowledge base. Still stuck? Submit a ticket (Submitting a ticket).

How do I order a domain name or hosting package?

Search for your domain name on the website, choose a package and check out in three steps. You don't need an account beforehand: we'll create one for you with your first order. See Finding and choosing a domain name, Choosing a hosting plan (web hosting, email plan, Nextcloud, AI Builder) and Review, confirm and check out.

Do I see prices with or without VAT?

At the top of the website, you choose whether to see prices **excl. VAT** or **incl. VAT**. See The website: menu, countries and languages, prices with or without VAT.

Where do I enter a discount code?

In the shopping cart. There you can also change or remove products and save your shopping cart. See The cart: changing, removing and discount codes.

How can I pay?

After ordering, you'll reach the payment screen. There you choose your own payment method, for example iDEAL, or you pay by bank transfer or with your credit balance. See Paying: payment methods, bank transfer and credit balance.

I received a payment link or QR code. How does that work?

Open the link or scan the QR code with your phone's camera. You'll reach the payment screen, where you choose your payment method. After payment, everything is processed automatically: you don't need to report anything. See Paying an invoice (including several at once).

Can I pay several invoices at once?

Yes. In **My Invoices**, select the invoices you want to pay and check them out together. See Paying an invoice (including several at once).

Where can I find my invoices?

In My WebOké under **My Invoices**. There you can view and download them as a PDF, for example for your bookkeeping. See Viewing and downloading your invoices.

How do I turn on direct debit?

Go to **My Invoices** and choose **Direct debit**. You confirm the mandate with a small one-off payment from the account we're allowed to collect from. After that, your invoices are paid automatically from then on. You can stop it on the same page. See Setting up or stopping direct debit.

What is credit balance and how do I add credit to my account?

Credit balance is credit on your account. It arises, for example, if you've overpaid or received a credit note. You can also add credit yourself in advance and then pay invoices with a single click using your credit. See Credit balance and topping up credit.

When will my package be ready?

After payment, we set up your order straight away. You can follow the delivery on screen and you'll receive a welcome email with your details. See After your order: tracking delivery and the welcome email.

I'm already a customer. How do I order something extra?

Log in and order via the website or from My WebOké. Your details will already be filled in. See Ordering something extra when you're already a customer. You can arrange more storage or a larger package directly from your product: see Expanding storage and Changing your package (upgrade or downgrade).

If I cancel my hosting, will my domain be gone too?

No. Hosting and domain registration are separate products. If you only cancel your hosting package, your domain stays registered, and the other way round too. See Cancelling, undoing cancellation, or transferring a product and Cancelling or transferring a domain.

16.2 Logging in and your account

Below are the questions we get asked most often, with a short answer and a link to the article with the full explanation. Can't find your question? Ask the AI assistant or check the knowledge base. If you still can't find what you need, submit a ticket (Submitting a ticket).

Why do I need to enter a code when logging in?

To protect your account, we always ask for a second step after your password: a six-digit code that we send you by email. See The login code by email (two-step verification).

Can I use an app instead of the code by email?

Yes. You can link an authenticator app, such as Google Authenticator, Microsoft Authenticator or 1Password. You then enter the code from the app. See Using an authenticator app.

I've forgotten my password. What now?

On the login screen, click **Forgot password** and follow the steps. You'll receive a link to set a new password. See Setting, changing or forgetting your password.

The email address of my account no longer exists. How do I get in?

We can only send a new password to an email address that's already known to us. This prevents someone else from taking over your account. In that case, contact us via the ticket form on the website (Contact without an account (guest ticket)), and we'll work out together how to confirm that the account is yours. If you can still log in, change your login address straight away (Changing your login email address).

Can I log in with Google?

Yes, if your Google account has the same email address as your WebOké account. We'll still ask for a code in that case. See Logging in with Google.

How do I change the email address I log in with?

You do this under **Login details**. Your login address is separate from the address where you receive our messages and invoices: you change that under your details. See Changing your login email address and Changing your details and invoice address.

I stayed logged in on another computer. How do I log out there?

Under **Login details**, you'll see all your active sessions. Log out of the session remotely. See Viewing and logging out active sessions.

Can my web developer access my account without my password?

Yes. Invite them as an additional user and give them only the permissions they need. See Inviting users and setting permissions.

I have several WebOké accounts. Do I need to log in each time?

No. From each account, invite your own email address. After that, you log in once and switch between your accounts in My WebOké. See Multiple accounts: switching between accounts and Inviting users and setting permissions.

How do I update my address or invoicing details?

Under **My Administration**, under your details. See Changing your details and invoice address.

Can I download my data or have my account deleted?

Yes. See Privacy: downloading or deleting your data.

I can't find an email from WebOké anymore.

You can find all the emails we send you again in My WebOké. See Reading back received emails.

16.3 Domains and DNS

Below are the questions we get asked most often, with a short answer and a link to the article with the full explanation. Can't find your question? Ask the AI assistant or check the knowledge base. Still stuck? Submit a ticket (Submitting a ticket).

How do I move my domain to WebOké?

Ask your current provider for the transfer code (also called an EPP code or auth code). Then order the transfer on our website and enter the code. You can also enter the code later. You can follow the progress in the **Transfer centre**. See Transferring a domain to WebOké (transfer code or transfer later) and The transfer centre: transferring domains to WebOké.

Can I already view my website at WebOké before the domain has moved?

Yes. With **Test your website before moving** you see the version hosted with us, while your current site stays online as normal. See Testing your website before a move.

Will my site go down during the move? And my mail?

It doesn't have to. Set up your website and mailboxes with us first, and only move the domain name afterwards. For a short while, some mail may still arrive at your old provider, so keep checking there for a while too. See The transfer centre: transferring domains to WebOké and Migrating email to WebOké (including from Microsoft 365).

I want to move my domain to another provider. Where do I find the transfer code?

On your domain's page in **My Domains**. There you can also turn off the transfer lock. See Transferring a domain away: transfer code (EPP) and transfer lock.

How do I change my domain's DNS?

In **My Domains** you can add, change or remove records. For MX, SPF, DMARC, CAA and SRV there are helpers, so you don't need to work anything out by hand. See Managing DNS: adding, editing and deleting records and DNS helpers: MX, SPF, DMARC, CAA and SRV.

Can I make a backup of my DNS first?

Yes. Make a DNS backup before making any major changes. If something goes wrong, you can restore it. See Restoring DNS and creating a DNS backup.

My domain isn't working. How do I find out why?

Check your domain with **Domain health**. You'll see a green, orange or red dot for each part, and for your own domain you can often fix problems straight away. See Domain health (also without an account) and Domain and email health: checking and fixing. Also check the status page (Incidents and maintenance).

How do I link a domain to my hosting package?

In **My Domains** on the **Move** tab: choose the domain and then the package as the destination. You can see which domain is in which package under **My Products** in **Domains per package**. See Domains per package and moving a domain.

How do I redirect my domain to another website?

Set up a domain redirect. You can also set up email redirects in the same place. See Email and domain forwarding.

What is DNSSEC and should I turn it on?

DNSSEC signs your DNS data, so nobody can secretly send visitors to a different server. See DNSSEC and DANE.

Can I hide my name and address in the WHOIS?

For many extensions, yes, with WHOIS privacy. See WHOIS privacy. If you want to see what's currently in the WHOIS, use our WHOIS tool (WHOIS, IP lookup and SSL checker).

I've received an email from ICANN or the registry asking me to confirm my details.

For many extensions the owner has to confirm their email address. Do this in time, or the registry may suspend the domain. See Domain contacts and changing the owner.

How do I make sure my domain doesn't expire?

Turn on automatic renewal. See Renewal and auto-renewal.

What happens if I cancel a .nl domain?

The domain stops working on the end date and then goes into quarantine for a while. It no longer works during this period, but you can still retrieve it. After that, the name becomes available for anyone. See Cancelling or transferring a domain.

16.4 Hosting and email

Below are the questions we get most often, with a short answer and a link to the article with the full explanation. Can't find your question? Ask the AI assistant or check the knowledge base. If you're still stuck, submit a ticket (Submitting a ticket).

How do I get into DirectAdmin?

Via the button next to your hosting package in **My Products**. You'll be logged in straight away. See Go to DirectAdmin. You can find out what you can do in DirectAdmin in the DirectAdmin guide.

Which server is my hosting package on?

You can see this next to your package in **My Products**. You sometimes need the server name, for instance for FTP. See Your product overview and The product page for your hosting package.

My storage is almost full. What now?

Clear up old backups or large mailboxes, or expand your storage. The extra space becomes active straight away; the extra cost appears on your next invoice. See Expanding storage.

How do I choose a bigger package?

On your package's product page, on the **Change hosting package** card. You pay the difference pro rata for the rest of your term. See Changing your package (upgrade or downgrade).

How do I get an SSL certificate (the padlock)?

Domains in a hosting package automatically get a free certificate from Let's Encrypt, as soon as the domain points to our server. If it doesn't work, check that your domain points to our server with Domain health (also without an account). You manage the certificate itself in DirectAdmin (Go to DirectAdmin).

How do I install WordPress?

Use the Website Manager to install WordPress and other software in a few clicks. See Website Manager: installing WordPress and other software. You can also have a website built with the AI Builder (AI Builder: having your website built for you).

Can I restore an older version of my website or mail?

Yes, with WebOké Backups. See WebOké Backups: restoring files.

My website stopped working after a PHP update. What now?

You can change the PHP version yourself, or have us update your website. See Having a PHP upgrade done.

How do I log in to webmail?

Go to webmail via **Webmail** at the top of our website. Log in with your mailbox's email address (for example info@yourdomain.co.uk) and that mailbox's password. This is different from your WebOké account login. See Email with WebOké: mailboxes, webmail and your email program.

How do I set up my mail on my phone or in Outlook?

Use IMAP with your domain name as the server, port 993 for incoming and 587 for outgoing, and your full email address as the username. If your website runs elsewhere, use your package's server name instead. See Email with WebOké: mailboxes, webmail and your email program.

How do I move my email to WebOké?

Use the email migration tool to transfer all your mail, including from Microsoft 365. Your folders stay intact. See Migrating email to WebOké (including from Microsoft 365).

My mail isn't arriving. What can I check?

Check that your domain's mail records are set up correctly (MX, SPF, DKIM and DMARC) and follow the steps in Mail not arriving: check it yourself. The **Set up email** card next to your package shows you at a glance whether everything is correct (The Set up email card (MX, SPF, DKIM, DMARC)).

Suddenly I can't reach my mail or website anymore, but it works for others.

Your IP address may have been blocked by our server's firewall, for instance because of a device with an outdated password. Check this and unblock the address yourself. See Am I blocked? Release your own IP address.

I get a message saying my mail can't be sent because I've sent too many emails.

Each package has a maximum number of emails per day, to limit misuse, for example by a hacked contact form. If you haven't sent that many emails yourself, contact us straight away so we can check whether your account is being misused. If you genuinely need to send more mail, ask us whether we can raise the limit. See Submitting a ticket.

I want to cancel my website, but keep my email.

Switch your hosting package to an email package. See Converting your hosting package to an email package.