RELIABLE PENGUIN
Managed Web Hosting & Expert Consulting

Shared Hosting Setup

Support

Need assistance? You can contact technical support on the web, by email or by phone:

Web	https://help.reliablepenguin.com
Email	support@reliablepenguin.com
Phone	866-649-7984

Control Panel

Our control panel is located at:

https://panel.reliablepenguin.com

From here you can manage your web hosting account as well as email and DNS.

To login to the control panel you'll need to know the username and password for your account. Contact Support for assistance.

Name Servers

If your want Reliable Penguin to provide Domain Name Service (DNS) for your domain name, then set your nameservers to:

ns1.reliablepenguin.com
ns2.reliablepenguin.com

SFTP/SSH

For SFTP or SSH access to your website, the hostname is:

sftp.reliablepenguin.com

The username and password can be set from the Control Panel.

Email Settings

For incoming email set your MX record in DNS to:

mail.reliablepenguin.com

Use the following settings in your email client software:

Incoming

Type	IMAP
Host	mail.reliablepenguin.com
User	Full email address including domain name.
Pass	Set in the Control Panel.
Security	TLS
Port	993

Outgoing

Type	SMTP
Host	mail.reliablepenguin.com
User	Full email address including domain name.
Pass	Set in Control Panel
Security	TLS
Port	465

You can access your email box from a web browser at:

https://webmail.reliablepenguin.com/

The username is your full email address including domain name. The password can be set from the Control Panel.