Site in Hand

siteinhand.com/help/connect-your-domain/

Connect the domain you already have

About 5 minutes | If you already own your web address | Steps checked October 2026

Your web address (your domain, like `yourbusiness.com`) stays yours and stays where it is. You change one setting there, called the **nameservers**, so it points at your new website.

We send you an email with your two nameservers. They look like `name.ns.cloudflare.com` (Cloudflare is the company that runs our websites).

The one setting you change

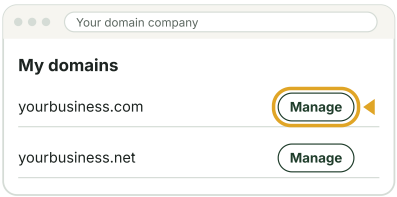
Nameservers

- ✓ **Your email keeps working.** Before you change anything, we copy your email settings across, so your messages keep arriving as before.
- ✓ **Your old website stays up** until your new one goes live. Visitors won't see a gap.
- ✓ **You stay the owner.** Nothing about who owns the domain changes.
- ✓ **Nothing new to pay for it.** You keep paying your domain company for your domain as you do now; we don't charge for it.

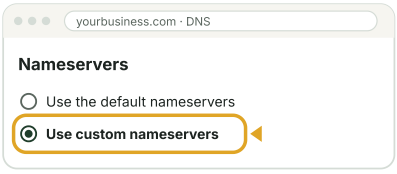
Before you start: Have our email with your two nameservers open, and sign in where you pay for your domain each year. Not sure where that is? Look for the yearly renewal email or the charge on your card: GoDaddy, Namecheap, Squarespace (where Google Domains moved), Network Solutions, IONOS and Cloudflare are the usual ones.

The steps, at any domain company

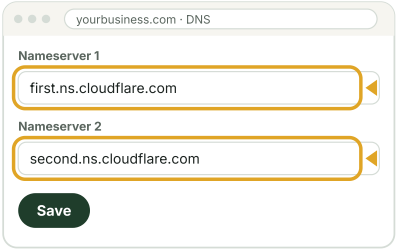
1. Sign in where you pay for your domain and open the domain's settings.



2. Find **Nameservers** (sometimes **DNS servers**, often under a **DNS** tab). Choose the option to use your own or **custom** nameservers.



3. Delete what's there and type the two nameservers from our email, one in each box. Then **Save**.



4. If it asks you to confirm it's you (a code by text or email), do that. If it asks about **DNSSEC**, choose to turn it off and continue.

Where to click at the usual companies

Menus move now and then. If yours looks different, the steps above still apply, or we'll do it with you.

GoDaddy

Sign in and open your **Domain Portfolio**. Select the domain, then **DNS**, then **Nameservers**. Choose **I'll use my own nameservers**, type the two, **Save**, then **Continue**. GoDaddy may send a code to confirm it's you.

Their own instructions

Namecheap

Sign in, choose **Domain List**, then **Manage** next to the domain. Under **Nameservers**, pick **Custom DNS**, type the two, and select the green check mark to save.

Their own instructions

Squarespace (and old Google Domains)

Open your domains at account.squarespace.com/domains and select the domain. Choose **DNS**, then **Domain Nameservers**, then **Use Custom Nameservers**. It asks for your password and offers to turn off DNSSEC: select **Continue**. Type the two nameservers and **Save**.

Their own instructions

Network Solutions

Sign in and choose **Domain** in the left menu, then your domain. Look for **Nameservers** and the option to change them to your own (custom) nameservers. Type the two and save. If it asks for an IP address, stop and tell us: that's a different setting.

Their own instructions

IONOS

Sign in and open **Domains & SSL**. Select the gear icon next to the domain under **Actions**, then **Name Server**. Choose to use custom name servers, type the two in **Name Server 1** and **Name Server 2**, and **Save**.

Their own instructions

Cloudflare

Domains bought at Cloudflare can't change their nameservers, so this one works differently. Don't change anything: tell us, and we'll set it up together on a short call.

Their own instructions

That's it. The switch usually takes a few hours (now and then up to two days). We check every few minutes and tell you as soon as it's connected. Nothing changes for your visitors until we switch your new website on.

If something looks different

You can't sign in to your domain company

Use its "Forgot password" link. If the account belongs to a past web designer or an old employee, tell us and we'll help you get it back. Please don't send us your password.

It asks for IP addresses or "A records"

Stop there and tell us. You're on a different screen, and it's quicker to find the right one together.

It warns your website or email may stop working

That's a standard warning. We've already copied your email settings, so it's safe to continue with the two nameservers from our email.

Your domain is with a website builder (Wix, Squarespace, Shopify and others)

Look for the domain settings in that account and follow the steps above. Some builders only allow it once the domain is moved out; we'll check with you.

You'd rather move the domain to us

Possible, and never required. Ask us, and we'll explain what's involved.

Stuck?

Email us at **hello@siteinhand.com**, or send us a note from your dashboard or the app (**Ask for a change**). We'll help, or do it with you.

Where these steps come from

Steps checked October 2026 against each company's own help pages. Screens change now and then; if yours looks different, we'll help.

- GoDaddy's own instructions
- Namecheap's own instructions
- Squarespace's own instructions
- Network Solutions' own instructions
- IONOS's own instructions
- Cloudflare's own notes on its domains