du Business

.ae TLD
Domain
Management

This guide explains the Domain registration, hosting and management for all TLDs of .ae Domain addresses that are registered through du (EITC).
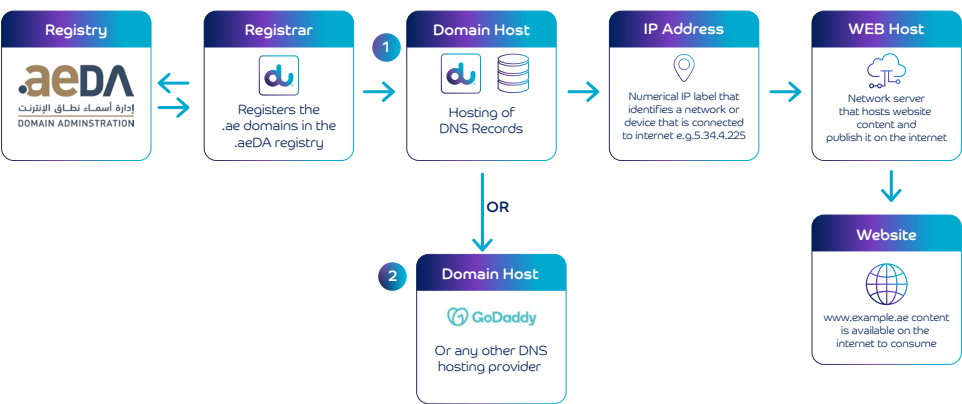
1. Explainer

What is a Domain name?

A Domain name is the letters and numbers that represent an internet location identified by an IP address. For example, www.example.ae

Who is a Domain Registrar?

A Domain Registrar is an accredited entity that takes your Domain name registration and adds it to the domain name system (registry) so that it can be recognised on the internet.
In this example, du (EITC) acts as .ae Domain Registrar.

Who is a Domain Host?

A domain host (usually it is the Registrar) is an entity that hosts the domain records and publishes on the internet. The domain host allows the creation of domain records, subdomains etc.

2. New Domains registered through du

For all new Domains that are registered with du, the customer has 2 options to manage the Domains;

2.1 Manage the Domain with du

For any Domain management requests like subdomain creation, or DNS records updates, kindly contact your Account Manager or the du business customer care (smeservices.business@du.ae).

2.2 Manage the Domain with our partner GoDaddy (self-managed)

Customers can follow the instructions outlined in the sections 3 and 4 below to manage the domain with the GoDaddy portal.

3. Transfer of Domain from another .ae Registrar to du and manage with GoDaddy

This guide will help you transfer your Domain name registration from your current Registrar to du and allow you to manage the Domain through our partner GoDaddy.

Before you begin:

Below is the information that needs to be gathered from your current registrar:

3.1 Gather information: Locate your Domain name and your current registrar account details.

3.2 Unlock your Domain: Ensure your Domain is unlocked at the current registrar. This allows the transfer to another registrar.

3.3 Obtain Authorisation Code (Auth Code): Contact your current registrar's customer support to get your Domain's Auth Code. It might also be called an EPP code, transfer code, or transfer key.

Below preparation and information needs to be gathered from the GoDaddy website:

3.4 GoDaddy account: Create an account on godaddy.com

3.5 Create entry: Once you create your account, add your .ae account under the Services > DNS Hosting (follow the link here for guidance: https://ae.godaddy.com/help/add-domains-to-dns-hosting-20165)

3.6 Record nameserver: Once added you should see the below screen, keep a note of the nameservers highlighted (in this e.g., it is ns67.domaincontrol.com and ns68.domaincontrol.com)

3.7 Provide this nameserver to du's Account Manager at the time of transfer.

Domains ∨		**DNS Management**				
Portfolio		ar.ae				Select a different domain
DNS						
Transfers		DNS Records Premium DNS				
Services ∧		ⓘ This domain is registered elsewhere. To use these DNS records on your domain, set your domain to these nameservers at your registrar:				
DNS Hosting		ns67.domaincontrol.com ⟵				
Domain Broker		ns68.domaincontrol.com				
Pre-registration		DNS records define how your domain behaves , like showing your website content and delivering your email.				
Block		Add New Record				
Tools New ∨						
Settings ∨						≡ Filters ••• Actions

	Type	Name	Data	TTL	Delete	Edit
☐	A	@	Parked	600 seconds	🗑	✎
☐	NS	@	ns67.domaincontrol.com.	1 Hour	Can't delete	Can't edit
☐	NS	@	ns68.domaincontrol.com.	1 Hour	Can't delete	Can't edit
☐	CNAME	WWW	ar.ae.	1 Hour	🗑	✎

Transfer Process:

To begin the transfer with du, you have two options based on your specific situation:

3.8 Stand-alone transfer: If you are only transferring the Domain, reach out to your Account Manager at du to initiate the process.

3.9 Bundled services transfer (part of Business Starter or Business Complete/Accelerate/Ultimate plans): If you are transferring the bundled services where the Domain is a part of the bundle, please make sure to fill in the required details in the service order form.

3.10 du will handle the Domain transfer process and set the nameservers on GoDaddy you have provided. Once done you will be able to manage all the Domains. This setup will effectively manage your Domain's DNS settings on GoDaddy's servers once the 'transfer' process is completed by du.

Notes:
- **This guide is intended for informational purposes only. Customers are responsible for all actions and their consequences when managing their domain through the portal.**
- **While most DNS updates take effect within an hour, they can take up to 48 hours to fully update.**

4. Register the new Domain with du and manage it with GoDaddy

This guide will help you register a new Domain name registration and manage the Domain through our partner GoDaddy.

Before you begin:

Below preparation and information needs to be gathered from the GoDaddy website:

4.1 GoDaddy account: Create an account on godaddy.com

4.2 Create entry: Once you create your account, add your .ae Domain under the Services > DNS Hosting (follow the link here for guidance: https://ae.godaddy.com/help/add-domains-to-dns-hosting-20165)

4.3 Record nameserver: Once added you should see the below screen, keep a note of the nameservers highlighted (in this e.g., it is ns67.domaincontrol.com and ns68.domaincontrol.com)

4.4 Provide this nameserver to the du Account Manager.

Registration Process

To begin the registration with du, you have two options based on your specific situation:

4.5 Stand-alone new Domain: If you are registering a new .ae Domain, reach out to your Account Manager at du to register a new account.

4.6 Register with bundle services (Business Starter or Business Complete/Accelerate/Ultimate): If you are registering through the bundled services where the Domain is part of the bundle, please make sure to fill in the required details in the service order form.

4.7 du will handle the Domain registration process and set the nameservers on GoDaddy you have provided. Once done you will be able to manage all the Domains in GoDaddy Portal.

Notes:

- **This guide is intended for informational purposes only. Customers are responsible for all actions and their consequences when managing their domain through the portal.**
- **While most DNS updates take effect within an hour, they can take up to 48 hours to fully update.**