Multi-Site Manager Overview

VMS Manager is being upgraded to Multi-Site Manager, this document provides overview of features and functionality

1 Overview

As part of your Portal upgrade, VMS Manager is being replaced with the newly developed Multi-Site Manager application. Some functionality of VMS Manager will be replaced by Portal itself.

This document outlines the new multi-site management experience, through the Multi-Site Manager application and Portal.

Main functionality breakdown:

Multi-Site Manager:

- Add a domain
- Change the status of a domain
- View users with access to a domain
- Modify allocated emails of a domain
- Change the package type of a domain
- Change the applications available within Portal by domain
- Bulk site management
- Deleting a domain

Portal:

- Manage Portal branding
- Manage domain users

Removed functionality:

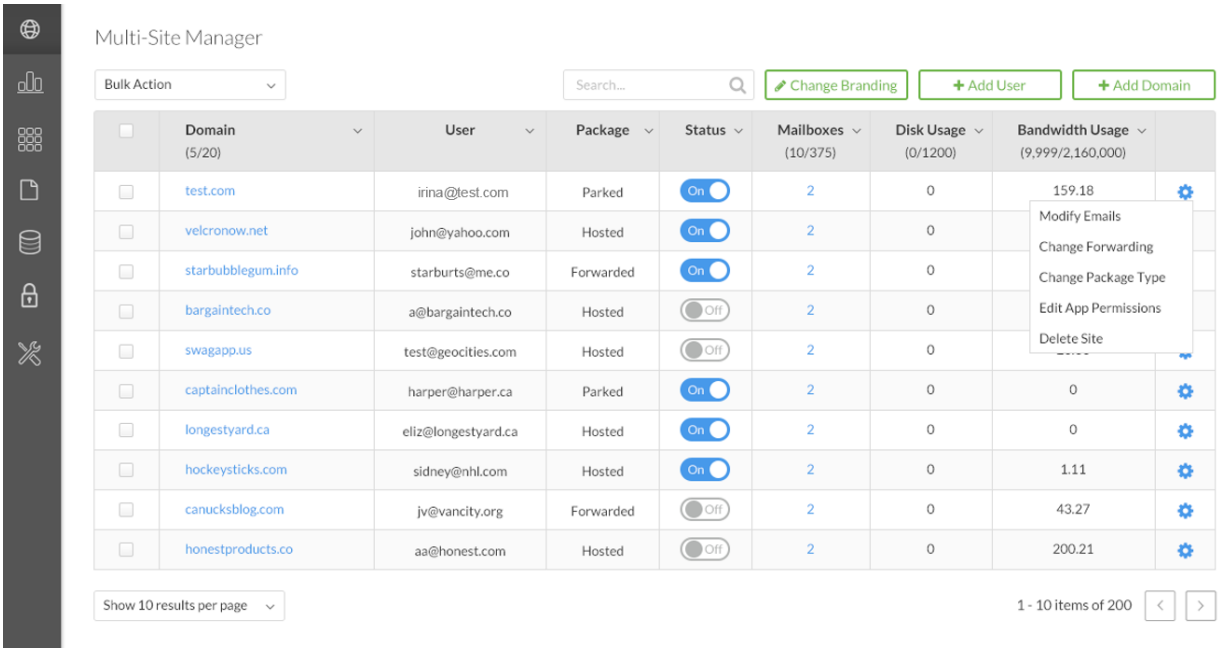
- “Change Status” simplified to “on/off”
- “Switch to” function removed
- “Custom “Under Construction”” page option
- Billing

2 Using Multi-Site Manager

Multi-Site Manager will be accessible through Advanced Tools or My Services areas in Portal, or through your Portal home page if used frequently (Recently Used Applications row).

Upon launching the Multi-Site Manager, users are able to do the following:

- Add/Manage domain hosting accounts on their plan
- Add/Manage users that have access to their hosting
- Allocate email addresses to the domains on their plan
- Manage Portal branding
- View current usage including mailboxes used, storage space used, bandwidth used by domain name and on their package as a whole as shown below
- Change the applications available to the domain upon Portal access (upcoming release)
- Change the status of a package on/off
- Access bulk management feature



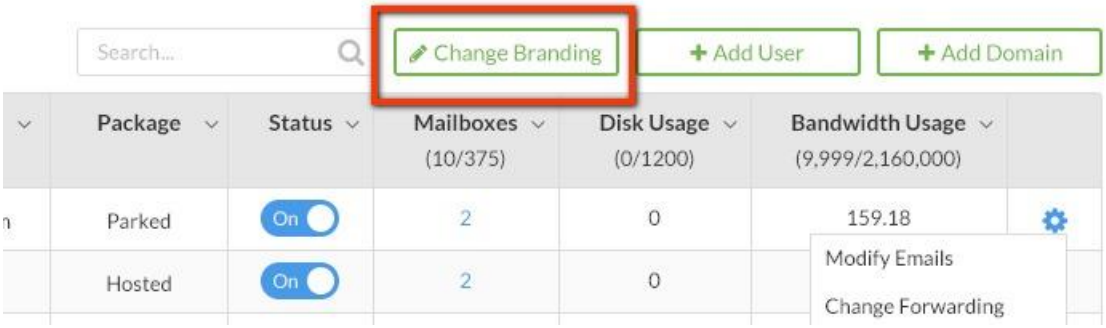
The Multi-Site Manager dashboard shows:

- **Domain name**
  - Clicking on a domain in the dashboard directs to Advanced Tools area of Portal for that domain name to mimic the “Switch to” function. The admin also has the ability to add domains to their bulk plan.
- **Status**
  - Toggle for On/Off replaces the VMS Manager functions of Ok and Disable.
- **Email Accounts**
  - Email count comes off total package allotment.
- **Users assigned**
  - Shows list users assigned to the domain (usually only one). Clicking the user directs to User Access area of Portal where you can change user passwords, domain access and contact info.
- **Disk Usage for each domain hosting**
  - Computed daily.
- **Bandwidth Usage each domain hosting**
  - Computed daily.

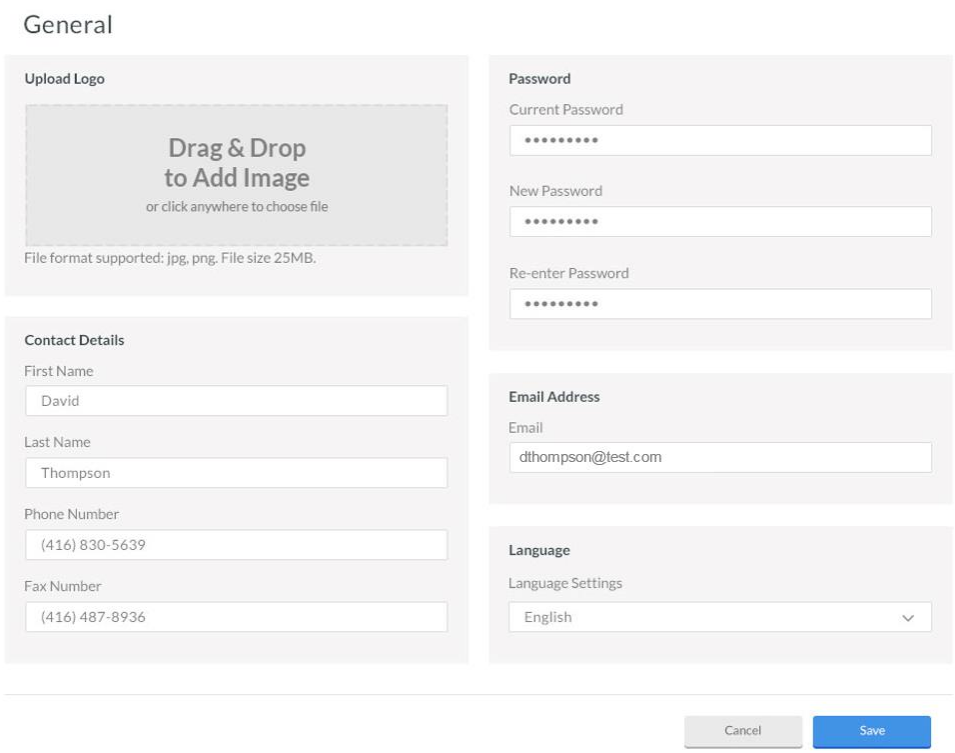
** Disk space and bandwidth are currently shared across all domains of the account. Total plan usage will be shown in each column as well such as 20mb of 300mb.

2.1 Adding Branding (Portal)

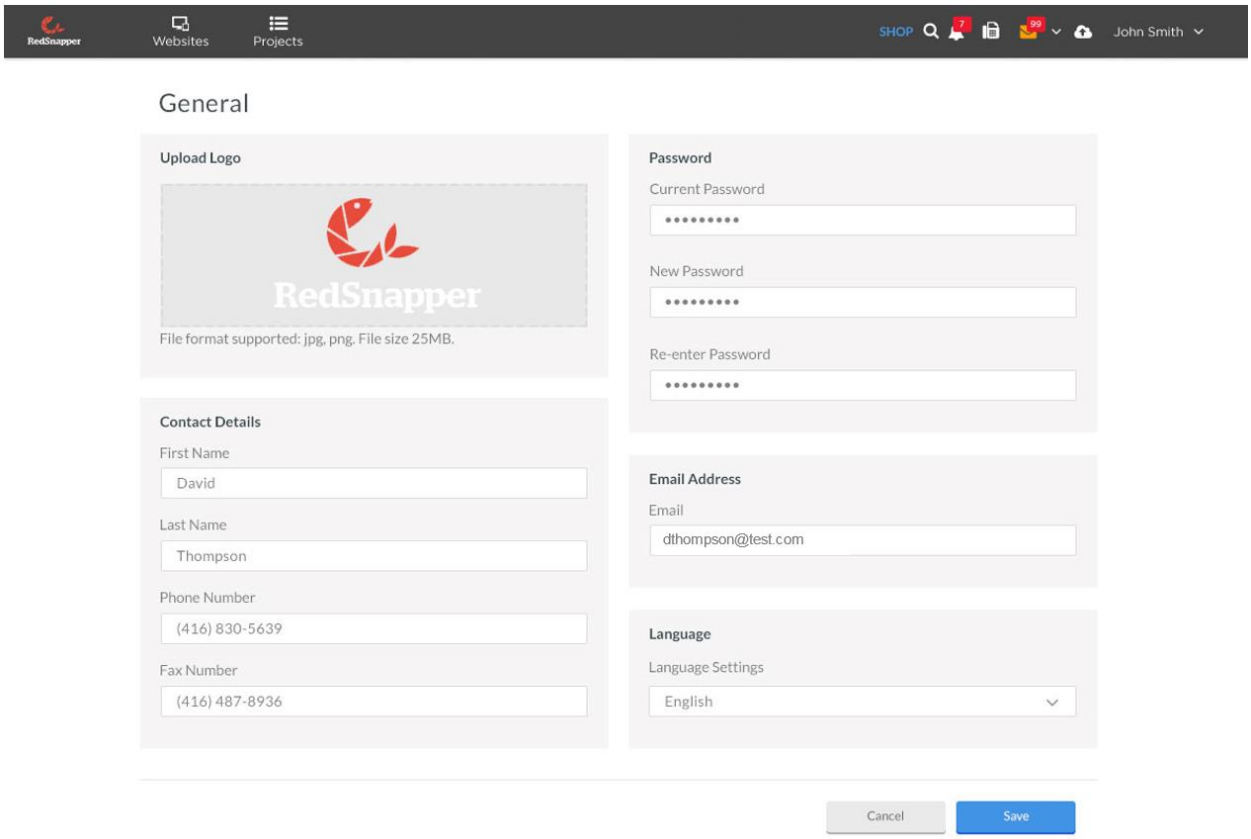
A Multi-Site admin has the ability to upload a logo that users on their account will see when logging into Portal.



The option to “Change Branding” will be shown in the Multi-Site Manager, however the button redirects users to the General Settings area of the Portal.



Updated General Settings with Logo Upload section for customers flagged as Resellers or Multi-Site customers.Only Multi-Site account admins will have access to the branding option.



Example of how the Portal would be updated with the logo uploaded.

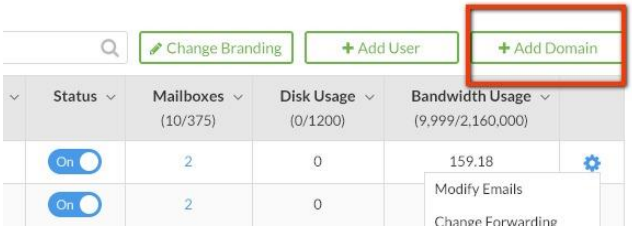
To upload a logo, the admin simply has to upload an image by dragging it to the interface or click to upload.

The logo would then replace the logo in the top left of the control panel and will be manageable from the General Settings area of Portal.

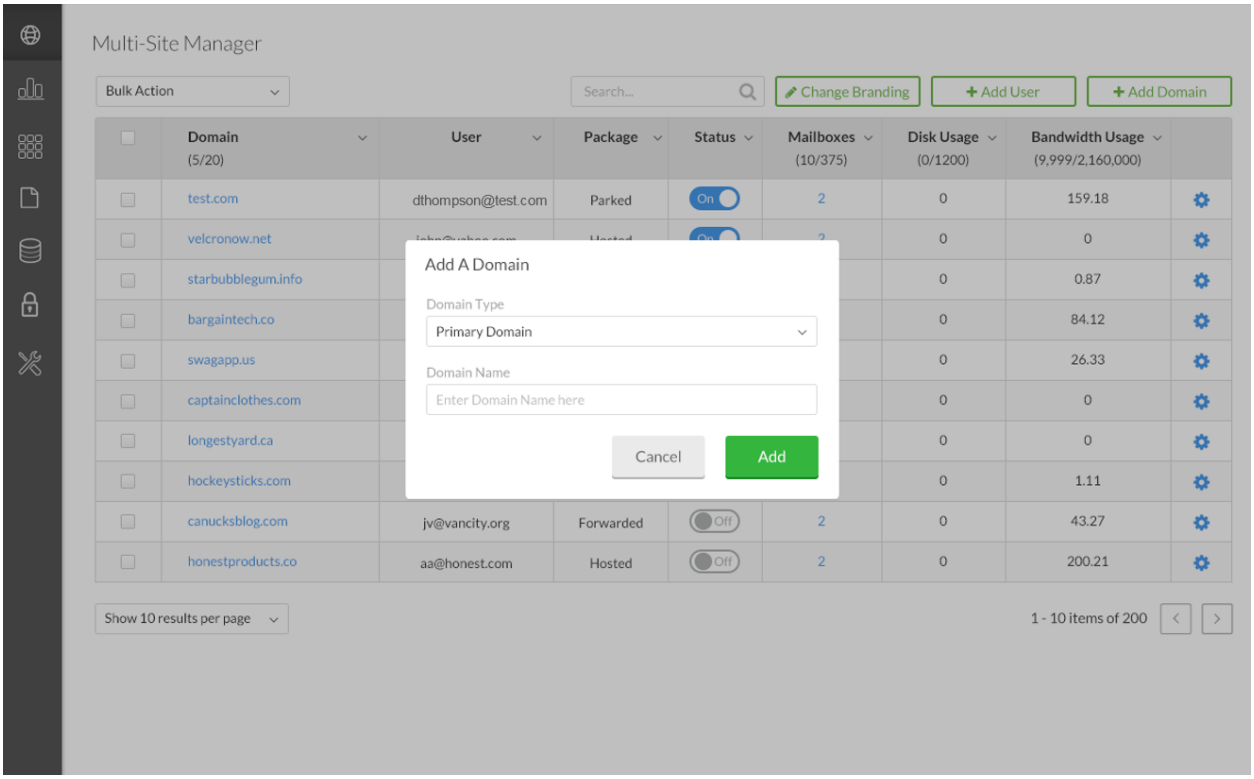
2.2 Adding a Domain Account (App)

Admins on a bulk plan need the ability to easily add domains/website hosting accounts to their plan. Currently VMS owners only have the ability to IMPORT domains that have already been added to our system via a signup system. Multi-Site Manager users will be able to add domains/website hosting accounts as follows:

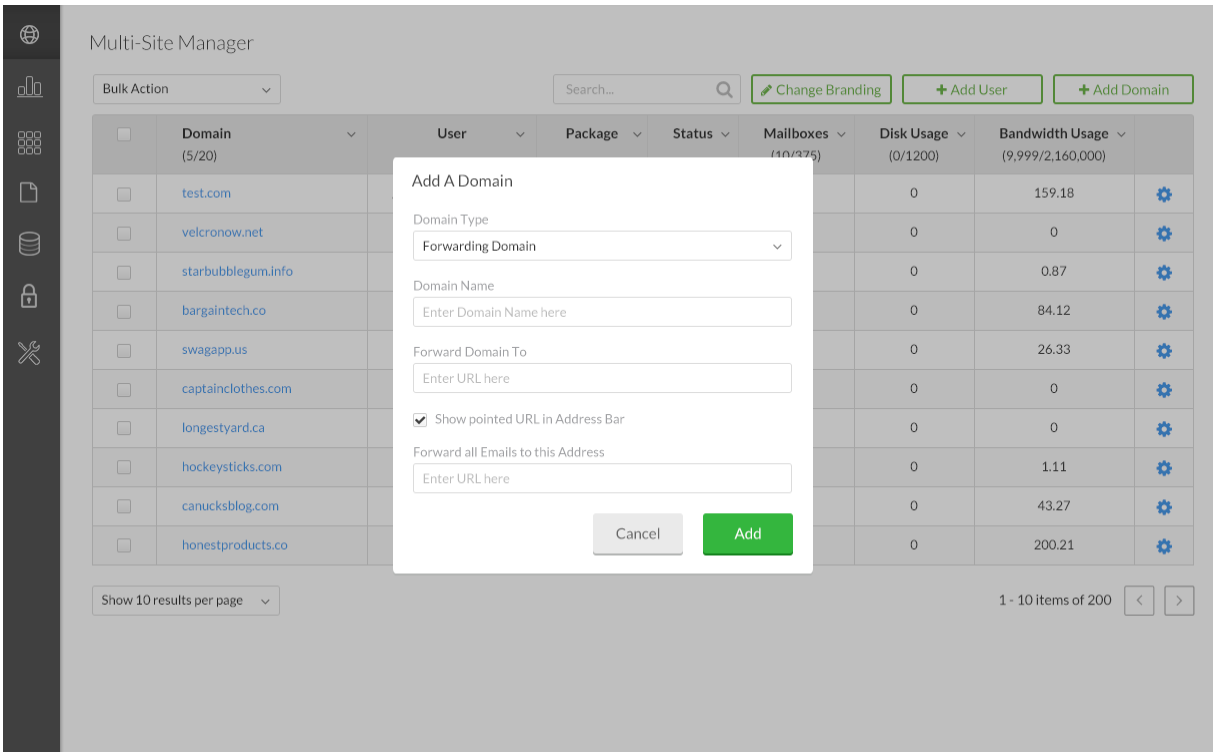
1. Admin clicks on Add Domain from their Multi-Site Manager/bulk plan dashboard.



2. Admin can then fill out site details such as:
    a. Domain name
        i. If domain already exists on system, it should prompt them to IMPORT it into their Multi-Site account (current functionality).
    b. Domain Type whether it is Hosted, Parked or Forwarded
        i. Should initially default to hosted, they get a standard hosting setup using a default hosting OS Template.
        ii. If forwarded, admin should be prompted for where to redirect the domain
3. After adding the domain, the admin can then:
    a. Assign number of email accounts to that site
    b. Have the ability to turn the package on or off. Default should be on. Off would only typically be used if a customer doesn't pay the admin.



Adding a Primary Domain – this is the main domain for sub hosting account that would have email as well.



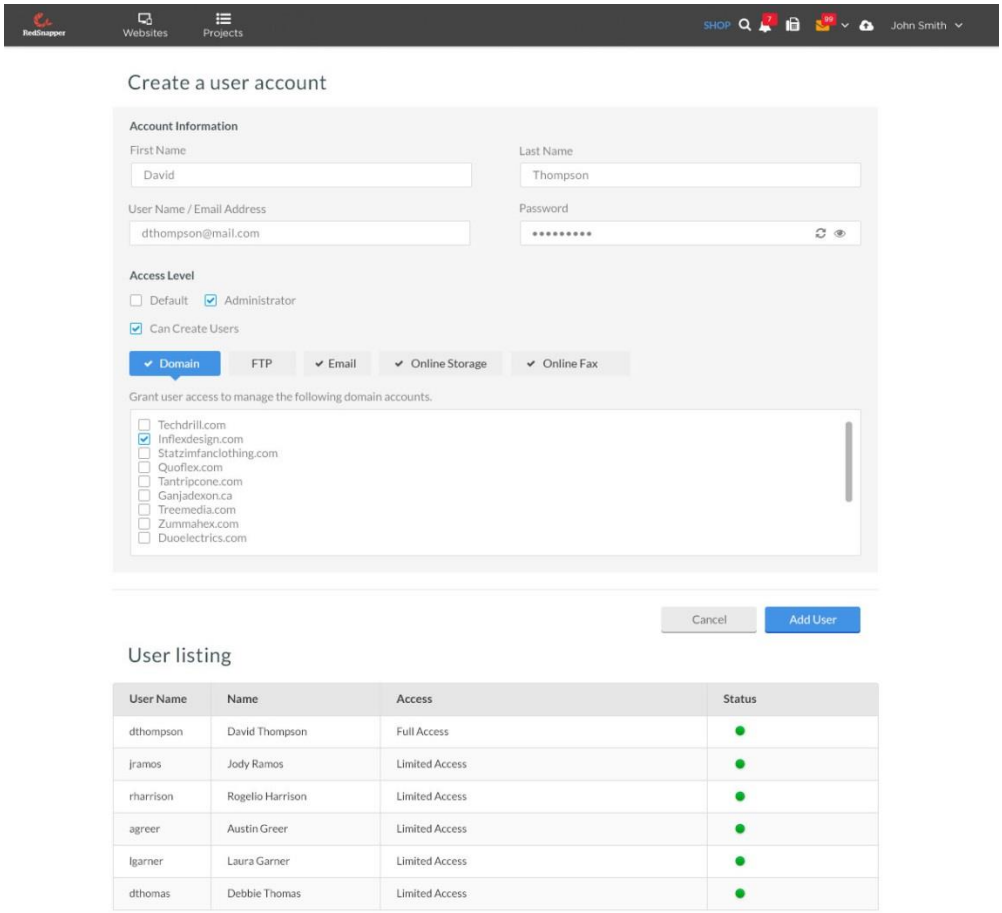
Adding a Forwarding Domain – this shows how to setup the forwarding setup as well.

Alternately, admins can add domains via My Services area of Portal as well and have it reflected in their Multi-Site Manager/Bulk plan.

2.3 Managing Domain Users (Portal)

To give a customer access to their hosting plan, account admins can click Add User from the Multi-Site dashboard.

The Add User button will redirect admins to Portal's User Access application where they can create a user account and assign them domain access to the account.



Any Multi-Site sub-user that logs into the Portal would then see the Multi-Site admin's Portal branding and be able to access only their domain hosting account and apps using a default hosting OS Template.

Note: Multi-Site admins do not have the ability to assign individual custom application access for every domain on the multi-site package.

2.4 Bulk Site Management

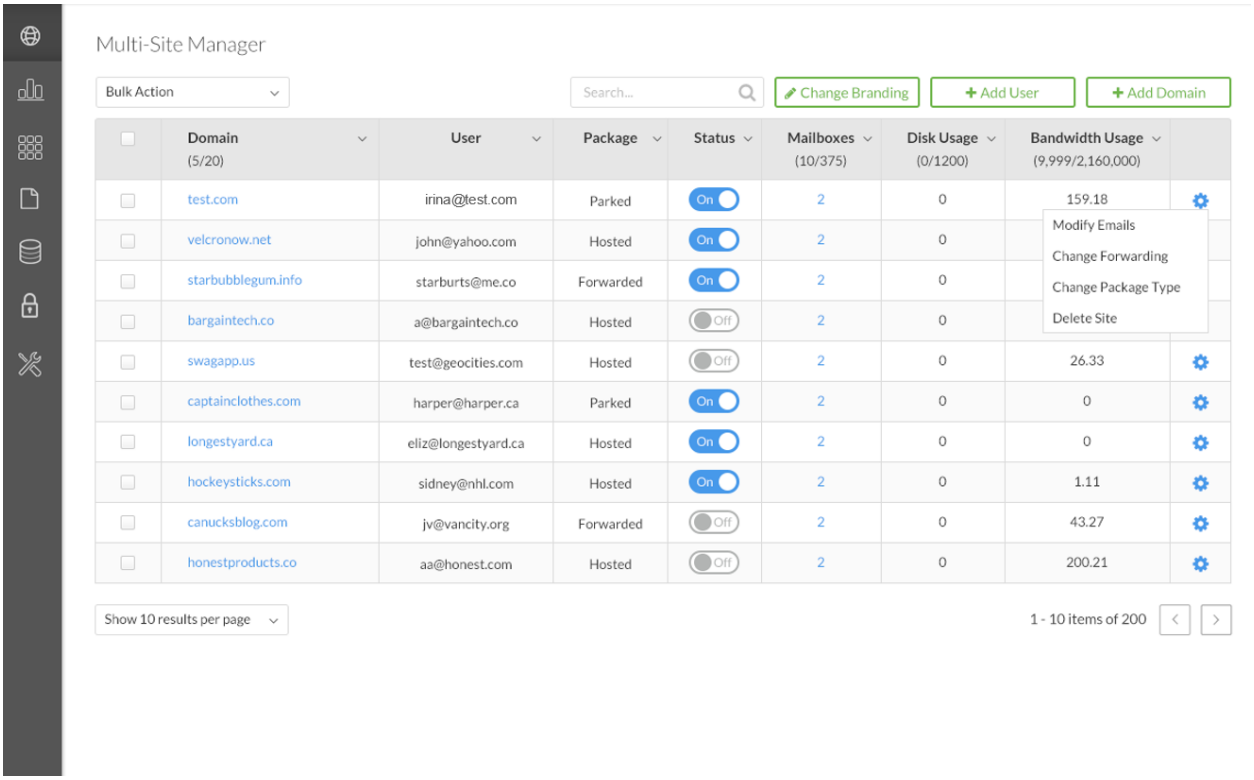
From the Multi-Site dashboard, admins are able to perform bulk management functions. Admins can select multiple domains or select all, and perform the following bulk functions:

- Modify amount of allocated email accounts on multiple domains at once (e.g., set all selected domains to have 10 email accounts each)
- Change forwarding (e.g., set all or selected domains to forward to the same URL)
- Change package type (e.g., set all or selected domains to hosted, parked or forward)
- Change status (e.g., set all or selected domains to On or Off)
- Delete websites

2.5 Accessing Multi Site Management Options

Clicking on the gear icon in the Multi Site dashboard will give the multi-site admin options to do the following for each website on the Multi Site plan:

- Modify the amount of allocated email accounts for each domain website
- Setup/Change Forwarding for a domain if needed
- Change the individual website package type from Hosted, Parked or Forwarded
- Delete site

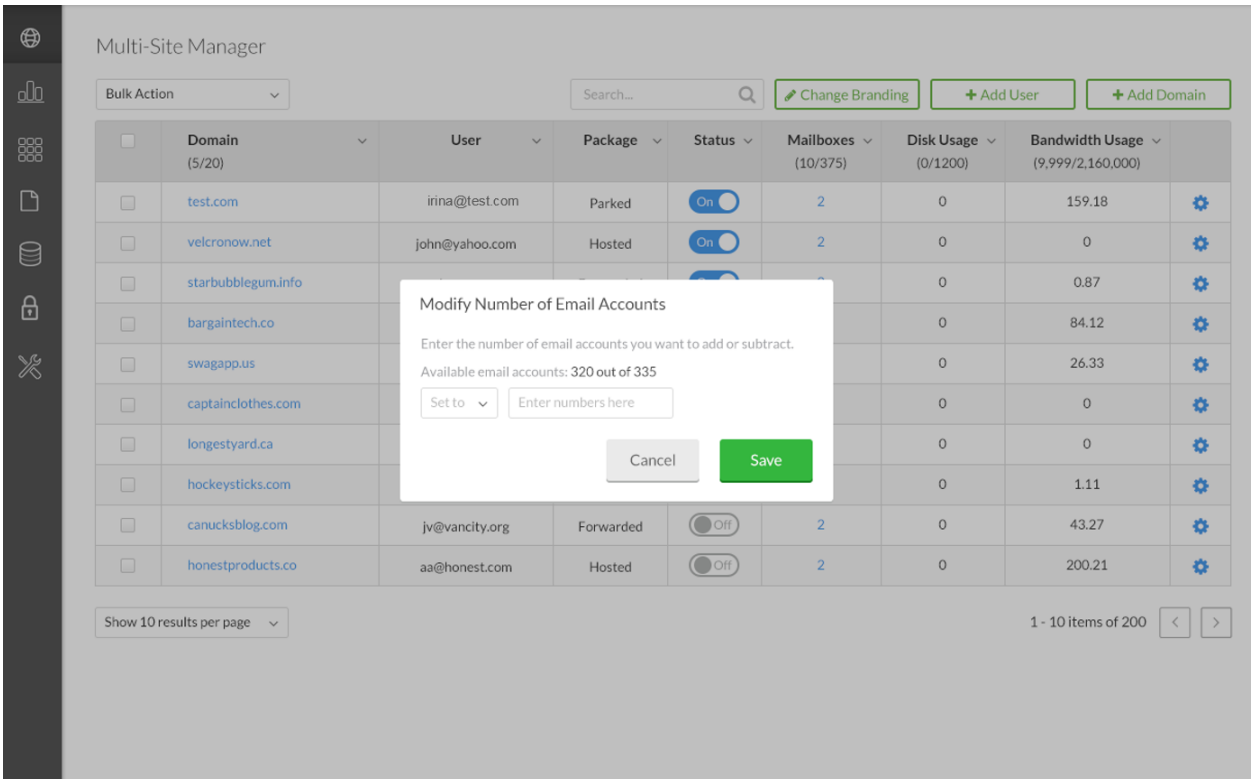


2.6 Modifying Allocated Emails for each site

To modify the amount of emails allocated to a site on the multi-site plan, the admin can click the gear icon and select Modify Emails. From here they can assign an amount of emails the site will get.

When the customer logs into their portal, they will only have access to create the same number of emails in their Mail Manager that the Multi-Site admin has assigned.

Admins should be able to modify this at any time. Alternately, admins can also use the Bulk settings to set the number of Email accounts for multiple domains on their plan at the same time.



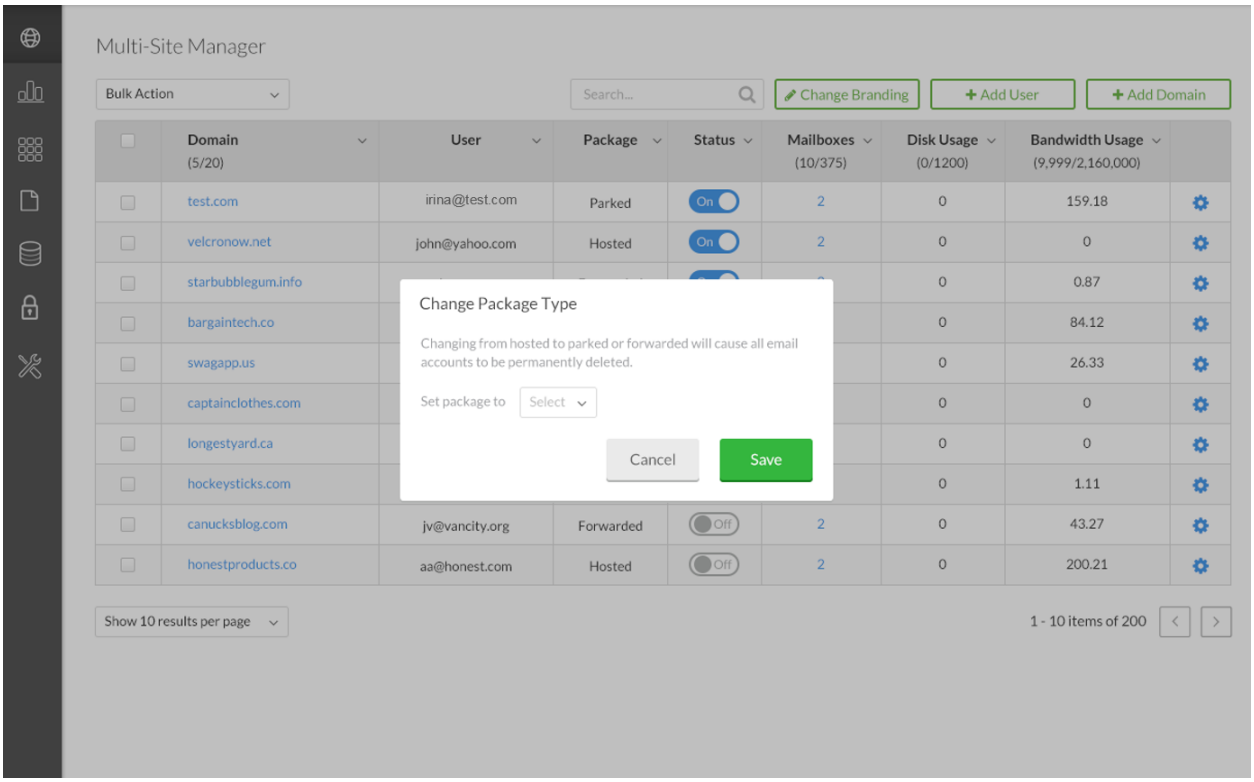
2.7 Changing Site Package Type

Admins can also change the type of package for their domain websites on their multi-site plan. The package options are:

- Hosted – unlocks full webspace
- Parked – standard domain parking
- Forwarding - option to forward domain to another domain

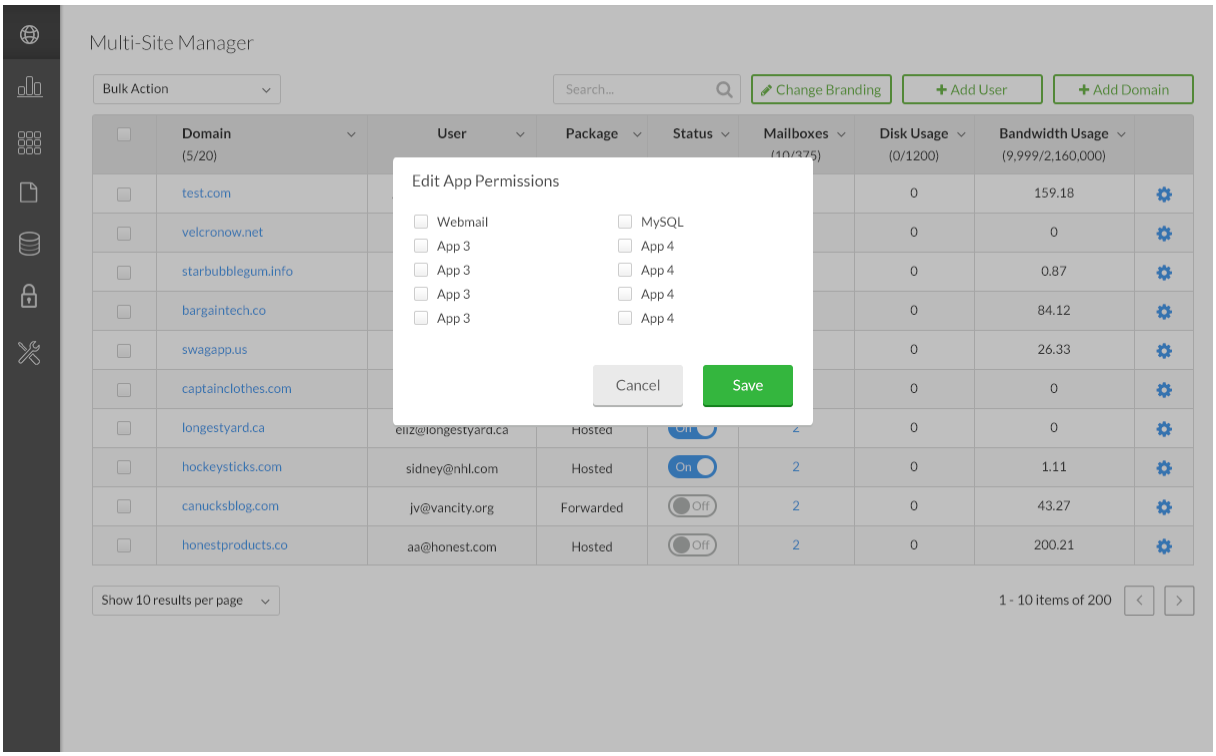
To change the package type, the admin can click the gear icon and choose Change Package Type which will present a modal window with their options.

Admins should be able to modify this at any time. Alternately, admins can also use the Bulk settings to set the package type for multiple domains on their plan at the same time.



2.8 Edit App Permissions

Each domain added to the Multi-Site plan will get a default osTemplate assigned to it that has all apps enabled. Multi-Site admins will have the ability to choose what applications the domain websites get access to when they log into the Portal.



To access the App Management piece, Multi-Site users can click the gear icon for the domain they want to manager and choose Edit App Permissions. A modal window should allow them to pick the applications the domain has access to. When the customer assigned to that domain logs into the Portal, they should only see the applications available to them as assigned by the user/reseller.

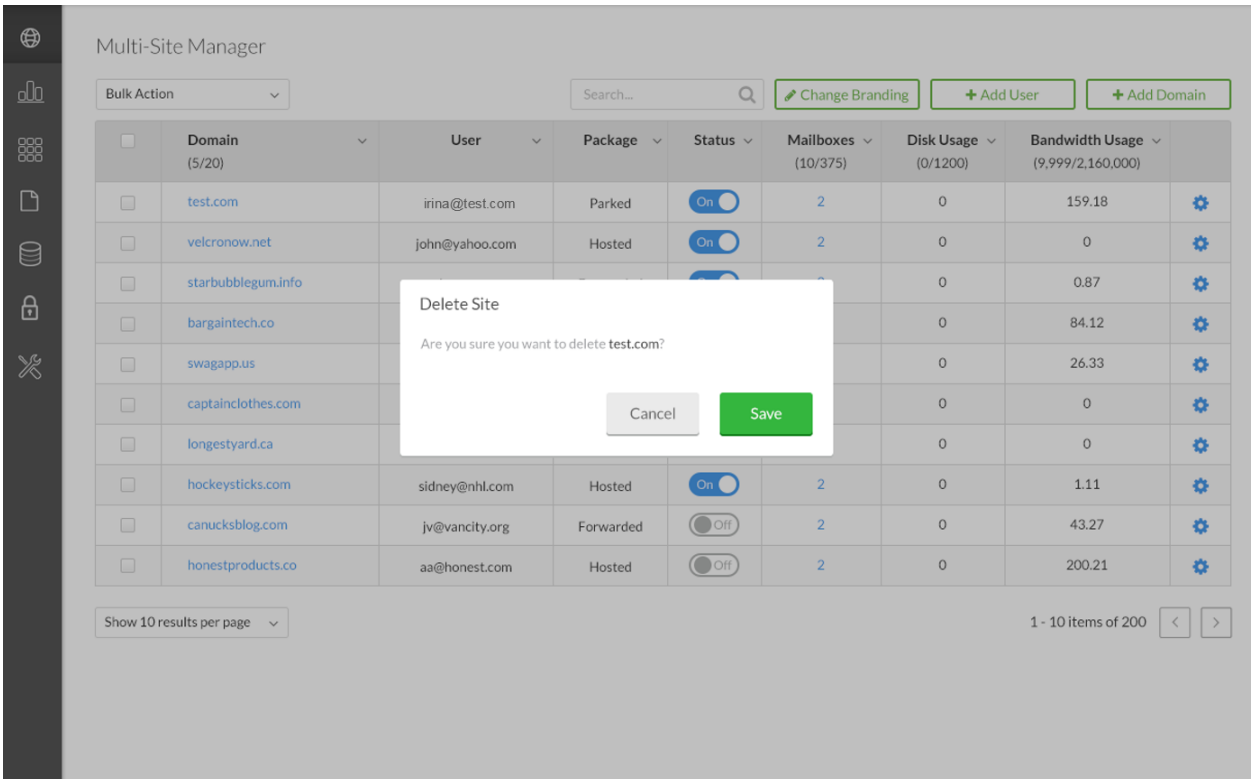
2.9 Disable Website

To disable a domain site on their multi-site plan (but not delete the files), admins can toggle the site status from On to Off from the Multi-Site dashboard. Doing this will invoke RRAD's VMS Disable function, taking the site down but not deleting any of the files.

2.10 Delete Website

To delete a website on the multi-site plan, admins can simply click the gear icon and choose Delete Site. This will completely remove the website hosting account and files from the platform.

Alternately, admins can also use the Bulk settings to delete multiple domains on their plan at the same time.

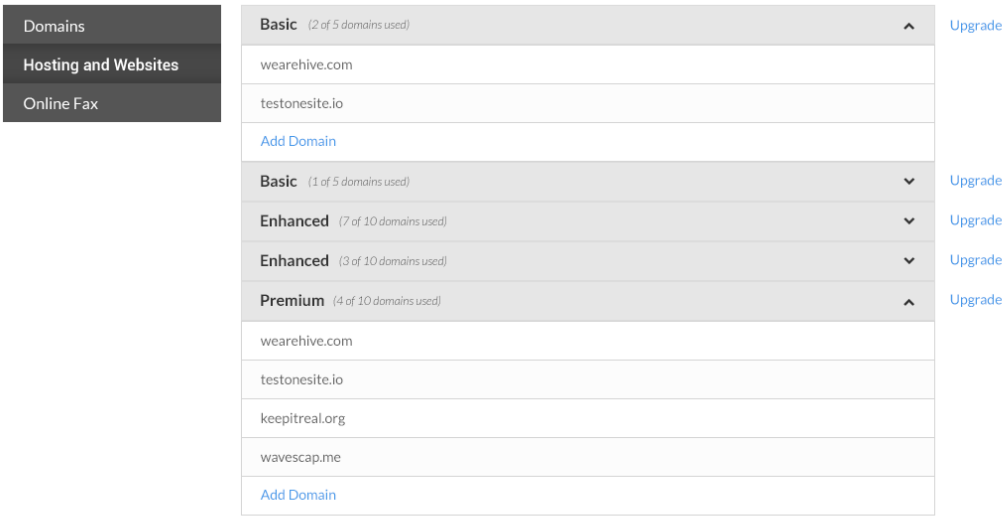

Multi-Site Manager
Bulk Action
Search...
Change Branding
Add User
Add Domain
Domain (5/20)
User
Package
Status
Mailboxes (10/375)
Disk Usage (0/1200)
Bandwidth Usage (9,999/2,160,000)
test.com irina@test.com Parked On 2 0 159.18
velcronow.net john@yahoo.com Hosted On 2 0 0
starbubblegum.info 0 0.87
bargaintech.co 0 84.12
swagapp.us 0 26.33
captainclothes.com 0 0
longestyard.ca 0 0
hockeysticks.com sidney@nhl.com Hosted On 2 0 1.11
canucksblog.com jv@vancity.org Forwarded Off 2 0 43.27
honestproducts.co aa@honest.com Hosted Off 2 0 200.21
Delete Site
Are you sure you want to delete test.com?
Cancel
Save
Show 10 results per page
1 - 10 items of 200

3 Updated My Services (Portal)

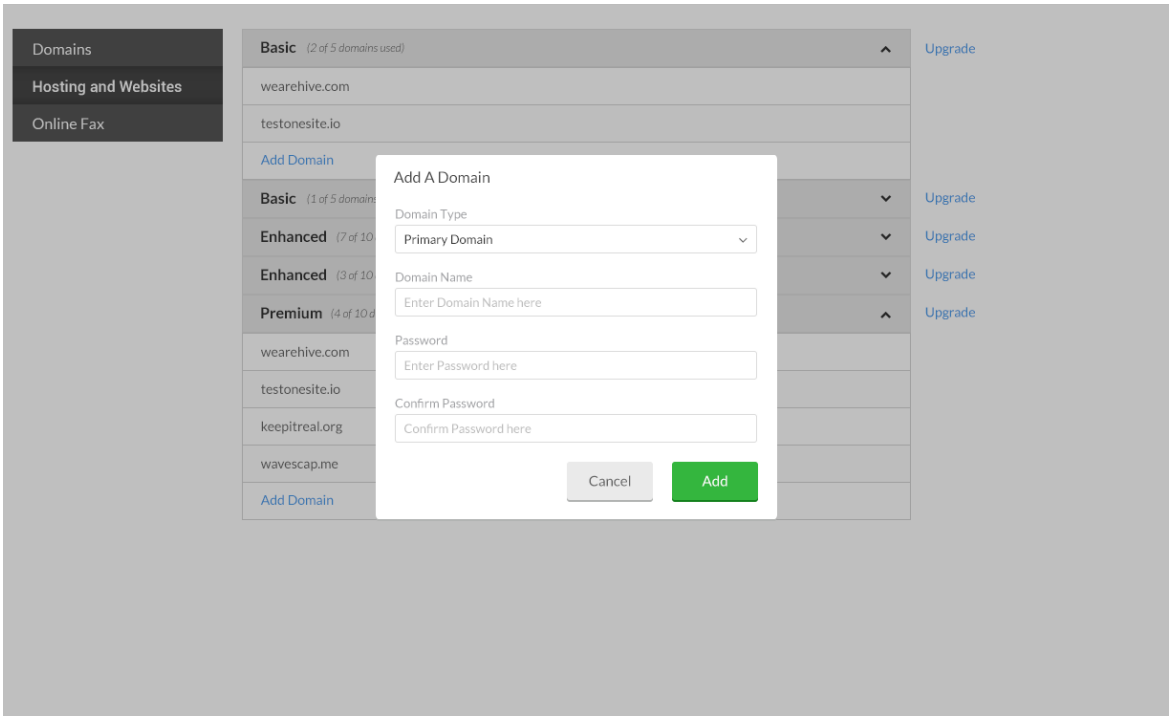
The new My Services features within Portal the following updated experience:

- Cleaner experience with less clutter
- Shortcuts to management applications and Shop areas to upgrade/renew packages.

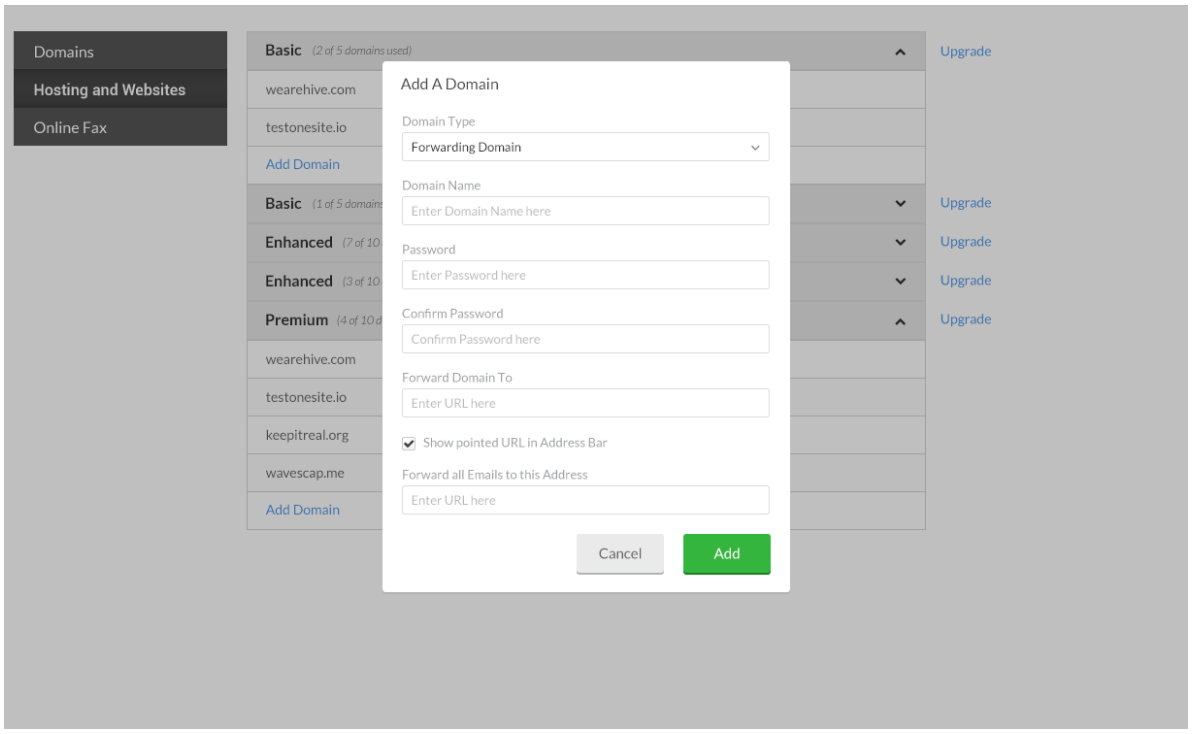
Updated My Services gives a cleaner management interface with easy shortcuts. When in Domains, clicking Manage takes you to the Domain Manager app, Renew takes you to the Shop to renew your domain.



Hosting and Websites is where you can also associate domains on your plan, add new domains or upgrade your package (shortcut to Shop section)

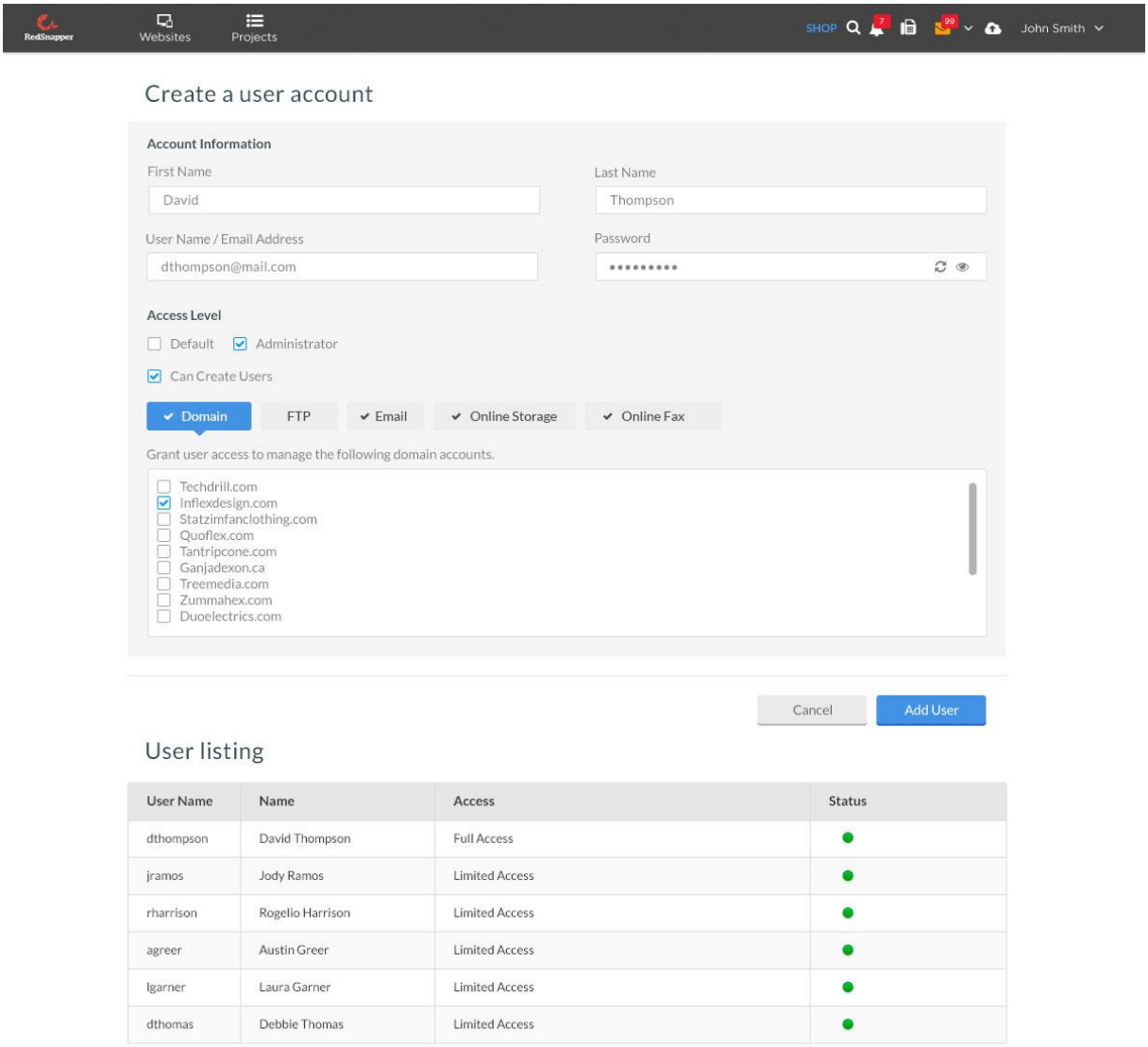


When adding a domain to their plan, users can choose whether will the be primary domain or an add-on forwarding domain.The system will recognize if the domain is registered or not, if not, it will direct users to the Shop section to purchase. If it is a valid domain (regardless of where it was registered) it will be added to their plan.


Domains
Hosting and Websites
Online Fax
Basic (2 of 5 domains used)
Upgrade
wearehive.com
testonesite.io
Add Domain
Basic (1 of 5 domains
Upgrade
Enhanced (7 of 10
Upgrade
Enhanced (3 of 10
Upgrade
Premium (4 of 10 d
Upgrade
wearehive.com
testonesite.io
keepitreal.org
wavescap.me
Add Domain
Add A Domain
Domain Type
Forwarding Domain
Domain Name
Enter Domain Name here
Password
Enter Password here
Confirm Password
Confirm Password here
Forward Domain To
Enter URL here
Show pointed URL in Address Bar
Forward all Emails to this Address
Enter URL here
Cancel
Add

4 User Access Update (Portal)

Portal's User Access utility lists every user that the admin grants to access Portal, whether it's a sub-user accessing a domain, FTP, email, cloud storage or any other multi-user service that could require a sub-user to log into the Portal to access it.



Newly redesigned Portal User Access UI which gives a more straightforward user experience as well as ties in some of the Multi-Site Manager's user management capabilities.

5 Discontinued Functionality from VMS Manager

The following functionality has been removed in the upgrade from VMS Manager to Multi-Site Manager:

- “Change Status” simplified to “on/off”
- “Switch to” function removed
- “Custom “Under Construction”” page option
- Billing

5.1 “Change Status” simplified to “on/off”

Multi-Site admins will be able to change a domain’s status between “on” and “off” options.

5.2 “Switch to” function removed

Multi-site admins no longer have the ability to “Switch to” a specific domain, as all required functionality has been added to Multi-Site Manager or Portal.

5.3 “Custom “Under Construction”” page option removed

Multi-site admins no longer have the ability to add a custom “Under Construction” page.

5.4 Billing settings

Multi-site admins will no longer have the ability to set up billing options, create packages or bill customers via payment gateways through Multi-Site Manager. Once you have been upgraded to Portal and Multi-Site Manager, any previously set billing settings will no longer be active.

If you used VMS Manager to use a payment gateway to bill customers, you will need to establish a new process to bill any customers. There are a number of simple third-party billing alternatives available online, such as FreshBooks (https://www.freshbooks.com/) or Wave Apps (https://www.waveapps.com/).