

## What is a PTR record?

Article Number: 757 | Rating: 2/5 from 4 votes | Last Updated: Wed, Aug 18, 2021 at 4:05 PM

A PTR record (Pointer Record) is used to associate an IP address to a Fully Qualified Domain Name (FQDN) when performing a Reverse DNS lookup on an IP address.

### When should a PTR record be used?

PTR records should be configured if you are responsible for the reputation of a servers IP address. This is essential if you have a private server which is used for sending emails or hosting multiple websites.

### How do I configure a PTR record for my Heart Internet services?

For VPS/Hybrid Server customers:

Go to [customer.heartinternet.uk](https://customer.heartinternet.uk) and sign into your account. Select **Manage VPS and Hybrid Servers**. Select the server associated with the IP address you want to change. Select the **IP & DNS** tab. Select **Edit** next to IP address you need to modify. Enter your desired FQDN into the PTR field. Select **Save**. You should also ensure that the hostname you entered resolves to the IP address it represents.

For Dedicated Server customer:

[Raise a support ticket](#) and let us know the IP address and the FQDN you need setting.

Posted - Tue, Jul 2, 2019 at 1:51 PM.

Online URL: <https://www.heartinternet.uk/support/article/what-is-a-ptr-record.html>