Does your business really control its domain name?

Your website works, your emails arrive and the annual bill has been paid. Everything seems in order. But if the person who manages your domain name were away tomorrow, would you know where to log in, who to contact and what to do?



Be prepared

The missed reminder

Your domain has expired. The renewal alert arrived in an inbox that nobody checks.

The only access is lost

An employee leaves. Signing in still depends on their personal phone.

A new provider takes over

The new agency asks who manages the domain. Nobody knows the answer.

What to check

01 Understand what depends on the domain

A clear picture of the domain, website and email services.

Ask who provides and who administers each service.

02 Confirm the registered holder

A confirmed registered holder and up-to-date contacts.

Obtain dated confirmation from the domain manager.

03 Check access and recovery arrangements

Tested access and a documented recovery process.

Check with an authorised person how access can be recovered.

04 Organise renewal

A renewal deadline monitored by a named person and a backup.

Record who reads the alerts and who confirms renewal.

05 Prepare for continuity and handover

A management record that someone else can use.

Complete the control workbook with your provider.

YOUR FIRST ACTION

Ask for the information you need.

> *To update our internal records, could you confirm the domain's registered holder, the registrar, the access available and the renewal arrangements? Please also explain how another authorised person could take over its management.*

Keep the response with your control workbook and record the outstanding points.