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Where to find your VPS or dedicated server IP address

Getting Started & Choosing

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Where to find your VPS or dedicated server IP address

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You bought a VPS or a dedicated server and you are missing the address to connect to. It is the request we get most about servers, and it has a quick answer - including for the case where the welcome e-mail arrived with the fields unfilled.

Where to find it in My Interweb

1. Sign in to My Interweb and open **Services**.
2. Click the server in the list. That opens the details page for that service.
3. Look for the **Dedicated IP** field. That is the numeric address for SSH or Remote Desktop.

If the field is empty, do not keep trying.
An active server always has an address - if you cannot see it, the value has not been written to your service yet and reloading the page will not conjure it. Open a request stating **the plan name and the server domain**, and we will send you the address. See **how to open a support ticket**.

And if the e-mail came with the IP blank?

It happens, and it is neither your fault nor a sign that the purchase went wrong. The welcome e-mail goes out at the moment the service is created; when the address has not been assigned by that instant, the field comes out empty or as *xxxxx*.

What to do, in order.
First check the **Dedicated IP** field in My Interweb, which is usually already there even when the e-mail went out without it. Only if that is empty too do you need to write to us - and then do write, because it will not sort itself out.

Do not confuse it with the other addresses

Which	What it is
The server's dedicated IP	Yours alone. This is the one you use for SSH, for the panel, and for your domain's DNS records
The hosting shared IP	If you also have a hosting plan, that has a different, shared address - see **what your hosting IP address is**
Your own public IP	The one you are browsing from. It is what we ask for when you get blocked by the firewall, and it is no use for connecting to the server

The difference between having an address of your own and sharing one is in **dedicated or shared IP: which one you need, and when**.

Additional addresses

If you ordered more than one address, the **Dedicated IP** field shows only the main one - the rest do not fit there. Ask us for the full list and we will send it.

You have the address. Now what?

With the IP in hand, the next steps are connecting and pointing the domain at it:

1. For the first connection and what to do in the first hours, see **first steps with your VPS** - or, on Windows, **connecting to a Windows VPS with Remote Desktop**.
2. To point the domain at the server, see **pointing a domain at your own VPS**.
3. If you connected once and now cannot, the address is no longer the problem - see **I have lost SSH access to my server**.

NEED A HAND?

Field is empty and the e-mail came without the address too?

Ask us for the IP →

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