

Getting Started Guide

Transferring Your Website



Welcome to Web Hosting Hub! We appreciate your business and we want to help you get your existing website(s) moved and up-and-running quickly. Here's an outline of how to move your website.

1 DO YOU USE CPANEL NOW?



cPanel is the premium administrative software for managing web hosting. It is offered by Web Hosting Hub and by some other hosting companies (a common alternative is Plesk, which is not offered by Web Hosting Hub). If you currently use cPanel to administer your website, this move is even easier!

If you currently use cPanel, follow the Step 2 on the left. Otherwise, use Step 2 on the right.

2 MOVE A CPANEL BACKUP



Go to cPanel with your previous hosting provider and use the Backup Wizard to make a full backup of your site. All of your files will be put into a single backup file.

Download the backup file to your PC, then go to your Web Hosting Hub cPanel page and upload the file to your account.

Contact the Web Hosting Hub Support Team via email or chat and request a site restoration from your backup file. Once we do the restore, you are ready to test your site.

For a simple explanation of how to move your site using cPanel, [click here](#).

2 MOVE ALL OF YOUR FILES



Download copies of all of the files in your website to your PC. We recommend using FTP to do this. For help with using FTP, [click here](#).

If your website uses databases (every WordPress site does), you need to obtain a backup of them. How to do this varies from host to host, so you'll need to contact your previous host for assistance.

Next, upload your files into your Web Hosting Hub account using FTP. Import any databases, then you're ready to test your site.

For a step-by-step explanation of how to move your site without cPanel, [click here](#).

OR

3 SET UP YOUR EMAIL AND TEST YOUR WEBSITE

You now have two copies of your website running, but when people type in your domain name ("yoursite.com") or send you an email, they still go to your previous host. Before you change this in the next step, you need to set up your email accounts with Web Hosting Hub. Otherwise, emails will be lost. [Click here](#) to learn how to create email accounts using cPanel.

You also want to test the new (moved) copy of your website before you point the rest of the world to it. You can do this because the new site is available via a temporary URL. [Click here](#) to see how to test with your temp URL.



4 UPDATE YOUR DOMAIN NAME SERVERS (DNS)

To tell the Internet that your website and email now lives on Web Hosting Hub servers, you need to tell the registrar for your domain name to change the "Name Servers" for your domain to Web Hosting Hub's Name Servers.

Your registrar might be your previous host or another company such as GoDaddy. Go to your registrar's website and assign our Name Servers to your domain. For a simple explanation of how to change your DNS, [click here](#). Note that the updates to a domain's name servers can take up to 24 hours.



5 VERIFY YOUR WEBSITE AND EMAIL

Once the DNS transfer is active, test your website and your email accounts again. To test your website, simply type in your domain ("yoursite.com") and make sure that everything is there and functioning. [Click here](#) for good ways to test your email. If you find issues, we are ready to help. The best start is to look for information in our online Support Center by [clicking here](#).



SUPPORTCENTER

Moving Domains is Messy. Let Us Handle the Dirty Work For You.

Already have a domain or multiple domains with another registrar? Save time and effort by letting our expert support staff move them to your account at Web Hosting Hub. All we need is your account information at your current registrar and we handle the rest. Forget the messy process of waiting for emails, codes and error messages. We handle it all for you. This means one bill from one company. Simplicity and ease at its finest. Domain Concierge Service from Web Hosting Hub.



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