How do I change the contact information for my domain?

Author:
Webservio Inc.

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Every domain name must have a Registrant, Billing Contact, Admin Contact, and Technical Contact. These can be the same person or different. **It is recommended to use email addresses that DO NOT utilize the registered domain name.** This is especially important for the Admin Contact and Registrant since these are the contacts most often used to confirm domain renewal, transfer, and other changes. For example, if your domain expired and the contact email was at the same domain name, you would not be able to receive emails related to the renewal of the domain since your email account would not work as long as the domain was expired.

If you have a domain registered through Webservio, you can update the contact information at any time. The procedures for each system are below. If you are not sure which system to use, please review the article: [Which system do I use to manage my domain registered with Webservio?]

*****If you change the Name, Organization, or Email for any contact, it may place a 60-day hold on the domain.** This means that if you are wanting to transfer the domain, you will have to wait at least 60 days to proceed. This rule is not set by Webservio and there is no way around it. It is meant to hinder domain theft.

Change Contact Details via Webservio Billing

» Log into your account at https://billing.webservio.net/clientarea.php
» On the top toolbar, select Domains and click on My Domains.
» Select the checkbox next to the domain(s) that you wish to update.
» Enter the contact information.

» Scroll to the bottom and click Save Changes.

Change Contact Details via services.webservio.net

» Log into your account at http://services.webservio.net/login.php
» Hover over the Welcome message at the top of the page and click on My Account.
» Hover over Manage Orders and click on List/Search Orders

» Click the domain that you wish to update.
» Click Contact Details.

» Select the different tabs to update the contact information for each role.

» Click Save Contact Details.

Change Contact Details via OpenSRS

» Log into your account at https://manage.opensrs.net
» Click on the roles which you wish to update (Organization, Admin, Billing, Technical)

» Enter the contact information.
» Select the radio buttons under the Yes column at the bottom to apply the same information to multiple contacts.
» Click Save Configuration.