How To Resolve A Suspended Or Hacked Account

If your account has been hacked or compromised in some way - don't worry, we may be able to help. We offer a Managed Security Clean Up Service - for more information see our website or contact Technical Support by phone, chat, or ticket.

UK2.NET performs routine checks of all accounts to make sure they have not been hacked. Occasionally, our system administrators need to suspend certain accounts to protect our servers and customers from spam or other malicious interactions. This article will show you the step-by-step process to get your account reinstated should it be suspended for malicious activity.

- Step 1: Navigate To The Account Section Of CHI To View The Cancellation Reason
- Step 2: Create A Support Ticket In CHI

If you account has been suspended, visitors will see the following message when they access your website:

You will see the following message within your CHI account:

To resolve this issue and restore your website, simply follow the steps below:

Step 1: Navigate To The Account Section Of CHI To View The Cancellation Reason

1. Navigate to chi.uk2.net.
2. Sign into your CHI account with your username and password
3. Click on the "Account" tab as seen below.

4. This page will display the various services that you have connected to your UK2.NET account. Within your services you will see a blue button like the one seen in the image below:

5. Click on this button to reveal a popup box containing the reason for cancellation.

For further questions you can see a detailed breakdown of possible cancellation reasons in this article.

Step 2: Create A Support Ticket In CHI

1. Navigate to the "Support" tab within your CHI account.

2. Select the "Open New Ticket" button.

3. Fill out a support ticket. Include the following information:

   a. The affected domain name
   b. The cancellation reason
   c. Any other pertinent information

4. Click "Send Ticket" to submit a ticket regarding your cancellation.

Once suspended, all hacked accounts must be checked by a system administrator before resuming services. Once the malicious behaviour has stopped, your account will be reconnected and you will have access to your website. Depending on the nature of the problem, each solution will be different. For example: if your email account has been hacked and is sending spam, you may need to change the account password. For other solutions to prevent or resolve hacks on your account please read this article.

If you have any questions, feel free to contact our technical support team by opening a chat or submitting a ticket within your CHI account.