Do You Know Where the Keys To Your Online Castle Are?

By 'keys to your online castle', we just mean the login credentials for the DNS and hosting for your website and emails.

> **DNS:** The Domain Name System (DNS) is the phonebook of the Internet. Humans access information online through domain names, like nytimes.com or espn.com. Web browsers interact through Internet Protocol (IP) addresses. DNS translates domain names to IP addresses so browsers can load Internet resources.

Unlike social media and email login details, they are often rarely used and DNS logins can often go years without being used. The reason for this is that for most businesses, once a site and email are set up there is often little reason to log back into either the hosting or DNS control.

What we have consistently found is that quite a lot of businesses do not have these details to hand and in a fair few cases have no idea where to start looking for them. This is completely understandable when taking into consideration they can easily be left unused for years.

However, when these details are eventually needed and they are not available, it can stall progress, whether it's a hosting migration, making a website live or perhaps switching email providers.

Although we are more than happy to track the details down should anyone need help, it can take time and if it's somewhat of an emergency (e.g. a site is down and DNS details are needed to resolve it) then it can be quite problematic and take extra time to solve.

After thinking about how to help prevent this a very simple solution came up which was to create a questionnaire (one for each domain). Once it is filled out it will offer a physical (or digital) copy of all of the information you'd need to maintain secure access to your email and website.

It may take 15 minutes, or even a few days, to fill our your questionnaire with all of the up-to-date details, but it is an invaluable task that will pay dividends if you ever need them in the future - especially in the worst-case scenario of a time-sensitive issue, i.e. hacking.

We are more than happy to help out and point you in the right direction, so please don't hesitate to get in touch with us at hello@thriveability.co.uk and we will get back to you as soon as possible.

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DNS & Hosting Questionnaire

What is the name of the domain?

What was the domain bought (e.g. 123-reg.co.uk, fasthosts.co.uk, lcn.com)?

Where is the DNS details hosted (often the same company the domain was bought from)?
Where can the login details be found? When were they last tested and confirmed as working?

Where is the website hosted?
Where can the login details be found? When were they last tested and confirmed as working?

Where is your email hosted?
Where can the login details be found? When were they last tested and confirmed as working?

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