

Safer order process



Safer order process for services and products e.g. dedicated root server:

1. Order

Clients order their desired dedicated root server online at www.hetzner.com through a secure connection. While doing this clients can choose whether they would like to access their server via a password or an **SSH key**.

2. Installation

Our technicians start the **automatic installation** and start-up process for the server. They also complete custom assembly and configuration requests.

3. Preparation

After placing their orders, clients receive an email. If they chose to access their server via password, it is provided in this email and the clients are urged to change this password as soon as possible. Once the set-up for the server is complete, Hetzner Online no longer has any access to the server, and therefore cannot provide any support on the server until clients complete a support request.

4. Password-protected support

Should service be required, the client has various options for requesting support:

- A request via the password-protected administration interface. Customers select the passwords themselves during the order process and can also choose to add **two-factor authentication**.
- A request via telephone using password authentication.