

Why hasn't my domain renewed automatically?

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If your domain name has not renewed automatically, there are a series of steps you can take. **See if your domain is with Heart Internet** Log into your Heart Internet Customer Area Click 'Manage Domain Names' Click the link for 'Domain Status Report' Find the domain name in question See it says 'With Heart Internet' under the 'Status' column If not, you will need to go to that domain's registrar to renew **See if the domain was set to automatically renew** Click the 'Manage' link for the domain Click 'Renewal' See if the domain was set to automatically renew If not, click 'Change to automatically renew' Renew the domain name for the amount of time you wish to keep it The next time it needs to renew, it will automatically renew **See if there is a valid credit or debit card available** Log into your Heart Internet Customer Area Click 'Contact & Billing Details' Click 'Billing Details' See if there is a valid card under 'Current Credit/Debit Cards' If not, add a new card in the fields provided or update the current card Click 'Domain Names' Select the name from the drop-down list and click 'Manage Now' Click 'Renewal' Renew the domain name for the amount of time you wish to keep it, making certain you select the new or updated card from the drop-down list The next time it needs to renew, it will attempt to use that card first If everything relating to the domain name seems correct, but it has still not automatically renewed, please raise a Support Ticket with our Customer Services team, who will be able to investigate further for you.

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