Quick Start Guide
Managing Your Domain Names

Quick Start Guide: Managing Your Domain Names

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Introduction

Managing your domain names may seem like a big job with many tasks to complete. This guide will help you simplify your domain management and walk you step-by-step through the most common tasks you may need to perform for your domain names using the Domain Manager.

The Domain Manager simplifies the domain management process. You can easily access all aspects of domain management with the click of your mouse. All the domains in your account can be managed from one location.

If you need more information regarding any aspect of your account or your domain names, please check out our Help Center, which you can access from your Account Manager or from our Home page.

Changing Name Servers for Your Domain Name

Nameservers are the Internet's equivalent to phone books. A nameserver maintains a directory of domain names that match certain IP addresses (computers). The information from all nameservers across the Internet is gathered in a central registry. This makes it possible for people across the Internet to access your Web site using a familiar domain name, instead of having to remember a series of numbers.

To Change the Nameservers for Your Domain Names

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. Select the domains you want to modify.

4. Above your list of domain names, click **Nameservers**.

5. Select the nameservers you want to use:

Hosting nameservers	You host your domain name's website with us
Parked nameservers	You do not host a website on your domain or forward it

Custom nameservers	You host your domain name's website elsewhere

6. If you select **Custom nameservers**, enter your nameservers. You must enter at least two nameservers for your domain. The default nameservers for your hosting account depend on the day you set up your hosting. Use this list to determine your default nameservers:

Aug. 2 2010 – Present	ns01.domaincontrol.com	ns02.domaincontrol.com
July 27, 2009 – Aug. 1, 2010	ns25.domaincontrol.com	ns26.domaincontrol.com
March 11, 2008 – July 27, 2009	ns51.domaincontrol.com	ns52.domaincontrol.com
Sept. 19, 2007 – March 10, 2008	ns43.domaincontrol.com	ns44.domaincontrol.com
Jan. 31, 2007 – Sept. 18, 2007	ns5.secureserver.net	ns6.secureserver.net
Nov. 15, 2006 – Jan. 30, 2007	ns1.secureserver.net	ns2.secureserver.net
Dec. 15, 2005 – Nov. 14, 2006	ns3.secureserver.net	ns4.secureserver.net

Before December 14, 2005	ns1.secureserver.net	ns2.secureserver.net

7. Click **OK**.

It usually takes 4–8 hours for .COM and .NET domains and 24–48 hours for all other domain extensions before nameservers on other networks are able to access the information after the central registry gets it. This period is referred to as the propagation period.

Forwarding Domain Names

Forwarding a domain name enables you to direct incoming traffic from a parked domain to an already existing Web site. When someone attempts to access your domain, their Web browser automatically redirects them to your main Web site.

Forwarding with Masking prevents visitors from knowing they have been redirected by making sure your domain name remains in their Web browser's address bar. You can also add a title and meta tags to your masked domain.

To Forward a Domain

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. Select the domain names you want to forward.

4. Above your list of domain names, click **Forward**.

5. On the **Forwarding** tab, select **Enable forwarding**.

6. In the **Forward to** field, enter the URL to which you want to forward your domain names.

7. Select to redirect visitors using a **301 Moved Permanently** or **302 Moved Temporarily** HTTP response.

8. If you want to mask your domain, go to the **Masking** tab and select **Mask Domain**.

9. In the **Masked title** field, enter a short title that describes your Web site. In the **Masked description Meta tag** field, enter a description of your website.

10. In the **Masked keyword Meta tag** field, enter keywords that describe your page, separated by commas or spaces. Title and meta tag information is important to a Web site's search engine ranking, but it does not change the look of your Web site.

11. Click **OK**.

Modifying Contact Information for Your Domain Name

The Update Contact Information section enables you to update information for your domain name. The contact information cannot be changed for domains that are private or have a pending status. Provide accurate contact information and keep it updated. Failure to do so may result in your domain name's cancellation or prevent you from transferring ownership. In addition to your basic contact information (registrant info), you are required to provide technical, administrative, and billing contacts. By default, we use your registrant information for all of these contacts.

Registrant	The person or organization which owns the domain name
Technical Contact	The contact for technical questions regarding the domain name
Administrative Contact	The contact with administrative control of the account
Billing Contact	The contact for billing questions regarding the domain name

Modifying the registrant locks your domain name for 60 days, which rejects any transfer requests.

To Modify the Contact Information for Your Domain Name

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. Select the domain names you want to modify.

4. Above your list of domain names, click **Contact**.

5. In the **Update Contact Information** section, you can change your **Registrant**, **Administrative**, **Technical**, and **Billing** contact information.

    If your updated contact information is the same for all of your contact types, select **Copy to all contact types**.

6. Click **OK**.

Upgrading Your Domain Names

We offer a number of upgrade options that you can apply to your domain using the Domain Manager.

To Upgrade Your Domain Name

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. Select the domain names to which you want to add privacy.

4. Above your list of domain names, click **Upgrade**.

5. Select from the upgrades available for your domain.

6. Click **Checkout**.

7. Fill out any necessary information for your upgrade.

8. Complete the purchase.
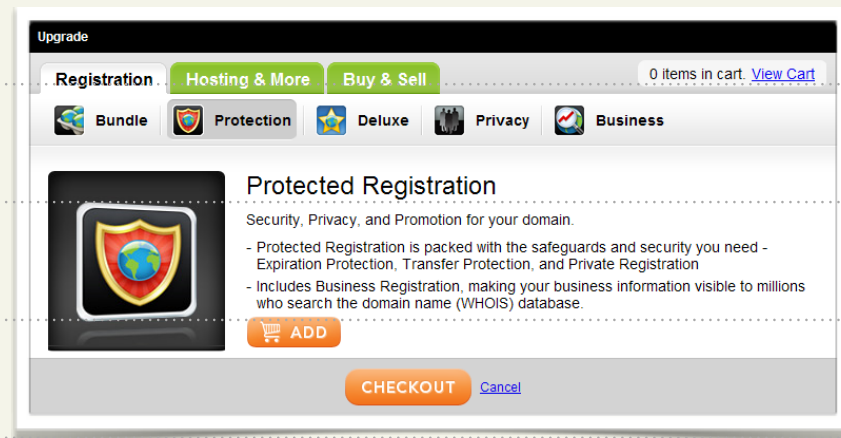
Renewing Your Domain Names

You can renew one or all of your domain names using the Domain Manager.

To Renew Your Domain Name

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. Select the domain names you want to renew.

4. From the **Renew** menu, select **Renew Domain**.

5. From the **Renewal length** list, select the length of time for which you want to renew your domain name.

6. Click **Next**, and then complete the checkout process to renew your domain names.

Monitoring and Accepting Domain Transfers

The Pending Transfers page lets you easily monitor the progress of domain transfer requests for domains being transferred to and from your account. The status displays in the status column next to your domain names. Certain actions will become available to you as a transfer progresses. Most likely you will not need to use these options. However, they are available in the event that the approval email is accidentally deleted or the transfer fails and needs to be retried.

If the transaction remains pending for an extended period of time, you may:

Retry Transfer	Resubmits, to the registry, a transfer request that has failed. You are not required to reauthorize the transfer – the request will be submitted to the registry immediately. This option is only available for domains with a status of 'Transfer Interrupted,' 'Invalid Auth Code,' or 'Transfer Failed.'
Reinitiate	Restarts a transfer that is trapped in a pending status. You are required to reauthorize the transfer. This option is only available for domains with a status of 'Invalid Contact Information,' Authorization Required,' or 'Pending Unlock or Hold Release.'

Resend Email	Sends a reminder email to the email address of the Administrative Contact for the domain. It is up to that person to take the appropriate action. This option is only available for domains with a status of 'Invalid Contact Information' or 'Authorization Required.'
Cancel Selected	Cancels the transaction. If the transaction is canceled, the person who was to receive the domain names will be unable to accept the transfer. This option is only available for domains with a status of 'Invalid Contact Information,' 'Authorization Required,' 'Pending Unlock or Hold Release,' or 'Awaiting Transfer Date.'
Accept/Decline	Lets you accept or decline the transfer of a domain name from your account. This option is only available for domains with a status of 'Transfer Away Accept/Decline Required.'

Once you complete your domain transfer, we automatically accept it within five days. To expedite the process, you can manually accept the transfer request by following the steps below.

To Accept a Request to Transfer a Domain Away From Your Account

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. From the **Domains** menu, select **Pending Transfers**.

4.   Select the domain name you want to approve and click **Accept/Decline** above your list of domain names.

5.   Select **Accept** and then click **OK**.

We notify the registry that you accepted the transfer. Once the Registry completes the transfer you will receive a confirmation email.

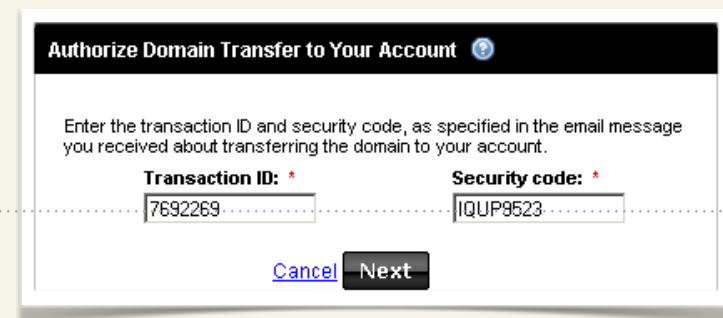**To Decline a Request to Transfer a Domain Away From Your Account**

1.   Log in to your Account Manager.

2.   In the **My Products** section, click **Manage Domains**.

3.   From the **Domains** menu, select **Pending Transfers**.

4.   Select the domain name you want to decline and click **Accept/Decline** above your list of domain names.

5.   Select **Decline** and then click **OK**.

We notify the registry that you declined the transfer. If you do not explicitly decline the transfer, the transfer is automatically accepted within five days.

To Authorize a Domain Transfer to Your Account

1.   Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. From the **Domains** menu, select **Pending Transfers**.

4. Click **Authorization**, and then select **Begin Transfer Authorization**.

5. In the Transfer Authorization section, enter your **Transaction ID** and **Security Code** from the email notification you received regarding this transfer and click **Next**.

6. If applicable, enter the **Authorization Code** you received from the current registrar and click **Next**.

Managing Account Changes

The Pending Account Changes page displays the list of domain names you have requested to move out of your account. If you are on the receiving end of a Change Account Request, you will receive an email with instructions on how to complete the process and assume registration of the domain names. From the Pending Account Changes page, you can:

Resend Email	This will resend the account change notification to the email address listed for the contact under Sent To. It will be up to that person to enter their account and accept the account changes.
Cancel	If you click cancel, the transaction will be canceled, and if the person who was to receive the domain names attempts to accept the account change, they will receive an error message.

To Initiate an Account Change

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. In your list of domain names, use the checkboxes to select the domain names you want to move to a different account.

4. Above your list of domain names, click **Account Change**. In the **New registrant's Customer # or login name** field, enter the new registrant's first and last name.

5. In the **New registrant's email** and **Confirm email** fields, enter the email address for the new registrant.

6. In the **Domain's contact information** list, select one of the following:

Enter new details	Lets you enter contact information for the new registrant.
Use details from specified customer account	Lets you use the contact information from the account you entered in the New registrant's Customer # or login name field.
Do not change	Retains the contact information currently assigned to the domain for which you initiated an account change.

7. Click **Next**.

8. If you selected **Enter new details**, complete the on-screen fields, and then click **Next**.

NOTE: A list of the services that will be cancelled once the domain is removed from your account displays. You cannot reverse a cancellation.

9. Read the Domain Name Change Registrant Agreement, and if you agree to the terms, select **I have read and agree to the Domain Name Change…**

10. If you want to transfer your domain during this 60–day period, you should decline the Change of Registrant and transfer your domain first. If not, select **I understand that, if I want to transfer this domain…**

11. Click **Finish**.

We email the **Transaction ID** and **Security Code** to complete the account change to the new registrant.

To Decline an Account Change

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. From the **Domains** menu, select **Pending Account Changes**.

4. Use the checkboxes to select the domain names for which you want to decline the account change.

5. Above your list of domain names, click **Decline**.

To Accept an Account Change

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. From the **Domains** menu, select **Pending Account Changes**.

4. Click **Manually Accept Domains**.

5. In the **Accept Account Change** section, enter the **Transaction ID** and **Security Code** you received in the Confirm Account Change email you received when the account change was initiated, and then click **Next**.

6. Select the **Transfer of Registration Agreement** and **Domain Registration Agreement** to accept them, and then click **Next**.
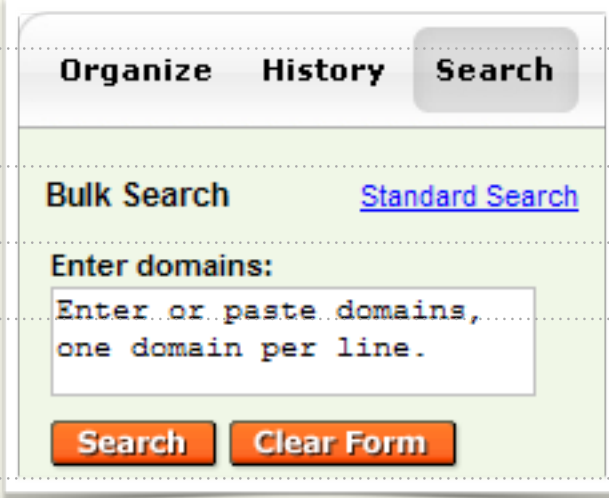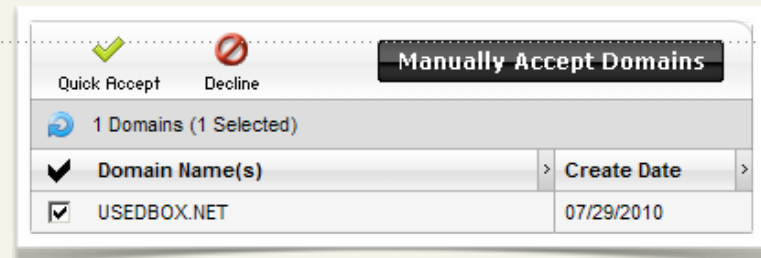
Managing 100 or More Domain Names

If you have 100 or more domain names in your account, some additional naviga– tion and organizational features are available to assist you in managing your domains.

To Use Bulk Search to Find Specific Domain Names

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. Click **Search** above your folder list.

4. Click the **Bulk Search** hyperlink.

5. Type the exact domain names you want to view. Enter as many domain names as you want, one domain name per line.

6. Once you have entered all the domain names you want to manage, click **Search** to display only those names in your domain names list.

To Find a Domain Name Based on Spelling

Scroll through an alphabetized list of your domain names by clicking the right and left arrows in the upper left corner above your list of domain names. Your current location in the alphabetized list is indicated between the arrows (i.e., Displaying aaa.com – bbb.com).

To Find a Domain Name Based on Expiration Date

Scroll through your domain names, sorted by expiration date, by clicking the right and left arrows in the upper–left corner above your list of domain names. Your current location in the list is indicated between the arrows (e.g., Displaying 08/17/08 – 07/21/07).

To Organize Your Domain Names Into Folders

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. Click **New Folder**.

4. In the **Folder name** field, enter a folder name.

5. In the **Description** field, enter a description of the folder.

6. Click **OK**.
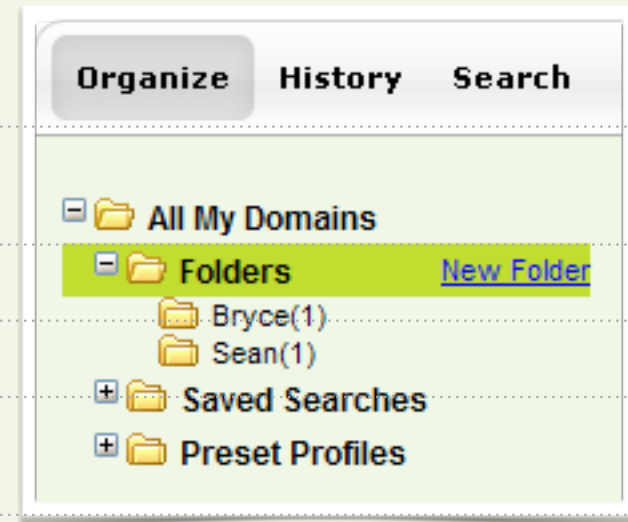
7. In your list of domain names, select the domains you want to add to a folder.

8. From the **Organize** menu, select **Copy to Folder**.

9. From the **Folder** list, select the folder to which you want to move the domains.

10. Click **OK**.

To Edit a Domain Folder

1. Log in to your Account Manager.

2. In the **My Products** section, click **Manage Domains**.

3. Click **Folders**.

4. Select the folder you want to use, and then click **Edit**.

5. Edit the folder's details, and then click **OK**.