

Managing Your Domain Names

Using the Domain Manager to manage your domain names.

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 that 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 of the domains in your account can be managed from one location.

Using this guide, you can complete the following tasks in the Domain Manager:

- Changing Nameservers for Your Domain(s)
- Forwarding a Domain Name
- Modifying the Contact Information for Your Domain
- Upgrading Your Domain Names
- Renewing Your Domain Names
- Monitoring and Accepting Domain Transfers
- Managing Account Changes
- Managing 100 or More Domain Names

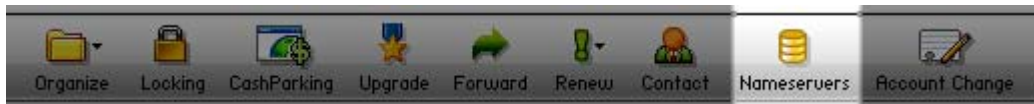
If you need further information regarding any aspect of your account or your domain names, please check out our Help Center, which you can access from your Account Manager or from our Home page.

CHANGING NAMESERVERS FOR YOUR DOMAIN(S)

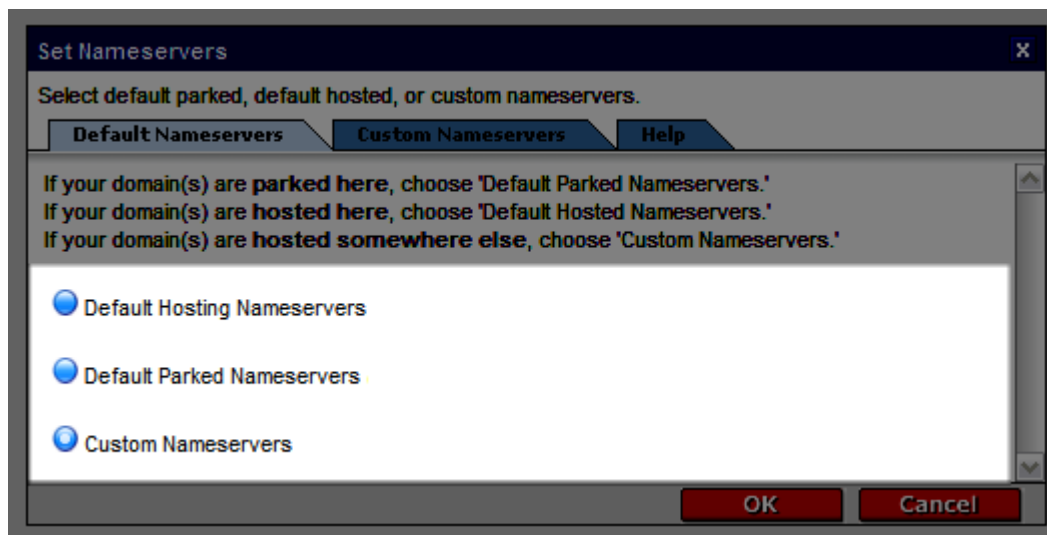
Nameservers are the Internet's equivalent to phone books. A nameserver maintains a directory of domain names that match certain IP addresses (computers). The information from all the nameservers across the Internet is gathered in a central registry. This makes it possible for people across the Internet 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(s)

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. Select the checkbox next to the domain name(s) you want to modify.
4. Above your list of domain names, click **Nameservers**.



5. Select whether you want to use the **Default Hosting Nameservers**, **Default Parked Nameservers**, or your own **Custom Nameservers**.





NOTE

If your domain(s) are hosted here, select 'Default Hosted Nameservers.' If your domain(s) are parked here, select 'Default Parked Nameservers.' If your domain(s) are hosted somewhere else, select 'Custom Nameservers.'

- 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:

After January 31, 2007

ns5.secureserver.net, ns6.secureserver.net

November 15, 2006 - January 30, 2007

ns1.secureserver.net, ns2.secureserver.net

December 15, 2005 - November 14, 2006

ns3.secureserver.net, ns4.secureserver.net

Before December 14, 2005

ns1.secureserver.net, ns2.secureserver.net

OR

wsc1.jomax.net, wsc2.jomax.net

Set Nameservers

Select default parked, default hosted, or custom nameservers.

Default Nameservers | **Custom Nameservers** | **Help**

Nameserver 1: NS1.MYNAMESEVER.COM *

Nameserver 2: NS1.MYNAMESEVER.COM *

Nameserver 3:

Nameserver 4:

Nameserver 5:

Nameserver 6:

Nameserver 7:

Nameserver 8:

Nameserver 9:

Nameserver 10:

OK **Cancel**

- Click **OK**.

It usually takes about 4–8 hours for .com and .net domains and about 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 A DOMAIN NAME

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.

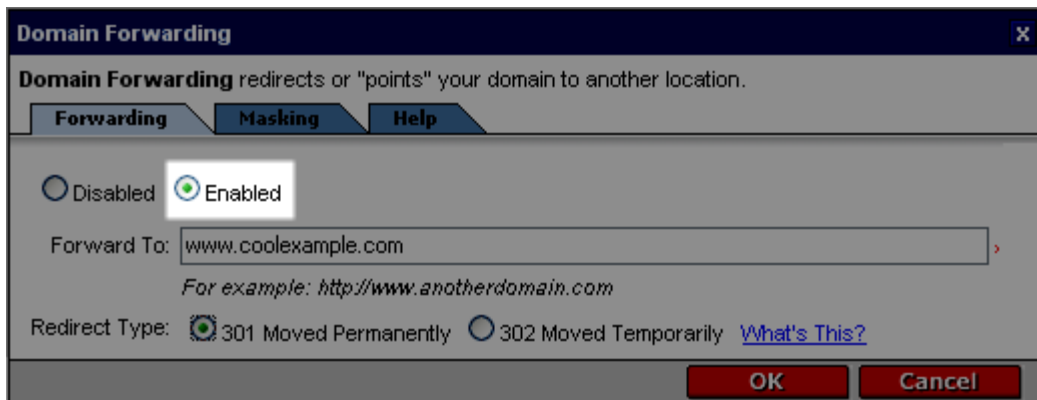
Forwarding with Masking prevents visitors from knowing that they have been redirected by making sure that your domain name remains in their Web browser's address bar. You can also add a title and meta tags to your masked domain.

► To Forward a Domain

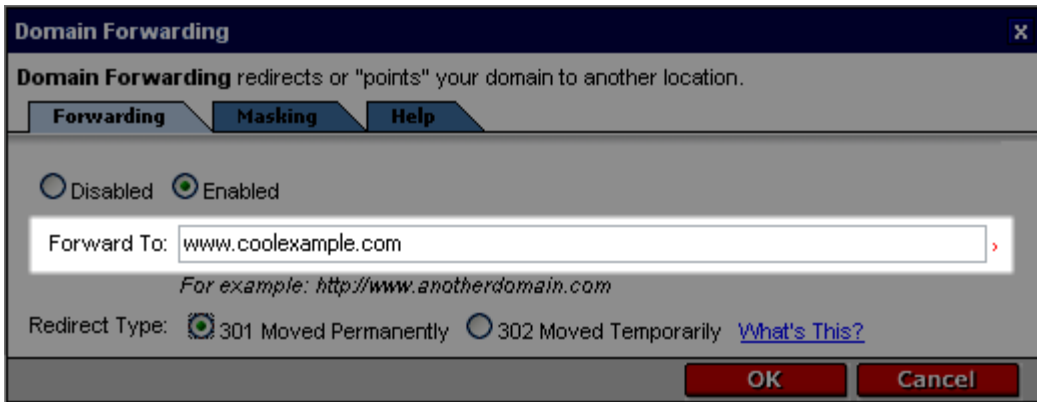
1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. Select the checkbox next to the domain name(s) you want to forward.
4. Above your list of domain names, click **Forward**.



5. In the **Domain Forwarding** section, select **Enabled**.



6. In the **Forward To** field, enter the URL to which you want to forward your domain name(s).



Domain Forwarding redirects or "points" your domain to another location.

Forwarding | Masking | Help

Disabled Enabled

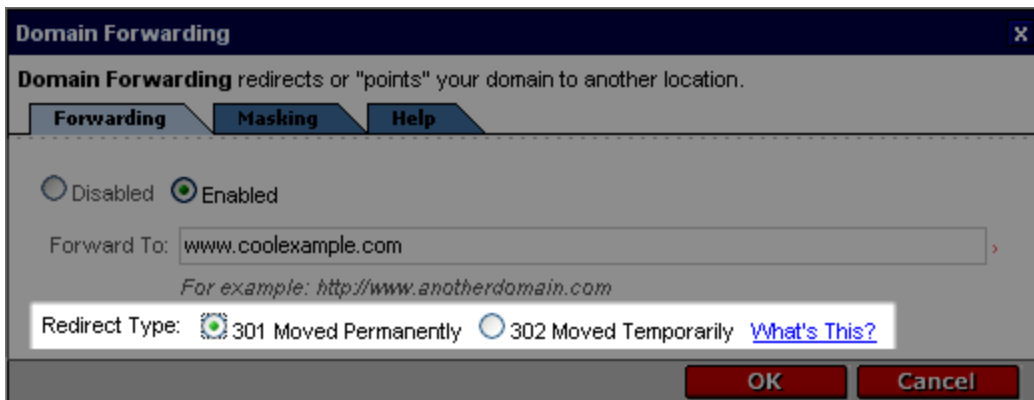
Forward To: >

For example: http://www.anotherdomain.com

Redirect Type: 301 Moved Permanently 302 Moved Temporarily [What's This?](#)

OK Cancel

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



Domain Forwarding redirects or "points" your domain to another location.

Forwarding | Masking | Help

Disabled Enabled

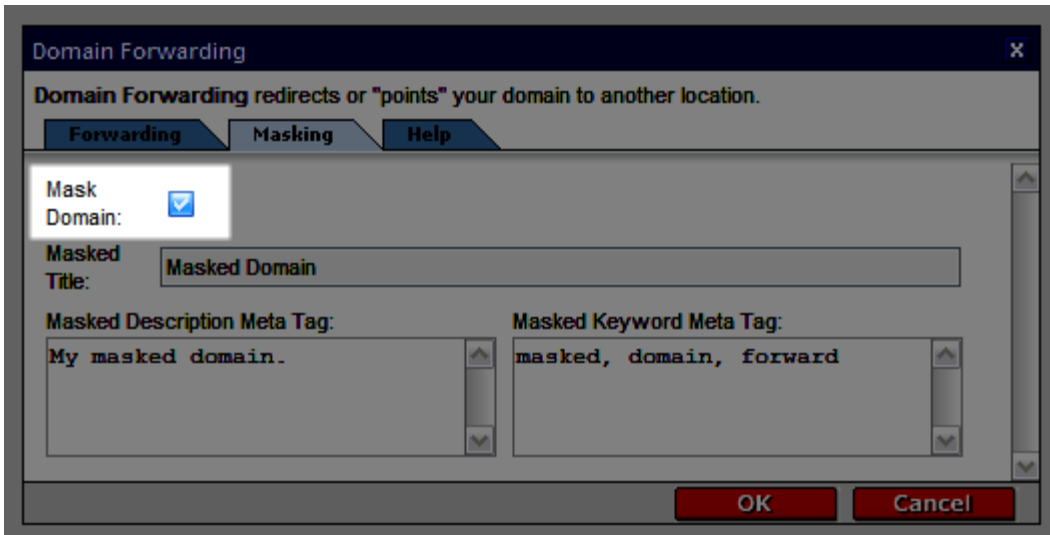
Forward To: >

For example: http://www.anotherdomain.com

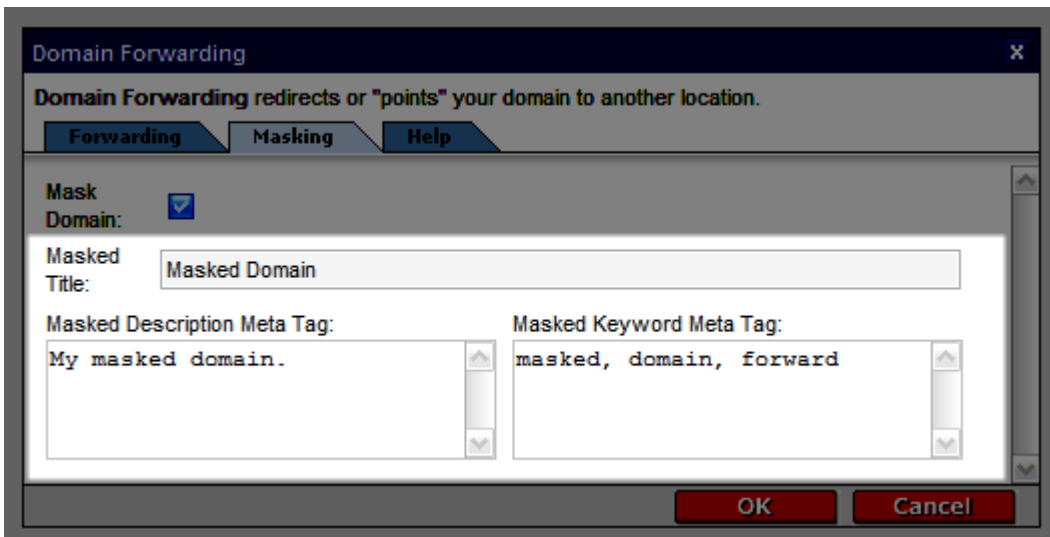
Redirect Type: 301 Moved Permanently 302 Moved Temporarily [What's This?](#)

OK Cancel

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



9. Enter a **Masked Title** and **Meta Tags** in the appropriate fields.



10. Click **OK**.

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.

MODIFYING THE CONTACT INFORMATION FOR YOUR DOMAIN

The Update Contact Information section enables you to update the contact information for your domain name. The contact information cannot be changed for domains that are private or have a pending status. Please 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 to which the domain is registered.
- Technical Contact - The person to contact in regards to technical questions.
- Administrative Contact - The person with administrative control of the account.
- Billing Contact - The person to contact in regards to billing questions.

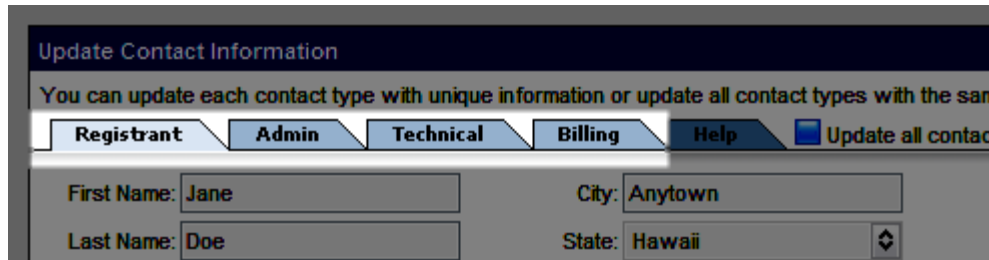
Modifying the domain registrant name locks your domain for 60 days. Transfer requests received during this time are rejected. To modify your registrant name, you must read and agree to the Domain Name Change Registrant Agreement.

► 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**. The Domain Manager displays.
3. Select the checkbox next to the domain name(s) 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.



Update Contact Information

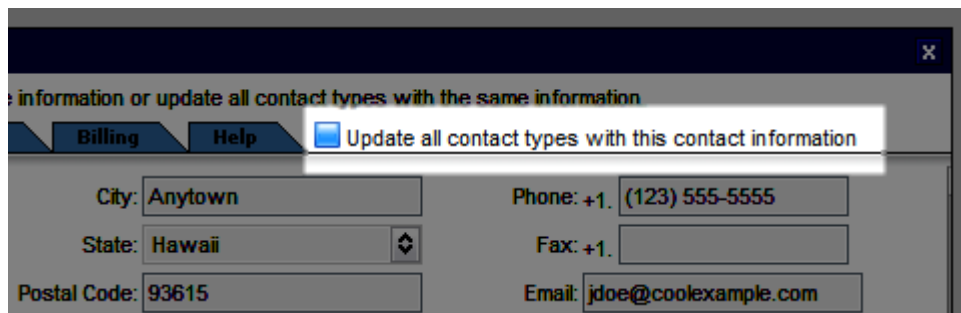
You can update each contact type with unique information or update all contact types with the same information.

Registrant Admin Technical Billing Help Update all contact types with this contact information

First Name: Jane City: Anytown

Last Name: Doe State: Hawaii

6. If your updated contact information is the same for all of your contact types, select **Update all contact types with this contact information**.



Update Contact Information

You can update each contact type with unique information or update all contact types with the same information.

Billing Help Update all contact types with this contact information

City: Anytown Phone: +1. (123) 555-5555

State: Hawaii Fax: +1.

Postal Code: 93615 Email: jdoe@coolexample.com

7. When you are finished making changes to your contact information, click **OK**.

UPGRADING YOUR DOMAIN NAMES

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

The upgrades available depend on what features you might have already added to your domain name.

► To Upgrade Your Domain Name

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. Select the checkbox next to the domain name(s) you want to add privacy to.
4. Above your list of domain names, click **Upgrade**.



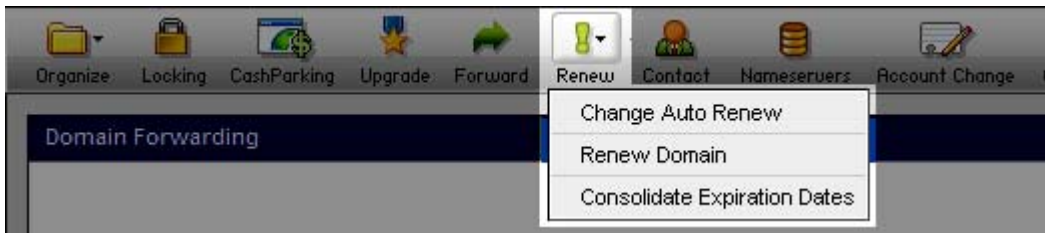
5. Select from the upgrades available for your domain.
6. Click **Continue**.
7. Fill out any necessary information for your upgrade.
8. Continue through the checkout process.

RENEWING YOUR DOMAIN NAMES

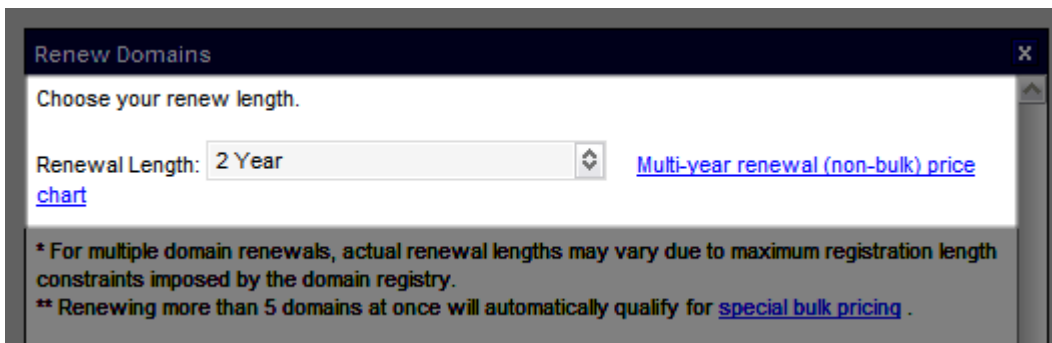
You can renew one or all of your domain names using the Domain Manager.

► To Renew Your Domain Name

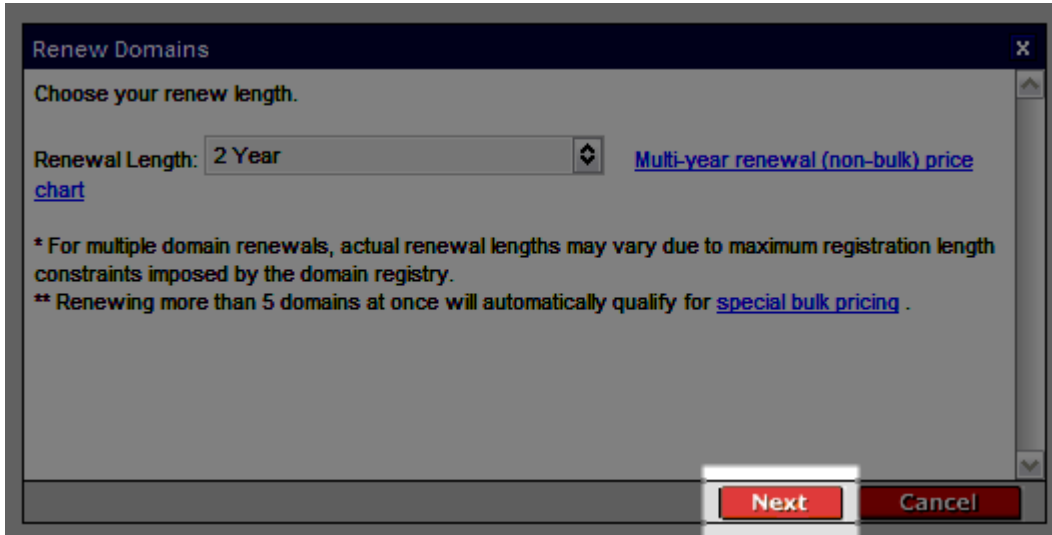
1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. Select the checkbox next to the domain name(s) you want to renew.
4. Above your list of domain names, select **Renew > Renew Domain**.



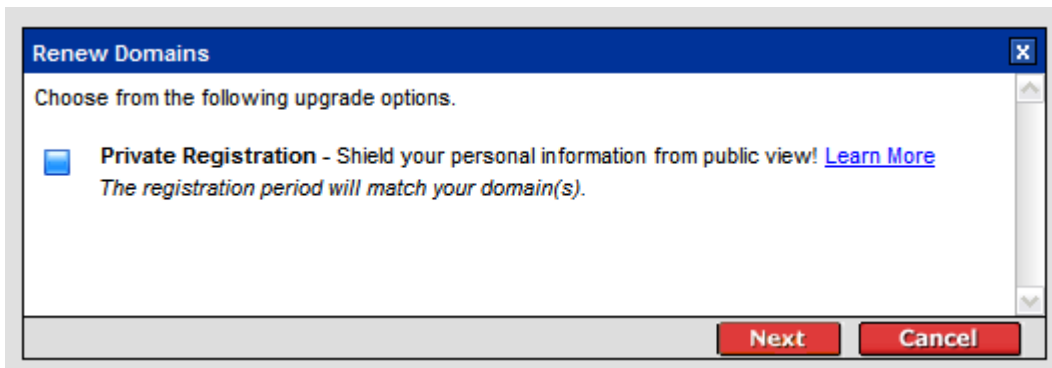
5. From the **Renewal Length** list, select the length of time for which you want to renew your domain name.



6. Click **Next**.



7. If it is available, you can add private registration to your order by selecting **Private Registration** and clicking **Next**.



8. Select if you want to **Use Existing Private Registration Account** or **Create a New Private Registration Account**.
9. Review the **Domain Name Proxy Agreement** and select the checkbox to verify that you agree with the Domain Name Proxy Agreement.
10. Click **Continue** and go through the checkout process to renew your domain name(s).

MONITORING AND ACCEPTING DOMAIN TRANSFERS

The Pending Transfers page allows you to 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 name(s). 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** – 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** – Allows you to 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.’

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

Transfers are accepted automatically if no action is taken within five days. To expedite the process, you can manually accept the transfer request by following the steps below.

1. Log in to your **Account Manager**.

2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
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**.
Notification is sent to the Registry that you have approved the domain name to be transferred away from your account. After the Registry accepts the transfer you will receive a confirmation email that the transfer is complete.

► 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**. The Domain Manager displays.
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**.
Notification is sent to the Registry that you have declined for the domain name to be transferred away from your account. If you do not explicitly decline the transfer, the transfer is automatically accepted after 5 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**. The Domain Manager displays.
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 your **Authorization Code** that you received from the current Registrar and click **Next**.

MANAGING ACCOUNT CHANGES

The Pending Account Changes page displays the list of domain names that 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 name(s). 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**. The Domain Manager displays.
3. In your list of domain names, use the checkboxes to select the domain name(s) that you want to move to a different account.
4. Above your list of domain names, click **Account Change**.
5. In the **Initiate Account Change** section, enter the new registrant's contact information, select the checkbox to accept the **Domain Name Change Registrant Agreement**, and click **OK**.

An email containing the **Transaction ID** and **Security Code** to complete the account change is sent to the new registrant's email address. If necessary, you can resend the email with the account change information.

▶ To Resend an Account Change Email

1. Log in to your **Account Manager**.

2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. From the **Domains** menu, select **Pending Account Changes**.
4. Select the domain name(s) for which you want to resend the email.
5. Above your list of domain names, click **Resend Email**.

► To Cancel an Account Change

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. From the **Domains** menu, select **Pending Account Changes**.
4. Select the domain name(s) for which you want to cancel the account change.
5. Above your list of domain names, click **Cancel Selected**.

► To Accept an Account Change

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. From the **Domains** menu, select **Pending Account Changes**.
4. Click the **Accept Domains** button.
5. In the **Accept Account Change** section, enter the **Transaction ID** and **Security Code** that you received in the Confirm Account Change email you received when the account change was initiated, and then click **Next**.
6. Select the checkboxes to accept the **Transfer of Registration Agreement** and the **Domain Registration Agreement**, and then click **Next**.

MANAGING 100 OR MORE DOMAIN NAMES

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

▶ To Use Bulk Search to Find Specific Domain Names

1. Click **Bulk** above your folder list.
2. Type the exact domain name(s) that you want to view. You can enter as many domain names as you want, one domain name per line.
3. Once you have entered all of the domain names you want to manage, click **OK** to display only those names in your domain names list.

▶ To Find a Domain Name Based on Spelling

- With your list of domain names sorted by **Domain Name**, in the **Jump To** field above your list of domain names, enter one or more letters of the domain name and click **Go**.
The domain names beginning with the specified letters move to the current page.
- 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

- With your list of domain names sorted by **Expires**, in the **Jump To** field above your list of domain names, enter an expiration date and click **Go**.
The domain names with the specified expiration date move to the current page.
- 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 (i.e., Displaying 08/17/08 – 07/21/07).

▶ To Organize Your Domain Names Into Folders

1. Expand your **Folders** list by clicking the + (plus).
2. Click **Create New Folder**.

3. On the **General** tab, enter a Folder name and description and click **Apply**.
4. Optionally, on the **AccountExec** tab, select an AccountExec (which you previously created in your Account Manager) or select New AccountExec (to go to the Account Manager and create a new AccountExec), assign a role that grants varying levels of access to the domains in the folder, and then click **OK**. (You can create as many folders as you need and you can assign multiple AccountExecs to a folder.)
5. Click **OK** and then return to your list of domains by clicking **All My Domains** in your folder list.
6. In your list of domain names, select the domains that you want to add to a folder and then select **Organize > Copy to Folder** above your list of domain names.
7. Select the folder from the drop-down menu that you want to move the selected domains into.
8. Click **OK**.

► To Edit a Domain Folder

1. In your folder list, expand **Folders** by clicking the + (plus).
2. Click **Edit** next to the domain folder that you want to edit.
3. On the **General** tab, you can change the Folder name and description. Click **Apply** when you are finished making your changes.
4. On the **AccountExec** tab, you can modify, add, or remove AccountExecs from a folder or change the assigned roles of AccountExecs for the folder. Click **OK** when you are finished making your changes.

► To Delete a Domain Folder

1. In your folder list, expand **Folders** by clicking the + (plus).
2. Click **Edit** next to the domain folder that you want to delete.
3. On the **General** tab, below the Description field, select the checkbox next to **Delete Folder** and then click **OK**.