

**Last Update:** 24 Aug 2017 - 07:16

**Reported period:** - Year - 2016

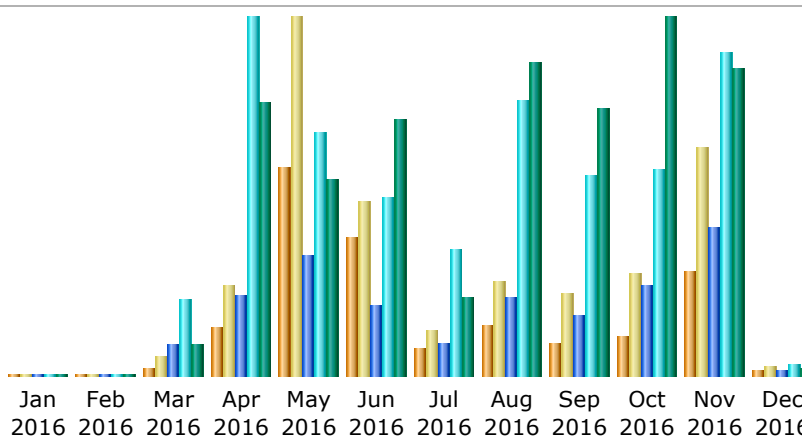


### Summary

<b>Reported period</b>	Year 2016				
<b>First visit</b>	12 Mar 2016 - 21:13				
<b>Last visit</b>	03 Dec 2016 - 01:51				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	<b>&lt;= 6,358</b> Exact value not available in 'Year' view	<b>11,576</b> (1.82 visits/visitor)	<b>26,778</b> (2.31 Pages/Visit)	<b>74,520</b> (6.43 Hits/Visit)	<b>3.52 GB</b> (318.44 KB/Visit)
Not viewed traffic *			<b>38,012</b>	<b>62,449</b>	<b>3.45 GB</b>

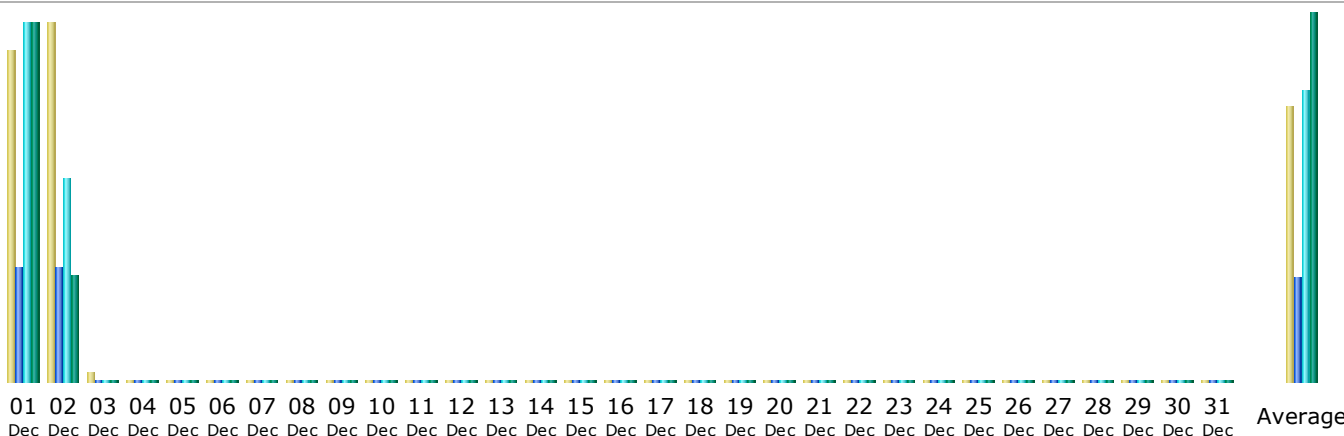
\* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

### Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2016	0	0	0	0	0
Feb 2016	0	0	0	0	0
Mar 2016	74	183	1,119	2,835	52.28 MB
Apr 2016	464	879	3,014	13,354	471.98 MB
May 2016	2,004	3,451	4,506	9,120	336.83 MB
Jun 2016	1,331	1,676	2,615	6,630	442.17 MB
Jul 2016	255	422	1,234	4,723	134.78 MB
Aug 2016	487	910	2,916	10,249	540.12 MB
Sep 2016	315	793	2,283	7,460	462.89 MB
Oct 2016	369	996	3,375	7,699	617.37 MB
Nov 2016	1,007	2,186	5,555	12,056	529.07 MB
Dec 2016	52	80	161	394	12.38 MB
<b>Total</b>	<b>6,358</b>	<b>11,576</b>	<b>26,778</b>	<b>74,520</b>	<b>3.52 GB</b>

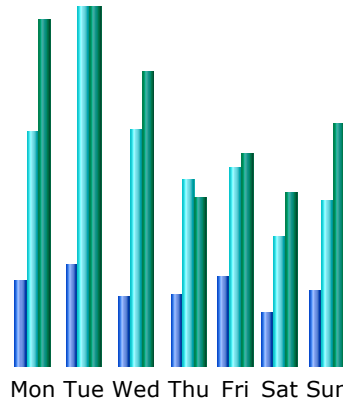
### Days of month



Day	Number of visits	Pages	Hits	Bandwidth
01 Dec 2016	38	80	250	9.53 MB
02 Dec 2016	41	80	143	2.85 MB
03 Dec 2016	1	1	1	403 Bytes
04 Dec 2016	0	0	0	0

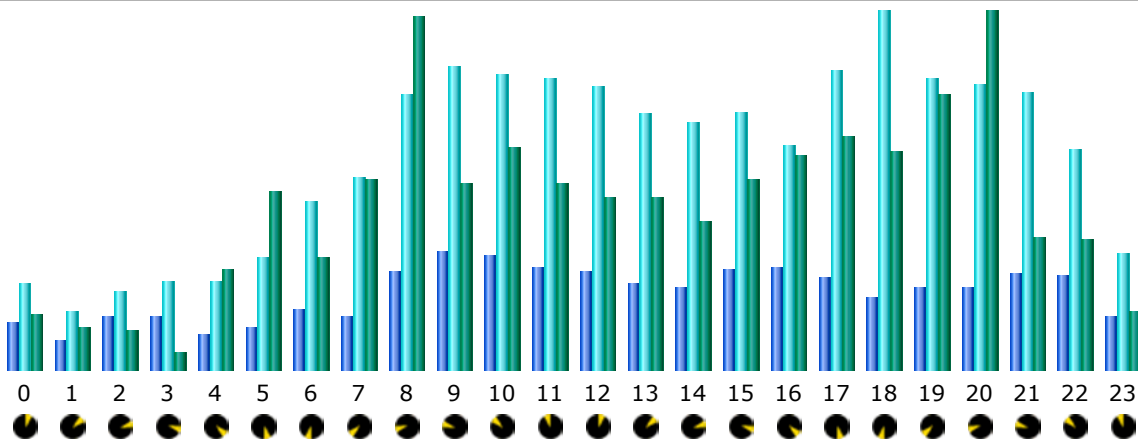
05 Dec 2016	0	0	0	0
06 Dec 2016	0	0	0	0
07 Dec 2016	0	0	0	0
08 Dec 2016	0	0	0	0
09 Dec 2016	0	0	0	0
10 Dec 2016	0	0	0	0
11 Dec 2016	0	0	0	0
12 Dec 2016	0	0	0	0
13 Dec 2016	0	0	0	0
14 Dec 2016	0	0	0	0
15 Dec 2016	0	0	0	0
16 Dec 2016	0	0	0	0
17 Dec 2016	0	0	0	0
18 Dec 2016	0	0	0	0
19 Dec 2016	0	0	0	0
20 Dec 2016	0	0	0	0
21 Dec 2016	0	0	0	0
22 Dec 2016	0	0	0	0
23 Dec 2016	0	0	0	0
24 Dec 2016	0	0	0	0
25 Dec 2016	0	0	0	0
26 Dec 2016	0	0	0	0
27 Dec 2016	0	0	0	0
28 Dec 2016	0	0	0	0
29 Dec 2016	0	0	0	0
30 Dec 2016	0	0	0	0
31 Dec 2016	0	0	0	0
Average	31	73	203	9.84 MB
Total	80	161	394	12.38 MB

### Days of week



Day	Pages	Hits	Bandwidth
Mon	79	221	13.30 MB
Tue	96	340	13.80 MB
Wed	65	224	11.27 MB
Thu	66	176	6.46 MB
Fri	83	187	8.20 MB
Sat	50	121	6.63 MB
Sun	70	155	9.28 MB

### Hours



Hours	Pages	Hits	Bandwidth	Hours	Pages	Hits	Bandwidth
00	669	1,248	48.89 MB	12	1,438	4,105	155.58 MB
01	431	857	37.99 MB	13	1,254	3,698	155.86 MB
02	760	1,133	35.78 MB	14	1,191	3,572	134.32 MB
03	749	1,269	15.33 MB	15	1,440	3,716	171.92 MB
04	498	1,269	90.77 MB	16	1,490	3,226	192.80 MB
05	613	1,633	160.47 MB	17	1,337	4,341	211.77 MB
06	879	2,439	102.02 MB	18	1,046	5,184	196.69 MB
07	775	2,771	170.85 MB	19	1,200	4,226	248.62 MB
08	1,438	3,975	318.30 MB	20	1,207	4,120	323.37 MB
09	1,714	4,378	168.86 MB	21	1,400	4,016	119.84 MB
10	1,659	4,279	201.21 MB	22	1,355	3,169	117.88 MB
11	1,474	4,223	168.62 MB	23	761	1,673	52.14 MB

**Locales (Top 25) - Full list**

Locales		Pages	Hits	Bandwidth	
United States	us	14,826	54,638	2.82 GB	
Ukraine	ua	1,987	1,987	19.67 MB	
France	fr	1,215	1,292	11.64 MB	
Czech Republic	cz	1,174	1,174	3.61 MB	
Brazil	br	815	5,319	68.62 MB	
Seychelles	sc	538	538	237.18 KB	
Russian Federation	ru	524	619	10.61 MB	
India	in	373	503	2.21 MB	
Philippines	ph	297	339	576.63 KB	
Germany	de	287	380	4.05 MB	
Great Britain	gb	241	313	2.50 MB	
Romania	ro	230	230	625.89 KB	
Canada	ca	219	295	2.17 MB	
Indonesia	id	219	312	1.79 MB	
Italy	it	215	601	6.91 MB	
Netherlands	nl	206	222	1.72 MB	
Malaysia	my	136	235	1.05 MB	
Pakistan	pk	120	120	97.18 KB	
Republic of Serbia	rs	119	119	105.00 KB	
Israel	il	115	419	90.34 MB	
Bangladesh	bd	108	108	84.28 KB	
Unknown	zz	102	481	25.74 MB	
Vietnam	vn	101	101	1.41 MB	
Australia	au	96	156	711.78 KB	
South Korea	kr	91	102	2.36 MB	
Others		2424	3917	455.27 MB	

**Hosts (Top 25) - Full list - Last visit - Unresolved IP Address**

Hosts : 6340	Pages	Hits	Bandwidth	Last visit
	1,124	1,124	3.50 MB	21 Nov 2016 - 16:59
	1,116	2,380	64.57 MB	12 Apr 2016 - 11:15
	1,102	2,426	109.87 MB	02 Dec 2016 - 20:30
	1,021	1,021	10.32 KB	02 Dec 2016 - 23:03
	720	3,987	235.90 MB	29 Nov 2016 - 12:31
	715	2,111	93.66 MB	14 Jul 2016 - 21:06
	623	1,345	48.61 MB	21 Nov 2016 - 08:26
	538	538	237.18 KB	04 Oct 2016 - 03:22
	505	505	1.58 MB	08 Nov 2016 - 10:40
	485	945	24.75 MB	01 Dec 2016 - 05:18
	351	1,754	33.18 MB	02 Dec 2016 - 15:28
	250	393	6.88 MB	02 Dec 2016 - 13:28
	239	312	7.78 MB	11 Nov 2016 - 15:43
	207	207	16.80 MB	21 Oct 2016 - 19:35
	202	2,513	74.28 MB	24 Nov 2016 - 09:27
	192	681	97.56 MB	29 Nov 2016 - 12:32
	165	165	508.32 KB	25 Aug 2016 - 12:45
	133	400	7.55 MB	23 Nov 2016 - 12:52
	132	539	19.90 MB	29 Nov 2016 - 17:49
	116	116	379.21 KB	09 Sep 2016 - 11:55
	108	108	320.20 KB	11 Nov 2016 - 02:18

██████████	103	603	20.20 MB	22 Nov 2016 - 13:04
██████████	98	98	1.31 MB	17 Oct 2016 - 23:31
██████████	96	592	21.06 MB	02 Dec 2016 - 17:26
██████████	94	2,824	366.57 MB	09 Oct 2016 - 19:28
Others	16,343	46,833	2.29 GB	

**Authenticated users (Top 10)** - [Full list](#) - [Last visit](#)

Authenticated users : 0	Pages	Hits	Bandwidth	Last visit
Other logins (and/or anonymous users)	26,778	74,520	3.52 GB	

**Robots/Spiders visitors (Top 25)** - [Full list](#) - [Last visit](#)

17 different robots*	Hits	Bandwidth	Last visit
Unknown robot (identified by empty user agent string)	9,751+20	444.87 MB	03 Dec 2016 - 01:05
Unknown robot (identified by 'bot' followed by a space or one of the following characters _+ : , . ; / \ -)	6,112+1111	916.06 MB	03 Dec 2016 - 00:25
<a href="#">Googlebot</a>	4,608+409	706.90 MB	03 Dec 2016 - 01:42
Unknown robot (identified by 'spider')	2,053+3	728.60 MB	02 Dec 2016 - 20:16
<a href="#">Yahoo Slurp</a>	763+167	459.16 MB	02 Dec 2016 - 18:04
A PHP script	791	113.68 MB	02 Dec 2016 - 22:15
Bing Preview bot	629	26.25 MB	29 Nov 2016 - 03:36
Unknown robot (identified by hit on 'robots.txt')	0+261	17.08 KB	02 Dec 2016 - 10:33
Unknown robot (identified by 'crawl')	221+28	2.52 MB	30 Nov 2016 - 01:12
Unknown robot (identified by 'robot')	148+46	2.94 MB	03 Dec 2016 - 01:26
Unknown robot (identified by 'scanner')	42+42	10.75 MB	16 Sep 2016 - 21:18
<a href="#">Googlebot-Image</a>	56	4.57 MB	29 Nov 2016 - 04:23
Google Web Preview	36	407.65 KB	22 May 2016 - 08:30
Unknown robot (identified by 'bot' preceded by a space or one of the following characters _+ : , . ; / \ -)	19+1	269.76 KB	22 Nov 2016 - 17:08
<a href="#">Alexa (IA Archiver)</a>	7+7	92.36 KB	12 Nov 2016 - 13:38
<a href="#">Netcraft</a>	8	93.59 KB	15 Oct 2016 - 13:14
Common *nix tool for automating web document retrieval. Most likely a bot.	6	64.78 KB	10 Oct 2016 - 05:15

\* Robots shown here gave hits or traffic "not viewed" by visitors, so they are not included in other charts. Numbers after + are successful hits on "robots.txt" files.











**Visits duration**

Number of visits: 11,576 - Average: 215 s	Number of visits	Percent
0s-30s	9,919	85.6 %
30s-2mn	309	2.6 %
2mn-5mn	174	1.5 %
5mn-15mn	314	2.7 %
15mn-30mn	291	2.5 %
30mn-1h	383	3.3 %
1h+	186	1.6 %




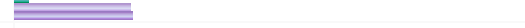

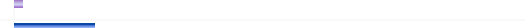


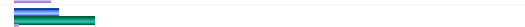
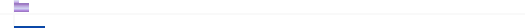

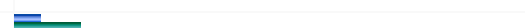


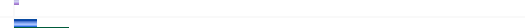


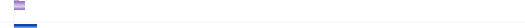


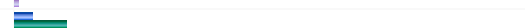




**File type**

File type	Hits	Percent	Bandwidth	Percent
js JavaScript file	24,290	32.5 %	151.65 MB	4.7 %
php Dynamic PHP Script file	15,071	20.2 %	145.20 MB	4.5 %
html HTML or XML static page	11,270	15.1 %	162.77 MB	5.1 %
css Cascading Style Sheet file	8,532	11.4 %	63.15 MB	1.9 %
jpg Image	8,510	11.4 %	375.40 MB	11.8 %
gif Image	3,040	4 %	41.07 MB	1.2 %
pdf Adobe Acrobat file	1,762	2.3 %	2.16 GB	69.6 %
png Image	1,379	1.8 %	18.62 MB	0.5 %
- woff	250	0.3 %	1019.55 KB	0 %
svg Image	227	0.3 %	563.49 KB	0 %
Unknown	126	0.1 %	922.28 KB	0 %
- eot	53	0 %	365.96 KB	0 %
xml HTML or XML static page	4	0 %	2.51 KB	0 %
ttf TrueType scalable font file	4	0 %	28.05 KB	0 %
txt Text file	2	0 %	38.93 KB	0 %











**Downloads (Top 10)** - [Full list](#)

Downloads: 150		Hits	206 Hits	Bandwidth	Average size
	/wp-content/uploads/2016/03/04-08-16-caucus.pdf	173	92	347.41 MB	1.31 MB
	/wp-content/uploads/2016/03/07-19-16-sp.-council.pdf	117	11	33.56 MB	268.49 KB
	/wp-content/uploads/2016/03/04-19-16-council.pdf	92	13	74.84 MB	729.91 KB
	/wp-content/uploads/2016/04/ConsentOrder04042016.pdf	91	1	5.75 MB	63.96 KB
	/wp-content/uploads/2016/03/03-01-16-council.pdf	89	0	87.09 MB	1002.03 KB
	/wp-content/uploads/2016/03/05-03-16-executive-and-special-counc...	81	265	296.78 MB	878.34 KB
	/wp-content/uploads/2016/03/Resolution-No.-15-2016.pdf	63	12	28.59 MB	390.39 KB
	/wp-content/uploads/2016/03/05-03-16-council.pdf	61	8	46.18 MB	685.37 KB
	/wp-content/uploads/2016/03/04-26-16-caucus.pdf	60	5	62.27 MB	980.96 KB
	/wp-content/uploads/2016/03/03-22-16-sp.-council.pdf	59	2	10.05 MB	168.67 KB



**Pages-URL (Top 25)** - [Full list](#) - [Entry](#) - [Exit](#)

85 different pages-url	Viewed	Average size	Entry	Exit	
/	6,672	13.67 KB	3,775	3,092	
/xmlrpc.php	6,297	6.91 KB	4,562	4,515	
/wp-login.php	4,728	3.33 KB	1,477	1,499	
/wp-admin/admin-ajax.php	1,866	3.65 KB	71	98	
/wp-cron.php	1,016		884	885	
/live-stream/	853	12.77 KB	390	460	
/agendas/	550	19.49 KB	37	171	
/city-council/council-members/	379	16.05 KB	119	160	
/newsletter/	323	16.37 KB	15	14	
/wp-admin/load-scripts.php	305	70.16 KB		1	
/contact/	281	13.41 KB	34	119	
/agendas/adopted-legislation/	275	34.69 KB	9	111	
/photo-gallery/	266	13.51 KB	2	38	
/press-releases/	262	12.15 KB	3	23	
/calendar/	217	12.68 KB	20	37	
/wp-admin/post.php	203	129.82 KB	1		
/wp-content/plugins/bloom/css/fonts/ET-Bloom.woff	189	4.45 KB	1	16	
/wp-admin/async-upload.php	170	1.07 KB			
/agendas/approved-minutes/	139	27.25 KB	6	49	
/agendas/agenda-archives/	138	24.79 KB	6	22	
//wp-login.php	126	3.64 KB	3	3	
/wp-admin/load-styles.php	120	93.21 KB			
/city-council/committees/	118	13.88 KB	10	23	
/city-council/clerk-of-council/	108	12.94 KB	4	9	
/city-council/charter/	101	12.32 KB	10	23	
Others	1,076	30.37 KB	137	208	

**Operating Systems (Top 10)** - [Full list/Versions](#) - [Unknown](#)

Operating Systems		Pages	Percent	Hits	Percent
	<b>Windows</b>	15,398	57.5 %	44,025	55.7 %
	<b>Macintosh</b>	3,828	14.2 %	9,259	11.7 %
	<b>Linux</b>	3,449	12.8 %	11,792	14.9 %
	<b>iOS</b>	2,659	9.9 %	11,634	14.7 %
	Unknown	1,309	4.8 %	1,682	2.1 %
	Unknown Unix system	88	0.3 %	535	0.6 %
	Java	25	0 %	28	0 %
	BlackBerry	17	0 %	17	0 %
	Java Mobile	3	0 %	3	0 %
	BeOS	1	0 %	1	0 %
	Others	1	0 %	1	0 %

**Browsers (Top 10)** - [Full list/Versions](#) - [Unknown](#)

Browsers		Grabber	Pages	Percent	Hits	Percent
	<b>Firefox</b>	No	8,906	33.2 %	16,135	20.4 %
	<b>Google Chrome</b>	No	6,281	23.4 %	28,480	36 %

<b>Safari</b>	No	5,954	22.2 %	17,750	22.4 %
<b>MS Internet Explorer</b>	No	2,850	10.6 %	8,664	10.9 %
Unknown	?	1,260	4.7 %	1,489	1.8 %
<b>Opera</b>	No	704	2.6 %	725	0.9 %
iPhone (PDA/Phone browser)	No	356	1.3 %	2,589	3.2 %
Mozilla	No	222	0.8 %	430	0.5 %
Samsung (PDA/Phone browser)	No	151	0.5 %	2,445	3 %
<b>Netscape</b>	No	42	0.1 %	42	0 %
Others		52	0.1 %	228	0.2 %

**Connect to site from**

Origin	Pages	Percent	Hits	Percent
<b>Direct address / Bookmark / Link in email...</b>	16,514	84.7 %	17,715	83.6 %
<b>Links from an Internet Search Engine - Full list</b>	724	3.7 %	870	4.1 %
- Google 557 / 700				
- Microsoft Bing 96 / 97				
- Yahoo! 46 / 46				
- AOL 12 / 12				
- Yandex 6 / 8				
- SoGou 3 / 3				
- AT&T search (powered by Google) 3 / 3				
- Microsoft MSN Search 1 / 1				
<b>Links from an external page (other web sites except search engines) - Full list</b>	2,236	11.4 %	2,566	12.1 %
- http://m.facebook.com 424 612				
- https://www.facebook.com 154 254				
- http://seo-2-0.com/try.php 122 122				
- http://keywords-monitoring-your-success.com/try.php 90 90				
- http://l.facebook.com/l.php 77 100				
- http://buttons-for-website.com 62 62				
- http://fix-website-errors.com/try.php 59 59				
- http://www.cleveland.com/brook-park/index.ssf/2016/08/brook_park... 53 53				
- http://1-99seo.com/try.php 50 50				
- http://www.cleveland.com/brook-park/index.ssf/2016/11/clash_over... 50 50				
- http://top1-seo-service.com/try.php 35 35				
- http://keywords-monitoring-success.com/try.php 24 24				
- http://free-video-tool.com 21 21				
- http://1-free-share-buttons.com 21 21				
- http://xn--80aaafbn2bc2ahdfrfkln6l.xn--p1ai 21 21				
- http://kinocccp.net 17 17				
- http://burger-imperia.com 17 17				
- http://video-chat.cn 17 17				
- http://zaporizhia.mistr-x.org 15 15				
- http://gotomontenegro.net 15 15				
- http://www.c-english.ru 15 15				
- https://www.brus.city 15 15				
- http://crazyboost.pro 14 14				
- https://m.facebook.com 14 22				
- http://writed.net 13 13				
- Others 821 832				
<b>Unknown Origin</b>	15	0 %	23	0.1 %

**Search Keyphrases (Top 10)**

[Full list](#)

35 different keyphrases	Search	Percent
brook park city council	14	25.9 %
brookparkcitycouncil.com	3	5.5 %
brook park city council.com	2	3.7 %
city of brook park agenda	2	3.7 %
city of brook park live stream	2	3.7 %
city of brook park council	2	3.7 %
ceres neel park city council	1	1.8 %
brookpark concel	1	1.8 %
julie ann mccormick brook park	1	1.8 %
the agenda for brook park oh city council for 9/13/2016	1	1.8 %
Other phrases	25	46.2 %

**Search Keywords (Top 25)**

[Full list](#)

44 different keywords	Search	Percent
park	41	17.9 %
brook	40	17.5 %
city	36	15.7 %
council	31	13.5 %
of	9	3.9 %
ohio	7	3 %
brookpark	6	2.6 %
stream	4	1.7 %
live	4	1.7 %
brookparkcitycouncil.com	3	1.3 %
agenda	3	1.3 %
julie	3	1.3 %
mccormick	3	1.3 %

for	2	0.8 %
ann	2	0.8 %
meeting	2	0.8 %
members	2	0.8 %
council.com	2	0.8 %
counsel	2	0.8 %
ordinances	2	0.8 %
par	1	0.4 %
political	1	0.4 %
www.brook	1	0.4 %
jan	1	0.4 %
concel	1	0.4 %
Other words	19	8.3 %

### Miscellaneous

Miscellaneous	5,974 / 6,358 Visitors	93.9 %
Successful hits on favicon.ico		
Javascript disabled	-	
Browsers with Java support	-	
Browsers with Macromedia Director Support	-	
Browsers with Flash Support	-	
Browsers with Real audio playing support	-	
Browsers with Quicktime audio playing support	-	
Browsers with Windows Media audio playing support	-	
Browsers with PDF support	-	

### HTTP Status codes

HTTP Status codes*	Hits	Percent	Bandwidth
403 Forbidden	16,066	55.1 %	17.45 MB
<a href="#">404</a> Document Not Found (hits on favicon excluded)	9,592	32.9 %	101.90 MB
301 Moved permanently (redirect)	3,021	10.3 %	7.84 KB
302 Moved temporarily (redirect)	248	0.8 %	0
405 Method not allowed	126	0.4 %	5.04 KB
206 Partial Content	48	0.1 %	887.16 KB
402 Payment required	14	0 %	0
500 Internal server Error	12	0 %	502 Bytes
503 Server busy	3	0 %	3.40 KB

\* Codes shown here gave hits or traffic "not viewed" by visitors, so they are not included in other charts.

Last Update: 24 Aug 2017 - 07:16

Reported period: - Year - 2016 OK



[Back to main page](#)

Filter :  Exclude filter :  OK

**Hosts**

Total : 6,340	Pages	Hits	Bandwidth	Last visit
██████████	1,124	1,124	3.50 MB	21 Nov 2016 - 16:59
██████████	1,116	2,380	64.57 MB	12 Apr 2016 - 11:15
██████████	1,102	2,426	109.87 MB	02 Dec 2016 - 20:30
██████████	1,021	1,021	10.32 KB	02 Dec 2016 - 23:03
██████████	720	3,987	235.90 MB	29 Nov 2016 - 12:31
██████████	715	2,111	93.66 MB	14 Jul 2016 - 21:06
██████████	623	1,345	48.61 MB	21 Nov 2016 - 08:26
██████████	538	538	237.18 KB	04 Oct 2016 - 03:22
██████████	505	505	1.58 MB	08 Nov 2016 - 10:40
██████████	485	945	24.75 MB	01 Dec 2016 - 05:18
██████████	351	1,754	33.18 MB	02 Dec 2016 - 15:28
██████████	250	393	6.88 MB	02 Dec 2016 - 13:28
██████████	239	312	7.78 MB	11 Nov 2016 - 15:43
██████████	207	207	16.80 MB	21 Oct 2016 - 19:35
██████████	202	2,513	74.28 MB	24 Nov 2016 - 09:27
██████████	192	681	97.56 MB	29 Nov 2016 - 12:32
██████████	165	165	508.32 KB	25 Aug 2016 - 12:45
██████████	133	400	7.55 MB	23 Nov 2016 - 12:52
██████████	132	539	19.90 MB	29 Nov 2016 - 17:49
██████████	116	116	379.21 KB	09 Sep 2016 - 11:55
██████████	108	108	320.20 KB	11 Nov 2016 - 02:18
██████████	103	603	20.20 MB	22 Nov 2016 - 13:04
██████████	98	98	1.31 MB	17 Oct 2016 - 23:31
██████████	96	592	21.06 MB	02 Dec 2016 - 17:26
██████████	94	2,824	366.57 MB	09 Oct 2016 - 19:28
██████████	93	93	307.85 KB	13 Nov 2016 - 09:02
██████████	89	423	18.42 MB	04 Oct 2016 - 17:59
██████████	88	487	41.18 MB	02 Dec 2016 - 21:18
██████████	87	194	4.42 MB	25 Nov 2016 - 14:12
██████████	86	342	13.72 MB	28 Nov 2016 - 19:09
██████████	85	85	908.45 KB	10 Nov 2016 - 12:14
██████████	82	82	263.67 KB	02 Jun 2016 - 10:40
██████████	72	72	984.24 KB	30 Sep 2016 - 10:33
██████████	69	69	950.39 KB	01 Oct 2016 - 02:37
██████████	68	68	934.17 KB	17 Oct 2016 - 13:09
██████████	68	68	256.49 KB	28 Nov 2016 - 06:12
██████████	67	252	16.11 MB	04 Jul 2016 - 09:43
██████████	66	66	905.66 KB	18 Oct 2016 - 07:24
██████████	66	66	241.85 KB	21 Nov 2016 - 15:15
██████████	66	505	52.24 MB	28 Jun 2016 - 12:50
██████████	64	323	4.56 MB	28 Nov 2016 - 23:54
██████████	64	64	1.02 MB	27 Sep 2016 - 15:30
██████████	63	279	21.37 MB	20 Sep 2016 - 12:24
██████████	62	62	848.50 KB	18 Oct 2016 - 00:10
██████████	62	309	4.34 MB	23 Nov 2016 - 09:56
██████████	60	60	186.93 KB	09 Jul 2016 - 07:07
██████████	58	58	4.62 MB	30 Oct 2016 - 11:14
██████████	58	246	9.58 MB	07 Nov 2016 - 14:26
██████████	58	58	855.87 KB	22 Apr 2016 - 09:41
██████████	58	195	12.24 MB	30 Nov 2016 - 05:22
██████████	57	57	783.52 KB	03 Oct 2016 - 10:42
██████████	53	53	20.86 KB	14 Nov 2016 - 04:01
██████████	53	155	6.76 MB	17 Nov 2016 - 16:24
██████████	53	53	725.60 KB	30 Sep 2016 - 23:42
██████████	52	52	20.46 KB	21 Nov 2016 - 03:26
██████████	51	322	42.05 MB	01 Dec 2016 - 09:24



**Last Update:** 24 Aug 2017 - 07:16



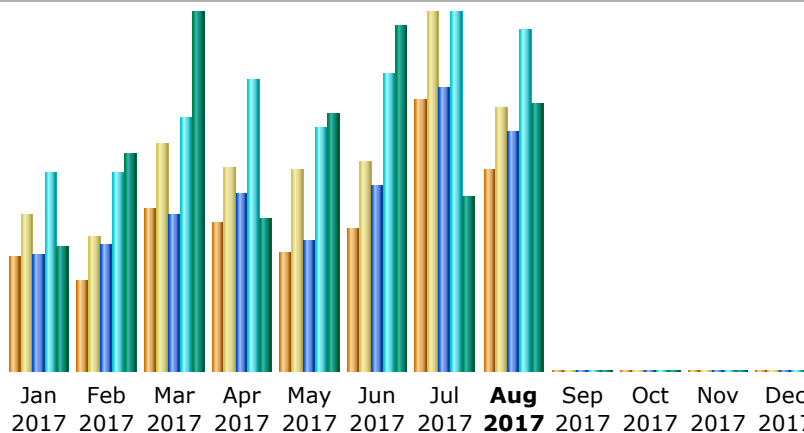
**Reported period:** Aug 2017

### Summary

<b>Reported period</b>	Month Aug 2017				
<b>First visit</b>	01 Aug 2017 - 00:18				
<b>Last visit</b>	24 Aug 2017 - 06:44				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	<b>2,203</b>	<b>2,872</b> (1.3 visits/visitor)	<b>9,816</b> (3.41 Pages/Visit)	<b>13,989</b> (4.87 Hits/Visit)	<b>636.57 MB</b> (226.96 KB/Visit)
Not viewed traffic *			<b>1,499</b>	<b>5,517</b>	<b>4.47 GB</b>

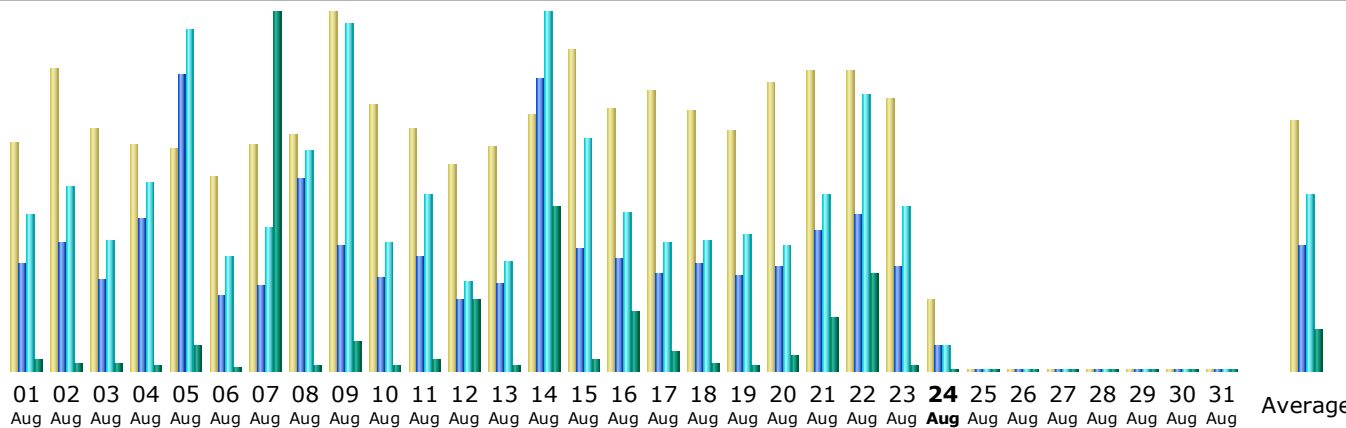
\* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

### Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2017	1,252	1,695	4,798	8,113	296.02 MB
Feb 2017	998	1,458	5,179	8,083	520.69 MB
Mar 2017	1,774	2,496	6,405	10,353	852.73 MB
Apr 2017	1,611	2,230	7,267	11,930	362.17 MB
May 2017	1,293	2,209	5,355	9,937	613.59 MB
Jun 2017	1,542	2,283	7,650	12,146	822.12 MB
Jul 2017	2,967	3,909	11,610	14,655	412.54 MB
<b>Aug 2017</b>	<b>2,203</b>	<b>2,872</b>	<b>9,816</b>	<b>13,989</b>	<b>636.57 MB</b>
Sep 2017	0	0	0	0	0
Oct 2017	0	0	0	0	0
Nov 2017	0	0	0	0	0
Dec 2017	0	0	0	0	0
<b>Total</b>	<b>13,640</b>	<b>19,152</b>	<b>58,080</b>	<b>89,206</b>	<b>4.41 GB</b>

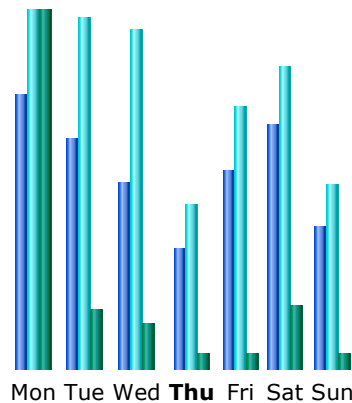
### Days of month



Day	Number of visits	Pages	Hits	Bandwidth
01 Aug 2017	109	352	518	7.10 MB
02 Aug 2017	144	427	606	4.38 MB
03 Aug 2017	115	296	431	4.54 MB
04 Aug 2017	108	505	624	3.42 MB
05 Aug 2017	106	977	1,130	16.08 MB
06 Aug 2017	93	248	381	2.47 MB

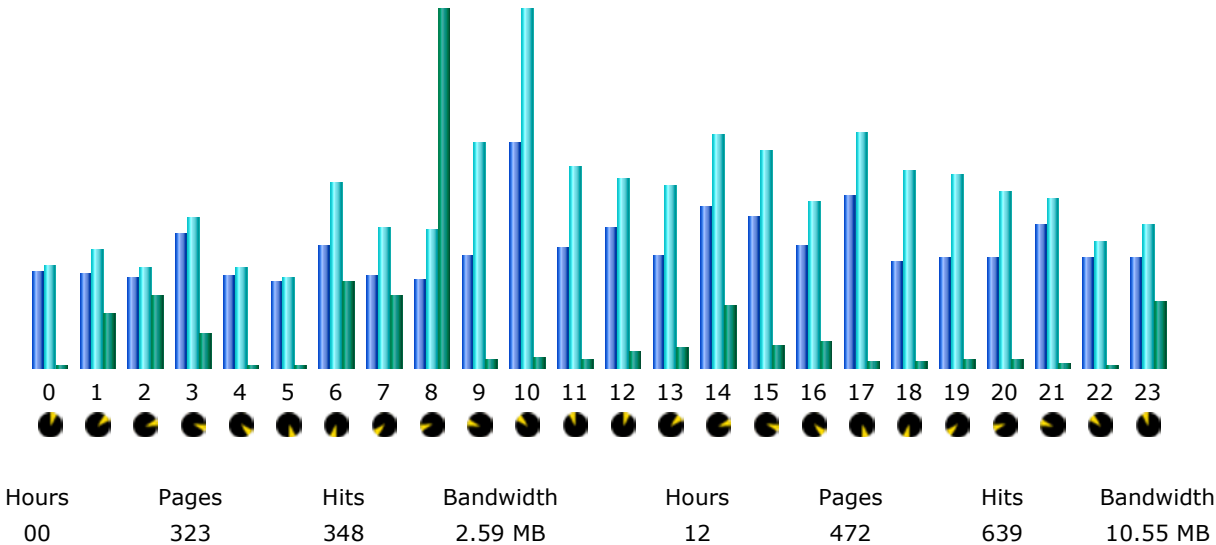
07 Aug 2017	108	278	468	233.97 MB
08 Aug 2017	113	636	723	3.48 MB
09 Aug 2017	171	409	1,149	18.27 MB
10 Aug 2017	127	307	427	2.89 MB
11 Aug 2017	115	381	579	7.42 MB
12 Aug 2017	98	236	295	45.58 MB
13 Aug 2017	107	288	357	3.28 MB
14 Aug 2017	122	963	1,183	107.51 MB
15 Aug 2017	153	403	766	7.14 MB
16 Aug 2017	125	370	524	37.97 MB
17 Aug 2017	133	320	423	11.96 MB
18 Aug 2017	124	353	430	4.98 MB
19 Aug 2017	114	311	450	3.25 MB
20 Aug 2017	137	346	412	9.79 MB
21 Aug 2017	143	465	581	34.10 MB
22 Aug 2017	143	518	908	63.26 MB
23 Aug 2017	130	346	543	3.25 MB
<b>24 Aug 2017</b>	<b>34</b>	<b>81</b>	<b>81</b>	<b>478.14 KB</b>
25 Aug 2017	0	0	0	0
26 Aug 2017	0	0	0	0
27 Aug 2017	0	0	0	0
28 Aug 2017	0	0	0	0
29 Aug 2017	0	0	0	0
30 Aug 2017	0	0	0	0
31 Aug 2017	0	0	0	0
Average	119	409	582	26.52 MB
Total	2,872	9,816	13,989	636.57 MB

### Days of week



Day	Pages	Hits	Bandwidth
Mon	568	744	125.19 MB
Tue	477	728	20.24 MB
Wed	388	705	15.97 MB
<b>Thu</b>	251	340	4.97 MB
Fri	413	544	5.27 MB
Sat	508	625	21.64 MB
Sun	294	383	5.18 MB

### Hours






01	320	402	35.35 MB	13	376	611	14.06 MB
02	305	341	47.12 MB	14	545	785	40.68 MB
03	455	505	23.16 MB	15	512	735	15.40 MB
04	311	338	2.35 MB	16	411	560	17.13 MB
05	294	305	1.41 MB	17	578	797	4.58 MB
06	415	630	57.06 MB	18	357	668	4.00 MB
07	314	473	47.05 MB	19	372	656	5.88 MB
08	300	467	234.53 MB	20	375	595	5.85 MB
09	381	758	5.50 MB	21	486	573	3.22 MB
10	764	1,207	7.67 MB	22	370	429	2.50 MB
11	406	680	5.76 MB	23	374	487	43.17 MB

**Locales (Top 25) - Full list**

Locales		Pages	Hits	Bandwidth	
United States	us	3,288	7,324	473.40 MB	
Ukraine	ua	727	728	8.08 MB	
France	fr	676	676	2.34 MB	
India	in	550	550	1.79 MB	
Brazil	br	322	322	1.42 MB	
Philippines	ph	279	279	916.68 KB	
Italy	it	174	174	644.20 KB	
Pakistan	pk	167	167	549.89 KB	
Great Britain	gb	160	160	2.28 MB	
Russian Federation	ru	148	162	1.04 MB	
Canada	ca	147	169	2.57 MB	
Australia	au	136	136	438.41 KB	
China	cn	132	132	333.38 KB	
Romania	ro	123	123	380.95 KB	
Turkey	tr	117	117	489.32 KB	
Indonesia	id	111	111	265.68 KB	
Czech Republic	cz	110	110	129.44 KB	
Algeria	dz	109	109	337.20 KB	
Malaysia	my	109	109	302.71 KB	
Israel	il	90	104	557.57 KB	
Germany	de	89	89	1.27 MB	
Spain	es	82	82	362.89 KB	
Poland	pl	79	79	200.89 KB	
United Arab Emirates	ae	70	70	214.86 KB	
Republic of Serbia	rs	70	70	205.42 KB	
Others		1751	1837	136.20 MB	

**Hosts (Top 25) - Full list - Last visit - Unresolved IP Address**

Hosts : 0 Known, 2,237 Unknown (unresolved ip) 2,203 Unique visitors	Pages	Hits	Bandwidth	Last visit
	564	564	224.28 KB	14 Aug 2017 - 21:31
	518	2,707	326.27 MB	23 Aug 2017 - 12:12
	476	476	1.72 MB	05 Aug 2017 - 23:59
	328	328	1.18 MB	08 Aug 2017 - 11:00
	228	228	840.53 KB	04 Aug 2017 - 07:09
	185	185	682.01 KB	05 Aug 2017 - 17:59
	117	117	0	23 Aug 2017 - 22:49
	102	102	302.81 KB	23 Aug 2017 - 02:50
	94	125	1.45 MB	24 Aug 2017 - 06:44
	80	80	1014.92 KB	23 Aug 2017 - 19:25
	77	77	978.70 KB	23 Aug 2017 - 18:38
	76	76	29.91 KB	02 Aug 2017 - 10:01
	73	73	925.96 KB	23 Aug 2017 - 00:50
	72	72	28.34 KB	24 Aug 2017 - 06:19
	71	71	900.03 KB	23 Aug 2017 - 12:38
	62	62	24.40 KB	23 Aug 2017 - 17:48
	62	62	787.21 KB	23 Aug 2017 - 00:36
	52	52	35.65 KB	05 Aug 2017 - 14:06
	41	41	521.35 KB	09 Aug 2017 - 06:13
	41	41	16.14 KB	02 Aug 2017 - 10:09
	39	39	495.62 KB	08 Aug 2017 - 13:55
	38	38	483.19 KB	09 Aug 2017 - 11:39

	38	38	479.83 KB	08 Aug 2017 - 22:29
	33	33	420.91 KB	22 Aug 2017 - 20:24
	30	55	641.64 KB	09 Aug 2017 - 12:19
Others	6,319	8,247	296.35 MB	

**Authenticated users (Top 10)** - [Full list](#) - [Last visit](#)

Authenticated users : 0	Pages	Hits	Bandwidth	Last visit
Other logins (and/or anonymous users)	9,816	13,989	636.57 MB	

**Robots/Spiders visitors (Top 25)** - [Full list](#) - [Last visit](#)













14 different robots*	Hits	Bandwidth	Last visit
Unknown robot (identified by 'bot' followed by a space or one of the following characters _+ : , ; / \ -)	1,426+119	3.27 GB	24 Aug 2017 - 04:40
Bing Preview bot	550	1.04 GB	24 Aug 2017 - 02:27
<a href="#">Googlebot</a>	255+37	136.52 MB	24 Aug 2017 - 01:57
A PHP script	157	3.84 MB	23 Aug 2017 - 19:48
Unknown robot (identified by 'spider')	129+5	8.75 MB	24 Aug 2017 - 05:24
Unknown robot (identified by hit on 'robots.txt')	0+37	2.42 KB	22 Aug 2017 - 19:55
Unknown robot (identified by 'crawl')	29+3	489.29 KB	16 Aug 2017 - 00:02
Unknown robot (identified by 'robot')	21+10	701.11 KB	22 Aug 2017 - 09:28
Unknown robot (identified by empty user agent string)	20	179.11 KB	22 Aug 2017 - 20:16
<a href="#">Googlebot-Image</a>	16	38.17 KB	23 Aug 2017 - 22:31
Unknown robot (identified by 'bot' preceded by a space or one of the following characters _+ : , ; / \ -)	5	26.51 KB	23 Aug 2017 - 18:29
<a href="#">Yahoo Slurp</a>	3+2	85.32 KB	22 Aug 2017 - 21:47
<a href="#">Alexa (IA Archiver)</a>	2+1	28.78 KB	12 Aug 2017 - 22:25
<a href="#">Netcraft</a>	1	13.26 KB	11 Aug 2017 - 03:06

\* Robots shown here gave hits or traffic "not viewed" by visitors, so they are not included in other charts. Numbers after + are successful hits on "robots.txt" files.




**Visits duration**

Number of visits: 2,872 - Average: 109 s		Number of visits	Percent
0s-30s		2,691	93.6 %
30s-2mn		34	1.1 %
2mn-5mn		17	0.5 %
5mn-15mn		26	0.9 %
15mn-30mn		29	1 %
30mn-1h		37	1.2 %
1h+		31	1 %
Unknown		7	0.2 %

**File type**

File type	Hits	Percent	Bandwidth	Percent
 php Dynamic PHP Script file	7,765	55.5 %	42.27 MB	8.3 %
 js JavaScript file	2,095	14.9 %	16.35 MB	3.2 %
 html HTML or XML static page	1,960	14 %	26.82 MB	5.2 %
 css Cascading Style Sheet file	792	5.6 %	6.50 MB	1.2 %
 jpg Image	685	4.8 %	5.20 MB	1 %
 gif Image	258	1.8 %	3.62 MB	0.7 %
 pdf Adobe Acrobat file	204	1.4 %	399.59 MB	78.5 %
 png Image	128	0.9 %	6.28 MB	1.2 %
 Unknown	50	0.3 %	1.56 MB	0.3 %
- woff	25	0.1 %	149.41 KB	0 %
 svg Image	10	0 %	44.33 KB	0 %
 xml HTML or XML static page	9	0 %	9.18 KB	0 %
- eot	7	0 %	152.10 KB	0 %
 txt Text file	1	0 %	8.12 KB	0 %

**Downloads (Top 10)** - [Full list](#)








Downloads: 243		Hits	206 Hits	Bandwidth	Average size
	/wp-content/uploads/2017/05/05-23-17-caucus.pdf	27	0	194.92 MB	7.22 MB
	/wp-content/uploads/2016/03/11-15-16-caucus.pdf	27	0	171.76 MB	6.36 MB
	/wp-content/uploads/2017/04/04-11-17-caucus.pdf	26	0	111.27 MB	4.28 MB
	/wp-content/uploads/2017/06/06-06-17-council.pdf	25	59	101.23 MB	1.21 MB

 /wp-content/uploads/2017/03/03-28-17-caucus.pdf	24	0	171.30 MB	7.14 MB
 /wp-content/uploads/2016/03/10-11-16-caucus.pdf	24	24	112.99 MB	2.35 MB
 /wp-content/uploads/2017/05/05-16-17-council.pdf	24	0	89.94 MB	3.75 MB
 /wp-content/uploads/2016/03/05-10-16-caucus-minutes.pdf	24	0	159.43 MB	6.64 MB
 /wp-content/uploads/2017/02/02-14-17-caucus.pdf	24	0	150.57 MB	6.27 MB
 /wp-content/uploads/2016/03/Ord.-No.-10032-2016.pdf	24	26	92.27 MB	1.85 MB











**Pages-URL (Top 25)** - [Full list](#) - [Entry](#) - [Exit](#)

64 different pages-url	Viewed	Average size	Entry	Exit	
/wp-login.php	4,748	3.28 KB	324	1,617	
/xmlrpc.php	2,499	5.17 KB	1,690	218	
/	787	13.00 KB	377	484	
/city-council/codified-ordinances/	640	12.65 KB	268	262	
/wp-admin/admin-ajax.php	219	6.75 KB	4	6	
/contact/	127	13.16 KB	66	76	
/wp-cron.php	117		81	81	
/city-council/council-members/	67	15.98 KB	23	24	
/live-stream/	51	12.53 KB	13	17	
/webmail	48	33.20 KB	1	27	
/wp-admin/load-scripts.php	45	62.08 KB		1	
/agendas/	40	28.94 KB	2	9	
/newsletter/	36	16.10 KB	1		
/photo-gallery/	33	13.20 KB		1	
/press-releases/	32	11.69 KB		4	
/calendar/	25	12.52 KB	1	5	
/agendas/approved-minutes/	21	38.75 KB		5	
/wp-content/plugins/bloom/css/fonts/ET-Bloom.woff	18	4.25 KB		1	
//xmlrpc.php	16	44.59 KB		2	
/wp-admin/post.php	16	181.96 KB			
/wp-admin/edit.php	16	77.52 KB			
/wp-admin/load-styles.php	14	91.25 KB			
/city-council/committees/	14	13.56 KB			
/agendas/adopted-legislation/	14	45.80 KB	2	2	
/city-council/clerk-of-council/	12	12.73 KB			
Others	161	35.29 KB	19	23	

**Operating Systems (Top 10)** - [Full list/Versions](#) - [Unknown](#)

Operating Systems		Pages	Percent	Hits	Percent
 <b>Windows</b>		8,831	89.9 %	12,787	80.9 %
 <b>Linux</b>		283	2.8 %	1,275	8 %
 <b>Macintosh</b>		240	2.4 %	429	2.7 %
 <b>iOS</b>		237	2.4 %	1,044	6.6 %
 Unknown		221	2.2 %	250	1.5 %
 <b>Java</b>		2	0 %	2	0 %
 Unknown Unix system		2	0 %	2	0 %

**Browsers (Top 10)** - [Full list/Versions](#) - [Unknown](#)

Browsers		Grabber	Pages	Percent	Hits	Percent
 <b>Firefox</b>		No	5,932	60.4 %	8,283	52.4 %
 <b>Google Chrome</b>		No	1,506	15.3 %	3,455	21.8 %
 <b>MS Internet Explorer</b>		No	1,134	11.5 %	1,853	11.7 %
 <b>Opera</b>		No	719	7.3 %	729	4.6 %
 <b>Safari</b>		No	250	2.5 %	1,044	6.6 %
 Unknown		?	190	1.9 %	196	1.2 %
 Mozilla		No	37	0.3 %	63	0.3 %
 <b>Netscape</b>		No	22	0.2 %	22	0.1 %
 iPhone (PDA/Phone browser)		No	14	0.1 %	131	0.8 %
 Android browser (PDA/Phone browser)		No	9	0 %	10	0 %
Others			3	0 %	3	0 %

### Connect to site from

Origin	Pages	Percent	Hits	Percent
<b>Direct address / Bookmark / Link in email...</b>	7,451	89.9 %	7,542	89.7 %
<b>Links from an Internet Search Engine - Full list</b>	146	1.7 %	174	2 %
- Google	115 / 143			
- Microsoft Bing	16 / 16			
- Yahoo!	13 / 13			
- Yandex	1 / 1			
- DuckDuckGo (Does not provide search keyphrases, using found page instead)	1 / 1			
<b>Links from an external page (other web sites except search engines) - Full list</b>	670	8 %	675	8 %
- <a href="http://m.facebook.com">http://m.facebook.com</a>	62	63		
- <a href="https://buy-meds24.com">https://buy-meds24.com</a>	20	20		
- <a href="https://mojpreskumanie.com">https://mojpreskumanie.com</a>	12	12		
- <a href="http://irkutsk.zrus.org">http://irkutsk.zrus.org</a>	12	12		
- <a href="https://woweb.com.ua">https://woweb.com.ua</a>	12	12		
- <a href="https://buydissertation.net">https://buydissertation.net</a>	12	12		
- <a href="http://podshipniki-ntn.ru">http://podshipniki-ntn.ru</a>	11	11		
- <a href="http://companies-catalog.com">http://companies-catalog.com</a>	11	11		
- <a href="https://moje-recenze.cz">https://moje-recenze.cz</a>	11	11		
- <a href="http://deshevo-nedorogo.ru">http://deshevo-nedorogo.ru</a>	11	11		
- <a href="http://videochat.ph">http://videochat.ph</a>	10	10		
- <a href="http://videochat.bz">http://videochat.bz</a>	10	10		
- <a href="https://www.facebook.com">https://www.facebook.com</a>	10	10		
- <a href="http://typer.one">http://typer.one</a>	9	9		
- <a href="http://pk-services.ru">http://pk-services.ru</a>	9	9		
- <a href="https://venerologiya.com">https://venerologiya.com</a>	9	9		
- <a href="http://pc-services.ru">http://pc-services.ru</a>	9	9		
- <a href="http://pavlodar.xkaz.org">http://pavlodar.xkaz.org</a>	9	9		
- <a href="https://xn--d1aifoe0a9a.top">https://xn--d1aifoe0a9a.top</a>	9	9		
- <a href="http://demian.kz">http://demian.kz</a>	8	8		
- <a href="https://univerfiles.com">https://univerfiles.com</a>	8	8		
- <a href="http://copro.pw">http://copro.pw</a>	8	8		
- <a href="http://shymkent.xkaz.org">http://shymkent.xkaz.org</a>	8	8		
- <a href="http://03e.info">http://03e.info</a>	7	7		
- <a href="http://se-welding.ru">http://se-welding.ru</a>	7	7		
- Others	366	370		
<b>Unknown Origin</b>	13	0.1 %	13	0.1 %

### Search Keyphrases (Top 10)

[Full list](#)

2 different keyphrases	Search	Percent
brook park mn city council	2	66.6 %
brook park city council	1	33.3 %

### Search Keywords (Top 25)

[Full list](#)

5 different keywords	Search	Percent
park	3	21.4 %
city	3	21.4 %
brook	3	21.4 %
council	3	21.4 %
mn	2	14.2 %

### Miscellaneous

Miscellaneous	Hits	Percent
Successful hits on favicon.ico	861 / 2,203	39 %
Javascript disabled	-	
Browsers with Java support	-	
Browsers with Macromedia Director Support	-	
Browsers with Flash Support	-	
Browsers with Real audio playing support	-	
Browsers with Quicktime audio playing support	-	
Browsers with Windows Media audio playing support	-	
Browsers with PDF support	-	

### HTTP Status codes

HTTP Status codes*	Hits	Percent	Bandwidth
404 Document Not Found (hits on favicon excluded)	1,255	68.6 %	13.00 MB
301 Moved permanently (redirect)	509	27.8 %	5.60 KB
302 Moved temporarily (redirect)	35	1.9 %	0
405 Method not allowed	11	0.6 %	462 Bytes

500	Internal server Error	11	0.6 %	3.72 KB
206	Partial Content	7	0.3 %	61.52 KB

\* Codes shown here gave hits or traffic "not viewed" by visitors, so they are not included in other charts.

**Advanced Web Statistics 7.4 (build 20140726)** - [Created by awstats \(plugins: geipfree\)](#)

Last Update: 24 Aug 2017 - 07:16

Reported period: - Year - 2017 OK



[Back to main page](#)

Filter :  Exclude filter :  OK

**Hosts**

Total : 12,983	Pages	Hits	Bandwidth	Last visit
██████████	1,061	1,061	417.56 KB	19 Feb 2017 - 02:07
██████████	909	909	3.69 KB	23 Aug 2017 - 22:49
██████████	906	1,584	124.95 MB	19 Jun 2017 - 14:24
██████████	693	890	10.44 MB	24 Aug 2017 - 06:44
██████████	686	1,669	192.11 MB	22 Apr 2017 - 05:27
██████████	638	1,255	101.39 MB	11 May 2017 - 13:19
██████████	630	630	247.94 KB	03 Jul 2017 - 22:00
██████████	564	564	224.28 KB	14 Aug 2017 - 21:31
██████████	545	2,961	381.89 MB	23 Aug 2017 - 12:12
██████████	519	519	1.87 MB	07 Feb 2017 - 15:39
██████████	490	490	192.84 KB	05 Jun 2017 - 16:45
██████████	478	478	188.12 KB	14 Apr 2017 - 05:34
██████████	476	476	1.72 MB	05 Aug 2017 - 23:59
██████████	472	472	185.76 KB	16 Apr 2017 - 18:15
██████████	458	458	180.25 KB	21 Jun 2017 - 13:16
██████████	448	448	176.31 KB	19 Feb 2017 - 10:53
██████████	394	394	1.14 MB	04 Mar 2017 - 07:29
██████████	340	340	5.92 MB	23 Aug 2017 - 18:38
██████████	328	328	1.18 MB	08 Aug 2017 - 11:00
██████████	310	390	14.37 MB	25 Jun 2017 - 03:27
██████████	306	447	9.06 MB	08 Mar 2017 - 08:23
██████████	293	1,069	123.11 MB	07 Jun 2017 - 10:07
██████████	255	1,164	154.95 MB	27 Jan 2017 - 13:25
██████████	240	1,327	20.66 MB	22 Aug 2017 - 18:16
██████████	232	758	58.23 MB	10 Feb 2017 - 18:17
██████████	228	228	840.53 KB	04 Aug 2017 - 07:09
██████████	224	224	88.16 KB	13 Apr 2017 - 06:05
██████████	224	224	851.46 KB	31 Jul 2017 - 07:09
██████████	210	551	26.28 MB	26 Mar 2017 - 09:52
██████████	186	186	693.28 KB	30 May 2017 - 13:42
██████████	186	186	551.46 KB	23 Jan 2017 - 02:22
██████████	185	185	682.01 KB	05 Aug 2017 - 17:59
██████████	183	183	543.28 KB	26 May 2017 - 01:58
██████████	180	558	82.26 MB	02 Mar 2017 - 20:59
██████████	180	180	3.87 MB	18 Jul 2017 - 14:16
██████████	177	513	60.52 MB	21 Mar 2017 - 13:47
██████████	171	171	67.30 KB	23 Aug 2017 - 17:48
██████████	168	168	498.09 KB	14 May 2017 - 00:43
██████████	167	167	3.53 MB	18 Jul 2017 - 19:19
██████████	163	362	29.53 MB	19 May 2017 - 18:45
██████████	157	157	465.48 KB	28 Mar 2017 - 23:45
██████████	150	299	24.64 MB	10 Mar 2017 - 20:24
██████████	149	149	3.07 MB	19 Jul 2017 - 00:05
██████████	148	359	43.86 MB	07 Mar 2017 - 21:19
██████████	144	513	69.95 MB	24 Feb 2017 - 17:28
██████████	137	153	6.12 MB	26 Jul 2017 - 12:10
██████████	136	136	1.74 MB	22 Aug 2017 - 09:48
██████████	133	133	2.64 MB	09 Jul 2017 - 10:04
██████████	132	388	45.58 MB	09 Jul 2017 - 08:42
██████████	127	127	1.57 MB	28 May 2017 - 08:58
██████████	122	122	1.98 MB	29 May 2017 - 04:49
██████████	121	399	60.61 MB	20 Jul 2017 - 11:07
██████████	114	114	1.69 MB	28 May 2017 - 13:49
██████████	105	105	402.53 KB	20 Jul 2017 - 00:44
██████████	102	102	1.55 MB	29 May 2017 - 02:37
██████████	102	102	302.81 KB	23 Aug 2017 - 02:50



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## Account

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### Billing Details

[View Invoices](#)  
[Payment Method](#)

### Geek Support

[Knowledgebase](#)  
[Support Desk](#)

### Email Record ID #390518

**Date Sent:** 03/12/2016 02:03:53PM CST

**Sent To:** julie.mccor@gmail.com



## Welcome to GeekStorage!

Dear Julie Ann,

You did it! You've successfully created a new GeekStorage account. Provided below are your new login details to our online [Account Management](#) website.

Account Management Website:  
<https://www.geekstorage.com/my>

Your **username** is the e-mail address you signed up with:

julie.mccor@gmail.com

If you have forgotten the password you chose during signup, please choose the "Retrieve forgotten password" option on the login page of our [Account Management](#) website.

The following is a list of helpful resources that our new geeks usually find pretty helpful:

[Geek Knowledgebase](#)  
[Geekmunity](#) (our online forums)  
[Geek Support Online Helpdesk](#)

If you have any questions, please [contact us](#).

Regards,

Matt & Jay, Head Geeks  
 GeekStorage.com, LLC

[Visit Our Website!](#) [Visit Us On Facebook!](#) [Follow Us On Twitter!](#)

### E-mail History

Subject	Date	
[Ticket ID: 252925] info available and adding an a...	08/23/2017 04:08:40PM CDT	<a href="#">View</a>
[Ticket ID: 252925] info available and adding an a...	08/23/2017 02:08:12PM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/23/2017 02:08:16PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:11PM CDT	<a href="#">View</a>
Your New GeekStorage Account Details	08/18/2017 07:08:06PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:22PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/16/2017 02:08:10PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/15/2017 11:08:34AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:36AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:49AM CDT	<a href="#">View</a>
Payment Received	01/12/2017 04:01:53PM CST	<a href="#">View</a>
You have a new invoice!	01/12/2017 10:01:32AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/12/2017 10:01:13AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/11/2017 07:01:40PM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 03:01:02PM CST	<a href="#">View</a>
[Ticket ID: 656945] urgent assistance needed	01/09/2017 12:01:39AM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 12:01:27AM CST	<a href="#">View</a>
Your New GeekStorage Account Details	01/08/2017 06:01:28PM CST	<a href="#">View</a>
Payment Received	01/08/2017 03:01:36PM CST	<a href="#">View</a>
Your credit card has been declined! :(	01/08/2017 02:01:16PM CST	<a href="#">View</a>

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## Support

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### Support Desk

[Overview](#)  
[My Tickets](#)  
[Open New Ticket](#)

### Geek Support

[Knowledgebase](#)  
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### Viewing Ticket #293548

Department	Subject	Date Opened	Last Update	Status
Geek Support	payment	1.4 years ago	1.4 years ago	Closed

**Jim Astorino (City of Brook Park Council Office)**

04/01/2016 11:04:51AM CDT

 Client

Hello,

My other support ticket has gone unanswered for many days. The City of Brook Park is ready to mail the check, but before they can do that they have informed me that they need a W-9 form from you guys since you are a new vendor for them and they haven't used you guys before. I had previously let you know via my other support ticket, but never got a response and the finance dept. just contacted me to let me know that they hadn't received the form from you yet. Could you please send that to [mblazak@cityofbrookpark.com](mailto:mblazak@cityofbrookpark.com) and copy me at [jmccormick@brookparkcitycouncil.com](mailto:jmccormick@brookparkcitycouncil.com)? Thanks.

Julie

**Jay Higdon**

04/01/2016 10:04:51PM CDT

 Staff

Hi Julie,

It looks like I overlooked that ticket that was assigned to me. I'll take care of it, thanks for the reminder.

Regards,

Jay Higdon  
 GeekStorage.com  
 "Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

**Jim Astorino (City of Brook Park Council Office)**

04/12/2016 05:04:08PM CDT

 Client

Great, thanks. They confirmed that it had been received, so I imagine that a check should arrive soon.

**Jay Higdon**

04/14/2016 02:04:17PM CDT

 Staff

Hi Julie,

Okay, great. Thank you for the update.

Regards,

Jay Higdon  
 GeekStorage.com  
 "Web Hosting For Geeks, By Geeks"

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### Add Reply

Add Attachment:  No file selected.  Allowed attachments: .jpg, .jpeg, .gif, .png, .txt

[Add Reply](#)

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## Support

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### Support Desk

[Overview](#)  
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[Open New Ticket](#)

### Geek Support

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[Support Desk](#)

#### Viewing Ticket #751644

Department	Subject	Date Opened	Last Update	Status
Billing Geeks	invoice/purchase order	1.5 years ago	1.4 years ago	Closed

#### Jim Astorino (City of Brook Park Council Office)

03/12/2016 03:03:37PM CST

 Client

The Brook Park City Council in Brook Park, Ohio wishes to utilize your service for hosting. I have checked with our Finance Director and how to get this paid, and he indicated that once an invoice was generated and given to him that the city would generate a purchase order and cut a check and mail it to the vendor (you). Is this a situation that you would be able to accommodate? Please advise.

They are generally pretty quick in issuing payment and would pre-pay for the year. Would we be able to get the service up and running in the meantime?

#### Matt E.

03/12/2016 03:03:40PM CST

 Staff

Hi Julie,

Thank you for selecting GeekStorage for your hosting needs. We hope you enjoy your services with us, and we look forward to helping you with any issues or questions you may have.

For timely service activation, we highly recommend using our credit card or PayPal payment options. We do accept payment by check; however, check payments do require time to process. We cannot activate service until payment is received and processed.

Our mailing address:

GeekStorage.com, LLC  
 PO Box 1709  
 Norman, OK 73070

The check or money order can be made out to: GeekStorage.com, LLC

Regards,  
 Matthew Eli

GeekStorage.com  
 "Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

#### Jim Astorino (City of Brook Park Council Office)

03/12/2016 04:03:10PM CST

 Client

Okay. To get it up faster, could I make a Paypal payment for one month of hosting? Then the year payment will be sent to you by check from the city (we'd like to take advantage of the discount for paying for a year). I have just now emailed them the invoice generated so that they can begin processing on Monday.

Can we do that? Let me know, and I can have Paypal payment for one month sent, just let me know where to send it and the amount.

Thanks.

#### Matt E.

03/12/2016 06:03:20PM CST

 Staff

Hi Julie,

We don't have an automated means of accomplishing this, so the best way to proceed would be to cancel the current order, place a new order for one month of service, and then submit an upgrade request to annual billing. The upgrade invoice could then be paid at your leisure. We can take care of all of this on our end, we would just need your approval to proceed.

Regards,  
 Matthew Eli

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 "Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

#### Jim Astorino (City of Brook Park Council Office)

03/12/2016 06:03:27PM CST

 Client

Yes please do that.

**Jim Astorino (City of Brook Park Council Office)**

03/12/2016 08:03:51PM CST

 Client

Alright I ordered 1 month of service and paid for it. Can you open the request for upgrade to the plan that shows "inactive" right now? And then I can get them the invoice and have them mail the check and pay for the year.

Thanks!

**Jay Higdon**

03/12/2016 09:03:06PM CST

 Staff

Hi Julie,

Sorry for the hassle! What we can do once they send the check for the annual plan is remove the billing for the monthly account altogether and then can set the annual billing account to "active." Matt didn't recognize you at first, otherwise he would have just went ahead and created the account pending receipt of the check. I've gone ahead and adjusted the account on the server to the Ultimate Hosting plan, as that is what they'll be sending the check for.

If you've had to cover this monthly fee for this month let me know and we'll refund or credit your other account for it so that you're not out any money in this transaction. Thanks for sending another customer our way, we do appreciate it!

Regards,

Jay Higdon  
GeekStorage.com  
"Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

**Jim Astorino (City of Brook Park Council Office)**

03/12/2016 10:03:11PM CST

 Client

Awesome. I did cover it out of my personal expenses for this month, so if you could apply that to the other account ([www.phastar.org](http://www.phastar.org)) that would be great. Thank you.

**Jay Higdon**

03/13/2016 10:03:06PM CDT

 Staff

Julie,

I have applied the credit to the phastar.org account and its currently due invoice has been marked as paid as a result.

Regards,

Jay Higdon  
GeekStorage.com  
"Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

**Jim Astorino (City of Brook Park Council Office)**

03/14/2016 04:03:13PM CDT

 Client

Hi Jay,

The invoice was submitted to the city's finance department. They told me that they need a W-9 from your company to keep on file since they have never used you as a vendor before. If you could please send that to Michelle Blazak, Clerk of Council, at [mblazak@cityofbrookpark.com](mailto:mblazak@cityofbrookpark.com) I would appreciate it. And if you could let me know when that has been sent I'll make sure to follow up with Michelle and make sure it gets to the right people.

Thanks again, and sorry for the extra hassle.

Julie

**Jay Higdon**

04/08/2016 01:04:39PM CDT

 Staff

Hi Julie,

I apologize for the delay, but this requested W-9 has been e-mailed to Michelle at this time.

Regards,

Jay Higdon  
GeekStorage.com  
"Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

#### Add Reply

Add Attachment:

No file selected.



Allowed attachments: .jpg, .jpeg, .gif, .png, .txt



[Dashboard](#) [Account](#) [Services](#) [myDNS](#) [Domains](#) [Affiliate](#) [Support](#)**Account**[Home](#)[Account](#)[Invoices](#)**Account**[Overview](#)  
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[E-mail History](#)**Billing Details**[View Invoices](#)  
[Payment Method](#)**Geek Support**[Knowledgebase](#)  
[Support Desk](#)**Unpaid Invoices**

Invoice #	Date Create	Date Due	Total	
No invoices to display.				

**Paid Invoices**

Invoice #	Date Create	Date Due	Total	
64079	01/09/2017	01/11/2017	\$93.53	<a href="#">View</a>   <a href="#">PDF</a>
64065	01/08/2017	01/15/2017	\$39.96	<a href="#">View</a>   <a href="#">PDF</a>
60425	07/05/2016	07/12/2016	\$0.00	<a href="#">View</a>   <a href="#">PDF</a>
59801	06/05/2016	06/12/2016	\$0.00	<a href="#">View</a>   <a href="#">PDF</a>
59163	05/05/2016	05/12/2016	\$0.00	<a href="#">View</a>   <a href="#">PDF</a>
58017	03/12/2016	03/19/2016	\$9.99	<a href="#">View</a>   <a href="#">PDF</a>



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## Account

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[Payment Method](#)

### Geek Support

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[Support Desk](#)

### Email Record ID #390519

**Date Sent:** 03/12/2016 02:03:54PM CST

**Sent To:** julie.mccor@gmail.com



## NEW INVOICE

Dear Julie Ann McCormick (City of Brook Park),

This is a notice that an invoice has been generated on 03/12/2016.

Your payment method is: PayPal

Invoice #58016  
 Amount Due: \$93.53 USD  
 Due Date: 03/19/2016

#### Invoice Items

Ultimate Hosting - brookparkcitycouncil.com (03/12/2016 - 03/11/2017) \$155.88 USD  
 Promotional Code: 40OFF - 40.00% One Time Discount \$-62.35 USD

-----  
 Sub Total: \$93.53 USD  
 Credit: \$0.00 USD  
 Total: \$93.53 USD  
 -----

You can login to our online [Account Management](#) website to view your invoice and to also remit payment.

NOTE: Payment must be received by the due date or your service may be interrupted.

If you have any questions, please [open a support ticket](#) or e-mail us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

Regards,

Billing Geeks  
 GeekStorage.com, LLC

[Visit Our Website!](#) [Visit Us On Facebook!](#) [Follow Us On Twitter!](#)

### E-mail History

Subject	Date	
[Ticket ID: 252925] info available and adding an a...	08/23/2017 04:08:40PM CDT	<a href="#">View</a>
[Ticket ID: 252925] info available and adding an a...	08/23/2017 02:08:12PM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/23/2017 02:08:16PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:11PM CDT	<a href="#">View</a>
Your New GeekStorage Account Details	08/18/2017 07:08:06PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:22PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/16/2017 02:08:10PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/15/2017 11:08:34AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:36AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:49AM CDT	<a href="#">View</a>
Payment Received	01/12/2017 04:01:53PM CST	<a href="#">View</a>
You have a new invoice!	01/12/2017 10:01:32AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/12/2017 10:01:13AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/11/2017 07:01:40PM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 03:01:02PM CST	<a href="#">View</a>
[Ticket ID: 656945] urgent assistance needed	01/09/2017 12:01:39AM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 12:01:27AM CST	<a href="#">View</a>
Your New GeekStorage Account Details	01/08/2017 06:01:28PM CST	<a href="#">View</a>
Payment Received	01/08/2017 03:01:36PM CST	<a href="#">View</a>
Your credit card has been declined! :(	01/08/2017 02:01:16PM CST	<a href="#">View</a>

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[Payment Method](#)

### Geek Support

[Knowledgebase](#)  
[Support Desk](#)

#### Email Record ID #393258

**Date Sent:** 04/08/2016 01:04:40PM CDT

**Sent To:** julie.mccor@gmail.com



### A MESSAGE FROM OUR HELP DESK

Hi Julie,

I apologize for the delay, but this requested W-9 has been e-mailed to Michelle at this time.

Regards,

Jay Higdon  
 GeekStorage.com  
 "Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

-----  
 Ticket ID: #751644  
 Subject: invoice/purchase order  
 Status: Closed  
 Ticket URL: <https://www.geekstorage.com/my/ticket/751644>  
 -----

#### Access Your Support Ticket Online:

You can view your support ticket online by logging into our online [Account Management](#) website. Our online help desk allows you to [open a new support ticket](#), [reply to an existing support ticket](#) or to review your entire support ticket history.

#### Other Helpful Resources:

[Geek Knowledgebase](#)  
[Online Video Tutorials](#)

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#### E-mail History

Subject	Date	
[Ticket ID: 252925] info available and adding an a...	08/23/2017 04:08:40PM CDT	<a href="#">View</a>
[Ticket ID: 252925] info available and adding an a...	08/23/2017 02:08:12PM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/23/2017 02:08:16PM CDT	<a href="#">View</a>
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Your New GeekStorage Account Details	08/18/2017 07:08:06PM CDT	<a href="#">View</a>
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[Ticket ID: 623965] Contact information	08/16/2017 02:08:10PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/15/2017 11:08:34AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:36AM CDT	<a href="#">View</a>
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Payment Received	01/12/2017 04:01:53PM CST	<a href="#">View</a>
You have a new invoice!	01/12/2017 10:01:32AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/12/2017 10:01:13AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/11/2017 07:01:40PM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 03:01:02PM CST	<a href="#">View</a>
[Ticket ID: 656945] urgent assistance needed	01/09/2017 12:01:39AM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 12:01:27AM CST	<a href="#">View</a>
Your New GeekStorage Account Details	01/08/2017 06:01:28PM CST	<a href="#">View</a>
Payment Received	01/08/2017 03:01:36PM CST	<a href="#">View</a>
Your credit card has been declined! :(	01/08/2017 02:01:16PM CST	<a href="#">View</a>

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**Please remit payment to:**  
GeekStorage.com, LLC  
c/o Accounts Receivable  
210 E. Main St.  
Suite 219  
Norman, OK 73069

**PAID**  
Thank you for your payment.

1-888-865-6515  
[billing@geekstorage.com](mailto:billing@geekstorage.com)

**Invoice #58017**

City of Brook Park Council Office Jim Astorino 6161 Engle Rd Brook Park, 44142	<b>INVOICE DATE</b> <b>03/12/2016</b>	<b>BALANCE DUE</b> <b>\$0.00</b>	<b>DUE DATE</b> <b>03/19/2016</b>
--------------------------------------------------------------------------------------------	------------------------------------------	-------------------------------------	--------------------------------------

<b>DESCRIPTION</b>	<b>COST</b>
Pro Hosting - brookparkcitycouncil.com (03/12/2016 - 04/11/2016)	\$9.99

<b>TRANSACTIONS</b>	<b>TOTAL</b>
03/12/2016 PayPal Invoice Payment (ID: 48K10927UY3375131)	-\$9.99

<b>Sub-total:</b>	\$9.99
<b>Credit:</b>	\$0.00
<b>Total:</b>	<b>\$9.99</b>

**PAYMENT OPTIONS** We accept credit cards (Visa, MasterCard, Discover and American Express), PayPal, company check or money order. To view and pay your invoice, login to <https://www.geekstorage.com/my>.

**QUESTIONS** If you have any questions regarding this invoice or need payment arrangements, please contact us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

**Thank you for choosing to go geek with GeekStorage.com.**



**Please remit payment to:**  
 GeekStorage.com, LLC  
 c/o Accounts Receivable  
 210 E. Main St.  
 Suite 219  
 Norman, OK 73069

**PAID**  
 Thank you for your payment.

1-888-865-6515  
[billing@geekstorage.com](mailto:billing@geekstorage.com)

**Invoice #59163**

City of Brook Park Council Office Jim Astorino 6161 Engle Rd Brook Park, 44142	<b>INVOICE DATE</b>	<b>BALANCE DUE</b>	<b>DUE DATE</b>
	<b>05/05/2016</b>	<b>\$0.00</b>	<b>05/12/2016</b>

DESCRIPTION	COST
Ultimate Hosting - brookparkcitycouncil.com (05/12/2016 - 06/11/2016)	\$9.99

<b>Sub-total:</b>	<b>\$9.99</b>
<b>Credit:</b>	<b>\$9.99</b>
<b>Total:</b>	<b>\$0.00</b>

**PAYMENT OPTIONS** We accept credit cards (Visa, MasterCard, Discover and American Express), PayPal, company check or money order. To view and pay your invoice, login to <https://www.geekstorage.com/my>.

**QUESTIONS** If you have any questions regarding this invoice or need payment arrangements, please contact us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

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 GeekStorage.com, LLC  
 c/o Accounts Receivable  
 210 E. Main St.  
 Suite 219  
 Norman, OK 73069

**PAID**  
 Thank you for your payment.

1-888-865-6515  
[billing@geekstorage.com](mailto:billing@geekstorage.com)

**Invoice #59801**

City of Brook Park Council Office Jim Astorino 6161 Engle Rd Brook Park, 44142	<b>INVOICE DATE</b>	<b>BALANCE DUE</b>	<b>DUE DATE</b>
	<b>06/05/2016</b>	<b>\$0.00</b>	<b>06/12/2016</b>

DESCRIPTION	COST
Ultimate Hosting - brookparkcitycouncil.com (06/12/2016 - 07/11/2016)	\$9.99

<b>Sub-total:</b>	<b>\$9.99</b>
<b>Credit:</b>	<b>\$9.99</b>
<b>Total:</b>	<b>\$0.00</b>

**PAYMENT OPTIONS** We accept credit cards (Visa, MasterCard, Discover and American Express), PayPal, company check or money order. To view and pay your invoice, login to <https://www.geekstorage.com/my>.

**QUESTIONS** If you have any questions regarding this invoice or need payment arrangements, please contact us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

**Thank you for choosing to go geek with GeekStorage.com.**



**Please remit payment to:**  
GeekStorage.com, LLC  
c/o Accounts Receivable  
210 E. Main St.  
Suite 219  
Norman, OK 73069

**PAID**  
Thank you for your payment.

1-888-865-6515  
[billing@geekstorage.com](mailto:billing@geekstorage.com)

**Invoice #60425**

City of Brook Park Council Office Jim Astorino 6161 Engle Rd Brook Park, 44142	<b>INVOICE DATE</b>	<b>BALANCE DUE</b>	<b>DUE DATE</b>
	<b>07/05/2016</b>	<b>\$0.00</b>	<b>07/12/2016</b>

<b>DESCRIPTION</b>	<b>COST</b>
Ultimate Hosting - brookparkcitycouncil.com (07/12/2016 - 08/11/2016)	\$9.99

<b>Sub-total:</b>	\$9.99
<b>Credit:</b>	\$9.99
<b>Total:</b>	<b>\$0.00</b>

**PAYMENT OPTIONS** We accept credit cards (Visa, MasterCard, Discover and American Express), PayPal, company check or money order. To view and pay your invoice, login to <https://www.geekstorage.com/my>.

**QUESTIONS** If you have any questions regarding this invoice or need payment arrangements, please contact us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

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## Support

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### Support Desk

[Overview](#)  
[My Tickets](#)  
[Open New Ticket](#)

### Geek Support

[Knowledgebase](#)  
[Support Desk](#)

#### Viewing Ticket #656945

Department	Subject	Date Opened	Last Update	Status
Billing Geeks	urgent assistance needed	9 months ago	8 months ago	Closed

#### Jim Astorino (City of Brook Park Council Office)

12/09/2016 12:12:26AM CST

 Client

Brookparkcitycouncil.com is not working. I logged in to find that the account had been cancelled. Payment for the invoice was sent out months ago, via a city-issued check, and they should be good through spring. Can you tell me what is going on? This is a City-owned account. There are public records retentions laws relevant due to the fact that all council members had email accounts on the domain. The account cannot simply be deleted. It would be a violation of public records laws. Please let me know what to do to rectify this situation as soon as possible.

#### Matt E.

12/09/2016 01:12:27AM CST

 Staff

Hi Julie,

This account was only paid through 8/5/16 and we never received a check for the account. You will need to discuss this with Jay as this is a rather complicated billing issue on the backend due to the two original orders for the account. I will forward this ticket over to him so he can assess what would need to be remitted to reactivate service.

Regards,  
 Matthew Eli

GeekStorage.com  
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#### Jay Higdon

12/09/2016 02:12:21AM CST

 Staff

Hello,

The invoice for this account was never paid according to our records. As such, the service has been canceled for non-payment. If you believe this to be in error, please reply with details concerning when the payment was made and I can look into this issue further. Otherwise, your outstanding balance will need to be paid before we can restore service.

Regards,

Jay Higdon  
 GeekStorage.com  
 "Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

#### Jim Astorino (City of Brook Park Council Office)

01/07/2017 03:01:30PM CST

 Client

Apparently the check was returned after they mailed it to the address on the invoice. It was returned saying that the location was vacant. If you could please provide us with the proper mailing address I can have them remit a check for the next year term. If you could draft up an invoice for a year term, and then I could get that printed out, that would be helpful and I can get them to send out a check.

In the meantime, I'd like to take care of the balance due from Sept.-present to get us current and back up. I notice, however, that the invoice now says \$0, which is not correct.

Can you reset that so payment can be submitted via credit card? And once payment is submitted, would access to the website files be restored immediately or will you have to do that manually?

Thank you.

**Jay Higdon**  
Staff

01/08/2017 12:01:07PM CST

Julie,

I have generated the invoice for the period from September to present. Once this invoice is paid, we will need to manually re-activate the service. Once that is done, I'll generate a second invoice for a year's duration.

Regards,

Jay Higdon  
GeekStorage.com  
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**Jim Astorino (City of Brook Park Council Office)**  
Client

01/08/2017 03:01:09PM CST

Hello,

I have paid \$39.96 via credit card today. How do we go about restore this website? How long would the process take? Please respond via email.

Thanks,  
Jim Astorino  
Council President  
City of Brook Park  
jastorino48@gmail.com

**Jim Astorino (City of Brook Park Council Office)**  
Client

01/08/2017 07:01:57PM CST

Hi Jay,

I see that the invoice for the year duration has been generated. When can we expect to have the website restored?

Jim Astorino is the city council president and also has access to this account. FYI.

Julie

**Jay Higdon**  
Staff

01/09/2017 12:01:39AM CST

Hi Julie,

The account has been restored and the invoice for the year has been generated and e-mailed. I have removed the late fee, so the amount has changed. The invoice on the account is the current and correct invoice moving forward.

The mailing address for the check is:

GeekStorage.com  
PO BOX 1709  
Norman, OK 73069


Regards,

Jay Higdon  
GeekStorage.com  
"Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

**Add Reply**

Add Attachment:  No file selected.

 Allowed attachments: .jpg, .jpeg, .gif, .png, .txt



**Please remit payment to:**  
 GeekStorage.com, LLC  
 c/o Accounts Receivable  
 210 E. Main St.  
 Suite 219  
 Norman, OK 73069

**PAID**  
 Thank you for your payment.

1-888-865-6515  
[billing@geekstorage.com](mailto:billing@geekstorage.com)

**Invoice #64065**

City of Brook Park Council Office Jim Astorino 6161 Engle Rd Brook Park, 44142	<b>INVOICE DATE</b>	<b>BALANCE DUE</b>	<b>DUE DATE</b>
	<b>01/08/2017</b>	<b>\$0.00</b>	<b>01/15/2017</b>

<b>DESCRIPTION</b>	<b>COST</b>
Ultimate Hosting - brookparkcitycouncil.com (09/12/2016 - 01/11/2017)	\$39.96

<b>TRANSACTIONS</b>	<b>TOTAL</b>
01/08/2017 Credit Card Invoice Payment (ID: 8813947439)	-\$39.96

<b>Sub-total:</b>	<b>\$39.96</b>
<b>Credit:</b>	<b>\$0.00</b>
<b>Total:</b>	<b>\$39.96</b>

**PAYMENT OPTIONS** We accept credit cards (Visa, MasterCard, Discover and American Express), PayPal, company check or money order. To view and pay your invoice, login to <https://www.geekstorage.com/my>.

**QUESTIONS** If you have any questions regarding this invoice or need payment arrangements, please contact us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

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**PAID**  
 Thank you for your payment.

1-888-865-6515  
[billing@geekstorage.com](mailto:billing@geekstorage.com)

**Invoice #64079**

City of Brook Park Council Office Jim Astorino 6161 Engle Rd Brook Park, 44142	<b>INVOICE DATE</b>	<b>BALANCE DUE</b>	<b>DUE DATE</b>
	<b>01/09/2017</b>	<b>\$0.00</b>	<b>01/11/2017</b>

<b>DESCRIPTION</b>	<b>COST</b>
Ultimate Hosting - brookparkcitycouncil.com (01/11/2017 - 01/10/2018)	\$155.88
Promotional Code: 40OFF - 40.00% One Time Discount	-\$62.35

<b>TRANSACTIONS</b>	<b>TOTAL</b>
01/12/2017 Credit Card Invoice Payment (ID: 8819716629)	-\$93.53

<b>Sub-total:</b>	<b>\$93.53</b>
<b>Credit:</b>	<b>\$0.00</b>
<b>Total:</b>	<b>\$93.53</b>

**PAYMENT OPTIONS** We accept credit cards (Visa, MasterCard, Discover and American Express), PayPal, company check or money order. To view and pay your invoice, login to <https://www.geekstorage.com/my>.

**QUESTIONS** If you have any questions regarding this invoice or need payment arrangements, please contact us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

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## Support

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### Support Desk

[Overview](#)  
[My Tickets](#)  
[Open New Ticket](#)

### Geek Support

[Knowledgebase](#)  
[Support Desk](#)

### Viewing Ticket #215309

Department	Subject	Date Opened	Last Update	Status
Billing Geeks	Duplicate Invoices	8 months ago	8 months ago	Closed

#### Jim Astorino (City of Brook Park Council Office)

01/11/2017 07:01:40PM CST

 Client

Hello,

I have 2 invoices #58016 dated 1/8/17 for \$93.53 and #64079 for \$125.91 dated 1/9/17. Both appear to be for the same thing, but the amounts are different. Please advise on amount due and which invoice should be paid.

Thanks,  
 Jim Astorino

#### Jay Higdon

01/12/2017 10:01:13AM CST

 Staff

Hi Jim,

Apologies, our system created an invoice for the service after we manually created one per Julie's request. I have canceled the additional invoice and I'll be re-sending you the correct one to your e-mail (you can also access the invoice online at <https://www.geekstorage.com/my>).

Regards,

Jay Higdon  
 GeekStorage.com  
 "Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

### Add Reply

Add Attachment:  No file selected.  Allowed attachments: .jpg, .jpeg, .gif, .png, .txt

[Add Reply](#)





Jim Astorino &lt;jastorino48@gmail.com&gt;

---

**You have a new invoice!**

1 message

**GeekStorage.com** <billing@geekstorage.com>

Mon, Jan 9, 2017 at 4:00 PM

Reply-To: "GeekStorage.com" &lt;billing@geekstorage.com&gt;

To: "Julie Ann McCormick (City of Brook Park)" &lt;jastorino48@gmail.com&gt;

**NEW INVOICE**

Dear Julie Ann McCormick (City of Brook Park),

This is a notice that an invoice has been generated on 01/09/2017.

Your payment method is: PayPal

Invoice #64079

Amount Due: \$125.91 USD

Due Date: 01/11/2017

**Invoice Items**Ultimate Hosting - [brookparkcitycouncil.com](http://brookparkcitycouncil.com) (01/11/2017 - 01/10/2018) \$155.88 USD-----  
Sub Total: \$155.88 USD

Credit: \$29.97 USD

Total: \$125.91 USD  
-----You can login to our online [Account Management](#) website to view your invoice and to also remit payment.

NOTE: Payment must be received by the due date or your service may be interrupted.

If you have any questions, please [open a support ticket](#) or e-mail us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

Regards,

Billing Geeks  
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---

 **Invoice-64079.pdf**  
16K

## Support

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### Support Desk


- [Overview](#)
- [My Tickets](#)
- [Open New Ticket](#)

### Geek Support

- [Knowledgebase](#)
- [Support Desk](#)

### Viewing Ticket #982008

Department	Subject	Date Opened	Last Update	Status
Geek Support	cPanel	7 days ago	6 days ago	Answered

**Jim Astorino (City of Brook Park Council Office)** 08/18/2017 07:08:22PM CDT  
 Client

I do not have access to the cPanel. The username (brookpar) and password W7OC48gbly do not let me in and I do not know how to retrieve.

**Matt E.** 08/18/2017 07:08:11PM CDT  
 Staff

Hi Jim,

Your login details have been reset & sent to your email on file at this time. Please let us know if you need anything else or have any questions

Regards,  
 Matthew Eli

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### Add Reply

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### Close Ticket

Ready to close this ticket? Simply click the button to the right.

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## Support

[Home](#) [Support](#) [Tickets](#) [View Ticket #252925](#)

### Support Desk

[Overview](#)  
[My Tickets](#)  
[Open New Ticket](#)

### Geek Support

[Knowledgebase](#)  
[Support Desk](#)

### Viewing Ticket #252925

Department	Subject	Date Opened	Last Update	Status
Geek Support	info available and adding a...	30 hours ago	28 hours ago	Answered

#### Jim Astorino (City of Brook Park Council Office)

08/23/2017 02:08:12PM CDT

 Client

How do I add someone to be another administrator?

Is it possible to obtain all monthly statistics of the site to include visitor's hits, time spent on the site and IP addresses of most frequent visitors?

Who is considered the owner of the brookparkcitycouncil website?

Is there a phone number to call about a variety of questions?

Jim Astorino

#### Matt E.

08/23/2017 04:08:39PM CDT

 Staff

Hi Jim,

It is not possible to add another cPanel user for administration of the site, so you may need to share your main login if you want to share this access. You may be able to add additional administrators via your website software (such as Wordpress), however.

For statistics, visit the Statistics page in cPanel. You'll find all the information you're looking for in regards to site visitors, IP addresses, etc.

You are the account holder for the hosting service for brookparkcitycouncil.com, but the domain appears to be registered elsewhere so you would want to check the WHOIS details via an online WHOIS report to determine who is listed as the owner of the domain.

We do not currently offer telephone support, but we are happy to help with any questions you have here in our help desk.

Regards,  
 Matthew Eli

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### Add Reply

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## Account

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### Account

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[Change Password](#)  
[Manage Contacts](#)  
[E-mail History](#)

### Billing Details

[View Invoices](#)  
[Payment Method](#)

### Geek Support

[Knowledgebase](#)  
[Support Desk](#)

#### Email Record ID #419498

**Date Sent:** 01/08/2017 03:01:36PM CST

**Sent To:** Julie Ann McCormick (City of Brook Park)



## THANK YOU FOR YOUR PAYMENT!

Dear Julie Ann McCormick (City of Brook Park),

Thank you for your payment!

This is a payment receipt for Invoice 64065 generated on 01/08/2017. The payment has been taken from your card on record with us automatically.

Invoice Number: 64065  
 Due Date: 01/15/2017  
 Invoice Total: \$39.96 USD  
 Credit: \$0.00 USD  
 Amount Paid: \$39.96 USD  
 Remaining Balance: \$0.00 USD

You can login to our online [Account Management](#) website to view your invoice and payment history.

Note: This email will serve as an official receipt for this payment.

If you have any questions, please [open a support ticket](#) or e-mail us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

Regards,

Billing Geeks  
 GeekStorage.com, LLC

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#### E-mail History

Subject	Date	
[Ticket ID: 252925] info available and adding an a...	08/23/2017 04:08:40PM CDT	<a href="#">View</a>
[Ticket ID: 252925] info available and adding an a...	08/23/2017 02:08:12PM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/23/2017 02:08:16PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:11PM CDT	<a href="#">View</a>
Your New GeekStorage Account Details	08/18/2017 07:08:06PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:22PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/16/2017 02:08:10PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/15/2017 11:08:34AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:36AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:49AM CDT	<a href="#">View</a>
Payment Received	01/12/2017 04:01:53PM CST	<a href="#">View</a>
You have a new invoice!	01/12/2017 10:01:32AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/12/2017 10:01:13AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/11/2017 07:01:40PM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 03:01:02PM CST	<a href="#">View</a>
[Ticket ID: 656945] urgent assistance needed	01/09/2017 12:01:39AM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 12:01:27AM CST	<a href="#">View</a>
Your New GeekStorage Account Details	01/08/2017 06:01:28PM CST	<a href="#">View</a>
Payment Received	01/08/2017 03:01:36PM CST	<a href="#">View</a>
Your credit card has been declined! :(	01/08/2017 02:01:16PM CST	<a href="#">View</a>

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## Account

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### Account

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[Manage Contacts](#)  
[E-mail History](#)

### Billing Details

[View Invoices](#)  
[Payment Method](#)

### Geek Support

[Knowledgebase](#)  
[Support Desk](#)

#### Email Record ID #419815

**Date Sent:** 01/12/2017 04:01:53PM CST

**Sent To:** Julie Ann McCormick (City of Brook Park)



## THANK YOU FOR YOUR PAYMENT!

Dear Julie Ann McCormick (City of Brook Park),

Thank you for your payment!

This is a payment receipt for Invoice 64079 generated on 01/09/2017. The payment has been taken from your card on record with us automatically.

Invoice Number: 64079  
 Due Date: 01/11/2017  
 Invoice Total: \$93.53 USD  
 Credit: \$0.00 USD  
 Amount Paid: \$93.53 USD  
 Remaining Balance: \$0.00 USD

You can login to our online [Account Management](#) website to view your invoice and payment history.

Note: This email will serve as an official receipt for this payment.

If you have any questions, please [open a support ticket](#) or e-mail us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

Regards,

Billing Geeks  
 GeekStorage.com, LLC

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#### E-mail History

Subject	Date	
[Ticket ID: 252925] info available and adding an a...	08/23/2017 04:08:40PM CDT	<a href="#">View</a>
[Ticket ID: 252925] info available and adding an a...	08/23/2017 02:08:12PM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/23/2017 02:08:16PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:11PM CDT	<a href="#">View</a>
Your New GeekStorage Account Details	08/18/2017 07:08:06PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:22PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/16/2017 02:08:10PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/15/2017 11:08:34AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:36AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:49AM CDT	<a href="#">View</a>
Payment Received	01/12/2017 04:01:53PM CST	<a href="#">View</a>
You have a new invoice!	01/12/2017 10:01:32AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/12/2017 10:01:13AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/11/2017 07:01:40PM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 03:01:02PM CST	<a href="#">View</a>
[Ticket ID: 656945] urgent assistance needed	01/09/2017 12:01:39AM CST	<a href="#">View</a>
You have a new invoice!	01/09/2017 12:01:27AM CST	<a href="#">View</a>
Your New GeekStorage Account Details	01/08/2017 06:01:28PM CST	<a href="#">View</a>
Payment Received	01/08/2017 03:01:36PM CST	<a href="#">View</a>
Your credit card has been declined! :(	01/08/2017 02:01:16PM CST	<a href="#">View</a>

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## Account

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[Manage Contacts](#)  
[E-mail History](#)

### Billing Details

[View Invoices](#)  
[Payment Method](#)

### Geek Support

[Knowledgebase](#)  
[Support Desk](#)

#### Email Record ID #419448

**Date Sent:** 01/08/2017 02:01:16PM CST

**Sent To:** Julie Ann McCormick (City of Brook Park)



### BILLING NOTICE!

Dear Julie Ann McCormick (City of Brook Park),

We recently attempted to charge your credit card for this invoice and your credit card declined.

Invoice Date: 01/08/2017  
 Invoice No: 64065  
 Amount: \$39.96 USD  
 Status: Unpaid

Please login to our online [Account Management](#) website to add different credit card details or make payment using a different method.

NOTE: Please ensure payment is received by the due date or your service may be interrupted.

If you have any questions, please [open a support ticket](#) or e-mail us at [billing@geekstorage.com](mailto:billing@geekstorage.com).

Regards,

Billing Geeks  
 GeekStorage.com, LLC

[Visit Our Website!](#) [Visit Us On Facebook!](#) [Follow Us On Twitter!](#)

#### E-mail History

Subject	Date	
[Ticket ID: 252925] info available and adding an a...	08/23/2017 04:08:40PM CDT	<a href="#">View</a>
[Ticket ID: 252925] info available and adding an a...	08/23/2017 02:08:12PM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/23/2017 02:08:16PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:11PM CDT	<a href="#">View</a>
Your New GeekStorage Account Details	08/18/2017 07:08:06PM CDT	<a href="#">View</a>
[Ticket ID: 982008] cPanel	08/18/2017 07:08:22PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/16/2017 02:08:10PM CDT	<a href="#">View</a>
[Ticket ID: 623965] Contact information	08/15/2017 11:08:34AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:36AM CDT	<a href="#">View</a>
Your new GeekStorage password!	08/15/2017 11:08:49AM CDT	<a href="#">View</a>
Payment Received	01/12/2017 04:01:53PM CST	<a href="#">View</a>
You have a new invoice!	01/12/2017 10:01:32AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/12/2017 10:01:13AM CST	<a href="#">View</a>
[Ticket ID: 215309] Duplicate Invoices	01/11/2017 07:01:40PM CST	<a href="#">View</a>
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### Email Record ID #416533

**Date Sent:** 12/09/2016 02:12:21AM CST

**Sent To:** Julie Ann McCormick (City of Brook Park)



## A MESSAGE FROM OUR HELP DESK

Hello,

The invoice for this account was never paid according to our records. As such, the service has been canceled for non-payment. If you believe this to be in error, please reply with details concerning when the payment was made and I can look into this issue further. Otherwise, your outstanding balance will need to be paid before we can restore service.

Regards,

Jay Higdon  
 GeekStorage.com  
 "Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

-----  
 Ticket ID: #656945  
 Subject: urgent assistance needed  
 Status: Answered  
 Ticket URL: <https://www.geekstorage.com/my/ticket/656945>  
 -----

#### Access Your Support Ticket Online:

You can view your support ticket online by logging into our online [Account Management](#) website. Our online help desk allows you to [open a new support ticket](#), reply to an existing support ticket or to review your entire support ticket history.

#### Other Helpful Resources:

[Geek Knowledgebase](#)  
[Online Video Tutorials](#)

[Visit Our Website!](#) [Visit Us On Facebook!](#) [Follow Us On Twitter!](#)

[visit our website](#) | [log in to your account](#) | [get support](#)  
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### E-mail History

Subject	Date	
[Ticket ID: 252925] info available and adding an a...	08/23/2017 04:08:40PM CDT	<a href="#">View</a>
[Ticket ID: 252925] info available and adding an a...	08/23/2017 02:08:12PM CDT	<a href="#">View</a>
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## Services

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### Services

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- [Order New Service](#)
- [Cancel Service](#)
- [myDNS](#)

### Geek Support

- [Knowledgebase](#)
- [Support Desk](#)

### Service Details brookparkcitycouncil.com

[Upgrade Service](#)

<b>Service Plan:</b>	Ultimate Hosting
<b>Signup Date:</b>	03/12/2016
<b>Service Status:</b>	Active
<b>Price:</b>	\$155.88 Annually
<b>Renew Date:</b>	01/11/2018
<b>Promo Code:</b>	40OFF

### Server Information

<b>Domain Name:</b>	brookparkcitycouncil.com
<b>Server Name:</b>	Neptune
<b>cPanel URL:</b>	<a href="#">Login</a>

### Addon Packages

[Order Addons](#)

No addons purchased for this plan.

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### Geek Support



- [Knowledgebase](#)
- [Support Desk](#)

This is the overview of your account. If you have any questions, please take a look at [Geek Knowledge](#), our comprehensive online knowledgebase, or [submit a support ticket](#).

### Invoices & Credits

[View Invoices](#)

**Unpaid Invoices:** 0 (\$0.00)

**Current Payment Method:**   (Update)

**Next Due Date:** No Unpaid Invoices

**Paid Invoices:** 6 (\$0.00)

**Available Credit:** \$29.97 ([Add Credit](#))

### Contact Information

[Modify](#)

**Name:** Jim Astorino

**Company:** City of Brook Park Council Office

**Address:** 6161 Engle Rd

**City:** Brook Park

**State:**

**Post Code:** 44142

**Country:** United States

**Phone Number:** 2164331375

**E-mail Address:** j\*@gmail.com

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## Support

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### Support Desk

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[My Tickets](#)  
[Open New Ticket](#)

### Geek Support

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### Viewing Ticket #623965

Department	Subject	Date Opened	Last Update	Status
Geek Support	Contact information	10 days ago	9 days ago	Answered

#### Jim Astorino (City of Brook Park Council Office)

08/15/2017 11:08:34AM CDT

 Client

I need to change the contact information for this account. Julie Ann McCormick has not been the contact for many months. The contact name should be Jim Astorino. Passwords and emails were changed some time ago but I have been unable to change the name. I will keep on trying but hope to hear from you. Jim Astorino

#### Matt E.

08/16/2017 02:08:09PM CDT

 Staff

Hi Jim,

I have modified the name on the account to Jim Astorino. Please let us know if we can assist you further.

Regards,  
 Matthew Eli

GeekStorage.com  
 "Web Hosting For Geeks, By Geeks"

Check out my blog @ <http://www.geekstorage.com/blog>

### Add Reply

Add Attachment:  No file selected.  Allowed attachments: .jpg, .jpeg, .gif, .png, .txt

[Add Reply](#)

### Close Ticket

Ready to close this ticket? Simply click the button to the right.

[Close Ticket](#)

# Email Accounts

Created by Unknown User (laurence), last modified by Doc User on Jun 16, 2017

## For cPanel & WHM version 64

([Home](#) >> [Email](#) >> [Email Accounts](#))

## Overview

This interface allows you to add and manage email accounts for your domains.

## Add an email address

To add a new email address, perform the following steps:

1. Enter the email address that you wish to create in the *Email* text box. If you manage more than one domain, make **certain** to select the appropriate domain from the menu.
2. Enter and confirm the new password in the appropriate text boxes.

### Notes:

- The system grades the password that you enter on a scale of 100 points. 0 indicates a weak password, while 100 indicates a very secure password.
- Some web hosts require a minimum password strength. A green password *Strength* meter indicates that the password is equal to or greater than the required password strength.
- Click *Password Generator* to generate a strong password. For more information, read our [Password & Security](#) documentation.

3. Enter the quota in the *Mailbox Quota* text box. The quota defines the amount of disk space the account may use to store email.

### Important:

- Due to mail server constraints, you **cannot** assign quotas that exceed 4096000 MB (4096 GB or 4 TB). You **must** assign the *unlimited* value for quotas that exceed this amount.
- The system calculates mailbox quota use every four hours. For this reason, you may not receive notifications immediately if an email account reaches or exceeds its quota.

4. To send client configuration instructions to the account, select the *Send welcome email with mail client configuration instructions*. option.

### Note:

The user can access this message via Webmail, or you can send the message to another mailbox with the *Email Instructions* option in the [Set Up Email Client](#) interface.

5. Click *Create Account*. The system automatically sends an email to the newly-created email account with a link to the iPhone autoconfigure script.

## Change Password

### Important:

Use a secure password. A secure password is **not** a dictionary word, and it contains uppercase and lowercase letters, numbers, and symbols.

To change a password, perform the following steps:

1. Click *Password* for the appropriate email account.
2. Enter and confirm the new password in the appropriate text boxes.

### Notes:




- The system grades the password that you enter on a scale of 100 points. 0 indicates a weak password, while 100 indicates a very secure password.
- Some web hosts require a minimum password strength. A green password *Strength* meter indicates that the password is equal to or greater than the required password strength.
- Click *Password Generator* to generate a strong password. For more information, read our [Password & Security](#) documentation.

## In This Document

### Related Documentation

-  [Bandwidth](#)
-  [Track Delivery](#)
-  [Mail FAQ](#)
-  [Hosting Providers FAQ](#)
-  [Autoresponders](#)

### For Hosting Providers

-  [How to Configure the Apache SpamAssassin Report\\_Safe Option](#)
-  [How to Keep your Email out of the Spam Folder](#)
-  [How to Prevent Spam with Mail Limiting Features](#)
-  [Email](#)
-  [Overselling](#)

- Click *Change Password* to store the new password.
  - If you do not wish to change the password, click *cancel*.

## Change Quota

The quota for an address defines the amount of mail, in Megabytes, that the account can store. When your mailbox exceeds this limit, the system returns any incoming mail to the sender with a message that states that the recipient's mailbox is full. The system administrator can change this behavior in WHM's [Exim Configuration Manager](#) interface (*Home >> Service Configuration >> Exim Configuration Manager*).



### Notes:

- Make **certain** that you track your quota usage, because you **cannot** receive email with a full quota.
  - The quota calculation does **not** include your mailbox's trash folder.
  - You **cannot** exceed the quota that your hosting provider sets.
  - Due to mail server constraints, you **cannot** assign quotas greater than 4096000 MB (4096 GB or 4 TB). You **must** assign the *unlimited* value for quotas that exceed this amount.
- The system calculates mailbox quota use every four hours. For this reason, you may not receive notifications immediately if an email account reaches or exceeds its quota.

To change a mail quota, perform the following steps:

- Click *Quota*.
- Enter the new email quota, in Megabytes, in the appropriate text box. For an unlimited account, click *unlimited*.
- Click *Change Quota* to store the new value.
  - To retain the original quota, click *cancel*.

## Manage account suspension

Each row in the *Mail Account* section of the interface displays two status icons.

The first status icon indicates whether the user can log in to, send mail from, and read their mail account. The second status icon indicates whether the mail account can receive incoming email.

Icon	Status
	Incoming email allowed.
	Incoming email suspended. If this is the only service suspended, then the user can still log in to, read, and send email.
	Logins, reading, and sending allowed.
	Logins, reading, and sending suspended. If this is the only service suspended, the mailbox can still receive incoming email.

To suspend logins, incoming email, or both for an email account, perform the following steps:

- Click the appropriate *More* link that corresponds to the email account to suspend.
- Click the appropriate suspension link.
  - Click *Suspend* to suspend both incoming mail and logins.
  - Click *Suspend Logins* to suspend logins.
  - Click *Suspend Incoming* to suspend incoming email.

To unsuspend logins, incoming email, or both for the email account, click *More* and then click the appropriate *Suspend* link.



### Note:

When you suspend an email account, the system also suspends any aliases or forwarders that redirect email to the account.

## Delete

To delete an email address, perform the following steps:

- Click *Delete* for the account to remove.
- Click *Delete*.
  - To retain the email address, click *cancel*.

## Access Webmail

This feature allows you to access an email account with a web browser. To access this feature, perform the following steps:

- Click *More* for the appropriate email account.
- Select *Access Webmail*.

3. Enter the password in the appropriate text box.
4. Click *Log in*.

For more information, read our [Webmail](#) documentation.

## Set Up Email Client

This feature automatically configures your email client to access your cPanel email addresses. An email client allows you to access your email account from an application on your computer (for example, Outlook® Express and Apple® Mail).

To access this feature, click *More* for the appropriate email account, and then select *Set Up Email Client*.

### Notes:

- An email client **must** already exist on your computer to automatically configure it with cPanel.
- To use an email client that the interface does not list, you **must** manually configure it. For more information on how to manually configure an email client, review your client's documentation on the client's website.

To configure your mail client, perform the following steps:

1. Select and download the appropriate configuration file from the list.
2. Run the script file to automatically configure your email client to use the selected address.

When the configuration process finishes, your email client opens automatically and logs in to your email account.

### Notes about email client configuration

- If you installed a non-wildcard SSL certificate that matches your hostname, the name of your server matches your hostname. For example, if your hostname is `www.example.com` and your SSL certificate matches your hostname, your server's name is `www.example.com`.
- If you installed a wildcard SSL certificate, the name of your server also matches any subdomains that correspond to the hostname's domain. For example, an SSL certificate for `*.example.com` is valid for `my.example.com` and `foo.example.com`.
- If you did not install an SSL certificate, the server uses the mail subdomain of your domain. For example, `mail.example.com`. Also, if your certificate does not match your hostname, the server's name is `mail.example.com`.

### Email Instructions

To send a mail account's client configuration instructions to a different email address, enter the address in the *Email Instructions* text box and click *Send*.

### Email subaddresses

This feature, also known as plus addressing, allows senders to route a message directly to the folder of a mailbox.

Email subaddresses use the `username+folder@domain` format, where `username` represents the username of the mailbox and `folder` represents the folder's name.

For example, if you send a message to `username+Important@example.com`, the mail server will route the message to the `Important` folder in the `username@example.com` mailbox.

### Notes:

- If the folder does not already exist, the system will create that folder.
- You **must** subscribe to the folder in your email or webmail client for the folder to appear.

## Default email account

Your default email address appears under the *Default Email Account* heading. The system creates this special email account when your hosting provider creates your cPanel account. The account's username and password are identical to your cPanel account name and password.

- If your hosting provider configures this address to serve as a catch-all address for all mail that invalid usernames in your domain receive, it may receive a large amount of spam.
- You can check and delete the mail that this account receives. To do this through webmail, click *Access Webmail* and select your desired webmail application.
- You can also use this account to send mail. To do this through webmail, click *Access Webmail* and select your desired webmail application.

The actual address of the account is `account@example.com`, where `account` represents your account username. You **cannot** rename, delete, or place a quota on the default account. We recommend that you create a separate email account for daily use.

This address is also the default *From* and *Reply-to* address of outgoing email that your account's PHP scripts send.

es List

providing its computer software that facilitates the management and configuration of Internet web servers. ©2016 All rights reserved.