WEBSITE BUILDER GUIDE

Build and manage your website with iWHOST

96 step-by-step guides covering pages, design, settings, apps, the online shop and troubleshooting.

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NEW HERE?

Quick start: your website live in 5 steps

1 Log in to the editor

Go to your address followed by /admin and enter the PIN sent to your email.

- 1.1 Log in to edit your website
- 1.2 A quick tour of the editor

2 Choose a template and colours

Pick a design that suits your business, then set your brand colours and fonts.

- 5.4 Switch to a different template
- 5.1 Change your website colours

3 Replace the sample content

Click any text or photo to change it. Add or remove blocks and pages as you need.

- 3.2 Edit text in a block
- 4.1 Replace or edit an image
- 2.1 Add a new page

4 Add your logo and contact details

Upload your logo, fill in your address and phone, and link WhatsApp and social media.

- 5.3 Add or change your logo and website name
- 6.3 Update your business address and contact details
- 5.6 Add your Facebook, Instagram, TikTok and WhatsApp

5 Go live and get found

Switch on HTTPS, write your Google title and description, and submit your site to Google.

- 6.12 Secure your site with HTTPS (SSL)
- 6.5 Set the title and description Google shows
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SECTION 1 · 7 GUIDES

Getting started

Sign in, find your way around the editor and put your site live.

1.1 Log in to edit your website

Your website builder lives on your own domain. To start editing:

1. Open your browser and go to `yourbusiness.my/admin` (use your own domain). You can also press **Ctrl** + **Esc** while viewing your website.
2. Enter the email address saved in your website settings. A one-time PIN code is sent to that inbox.
3. Copy the PIN into the login screen. You are now in editing mode.

The builder remembers you for a while. When your session ends, you will be asked for a fresh PIN.

> **Other ways in:** open the **Other** (or More Options) tab on the login screen. Depending on your setup you can sign in with your cPanel details, your FTP account, a username and password you created under **SETTINGS** › **Access Control**, or a Google account that uses the same email as your website.

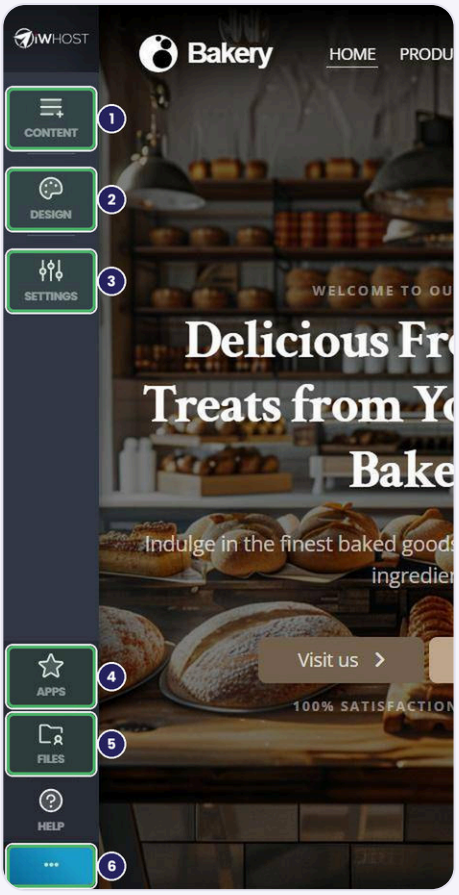
Still locked out? See I can't log in or **contact iWHOST support**.

1.2 A quick tour of the editor

Once you are logged in, you edit right on the page. The toolbar on the left gives you everything else:

- **CONTENT** adds new blocks (headers, text, features, pricing, FAQ…) and apps (gallery, shop, forms, video) to the page you are viewing.
- **DESIGN** controls colours, fonts, the menu style and the whole template.
- **SETTINGS** holds your page list, settings for the current page, and website-wide settings such as your email, logo, contact details and SEO.
- **APPS** is where you manage the apps you have added: products and orders, galleries, form messages, blog posts.
- **FILES** is your library of uploaded images and documents.
- The **three-dot button** at the bottom opens a bar with **Preview**, **Undo** and **Website Administrator Mode**.

To change something on the page, move your mouse over it. Editable parts light up. Click, make your change, then save.



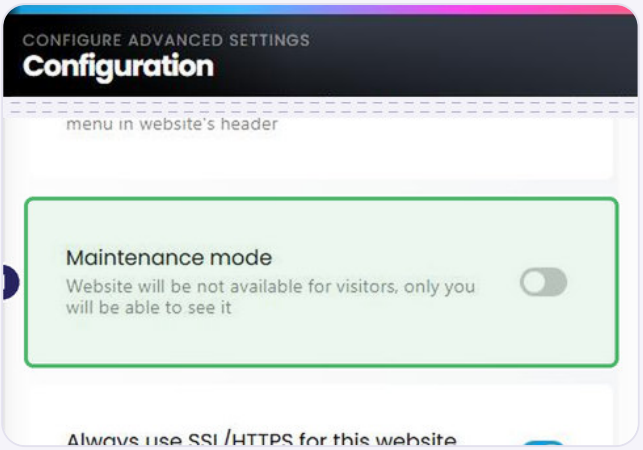
1. CONTENT: add blocks and apps
2. DESIGN: colours, fonts, template
3. SETTINGS: pages and site settings
4. APPS: manage shop, gallery, forms
5. FILES: your uploads
6. Three-dot menu: Preview, Undo, exit editing

1.3 Put your website live

Your website is public from the moment it is created. If you can see it in your browser, anyone who knows the address can see it too.

If you switched on **Maintenance mode** while building, visitors only see a holding page. To go live, open **SETTINGS** › **General Settings**, switch Maintenance mode off and save.

Next, tell Google about your site with the Add to Google app.



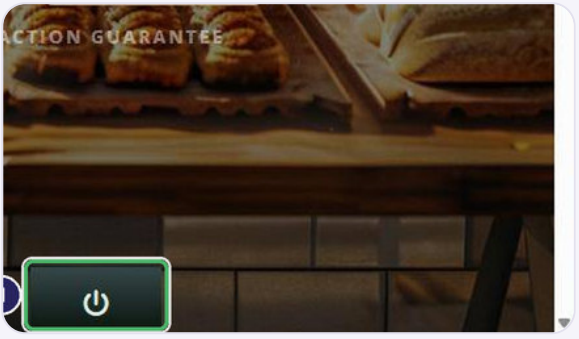
1 Maintenance mode

1.4 Leave editing mode

1. Click the **three-dot button** at the bottom of the left toolbar. A bar opens along the bottom of the screen.
2. Click **Website Administrator Mode**. The editor closes and you see your site exactly as visitors do.

You stay signed in on that browser. A small **power button** at the bottom of the page brings the editor back. Only you can see it.

On a shared or public computer, close the browser completely when you are done, or use a private window next time.



1 Owner-only power button: click to edit again

1.5 Why do I see a power button on my site?

The builder leaves a small cookie in your browser so it remembers you are the site owner. That cookie shows a **power button** at the bottom of the page, even after you leave editing mode. Click it to start editing again.

Only you see it. Your visitors never do. To check, open your website on another phone or in a private browser window.



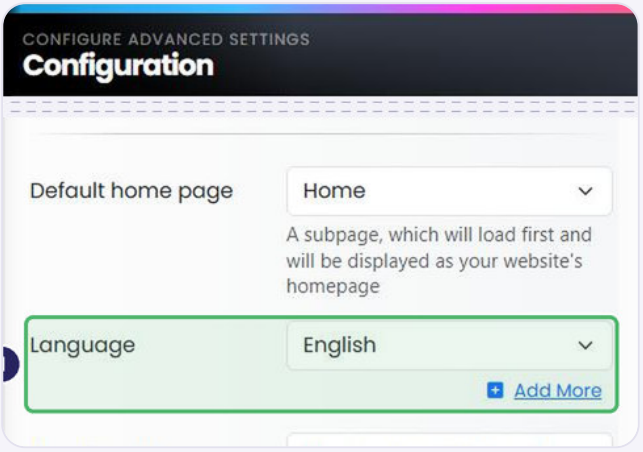
1 Owner-only power button: click to edit again

1.6 Change the editor's language

The editor opens in English. To switch:

1. Go to **SETTINGS** › **General Settings** and find the language selector.
2. Click **Add More**, pick a language from the list and confirm.

The new language becomes the interface language. If yours is missing, **let iWHOST support know**.



1 Language and Add More

1.7 Update the builder to the latest version

When a new version is ready, a yellow notice appears in the lower-left corner of the editor.

1. Make a backup first (see Back up your website).
2. Click the yellow notice and confirm. The update runs by itself.

Updating replaces the builder's system files only. Your pages, content and template are kept. If you would rather not do it yourself, **ask iWHOST support** to run it for you.

SECTION 2 · 11 GUIDES

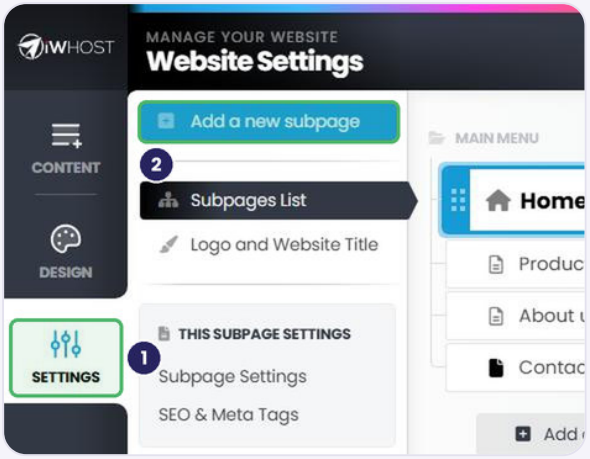
Pages & menu

Add, arrange, hide and protect the pages in your menu.

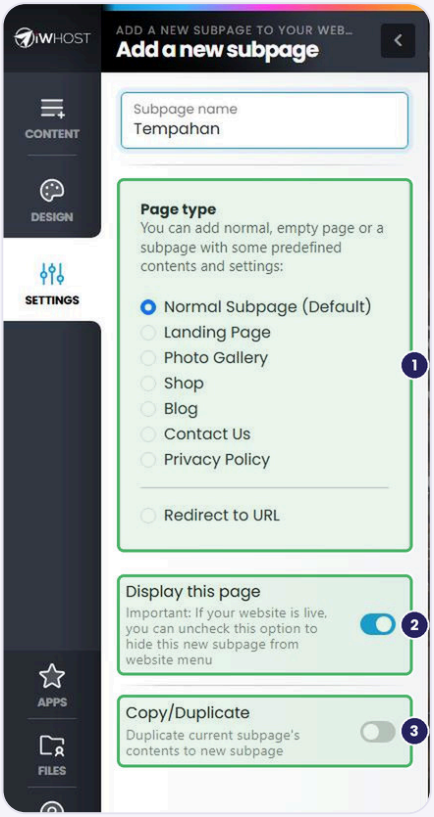
2.1 Add a new page

1. Click **SETTINGS** in the left toolbar. Your list of pages appears.
2. Click **Add a new subpage**.
3. Type the page name and click **Add**. It appears in your menu straight away.

Click **Show More Options** before adding to choose a **Page type**: a normal page, a landing page, or one that already contains a photo gallery, shop, blog, contact form or privacy policy. The same panel lets you hide the page from the menu, link it to another website or copy the current page.



1. SETTINGS
2. Add a new subpage



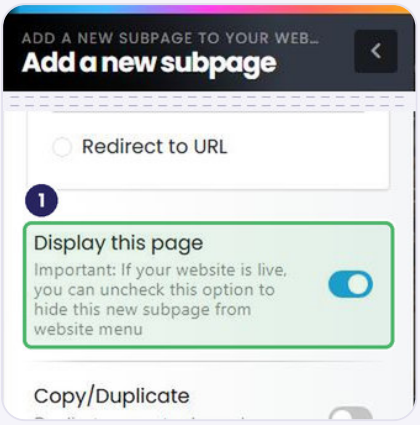
1. Page type, including Redirect to URL
2. Display this page (off = hidden from menu)
3. Copy/Duplicate the current page

2.2 Create a page that is not in the menu

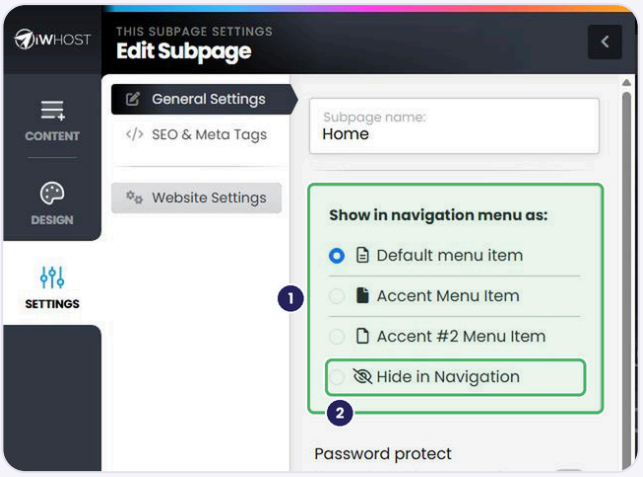
New page: in **SETTINGS** › **Add a new subpage** › **Show More Options**, switch off **Display this page**, then click **Add**.

Existing page: open the page, go to **SETTINGS** › **Subpage Settings** and under **Show in navigation menu as** choose **Hide in Navigation**. Save.

The page still exists and is listed in SETTINGS. Point people to it with a link: select some text, add a link and choose **Link to another page**.



1 Display this page



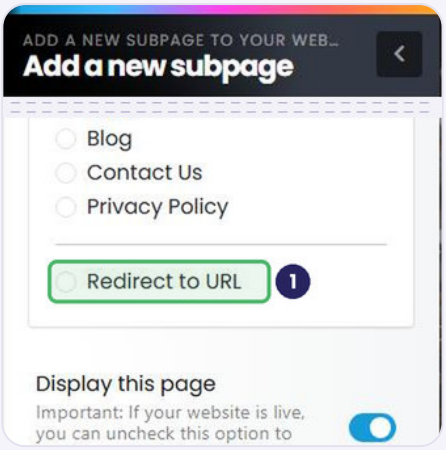
1 Show in navigation menu as

2 Hide in Navigation

2.3 Add a menu item that opens another website

1. Go to **SETTINGS** › **Add a new subpage** and type the menu label (for example “Kedai Shopee”).
2. Click **Show More Options** and choose **Redirect to URL** as the page type.
3. Paste the full web address and click **Add**.

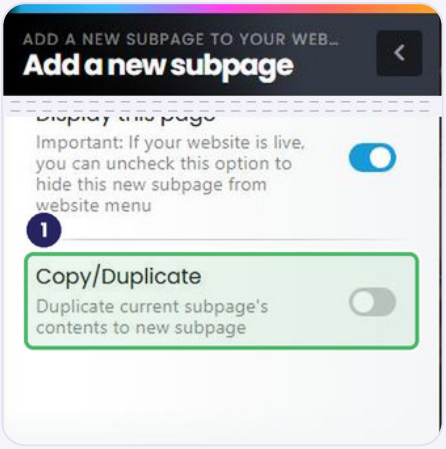
To turn an existing page into a link, open it and switch on **Redirect to URL** in **SETTINGS** › **Subpage Settings**.



1 Redirect to URL

2.4 Duplicate a page

1. Open the page you want to copy.
2. Go to **SETTINGS** › **Add a new subpage** and type a name for the copy.
3. Click **Show More Options**, switch on **Copy/Duplicate** and click **Add**.

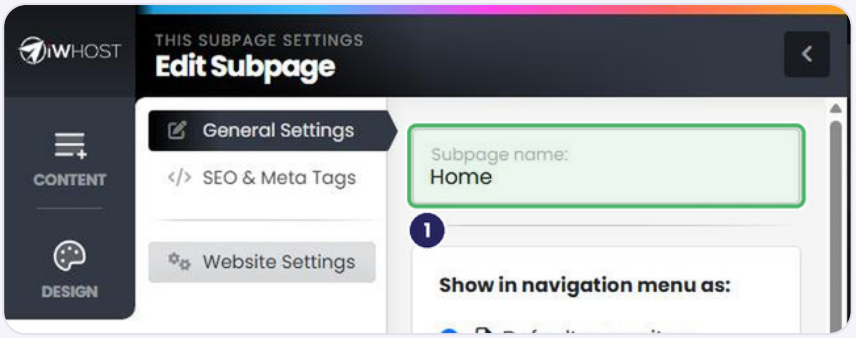


1 Copy/Duplicate

2.5 Rename a page

1. Open the page and click **SETTINGS** › **Subpage Settings**.
2. Edit **Subpage name** and click **Save changes**.

The page address updates to match the new name. To keep the old address, see Set a custom page address.

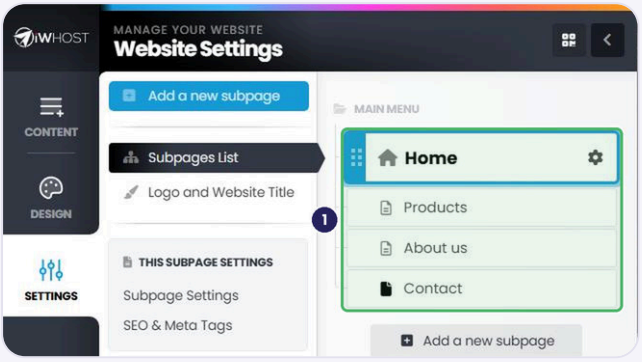


1 Subpage name

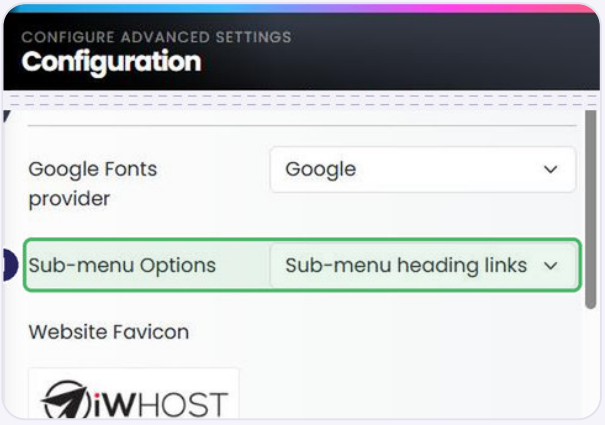
2.6 Reorder pages and make drop-down menus

1. Go to **SETTINGS** to see your page list.
2. Drag pages up or down to change their order in the menu.
3. To build a drop-down, drag a page so it sits under the page it belongs to. It becomes a sub-page in that menu.
4. Click **Save Changes**.

By default the top-level (parent) page is a normal page with its own content. To make it a label that only opens the drop-down, or a page that lists its child pages, change **SETTINGS** › **General Settings** › **Sub-menu Options**.



1 Drag pages to reorder or nest them

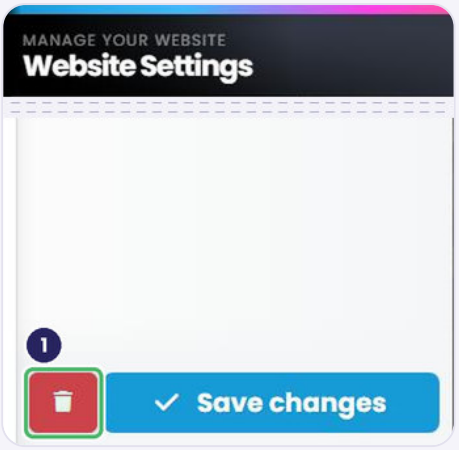


1 Sub-menu Options

2.7 Delete a page

1. Open the page you want to delete.
2. Click **SETTINGS**.
3. Click the red **trash button** beside **Save changes** at the bottom, then confirm.

> Deleting a page can't be undone. If you might need it later, hide it from the menu instead (see Create a page that is not in the menu).

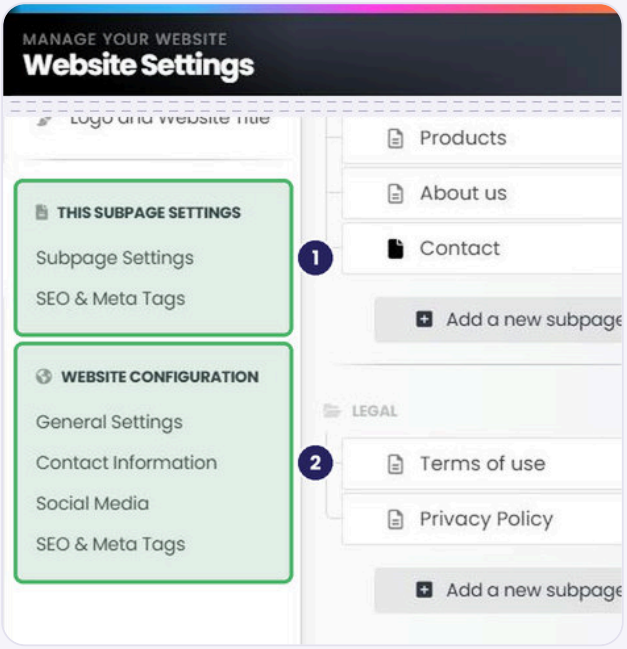


1 Delete the page you are on

2.8 Find the settings for one page

Go to the page you want to change, then click **SETTINGS**. On the left you will see two groups:

- **This subpage settings**: **Subpage Settings** (name, menu visibility, password, redirect, landing page) and **SEO & Meta Tags** for this page only.
- **Website configuration**: settings that apply to the whole site, such as **General Settings**, **Contact Information**, **Social Media** and site-wide **SEO & Meta Tags**.



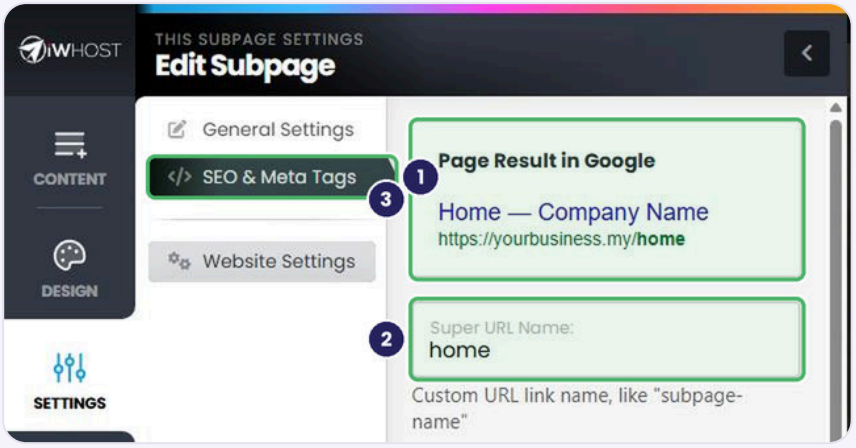
1 This subpage settings

2 Website configuration

2.9 Set a custom page address

Page addresses are created from the page name: a page called “Hubungi Kami” lives at `yourbusiness.my/hubungi-kami`, and renaming the page changes the address.

1. Open the page and click **SETTINGS**. Under **This subpage settings**, click **SEO & Meta Tags**.
2. Edit **Super URL Name**. The **Page Result in Google** preview above it shows the new address.
3. Click **Save changes**.

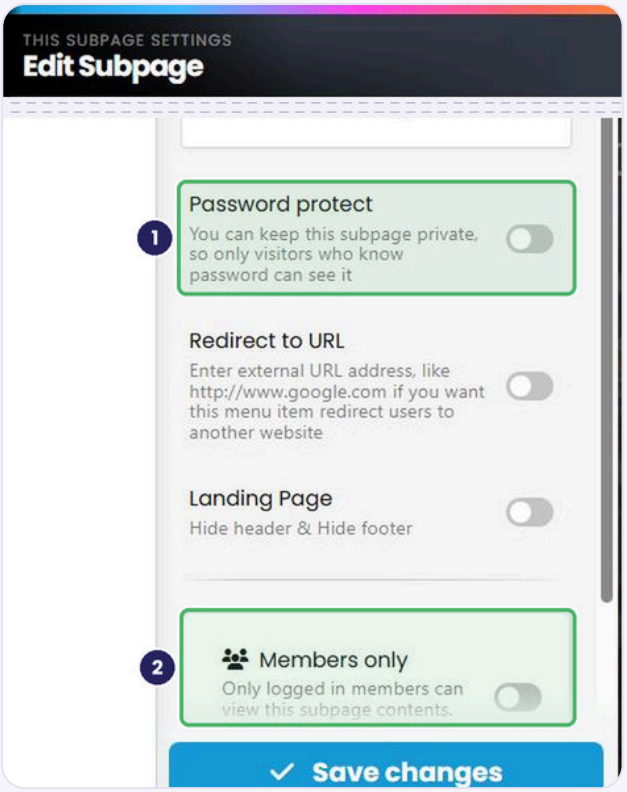


1. SEO & Meta Tags (this page)
2. Super URL Name
3. Preview of the address

2.10 Password-protect a page

1. Open the page and click **SETTINGS** › **Subpage Settings**.
2. Switch on **Password protect** and type a password.
3. Click **Save changes**. Visitors must enter the password to see the page.

Useful for agent price lists, staff notices or client previews. Further down the same panel, **Members only** limits a page to people who have signed up through the Members Area app.



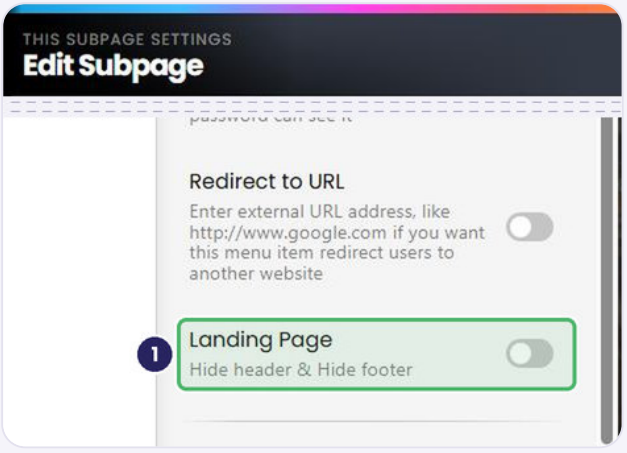
1. Password protect
2. Members only

2.11 Hide the header and footer (landing page)

For a promotion or “coming soon” page, you can remove the menu and footer so visitors focus on one message.

1. Open the page and click **SETTINGS** › **Subpage Settings**.
2. Switch on **Landing Page** and save.

You can also choose Landing Page under **Show More Options** when creating a new page.



1. Landing Page: hides header and footer

SECTION 3 · 14 GUIDES

Content blocks & text

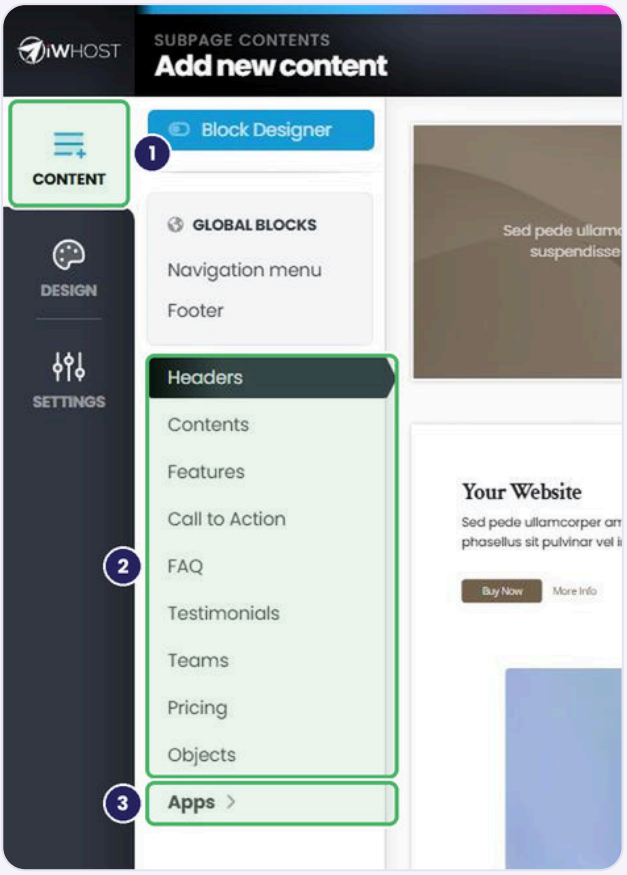
Pages are built from blocks. Add them, edit them, move them around.

3.1 Add a content block or app

Every page is a stack of ready-made **content blocks**.

1. Click **CONTENT** in the left toolbar.
2. Pick a category (Headers, Contents, Features, Call to Action, FAQ, Testimonials, Teams, Pricing, Objects) and click a block to add it to the current page.
3. For a gallery, shop, blog, form, map or video, open **Apps**.

Replace the sample text and images with your own. **Global blocks** at the top edit the menu and footer that appear on every page.



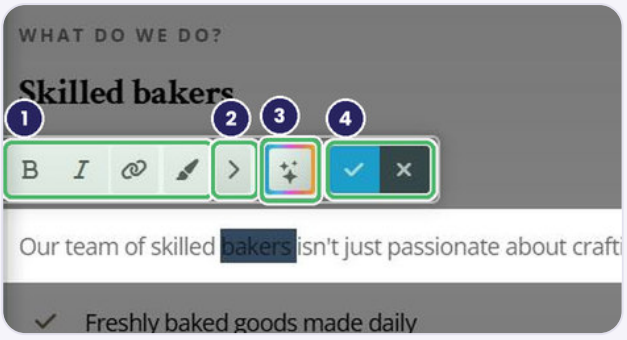
1. CONTENT
2. Block categories
3. Apps

3.2 Edit text in a block

1. Click the text you want to change. A text toolbar appears above it.

2. Type your changes. Use the toolbar for bold, italic, links and colour. The › button shows more options such as lists, alignment and font size.
3. Click the blue ✓ to save, or ✕ to cancel.

The colourful **sparkle button** helps you write or rewrite text with AI. To remove a line of text or a button, open › and click the **trash icon**.

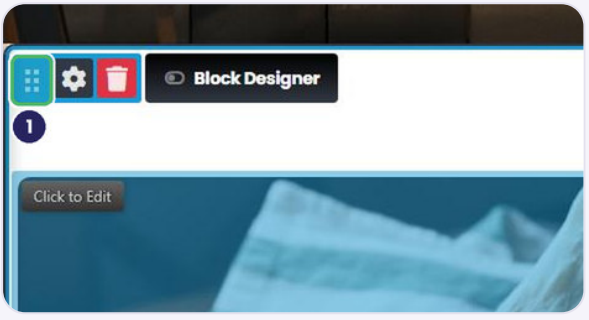


1. Bold, italic, link, colour
2. More options
3. AI writing help
4. Save ✓ / cancel ✕

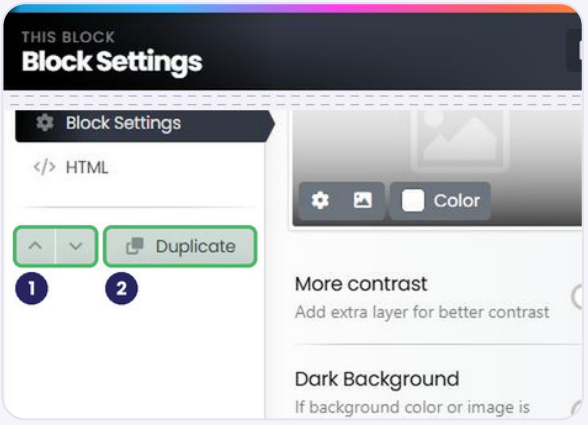
3.3 Move a block up or down

1. Hover over the block. A small toolbar appears at its top-left corner.
2. Press and hold the **drag handle** (the dotted icon on the left) and drag the block to its new place.

Prefer clicking? Open the block's **settings (gear) icon** and use the up and down arrows. **Duplicate** sits beside them.



1. Drag handle

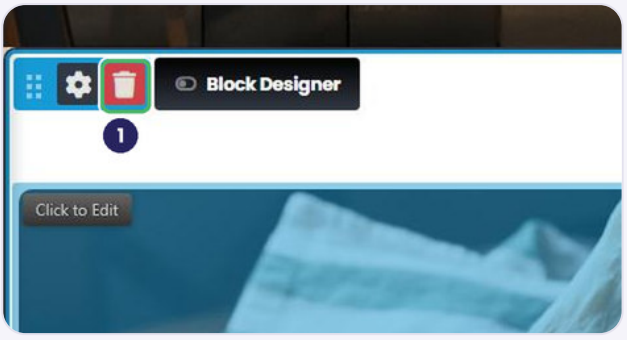


1. Move up / down
2. Duplicate

3.4 Remove a block

1. Hover over the block and click the red **trash icon** in its top-left toolbar.
2. Confirm.

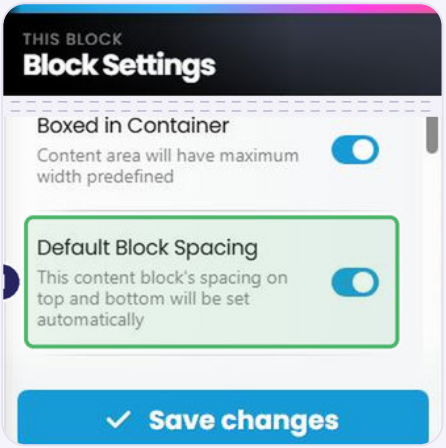
If the block showed an app (shop, gallery, form), only the block is removed. The app and its data stay in the system, ready to add again from **CONTENT › Apps**. Removed something by mistake? Use **Undo** from the three-dot menu.



1 Remove block

3.5 Change the space above and below a block

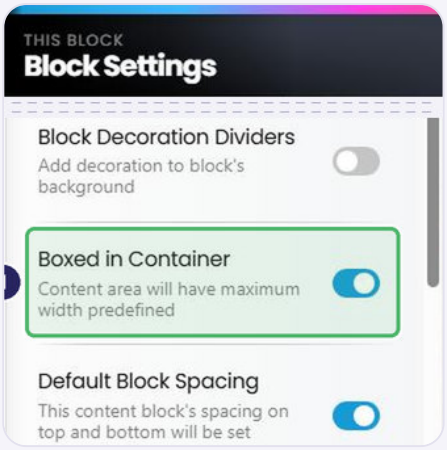
1. Hover over the block and click its **settings (gear) icon**.
2. Switch off **Default Block Spacing**. Controls appear for the space at the top and bottom.
3. Set the spacing you want and click **Save changes**.



1 Default Block Spacing

3.6 Make a block full width or narrower

In the block's settings panel, use the **Boxed in Container** switch. On keeps the content in a centred column. Off lets it stretch across the full width of the screen.



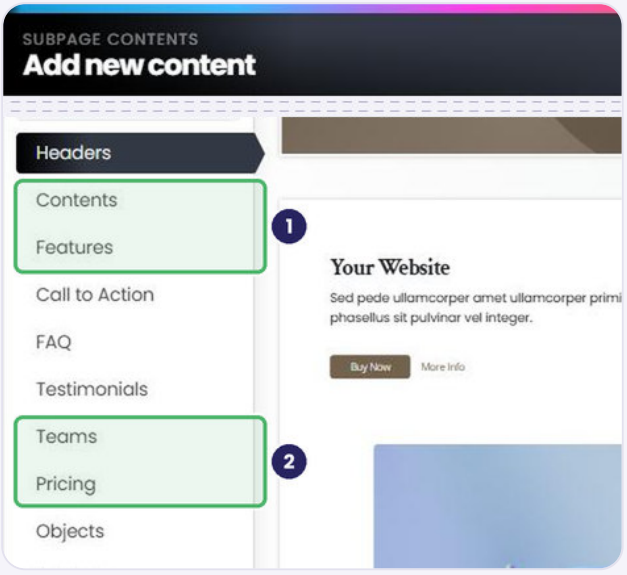
1 Boxed in Container

3.7 Put content side by side

An existing block can't be split into columns. Instead, add a block that already has the layout you need:

- **CONTENT** › **Contents** has text-and-image blocks in two-column layouts.
- **CONTENT** › **Features**, **Teams** and **Pricing** have blocks with three or four items in a row.

Add the closest match, then replace its text and images. On phones, columns stack automatically.



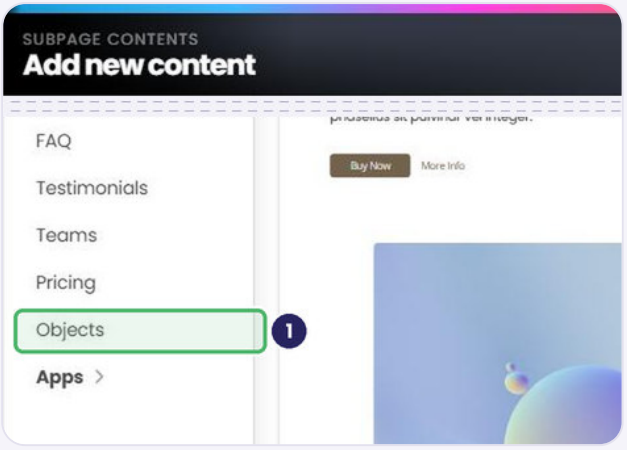
1 Contents and Features

2 Teams and Pricing

3.8 Add a divider or gap between blocks

Look in **CONTENT** › **Objects** for divider and spacer blocks. Add one between two blocks, then open its settings to adjust the colour and height.

For just a little more breathing room, change the block's own spacing instead (see Change the space above and below a block).



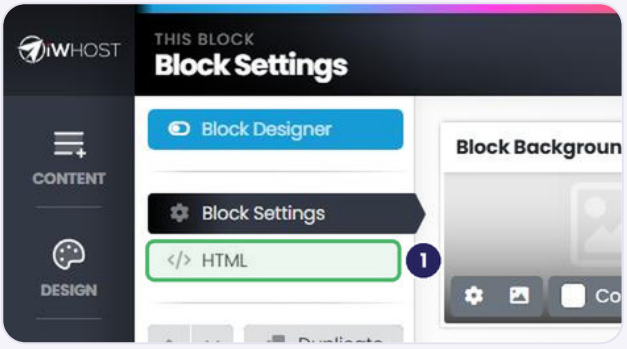
1 Objects

3.9 Edit a block's HTML code

For full control over a block (for advanced users):

1. Hover over the block and click its **settings (gear) icon**.
2. Click **HTML** on the left of the Block Settings panel.
3. Edit the code and click **Save changes**.

A mistake in the code can break the layout of that block. Copy the original code somewhere safe before you change it.



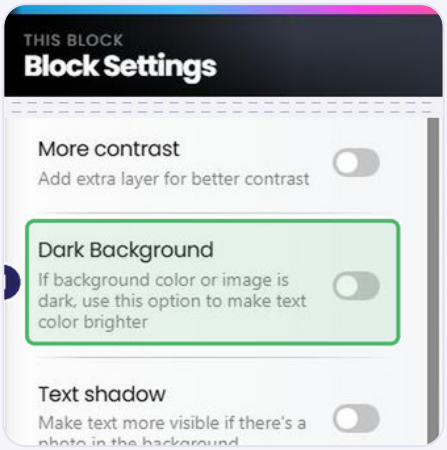
1 HTML

3.10 I type text but can't see it

The text is probably there in white on a white background. This happens when a block is set for a dark background.

1. Hover over the block and click its **settings (gear) icon**.
2. Switch off **Dark Background** and click **Save changes**.

To confirm the text is there before changing anything, press **Ctrl** + **A** (**Cmd** + **A** on Mac) to highlight everything on the page.

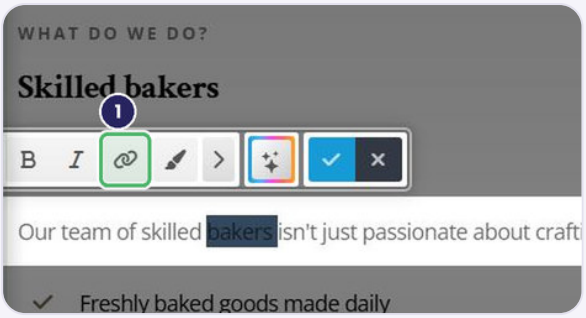


1 Dark Background

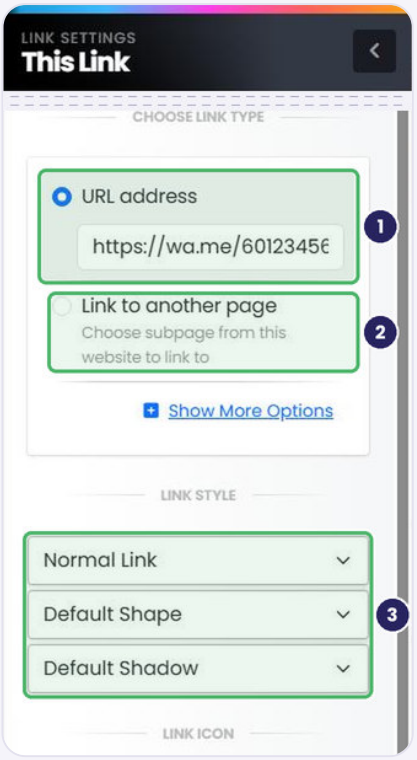
3.11 Turn text into a link or button

1. Click into the text and select the words that should become the link.
2. Click the **link icon** on the text toolbar. The **Link Settings** panel opens.
3. Choose **URL address** and paste a web address, or choose **Link to another page** to pick one of your own pages.
4. Click **Save changes**.

Under **Link style** you can turn the link into a button and add an icon. To link an image instead, see Make an image clickable.



1 Link



1 URL address

2 Link to another page

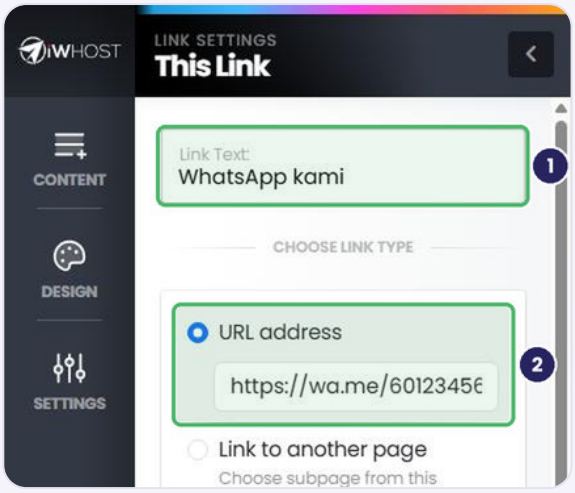
3 Link style (make it a button)

3.12 Link to an email address or WhatsApp

Create a link as usual, but use one of these as the address:

- `mailto:info@yourbusiness.my` opens the visitor's email app with your address filled in. Add a subject with `mailto:info@yourbusiness.my?subject=Enquiry`.
- `https://wa.me/60123456789` opens a WhatsApp chat with that number (country code, no plus sign or dashes).

Prefer not to show your email address? Use a contact form instead.



1. Link text
2. wa.me link with your number

3.13 Make a bulleted or numbered list

While editing text, open the extra options on the text toolbar (the **arrow** button) and choose a bulleted or numbered list.



1. Numbered and bulleted lists
2. Delete element

3.14 Copy, cut and paste

Some browsers block the toolbar's copy and paste buttons. Use the keyboard instead:

- Copy: **Ctrl** + **C**
- Cut: **Ctrl** + **X**
- Paste: **Ctrl** + **V**

On a Mac, use **Cmd** instead of **Ctrl**. Text pasted from Word or WhatsApp sometimes brings odd formatting with it. If that happens, paste with **Ctrl** + **Shift** + **V** to paste plain text.

SECTION 4 · 9 GUIDES

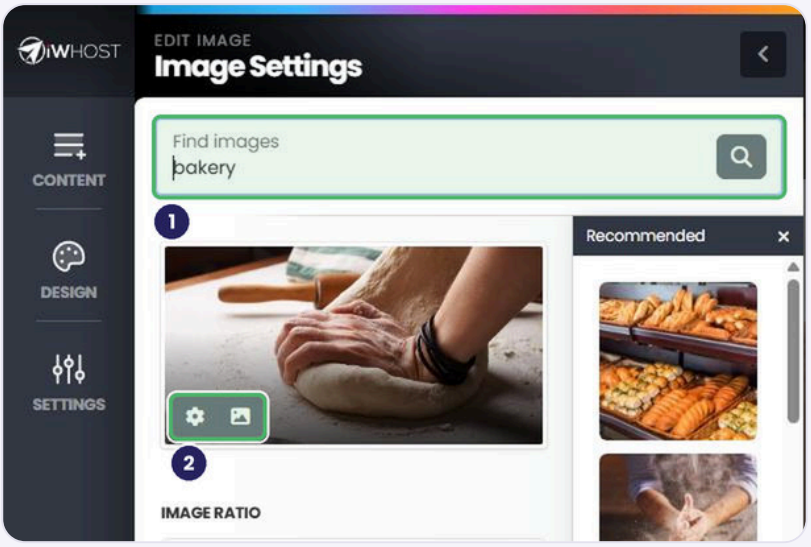
Images, video & files

Replace photos, build galleries, embed videos and offer downloads.

4.1 Replace or edit an image

1. Click the image on your page. The **Image Settings** panel opens.
2. To use your own photo, click the **picture icon** on the preview and upload or choose a file. To use a free stock photo, type a word in **Find images** (for example “nasi lemak”) and click a result.
3. Adjust **Image ratio** and **Image filter** if you like, then click **Save changes**.

The **gear icon** on the preview opens extra options such as the image's alt text, which helps Google and visitors who use screen readers.



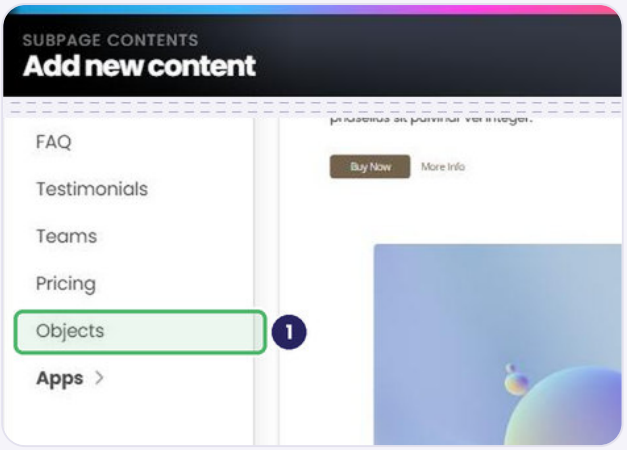
1. Find free stock photos
2. Settings and replace image

4.2 Add a new image

Images are added as part of a block:

- For a photo next to text, above a feature list or in a card, pick a block with that layout from **CONTENT**.
- For one large image across the screen, go to **CONTENT** › **Objects** and add an image block.
- For many photos, add a photo gallery.

Then click the sample image to replace it with yours.

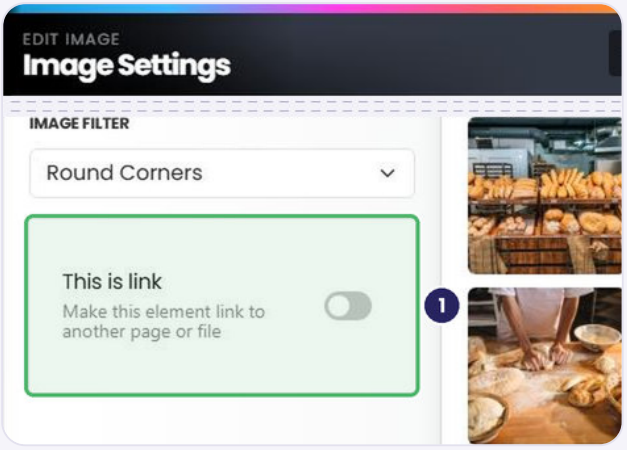


1 Objects

4.3 Make an image clickable

1. Click the image to open its settings panel.
2. Switch on **This is link** and enter the address, or pick one of your pages.
3. Save.

Tip: if the address is a YouTube video, a play icon appears on the image and the video opens in a pop-up window on your site.



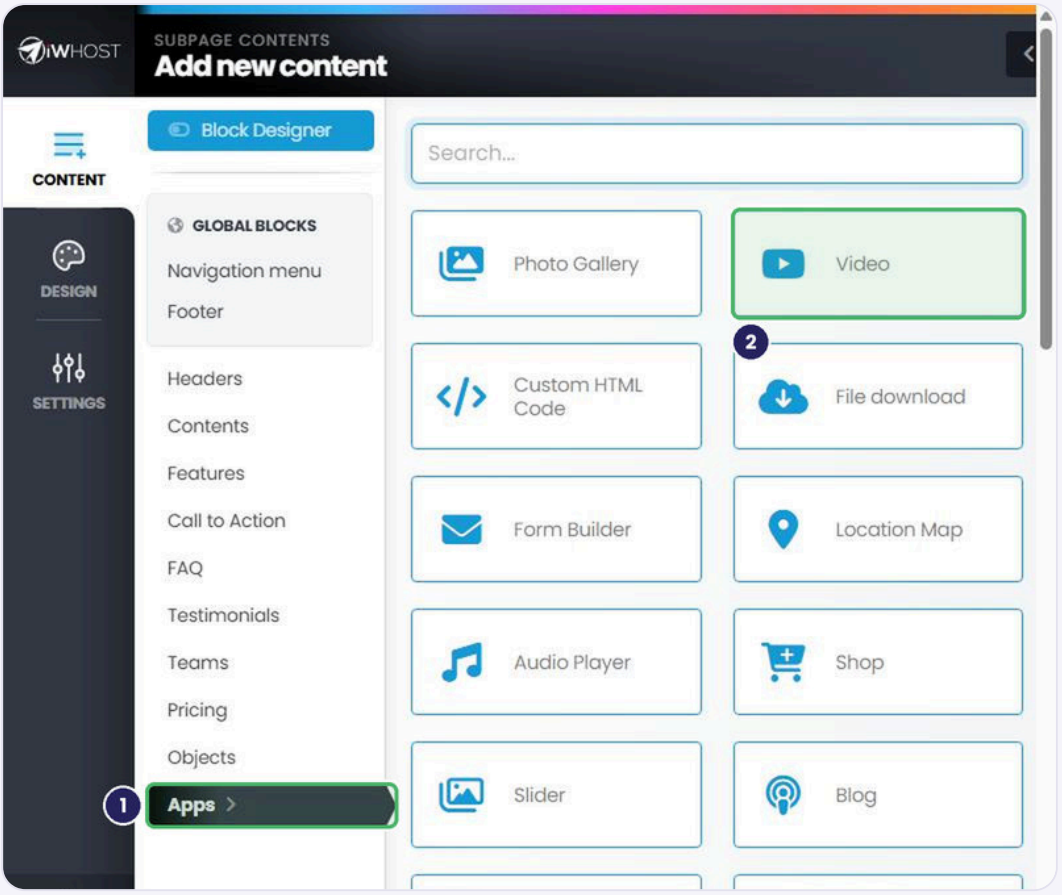
1 This is link

4.4 Add a video

Upload your video to YouTube first. YouTube handles the file format and streaming, so your site stays fast.

1. Go to **CONTENT** › **Apps** › **Video**.
2. Paste the YouTube link and confirm.

The video fills the full width by default. For a smaller video, add a columns block and drag the video into one column. Or use any image as a link to the YouTube video for a pop-up player.

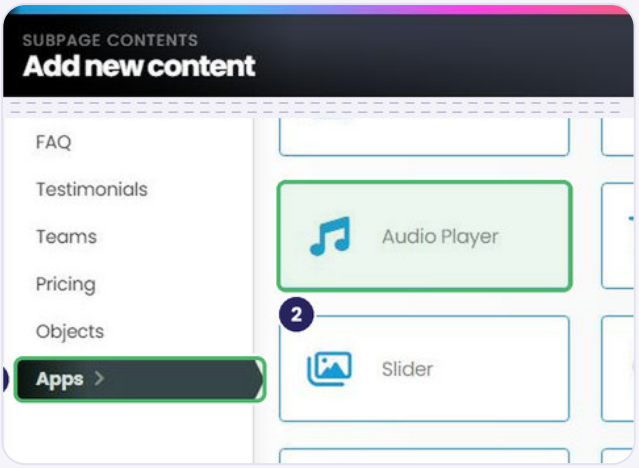


1. Apps
2. Video

4.5 Add an audio file

1. Go to **CONTENT** › **Apps** › **Audio Player**.
2. Choose your audio file (MP3 works best). A player is added with a sample image and description you can change or remove.

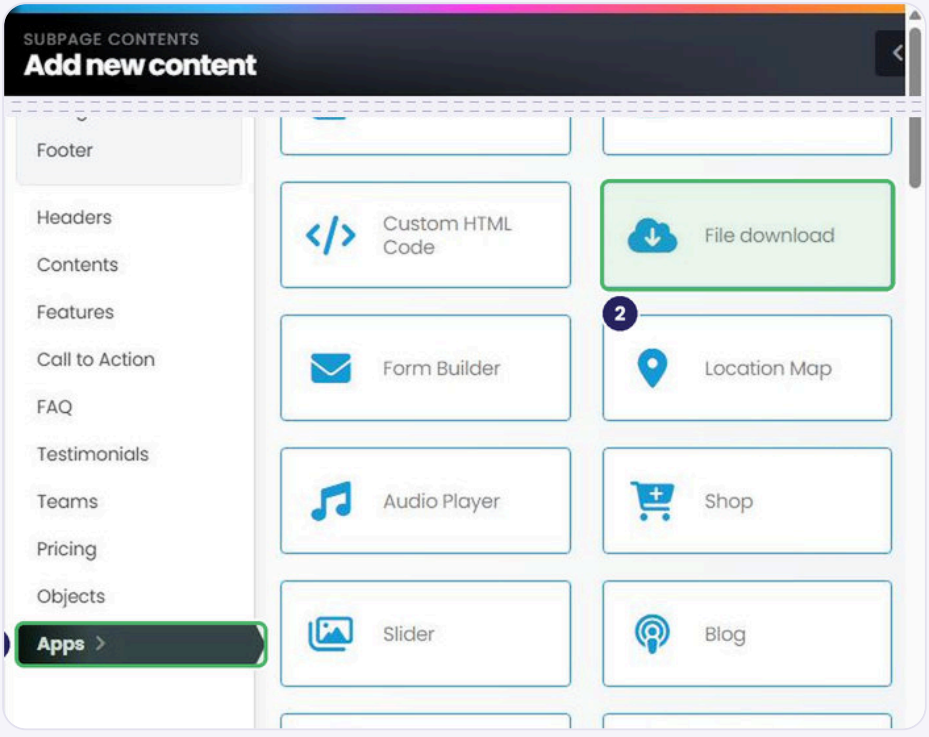
For autoplay or looping, open the block's HTML editor, find the `<audio … controls>` tag and add the word `autoplay` or `loop` inside it. Most browsers only autoplay after the visitor has interacted with the page.



1. Apps
2. Audio Player

4.6 Offer a file for download

1. Go to **CONTENT** › **Apps** › **File download** .
2. Choose the file (for example a PDF brochure, menu or price list).
3. A download section is added. Edit its text, button label and image as you like.

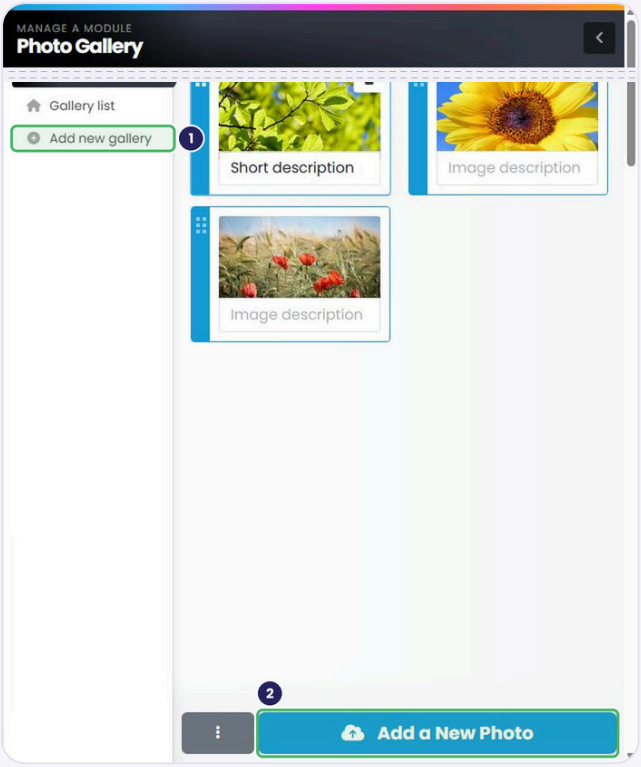


1. Apps
2. File download

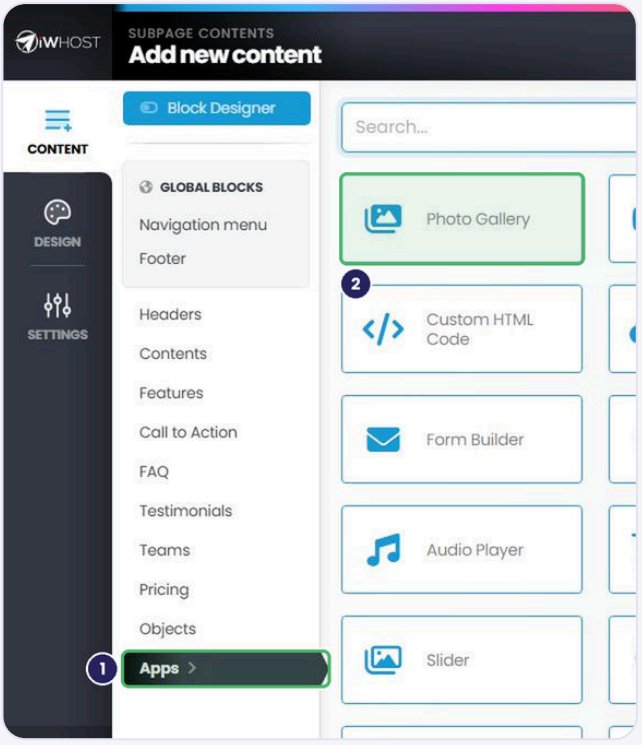
4.7 Create a photo gallery

1. Open **APPS** › **Gallery** and click **Add new gallery**. Give it a name, for example “Majlis Raya 2026”.
2. Click **Add a New Photo** (or **Upload photo**) and choose your pictures.
3. Go to the page where it should appear, open **CONTENT** › **Apps** › **Photo Gallery** and pick your gallery.

You can create several galleries and show a different one on each page. **Gallery list** shows them all.



1. Add new gallery
2. Add a New Photo

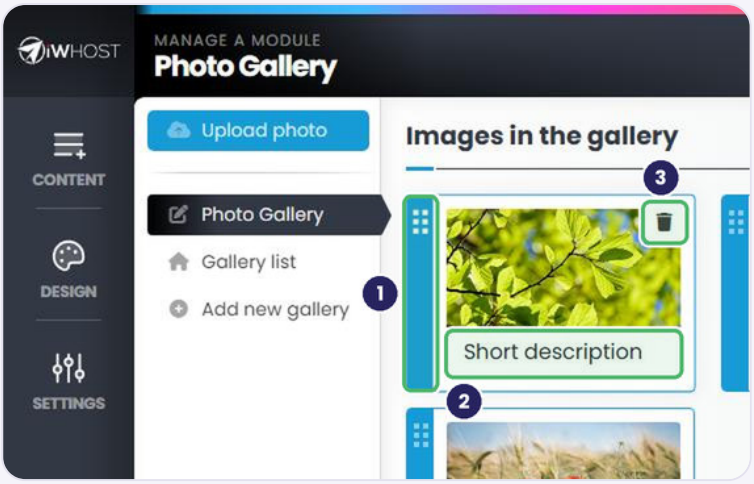


1. Apps
2. Photo Gallery

4.8 Reorder, caption or remove gallery photos

1. Open **APPS** › **Gallery** and choose the gallery from **Gallery list**.
2. To reorder, drag a photo by the **dotted handle** on its left edge.
3. To add a caption, type in the description box under the photo.
4. To remove a photo, click its **trash icon**.

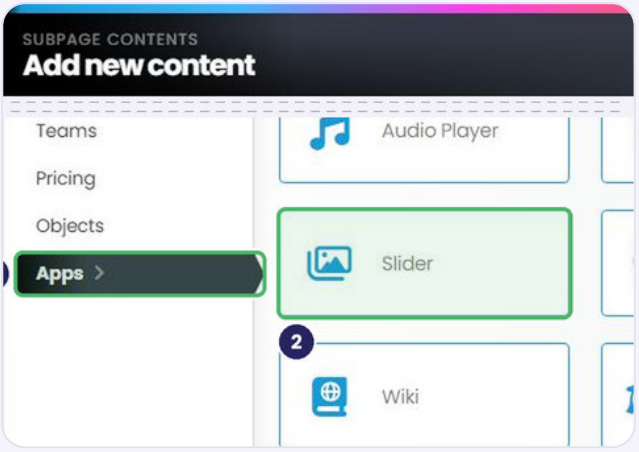
Close the panel and refresh the page to see the result.



1. Drag to reorder
2. Description
3. Delete photo

4.9 Add a sliding photo banner

For photos that slide across automatically, go to **CONTENT** › **Apps** › **Slider**. Use it for promotions or a homepage banner.



1. Apps
2. Slider

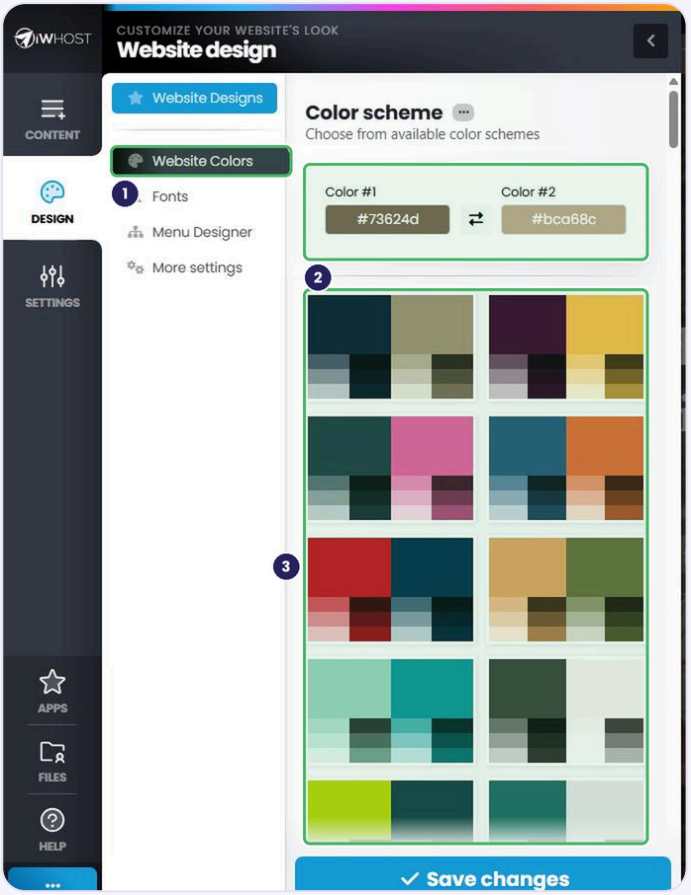
SECTION 5 · 9 GUIDES

Design & branding

Colours, fonts, logo, template and the small details that make it yours.

5.1 Change your website colours

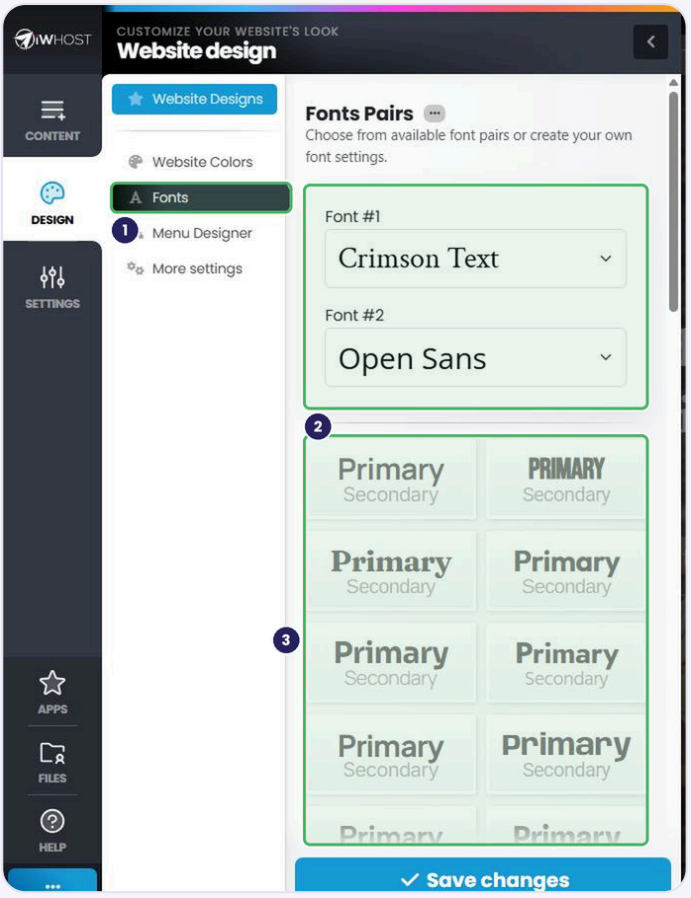
1. Click **DESIGN**. The **Website Colors** tab opens first.
2. Pick a ready-made palette, or build your own set of colours.
3. Scroll down for finer control over which colour goes where (buttons, links, headings, backgrounds).



1. Website Colors
2. Your two main colours
3. Ready-made palettes

5.2 Change your website fonts

Go to **DESIGN** › **Fonts**. Fonts come in pairs: the first is for headings, the second for body text. Choose a pair, or set your own combination.

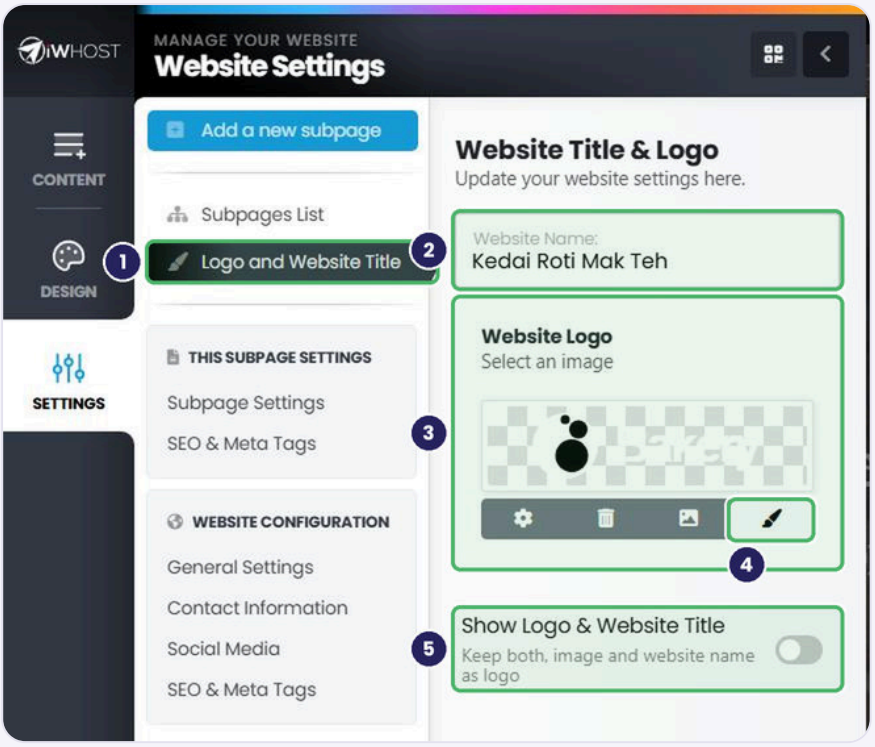


1. Fonts
2. Heading font / body font
3. Ready-made font pairs

5.3 Add or change your logo and website name

1. Go to **SETTINGS** › **Logo and Website Title**.
2. Type your **Website Name**. Keep it filled in even if you only show a logo, because it is also used in Google results and emails.
3. Under **Website Logo**, click the picture icon to upload your logo. No logo yet? The **brush icon** opens the built-in logo maker.
4. Switch on **Show Logo & Website Title** to show both, or leave it off to show the logo only. Click **Save changes**.

To adjust the logo's size and spacing in the header, go to **DESIGN** › **Menu Designer**.

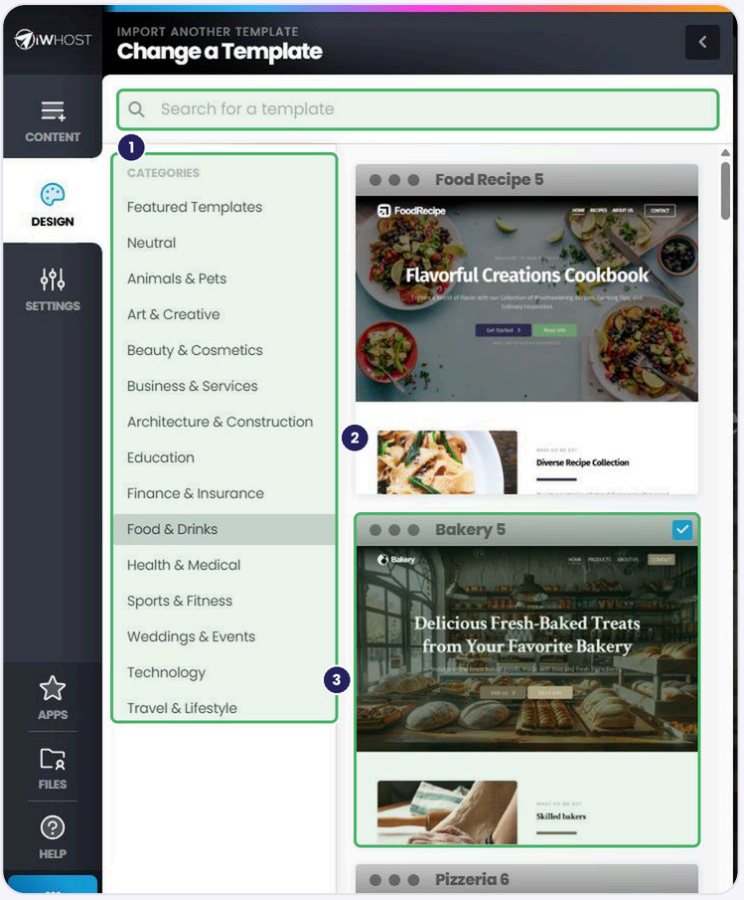


1. Logo and Website Title
2. Website Name
3. Website Logo
4. Logo maker
5. Show Logo & Website Title

5.4 Switch to a different template

1. Go to **DESIGN** and click **Website Designs**.
2. Browse the themes and click **Install** on the one you like.
3. In the **Install a new Theme** window, choose what to bring in. By default only the design (colours, fonts, menu style) is imported, so your content is safe.

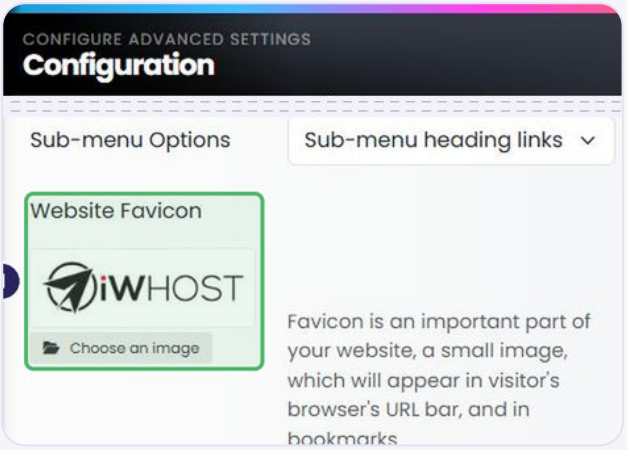
Only tick the options that import content if your site is new and empty. Otherwise they can replace your pages.



1. Search templates
2. Categories
3. Pick a template

5.5 Change the small icon in the browser tab (favicon)

Go to **SETTINGS** › **General Settings** and scroll to **Website Favicon**. Upload a small square image, about 100 × 100 pixels and as light as possible.

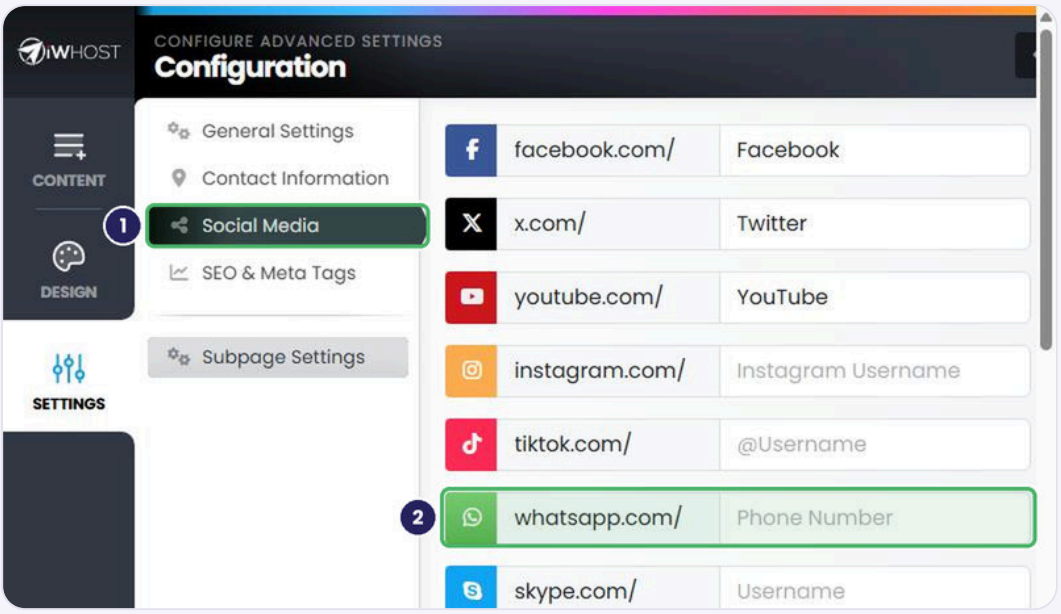


1. Website Favicon

5.6 Add your Facebook, Instagram, TikTok and WhatsApp

1. Go to **SETTINGS** › **Social Media** (under **Website configuration**).
2. Fill in the profiles you use. There are boxes for Facebook, X, YouTube, Instagram, TikTok, WhatsApp (your phone number), Telegram, LinkedIn, Threads and more.
3. Click **Save changes**. Icons for the profiles you filled in appear on your site.

Leave a box empty to hide that icon.



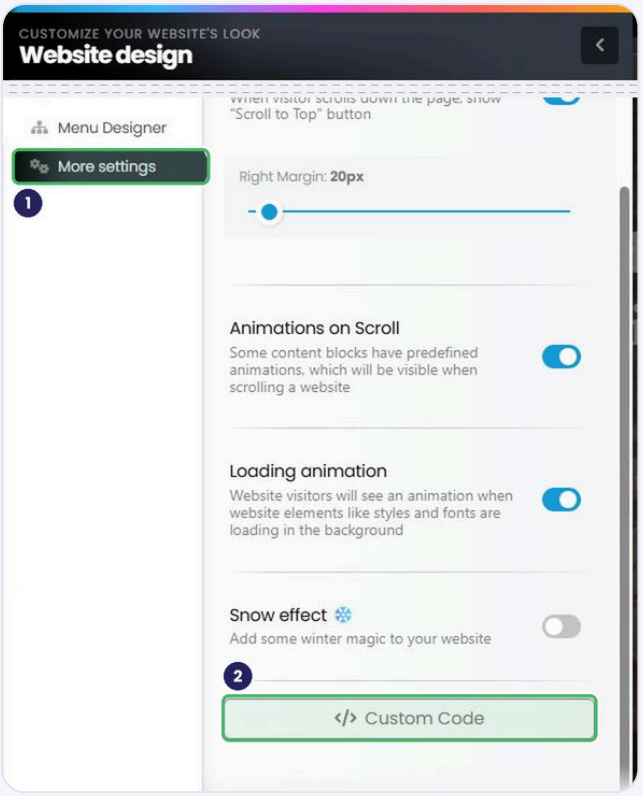
1. Social Media
2. WhatsApp: your phone number

5.7 Add your own code to every page

For tracking scripts, chat widgets or custom styles that must load on every page:

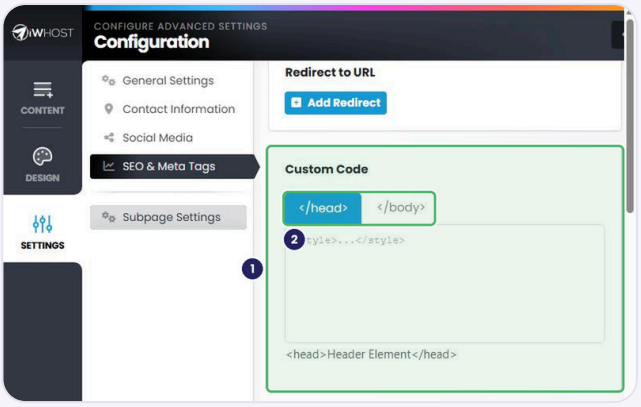
1. Go to **DESIGN** › **More Settings** and click **Custom Code**.
2. Paste your code and save. It is placed in the `<head>` of every page.

Wrap CSS in `<style>…</style>` and JavaScript in `<script>…</script>`. If a script must go in the body instead, use the **Custom Code** section at the bottom of **SETTINGS** › **SEO & Meta Tags**, where you can choose HEAD or BODY.



1 More settings

2 Custom Code



1 Custom Code

2 Choose </head> or </body>

5.8 Use your own font file

There is no upload button for fonts, but you can add one with a little code:

1. Upload your `.woff` file through the file library. Note its new file name: the builder lowercases it and replaces spaces with dashes (for example `brand-font.woff`).
2. Go to **DESIGN** › **More Settings** › **Custom Code** and add:

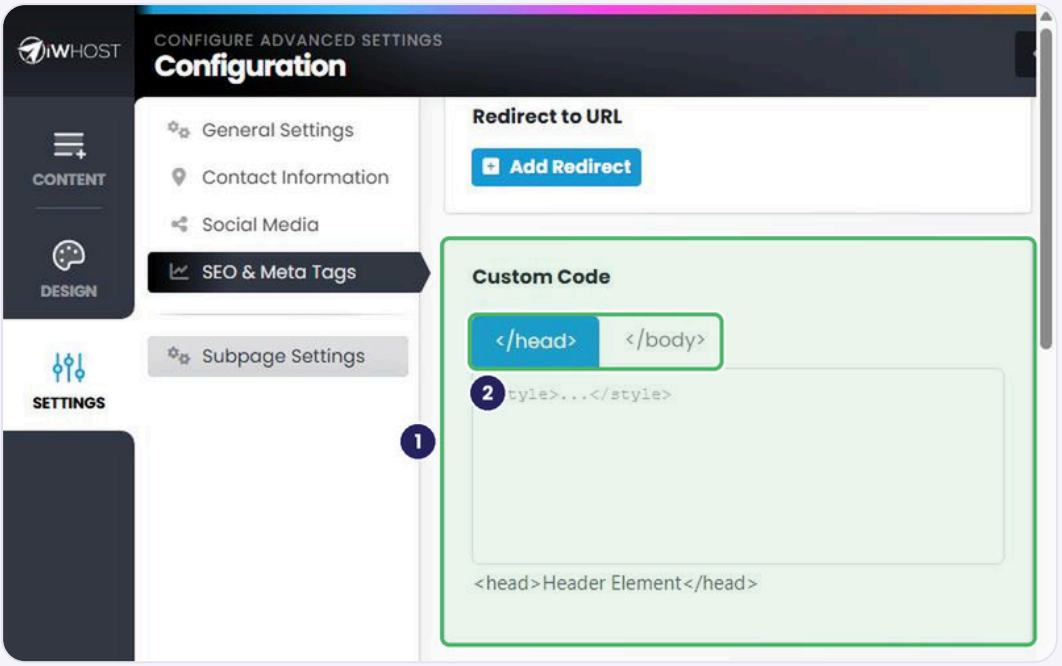
```
<style>
@font-face {
  font-family: "brand-font";
  src: url("data/files/brand-font.woff") format("woff");
}
#website, #website h1, #website h2 {
  font-family: "brand-font", Arial, sans-serif !important;
}
</style>
```

Uploaded files are stored in the `data/files` folder. Change the selectors to apply the font to other elements.

5.9 Right-to-left text (Jawi or Arabic)

Switching the interface language to Arabic turns the site to right-to-left automatically. To keep your interface language and only flip the text direction, add this under **SETTINGS** › **SEO & Meta Tags** › **Custom Code** :

```
<style>
#website { direction: rtl; }
</style>
```



1. Custom Code
2. Choose </head> or </body>

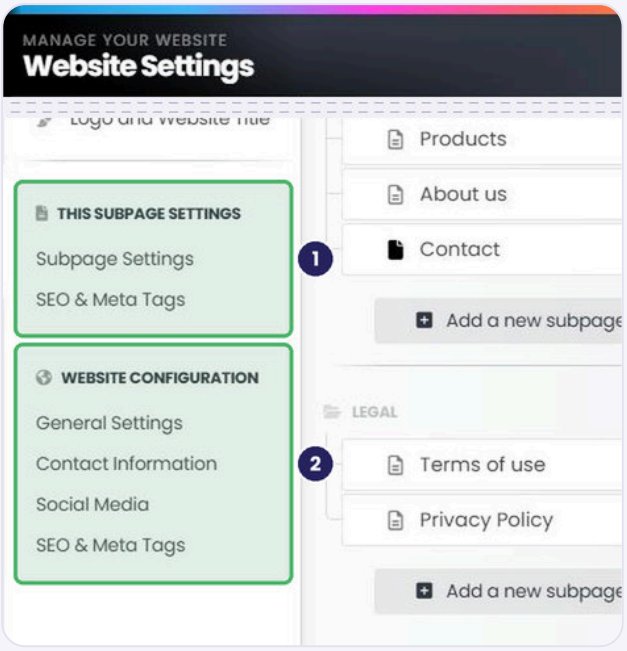
SECTION 6 · 19 GUIDES

Settings, SEO & Google

Your contact details, search engine settings, analytics and security.

6.1 Find the website settings

Click **SETTINGS**. The panel on the left has a section for the page you are on and a section for the whole website, including **General Settings**, **Contact Information**, **Logo and Website Title**, **Social Media** and **SEO & Meta Tags**.

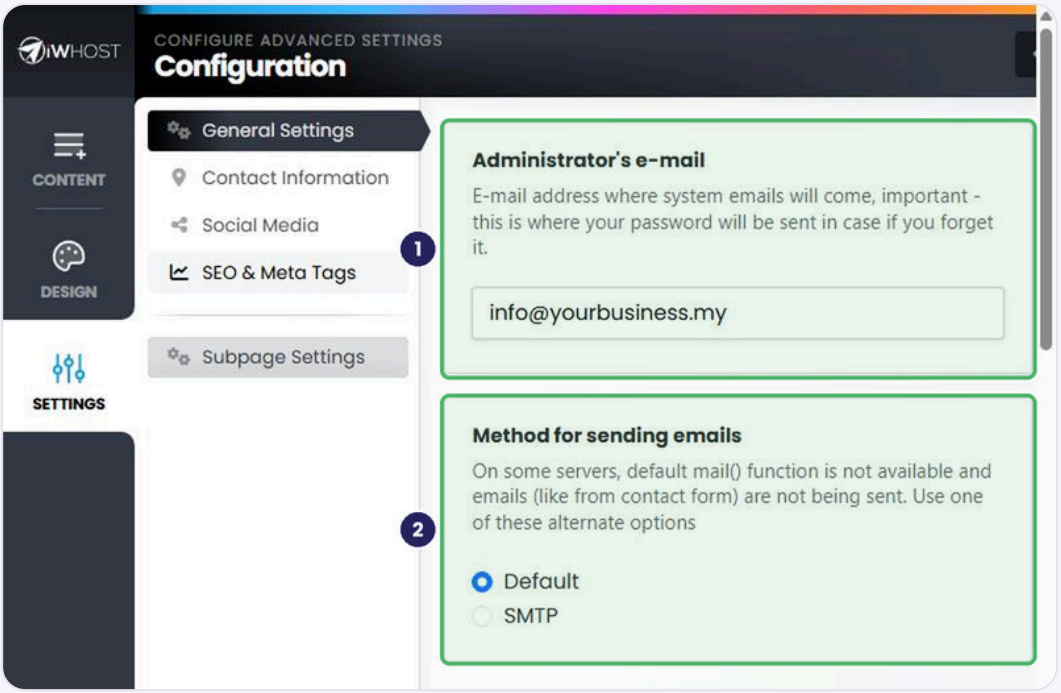


1. This subpage settings
2. Website configuration

6.2 Change your admin email address

Go to **SETTINGS** › **General Settings** and edit **Administrator's e-mail**. Save.

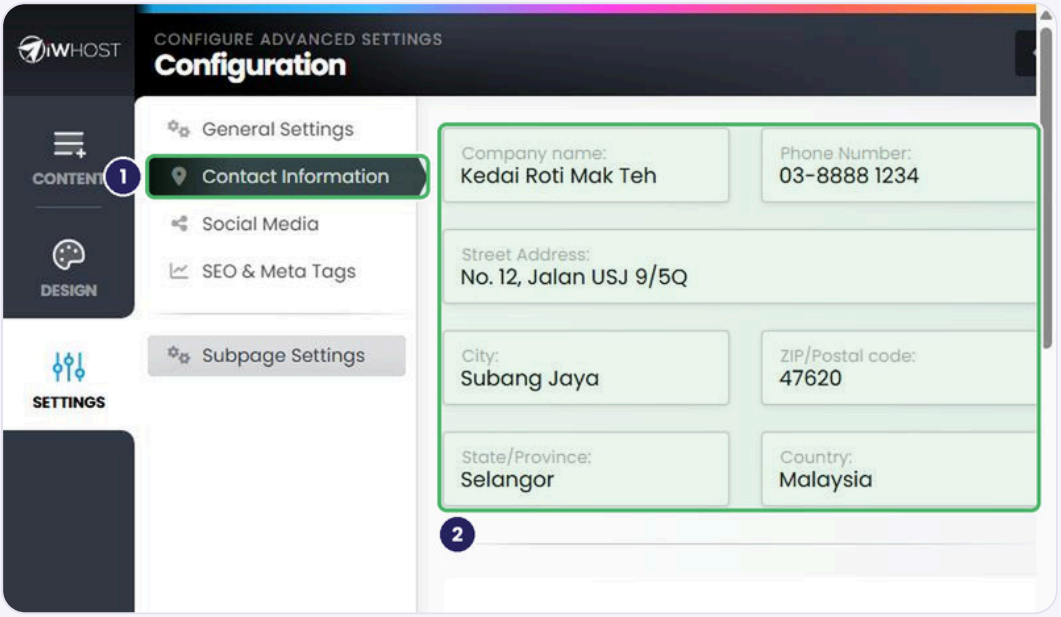
This address matters: it receives your login PIN codes and, by default, messages from your contact forms. Use an inbox you check every day.



1. Administrator's e-mail
2. Method for sending emails

6.3 Update your business address and contact details

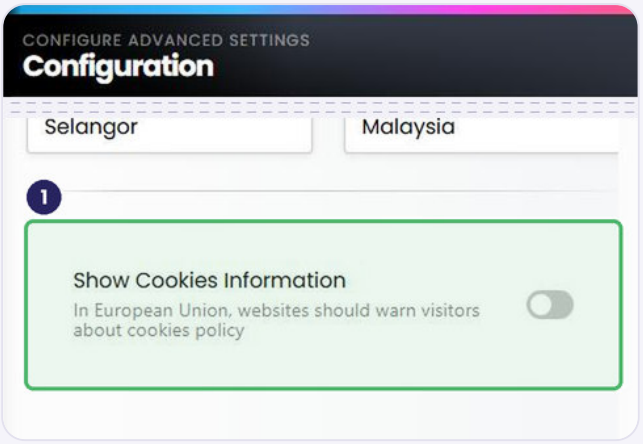
Go to **SETTINGS** › **Contact Information** to update your company name, address, phone number and email. These details are shown wherever your template displays contact information.



1. Contact Information
2. Your business details

6.4 Show a cookie notice

Switch on and customise the cookie consent message in **SETTINGS** › **Contact Information**. See How your website uses cookies for what the notice covers.



1 Show Cookies Information

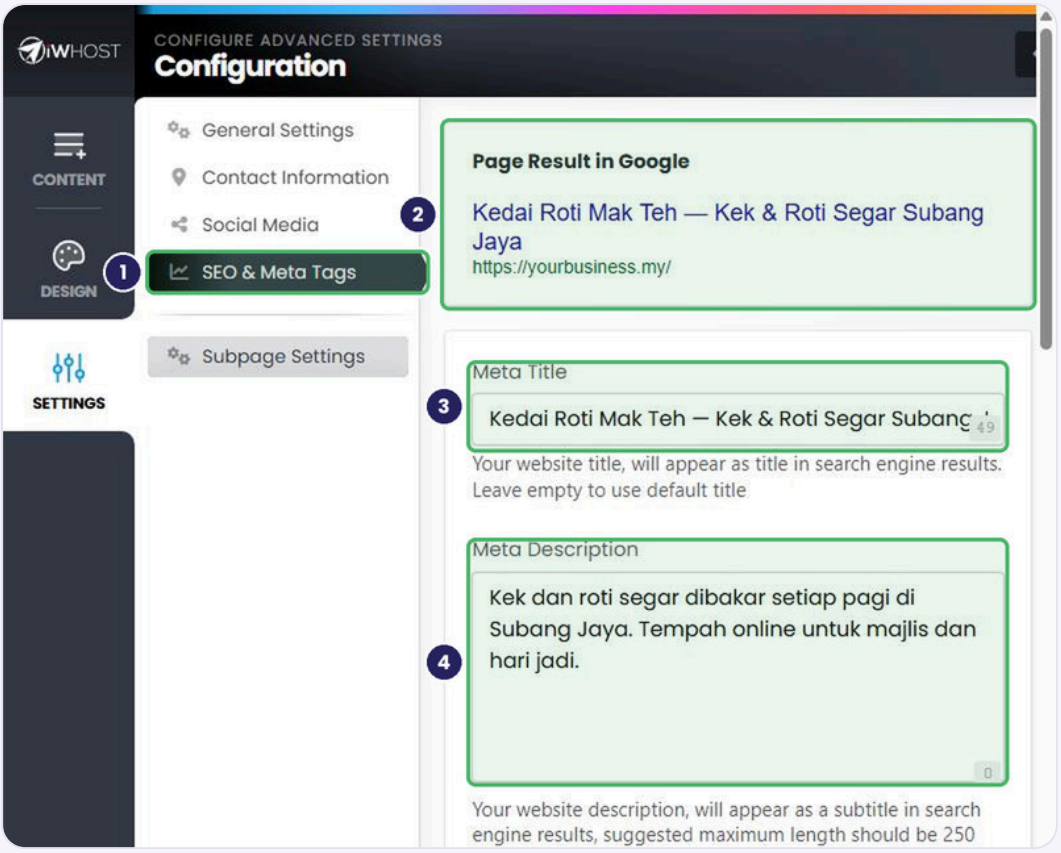
6.5 Set the title and description Google shows

The title and description are what people see in Google results before they click, so write them for customers.

- **Whole website:** **SETTINGS** › **SEO & Meta Tags** in the website section.
- **One page:** open the page and use **SETTINGS** › **SEO & Meta Tags** in the page section. Pages without their own values get them generated automatically.

Keep titles under about 60 characters and descriptions under about 155. Mention your town and what you sell, for example “Kek Lapis Sarawak — Penghantaran ke seluruh Kuching”.

Need a meta tag the form doesn't offer? For one page, use the **Additional content** field below Meta Keywords. For every page, add it in **DESIGN** › **More Settings** › **Custom Code**.



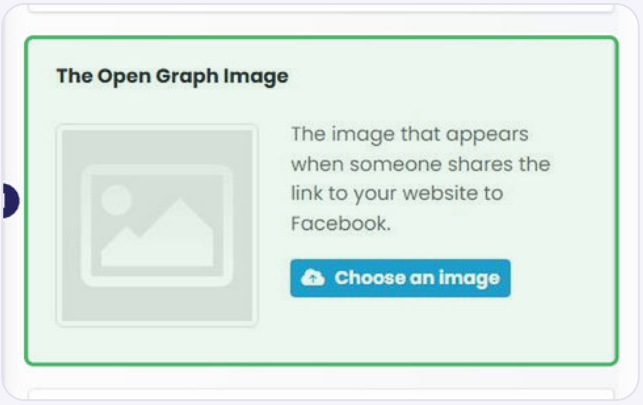
1. SEO & Meta Tags (whole site)
2. Google preview
3. Meta Title
4. Meta Description

6.6 Choose the picture shown when your link is shared

When someone shares your link on WhatsApp, Facebook or X, a preview image appears.

1. Go to **SETTINGS** › **SEO & Meta Tags** under **Website configuration**.
2. Scroll to **The Open Graph Image** and click **Choose an image**.
3. Click **Save changes**.

A landscape image of 1200 × 630 pixels works well.

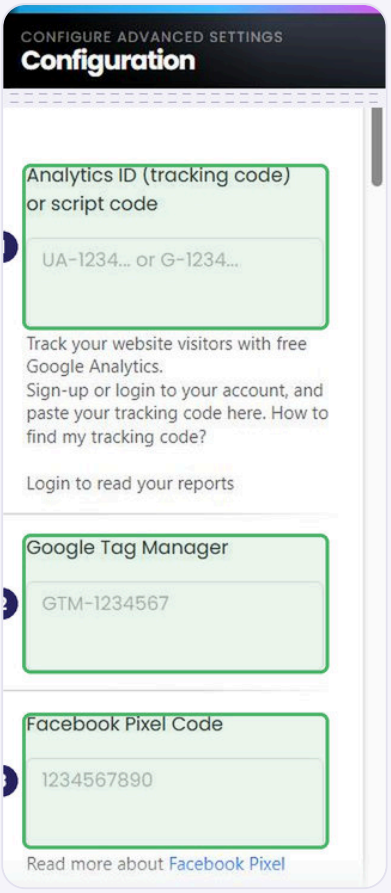


1 The Open Graph Image

6.7 Add Google Analytics, Tag Manager or Meta Pixel

1. Go to **SETTINGS** › **SEO & Meta Tags** and scroll to the bottom.
2. Paste your Google Analytics ID, Google Tag Manager ID or Facebook (Meta) Pixel code into its field. Save.

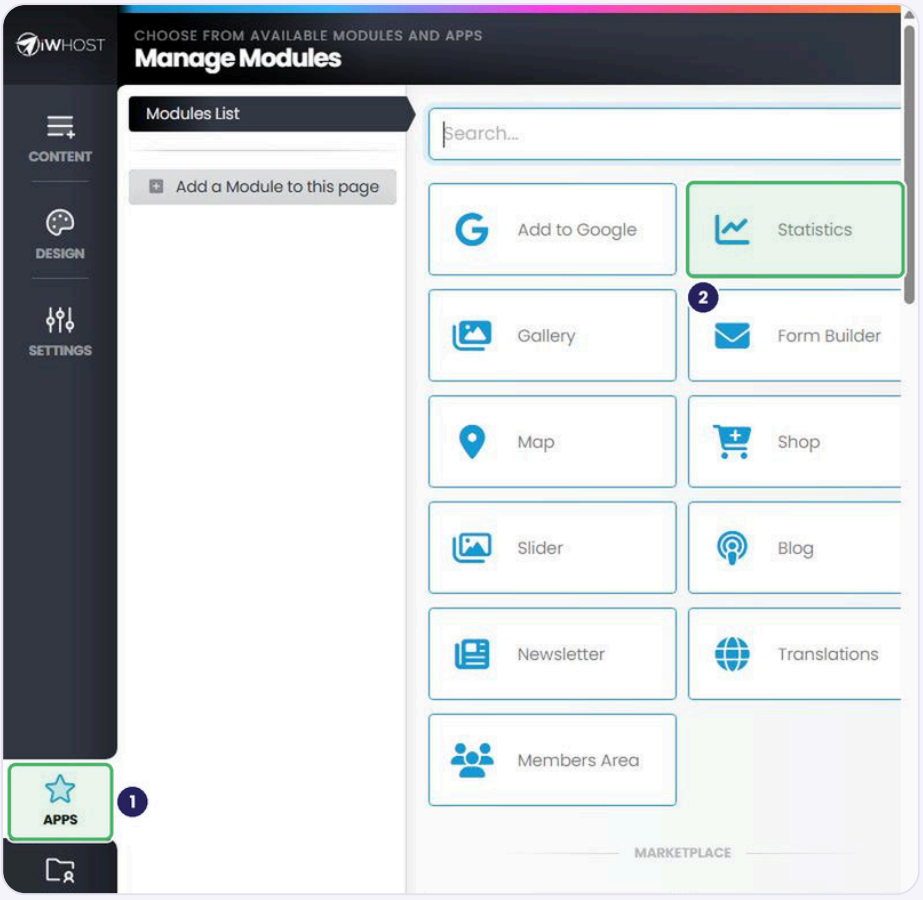
These tools may not record anything while you are logged in as the owner, so test them after logging out or in another browser. When the cookie notice is on, they only start after a visitor accepts it, so your numbers may look lower than real traffic.



1. Google Analytics ID
2. Google Tag Manager
3. Facebook (Meta) Pixel

6.8 See how many people visit your site

Open **APPS** › **Statistics** for the built-in visitor statistics. Your own visits while logged in are not counted. For deeper reports, add Google Analytics.

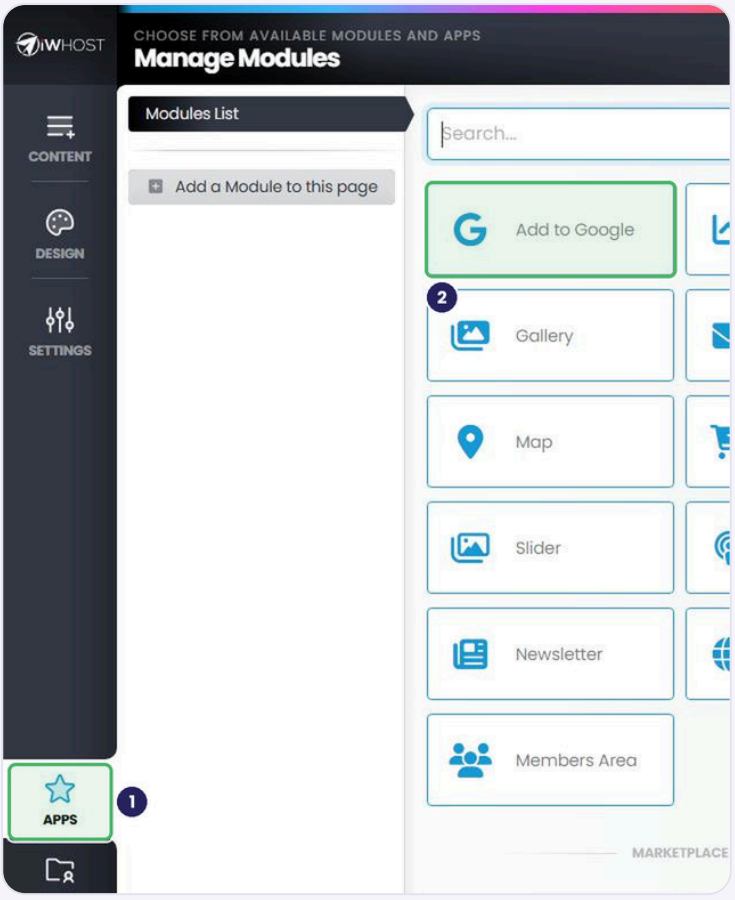


1. APPS
2. Statistics

6.9 Get your website on Google

1. Open **APPS** › **Add to Google**.
2. Click the large **Add to Google** button. This sends your sitemap to Google so it knows your pages exist.
3. For more control over how Google sees your site, verify it in Google Search Console.

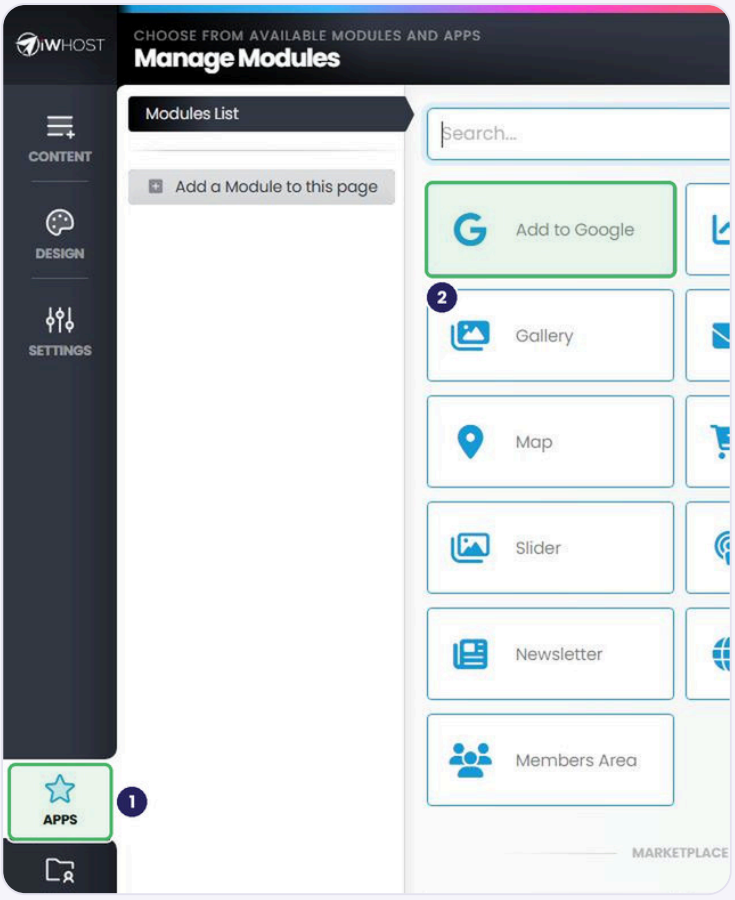
New sites can take a few days to a few weeks to appear in results.



1. APPS
2. Add to Google

6.10 Verify your site with Google Search Console

1. Sign in to Google Search Console with a Google account and click **Add property**.
2. Choose **URL prefix** and enter your full address, for example `https://yourbusiness.my`.
3. Under the verification methods, choose **HTML tag** and copy the code. It looks like `<meta name="google-site-verification" content="…" />`.
4. In your builder, open **APPS** › **Add to Google**, click **Enter Verification Code**, paste the code and save.
5. Back in Search Console, click **Verify**.



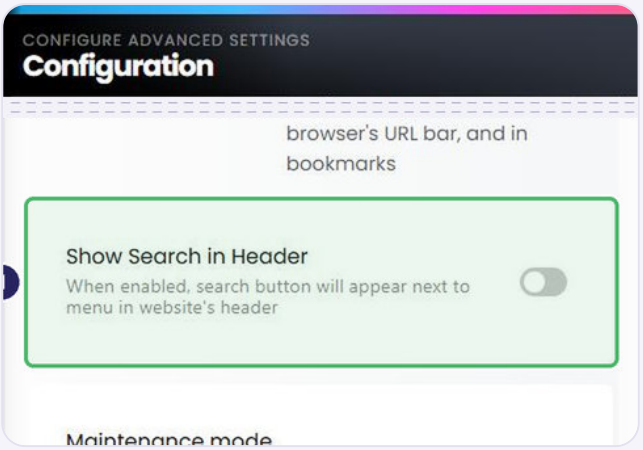
1. APPS
2. Add to Google

6.11 Add a search box

Go to **SETTINGS** › **General Settings**, switch on **Show Search in Header** and save. A search icon appears in your header.

To place a search box inside a page, add **CONTENT** › **Apps** › **Custom HTML Code** with:

```
<form method="get" action="">
  <input type="text" name="search">
  <button type="submit">Search</button>
</form>
```



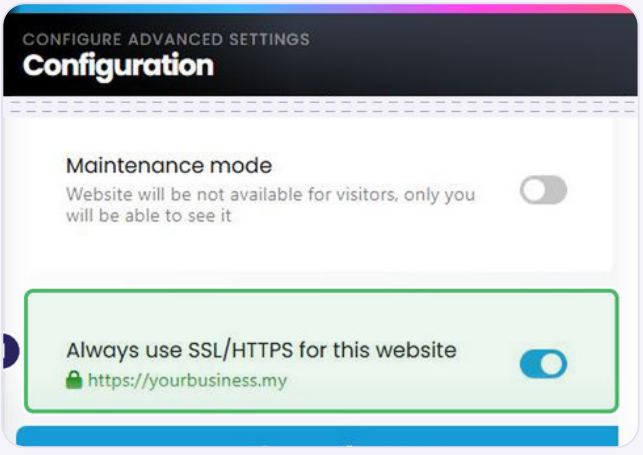
1 Show Search in Header

6.12 Secure your site with HTTPS (SSL)

Your iWHOST package includes free SSL.

1. Check it is active: open `https://yourbusiness.my`. You should see your site with a padlock, not a warning.
2. Go to **SETTINGS** › **General Settings**, scroll to the bottom and switch on the **Always use SSL** option. Save.

Every visitor is now sent to the secure version. If step 1 shows a warning, do not switch on step 2 yet. **Contact iWHOST support** to activate the certificate first.



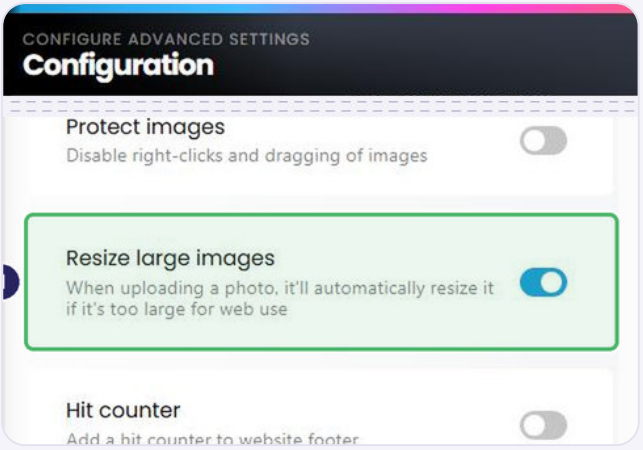
1 Always use SSL/HTTPS

6.13 Make your website load faster

Large photos are the usual cause. A phone photo can be 5 MB and 5000 pixels wide, while most screens show about 1300 pixels.

- Keep **Resize large images** switched on in **SETTINGS** › **General Settings**. It shrinks big photos automatically when you upload them.

- Resize photos to about 1600 pixels wide before uploading anyway, especially photos straight from a camera.
- Keep custom code and embedded widgets to the ones you really need.

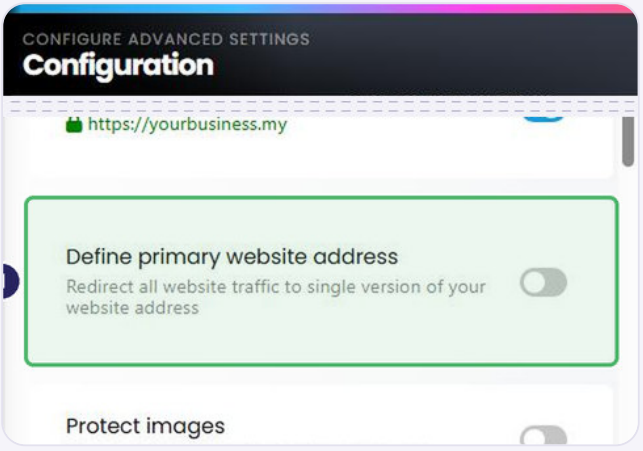


1 Resize large images

6.14 Your website address (domain)

Your address, such as `yourbusiness.my`, is your domain name. It is managed by iWHOST, not inside the builder. To renew it or ask about a different domain, **contact iWHOST support** or **sales@iwhost.com**.

People may reach your site as `yourbusiness.my` or `www.yourbusiness.my`. To send everyone to one version (better for Google), switch on **Define primary website address** in **SETTINGS** › **General Settings** and save.



1 Define primary website address

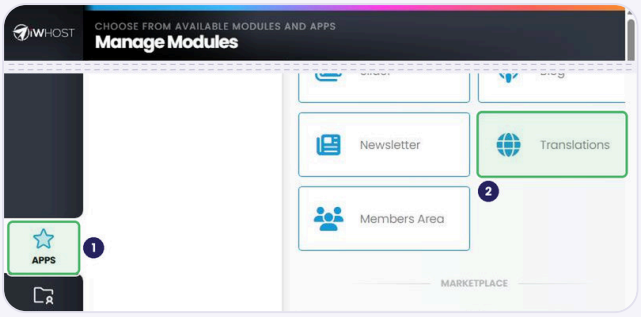
6.15 Run your site in Bahasa Melayu and English

The builder keeps one language per website. Two ways to offer both:

- **Automatic translation:** open **APPS** › **Translations**. It adds a language switcher to your site and can use Google Translate to translate pages for visitors.

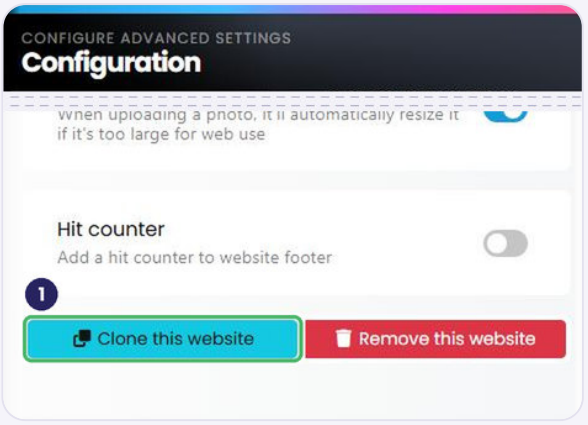
- **Two hand-written versions:** click **Clone this website** at the bottom of `SETTINGS` › `General Settings` and put the copy in a folder such as `yourbusiness.my/en`. Translate the copy, then link the two with the Translations app.

Your package includes one website. **Check with iWHOST support** before cloning.



1 APPS

2 Translations



1 Clone this website

6.16 Back up your website

Everything that makes your site yours (pages, content, settings, theme, uploaded files) is stored in one folder called `data`.

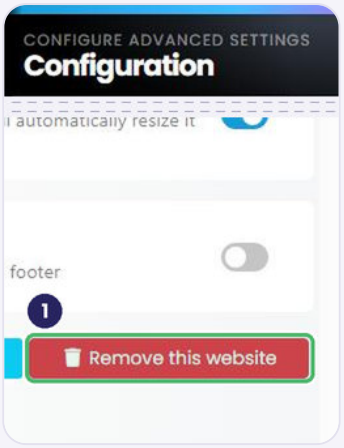
1. Log in to cPanel and open **File Manager**.
2. Find the `data` folder in your site's folder (usually `public_html/data`).
3. Right-click it, choose **Compress** to make a .zip, then download the zip to your computer.

Do this before big changes, template switches or updates. To restore, upload the folder back or ask iWHOST support for help.

6.17 Delete your website

In `SETTINGS` › `General Settings`, scroll to the bottom and click the red **Remove this website** button, then confirm.

This cannot be undone. Back up first. If you only want to hide the site for a while, use Maintenance mode instead (see Put your website live).



1 Remove this website

6.18 I see an offer to buy a builder licence

The website builder is included in your iWHOST package. Don't buy a licence from inside the builder. **Contact iWHOST support** and we will check your account.

6.19 Can I use WordPress plugins or themes?

No. The website builder is a separate system from WordPress, so WordPress plugins and themes don't work with it. Most common needs (forms, shop, blog, gallery, SEO) are covered by the builder's own apps.

SECTION 7 · 10 GUIDES

Apps: forms, blog & more

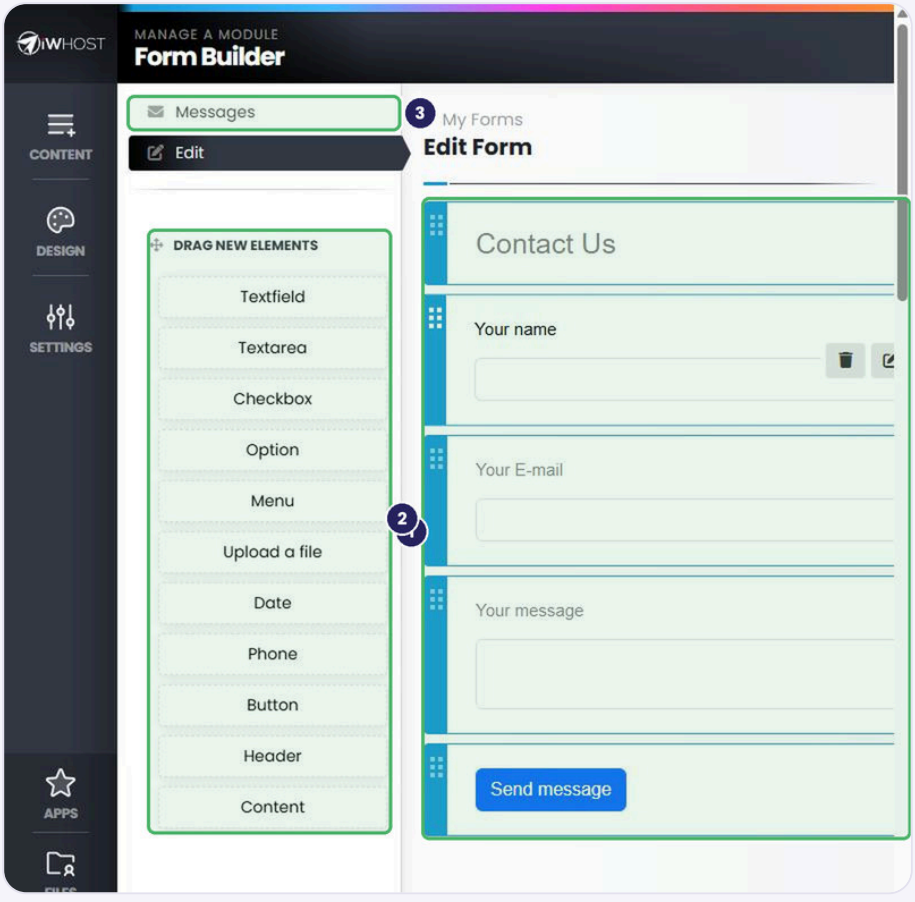
Contact forms, blog, newsletter, social feeds and embedding other services.

7.1 Create a contact form or custom form

Your site starts with a simple contact form. To build your own (bookings, registrations, quotation requests):

1. Open **APPS** › **Form Builder**.
2. Drag fields from **Drag new elements** onto the form: text, checkbox, menu, date, phone, file upload and more. Hover over a field to edit or delete it.
3. Click **Save changes**.
4. Add the form to a page from **CONTENT** › **Apps** › **Form Builder**.

Messages people send appear under **Messages** in the Form Builder, as well as in your email.

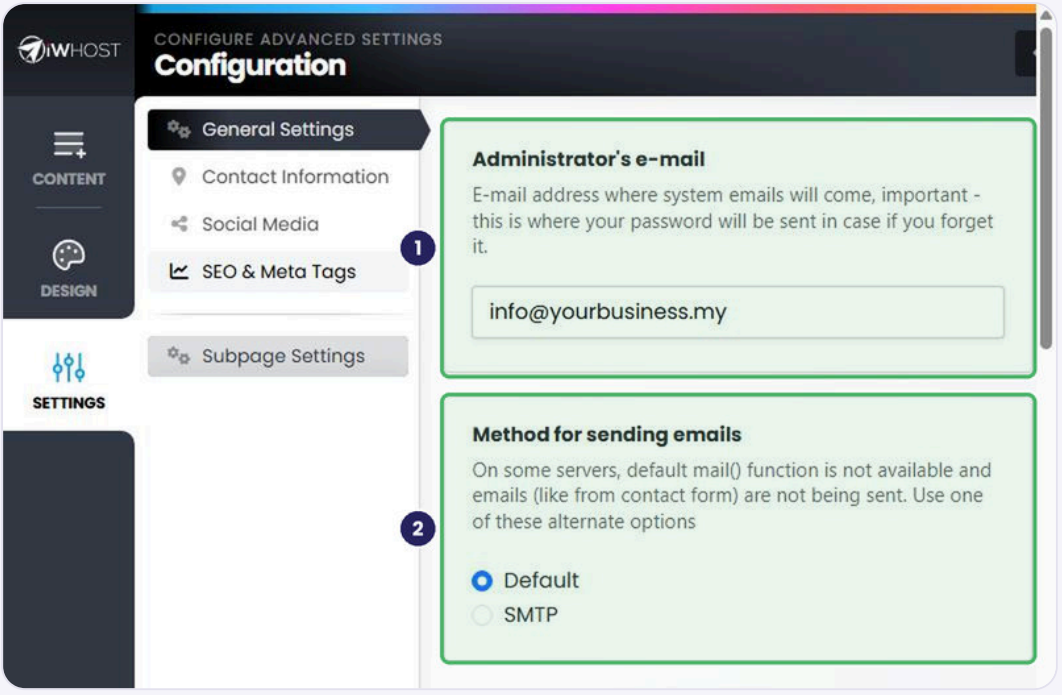


1. Drag new elements onto the form
2. Your form
3. Messages received

7.2 Change where contact form messages go

By default, form messages go to the administrator's email in **SETTINGS** › **General Settings**. To send one particular form somewhere else, set its own address in **APPS** › **Form Builder** under that form's settings.

Messages not arriving? See Contact form emails don't arrive.

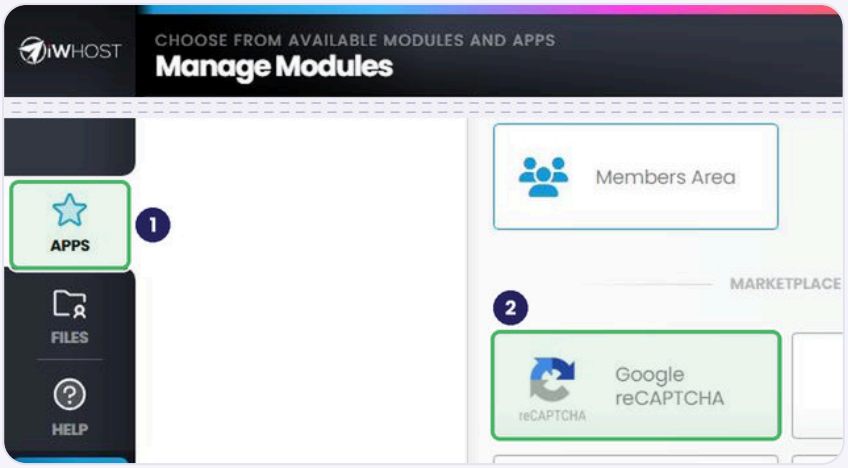


1. Administrator's e-mail
2. Method for sending emails

7.3 Stop spam with Google reCAPTCHA

1. Sign in to the Google reCAPTCHA admin site with a Google account and register your domain. Google gives you two keys.
2. Open **APPS** › **Google reCAPTCHA** (in the Marketplace section) and paste the keys. Save.

Your forms now check that the sender is a person, not a bot.

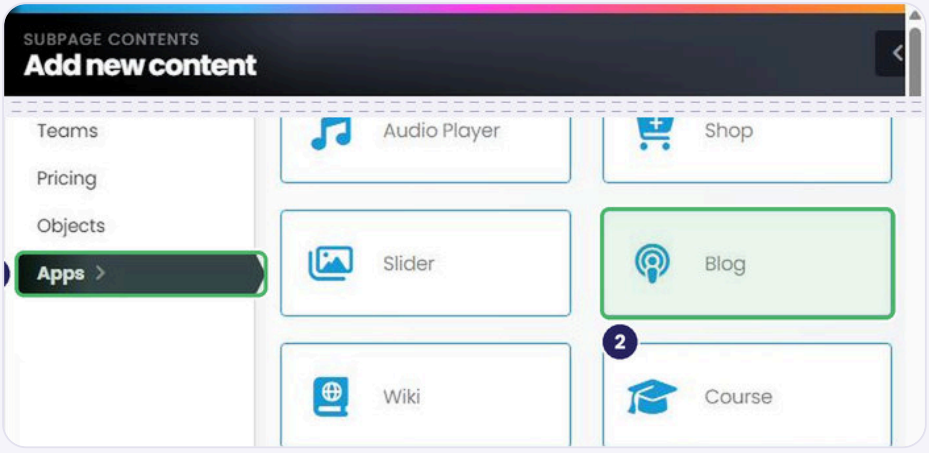


1. APPS
2. Google reCAPTCHA (Marketplace)

7.4 Add a blog or news section

1. Go to **CONTENT** › **Apps** and click **Blog**. A list of posts is added to the page.
2. Write and edit posts in **APPS** › **Blog**.

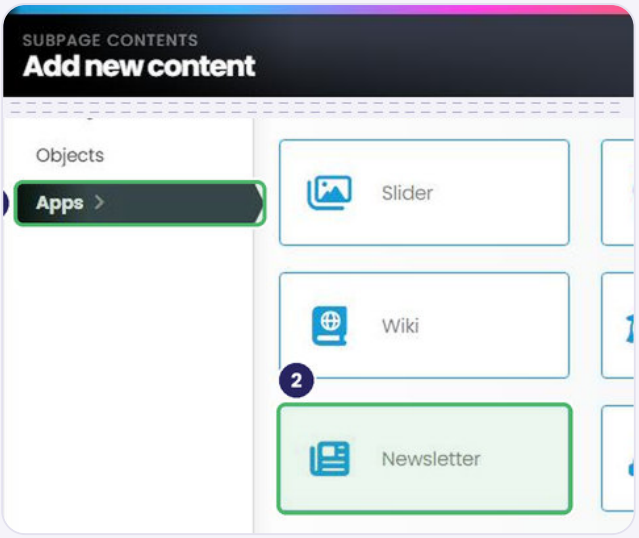
New posts are dated today. To backdate or schedule one, click the date on the post and choose another.



1. Apps
2. Blog

7.5 Collect emails and send a newsletter

1. Go to **CONTENT** › **Apps** and add **Newsletter**. A sign-up form appears on the page.
2. To see subscribers and send a newsletter, open **APPS** › **Newsletter**.



1. Apps
2. Newsletter

7.6 Show your Instagram feed

Two options:

- **Live feed:** add **Elfsight Widgets** from **CONTENT** › **Apps** (Marketplace section). Elfsight has an Instagram Feed widget. It needs a free Elfsight account.
- **One post:** on Instagram, open the post, tap ··· › **Embed** and copy the code. Paste it into **CONTENT** › **Apps** › **Custom HTML Code**.

Your Instagram profile must be public. For a simple link instead, add your profile in Social Media.

7.7 Add share buttons

Add **Elfsight Widgets** from **CONTENT** › **Apps** (Marketplace section) and choose a social share buttons widget, so visitors can send your page to friends on WhatsApp, Facebook and more.

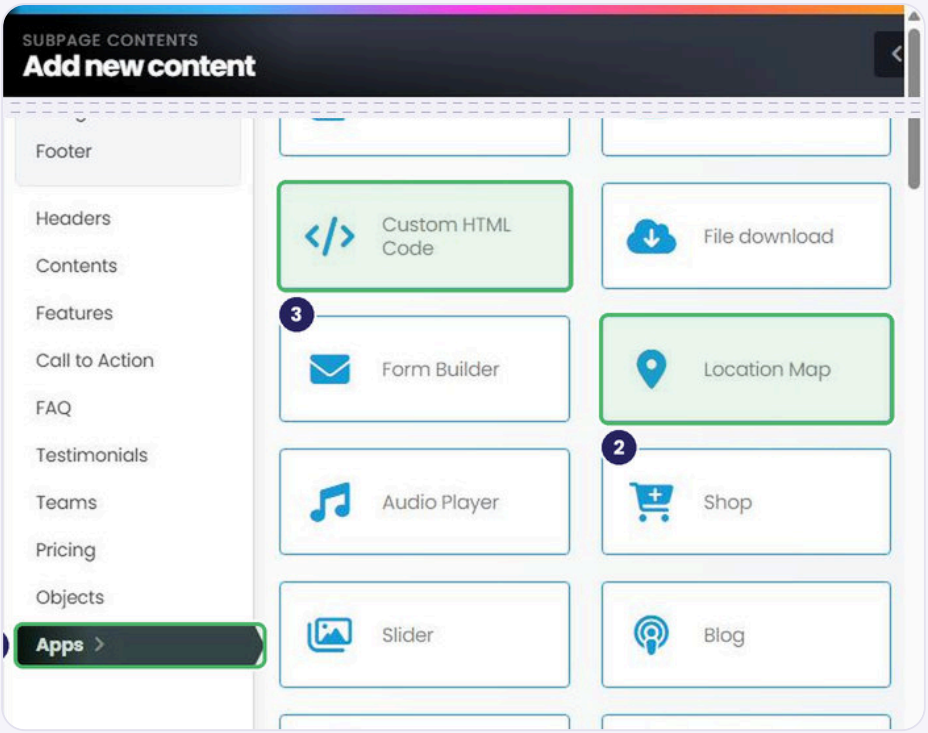
To show links to your own profiles instead, use Social Media in SETTINGS.

7.8 Add a map, calendar or other widget

Map to your shop: use **CONTENT** › **Apps** › **Location Map** and enter your address.

Anything else (Google Calendar, Google Forms, YouTube playlists, ad codes): copy the service's **embed code**, usually starting with `<iframe` or `<script`. Then add **CONTENT** › **Apps** › **Custom HTML Code**, paste it and click **Continue**.

For live chat or online booking, the **Marketplace** section under Apps has ready-made apps for tawk.to, Smartsupp, Calendly and Cal.com.



1. Apps
2. Location Map
3. Custom HTML Code for other widgets

7.9 How your website uses cookies

A new website stores no cookies on visitors' devices and has no advertising trackers. Only you, as the owner, get a cookie that remembers you are logged in.

Some apps add cookies when you use them:

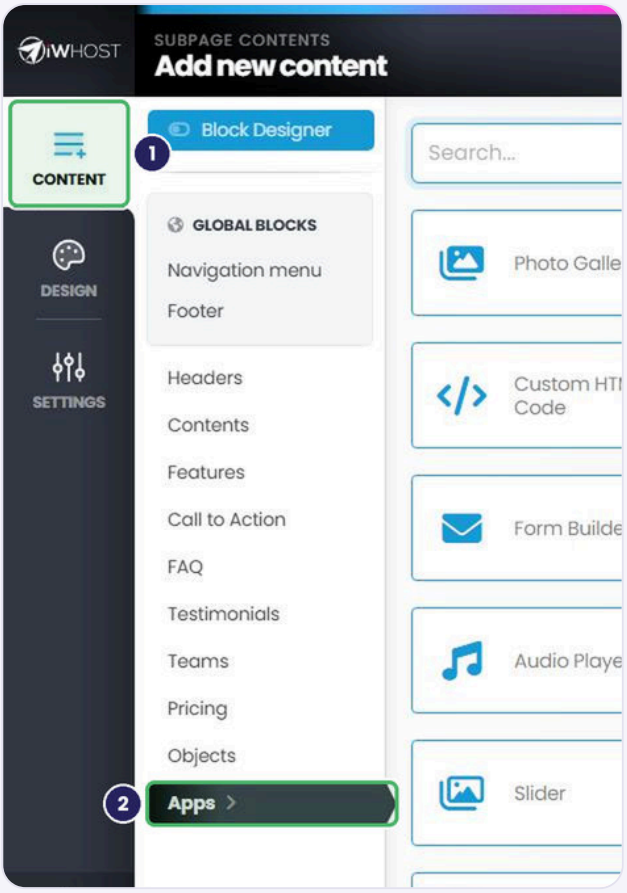
- **Vote Poll** remembers that a visitor has already voted.
- **Shopping Cart** remembers a customer's details to pre-fill their next order.
- **Google Analytics, Tag Manager and Meta Pixel** use their own cookies. With the cookie notice on, they only start after the visitor clicks agree.

Switch the cookie notice on in your settings. Under Malaysia's PDPA it is good practice to tell visitors what you collect.

7.10 I need a feature I can't find

See everything available in **CONTENT** › **Apps**: Photo Gallery, Video, Custom HTML Code, File download, Form Builder, Location Map, Audio Player, Shop, Slider, Blog, Wiki, Course, Newsletter and Sitemap. The **Marketplace** section below adds live chat, booking calendars and Elfsight widgets.

For something truly custom, iWHOST also offers web design and custom development. **Contact us** or email **sales@iwhost.com** with what you need.



1. CONTENT
2. Apps: every available app

SECTION 8 · 10 GUIDES

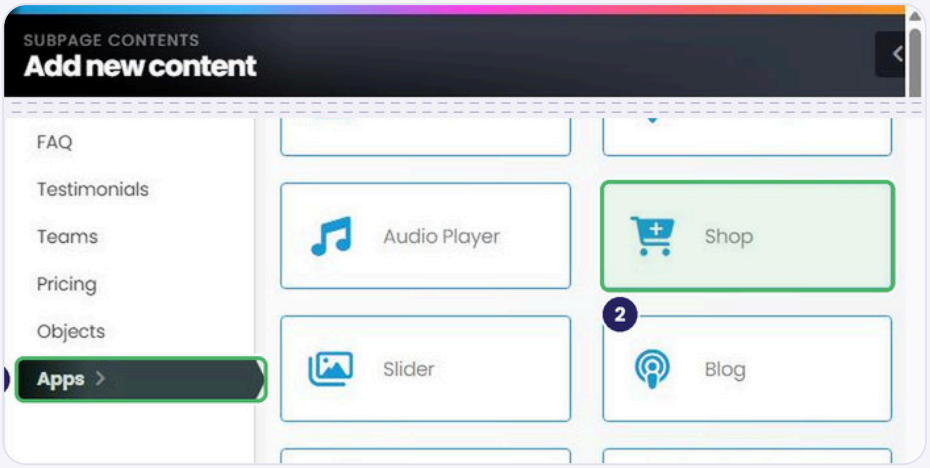
Online shop

Sell products with the built-in shopping cart and Malaysian payment options.

8.1 Add a shop to your website

1. Open the page where the shop should appear (for example a page called “Kedai”).
2. Go to **CONTENT** › **Apps** › **Shop**. The shop is added to the page.

Manage products, orders, customers and settings in **APPS** › **Shop**. Before you start selling, set your currency to RM.

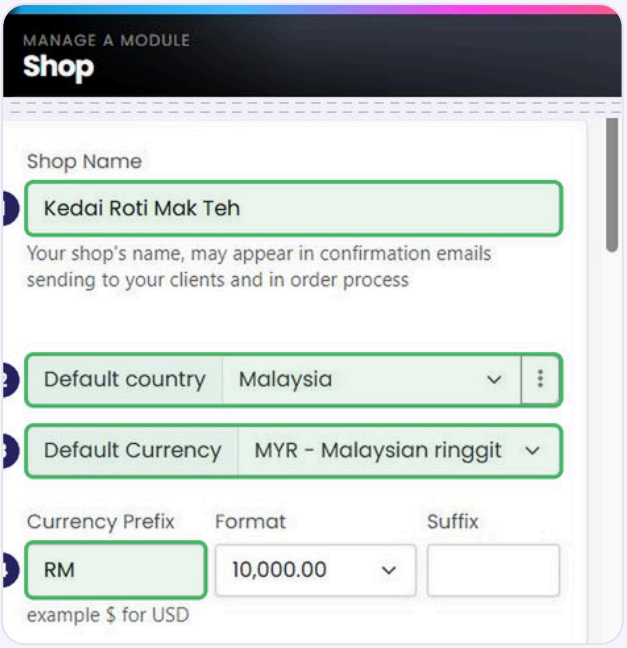


1. Apps
2. Shop

8.2 Set your shop's currency to Ringgit (RM)

New shops start in US dollars. Change this before you add prices.

1. Open **APPS** › **Shop** › **Configuration**.
2. Type your **Shop Name**. It appears in order emails.
3. Set **Default country** to **Malaysia** and **Default Currency** to **MYR - Malaysian ringgit**.
4. Change **Currency Prefix** to `RM` and click **Save changes**.

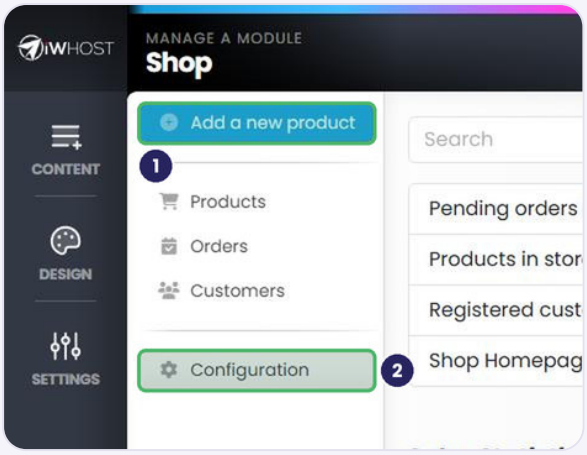


1. Shop Name
2. Default country: Malaysia
3. Default Currency: MYR
4. Currency Prefix: RM

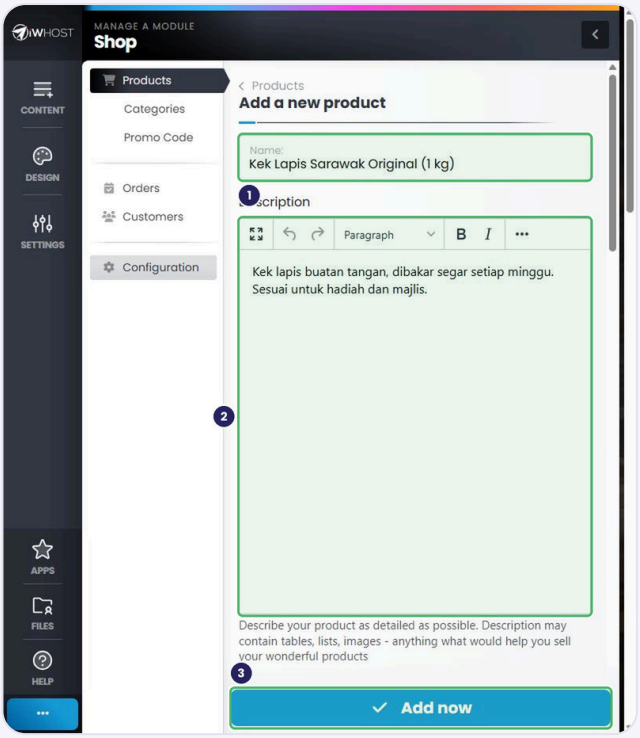
8.3 Add a product

1. Open **APPS** › **Shop** and click **Add a new product**.
2. Enter the product **Name** and a **Description**. Scroll down to set the price in RM and add photos.
3. Click **Add now**. The product is on sale straight away.

Use **Categories** in the Shop panel to group products, and **Promo Code** for discount codes.



1. Add a new product
2. Configuration



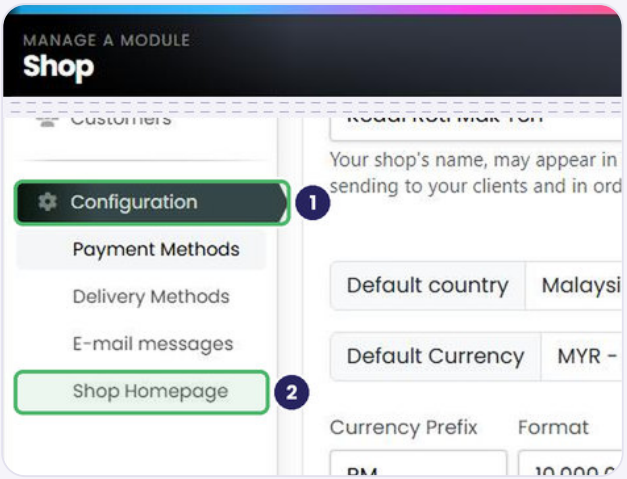
1. Product name
2. Description
3. Add now

8.4 Edit or delete a product

1. Open **APPS** › **Shop** › **Products** and click the product. Or, while logged in, open the product's page on your site, hover over the shop block and choose **Edit this product**.
2. Change the description, photos or price and click **Save changes**.
3. To remove the product, click the red **Delete** button and confirm.

8.5 Change the shop's main page layout

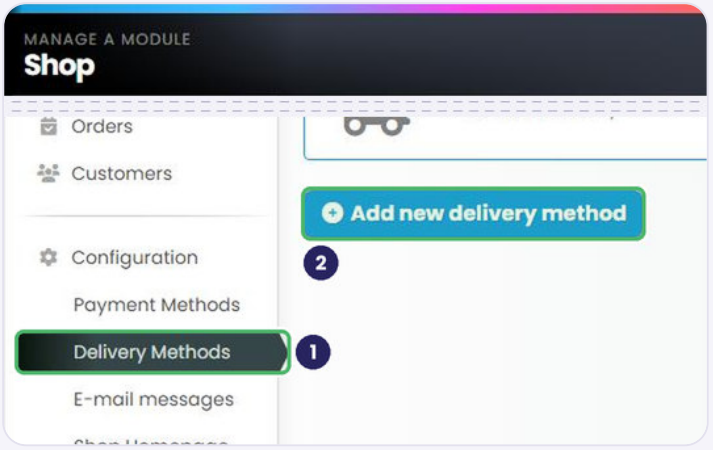
The shop starts by listing every product on one page. For a different layout, such as one with a category sidebar, open **APPS** › **Shop** › **Configuration** › **Shop Homepage**, pick a layout and save. Refresh your page to see it.



1. Configuration
2. Shop Homepage

8.6 Set delivery and shipping options

1. Open **APPS** › **Shop** › **Configuration** › **Delivery Methods**.
2. Click **Add new delivery method** for each option you offer, with its charge. For example: “Pos Laju Semenanjung RM8”, “Pos Laju Sabah/Sarawak RM15” and “Ambil sendiri (percuma)”.
3. Save.



1. Delivery Methods
2. Add new delivery method

8.7 Accept online payments (FPX with Billplz)

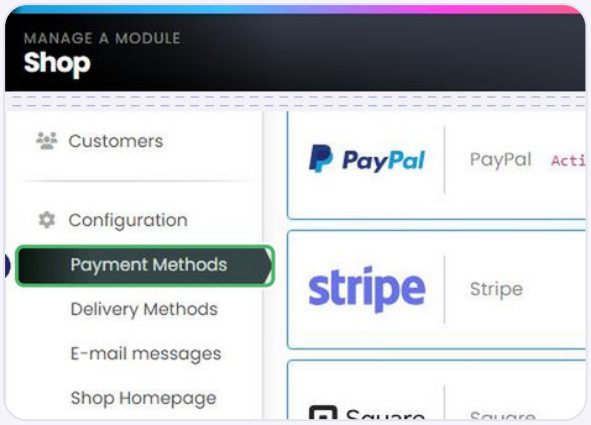
For Malaysian customers, **Billplz** takes FPX online banking.

1. Open **APPS** › **Shop** › **Configuration** › **Payment Methods** and click **Billplz**.

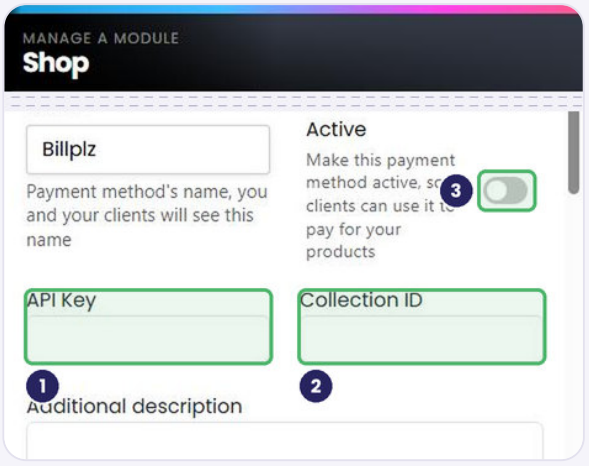
2. In your Billplz account, copy your **API Secret Key** and the **Collection ID** of the collection payments should go to. Paste them into **API Key** and **Collection ID**.
3. Switch on **Active** and click **Save changes**.

Other built-in options include PayPal, Stripe, Square, 2Checkout, Mollie and **Cash on delivery**. You need your own merchant account with each gateway. The gateway, not iWHOST, pays the money to you.

PayPal: in your PayPal account, go to Account Settings › Notifications and make sure **Instant payment notifications** is enabled. Then enter your PayPal email in the shop's PayPal settings.



1 Payment Methods



1 API Key

2 Collection ID

3 Active

8.8 Send a link that adds a product to the cart

Add `?addToCart=1` to the end of a product's address. For example:

```
https://yourbusiness.my/shop/kek-lapis-original?addToCart=1
```

When customers open it, the product is put in their cart and they can go straight to checkout. Handy for WhatsApp and Instagram promotions.

8.9 Show one product category on a page

1. On the page, add a **Text** block from **CONTENT**.
2. Open the block's settings, click the **HTML** tab and delete what is there.
3. Type `{%shopCategory_1%}`, using your category's ID number in place of 1. Save.

The block now lists only the products in that category.

8.10 How many products can I add?

There is no fixed limit in the shop app. It comfortably handles thousands of products, within your hosting package's storage. For very large catalogues with complex stock management, a dedicated e-commerce platform may suit you better. iWHOST can advise.

SECTION 9 · 7 GUIDES

Troubleshooting

Login, email, upload and downtime problems, and what to try first.

9.1 I can't log in

1. **PIN email not arriving?** Check your spam or promotions folder. Make sure you typed the same email that is saved as the administrator's email.
2. **Try another way in.** On the login screen open the **Other** tab and sign in with your cPanel username and password instead.
3. **Still stuck? Contact iWHOST support** with your domain name. We have full access to the server and can always get you back in.

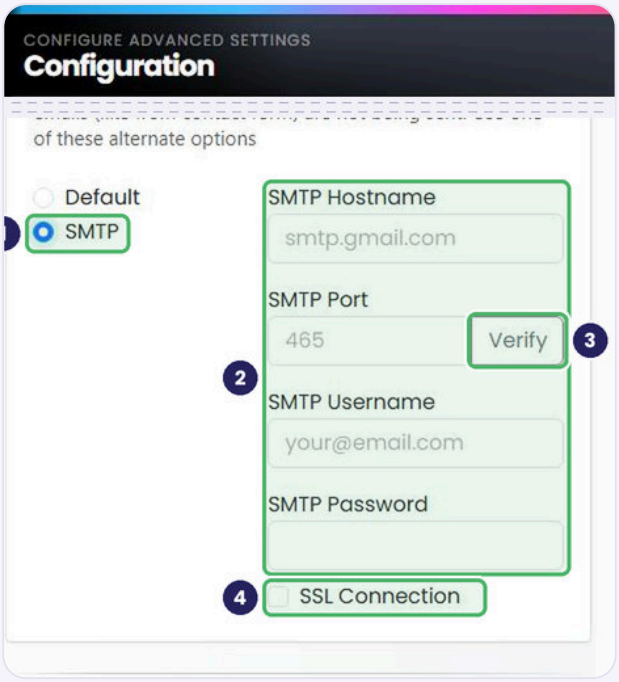
Some servers block outgoing email to fight spam, which stops PIN codes being delivered. Setting up SMTP fixes this for good.

9.2 Contact form emails don't arrive

The fix is to send email through your own mailbox (SMTP) instead of the server's default method. Free inboxes such as Hotmail/Outlook often reject server-sent messages.

1. In cPanel, create a mailbox if you don't have one, for example `info@yourbusiness.my`.
2. In the builder, go to **SETTINGS** › **General Settings**. Under **Method for sending emails**, choose **SMTP**.
3. Fill in:
   - **SMTP Hostname:** usually `mail.yourbusiness.my` (check cPanel › Email Accounts › Connect Devices)
   - **SMTP Port:** 465 with **SSL Connection** ticked, or 587
   - **SMTP Username:** the full mailbox address
   - **SMTP Password:** that mailbox's password
4. Click **Verify** to test the connection, then **Save changes**.

If it still fails, **send iWHOST support** the time you tested and the address you sent to.



1. Choose SMTP
2. Server, port, username, password
3. Verify
4. SSL Connection

9.3 My website won't open

First check whether it is down for everyone or only for you: search for “is it down right now” and enter your address, or try it on mobile data instead of Wi-Fi.

- **Browser error, nothing loads:** the server may be having a problem, or your domain may have expired. **Contact iWHOST support**.
- **“Account Suspended” page:** usually an unpaid renewal. Check your email from iWHOST or contact us to reactivate.
- **Blank white page:** try `yourbusiness.my/admin`. If the editor opens, go to **SETTINGS** › **General Settings** and simply click Save. If the page stays blank, contact support.

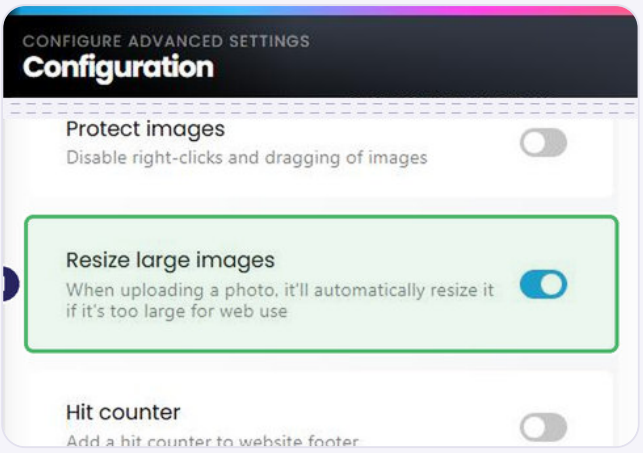
9.4 Images or files won't upload

The file is usually too big or in a format the browser can't use.

- Check that **Resize large images** is switched on in **SETTINGS** › **General Settings**.
- Resize photos to about 1600 pixels wide before uploading. Print resolution (300 DPI) isn't needed on the web.
- iPhone photos may be in HEIC format. Convert them to JPG first (in Photos, share the picture and choose JPG, or set the camera format to “Most Compatible”).

- Stick to JPG and PNG for images, and PDF for documents.

The builder has no size limit of its own, but your hosting account does. If a file you really need won't go up, contact iWHOST support.

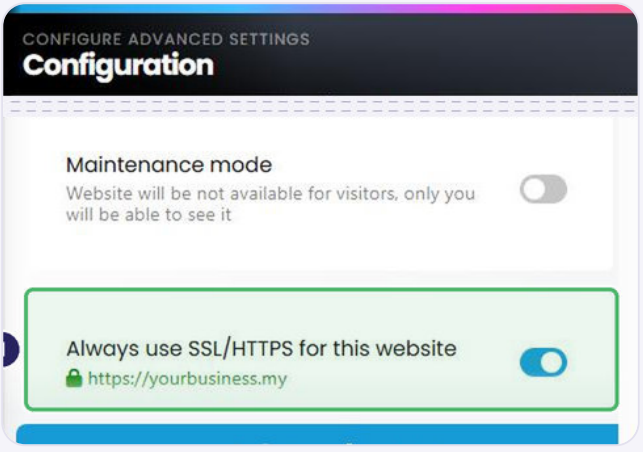


1 Resize large images

9.5 My site shows a security warning or keeps redirecting

This happens when **Always use SSL** is switched on but the SSL certificate isn't active yet. Visitors are sent to a secure address that can't load.

Contact iWHOST support. We will activate the free certificate, or switch the redirect off for you so the site loads again while SSL is set up.

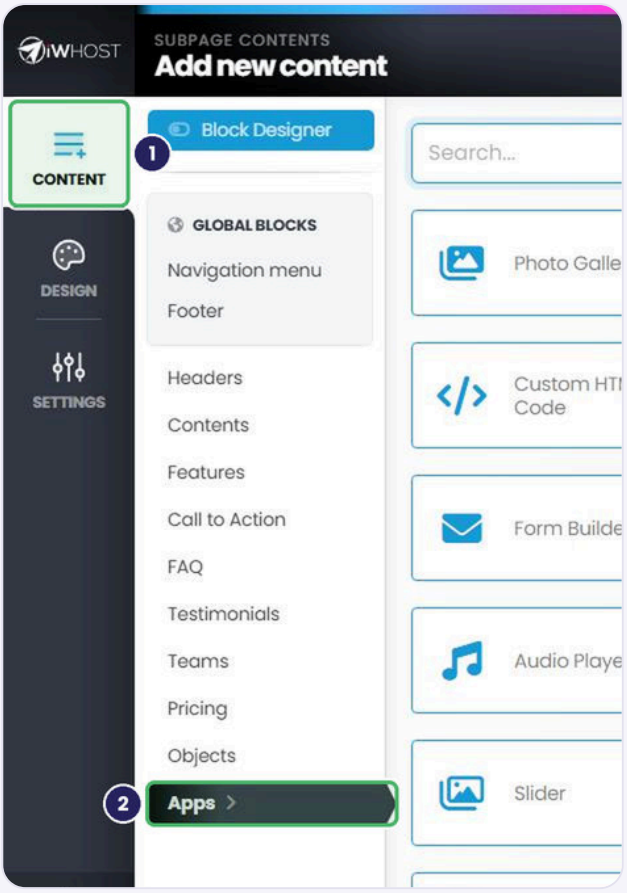


1 Always use SSL/HTTPS

9.6 My shop, blog or gallery disappeared from a page

The block showing it was probably removed by accident. Your products, posts and photos are still saved.

Go to **CONTENT** › **Apps**, click the app again and it reappears on the page with all its data.



1. CONTENT
2. Apps: every available app

9.7 Something else looks wrong

1. Update the builder to the latest version. Many odd issues are fixed this way.
2. If you recently added custom code (a Custom HTML Code block or code in **DESIGN** › **More Settings** › **Custom Code**), remove it and check again.
3. Try another browser or a private window to rule out your browser's cache.
4. **Contact iWHOST support** with your domain, the page address, what you expected and what happened instead. A screenshot helps a lot.

Still need help? Talk to iWHOST support

Our Malaysia-based team handles live chat and tickets 24/7. For anything involving your domain, hosting, email, SSL or login, we can look at the server directly.

LIVE CHAT & TICKETS	**support.internet-webhosting.com** Fastest for most questions. Open 24/7.
EMAIL	**support@iwhost.com** Include your domain name and a screenshot.
PHONE	**03-8023 7603 / 03-8023 7604** Upgrades and new services: sales@iwhost.com

To get a quick answer, tell us:

- your domain name (for example yourbusiness.my)
- the page address where the problem happens
- what you did, what you expected and what happened instead
- a screenshot, if you can

Never send your password by email or chat. Our team will tell you how to give access safely if it is needed.