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# Changing registrar without the site or e-mail blinking: DNS, lock and the checks after

Moving E-mail & Domains

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**Interweb Angola**
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

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# Changing registrar without the site or e-mail blinking: DNS, lock and the checks after

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Changing the **registrar** (whoever holds your domain's registration) **is not** changing the DNS or changing the hosting. They are three different things. A registrar transfer, on its own, does not touch the nameservers: the site and the e-mail stay where they were. The danger is in one particular case: when your domain's DNS is run **by the old registrar itself**, and stops being so after the transfer. That is the case this article covers. The transfer steps are in **transferring your domain to another provider** and **how to transfer a domain to us**.

## The three things not to confuse

| What | Who handles it | Does it change in a transfer? |
|---|---|---|
| **Domain registration** | The registrar: holder, renewals, lock, transfer code. | **Yes.** This is what gets transferred. |
| **DNS (the nameservers and the zone)** | The DNS provider, which may or may not be the registrar. | Not in principle. But confirm whose it is. |
| **Hosting and e-mail** | The hosting provider. | No. |

If you want a clearer picture of who is who, see **registry, registrar and registrant**.

## Before asking for the transfer

1. **Find out who runs your DNS.** Look at the current nameservers in WHOIS (**WHOIS: what it shows and how to check it**) or with `dig NS yourdomain.tld +short`. If they belong to Interweb, to Cloudflare or to some provider other than the registrar, the transfer does not affect them. If they are the old registrar's, read on.

2 **Save the zone.** If the DNS is the old registrar's, copy every record before you start and rebuild them where they will live: **moving your DNS zone to a new provider**. Only when the new zone is right do you change the nameservers (before, or right after the transfer).

3 **Confirm the starting conditions.** The domain must be unlocked, not expired, and with the holder's e-mail reachable; there is a period after registering or transferring during which it cannot be transferred again. It is all in **transferring your domain to another provider**.

4 **If you have DNSSEC,** many registrars require you to turn it off before transferring. Switch it off at the DNS provider and remove the DS record at the old registrar; turn it back on at the end, if you want it.

5 **Do the transfer with margin** before the renewal date. A domain that expires mid-transfer complicates everything (**domain renewal**).

## Afterwards: the checks

| Check | How |
|---|---|
| **The registrar is the new one** | WHOIS. It can be slow to update; confirm in the new registrar's panel. |
| **The nameservers have not changed** | The same as before the transfer, unless you changed them on purpose. |
| **The site opens and e-mail works** | Open the site, send and receive a test message. |
| **The transfer lock is on** | In the new panel. It protects the domain again. |
| **Auto-renewal and the date** | Confirm the new expiry date and the payment method. |
| **The holder's contacts** | The right e-mail, one you read. Important notices go there. |
| **DNSSEC, if you used it** | Turn it on again, with the new chain of keys. |

**The classic mistake: closing the old registrar account right afterwards.**
If the DNS zone was still there, the site and the e-mail go down the moment the account closes. Close it only after confirming whose DNS it is and having the zone in the new place.

**Changing registrar and hosting in the same month?**
Do one thing at a time. If something breaks, you know straight away which it was. To change hosting, see **migrating without downtime**.

NEED A HAND?

About to transfer a domain and not sure who runs the DNS? Tell us the domain and we will look together.

**Open a support ticket →**

SEE ALSO

- **Transferring your domain to another provider** →
- **How to transfer a domain to us** →
- **Changing nameservers at a registrar that is not us: the map every panel follows** →
- **Registry, registrar and registrant: who owns the domain?** →

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## Interweb Angola

**RLX Angola, Lda. · Group RLX Holdings**

| | |
|---|---|
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