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?

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Could this happen to you?

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 YOU WILL BE ABLE TO CHECK

- Identify the services connected to your domain and who is responsible for them.
- Confirm the registered holder, the contacts and the access you need.
- Prepare for access recovery, renewal and a change of people or providers.

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Your supporting documents: a one-page memo and an interactive control workbook, prepared with this guide.

wize.lu/en/guides/manage-your-domain-name

STEP 1 OF 5

Understand what depends on the domain

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

Before looking for a password, find out which service it gives access to.

Within a business, the domain, website hosting and email are often referred to by the name of the provider looking after them. 'It is all with our agency' may cover several suppliers and several accounts.

Four separate elements are worth identifying:

Element	What it does	What to find
Domain name	The name used for your online presence, such as company.lu	The registrar and the registered holder
DNS	The records that direct users and systems to the services connected to the domain	The DNS provider and the people authorised to make changes
Website hosting	The resources that run the website and store its data	The hosting provider, the administrator and the backup arrangements
Email	The service that manages mailboxes and their messages	The provider and the account administrator

One provider may supply all four services. Their functions remain separate: registering a domain does not, by itself, provide website hosting or email accounts. The my.lu guide explains this distinction.

DNS records connect the domain to its associated services. Their configuration affects both the website and email, as explained in the DNS Luxembourg glossary. That is why work carried out for the website can have consequences elsewhere.

Ask your provider to help complete this overview with the relevant accounts and contact details. Include less visible uses: an old address that redirects visitors, a subdomain or a tool used by only a few employees.

This overview will be useful when changes are next made. Before a website redesign, for example, it helps you agree what will change and who will then check the website, outgoing email and incoming email.

KEEP IN MIND

Identify the domain, DNS, website and email separately. For each one, establish the provider and the person responsible. You will know who needs to be involved in a change and which services must keep working.

What to do now: Ask who provides and who administers each service.

STEP 2 OF 5

Confirm the registered holder

The aim: A confirmed registered holder and up-to-date contacts.

Once the services are identified, one central question remains: in whose name is the domain registered?

The answer is not necessarily on your agency's invoice. The person paying the bill, the person making changes and the person or organisation recorded as the holder may be different.

> **Who does what?**
>
> The **registered holder**, also called the **registrant**, is the person or organisation in whose name the domain is registered. The **registrar** manages that registration. An agency may be your day-to-day contact without being either the registered holder or the registrar.

Obtain confirmation of the registered identity from the management account or the registrar, and keep a dated copy. If you find the name of a founder, a former employee or a provider, ask why that name is on record and what steps would be needed to put the arrangements in order.

The registered contacts matter too. The my.lu guide distinguishes administrative, technical and billing contacts, and explains that the administrative contact must be authorised by the holder. These roles are separate from the permissions needed to log in to an account. See My domain name.

What WHOIS can tell you

For a .lu domain, a WHOIS lookup provides a useful starting point. However, only some registration data is public: the identity of an individual holder is hidden, apart from their country of residence, and administrative and technical contact details are hidden by default.

Missing information in the public results does not necessarily indicate a problem. The DNS Luxembourg WHOIS page explains these limits. Ask the domain manager for the information you need.

If a change is required, establish exactly what kind. Updating contact details, changing the registered holder and transferring the domain to another registrar are different operations. The .lu registry describes a change of holder and a change of registrar separately. The published procedures provide for approval by the current administrative contact.

Migrating a website is a different task again: moving its files does not, by itself, change the domain's registered holder.

> **KEEP IN MIND**
>
> Keep confirmation of the holder and the registered contacts. If the arrangements need to change, identify the exact operation and the person authorised to approve it before proceeding.
>
> **What to do now:** Obtain dated confirmation from the domain manager.

STEP 3 OF 5

Check access and recovery arrangements

The aim: Tested access and a documented recovery process.

Knowing where the domain is managed does not yet mean you can act. An account may be known but inaccessible, or provide only limited permissions.

With an authorised person, try logging in at the official management address. Check the permissions available: being able to view an invoice does not necessarily mean you can change DNS records or manage users.

Protecting access deserves as much attention as making it available. ANSSI recommends separate passwords and two-factor authentication where it is offered. Its digital security guidance also explains the benefits of a password manager.

Then ask: what happens if the usual way of signing in is no longer available?

Depending on the provider, recovery may involve backup codes, another authentication method or a request to support. Ask for confirmation of the steps and the evidence required. A process known in advance is easier to follow than one discovered during an outage.

> **A point to watch: recovery that depends on email**
>
> If recovery instructions are sent only to an address on the domain that is unavailable, you may find yourself going round in circles. Ask the provider what alternative process is available. The fallback method must remain under the business's control and be carefully protected.

Where the service allows it, individual user accounts with appropriate permissions make responsibilities easier to share. They also allow one person's access to be removed without disrupting everyone else.

When an employee leaves or a contract ends, review the relevant permissions, recovery contact details and authentication methods. Record the process and where the backup methods are securely stored in your management record. Keep passwords and codes separately in a secure vault.

> **KEEP IN MIND**
>
> Test an actual login, then prepare for the loss of access. An employee's departure, a lost phone or an email outage should each have a documented response.
>
> **What to do now:** Check with an authorised person how access can be recovered.

STEP 4 OF 5

Organise renewal

The aim: A renewal deadline monitored by a named person and a backup.

Renewal often seems settled once it is automatic or delegated to a provider. Its outcome still needs to be checked.

A replaced payment card, a notification sent to the wrong inbox or an unclear responsibility can allow a deadline to pass. For every domain you intend to keep, Wize suggests documenting four points:

Point	What you need to know
Deadline	The date given by the domain manager and when action is required
Payment	How renewal works, the payment method and who monitors it
Alerts	The recipients and the person responsible for reading notifications
Confirmation	The person who checks the result and keeps a record

An internal reminder should leave enough time to resolve an access or payment problem. If the domain is included in an annual package, ask your provider how renewal is monitored and how you receive confirmation.

> **Useful to know**
>
> Expiry and restoration conditions depend on the domain and the service used. The my.lu guide distinguishes several management arrangements: its procedures do not apply to every registrar. Read the my.lu terms and procedures if your domain is managed there; otherwise, ask the provider concerned.

Remember secondary domains

Include old addresses and less frequently used domain names in your review. A domain with no visible website may still receive email or redirect visitors.

Before giving one up, have its uses checked and record the decision. The absence of a website or apparent traffic is not enough to conclude that the domain is no longer needed.

> **KEEP IN MIND**
>
> Follow renewal through to confirmation, with a named person and a backup. Include secondary domains and do not rely on an assumed grace period.
>
> **What to do now:** Record who reads the alerts and who confirms renewal.

STEP 5 OF 5

Prepare for continuity and handover

The aim: A management record that someone else can use.

These checks become most useful when they enable another authorised person to take over.

You can delegate day-to-day work to a provider while retaining your ability to make decisions. Agree in writing which operations are delegated, which require your approval and who is responsible for monitoring renewal.

Also establish who to contact during an incident, which documents will be handed over at the end of the contract and how management can be transferred. For a .lu domain, make sure the registered administrative contact remains reachable: the registry stresses the importance of an accessible email address in its registrar transfer process.

Bring the useful information together in an internal record:

Information	What to keep
Domain and uses	The exact name, connected services, redirects and relevant subdomains
Holder and contacts	Confirmed identities, roles and supporting records
Registrar	Name and official address of the management account
Providers	Contacts, contact details and each provider's responsibilities
Access and recovery	Authorised people, the process and where backup methods are securely stored
Internal responsibility	The person responsible and their replacement
Renewal	Deadline, payment, alerts and confirmation of the result
Follow-up	Date checked, outstanding points and the next review

Your working document

The control workbook provides a structure for this work. It can refer to other documents, such as a contact list or a detailed map of the services. The interactive version has one page and 36 fields and checkboxes. Do not enter passwords or backup codes.

STEP 5 · TAKING ACTION

Where to start if information is missing

Gather the invoices, registration confirmations and existing correspondence. You can then send a precise request to your contact:

> *To update our management record, could you confirm the registered holder and contacts, the registrar, the management account address and the renewal arrangements?*
>
> *Please also explain who manages the DNS records, which services depend on them and how another person authorised by our business could take over.*
>
> *If an update is needed, please explain the operation, the approvals required and any possible consequences before making the change.*

Keep the response with your record. Following a departure, a change of provider, a migration or a change to payment arrangements, review the relevant points. Updating the record is part of the handover.

KEEP IN MIND

Your arrangements should allow an authorised person to find the information and start the necessary steps. Prepare that handover while the current contacts are available.

What to do now: Complete the control workbook with your provider.

Five questions to review

1. Which services depend on our domain, and who manages them?
2. Who is confirmed as the registered holder, and who represents them?
3. Can we log in and recover access if needed?
4. Who checks that renewal has actually been completed?
5. Who takes over, and where can they find the information?

For each unanswered question, record the information needed, who will obtain it and a deadline. You will have an action plan to follow with your provider.

Mini-glossary

Term	Definition
Domain name	A name used on the internet, including for a website or email addresses.
Registered holder / registrant	The person or organisation in whose name the domain is registered.
Registry	The organisation that manages a domain extension, such as .lu.
Registrar	The organisation through which the domain is registered and managed.
DNS	The system used to locate services connected to a domain.
Hosting	The resources that hold the website, its files and its data.
WHOIS	A service for checking registration data, some of which may be hidden.
Multi-factor authentication	Verification using factors from different categories, such as a password and possession of a security key.
Handover arrangements	Here, the practical arrangements that allow delegated management to be taken back or transferred.

Sources and method

The sources support the passages that refer to them. The practical checklists and organisational advice are Wize's own method. The opening situations are illustrative examples, not customer testimonials. Sources were checked for the French edition on 3 November 2026. Procedures can change: confirm the applicable steps with the provider concerned. Source pages below are in French.

1. my.lu — My domain name — Roles, connected services and procedures specific to this registrar.
https://my.lu/fr/gestion-en-ligne/mon-nom-de-domaine

2. DNS Luxembourg — Glossary — Name servers and WHOIS.
https://dns.lu/fr/glossaire

3. DNS Luxembourg — WHOIS lookup — Public registration data and hidden information.
https://dns.lu/fr/domaines/whois-web

4. DNS Luxembourg — Change of holder — The procedure for changing the holder of a .lu domain.
https://dns.lu/fr/fonctionnement/gerer-un-lu/changement-de-titulaire

5. DNS Luxembourg — Change of registrar — The procedure for transferring a .lu domain to another registrar.
https://dns.lu/fr/fonctionnement/gerer-un-lu/changement-de-bureau-denregistrement

6. ANSSI — Ten golden rules for digital security — Account protection and authentication.
https://cyber.gouv.fr/securisation/10-regles-or-securite-numerique/