

CHECKLIST · WEBSITES

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

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- ☐ **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 - ☐ **Ask the registrar for the code if the email is out of date.** Under the Registrar Rules, they must verify your identity and send the code within two calendar days.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.
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