

# GETTING STARTED

## With the Premium Admin Web Portal

This document explains how to use your Premium Admin Web Portal to access the different areas of your FTP Service. Refer to your Account activation e-mail to obtain your FTP URL addresses, Login Ids, Passwords, and Support information. The Admin Web Portal URL address will look like one of the following samples:

http://3ldomain.ftpworldwide.com\*  
or  
http://3ldomain.ftpww.com\*

Also, this site should be used by the administrator and not shared with your customers / users.

### Admin Web Portal Sample:

Welcome to prebas05.ftpww.com

**Your FTP Server Information**

Domain: prebas05.ftpww.com ①  
IP Address: 206.51.232.232

**Control Panel Login**

Login:   
Password:   
②  

**FTP Login**

③ [Click here to login to your Admin / customer Sub-Account FTP sites.](#)  
[Click here to login to your customer Virtual FTP sites.](#)

You may receive a Java security warning from your browser, indicating that a Java applet is loading. This applet is secure and completely safe to accept. Once accepted, click the "Connected" button to login to your FTP site.

**Need Help?**

FTP Worldwide's control panel will allow you to:

- ◆ Set up directories for transferring files.
- ◆ Set up individual users and permissions.
- ◆ Add and delete users and directories.
- ◆ Monitor disk space and bandwidth usage.

**Sales**

For additional information on FTP Worldwide Products contact [Sales](#) or visit our [web site](#).

**Support** ④

Need additional help? Check out:

- ◆ [FTP Worldwide Support](#) to find Tutorials, FAQ, and contact information.
- ◆ [FTP Worldwide User Guides](#), found at [FTP WorldWide User Guides](#)
- ◆ [Support Center](#) -> Knowledge Base inside your Control Panel.

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**Note:** We recommend you bookmark this site for future access.

\* 3ldomain is your 3rd level domain name, i.e. http://united.ftpww.com

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The four sections of the Admin Admin Web Portal consist of:

1. **Server Information (Top Left)** – Domain Name and IP address for your account
2. **Control Panel (Middle Left)** - enter **CP Login** and **Password**.
  - If you have forgotten your Password click on **LOST PASSWORD?** . You will be prompted for your login and an email will be sent to the account contact email address. Otherwise, contact [support@ftpworldwide.com](mailto:support@ftpworldwide.com) for assistance.
3. **FTP Site (Bottom Left)** – click on appropriate link to access your FTP Site.
  - **Please note that each link takes you to a different URL. The login HOST on each FTP site is different, according to the type of user ID accessing the FTP Server.**
    - The FTP Admin and Sub-Account link takes you to the standard URL address for your account.
    - The Virtual FTP link takes you to the FTP virtual URL address for your account.
  - Location where all uploads / downloads to FTP Server should be performed.
  - Be sure to give your Users the appropriate URL address, according to the type of User ID they will be using and along with their UserName and Password.
4. **Support Documents (Right Side)**– click on links to access support information and documents
  - **Sales** – to send an email to the Sales Group
  - **Web Site** – to access the FTP Worldwide Web Site
  - **FTP Worldwide Support** – web site Support Information
  - **FTP Worldwide User Guides** – to access all documents