How long does it take for setup?

For new customers, setup generally only takes about 30 minutes and sometimes several hours. For existing customers, setup is automatic and done instantly as soon as payment is received.

The reason new customers take a little longer is because your reputation with GlowHost has not yet been established. because of that, we need to run a few checks against your profile to ensure that the order is not fraudulent. We take this step to ensure our existing customers are not affected by the practices of fly-by-night scammers, spammers and fraudsters. This initial wait time helps to keep the GlowHost network clean and a clean network means a faster and better performing network than can be found by our competitors.

Some hosting products by nature take longer to setup, like reseller accounts, VPS Accounts and dedicated servers.

For Shared Accounts (Personal, Professional, Unlimited) and Semi-Dedicated Servers
New Customers: Generally anywhere from 15 minutes to several hours based on several factors.
Existing Customers: Instant

Reseller accounts
New Customers: 1-2 hours
Existing Customers: 30 minutes

VDS accounts
VDS take longer because they require an operating system and control panel be installed. Network conditions may affect the times required to download and install the various software required to provision a VDS. We also patch the system and update everything from the system defaults, install security packages, and configure them for you as part of the setup process.

New Customers: 12-24 hours
Existing Customers: 12-24 hours

Dedicated Servers
Dedicated Servers can take longer because they require an operating system and control panel be installed. Network conditions may affect the times required to download and install the various software required to provision a VPS. We also patch the system and update everything from the system defaults, install security packages, and configure them for you as part of the setup process. In some cases, we may already have your desired server in stock and ready to go. In this case, setup times will be very fast. In most cases, we will be building a brand new machine for you based on your desired specifications. Since there are a wide variety of possible configurations, you may need to allow time for us to order specific hardware for your machine and have it shipped via overnight delivery to our datacenter via various courier services like USPS, UPS, DHL or Federal Express.

If the server is in stock:
New Customers: 24 hours or less.
Existing Customers: 24 hours or less.

If the server needs to be built to custom specifications:
New Customers: 2-4 business days
Existing Customers: 2-4 business days

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- How do I upgrade my hosting plan?
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