Billing Panel

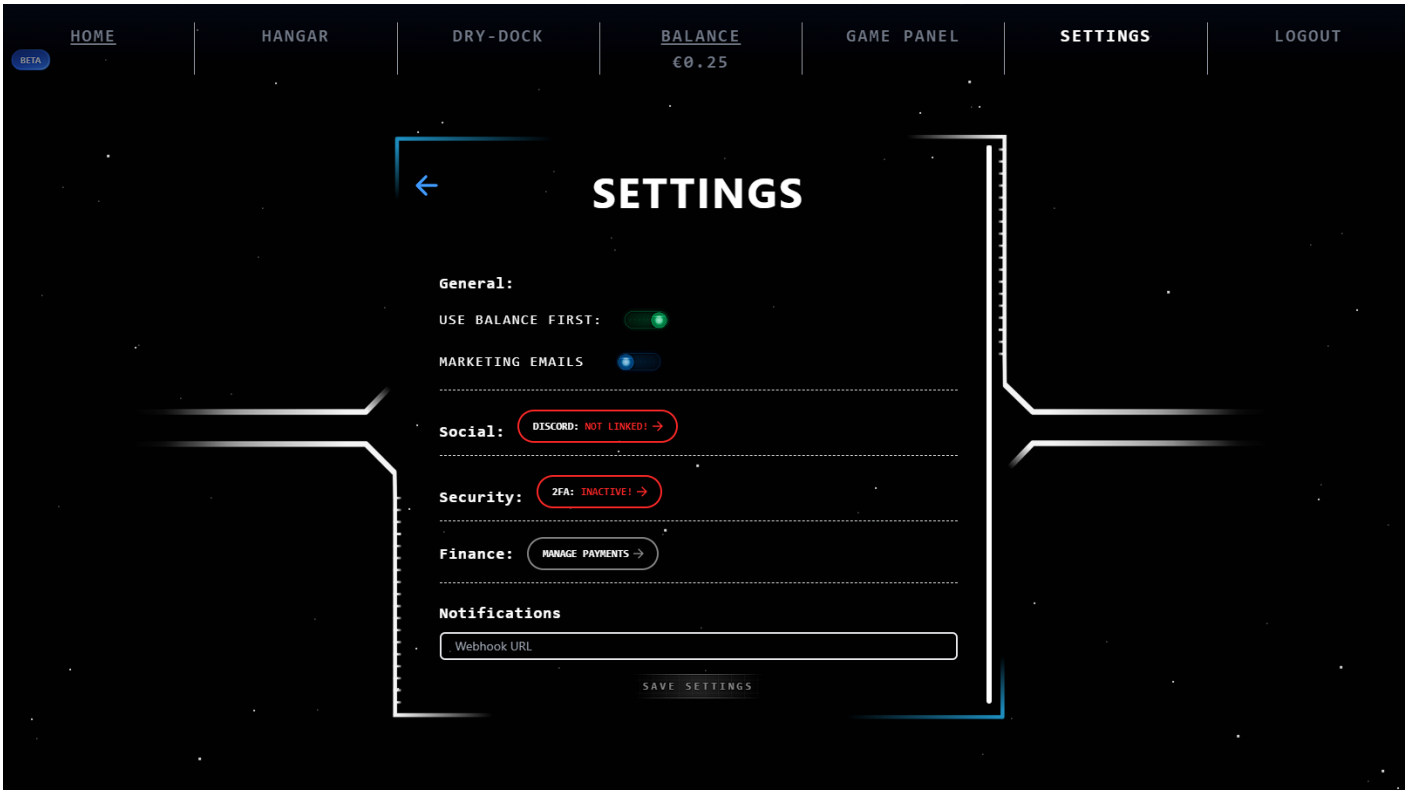
- How to link your Discord and Billing account
- How to cancel a service?
- How to add balance to my account?
- Requesting a refund
- Creating a support ticket
- What will happen if I forget to pay my server?

How to link your Discord and Billing account

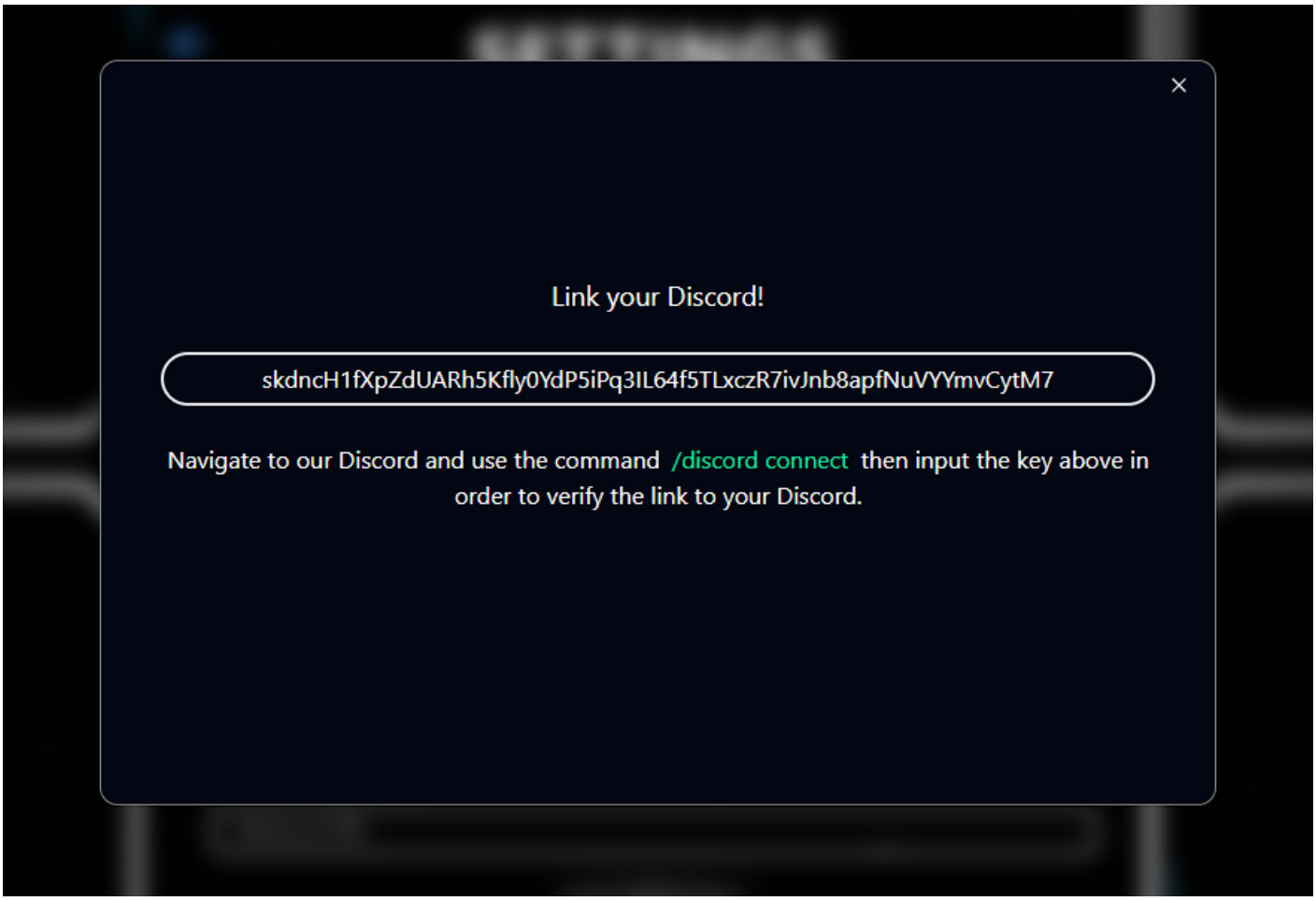
Linking up your Discord account to your Billing account grants you access to our Discord support service and allows our staff to quickly find the servers you have access to.

To link your discord. Navigate to our Billing Panel [here](#).

1. You will be prompted with the following Page:







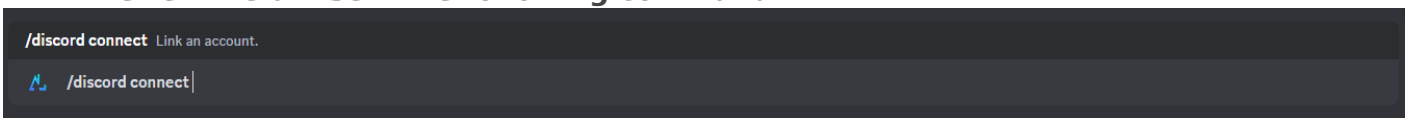
> The code marked in red area will be different for you.

Copy it.

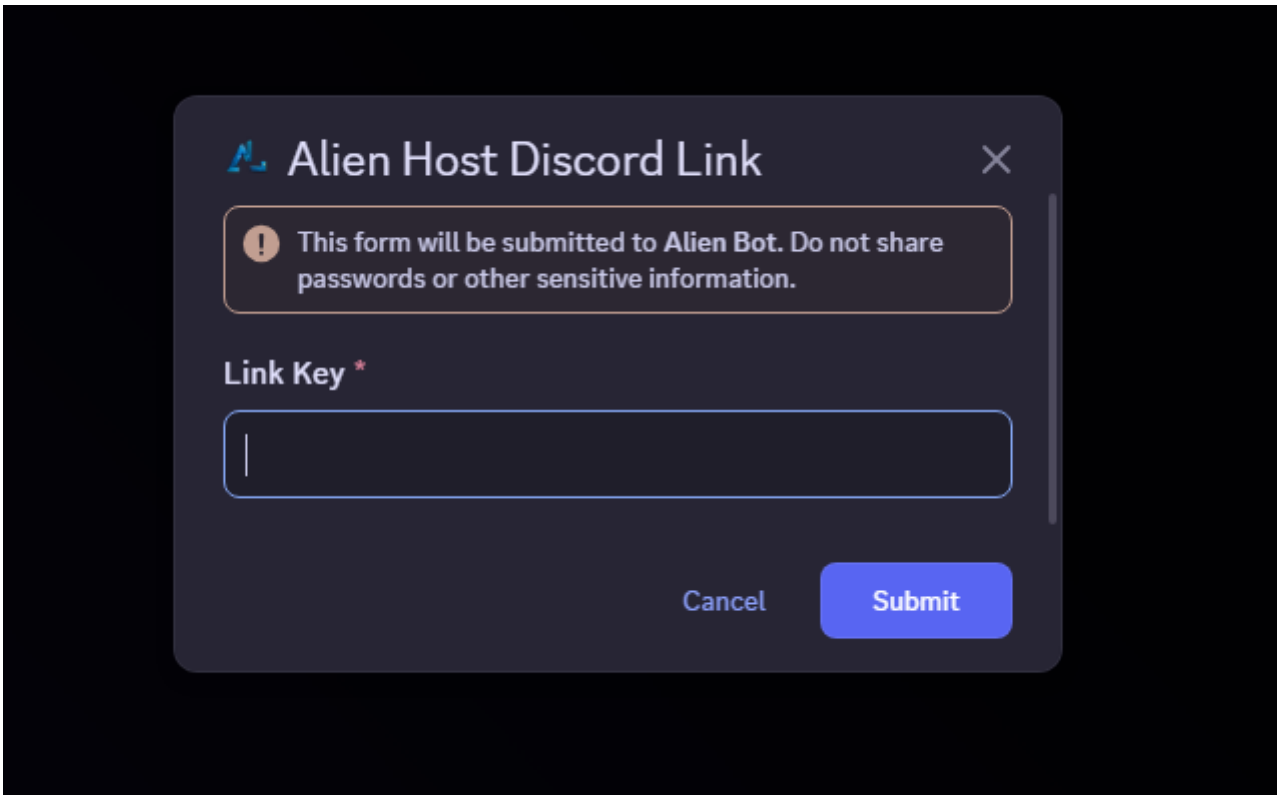
2. Join our Discord here.

3. Click on bot-commands channel.

4. In the text field insert the following command:



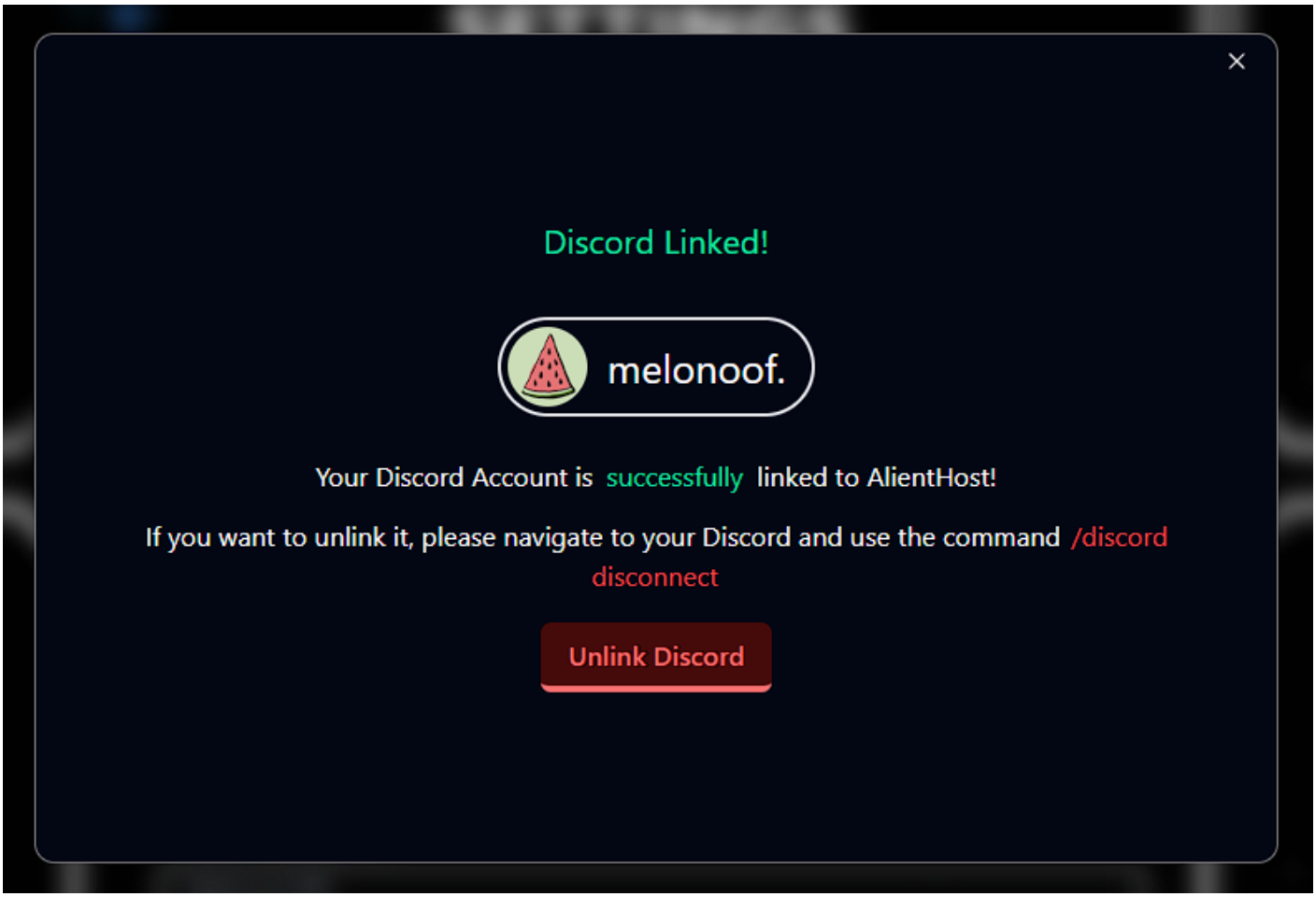
5. Insert the Key from Step 1:



6. Confirm the form with the Key included.

> You are done!

Now you successfully linked your Discord account to your Billing account and as a result you should be seeing something similar to this.


Discord Linked!
melonoof.
Your Discord Account is successfully linked to AlientHost!
If you want to unlink it, please navigate to your Discord and use the command /discord disconnect
Unlink Discord

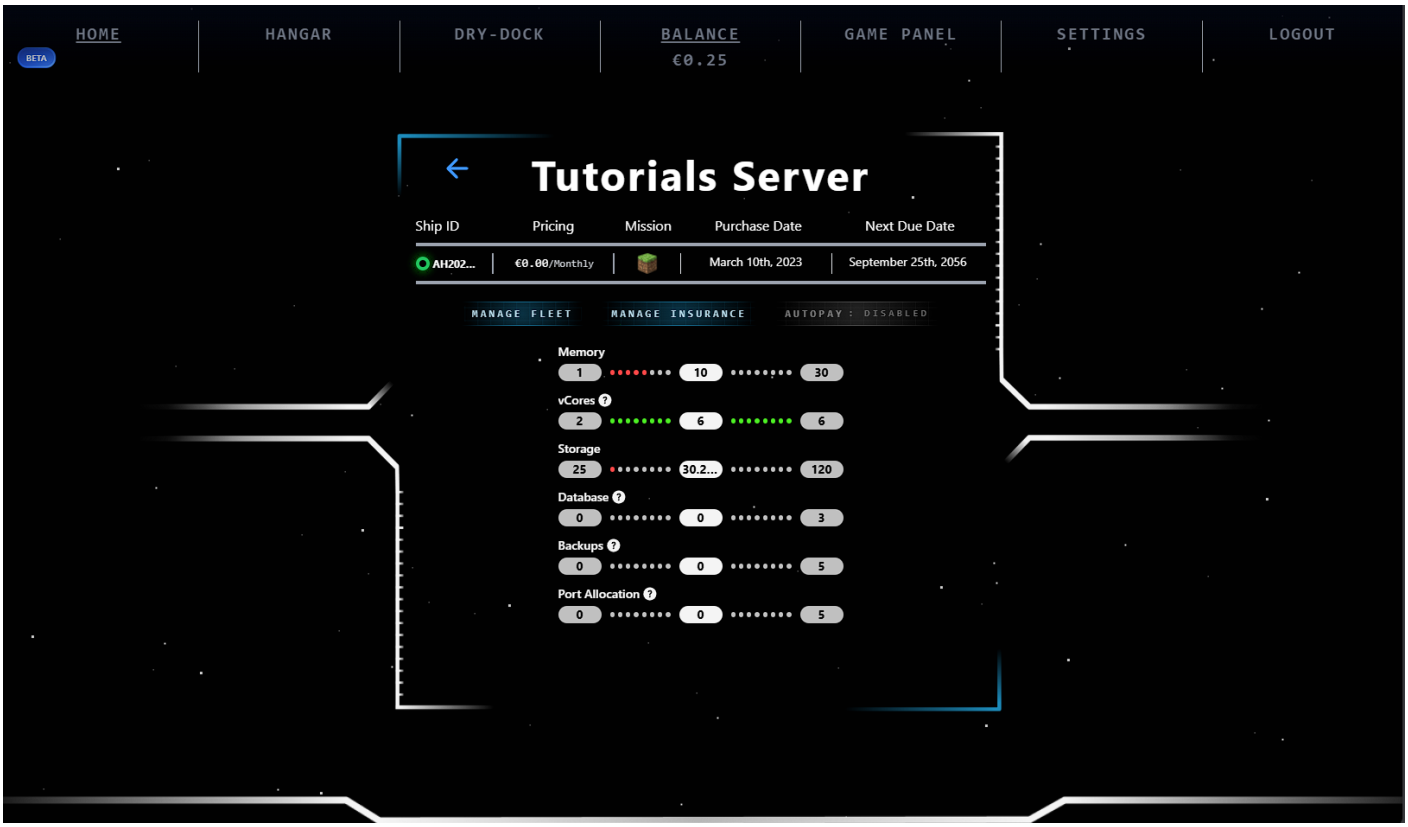
How to cancel a service?

Cancelling a Service can be incredibly easy. Navigate to your Billing Panel.
You will be prompted with a similar screen to this:

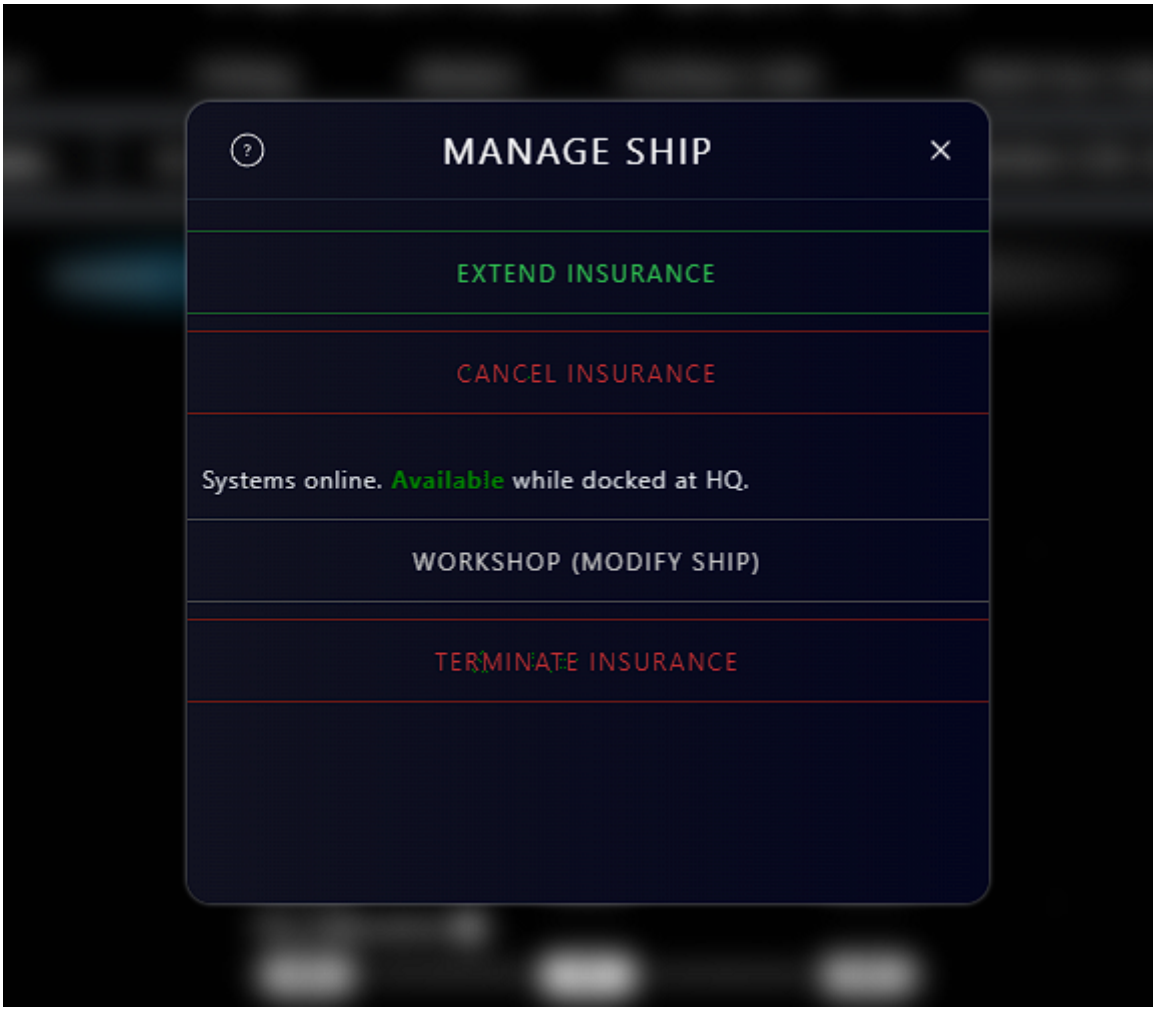


Click on the **3 dots**, In our case, **Tutorials Server.**

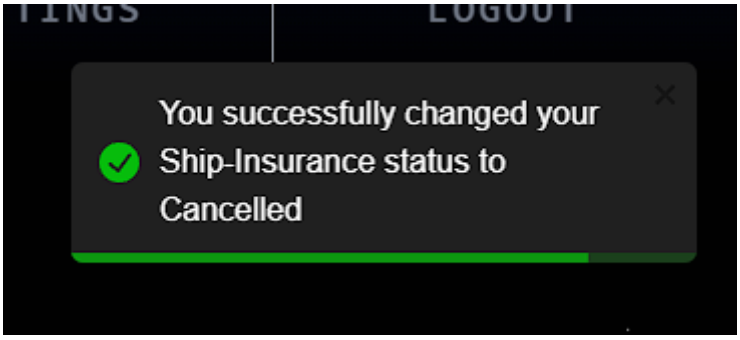
You will be now see screen like this:



Click the **Manage Insurance** button, then click **Cancel Insurance**.



You will now see this popup on your page:



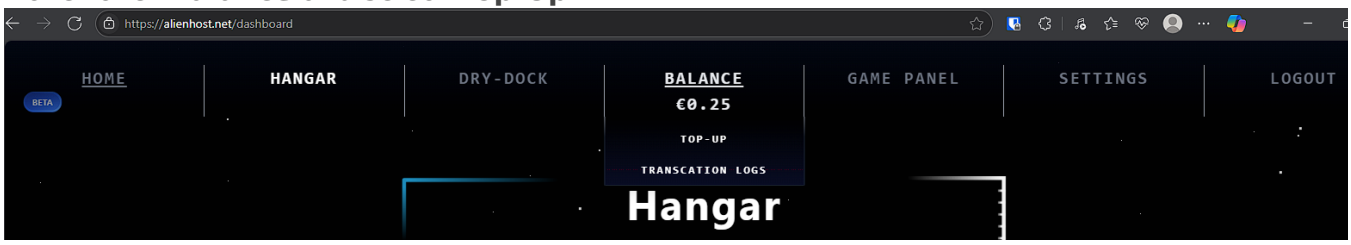
Your **Extend Plan** button will not be changed to **Renew Plan**.
And your status will now be: **Cancelled**

> You successfully cancelled your server at Alien Host!

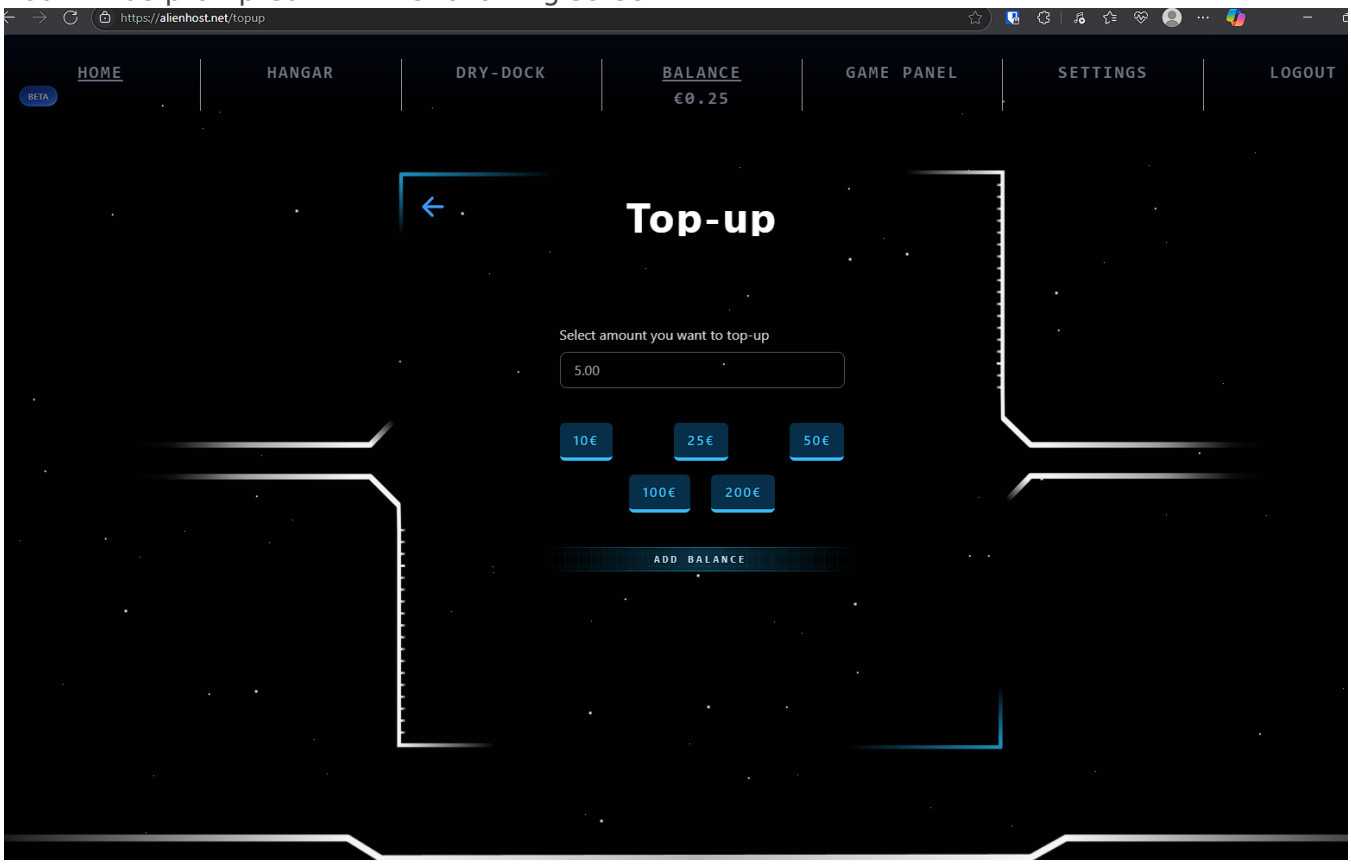
How to add balance to my account?

Adding balance to your account is one of the ways for our clients to purchase a server, but it is required for the extension of your server plan, in order to top up your account follow the steps:

1. Navigate you our **Billing Panel**
2. Hover over **Balance** and select **Top-Up**



3. You will be prompted with the following screen:



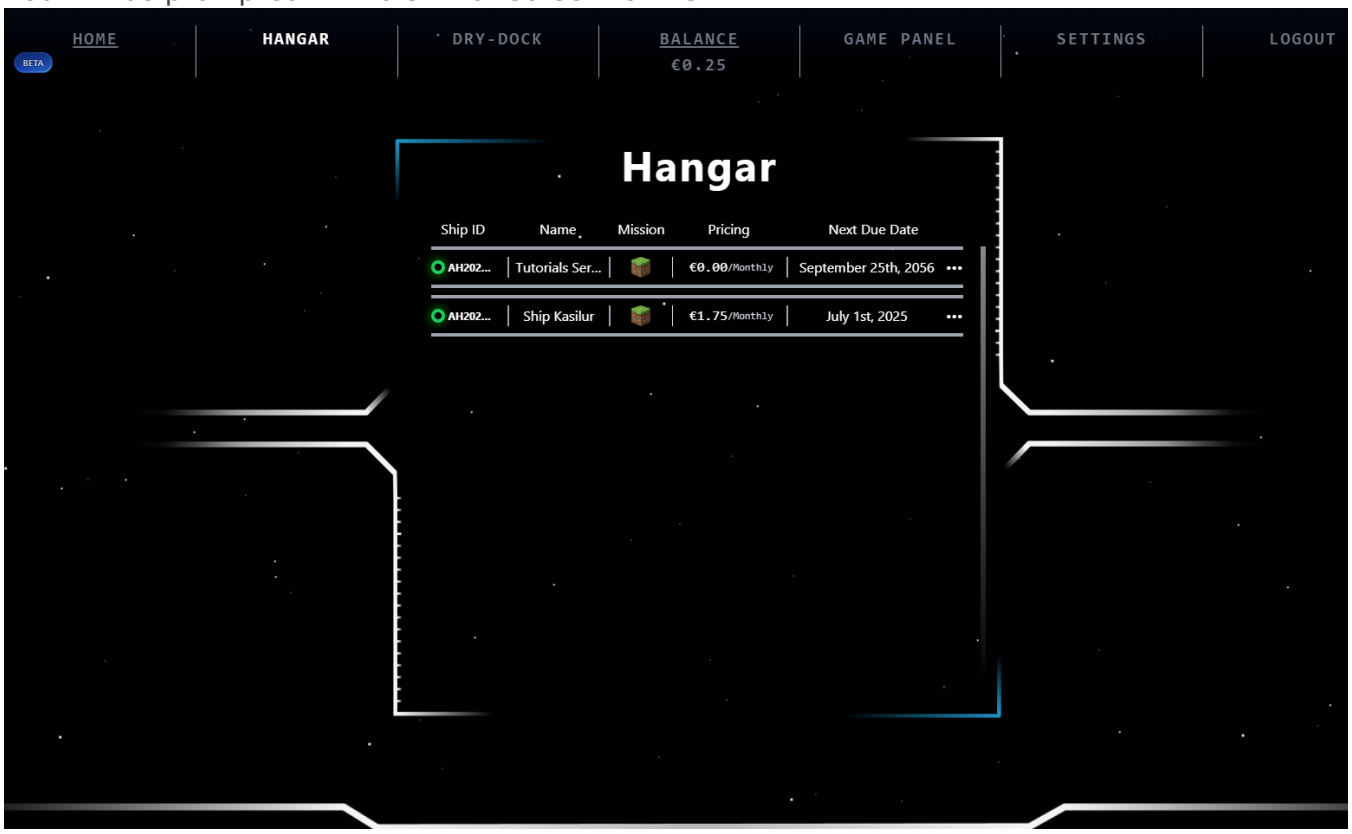
4. Insert the required amount you want to top up, read our **Privacy Policy** and **Terms of Service** and click the button **Add Balance**
5. You will be redirected to our Payment Provider **Paddle**

6. Once you finish your payment, you will be redirected automatically to our **Billing Panel,** where your balance will already be present in your wallet.

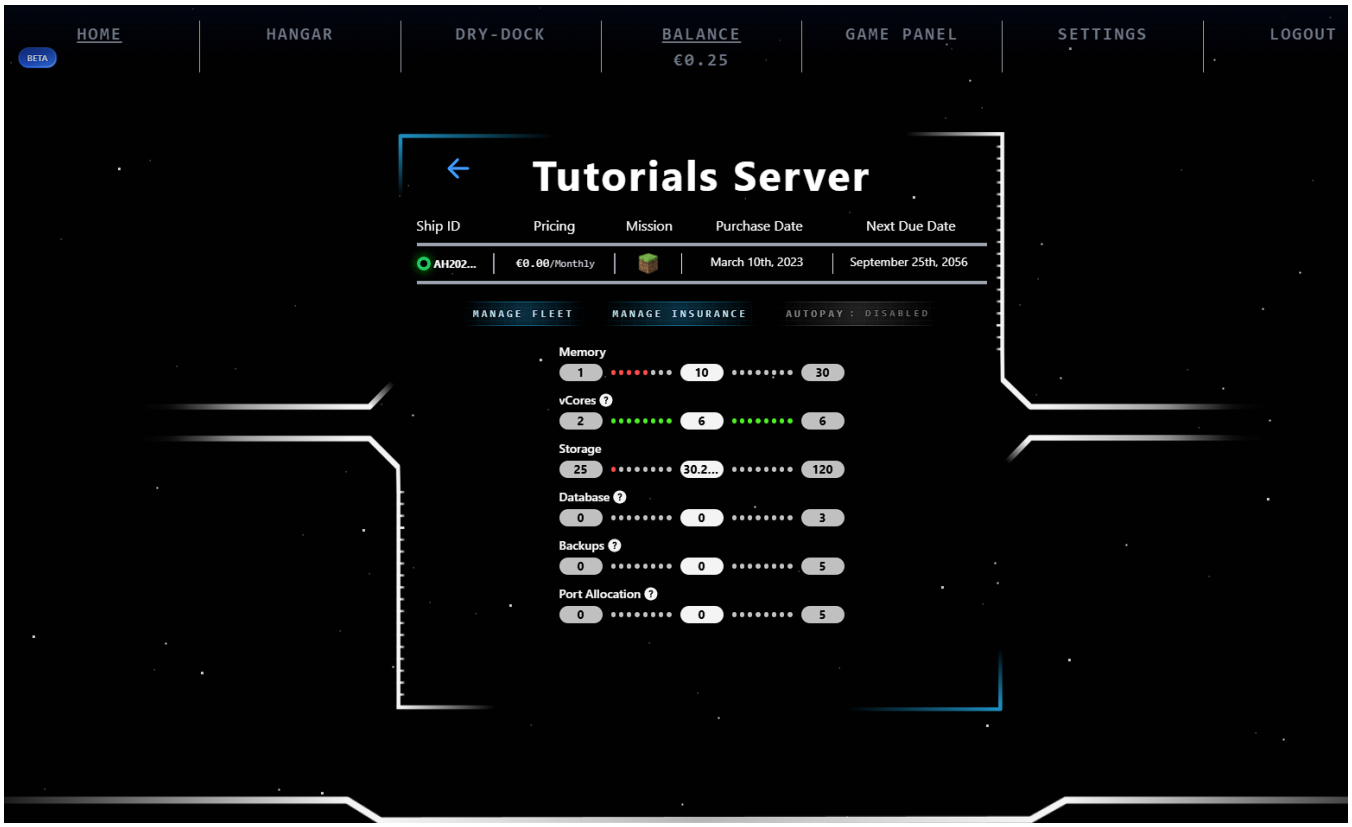
Requesting a refund

> Refund is not always available, check out this article

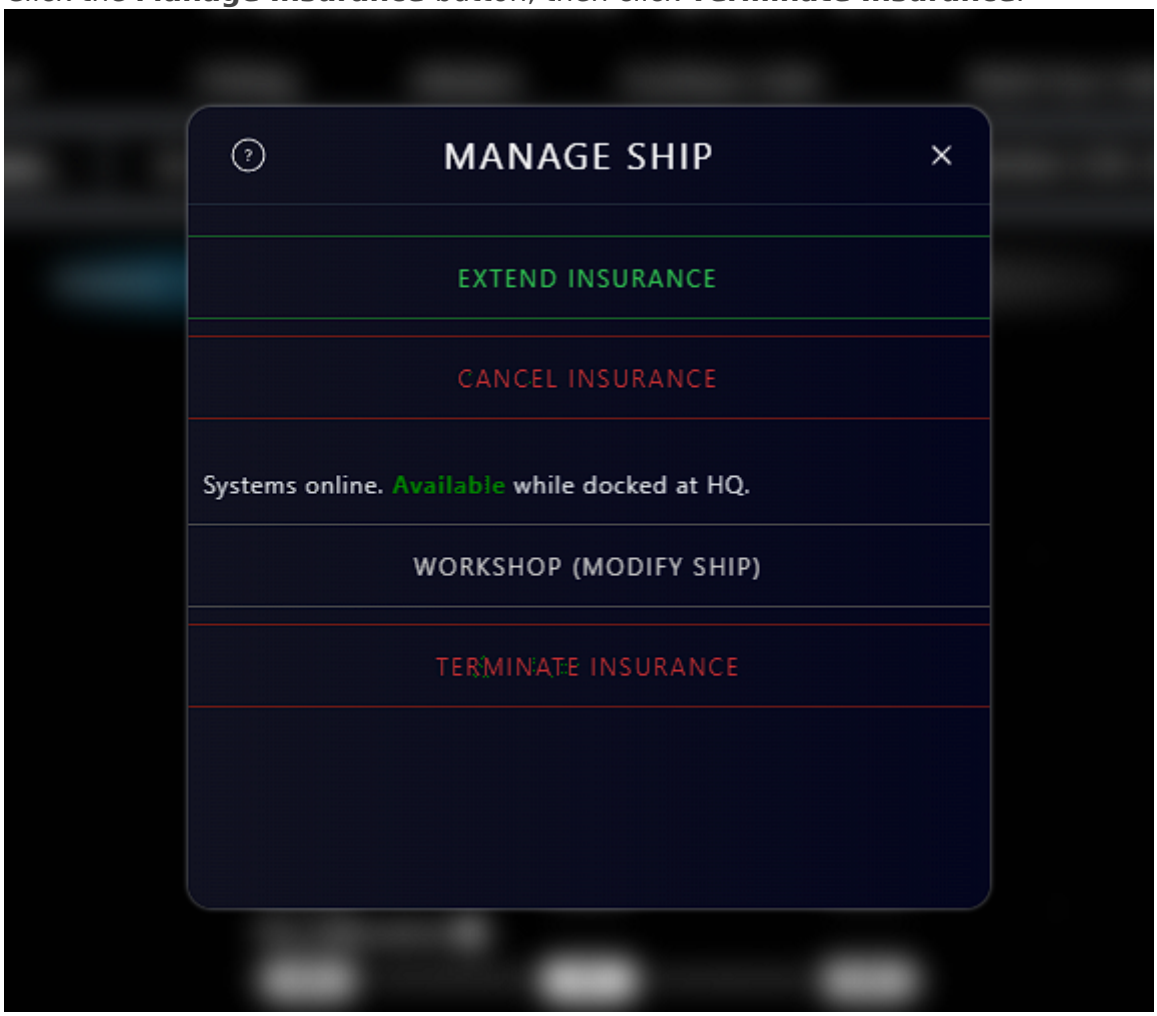
1. Refunding a service is incredibly easy. Navigate to your Billing Panel.
   You will be prompted with a similar screen to this:



   Click on the **3 dots** of the interested server, in our case, **Tutorials Server.**
   You will be now see screen like this:



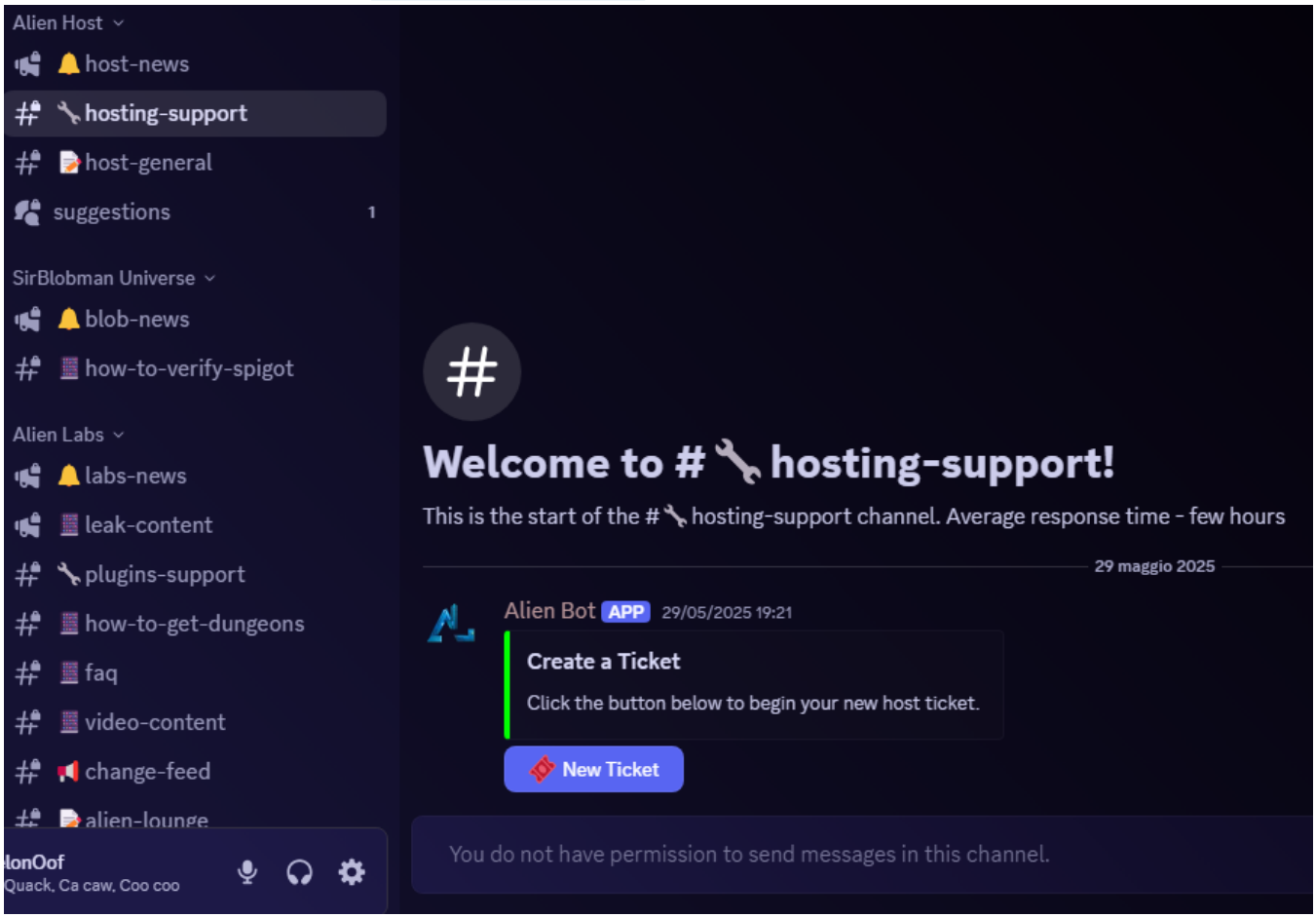
Click the **Manage Insurance** button, then click **Terminate Insurance**.



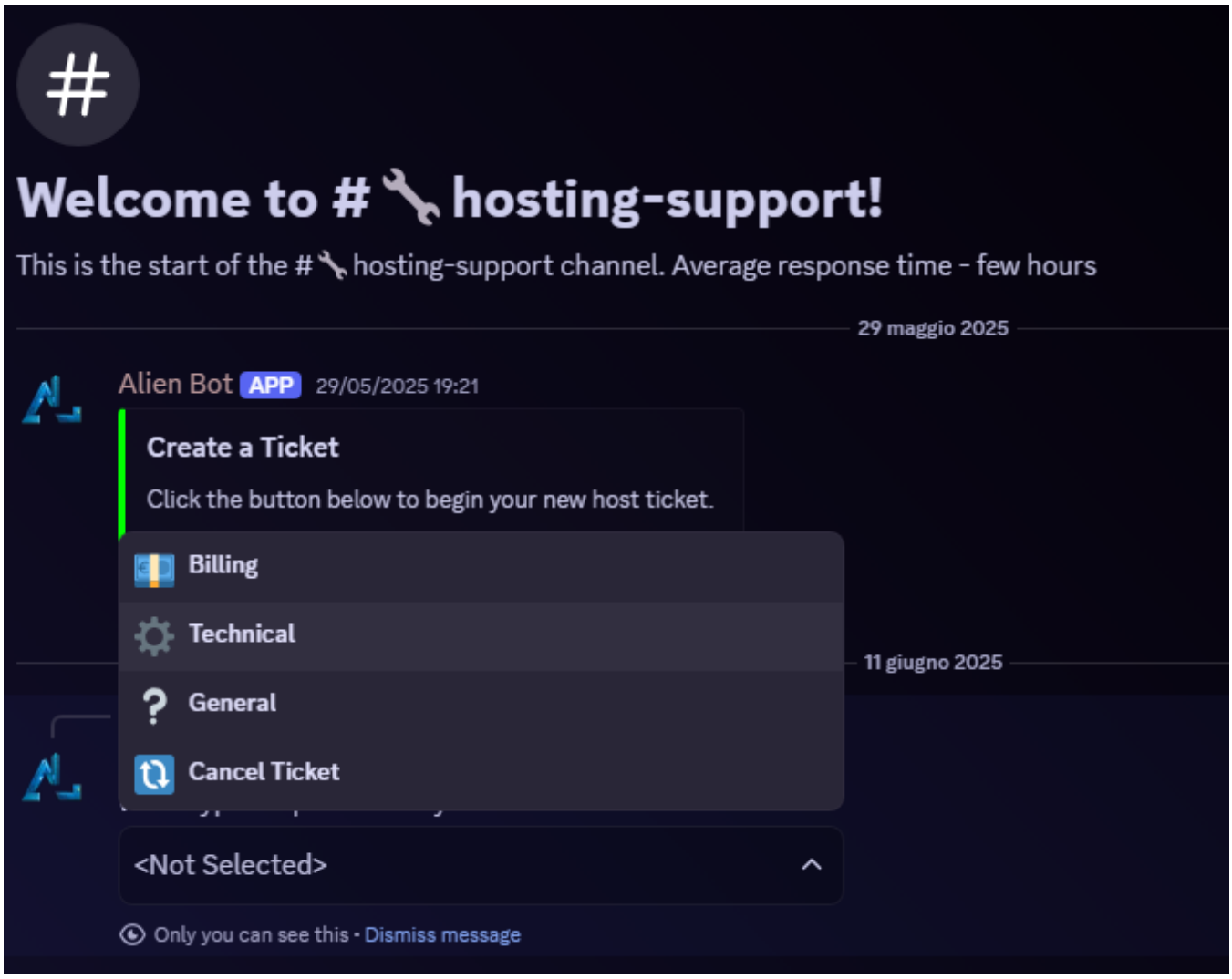
Creating a support ticket

In order to create a support ticket at our Discord please follow the instructions below.

1. Make sure your **Discord account** is **linked**
2. Go to Discord and click on **alienhost-support** channel, you will see the following:



3. Click on **New Ticket** and choose the type of ticket you want to create:



- **Billing:** for matters related to your plan, refunds or pricing questions.
- **Technical:** for matters related to your server, like hardware or issues with your server on the panel.
- **General:** for any other matters.

4. Once you select a topic, you will be automatically pinged in your ticket. Please briefly describe the question you have and our staff with be as quick as possible with you.

What will happen if I forget to pay my server?

AlienHost

> Once your server is deleted, this action is irreversible, all of the files related to this server will be permanently deleted from our Servers and you will no longer be able to retrieve them back.