

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. Use the checkbox(es) to select the domain(s) you want to modify.
4. Above your list of domain names, click **Nameservers**.



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

A dialog box titled "Set Nameservers" with a light green header. It contains three radio button options: "Parked nameservers (Park my domains here.)", "Hosting nameservers (Host my domains here.)" (which is selected), and "Custom nameservers (I host my domains elsewhere.)". A red asterisk and the word "Required" are positioned to the right of the options. At the bottom right, there are "OK" and "Cancel" buttons.



If your domain(s) are hosted here, select 'Hosting nameservers.' If your domain(s) are parked here, select 'Parked nameservers.' If your domain(s) are hosted somewhere else, select 'Custom nameservers.'

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:

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

* Required

Parked nameservers (Park my domains here.)
 Hosting nameservers (Host my domains here.)
 Custom nameservers (I host my domains elsewhere.)

Nameserver 1: *	Nameserver 2: *	Nameserver 3:	Nameserver 4:
<input type="text" value="NS1.MYNAMESEVER.CO"/>	<input type="text" value="NS1.MYNAMESEVER.CO"/>	<input type="text"/>	<input type="text"/>
Nameserver 5:	Nameserver 6:	Nameserver 7:	Nameserver 8:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add more](#)

7. 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.

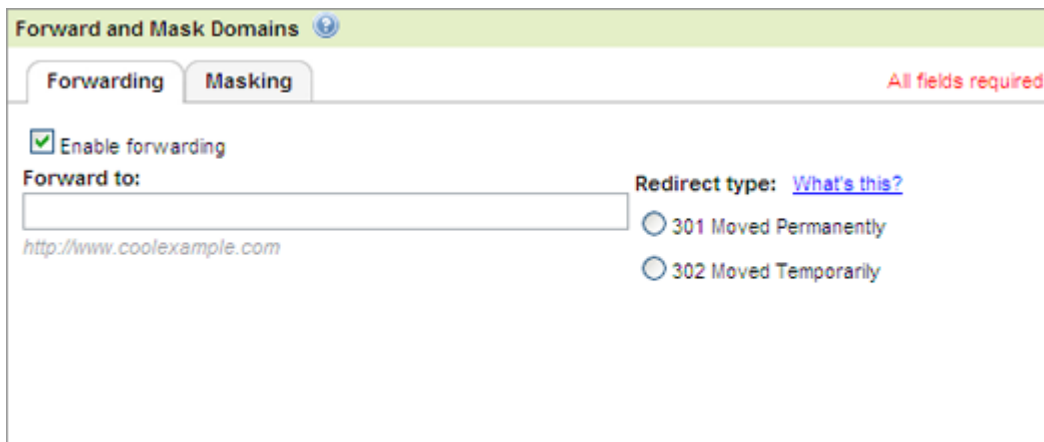
FORWARDING A DOMAIN NAME

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

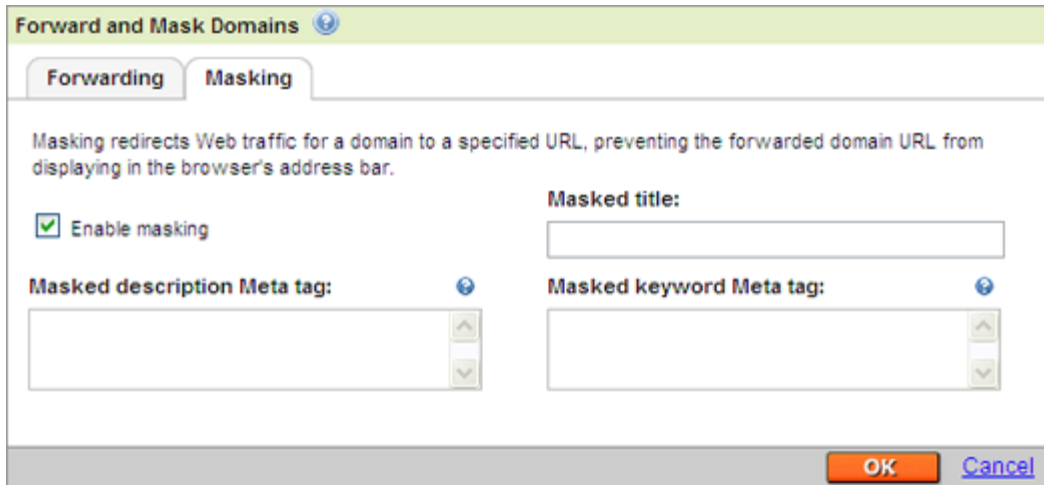
1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. Use the checkbox(es) to select the domain name(s) you want to forward.
4. Above your list of domain names, click **Forward**.
5. On the **Forwarding** tab, select **Enable forwarding**.



The screenshot shows a web interface titled "Forward and Mask Domains" with a green header bar. Below the header, there are two tabs: "Forwarding" (selected) and "Masking". A red text label "All fields required" is visible in the top right corner. The "Forwarding" tab contains a checked checkbox labeled "Enable forwarding". Below this, there is a "Forward to:" label followed by a text input field containing the URL "http://www.coolexample.com". To the right of the input field, there is a "Redirect type:" label with a blue link "What's this?". Below the "Redirect type:" label, there are two radio button options: "301 Moved Permanently" and "302 Moved Temporarily".

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



The screenshot shows a dialog box titled "Forward and Mask Domains" with a help icon. It has two tabs: "Forwarding" and "Masking", with "Masking" selected. Below the tabs is a descriptive text: "Masking redirects Web traffic for a domain to a specified URL, preventing the forwarded domain URL from displaying in the browser's address bar." There are four main input areas: 1. "Enable masking" with a checked checkbox. 2. "Masked title:" with an empty text input field. 3. "Masked description Meta tag:" with an empty text input field and a help icon. 4. "Masked keyword Meta tag:" with an empty text input field and a help icon. At the bottom right are "OK" and "Cancel" buttons.

9. In the **Masked title** field, enter a short title that describes your Web site.
10. In the **Masked description Meta tag** field, enter a description of your Web site.
11. In the **Masked keyword Meta tag** field, enter keywords that describe your page, separated by commas or spaces.
12. 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. 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. Use the checkbox(es) to select 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

Registrant Administrator Technical **Billing** Copy to all contact types * Required

Organization: First name: * Last name: *

Address 1: * Address 2: Country: *

City: * State: * Postal code: *

Phone: * Fax: Email: *

OK Cancel

6. If your updated contact information is the same for all of your contact types, select **Copy to all contact types**.
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. Use the checkbox(es) to select the domain name(s) 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 **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. Use the checkbox(es) to select the domain name(s) 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.

Renew Domain Registration
Step 1 of 4

Specify the renewal length and renewal option for your domain. If you do not set your domains to automatically renew, you are responsible for manually renewing them prior to expiration

Renewal length: [Multi-year renewal \(non-bulk\) price chart](#)
[Renewal pricing changes](#)

- Renewal lengths for multiple domains may vary depending on maximum renewal lengths allowed by the domain registry.
- When renewing five or more domains at once, you automatically qualify for [special bulk pricing](#).

[Cancel](#)

6. Click **Next**.

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

Renew Domain Registration Step 2 of 4

Private Registration [What's this?](#) Yearly Price for Each Domain
\$8.99

The registration period will match your domain(s)
**Private registration renews at the regular renewal rate.*

[Cancel](#)

8. Select if you want to **Use existing account** or **Create 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 **Next** 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 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** – 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 **New registrant's Customer # or login name** field, enter the new registrant's first and last name.
6. In the **New registrant's email** and **Confirm email** fields, enter the email address for the new registrant.
7. In the **Domain's contact information** list, select one of the following:
 - Enter new details
Allows you to enter contact information for the new registrant.
 - Use details from specified customer account
Allows you to 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.

8. Click **Next**.

9. If you selected to Enter new details, complete the following, and then click **Next**:

(Optional) Organization

The organization with which the contact is affiliated, if any.

I certify that the specified organization...

Indicates you agree that the organization is the legal registrant.

First name and Last name

The contact's first and last name.

Address 1 and 2

The contact's street address.

Country

The country in which the contact resides.

City, State, Postal Code

The contact's city, state, and ZIP Code.

Phone

The contact's phone number.

(Optional) Fax

The contact's fax number.

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

10. 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....**

11. If you understand that to transfer your domain during this 60-day period, you should decline the Change of Registrant and transfer your domain first, select **I understand that, if I want to transfer this domain....**

12. Click **Finish**.

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 Decline 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. Use the checkboxes to select the domain name(s) 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**. The Domain Manager displays.
3. From the **Domains** menu, select **Pending Account Changes**.
4. Click the **Manually 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. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. Click **Search** above your folder list.
4. Click the **Bulk Search** hyperlink.
5. 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.
6. Once you have entered all of 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 (i.e., 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**. The Domain Manager displays.
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, use the checkboxes to select the domains that 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**. The Domain Manager displays.
3. Click **Folders**.
4. Use the checkbox to select the folder you want to edit.
5. Click **Edit**.
6. Edit the folder, and then click **OK**.

► To Delete a Domain Folder

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Manage Domains**. The Domain Manager displays.
3. Click **Folders**.
4. Use the checkbox to select the folder you want to delete.
5. Click **Delete**.
6. Select **Delete folder(s)**, and then click **OK**.

