

How do I transfer my domain name and web hosting as painlessly as possible?

Article Number: 186 | Rating: 1.8/5 from 11 votes | Last Updated: Tue, Aug 11, 2026 at 11:20 AM

Moving your website to a new hosting provider can be straightforward when it is carefully planned. This guide explains the recommended process for transferring your website and domain name while helping to minimize disruption to your website and email services. **Important** Every website is different. Depending on how your website, email and DNS are configured, additional steps may be required.

While you can carry out the migration yourself, we strongly recommend contacting our Support team before making any changes. We can: Explain the migration process for your specific setup. Advise whether your domain, website, email and DNS should be moved together or separately. Provide a quotation for any migration work we can carry out on your behalf. Advise how to minimise website and email downtime. Advise on any DNS changes required for your services. **Step 1 – Take Full Backups**

Backups Before making any changes, create backups of all important data. We recommend backing up: Website files or MariaDB databases Email (if applicable) DNS records SSL certificates (where appropriate) Having current backups provides a recovery option should anything unexpected occur during the migration. **Step 2 – Create a Domain Reference** If your domain is currently registered elsewhere, you can create a Domain Reference in your Customer Area before transferring the domain itself. To create a Domain Reference: Log in to your Customer Area. Select – Manage Domain Names. Click – Web Hosting Domain References. Under – Add a New Domain Reference, enter your domain name without the extension in front (Example: – your-domain.com) Click – Add Reference. Your Domain Reference is now ready. **Step 3 – Assign a Hosting Package**

Once your Domain Reference has been created: Go to Manage products. Access Manage cPanel 2026 or Manage Managed WordPress 2026. You'll need to assign the domain to the package. Full steps are provided in our article: [cPanel - Domains & Website Setup - How to assign your domain](#) Hosting setup usually completes within approximately one hour or less. **Step 4 – Build or Migrate Your Website** Once hosting has been activated, you can begin preparing your website. Typical tasks include: Uploading website files using FTP or SFTP. Creating databases. Restoring database backups. Updating application configuration files (such as database connection details). Creating email mailboxes if your email is hosted with us. Installing SSL certificates if required. If you are migrating a CMS such as WordPress, Joomla or Drupal, ensure all configuration files are updated with the correct database credentials. **Step 5 – Test Your Website** Before directing live traffic to your new hosting account, thoroughly test your website using the temporary URL or preview address available within your hosting control panel. Confirm that: Pages load correctly. Images display correctly. Contact forms work. Databases connect successfully. User logins function correctly. Shopping carts and payment systems work. SSL certificates are functioning correctly. Resolving issues before updating DNS helps reduce visitor disruption. **Step 6 – Review Email Configuration** Changing DNS or nameservers without considering your email service could interrupt incoming and outgoing mail.

If your email is remaining with another provider, additional DNS records may need to be retained.

If you are unsure, please contact your email provider before making changes. **Step 7 – Prepare Your DNS Records** When updating your nameservers or DNS records, ensure all required records have been recreated if necessary. These may include: A records AAAA records CNAME records MX records TXT records SPF records DKIM records DMARC records SRV records (where applicable) Missing DNS records may result in: Website downtime Email delivery failures SSL verification issues Third-party services no longer functioning. **Step 8 – Update Your Nameservers (If Required)** If you intend to use our email service, update your nameservers with your domain registrar. Our nameservers are: ns.mainnameserver.com ns2.mainnameserver.com Please note that you may – not – need to change your nameservers if: Your DNS is managed by Cloudflare. Your DNS is hosted by another provider. You only wish to transfer the domain registration. You intend to continue using external DNS. DNS propagation may take up to 48 hours, although changes are often seen much sooner. **Step 9 – Transfer Your Domain Name**

The transfer process depends on your domain extension. **.uk Domain Names** Log in to your current registrar. Locate the IPS TAG (Nominet Tag). Change the IPS TAG to: HEARTINTERNET or EXTEND Once the tag has been updated, the domain will be transferred into your account. **gTLD Domain Names (.com, .net, .org, etc.)** Log in to your domain registrar. Request the Authorisation Code (EPP Code). Ensure the administrative contact email address is one you have access to. To begin the transfer: Log in to your Customer Area. Select – Transfer a Domain. Enter your domain name. Select – Start Transfer. If eligible, proceed to checkout. Complete the transfer order. You will receive an email request for the Authorisation Code. Once entered, both registrars will validate the transfer. Most transfers complete within a few days, but may take up to seven days depending on the losing registrar. **Step 10 – Verify Everything After the Transfer** Once the migration has completed, check that: Your website loads correctly. SSL certificates are working. Email can be sent and received.

received successfully. DNS records are correct. Contact forms function properly. Databases are working. Redirects function as expected. Third-party services (such as Microsoft 365, Google Workspace or Cloudflare) continue to operate correctly. Important note: Transferring your domain registration does not automatically transfer your website. Your website files and databases must be migrated separately. Email services may also require separate migration. DNS settings are not automatically copied between providers. Changing nameservers without preparing your DNS records can interrupt website and email services. Website migrations can vary significantly depending on how your services are configured. If you are at any stage, please contact our Support team before making changes. Our team can: Explain the migration process. Advise on the correct order for completing the migration. Help identify any DNS or email considerations. Confirm whether name changes are required. Provide a quotation for migration work where appropriate. Seeking advice before making changes can help minimize downtime and reduce the risk of website or email disruption.

Posted - Thu, Mar 5, 2015 at 5:04 PM.

Online URL:

<https://www.heartinternet.uk/support/article/how-do-i-transfer-my-domain-name-and-web-hosting-as-painlessly-as-po>