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# Client self-service portal

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HostBill

# Seamless experience

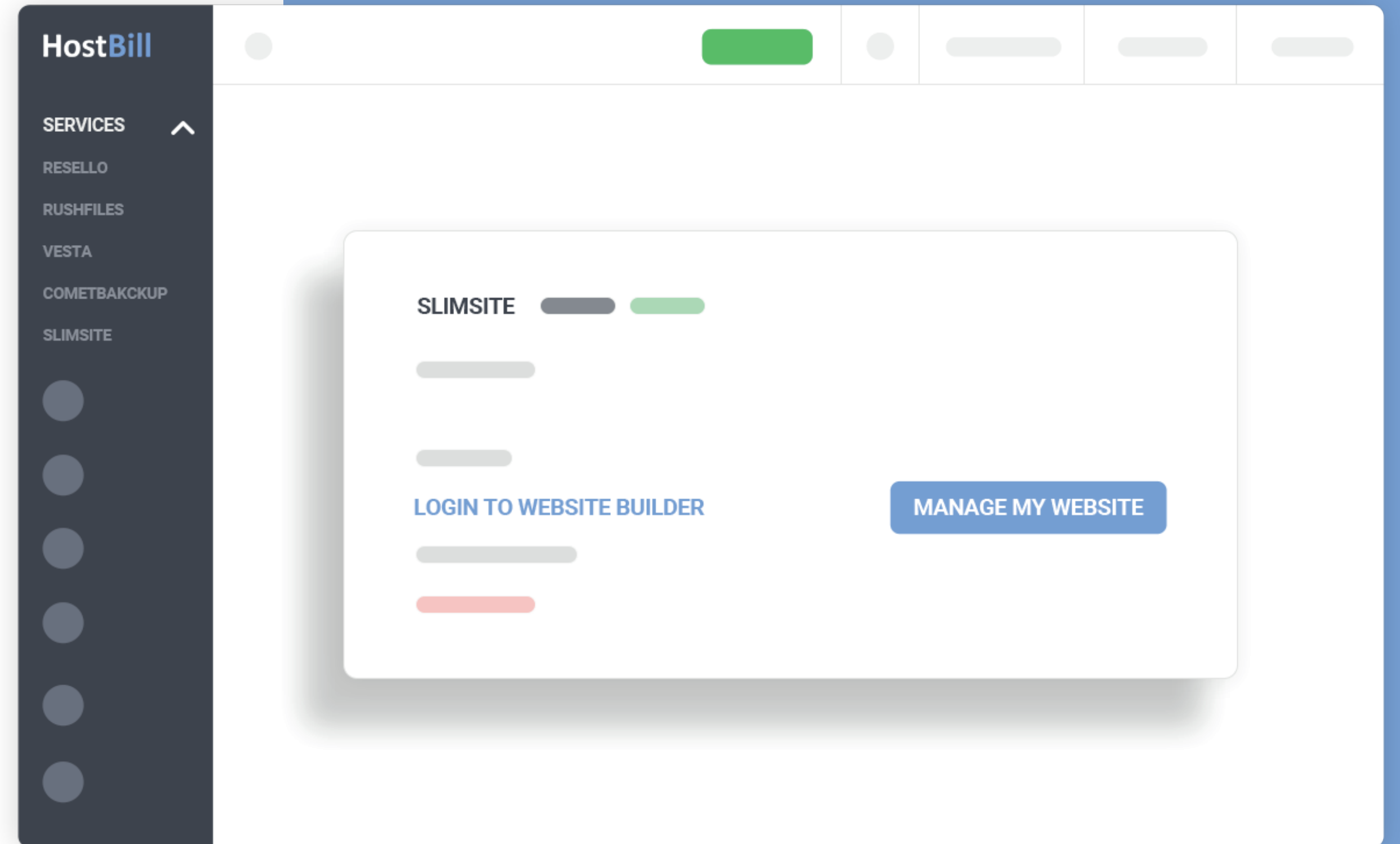
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Customers have high expectations for seamless, connected and relevant business interactions at every stage. With HostBill you can be at the forefront of building a consistent and personalized customer experience.

Amplify positive customer engagement across all touchpoints!

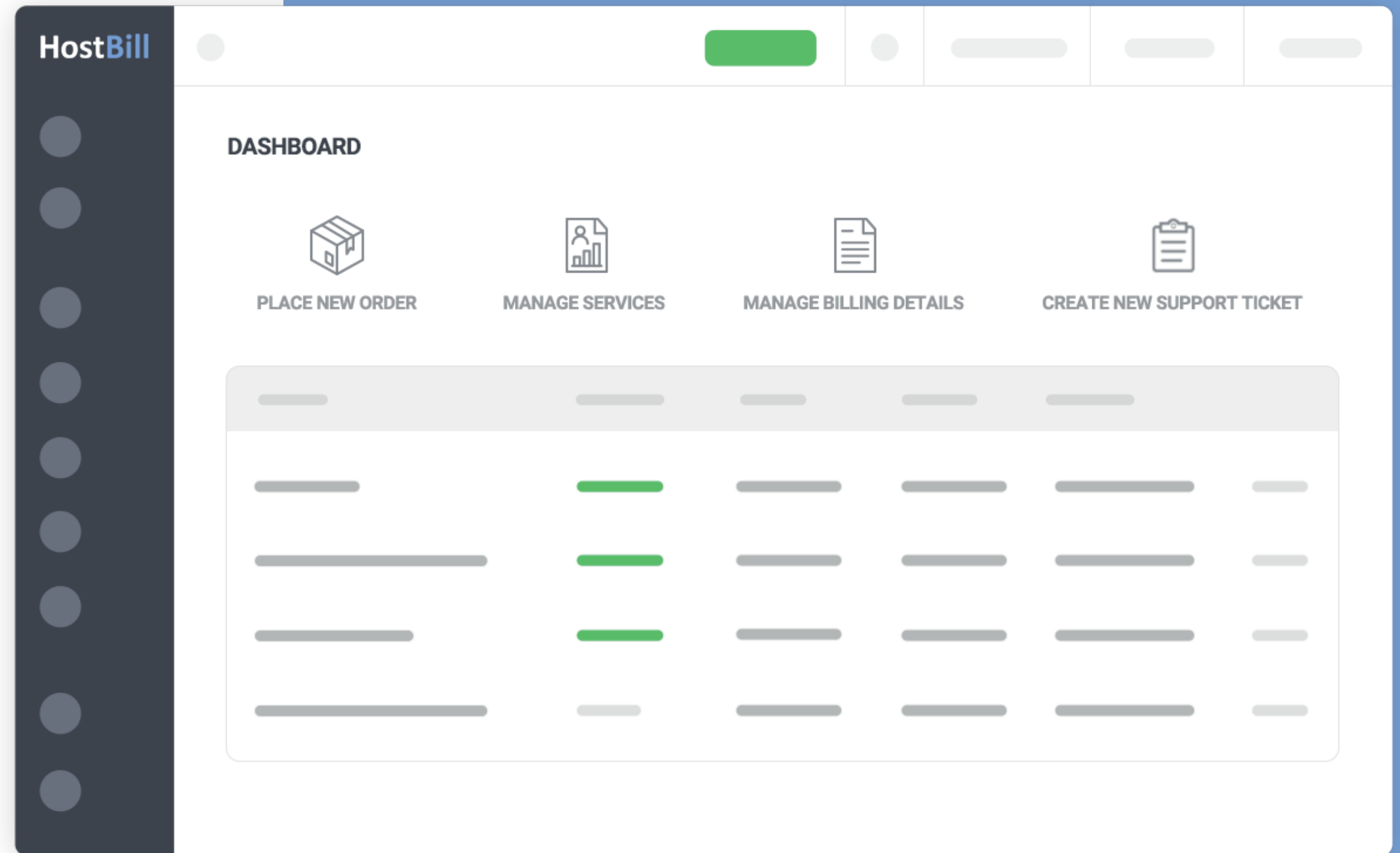
## Single login

Let your clients single sign-on and access multiple applications with one set of login credentials to manage multiple resources. Cut down on login troubleshooting, eliminates credential reauthentication and help desk requests and decrease the damage caused by a hack. Provide your users with convenience and transparency of the seamless access to different applications, without the need to re-enter log-in credentials at each application.



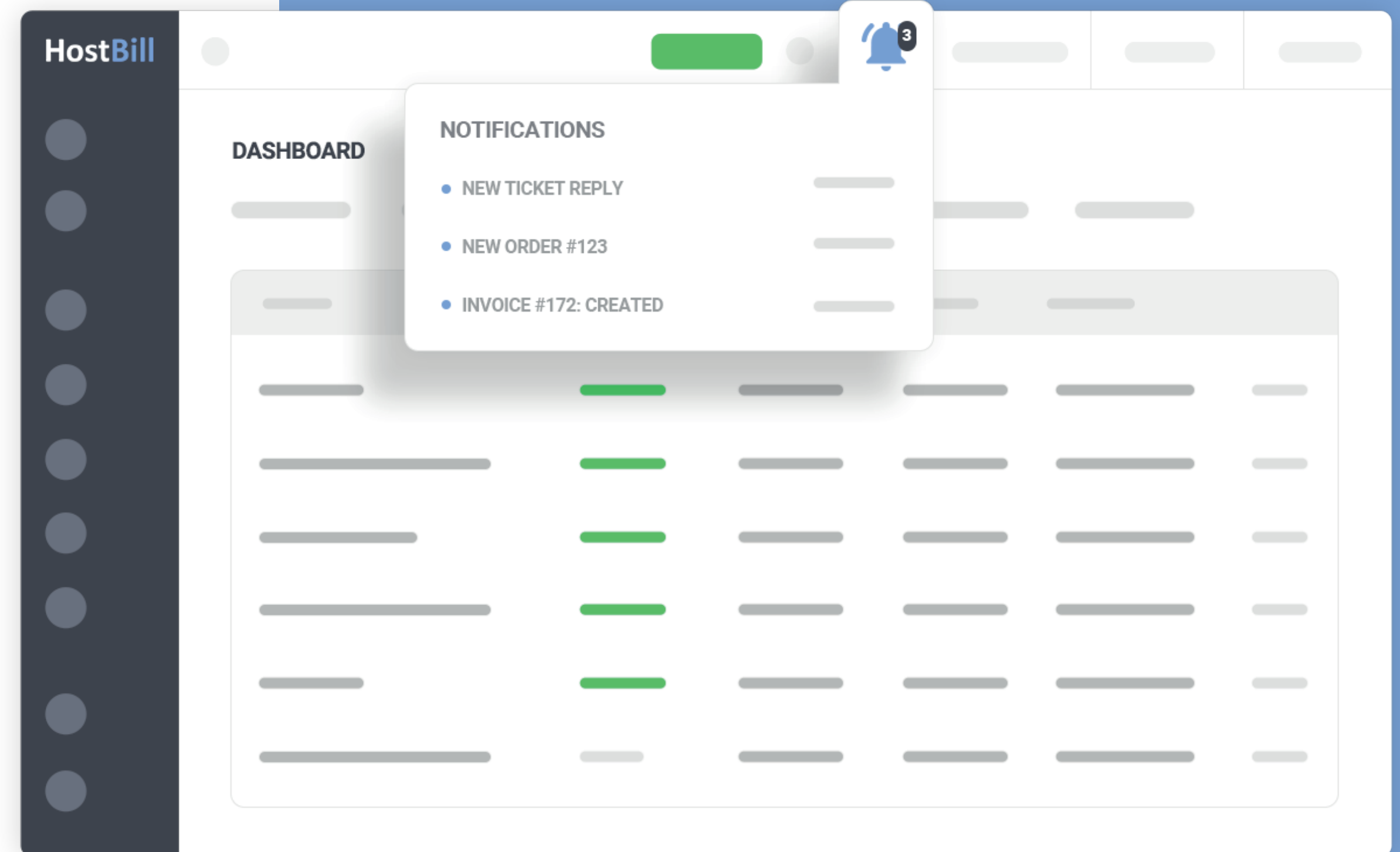
## Build your customer journey

HostBill equips you with all the functionalities and resources essential for building the whole customer journey and shape customer experience from start to finish. Stay customer-centric, control and influence every aspect of the user interface to meet the needs of your customers and to create a great experience and ensure a seamless interaction flow.



## Client notifications

To make sure your clients will not miss any important piece of information you can set automatic notifications or send them manually using multiple channels: an email, text message or push notification on their phone or via a notification in their client area, which are hard to miss. Use notification to inform your clients about important events, that may require the customer to take the action or when you want your customer to pay attention to a certain issue.



# Consistent interface

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Client area in HostBill is extremely customizable, both in terms of the appearance as well as options available to clients. How the client area looks like and what functionalities client can use depends fully on the admin and can vary for different HostBill installations, depending on your admin preferences.

Client panel consistency makes it easier for users to navigate and use your services, thus making them feel comfortable, happy, and will motivate them to remain engaged with your company.

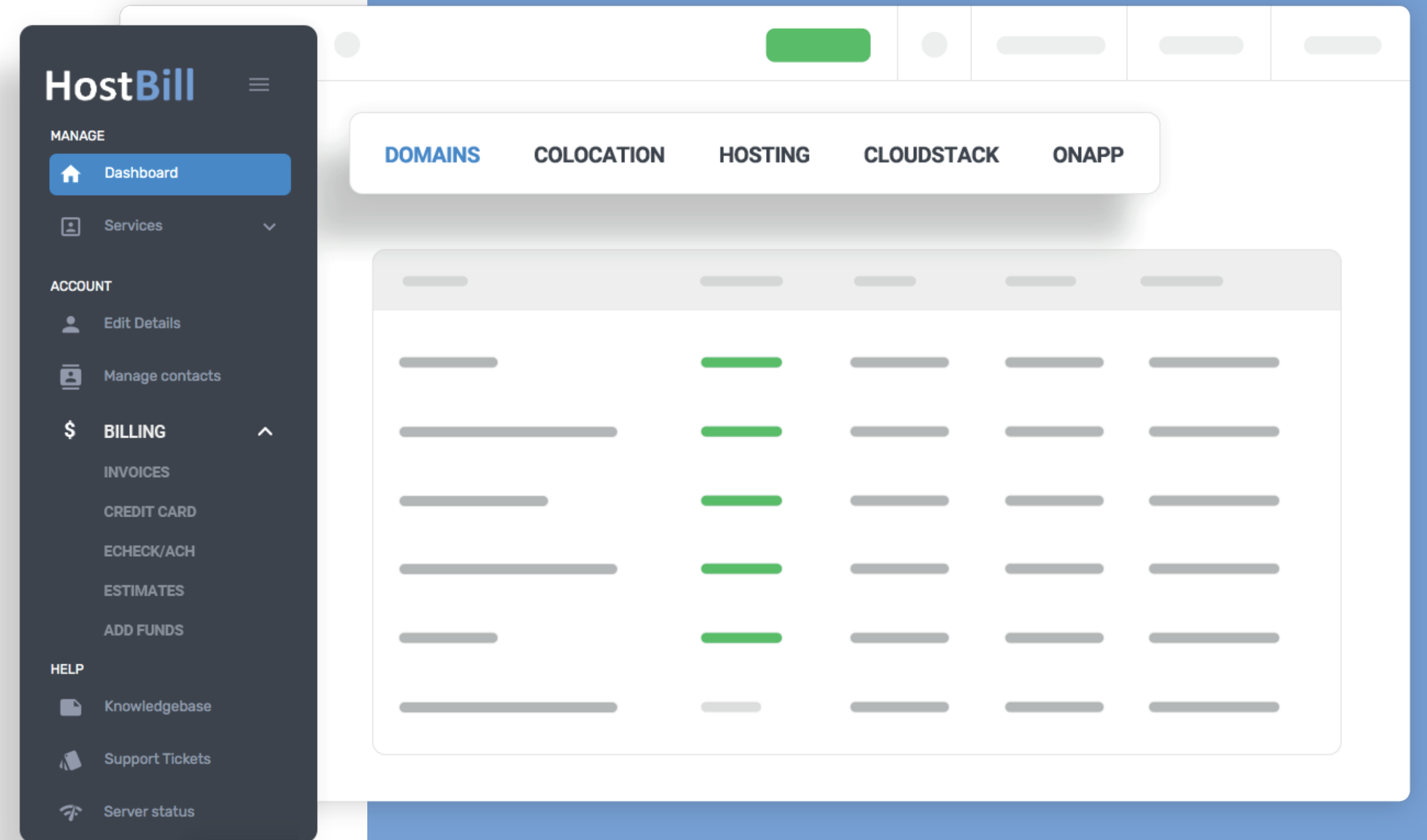
## Client panel themes

Thanks to variety of templates for HostBill client panel you can present your services in a modern and professional way and up-to-date with current design trends. With HostBill you have the choice of client panel themes, each of them being highly customizable to match your brand image. Our client panel templates are not only beautiful, user-friendly and powerful, crafted with use of modern design and HTML CSS techniques, but also packed with cool features to make your customer experience unforgettable. Choose the client panel theme that best matches your business website style or implement completely new client area design.



## Intuitive navigation

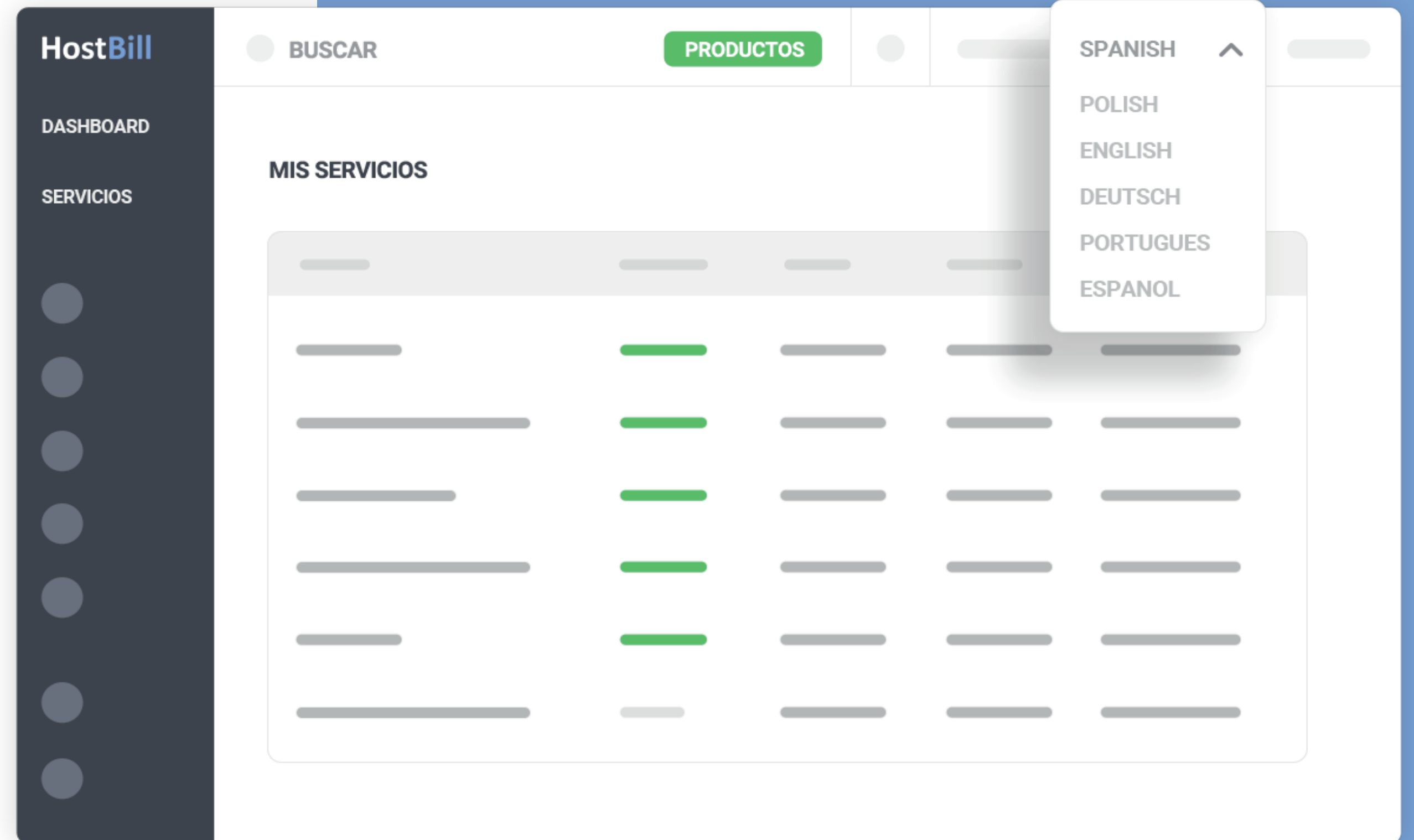
When designing HostBill client areas we focused on functionalities that it must provide but also ease of use to eliminate any confusion that might put your relationship with the client and your business at risk. All of the client area templates are very intuitive and functional at the same time, as the easier it is to use the template, the better experience it offers its users.





## Multi-language interface

Thanks to multiple languages options both your clients and your staff can use HostBill in their native language. HostBill admin area is fully translated to 7 different languages. For client area, we have over 15 different languages that you can install to enable your clients browsing your client portal in their native language. Languages available to download for you client area include: Arabic, Chinese, Danish, Dutch, English, Farsi, French, German, Indonesian, Japanese, Polish, Portuguese, Spanish, Swedish and Turkish. What's most important, in HostBill you can also create your own language packs or edit the translations that are already available to adjust them to your specific needs.



# Multi-level contact management

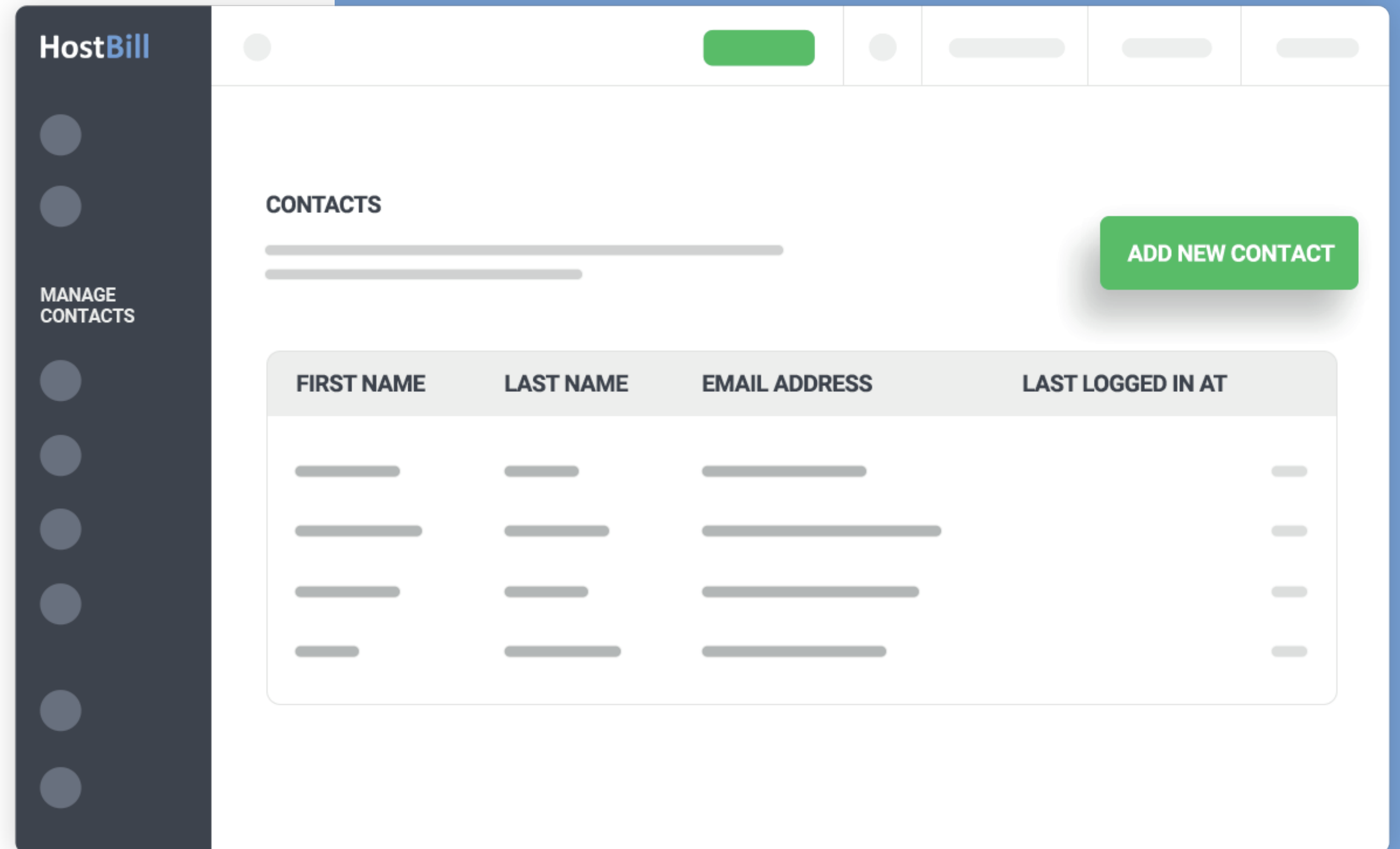
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Relationships are key to business, yet managing your contacts can be a real challenge. The aim of an effective contact management software is simple: to make it easier not to just organize your contacts, but to leverage them according to your needs and interests. HostBill not only makes it easy to manage clients, but also enables customers to manage their contact structure by adding staff members - client contacts and assigning different privileges.

Allowing your clients to build company hierarchies, enables you to see at a glance which person is responsible for which department, making it easier to send an email or make a call to the right person.

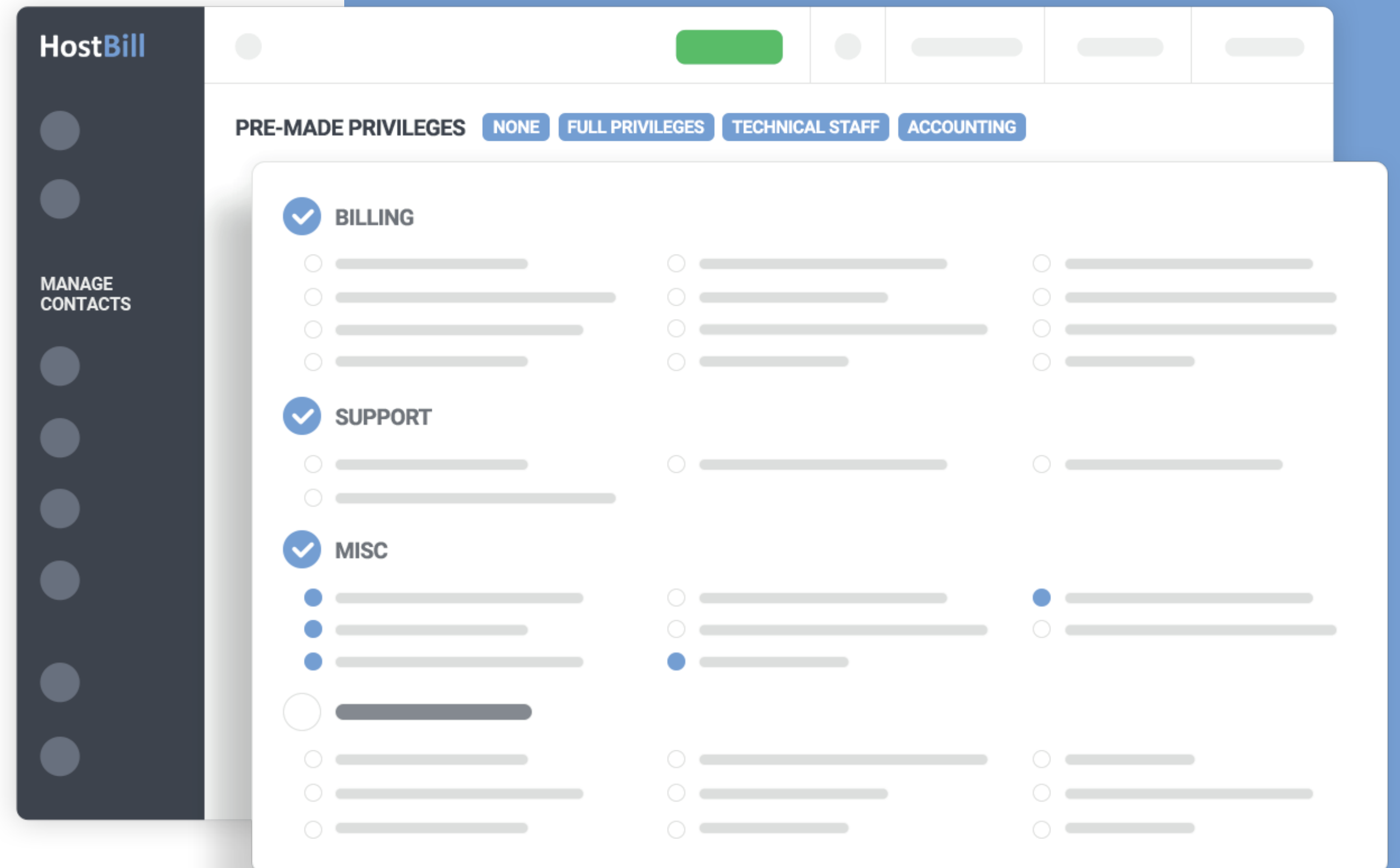
## Unlimited number of clients

HostBill doesn't have any limits as per number of users and clients. Under all HostBill editions you can have an unlimited number of clients, who can also create unlimited Contacts - profiles for staff members. Client contacts in HostBill are connected to the main client profile and usually have limited set of permissions.



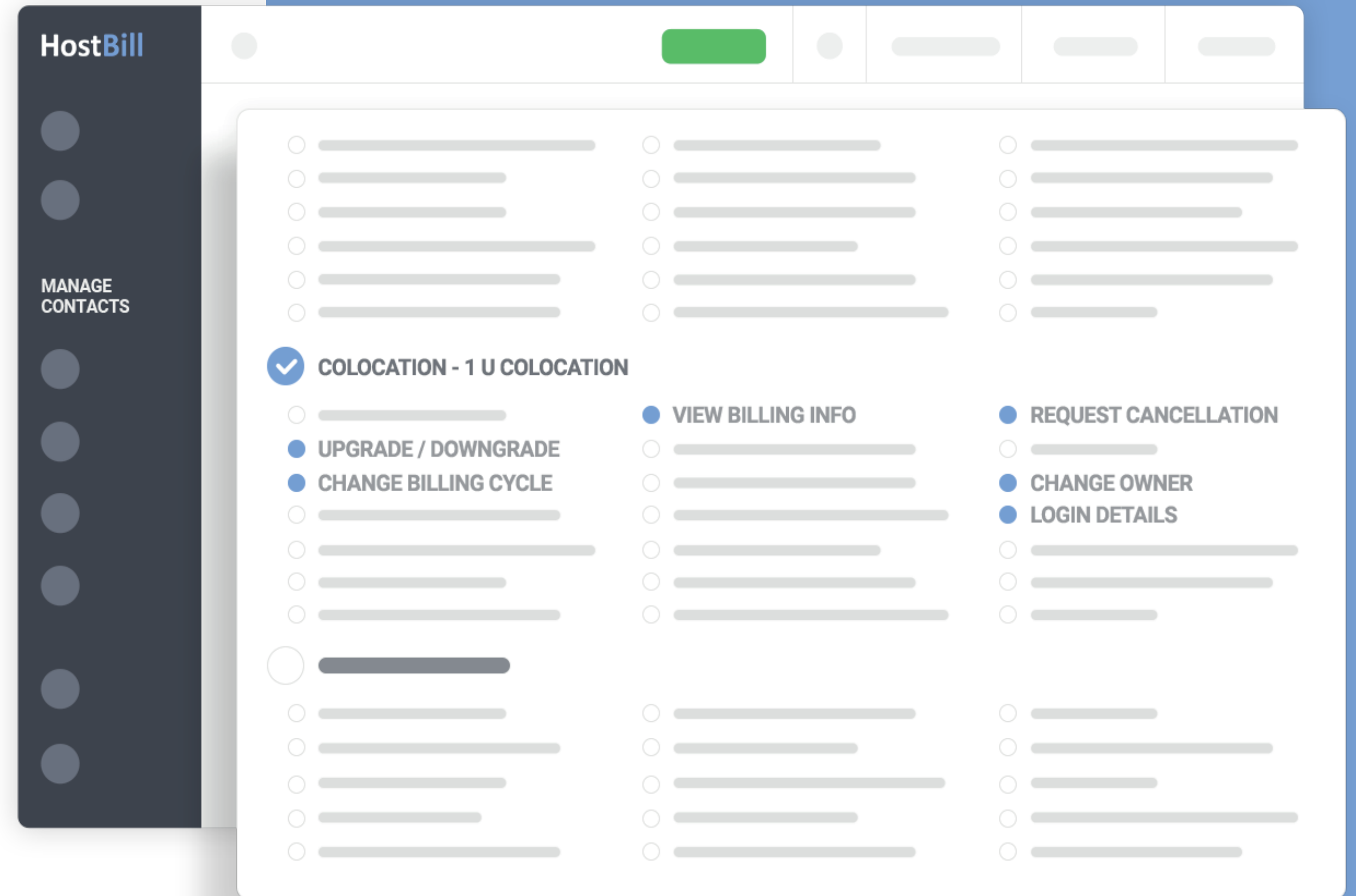
## Assign different privileges

The most powerful feature of contact management is setting privileges per contact: each staff member can have different set of privileges enabled, depending on their position. You can configure the privileges individually for each staff member or use pre-configured set of privileges for accounting team or technical staff or create your own rules. Privileges concern billing and support settings as well as other, miscellaneous settings.



## Define privileges per service

In HostBill clients can also setup access control list down to a single service level, including its functionalities. This way different staff members can not only manage different services but also have different access levels per particular service.



# Self-service support toolbox

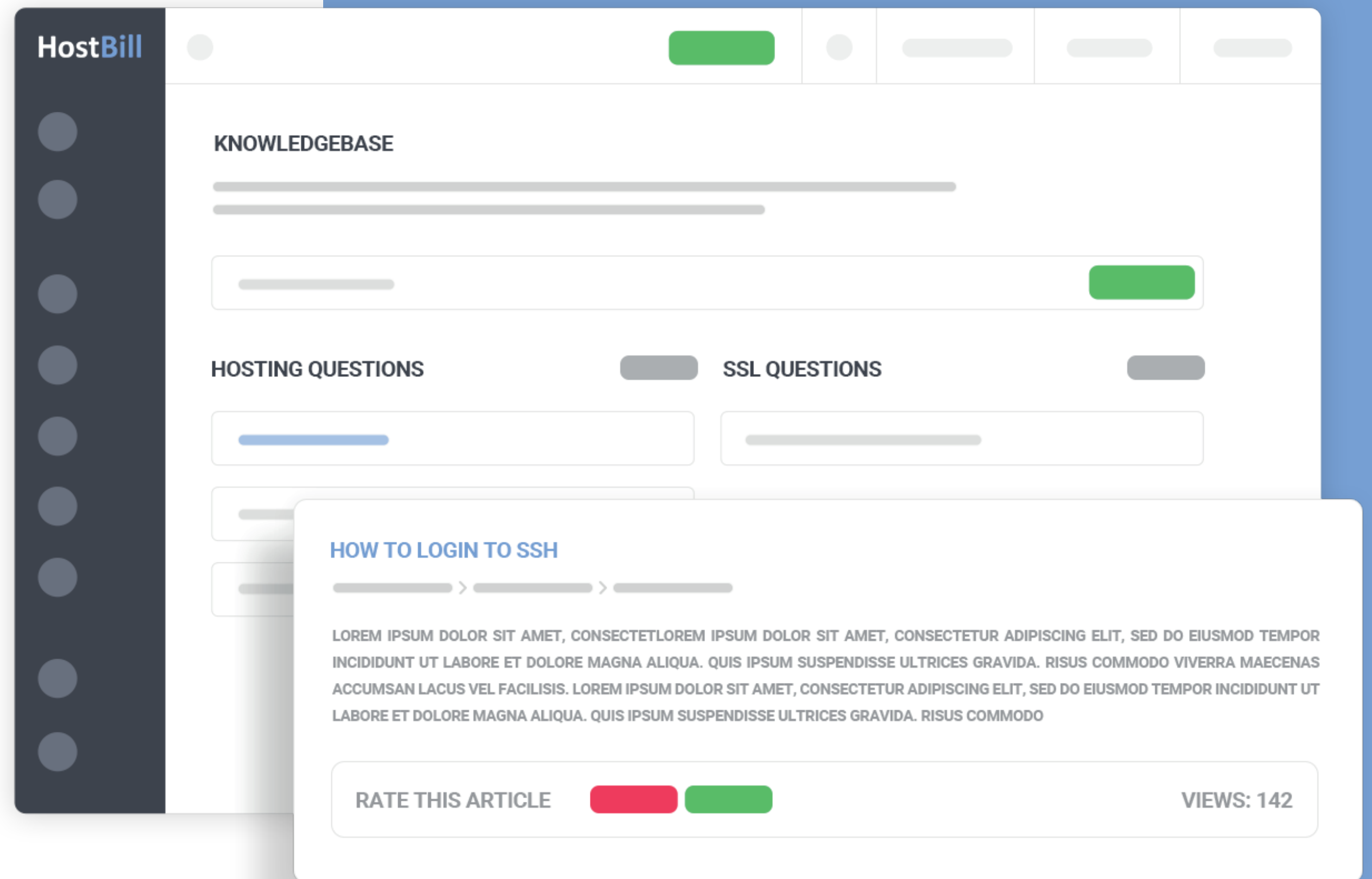
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Self-service is the new customer service. Customer support usually consumes a lot of time so providing your clients with a self-service support tool can help you reduce customer service to a minimum.

Allow users to find solutions themselves through a range of self-service support tools and provide your clients with great customer experience with almost no effort!

## Knowledgebase

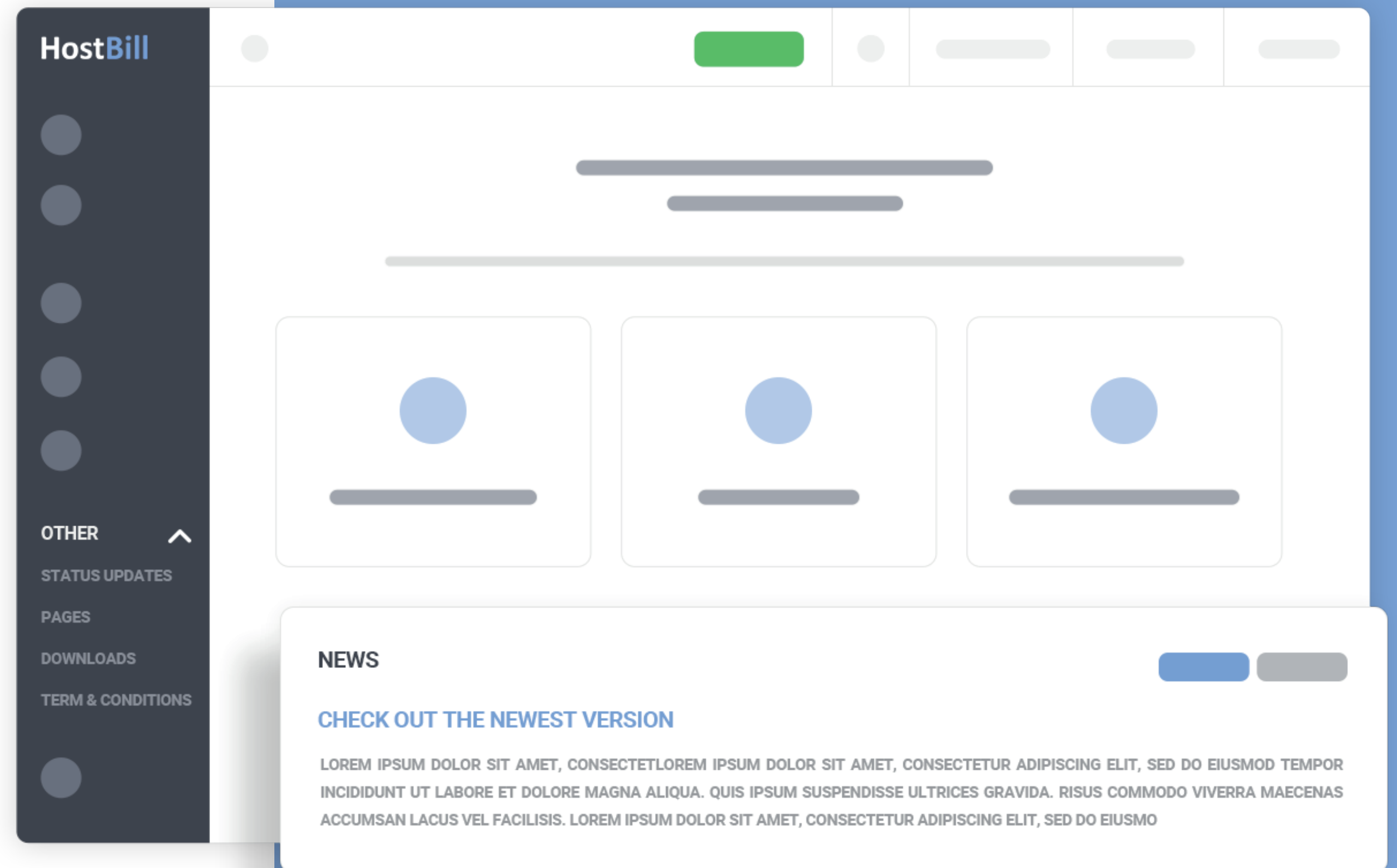
The knowledge base is a source of information that can be obtained by clients without sending a support ticket. It contains how-to articles divided into different categories, easily browsed and filtered by your clients. Articles can be visible only for registered clients or for all users. You can allow your clients to vote for the articles and let customers add Disqus comments to knowledge base articles through additional free module. To make your knowledge base more comprehensive and easy to use you can link related articles.



## News, infopages and downloads

If you have anything you want to announce to your clients, important events such as the introduction of a new product the News section in HostBill client area is a perfect way to keep your clients up-to-date. Info Pages section on the other hand allows you to add some permanent information that is displayed on the main page in the Client area. The info page can include Terms of Service, Privacy Policy etc.

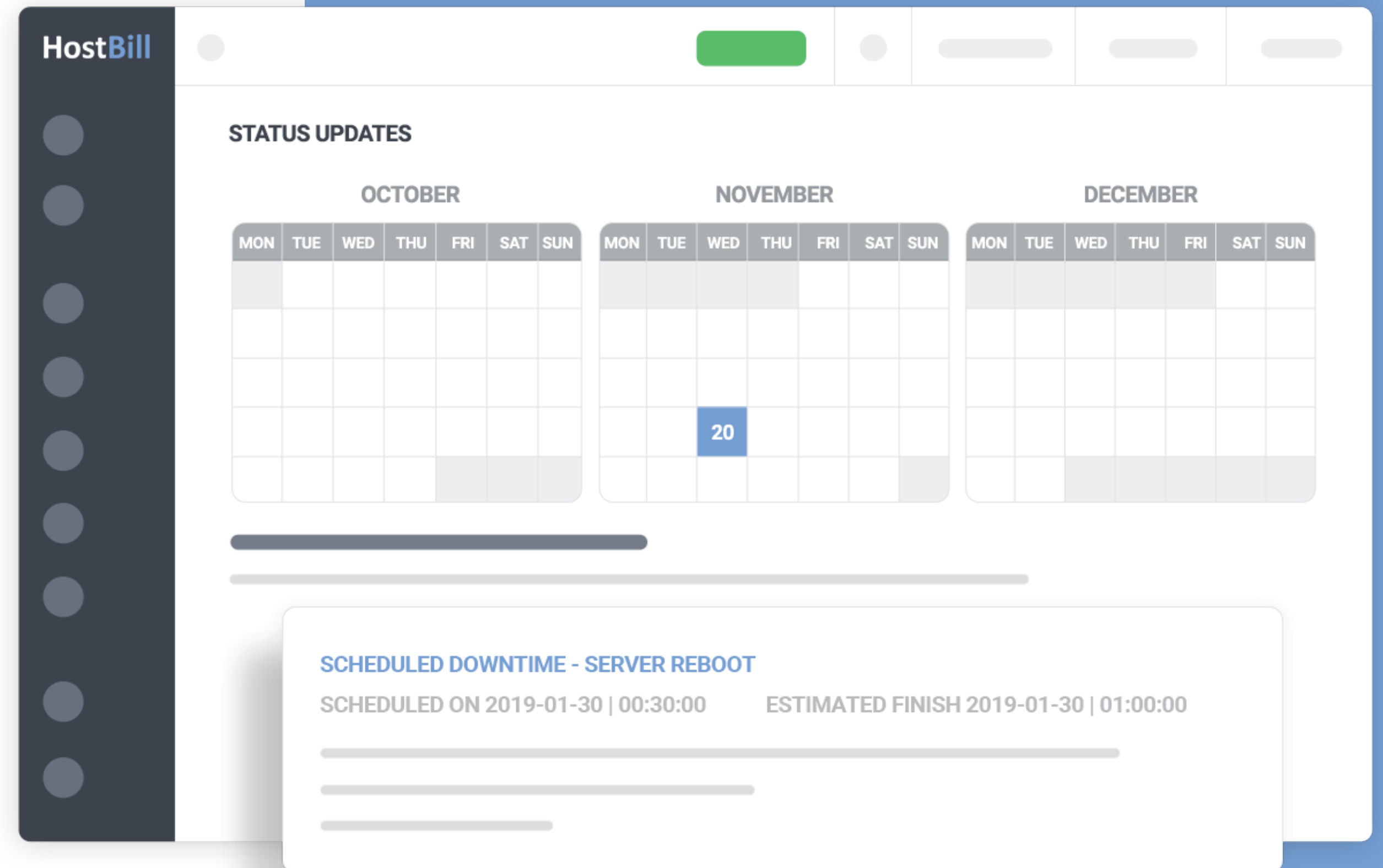
HostBill also allows to add files that can be downloaded by your customers through their Client area. Downloads may include some additional files that can be used with a certain product/service, applications, utility software and more. Downloads are divided into categories, so that clients are able to find a needed file more easily.





## Status updates

If you would like to share quick updates about events on your site (maintenance works etc) you can create and schedule events using free Status Updates plugin and automatically notify affected clients. Assign event to a servers or products, preview customers and services impacted by event before submitting and create public ticket for events, updated and closed automatically!



# Security under control

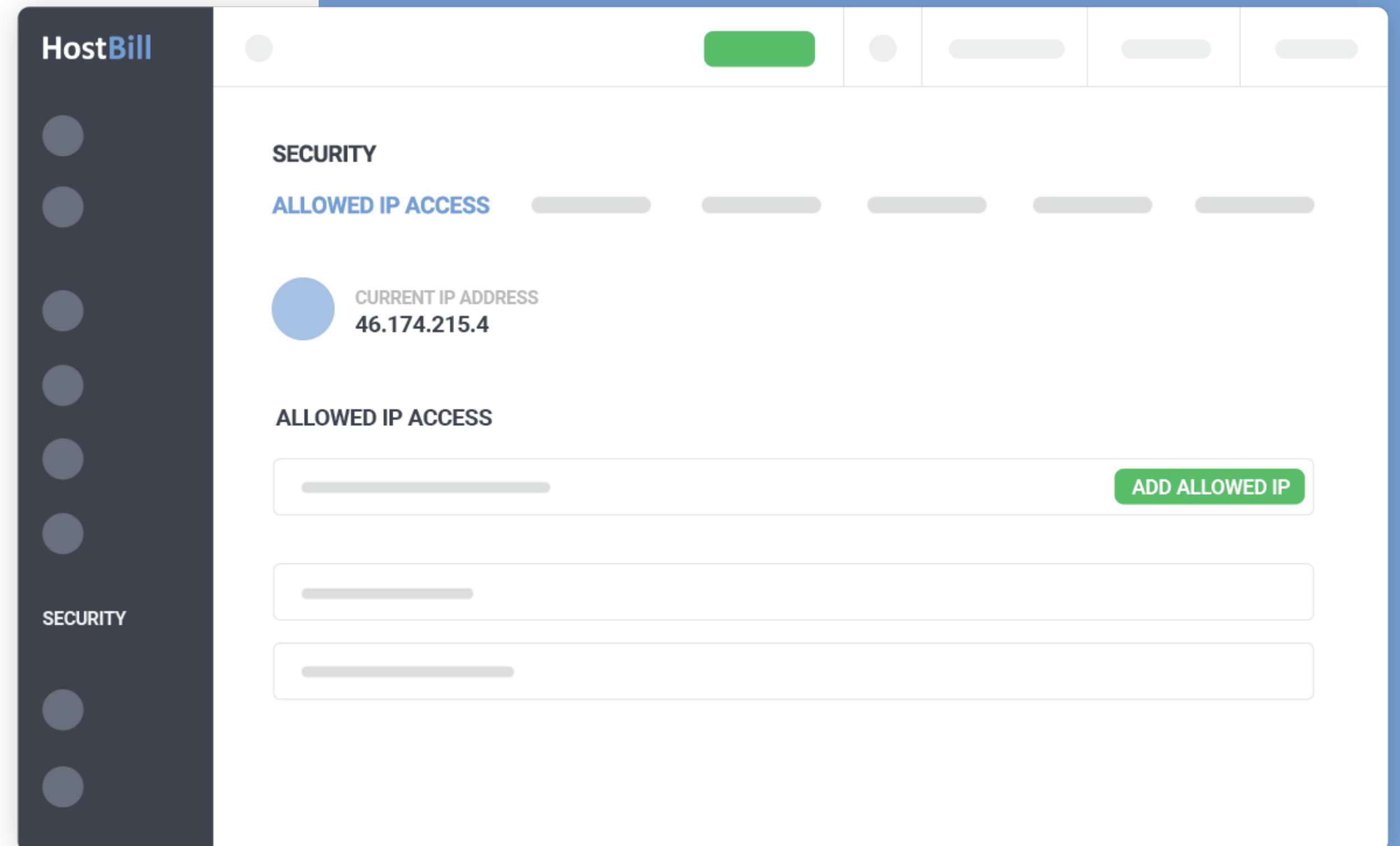
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The client panel provides access to important and valuable client information, including sensitive client data, therefore creating a secure environment for your clients is essential to make them feel comfortable using your services.

We made sure that HostBill client area is particularly well protected by offering you a wide range of security settings for your clients accounts.

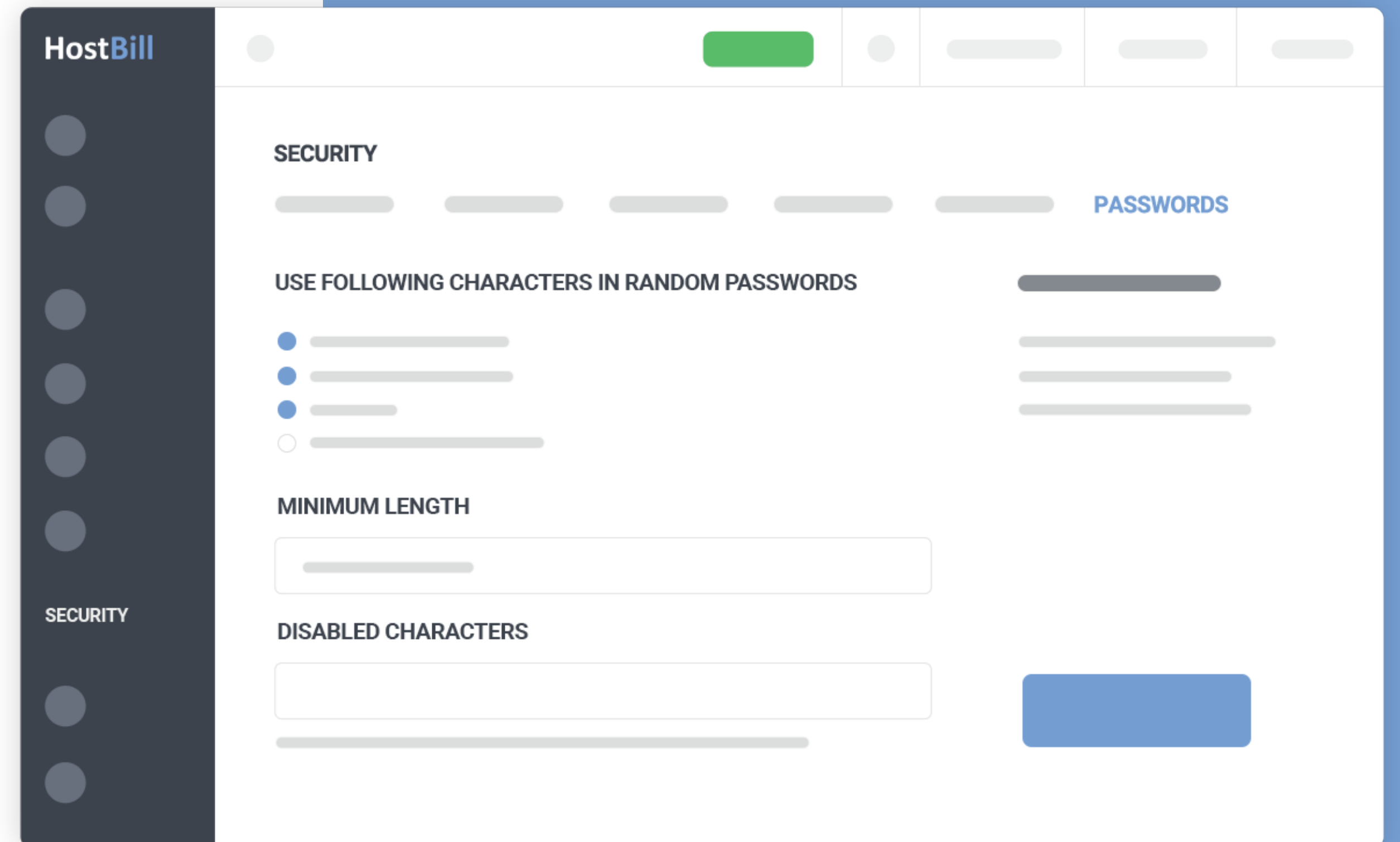
## IP Permissions

Allow clients to manage client area IP access rules - set specific IP addresses or IP ranges allowed to Login to client portal. To ensure login safety you can also ban client IP after a certain number of unsuccessful login attempts for a limited period of time.



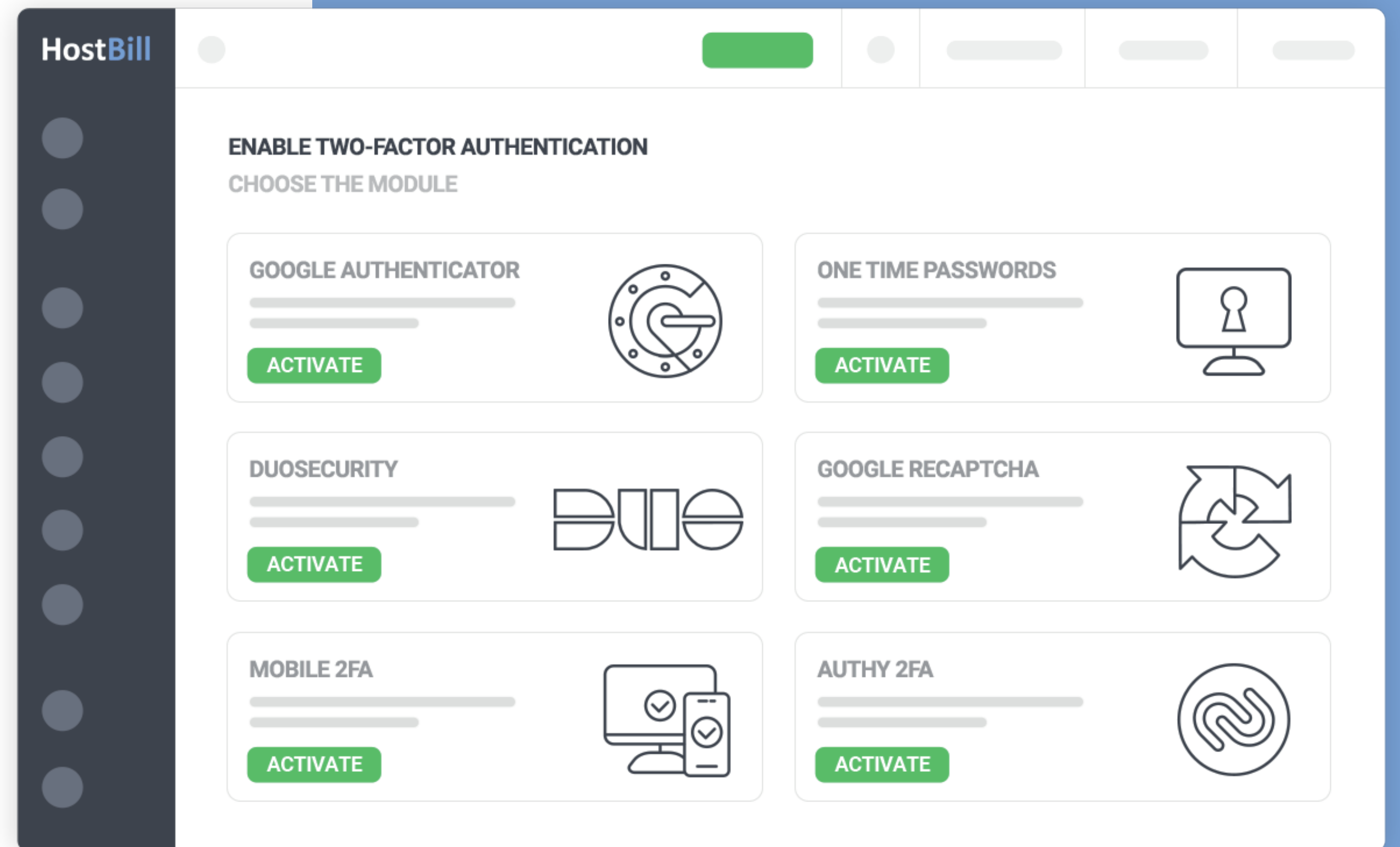
## Password protection

To ensure maximum password security you can enforce your clients to set the passwords according to the pre-defined rules. Set minimum password length, minimum special chars count, disabled characters and password complexity settings. To make sure client passwords are strong enough you can display password strength meter next to password fields across HostBill and use Password History Policy to prevent your customers from using n-number of their last password again or even enforce customer password change every N-days.



## Two-factor authentication

Creating a strong password is important, but even the most complicated passwords can be cracked putting your clients at risk. An effective way to keep your customers and your business safe is to use two-factor authentication solutions. It's an additional step that the users need to complete upon login, making it more difficult for cyber criminals to breach the account. With HostBill you can choose a variety of two-factor authentication modules for both client and admin areas, such as One-time passwords, Google Re-captcha, DuoSecurity, Google Authenticator, Mobile 2FA, CryptoPhoto or Authy.



# White-label portal

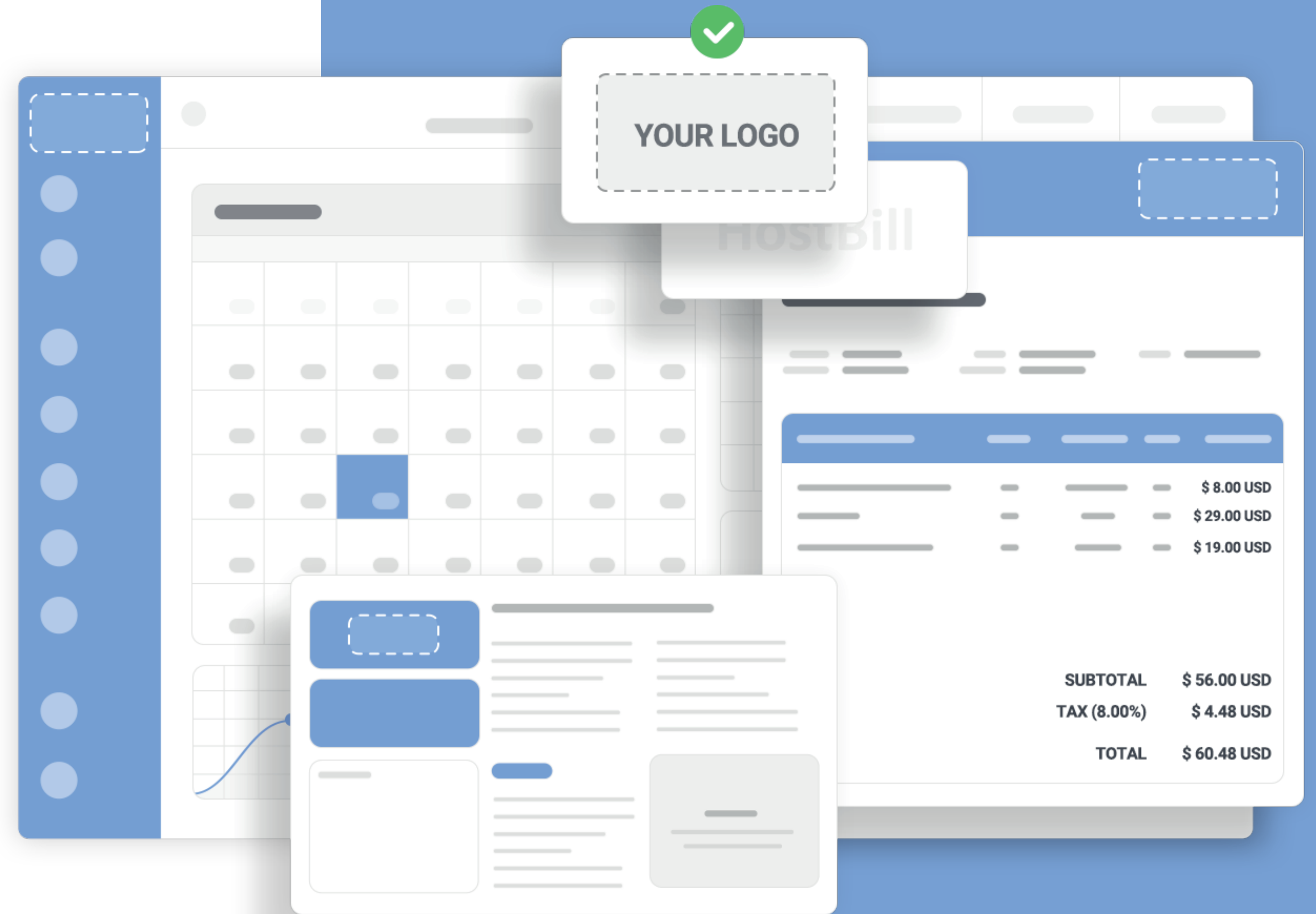
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What builds brand image is brand identity – brand vision, culture and personality created by the company. Brand identity is all about consistency. Keeping your brand consistent makes it more recognizable and helps it to be perceived as professional and reliable. It also builds trust between you and your customers – simply put your customers want to have the same experience with your brand every time they deal with you.

HostBill helps you build your brand consistency whatever you do online.

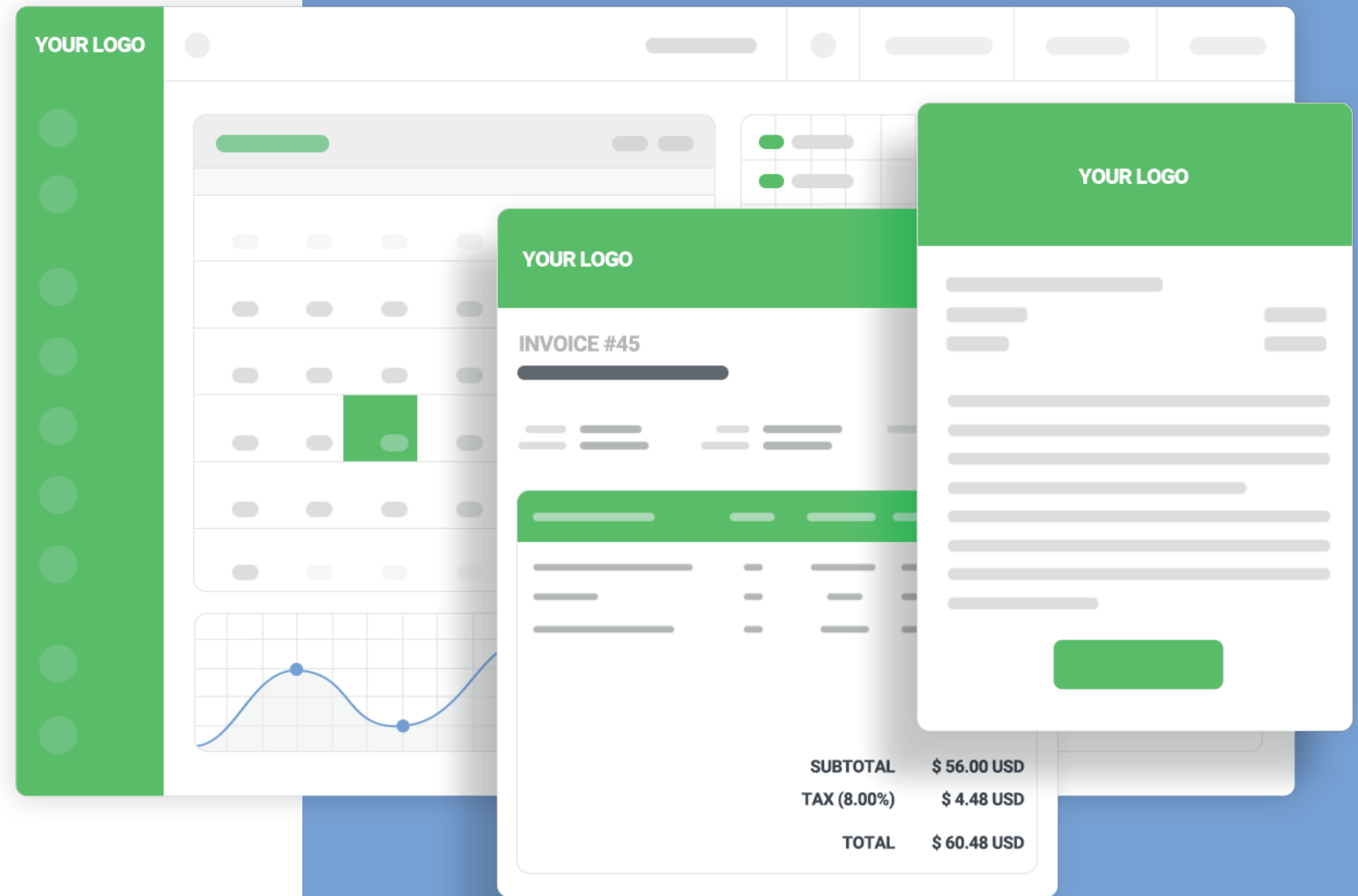
## Non-branded software

HostBill software is non branded, so there's no sign of HostBill branding in the client portal: no HostBill logo or link indicating you are using the software. This way you can develop and sell your own brand, giving you total control and maximum profits.



## Consistent brand image

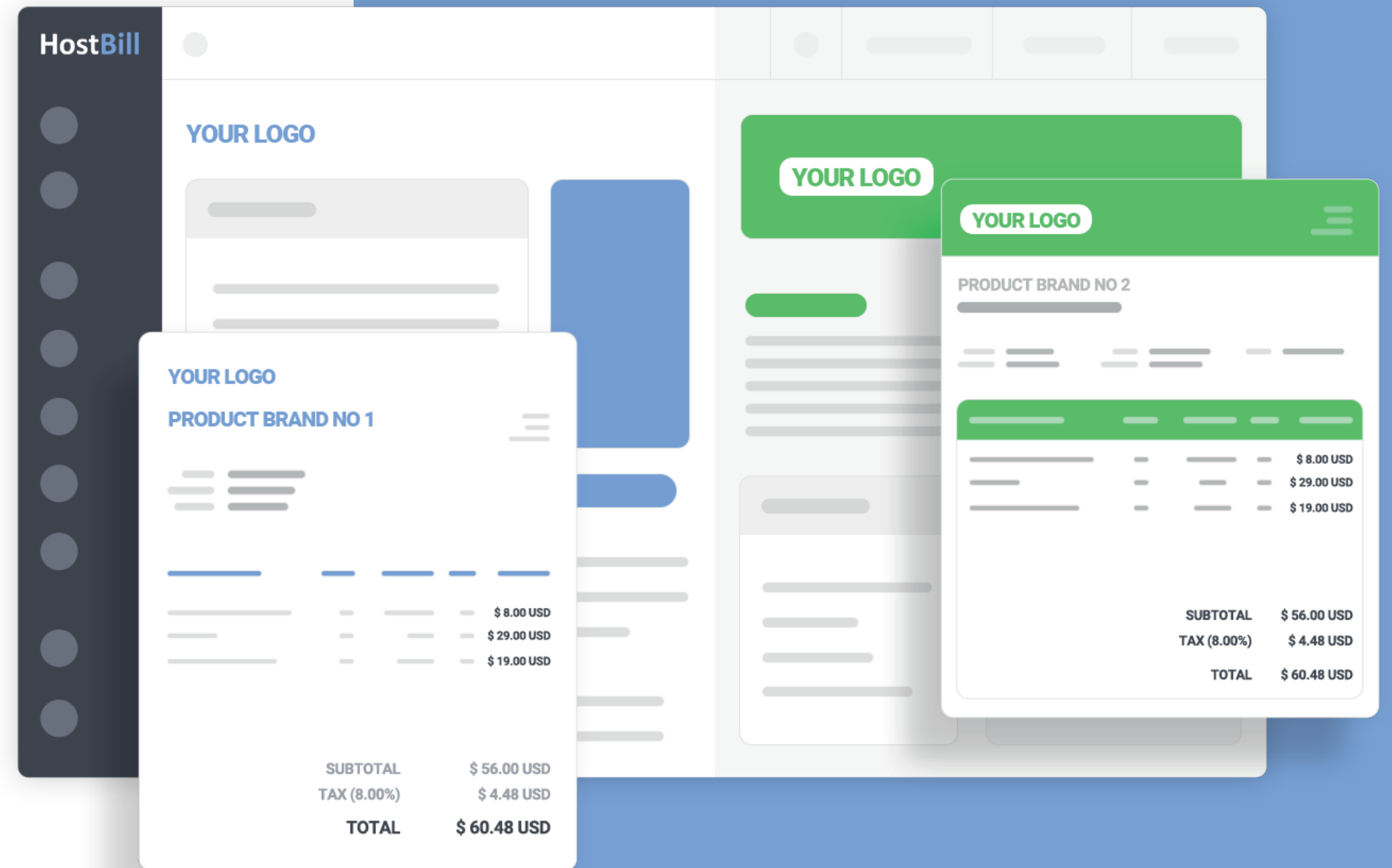
There's no doubt that your brand image, so the way your customers view and perceive your brand, is one of the deciding factors on your company success as it greatly impacts your customers behaviour. Following identity rules for your brand is an important part of the marketing strategy and that's why HostBill lets you convey your brand voice and visual schemes in every point of contact between your brand and your customers: order pages, client area, emails and invoices.





## Manage multiple brands with one dashboard

If you want to use one HostBill license to manage multiple brands, you can use Multi-brand module for the job! It will let you handle unlimited brands to sell your products or services on one HostBill backend. Even though managing different brands is tricky and can get your business into chaos, with HostBill Multi-brand module each of your brands can use separate domain name, different order pages, have different support departments assigned to them and follow different visual identity rules – yet all of them will be managed from single admin area.



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# Contact

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Should you have any questions please contact us at <https://hostbillapp.com/contactus/>

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