



Frustrated with your current web hosting provider? Current web hosting provider closed down or disappeared along with your e-mails and website? Worry no more, shift to EMERGE, the nations leading hosting provider and benefit from the solid reputation, excellent support and cost-effective pricing. Using the simple steps below, you will be able to move your existing web and e-mail hosting accounts over to EMERGE effortlessly.

[www.webhosting.com.my](http://www.webhosting.com.my)

**STEP 1:**  
Choosing the Right Web & E-mail Hosting Plan

Before anything, you must first choose the ideal web hosting package based on your requirement. Ensure that the plan you choose meets the e-mails and website space requirement. Selection of plans can be done from the web & e-mail hosting Product Page. Once decided, you need to proceed to order the plan. We will process your order and setup the new account accordingly. Once the account has been setup, a guide will be sent to you based on the contact details you provided. The guide is important and you should print a copy to be kept in a safe place for future reference.

**STEP 2:**  
Reading the Guides and Online Tutorials

To ensure that you are familiar and can make full use of EMERGE hosting features, it is strongly recommended for you to read the guides that we will be sending to you as well as participate in the online tutorial lessons. All these are offered free-of-charge to our clients to ensure they are familiar with our system. The guides that contain passwords and other details should be printed out and be kept in a safe place for future reference.

**STEP 3:**  
Backing Up Your Website

You should ensure that your hosting account with the old hosting provider is still valid. From here, backup your website by downloading it from the server to your local PC via FTP or online backup tool (if made available by the old hosting provider). Backing up will also ensure that you have a copy of your website in case of disasters.

**STEP 4:**  
Uploading Your Website Files to EMERGE

Once your account has been created by our technical team, you will be given FTP details so that you can upload your website files over to the new server. To avoid downtime, it is recommended for you to upload your files over to EMERGE before you modify the domain's DNS. This way, your website is ready to be displayed in the new server when the pointing is complete. Hence, zero downtime for your website is achievable. Once you have uploaded to the new server, you can check its link to make sure the website is running well by using its pre-live test-link. Details are given in the guide we sent you.

**STEP 5:**  
Recreating E-mail Accounts in EMERGE

You can achieve zero downtime for all your e-mail accounts when you migrate to EMERGE web hosting services. Once your account has been created in EMERGE web and e-mail servers, you should proceed to re-create all the e-mail accounts that you used to have in the old hosting provider. This is done by following the instructions in the guides we sent you. This is important because approximately 24 hours after you change the domain's DNS info, mails will stop coming into the old hosting providers' e-mail system and will be redirected to EMERGE e-mail server. Hence, you must ensure the right e-mail accounts have been re-created in the new mail server to store these mails. Prior to using the new mail system, you must perform downloads from the old server to ensure all mails have been downloaded. Once the DNS propagation is complete, you will be able to start using the new mail system effortlessly.

**STEP 6:**  
Modify Your Domain's DNS record

Check on your domain name's status. Make sure the name is not expired and the domain ownership is belonging to you. An expired domain name will make it difficult for the migration process to be conducted. Being the rightful owner, you deserve to own the domain name. At the same time, only the domain owner can initiate a migration request. This is done by changing the DNS information to the new hosting provider from a control panel provided by the domain registrar. Examples of domain registrars are like MYNIC, WebNIC and OpenSRS. To simplify the task, EMERGE billing personnel can also assist you on modification of the DNS. For this, we will need to have your domain username and password details. We handle this information professionally so that your password details are kept confidential at all times. For additional security, you may want to change the password once EMERGE has assisted you on updating the Domain's DNS information. You should also consider changing the domain registrar over to EMERGE for a consolidated account management. Speak to our billing officers on this matter and we'll be delighted to provide full assistance to you.

**STEP 7:**  
Finalising

Once your domain's website and e-mails are running smoothly with EMERGE, you can now proceed to terminate the service of the old hosting provider. You should request the old hosting provider to delete all your domain profiles from their DNS server, e-mail server and web server to avoid any future technical issues. Now you're ready to enjoy the new and improved services that EMERGE offers. Not to mention the tremendous features that is only available with hosting services offered by EMERGE. Well done and welcome to EMERGE!