

Small business IT | Easy | 2 min read

Domain names and renewals: do not lose your domain

Your **domain name** is your web and email address. If it expires or somebody else controls it, your website and email could stop working, and you may even lose the name for good.

Know who owns it

- The **registrant** is the legal owner. Make sure this is your business, not a web designer or ex-employee.
- The account is held with a **registrar**, which is the company you buy the domain from. Find out who this is and who can log in.
- Check the details with a **WHOIS** search for your domain, although some details may be hidden for privacy.

Protect the account

1. Use a **unique, strong password** and turn on two-step sign-in.
2. Use a business email address that more than one trusted person can read, not a personal one.
3. Record the login in your password manager or other secure place.
4. Turn on a **registrar lock** if offered, to prevent unauthorised transfers.

Do not miss renewals

- Turn on **auto-renew**, and make sure the payment card on file is valid and not about to expire.
- Note the renewal date in your calendar well ahead.
- Watch for reminder emails, but beware of fake renewal invoices from unknown companies. Only pay via your own registrar account.
- Consider renewing for several years at a time.

If you have already let it lapse

Contact your registrar quickly. There is often a short grace period when you can still renew, sometimes for a higher fee.

Keep a record

Write down:

- Domain names you own and where each is registered.
- Expiry dates.
- Who handles DNS, website and email for each.

When to get more help

Get help if you do not know where your domain is registered, if someone else holds the account, if you have received a suspicious transfer or renewal message, or if your site or email stopped working suddenly.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.