

What is a PTR record?

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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.Â

When should a PTR record be used?Â

PTR records should beÂ 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.Â

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

For VPS/Hybrid Server customers:Â

Go to customer.heartinternet.ukÂ and sign into your account.Â Select **Manage VPS and Hybrid Servers**.Â

Select the server associated with the IP address you want to change.Â Select the **IP & DNS** tabÂ Select

Edit next to IP address you need to modify.Â Enter your desired FQDN into the PTR field.Â Select **Save**.

You should also ensure that the hostname you entered resolves to the IP address itÂ represents.Â

For Dedicated Server customer:Â

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

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