NAPLES COMPUTERS HOW-TO · BUSINESS I.T.

Who Controls Your Domain and Website? Avoid Getting Locked Out

Most businesses never think about who actually controls their domain and website, until a renewal gets missed or the person who set it up is long gone. This guide covers how to find out where your domain lives, who can log into it, and the handful of steps that keep you from ever getting locked out.

Why this happens so easily

None of this is unusual; it's just easy to lose track of.

It's easy to lose track
Domains and hosting often get set up once, years ago, by an employee, agency, or I.T. person who's long gone.

Whoever logs in, controls it
They can renew it, move it, or let it expire, whether or not that's still their job.

You find out at the worst time
Usually when the site goes down or a renewal gets missed, not before.

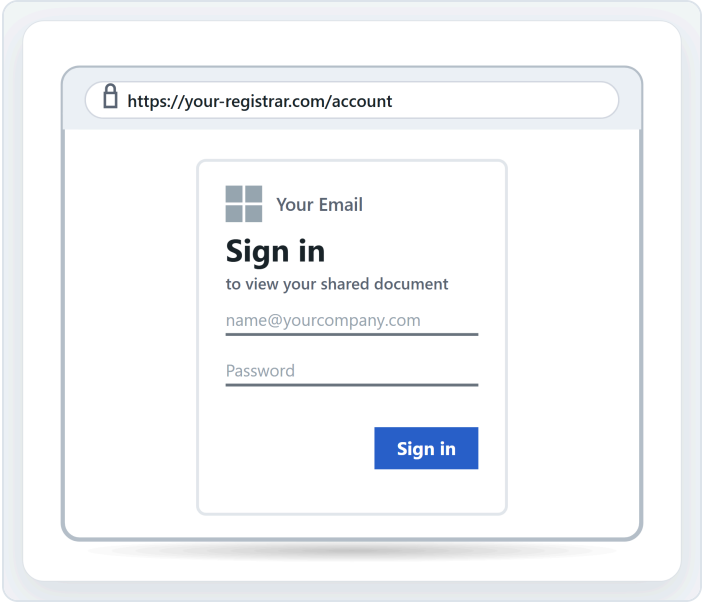
Step by step

DOMAIN & WEBSITE

! Who can actually log in?

If your domain's renewal notice goes to an inbox nobody checks anymore, you don't control it.

WHAT TO DO
We're Naples Computers, since 1993.



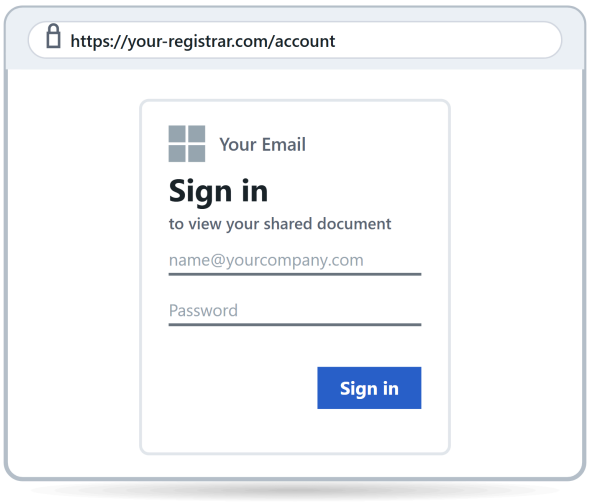
STEP 1

Find out where your domain lives

Check who your registrar is, and make sure you, or your I.T. provider, can actually log into that account.

WHAT TO DO

If you're not sure, we can help track it down.



Can you actually log in here?

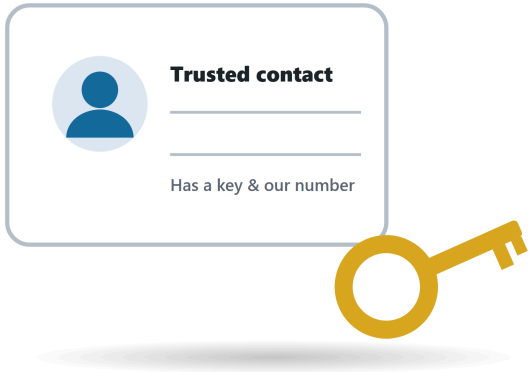
STEP 2

Register it to the business, not a person

Use the business's own contact email, not someone's personal account, and never an address at the domain itself.

WHAT TO DO

If that domain ever goes down, an email address at that same domain goes down with it.



A contact the business controls

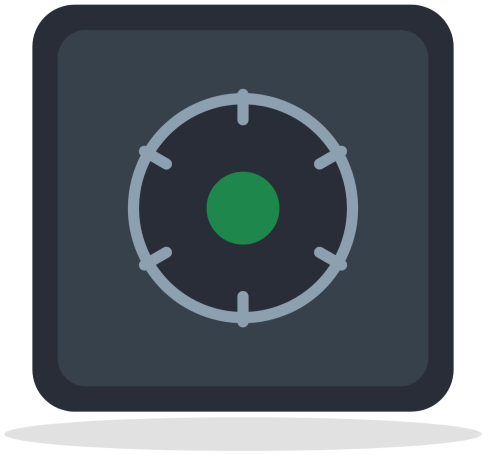
STEP 3

Turn on two-factor, and lock transfers

Most registrars offer two-factor authentication and a transfer lock; turn both on.

WHAT TO DO

A transfer lock stops anyone from moving your domain to another registrar without your approval.



Locked down, on purpose

A few tips

- [ ] Keep a written account inventory
  Domain registrar, hosting, website platform, and who's allowed to log into each
- [ ] Review access when someone leaves
  An old employee or agency shouldn't still be the one who can change your site
- [ ] If an agency set it up, confirm who owns it
  The account should be registered to your business, not held indefinitely by someone else

Recap: domain & website control

- [ ] Find out who can actually log into your domain and hosting
- [ ] Register it to the business, with the business's own email
- [ ] Turn on two-factor authentication, plus the domain transfer lock
- [ ] Keep a written inventory, and review access when someone leaves

Register your domain to the business, with the business's own contact email, never a personal account or an address at the domain itself; if that domain ever goes down, so does that email.

Not sure who controls your domain or website?

Call 239-513-1960

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