

## Transferring your Domain to WTC Communications

1. Choose and set up a SmartHostPRO Hosting Package & advise us if you are adding Host E-mail Virus & Spam Filtering.
2. Copy your complete website over to your new SmartHostPRO site
3. Setup your Web E-mail Addresses. You should now have a complete duplicate site. The old site is still active at this point.
4. To complete the transfer to your new Host Service, you must do one (1) of the three options listed below.

### A. Change Zone Files (Controlled by the current Host):

The Zone Files point anyone requesting your site to the specific server(s) where your Web files, E-mail Files and FTP Files are located. This is like your specific 'street address' of your host site. If you have access to (or your previous host is willing) change the Zone Files, we will provide you with the necessary Zone Files if you choose this option.

Your new site should be live in approx. 10-15 minutes and you should arrange for your old site to be closed a.s.a.p. (see note about e-mail below).

If there are changes to the Zone Files in the future, you will be contacted to make the necessary changes.

### B. Change DNS (Domain Name Servers):

The DNS points anyone looking for your domain name (web, e-mail and/or FTP) to the correct Host. This is like your 'postal code station' of your host site.

All main Internet servers around the world must be notified of these changes – this process takes approx. 24-48 hours to propagate. Note: Unless your previous service maintains your website, your site will be down during this time (i.e. you should have two active hosts until completed – see note about e-mail below).

With this option, you will not need to worry about any changes to the Zone Files in the future.

New Settings should be set to:

Primary	adan.kingston.net	205.189.48.3
Secondary	border1.kingston.net	205.189.48.6

**C. Transfer Registrars for Your Domain Name:**

This option will allow us to change the name servers, as well and keep your registration account together with your hosting accounts. This process takes approx. 24-48 hours to propagate. Note: unless your previous service maintains your website during this time, your site will be down during this time (i.e. you should have two active hosts until completed – see note about e-mail below).

Once we have made the request to transfer your site from your previous host provider, you will be contacted by them for approval, as well as contacted again as a confirmation. They will direct their confirmation requests to the admin person registered under 'WHOIS'.

Once the above has been completed, we will look after all changes to settings and zone files and will notify you of domain name renewals.

**Important Note about Host E-mails:**

We recommend that the old host site be closed as soon as possible to eliminate the possibility of host e-mail being delivered to the wrong site. Once the transfer of your host site is completed, most e-mail should resolve to the new host. However you should continue to check both sites for e-mails until the old account is closed. Once the old account is closed any e-mails that get delivered to the old site will bounce. When the sender resends the e-mail it should automatically be delivered to the new site (once the DNS cache is refreshed).