

Changing the Name Servers

This document is for customers who have requested DNS hosting and need to change their name servers.

Step 1: Creating Email Accounts and Aliases

1. Log in to the administrative control panel, using the administrative ID and password you created during the signup process.
2. Create email accounts and aliases identical to those you have been using with your previous email hosting provider. For help using the control panel and creating email accounts and aliases, please see the Control Panel User Guide.

Step 2: Changing the Name Servers

After creating your email accounts and aliases, you are ready to change your domain's name servers. Since it typically takes up to 48 hours for computers around the world to recognize that an update has been made to the name servers, you may want to make this switch during non-business hours or when email activity is light. No email will be lost during this transition.

1. Call your domain registrar.
2. Tell your domain registrar that you need to change your domain's name servers. They will ask for the following information:

Primary name server: DNS1.NAME-SERVICES.COM
Secondary name server: DNS2.NAME-SERVICES.COM
Secondary name server: DNS3.NAME-SERVICES.COM
Secondary name server: DNS4.NAME-SERVICES.COM
Secondary name server: DNS5.NAME-SERVICES.COM

3. Remove any old name server information (but don't remove any other DNS record information--such as A records, CNAME, etc.--because those records are associated with other services, such as your website). Make note of existing DNS records, because you'll need them in the next step.
4. Proceed to the next step, without waiting for the Name Server change to take affect. This ensures that, when the change does take affect, your domain services (website, email, etc.) will not experience any downtime.

TIP: If you have access to your domain registrar's control panel for your domain, you can make these changes yourself.

Step 3: Updating Your DNS Records

1. Log in to the administrative control panel, using the administrative ID and password you created during the signup process.
2. On the Control Panel Main page locate Domains | Manage Domains. Click the [Manage DNS](#) link.
3. Click the [DNS Settings](#) link.

4. Choose the domain.
5. Click the [DNS Records](#) link.
6. Enter your DNS records, as you recorded them in the previous step. The only exception is that your MX records should be pointing to our mail servers:

First mail server: mx1.emailsrvr.com

Preference should be set to "10"

Second mail server: mx2.emailsrvr.com

Preference should be set to "20"

7. Click the [Save](#) button.

Step 4: Checking Your Email

Following the DNS Name Servers change, incoming email messages may be sent to either your new email account or the former account. For this reason, you should check your email at both locations for the next 48 hours to ensure that you receive all of your incoming email messages.

In Step 6 you will be directed to set up your email software. But, in the meantime (and anytime), you can check your email online through your webmail login page.

TIP: If you send yourself a test email from within webmail, it will likely arrive in your inbox—but that is not necessarily an indicator that all email is starting to arrive at this new account. If you want to send a test email, please send it from another account that isn't hosted on our system.

Step 5: Canceling Your Prior Email Service

After you confirm that you are receiving email through your new email accounts, the account setup process is complete. You can contact your former email provider and ask them to delete your account from their system. This will ensure that email sent to you from within your previous provider's system will be successfully delivered to your new email accounts on our mail servers.

Step 6: Setting Up Your Desktop or Wireless Email Software

If you use a desktop or wireless email software application to manage your email, you will need to update the email server information in your software's account settings. The Documentation section of the administrative control panel contains step-by-step directions for setting up most popular email programs.

Note Regarding Domain Management

Now that we host your DNS, you can access your DNS settings anytime via the control panel. Log in to the control panel with your Administrative ID and password, and then locate Domains | Manage Domains. Click the [Manage DNS](#) link