

## **How do I transfer my hosting package to a different Heart Internet account?**

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There is currently no system in place to allow an entire hosting package to be transferred between accounts easily. You can transfer the website to the other account in a way similar to if you were to switch to another hosting company. To do this you must minimise the downtime for the domain name transfer by changing the TTL: Log into your Heart Internet Customer Area Click 'Manage Domain Names' Select the domain name from the drop-down list under 'Manage Web Hosting Domains' Click 'Manage Now' Click 'DNS Management' Click 'Configure TTL' Check the box next to 'Return TTL from' Click the box that says 'Click here to select start time' and pick a time for it to start Click 'Update DNS' Then you must back up your website: Log into your eXtend Control Panel Click 'Backup/Restore' under 'Files' Click 'Create Full Backup' Save the ZIP file Then back up your databases: Log into your eXtend Control Panel Click 'MySQL Databases' Scroll down to the database you want to back up Click 'Backup' Save the ZIP file If you do not have a local copy of emails stored in your mailboxes, you will also need to download those as well. To download emails: Download a desktop mail client Set up the mailbox in the mail client using a POP3 connection Download the emails from your account Once you have made a backup, you'll then need to delete the hosting package, if you're a reseller this can be done from within the Manage Hosting Accounts section of the Reseller Control Centre. If you are not a reseller you can request cancellation of the package by contacting our Customer Services Team. Then transfer the domain name to the new account: Log into your Heart Internet Customer Area Click 'Manage Domain Names' Select the domain name from the drop-down list under 'Manage Web Hosting Domains' Click 'Manage Now' Click 'Inter-Customer Transfer' Enter in the email address of the other account that you would like to transfer the domain name into Click 'Request Transfer' Wait for the email to appear from the other account Log out of your Heart Internet Customer Area and log back in under the new account There will be a message about the domain transfer Complete the steps required to accept the domain name Then create a new hosting package for the website. For shared hosting: Log into your Heart Internet Customer Area under the second account Click 'Order Web Hosting' Select and purchase the package you wish to use For Resellers: Log into your Reseller Control Centre Click 'Configure Hosting Package Types' Click the 'Web Hosting Package Creation Wizard' link Go through the steps of creating a new hosting package Click 'Add Hosting Accounts' Attach the new hosting package to the domain name Then restore your website: Log into your eXtend Control Panel Click 'Backup/Restore' under 'Files' Under 'Upload your backup file' click 'Choose File' and select your backup Click 'Start Restore' Then create and upload new databases Log into your eXtend Control Panel Click 'MySQL Databases' Enter in a username and password for your new database Click 'Create' When your database has been created, click 'Restore Backup' under 'Manage MySQL Databases' Select the database you want to restore to Click 'Choose File' and select your database backup Click 'Restore' Your database is restored back, but you may need to change the username, database name, and password in your scripts to ensure they are connecting properly. Then create your mailboxes: Log into your eXtend Control Panel Click 'Mail Boxes' Under 'Add New Mail Box', enter in the mailbox name and select the domain name it is attached to Click 'Add' With the domain name transferred, the hosting package created, and the site restored, you should have your site up and running shortly. Once you have completed the transfer, you can delete the site. If you are using Reseller Pro, you can do this from 'Manage Hosting Account'. If you have a shared hosting account, you will need to raise a ticket with the Customer Services Team in order for it to be deleted. If you would like our system administrators to transfer the entire package directly to the other account, it may be possible, but you will be charged for the service. If you would like a quote for the work, please raise a ticket with our Customer Services Team with full details of what you want to transfer.

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