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Moving your site to us: what comes across, and how long you are offline

Orders & Services

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The second half of that title, answered up front: if the order of the steps is respected, **the site does not go offline**. That is not luck or a trick. It follows from one rule, which is that the domain is not touched until the new copy is built and tested here.

The order is the whole thing

A provider change goes wrong almost always for the same reason: pointing the domain at the new house before the new house exists. While the domain still points at the old provider, visitors are served from there and notice nothing at all. The entire job happens behind their backs.

1. **Order the plan.** The account is created immediately and can be worked on straight away, *without touching the domain*, which keeps pointing where it points today.

2. **Ask for the migration.** Open a ticket with the Migration department, saying where the site is hosted today and which panel it uses. There is a department dedicated to this.

3. **We copy.** Files, databases and mailboxes come across. The old site stays intact and serving throughout.

4. **It is tested before anything is pointed.** The new copy is opened and checked without touching the domain. If you want to see it with your own eyes, we tell you how.

5. **Only then do the nameservers change.** If the domain is with us, we handle it; if it is not, we tell you exactly what to change.

6. **The final check is yours.** Confirm the site and the mail on the new account, and do not leave it for next week.

What we need from you

What we ask for	Why
Where the site lives today, and how to get in	The old panel, FTP access, or a full backup. That is what we copy from; without it there is no migration.
Which domains and mailboxes come with you	If one is no longer needed, say so too. We bring only what you ask for, and we do not guess what is surplus.
Where the domain is registered	That is where the nameservers change at the end. If the registration is not with us, this is the one step that can depend on you.
The old account alive until the end	If it disappears halfway, there is nothing left to copy from. Cancel nothing before the move is closed.

Do not have everything to hand? Open the ticket anyway. We ask for whatever is missing inside the ticket, and that is faster than assembling it all first.

What comes, and what stays behind

Across come the **site files**, the **databases** and the **mailboxes**, recreated here on the same addresses you already use. Nothing changes for you: same addresses, same inboxes. A site built on an application is always two halves, the files and the database, and either both come or neither does.

What cannot be exported does not come.
Closed website builders that will not let the files out have nothing to copy. What decides this is not the name of the old panel, it is whether the files and the database can be exported at all. Tell us where the site is and we confirm *before* starting; if it cannot be done, we say so straight.

Migrating accounts from another provider carries no charge, within the scope set out on the **migration page** and in the Terms and Conditions. You pay for the plan; moving the site you already have is not billed.

E-mail during the move

This is the part that catches most people out. When nameservers change, the information takes time to spread across the internet, and during that window **some servers still deliver to the old house while others already deliver to the new one**. That is not a fault: that is how DNS works.

1. Check **both mailboxes** during those days, the old one and the new one.

2. If you read mail in a program on your computer, keep **both accounts configured side by side** for that period.

3 The move is only really finished once messages stop arriving in the old mailbox.

Do not cancel the old hosting on moving day.
Keep it until you have checked the site and the mail on the new account. While the change propagates, some visitors and some messages still land there, and an account cancelled halfway leaves a hole nobody can fill.

How long it takes

It depends on the size of the site and on the panel it comes from. Copying a brochure site and copying a shop with years of orders are not the same job, so the estimate is given inside the ticket, once we have looked at your case. On top of that sits domain propagation, which depends on neither of us.

Already a customer and only changing plan? That is a different thing and far simpler: the account is the same, nothing is copied and the domain is not touched. Only the limits change. Moving down has one catch: what you already hold has to fit inside the smaller plan.

RECOMMENDED

Tell us where the site lives today and we will tell you plainly whether it can be moved and what is needed.

Request a migration →

SEE ALSO

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