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Pointing your domain to us: nameservers, step by step

Domains & DNS

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Pointing your domain to us: nameservers, step by step

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Pointing a domain means telling the world **who answers for it**. You do it once, in four or five clicks, and it is the step between having a hosting account with us and seeing the site open on your own address.

Registered the domain with us at the same time as the hosting?
Then it already points here and there is nothing to do. This article is for domains held at another provider, or registered earlier somewhere else.

Nameservers, in two lines

Nameservers are the master switch: they say which service is in charge of DNS for the whole domain. **DNS records** come after that: they say where the site goes, where the mail goes, what each subdomain does. Changing nameservers changes who holds the pen. That is what we are doing here.

Step 1: our nameservers

These four. This is what you are going to type into the panel of whoever registered the domain:

Interweb nameservers
dns1.interweb.co.mz
dns2.interweb.co.mz
dns3.interweb.co.mz
dns4.interweb.co.mz

They are also the ones in the hosting welcome e-mail, titled *New Account Information*, and the ones on the service page in **My Interweb** under **My Services**. If for any reason **your** service page shows different names, those are the ones that count.

Copy them exactly, and enter all four.
A mistyped nameserver produces no error at all: the domain simply stops resolving, and stays that way for hours before anyone works out why. If your registrar panel only accepts two fields, use the first two.

Step 2: change them where the domain is registered

This part does not happen on our side. It happens in the panel of whoever registered the domain.

1. **Sign in to the registrar panel**, meaning the company you bought the domain from and pay renewals to. That is not the same as the company hosting the site, and often not the same company at all.
2. **Find the domain section** and inside it something called *Nameservers*, *Name Servers*, *DNS* or *DNS Servers*. The label changes from provider to provider, the thing does not.
3. **Replace everything that is there** with the four above. Delete the old ones: you do not mix nameservers from two providers.
4. **Save.** Some panels ask for an e-mail confirmation. If yours does, confirm it, or the change never takes effect.

Changing nameservers throws away the old configuration.
Every DNS record that existed at the previous provider stops being used. If your mail is with another service, or you have a special subdomain, or a verification record for some tool, **write it all down before you change** and recreate it on our side. It is the number one cause of the classic "the site came back, but the mail stopped".

Step 3: the wait, and what happens during it

The change is not instant. DNS servers around the world hold on to the old answer for a while, and only let go when that time runs out. That is what **propagation** means.

While it lasts, it is normal for the site to open for you and not for a colleague, or to open on mobile data and not on the office computer. Nothing is broken: those are different caches in different places.

Do not change your mind halfway.
Touching the nameservers again during propagation restarts the clock and leaves the domain answering two different truths at once. Change once, then let it run.

Step 4: confirm it has changed

1. **Look the domain up in WHOIS.** When the nameservers shown there are the four above, the change is registered. This is the test that tells the truth first.

2. **Open the site from another network.** Mobile data on your phone will do: it is a different cache from the office one.

3. **Test e-mail last.** Mail follows records of its own and is almost always the last piece to settle.

Want to see the site before changing anything?

It can be tested through a temporary server address, without touching the domain that is live. That is the right route when you are moving a site that cannot go down: see **hosting migration** or ask us for the test address.

NEED A HAND?

Changed the nameservers and a good while later nothing has moved? Send us the domain and we will see what the world is answering for it.

Open a support ticket →

SEE ALSO

- Run a WHOIS on a domain →
- Bring the domain over as well →
- Move the site without taking it down →
- Need a domain? Search here. →

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