

If I've bought my domain from another registrar, how can I host my website with you?

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If you are unable to or do not want to transfer your domain name into Heart Internet, you can point your domain name to our nameservers for web hosting. First, set up a domain reference. Log into the Heart Internet Customer Area Click on My Domain Names Select Web Hosting Domain References Under 'Add a new Domain Reference', enter your domain name, leave the www. (e.g. domain1.com instead of www.domain1.com). Click 'Add Reference' You will then need to set up a hosting package for the domain reference. Please note: Any domain references that are not associated with a hosting package will be deactivated in 24 hours! If you are a reseller: Go to your Reseller Control centre Click on Add Hosting Accounts Select your Domain Name, Type, and Package for this domain Click on Activate Hosting If you want to purchase new hosting: In the Heart Internet Customer Area, click on Order Web Hosting Select and purchase the package you require Point your domain reference to your hosting package Once your domain reference and hosting are set up, log into the control panel of the company that holds your domain name. Change the nameservers to: ns1.mainnameserver.com

ns2.mainnameserver.com Your domain name company will have information on where to find their control panel and how to change the nameservers within their control panel. The change will usually take 3-6 hours to show, but remember that these changes can take up to 72 hours to fully propagate across the web.

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