

Welcome to Leaseweb!

Thank you for choosing us

Leaseweb Customer Portal is your centralized platform for managing the services you have ordered with us – designed to give you full visibility, control, and flexibility in one secure environment.

This guide will help you get started quickly and unlock the full value of your Leaseweb Customer Portal experience from day one.

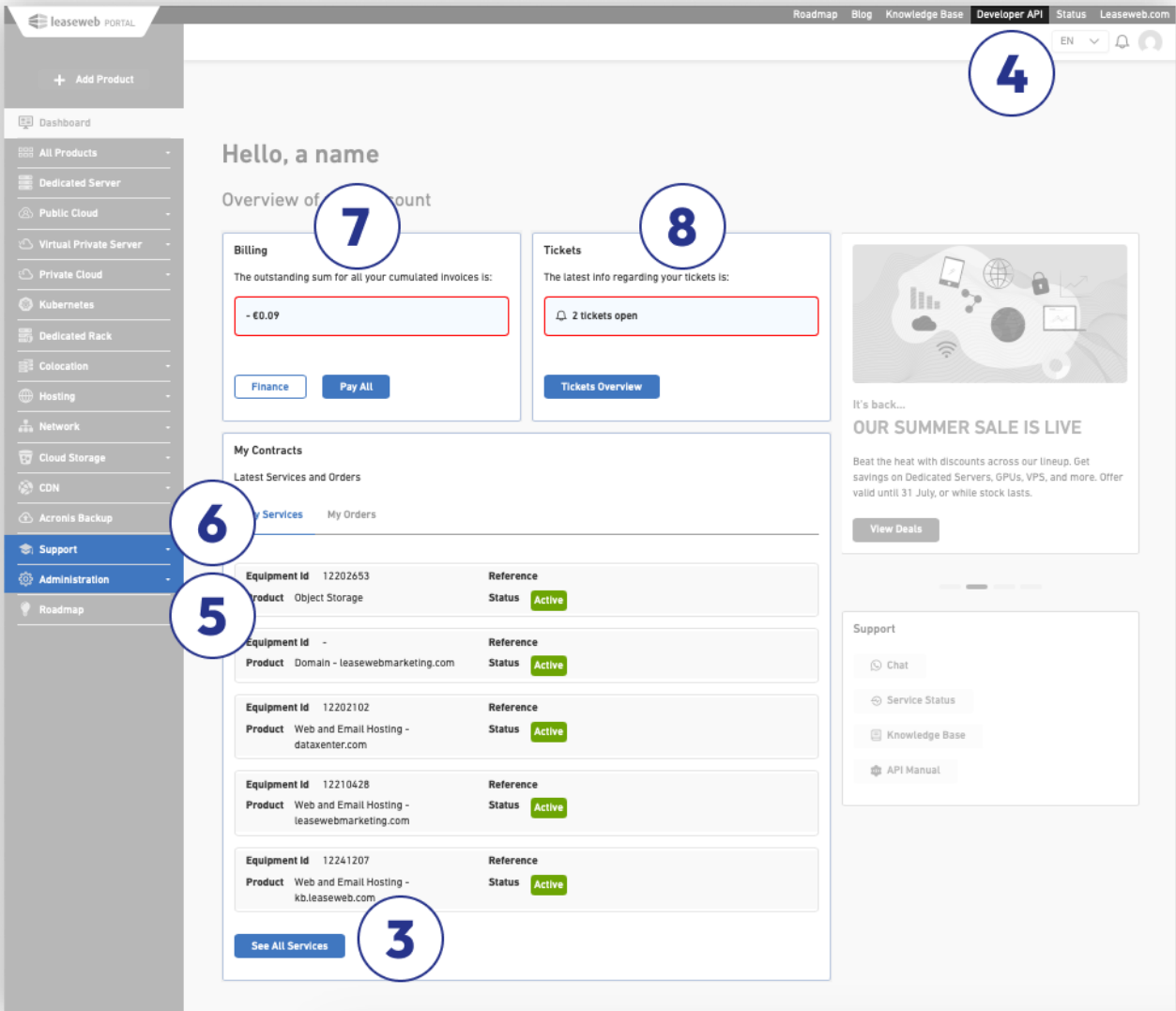
Getting started

1. First time login

To activate your account, simply click the verification link sent to your registered email address. Complete your registration by entering your details and setting a secure password. Once registered, you can log in to the Leaseweb Customer Portal using your email address and password, giving you instant access to your Services.

2. Explore the dashboard

After logging in, your dashboard provides a centralized view of your account. Easily monitor billing status and outstanding invoices, track your tickets, review recent orders, access your active services, and stay up to date with the latest product updates – all from one convenient location.



The screenshot shows the Leaseweb Customer Portal dashboard. The interface includes a top navigation bar with links to Roadmap, Blog, Knowledge Base, Developer API, Status, and Leaseweb.com. A left sidebar contains a menu with options like Add Product, Dashboard, All Products, Dedicated Server, Public Cloud, Virtual Private Server, Private Cloud, Kubernetes, Dedicated Rack, Colocation, Hosting, Network, Cloud Storage, CDN, Acronis Backup, Support, Administration, and Roadmap. The main content area displays a personalized greeting and an overview of the user's account. Key sections include Billing (showing an outstanding sum of -€0.09), Tickets (showing 2 tickets open), My Contracts (listing latest services and orders), and a table of active services. A right sidebar features a promotional banner for the Summer Sale and a support section with links to Chat, Service Status, Knowledge Base, and API Manual. Numbered callouts highlight specific features: 3 points to the 'See All Services' button, 4 points to the user profile icon, 5 points to the 'Administration' menu item, 6 points to the 'Support' menu item, 7 points to the 'Billing' section, and 8 points to the 'Tickets' section.

4

leaseweb PORTAL

Roadmap Blog Knowledge Base Developer API Status Leaseweb.com

+ Add Product

Dashboard

All Products

Dedicated Server

Public Cloud

Virtual Private Server

Private Cloud

Kubernetes

Dedicated Rack

Colocation

Hosting

Network

Cloud Storage

CDN

Acronis Backup

Support

Administration

Roadmap

Hello, a name

Overview of your account

7

Billing

The outstanding sum for all your cumulated invoices is:

- €0.09

Finance Pay All

8

Tickets

The latest info regarding your tickets is:

2 tickets open

Tickets Overview

6

My Contracts

Latest Services and Orders

My Services My Orders

5

Equipment Id	Product	Reference	Status
12202653	Object Storage		Active
-	Domain - leasewebmarketing.com		Active
12202102	Web and Email Hosting - datacenter.com		Active
12210428	Web and Email Hosting - leasewebmarketing.com		Active
12241207	Web and Email Hosting - kb.leaseweb.com		Active

See All Services

3

It's back...

OUR SUMMER SALE IS LIVE

Beat the heat with discounts across our lineup. Get savings on Dedicated Servers, GPUs, VPS, and more. Offer valid until 31 July, or while stock lasts.

View Deals

Support

Chat

Service Status

Knowledge Base

API Manual

3. Manage your services

From your dashboard, navigate to “My contracts” > “My services” to manage your services efficiently. Recently used services are displayed for quick access, while “See all services” lets you explore your complete portfolio. Expand each service to view detailed information and configuration options, putting full control at your fingertips.

[Go there](#) or [learn more](#)

4. Access the developer portal & connect via API

The Leaseweb developer portal enables automation of infrastructure management via APIs. Reboot or reinstall servers, null-route IP addresses, retrieve traffic data, and integrate service management seamlessly into your workflows — giving your team more efficiency and flexibility.

[Go there](#) or [learn more](#)

5. Configure users & access

Easily manage account contacts and assign roles to control the communications they receive from Leaseweb. You can also assign role-based permissions to Users within the Leaseweb Customer Portal, ensuring each User has the right access to perform their tasks. For enhanced security, we strongly recommend enabling Multi-Factor Authentication (MFA).

[Go there](#) or [learn more](#)

6. Monitor Service Status

Stay informed about scheduled maintenance, incidents, and technical updates relevant to your Service(s) through your notification inbox or calendar view. This visibility helps you plan and operate in effectively.

[Go there](#) or [learn more](#)

7. Billing & Payments

Access your latest invoices, review transaction history, and manage your preferred payment methods in one place. A range of payment options is available to make billing simple, seamless, and reliable.

8. Create a ticket 24/7

The Leaseweb Knowledge Base provides detailed guidance for managing your Services, and you can create tickets directly from the Leaseweb Customer Portal and track the status. Our dedicated teams are available around the clock to ensure your operations run smoothly.

[Go there](#) or [learn more](#)