How do I transfer my booting polyons to a different Hoort Internet account?
How do I transfer my hosting package to a different Heart Internet account?
Article Number: 651 Rating: 1.7/5 from 12 votes Last Updated: Fri, Dec 4, 2015 at 9:59 AM

There is currently no system in place to allow an entire hosting package to be transferred between accounts easily. can transfer the website to the other account in a way similar to if you were to switch to another hosting company. To 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' Th must back up your website: Log into your eXtend Control Panel Click 'Backup/Restore' under 'Files' Click 'Create Fu 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 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 O you have made a backup, you'll then need to delete the hosting package, if you're a reseller this can be done from w the Manage Hosting Accounts section of the Reseller Control Centre. If you are not a reseller you can request cance of the package by contacting our Customer Services Team. Then transfer the domain name to the new account: Lo your Heart Internet Customer Area Click 'Manage Domain Names' Select the domain name from the drop-down list of 'Manage Web Hosting Domains' Click 'Manage Now' Click 'Inter-Customer Transfer' Enter in the email address of th account that you would like to transfer the domain name into Click 'Request Transfer' Wait for the email to appear fo 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 how package for the website. For shared hosting: Log into your Heart Internet Customer Area under the second account 'Order Web Hosting' Select and purchase the package you wish to use For Resellers: Log into your Reseller Contro 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 'U your backup file' click 'Choose File' and select your backup Click 'Start Restore' Then create and upload new databate Log into your eXtend Control Panel Click 'MySQL Databases' Enter in a username and password for your new databases' Click 'Create' When your database has been created, click 'Restore Backup' under 'Manage MySQL Databases' Sel database you want to restore to Click 'Choose File' and select your database backup Click 'Restore' Your database 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 transferred, the hosting package created, and the site restored, you should have your site up and running shortly. Or you have completed the transfer, you can delete the site. A If you are using Reseller Pro, you can do this from 'Mana Hosting Account'. A If you have a shared hosting account, you will need to raise a ticket with the Customer Services in order for it to be deleted. If you would like our system administrators to transfer the entire package directly to the o account, it may be possible, but you will be charged for the service. A If you would like a quote for the work, please r ticket with our Customer Services Team with full details of what you want to transfer.

Posted - Thu, Apr 9, 2015 at 1:47 PM.

Online URL:

https://www.heartinternet.uk/support/article/how-do-i-transfer-my-hosting-package-to-a-different-heart-internet-accou