CHECKLIST · WEBSITES

Who controls your website and domain? How to get logins back from a former web designer

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digitaladvisors.com.au/journal/website-domain-logins-former-web-designer/

- [ ] **Look up your domain on the .au WHOIS.** Search at whois.auda.org.au and write down the registrant, registrant ID, registrant contact email, registrar and name servers.
- [ ] **Compare the registrant with your business.** The registrant should be your business's legal name with your ABN or ACN, not your designer or agency.
- [ ] **Request the transfer code.** Use pw.auda.org.au, which emails the code and the expiry date to the registrant contact email, or ask your current registrar.
- [ ] **Update the registrant contact email.** Ask your registrar or reseller to change it to an inbox the business controls, such as a role-based address, and do this before any transfer.
- [ ] **Ask the registrar for the code if the email is out of date.** Under the Registrar Rules, they must verify your identity and send the code within two calendar days.
- [ ] **Run an auDA registry search.** Submit the Registry Search Request Form with your ABN or ACN to find other .au names registered under your details.
- [ ] **Copy your DNS records and get hosting access.** Export every DNS record and secure a backup of the site files and database before moving the domain or name servers.
- [ ] **Lodge a complaint with the registrar of record if it refuses.** Put it in writing in the form the registrar requires, and diarise 30 calendar days for a response and 28 days after a decision (5 days if it cancelled the licence) to ask auDA for a review.
- [ ] **Change every password and turn on two-factor authentication.** Do this for the registrar account, hosting, website admin and email once access is yours.

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.