



Knowledgebase > Publishing your website > Website is not loading: Document name requested (/index.php) could not be found on the server or Homepage has been renamed

---

## Website is not loading: Document name requested (/index.php) could not be found on the server or Homepage has been renamed

Merliza N. - 2022-02-22 - Publishing your website

**SCENARIO 1: When you go to your website, it does not load the default page properly but when you try clicking on other pages or links on the page, you see the website being loaded completely. Then click Home or Company Image/Name link to get to the homepage - you will notice the correct page used for the homepage, i.e. *home.html***

**Solution:** Change the Homepage setting in the Publish SETUP dialog box to the default directory index.

- Open your shop in ShopFactory
- Click *Publish* -> *Publish website on the Net*
- Click **Setup** button to open the hosting details dialog
- Tick "Show Advanced Settings" checkbox
- Click the dropdown button for "*Rename Website home page to:*"
- Select ***index.html***