

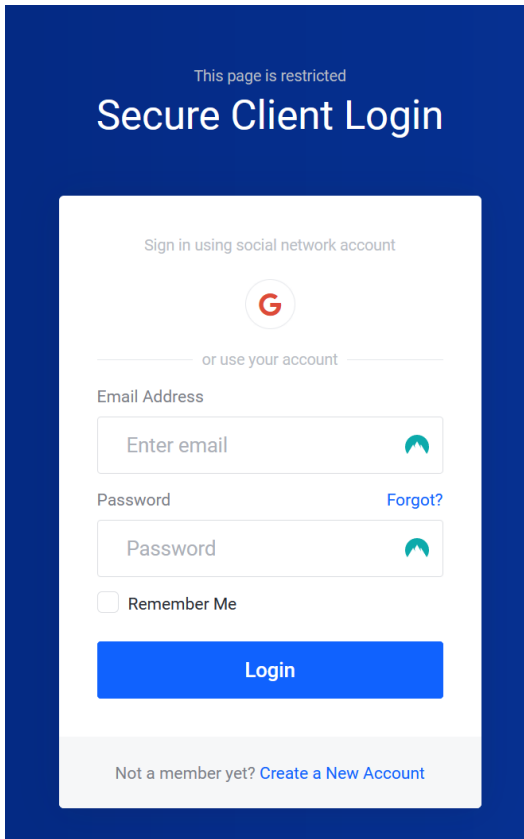
# Billing Area Guides

- [How do I cancel my service?](#)
- [How do I open a support ticket?](#)
- [How do I update my billing area password?](#)
- [How do I get a refund?](#)
- [How do I change the invoice payment method?](#)

# How do I cancel my service?

## Step 1

Sign in to the [Billing Area](#).



This page is restricted

### Secure Client Login

Sign in using social network account

or use your account

Email Address

Enter email

Password

Forgot?

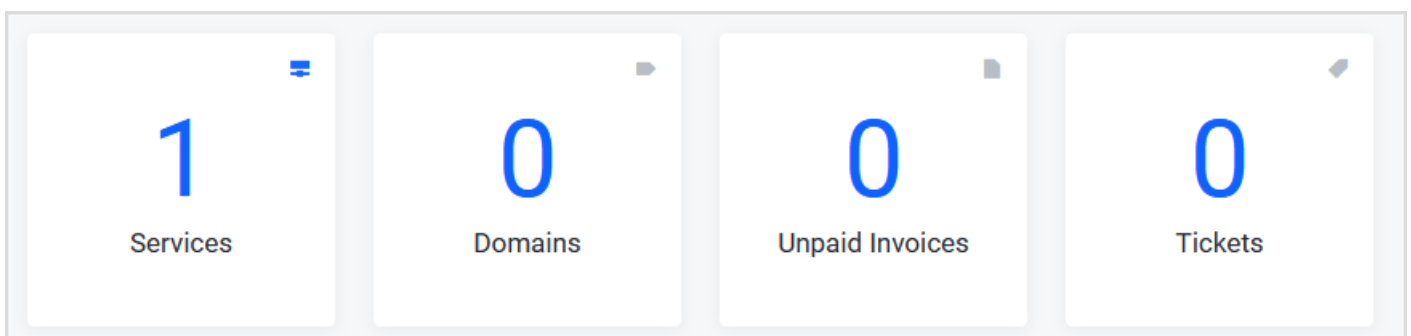
Remember Me

Login

Not a member yet? [Create a New Account](#)

## Step 2

Select the **Services** box.



1 Services	0 Domains	0 Unpaid Invoices	0 Tickets
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## Step 3

Change the view to **Active**.

View **Active** ▾

## Step 4

Select the **Product** that you would like to cancel.

View **Active** ▾

Product/Service ▾	Pricing ▾	Next Due Date ▾	Status ▾
Budget Minecraft Servers - 8192 // Diamond Server 🔒 28492 - 172.199.122.34:25565	\$15.00 USD Monthly	Friday, September 9th, 2022	● Active ...

Show **10** ▾ entries Previous **1** Next

## Step 5

On the left-hand side under **Actions**, select **Request Cancellation**.

**Actions**


- 🔒 Change Password
- 🔄 Request Cancellation

## Step 6

Fill in the box "Briefly Describe your reason for Cancellation" with the **purpose** of your cancellation.

Briefly Describe your reason for Cancellation

No longer interested in the service.



## Step 7

Select the Cancellation **type**.

Cancellation Type

End of Billing Period

**"Immediate" Cancellation**

The *Immediate* option terminates the product/service on the same day around (8:00 PM EST/12:00 AM GMT), regardless of the service's Next Due Date.

**"End of Billing Period" Cancellation**

The *End of Billing Period* option terminates the product/service on the service's Next Due Date.

## Step 8

Select Submit to submit the request.

Submitting a Cancellation Request does not automatically give you a refund. If you are within the 72-hour refund period and want a refund on an eligible product, please open a ticket in our billing area.

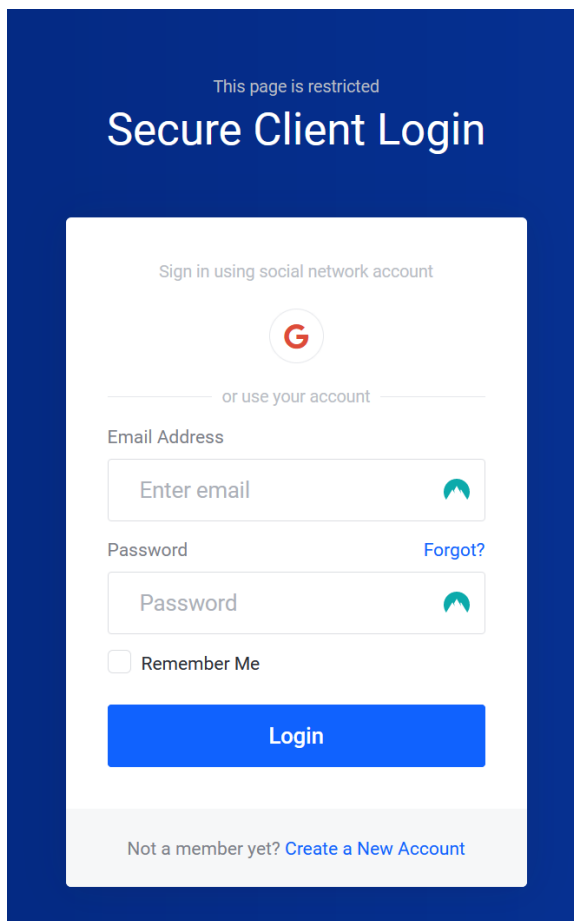
 Request Cancellation

Cancel

# How do I open a support ticket?

## Step 1


Sign in to the [Billing Area](#).



This page is restricted


## Secure Client Login

Sign in using social network account




or use your account

Email Address

Enter email 

Password [Forgot?](#)

Password 

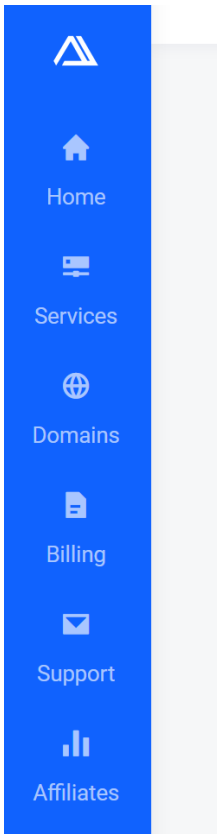
Remember Me

[Login](#)

Not a member yet? [Create a New Account](#)

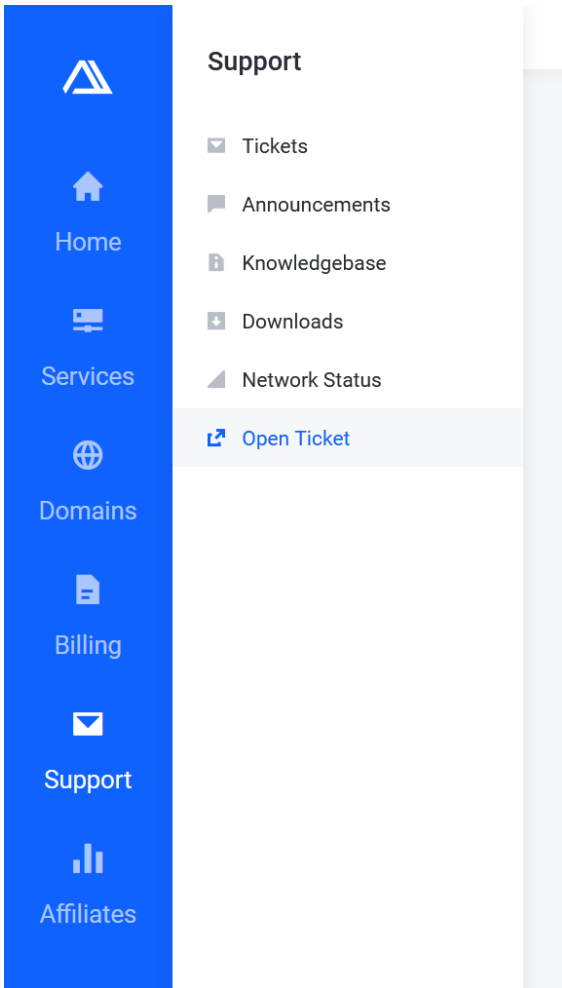
## Step 2

Select the **Support** icon on the side navigation bar.



### Step 3

Select **Open Ticket** in the sub-menu that appeared.



## Step 4

Select the **Department** that closely resembles the issue you are having.

If you can't find a solution to your problems in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

### Choose Department

**Sales**

All questions for the non-existing clients can be entered here.

**Minecraft Hosting Support**

All questions, inquiries and issues relating to our Minecraft Services can be entered here.

**Website Hosting Support**

All questions, inquiries and issues relating to our Website Services can be entered here.

**Billing**

All questions, inquiries and issues relating to our Invoices and paypal gateway can be entered here.

**Transfer Support**

All questions, inquiries and issues relating to transferring your service between clients. Changing your server location and other transfer related questions can be entered here.

**VPS/Dedicated Hosting Support**

All questions, inquiries and issues relating to our VPS and Dedicated Servers can be entered here.

**Domains Support**

All questions, inquiries and issues relating to our Domain Services can be entered here.

## Step 5

On the Ticket Information section on the top. Select the **Related Service** *if applicable*.

Department	Related Service	Priority
Minecraft Hosting Support	None	Medium

**Message**

Subject

Message

**B**
 *I*
 **H**

None

8192 // Diamond Server (Fraud)

0512 // Cloud Server (Cancelled)

0512 // Cloud Server (Cancelled)

8192 // Diamond Server (Completed)

0512 // Cloud Server - 1123 - 172.93.238.201:25570 (Terminated)

**1024 // Air Server - 2683 - DA Test Server | AquatisHost - 66.11.114.34:25578 (Active)**

1024 // Air Server - 2685 - EU Test Server | AquatisHost - 188.165.203.134:25568 (Active)

1024 // Air Server - 370 - CA Test Server | AquatisHost - 188.165.225.58:25585 (Completed)

MC - Website Hosting - aquatis.host (Terminated)

KVM-2G - vps.server.com (Terminated)

KVM-1G - vps2.aquatis.host (Terminated)

## Step 6

Select the Priority of the ticket.

Priority

Medium

High

Medium

**Low**

### Low Priority

- Max ticket response time of 24 Hours.
- Non-urgent ticket.
- Problem impacting product/service that's not impacting the end user's experience.
- Service is online/usable.

### Medium Priority

- Max ticket response time of 12 Hours.
- Semi-urgent ticket.
- Problem impacting product/service that is slightly impacting the end user's experience.
- Service is sick/mostly usable.

## High Priority

- Max ticket response time of 4 Hours.
- Urgent ticket.
- Problem impacting product/service is ultimately impacting the end user's experience.
- Service is offline/unusable.

## Step 7

Fill in the Subject, summarizing your message in under a sentence.

### Message

Subject

Message

## Step 8

Fill in the Message, and attempt to put as much info as possible in the message box. The more information you put in, the fewer questions we have to ask which allows us to resolve your query faster.

The less information you put in the message. The more time it would take for us to figure out what the problem is. Below is an example.

## Message

Subject

Minecraft server is not booting properly.

Message

**B**

*I*

**H**



Preview



My Minecraft server is not starting properly.



lines: 1 words: 7 saved

The more information you put in, the less time it will take for us to resolve or help you with your issue! Below is a great example. This example allows us to know the problem instantly and work to resolve it!

## Message

Subject

Minecraft server is not booting properly.

Message

**B** **I** **H**



Preview



Hello, My server is currently not booting up when starting at all. The console is showing this message.

```
12.08 02:51:10 [Server] INFO Error: Unable to access jarfile /jar/spigot-1.144.4.jar
```

It can't locate the server jar, I've already tried using other jar files but I couldn't figure it out.



lines: 1 words: 47 saved

## Step 9

Attach Files, *if applicable*.

### Attachments

Select File

No file selected

+ Add More

Allowed File Extensions: .jpg, .gif, .jpeg, .png

## Step 10

Submit the ticket, you will receive an email confirmation saying your ticket has been received with more information.

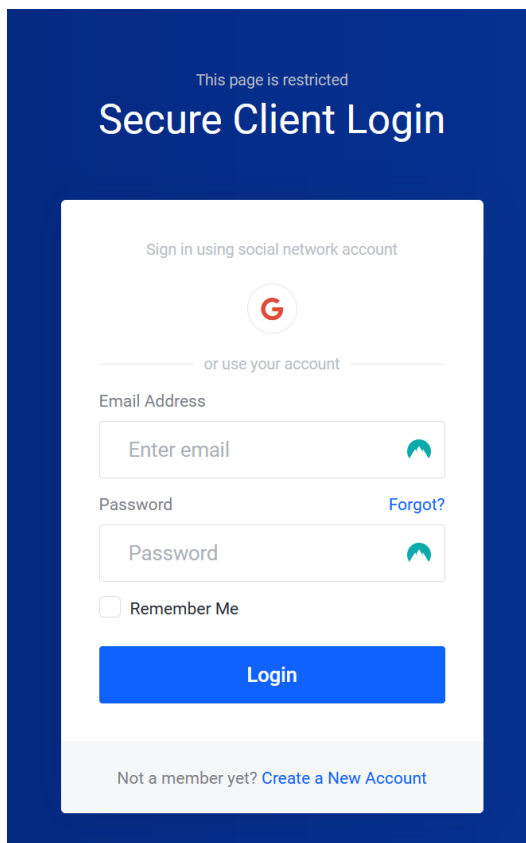
Submit

Cancel

# How do I update my billing area password?

## Step 1


Sign in to the [Billing Area](#).



This page is restricted


### Secure Client Login

Sign in using social network account




or use your account

Email Address

Enter email 

Password [Forgot?](#)

Password 

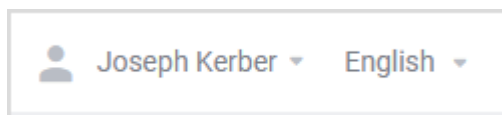
Remember Me


[Login](#)

Not a member yet? [Create a New Account](#)

## Step 2

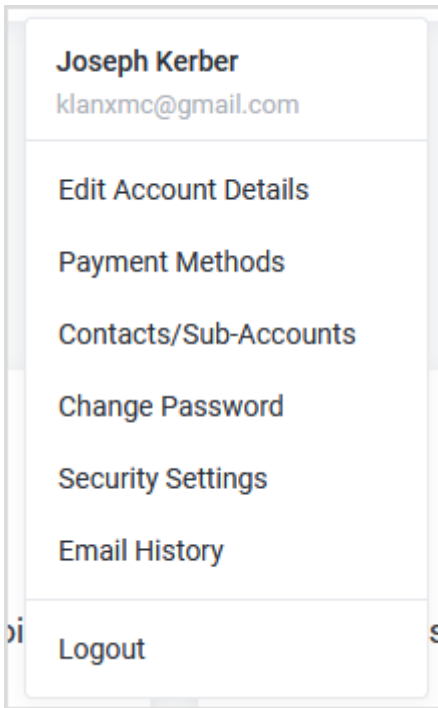
Select the **Dropdown** next to your name.



 Joseph Kerber ▾ English ▾

## Step 3

Select **Change Password**.



## Step 4

Type your **Existing** Password, then type your New Password. Finally, you would confirm your New Password.

A form for changing a password. It contains three input fields: "Existing Password", "New Password", and "Confirm New Password". The "New Password" field is highlighted with a green border and includes a strength indicator showing "Strong" with an information icon. Below the "New Password" field is a "Generate Password" button and a green progress bar. At the bottom of the form are two buttons: "Save Changes" (blue) and "Cancel Changes" (white).

## Step 5

Click **Save Changes**, to update your password.

**Save Changes**

**Cancel Changes**

# How do I get a refund?

We understand that sometimes, the product you receive is not what you fully expected. Maybe you had a change of mind about starting your new server, maybe some financial problems hit, and you are no longer able to pay for the service. Not to worry, we have a process on how you can get a refund.

## Product Eligibility

The first thing we want to check is if your product qualifies for our refund policy. Below are the products that are/aren't eligible for a refund.

### Ineligible Products

- Domain Names
- Account Credit

### Eligible Products

- Minecraft Servers (Initial Payment)
- Minecraft Servers (Renewal Payment)
- Dedicated Servers
- Virtual Private Servers
- Website Hosting

## Refund Policy Eligibility

Now that we identified that you have a product you can request a refund for, you would have to verify if you are within the 72-hour refund period. Please note, after your first month of Minecraft hosting, if you decide you wanted to cancel it on the 13th but accidentally paid for another month for it, you have until the 16th to request a refund.

## Opening a Ticket

If you are eligible for everything above. You would open a ticket to our [Billing Area](#) and request a refund there!

# How do I change the invoice payment method?


## Step 1

Sign in to the [Billing Area](#).

This page is restricted


### Secure Client Login

Sign in using social network account




or use your account

Email Address

Enter email 

Password [Forgot?](#)

Password 

Remember Me

[Login](#)

Not a member yet? [Create a New Account](#)

## Step 2

Select the **Unpaid Invoices** section in the middle of the screen.

**!** You have 1 overdue invoice(s) with a total balance due of \$1.00 USD. Pay them now to avoid any interruptions in service. ☰ ×

**2**

Services

**0**

Domains

**1**

Unpaid Invoices

**0**

Tickets

### Step 3

**Select** the invoice that is currently unpaid.

You have 1 invoice(s) currently unpaid with a total balance of

**\$1.00 USD**

View All Entries ▾

Invoice #	Invoice Date	Due Date	Total	Status
34029	Monday, September 12th, 2022	Monday, September 26th, 2022	\$1.00 USD	Unpaid
24	Monday, October 10th, 2016	Friday, September 2nd, 2016	\$0.00 USD	Paid

### Step 4

On the **right-hand** side of the invoice, you can currently see the Payment method is currently set to Paypal Agreement on the drop down. To switch it, select the PayPal agreement dropdown.

y, September  
022  
y, September  
022

ount


Total Due

**\$1.00 USD** ⓘ

Payment Method:

PayPal Agreement ▾

Create a PayPal Billing Agreement:

 **PayPal** Check out

**Actions**

[↓ Download](#)

## Step 5

Select the **Payment Method** you wish to use. After that, the invoice would update the payment method.

Total Due

\$1.00 USD



Payment Method:

PayPal Agreement



PayPal Agreement

Coinbase Commerce

 **PayPal** Check out