

TRANSFERRING YOUR WEBSITE TO BIG HEAD WEB HOSTING?

Here's What to Expect.



WELCOME!

Changing your web hosting service is like moving into a new home. There are differences from one residence to the next as many hosting options are available. As with any new web host, BIG HEAD's hosting platforms may be configured somewhat differently than your current host, and that can lead to a few unexpected issues along the way. Most hosting companies just give you the keys to the new home and leave the rest to you to figure out. But at BIG HEAD, we believe that functionality and security is vital to your online presence. By ordering **The Protector Hosting and Security Combo** hosting package, we install a private firewall on your website, scan for malware every six hours and each quarter, update all software.

PACKING UP

First, place your order to transfer your website so that we have all the information needed for a smooth move. We will need full access to your current hosting account so we can gather all the website's files and databases. Test any logins before sending to ensure that we will have successful access to prevent any delays. **DO NOT TERMINATE YOUR EXISTING HOSTING UNTIL YOUR NEW SITE IS LAUNCHED!**

STAGING AND REVIEW

Once we have gathered your website data, we will launch a copy of the website in an off-line staging development environment. The goal here is to perform any needed content management system (CMS) updates, scan for malware and conduct a full review of your website. If needed, we will perform any needed software updates on the website (to help protect the platform itself) as well as provide any feedback on items we see that may need to be addressed (e.g. missing photos, rotating headers, etc.) If any licenses need updates, we will request those licenses to install so we can make sure everything is up to date and working properly.

When the staged website is ready, we will provide you with a direct link and ask you to fully review the pre-launch website. We want you to ensure that it is functioning just like the live website on your current host. If you notice any issues, immediately let us know so we can determine and correct the cause of the problem. Please understand that at this point, you will be the expert on the functionality of your website. If we did not develop the website, we may not be familiar with all its inner workings. We will rely on your eyes to pick up on any subtle issues we may not see.

MOVING IN

Upon your review and approval, we will move the website to its new home on one of BIG HEAD's secure and advanced hosting servers, and arranging for your domain (DNS) to point to the new server. Think of this as the "change of address" to make sure visitors reach the new location. A copy of the staged site will be available for a short time as a reference should any issues arise.

This process generally takes 2-3 days. We will also add an SSL Certificate for secure transmission of information, so make sure you include one in your order.

WELCOME TO BIG HEAD, YOUR NEW HOME!