

# DOMAIN NAMES WITH ATHOMENET

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## WHO TO CALL

A domain name is essential to the effectiveness of any website. If you have a Pointer Plan or Premium Plan with AtHomeNet, you will be using a domain name of your choice to access and use the website. If you already have a domain name, then you may need to get into contact with the person or company who originally registered that domain name. They will be the ones with the necessary access you need.

We can lookup that information for you or you may do a **WHOIS** lookup on the web to find out information about your domain name. Most major registrars provide a WHOIS lookup tool or a simple search for “WHOIS Lookup” will give many options for looking up domain information.

## DOMAIN NAME OPTIONS

### 1. **Full** - *Transfer Domain Registration*

In this option, AtHomeNet will manage ALL aspects of the domain including Name Servers, DNS Records, WHOIS Contact Information, Expiration and Renewal. The cost for this option is 35.00 yearly.

### 2. **Partial** - *AtHomeNet Manages DNS Records*

In this option, the domain will remain registered with you in the current registrar account. The **Name Servers** should be changed to the AtHomeNet Name Servers so that we manage the DNS records. This change can be made by logging into your current registrar account or by contacting your current domain provider.

#### **AtHomeNet Name Servers**

**Primary: NS.RACKSPACE.COM**

**Secondary: NS2.RACKSPACE.COM**

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### 3. Limited - AtHomeNet provides IP Address

In this option, you will retain control over the domain registration and also the DNS records. You will need to update the specific A record for your domain with the IP address of our web server where your website is hosted.

If you choose option 3, we will provide you with the specific IP address for your website.

#### **PREPARING DOMAIN FOR TRANSFER**

**\*\*These steps are to be followed by the current domain owner/registrant via the account with the current domain provider. If you do not know how to make these changes, you may need to contact your current domain or website provider for assistance.**

1. Change the WHOIS Administrative Contact Email to "directnic@athomenet.com".

**\*\*\*OR\*\*\***

1. Confirm that you have access to the current WHOIS Administrative Contact Email.

2. Obtain an Authorization Code. This can be provided to us for approval or you may keep it also. It is used to approve the domain transfer request.

3. Unlock the domain. This makes it available for transfer.

#### **DOMAIN TRANSFER PROCESS – INTO ATHOMENET**

1. Domain is prepared using the steps listed above.

2. AHN initiates a domain transfer from our side, the receiving side.

3. Our registrar checks the WHOIS database to make sure the domain is unlocked and to lookup the WHOIS Admin Contact Info.

4. An email will be sent to the WHOIS Administrative Contact Email, this email will contain instructions for approving the request.

5. Once the request is approved using the authorization code, the transfer will be processed between the 2 registrars. This usually occurs within 3-5 business day.

## DOMAIN TRANSFER PROCESS – AWAY FROM ATHOMENET

*Complete our Domain Transfer Request Form:*

[http://www.yourcommunitybulletins.com/eform\\_detail.asp?id=4&name=Domain+Transfer+Request+Form](http://www.yourcommunitybulletins.com/eform_detail.asp?id=4&name=Domain+Transfer+Request+Form)

1. AtHomeNet will unlock the domain and obtain an authorization code.
2. A domain transfer request is submitted from the receiving side registrar.
3. AtHomeNet receives the request as the current Administrative Contact for the domain. (directnic@athomenet.com)
4. We approve the request using the Authorization Code.
5. Once approved, the request will go into "Pending Registry Status". This status can only be monitored from the requesting/receiving side registrar.
6. The domain will be exchanged between the 2 registrars within about 3-5 business days.

## COMMONLY USED TERMS

**Registrar** - A company which provides domain name registration. (i.e. GoDaddy, Network Solutions, Tucows, etc)

**Registrant** - The owner or primary person in control of domain name registration,

**Reseller** - This is a company that acts as a reseller of domains for a larger registrar.

**Authorization Code** - This is the special code provided by the current registrar to the domain owner so they can approve transfers to another registrar. Also sometimes referred to as an "EPP Key"

**WHOIS** - the public registry database for domain name registrations. It is available to the public to look up information about a domain's registration.

**Name Servers** - where the individual DNS records for a domain are stored and managed

**Zone File** - the actual text file stored at the Name Servers which contains specific DNS Records

**DNS Records** - The records which make sure web traffic for the domain is routed to the correct server

**"A" Record** - a specific type of DNS record. It links a domain name to an IP address of a server.

**"MX" Record** - a specific type of DNS record. It determines what server handles email traffic for a domain.

**IP Address** – the numbered address of a server on the internet (i.e. 204.193.149.11)