

Welcome to The MonkeyPC. We're glad you're here.

Everything you need to get started, in one place: your first steps, what your plan includes, and how to reach us whenever you need a hand.

Since 2010	Real people	In writing	Same day	All yours
Small and UK based	Every message read	Always a record	Urgent replies, 8am to 9pm	Your website, your domain



A note from Matthew

Founder, The MonkeyPC

I'm Matthew, and I started The MonkeyPC. The idea came to me back in early 2010, while I was studying in Oxford. I wanted to give people the finest complete hosting I could, with real help from people who care. Now it's back, and you've chosen to be part of it. That means a lot to me.

We're a small UK team, and we like it that way. When you write to us, a real person reads your message and gets back to you, in writing, so you always have a record.

If anything isn't clear, or you'd just like to say hello, open a ticket in **My Account**. I'd love to hear how you get on.

Matthew

Matthew Morris
Founder

WHAT'S INSIDE

Getting started in 4 easy steps 2

Your plan at a glance 3

Keeping your website safe 4

Getting help 5

Bills and cancelling 5

Start on page 2. It takes about ten minutes.

Getting started in 4 easy steps

We'll email your login details as soon as your plan is ready. Then work through these steps, one at a time. There's a Help Guide for each one, with pictures.

1 Log in to My Account

Go to **my.themonkeypc.co.uk** and log in with the email address you signed up with. My Account is where you'll find everything: your plan, bills, domains and help.

First thing: turn on two-step login (page 4)

2 Connect your domain

Your domain is your web address, like yourbusiness.co.uk. **Bought it from us?** It's already done. **Bought it somewhere else?** Copy the two "nameservers" from your welcome email into your old provider's settings. It can take up to a day to start working.

Help Guides › Point your domain

3 Set up your email

In My Account, open **cPanel** (your website's control panel), then **Email Accounts**. Create an address such as hello@yourbusiness.co.uk, then add it to your phone and computer.

Help Guides › Set up an email account

4 Put your website online

On Gorilla? Fill in our 10-minute website questionnaire (the link is in your welcome email). Your website goes live within 10 working days of getting your words and pictures. **Already have a website?** We can move it for you (page 3). **Starting from scratch?** Install WordPress in a few clicks.

Help Guides › Install WordPress

What you can do in My Account

- Open cPanel for your website and email
- See and pay your bills, by card or Direct Debit
- Look after your domains and renewals
- Ask us for help with a support ticket
- Buy extra help (Banana Boost) or change plan

Your details

My Account email _____

Your domain _____

Your plan _____

Start date _____

Renewal date _____

Never write your passwords here. We will never ask you for one.

Your plan at a glance

Pay yearly and you get 12 months for the price of 10. You can move up a plan whenever you like in My Account.

Monkey

£5 a month

or £50 a year

You look after your website

- 1 website, 5GB space
- 5 email addresses
- Free SSL padlock
- Daily backups
- Help by support ticket

RECOMMENDED

Chimp

£15 a month

or £150 a year

We look after your website

- Everything in Monkey
- 2 websites, 10GB, 10 email addresses
- We keep WordPress and plugins up to date (Monkey WebCare)
- **30 minutes of changes every month**
- Free domain for the first year

Gorilla

£49 a month

for your first 12 months

We build it and run it

- **Website built for you (up to 5 pages) and a simple logo**
- **Yours to keep after 12 months**
- Everything in Chimp, plus 5 websites, 20GB and unlimited email
- 1 hour of changes every month
- Hacked? We fix it free
- Google Business Profile set up for you
- We watch your website 24/7
- Your tickets answered first

Gorilla prices, year by year

	PAY MONTHLY	PAY YEARLY
Year 1 (includes your website build)	£49 a month	£588
Year 2 onwards	**£35 a month**	**£350 a year**

Gorilla has a 12-month minimum because the build is included. After 12 payments the website is yours to keep, the price drops automatically, and you can move down to Chimp for free if you'd like. Stay on Gorilla and you also get a yearly check-up with a free new page, and a fresh design every 3 years.

Banana Boost



Need extra help, on any plan? Buy time when you need it. No subscription. Use it within 3 months.

30 minutes £20 **1 hour £35**

Moving from another host?

We move your website and email for you **free** on Chimp and Gorilla, and on Monkey if you pay yearly. On Monkey monthly, use our move guide or a £20 Banana Boost.

Rather pay once? **Monkey WebDesign** is £599 one-off, including a simple logo and your first year of Chimp, and the website is yours to keep. Domains: .co.uk £9.99 a year, .com £14.99. Your domain is always yours.

Keeping your website safe

Good news: we do most of the work for you. A couple of simple habits on your side are all it takes to keep things running smoothly.

What we look after

- **A free SSL padlock**, so your visitors' details stay private.
- **Daily backups**, so we can always put things back.
- **Updates** for WordPress and plugins on Chimp or Gorilla.
- **Round-the-clock checks** and free fixes if you're ever hacked, on Gorilla.

Three simple habits

- **Turn on two-step login** in My Account. It only takes a minute.
- **Use a different password** for each login. A password manager makes this easy.
- **Keep your email address up to date**, so our messages reach you.

A quick word about emails

We will never ask for your password. If an email ever looks a bit odd, there's no need to click anything. Just log in to **my.themonkeypc.co.uk** yourself, or ask us in a ticket and we'll happily check it for you.

If something doesn't look right

Don't worry. Open a ticket in My Account and tell us what you've noticed. We'll take a look, and if needed we can put your website back from a backup.

Good to know

Read email anywhere

Open your email in any web browser with webmail. Go to **yourdomain.co.uk/webmail** and log in with your email address and password.

Reminders before renewals

We email your bill before your plan renews, and remind you before a domain runs out, so nothing stops by surprise.

Planned work

If we ever need to do work that could take your website offline for a while, we'll email you at least 48 hours before.

It's all yours

Your website, emails and domain belong to you. You can download a full copy from cPanel whenever you like.

Getting help

All our help is in writing, so you always have a record. A real person from our small UK team reads every message.

Support ticket

The quickest way to reach us. Open one in My Account.

my.themonkeypc.co.uk

Email

Write to us any time, and we'll turn it into a ticket.

matt@themonkeypc.co.uk

Help Guides

Simple step-by-step guides, with pictures.

themonkeypc.co.uk/help-guides

Forum and chat

Join the Troop, our friendly customer forum, or chat with us on the website when we're online.

forums.themonkeypc.co.uk

WHAT IT'S ABOUT	WE AIM TO REPLY WITHIN
Urgent: your website or email isn't working	**Same day, 8am to 9pm**
Bills and payments	**1 working day**
General questions	**2 working days**
Changes to your website (Chimp or Gorilla)	**3 working days**
Gorilla customers	**Answered first, urgent within 4 hours**

Bills and cancelling, in plain English

Paying.

Your plan renews by itself. We email your bill before it's due, and you pay by card or Direct Debit in My Account.

Money back.

New hosting comes with a 30-day money-back guarantee. Domains aren't included, and on Gorilla it ends once we start building your website.

Cancelling.

Cancel any time in My Account or by ticket. Your plan runs to the end of the time you've paid for. Gorilla has a 12-month minimum.

Bring a friend into the Troop

Know someone who needs a website? Share your link from My Account. When they join Chimp, Gorilla or Monkey WebDesign, they get 30 minutes of Banana Boost free, and you get £15 credit towards your bills. Full details are in My Account.

Matthew Thank you again for choosing us. We're here whenever you need a hand.