Welcome to AT&T Website Solutions℠

We are focused on providing you the very best service including all the tools necessary to establish and maintain a successful website. This document contains information that will help you to use this application to change domain privacy, name servers, renewal settings and request EPP (Extensible Provisioning Protocol) code for registered domain names. You can also check domain transfer and renewal statuses. With the help of the Domain Manager application you will acquire custom name servers, including the ability to modify existing zone files.

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Overview

This application allows you to change domain privacy, name servers, renewal settings and request EPP (Extensible Provisioning Protocol) code for registered domain names. You can also check domain transfer and renewal statuses. With the help of the Domain Manager application you will acquire custom name servers, including the ability to modify existing zone files.

Navigation

The main page contains links to help you manage your DNS records. You can navigate Domain Manager through the Main or Sub menus. Select Manage Website Tab, then Domains Section.

The Main Menu page will launch.
Main Menu

This application allows you to change private registration option, name servers, renewal settings and request EPP code for registered domain names, as well as check domain transfer and renewal statuses. With the help of Domain Manager application you will acquire custom nameservers, including ability to modify existing zone files.

### Menu Option
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Sub Menu

Support

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<td>Support</td>
<td>Opens online help instructions for Domain Manager.</td>
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Main Menu

The Main Menu provides access to the following options:

- Manage Domain Name
- EPP Code/Password Management
- Domain Contacts
- Edit Zone File
Manage Domain Name

In this section you can manage domain privacy options, name servers, renewal settings and perform a registrar domain transfer using your EPP code.

TO MODIFY THE DOMAIN PRIVACY LIST:

1. In the Manage Domain Name page, select a domain.
2. Click **Private Registration List**.
3. From the Domain Privacy List, select **On** or **Off**.
4. Click **Apply**.

TO UPDATE NAME SERVERS:

1. In the Manage Domain Name page, select a domain.
2. Click **Update Name Servers**.

![Update Name Servers](image)

Modify Name Servers

Enter your domain name servers and click Apply. Please allow up to 72 hours for the changes to take effect.

- Name Server 1
- Name Server 2
- Name Server 3
- Name Server 4

Click **Add Custom NS** and complete the following:

- Enter the Sub domain name.
  Click **Check** to see if the domain name is available.
- Enter the IP Address.

5. Click **Register**.

### Password Management

The Password Management section allows you to view and manage existing EPP codes for your domain name.

![Password Management](image)
Manage EPP Code

This section allows you to request to have the EPP transfer code sent to the Registrant email address listed on your domain. You can also reset EPP transfer code that was previously sent to the Registrant email address listed on your domain.

**TO REQUEST AN EPP CODE:**
1. In the Password Management page, click Manage EPP Code.
2. Select a domain.
3. Click Request.

**TO RESET AN EPP CODE:**
1. In the Password Management page, click Manage EPP Code.
2. Select a domain.
3. Click Reset.

Change Password

This section allows you to change the password associated with your domain name.

**TO CHANGE THE DOMAIN NAME PASSWORD:**
1. In the Password Management page, click Change Password.
2. Enter the new password.
3. Enter the new password again.
4. Click Apply.
Domain Contacts

This section allows you to view and manage existing information for your domain name. You can view or edit information pertaining to the Registrant, Administrative or Technical contact.

To edit contact details:

1. In the Domain Contacts page, select a domain to edit, and then click Apply.
2. Click the Contact type that you want to edit.

- Registrant
- Administrative
- Technical

3. Modify the required fields.
4. Click **Apply**.
Edit Zone File

The Edit Zone File section allows you to modify your custom name servers, as well as A, CNAME and MX records associated to your registered domain names.

Modifying or adding a new record is accomplished through the Edit Zone File wizard. This is a two-step process, which allows you to enter a new record or edit the details of an existing record. Before changes are processed, the second step provides a list of all DNS records. Once this list is confirmed, activation of modifications can take up to one business day to complete.

To Edit a DNS Record:

Step 1

1. In the Edit Zone File page, select the domain for which you want to edit.
2. To add a new record, click the Add Record link.
3. In the Add Record Details section, complete the following:
   - Enter a network name.
   - Select the Type from the drop-down.
• Enter a value for the network.

4. Click **Next**.

Step 2

5. Verify that the details of the DNS records are accurate.

6. Click **Next**.

**Note:** Activation may take up to one business day to be completed.
Where to find Help/Instructions

AT&T Website Solutions includes a number of applications and tools that you can use on your website.

Help/Instructions on how to use each of these features are located in the top right of your control panel. For specific help for each application together with instructions, select the application you want in the control panel and click the help button in the top right corner.

How to Contact Support

Submit a ticket by email: sales@att-webhosting.com

For support issues, please also include a step-by-step on how to replicate your problem including your operating system, browser type and version, and any links and login information that may be needed to duplicate and correct the reported issue.

Contact us by phone:
You may also reach us by dialing 1.888.WEB.HOST (1.888.932.4678).

Our Technical Support staff is available 24 hours a day, 7 days a week; choose the tech support option.

Our billing group is available Monday - Friday 8 a.m. – 8 p.m. (Eastern); select the billing option. All questions concerning billing, renewal or cancellation should be directed here.

Our sales staff is available Monday – Friday 8 a.m. – 8 p.m. (Eastern); select the sales option.

International customers may reach us by calling 972-234-4847