

Ever saw a great hosting deal and wondered why you pay so much for hosting that you can get for a better price, from what seems may even be a better company? Only to realize that transferring hosting is really complicated with some of the hosting companies out there. Fear not, we do not charge for consulting and helping you move from another host, if after reading this document you are still concerned that your website may go down simply contact us and we can do it all for you at no charge.



BTD Hosting

A guide on how to switch hosting companies with absolutely NO DOWNTIME!!

Our intention in creating this document is to help make a seamless transition from one hosting company to another. If you have ever switched hosting companies before you know that if done incorrectly you can end up having excessive down time, or waiting on an old host that you no longer want to do business with.

If you follow these instructions you can easily have a pain free move from any hosting company to any hosting company.

The first step is to find the new host you want to be with and join them. Make sure not to cancel with your old hosting provider, and do not tell them you will be canceling. For the time being, the fact that you are switching hosts needs to be kept a secret from them, or they could terminate your site early and cause downtime.

Once your account is set and ready to go at your new host and you have the welcome email and have tested to make sure everything is working, at this point you should have hosting accounts with two hosting providers the old and the new one. You will now upload your entire site from the old host to the new one. This can be done by connecting to the old hosts ftp and downloading all of your files. Then connecting to the new hosts ftp and uploading all of your files. If you choose to make us your new host we will transfer your entire site over free of charge, just contact our sales department.

After you have all your files on both hosting accounts, with most hosting companies (including ours) you can view your site on the new host, directions on how to do this will usually be in your welcome email (usually `hostingcompany.com/~youraccountname` or something like that). Once you have verified that your site is working correctly on the new host, then you will just need to change your domain names DNS. Your new host should have provided you with their domain name servers (DNS), again this information is likely in the welcome email. If they haven't contact them to find out what DNS you should use for your domain name.

DNS usually looks like this:

`ns1.thehostsnames.com`

`ns2.thehostsnames.com`

Once you know what DNS to use on your domain name you will go to wherever you purchased the domain name from to make the changes. If you registered your domain through your hosting company they may have a domain manager that you can log into to change your domain name, otherwise if you would like to transfer your domain to our services for instance, first you will have to make sure that you are listed as the administrative contact of the domain (this is needed because when you request the transfer an confirmation email will be sent to the domain administrator). To find out if it is your email address that is listed [click here](#) and type in your domain name and do the whois. If the email address listed as administrative contact is you and the email address is one that you can get emails from then go [here](#) and follow the directions to transfer a domain to our domain services, if you are transferring multiple domains click on the multiple transfers link below. If you are not listed, contact whoever is and request that you be listed

as the contact on your domain name, this may also have to be done in some kind of domain manager depending on the company you used to register the domain. If you need help you can always visit our help desk or contact one of our sales staff (sales@btdhosting.net) and we can help you through it. If you transfer your domain to our domain services the domain name servers will automatically change to our servers, but to be safe you can login to our domain manager once you have requested the transfer and setup the account [here](#).

If you would like to keep the domain with the current domain registrar you usually will need to ask them to make the DNS changes for you. You will tell them this....
"Hello my domain with you is ____ my username is ____ and my password _____
please change my domain names DNS to ns1.thednsyoureceived.com and
ns2.thednsyoureceived.com

If you have any questions we would be more than happy to help you, or even make the DNS changes for you, even contact your current company for you if you wish.

Once your DNS changes have been made you will need to wait two days before your site will load off the new host. During this two day period your DNS is prorogating world wide, and your site will be bouncing from the old host to the new host every other minute randomly. Once the two days is up your site will only be loading off the new host.

48 hours should have passed now since you have updated your DNS. If it has you will now contact your host you were moving from and cancel your account with them.

If you completed all the above steps you have successfully switched hosts, with no downtime at all, again we know this can be complicated and we do not charge for help in this type of matter what so ever, phone support is available upon request.

**Thank you for allowing us to serve your hosting
needs**

Beyond The Desktop – Hosting Division