



Moving Your Website

ABOUT US

We move websites every week, so you can be confident that we'll get your site moved with the least amount of disruption possible

We host your website on dedicated servers that we run ourselves. We have 24x7 onsite support for our servers in the unlikely event that there's a problem.

We also independently monitor our servers, so we'll know of any issues as soon as they happen.



WHAT YOU NEED TO KNOW

There are a number of things you need to be aware of when your website is being moved to our servers. Being aware of these issues before the move happens means you will be better prepared for the changeover.

Email

What happens with your email depends on how your current website hosting works.

If your current hosting company uses a product called cPanel (we can confirm this for you), all your emails on your current server will be transferred to our server.

If your current hosting company doesn't use cPanel, no emails on your current server will be transferred to our server. What does this mean for you? You need to check how you are currently receiving emails:

1. You are using a web based client like Gmail or Windows Live Mail, and your email is delivered to your web based inbox – no issues.
2. You are using a computer based client like Outlook and you use POP3 to retrieve your emails – no issues
3. You are using a computer based client like Outlook and you use IMAP to retrieve your emails – you will need to ensure you have backed up all your emails to a local folder before the website is moved. See <http://www.msoutlook.info/question/705> for an example of how to do this.

Q: Will I lose any emails during the transfer?

A: No, not if you follow the steps above. There may be disruptions to the delivery of mail for a number of hours after the transfer has been completed, so it's best to advise us of the most suitable time to complete the transfer.

Q: Will my clients or customers notice any differences? Will my email address change?

A: No, there's no differences that people emailing you will notice, and your email address will remain the same.

If you are not sure of how you receive your emails, contact us and we will help you work this out



Contact Us

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Email Accounts

The details you provide to your email program may need to be updated once your website is transferred. We will supply these to you before the transfer occurs, so make sure you have these available.

It's a great idea to provide us with an alternate means of contact while the transfer is occurring. If you have another email address you can access, or a mobile phone number, please let us know so we can communicate if there are any email issues.

Website Content

Generally your website will appear the same once moved. If there are any particular issues with your website, we'll let you know before the move occurs.

One issue that does occur is refreshing Domain Name Server (DNS) information. Every website on the internet has a domain name (such as www.guydesigns.com.au) and an Internet Protocol (IP) address which consists of 4 numbers (like 111.118.138.160). The IP address is used to direct visitors to the correct server for a website. When we move your website, the IP address changes (but not the domain name).

What does this mean for you? For a period of time after the transfer has occurred (usually 6-24 hours), your computer may continue to point to the old IP address for your domain name. This is because your computer stores this information for a period of time, and can be "lazy" in updating it. The same applies for your modem/router that connects you to the internet, and your Internet Service Provider (ISP) you provides you with your internet service.

There are a number of free services provided by companies such as Google and OpenDNS which provide very up-to-date DNS information to your computer. By changing to one of these services, you'll get faster access to your website on our server, as well as avoid similar issues with other websites (as IP addresses for websites change all the time). You can follow a guide at <https://store.opendns.com/setup/> or <https://developers.google.com/speed/public-dns/docs/using>