

Online Credential Check List

This check list has been developed to help you collect together the essential information that you need about your online services. If you change developers or IT support companies this will save them and you hours in searching for this information.

I recommend that you complete 1 check list per domain that you own and the store a digital and hard copy in a secure location.

Domain Name/s

Your domain name is your online address. It is important that your business is the registrant listed on the domain and that you are able to access the account where your domain or domains are hosted. If you lose ownership or access to domain name then this can have serious consequences for your business including loss of emails and website.

Domain Name

Domain Host

Domain Host User Name

Domain Host Password

Domain Registration Retails

The registration details tell you who the domain is registered to (the registrant). Who the registrar is, this is the company responsible for maintaining the registration of your domain and can be different from the domain host.

To find this information for domains ending in .au ie .com.au, .org.au go to <https://whois.auda.org.au/> for other domains go to <http://whois.domaintools.com/>

Copy and paste the search result into the table below.

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Domain Name System (DNS) Settings

Your DNS settings are the information used by all computers looking for your domain name. Think of your domain name like a street address and your DNS settings like map coordinates for your street address.

The DNS settings for your domain are hosted on nameservers, these usually belong to the domain host. Your DNS settings are made up of a series of records that provide information that includes which server your website is hosted on, where your email should be sent and which servers are authorised to send email from your domain.

To find this information follow the instructions below:

1. Go to <https://toolbox.googleapps.com/apps/dig>
2. Type in your domain, ensuring that you don't include www in front of it. In my case I would type fellconsulting.com.au.
3. Click the 'ANY' option
4. Copy the results and past them into the field below.

Webhosting / Server

This may be the same as your domain hosting credentials. Check with your developer to make sure you can access your webhosting if you needed to.

Hosting provider

Account email

Account Username

Account Password

Website / CMS

Most websites will have a CMS (Content management system) depending on the system you use there may be multiple accounts.

Login URL

Account Email

Account Username

Account Password

Google Analytics

The majority of website now have analytics installed when they are developed. This allows you to track visitor information to your site. It's important that you have administrative access to this information. You may need to ask your developer for some of this information.

Tracking Id

Associated email

Other Online Accounts

Organisations often have a range of other online accounts that provide services related to their website. I have provided an additional table at the end of this document to help you record any additional information.

Helpful links

Domain registration basics

https://support.google.com/domains/topic/3365481?hl=en&ref_topic=6279308

.au domain name support

<https://auda.zendesk.com/hc/en-us>

.com lost domain information

<https://www.icann.org/resources/pages/lost-domain-names>

