

GETTING YOUR NEW WEBSITE LIVE

You already have a web address

Your new website is ready. We'll point your existing address at it, so customers who type it in see the new site. You keep your address; we do the technical part.

Prepared for _____

~30 min

- ✓ Set aside about half an hour
- ✓ Have your email inbox open

- ✓ Keep your phone handy for codes
- ✓ Know who set up your old site

What you do

- Find where your web address is managed
- Log in (or reset your password)
- Give JP access so we can connect it
- Keep your old plan until we say it's live

What we do

- Check your current setup, including any email
- Point your address at your new website
- Test everything on phones and computers
- Tell you when it's safe to cancel old plans

Your steps

1

Find where your address is managed

Search your email for your web address plus "**renewal**" or "**invoice**". It's usually one of GoDaddy, VentraIP, Crazy Domains, Netregistry, Wix or Squarespace.

Can't find it? [Send us your address](#) and we'll look it up for you.

2

Log in to that account

If you've forgotten the password, use "Forgot password". This is often the slowest part: it may send a code to an old email or phone number, so allow a few minutes.

If whoever built your old site set it up in their name, ask them to hand it over to you first.

3

Tell us about your email

If you get email at your web address (e.g. info@yourbusiness.com.au), let us know. We'll make sure it keeps working, untouched.

4

Give JP access (no password needed)

Most providers let you invite someone to help manage your account. Send the invite to jp@igetresults.com.au using the steps below.

PROVIDER	WHERE TO FIND IT
GoDaddy	Account Settings > Delegate Access > Invite to Access , choose access to products and domains
VentraIP	your name (top right) > My Profile > Additional Users > Add New User
Anyone else	Look for Users , Team or Invite in your account settings, or call JP and we'll do it together over the phone.

Please don't email passwords. An invite is safer, and you can remove our access once you're live.

5

Tell us you're done

Fill in our 2-minute form at igetresults.com.au/start , or text JP on **0427 266 268**. We log in, switch your address over to your new website (keeping your email working) and host it for you.

Don't cancel anything yet. Keep your old website plan running until we tell you the new site is live. After that you can usually cancel the old website or builder plan to save money, but **never cancel the web address (domain) itself**.

What happens next

Within 1 business day

We connect your web address to your new website and test it on phones and computers.

Usually a few hours later

Your new site starts showing at your address. It can take up to 24 hours to reach everyone.

We email you

when it's live, with a quick check-list. From then on, just ask whenever you need an update.

Common questions

Will my website go down during the switch?

No. The old site keeps showing until the new one takes over.

Will my email be affected?

Not if you tell us about it at step 3. We copy the settings across so it keeps working.

Do I keep paying for my web address?

Yes, directly to your provider as you do now. It stays registered to you.

What if I get stuck?

Call JP. We can do any step together over the phone in a few minutes.