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## Domain name - Quick start guide

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**Welcome to Gandi!** We have created this quick-start guide for you, so that you can quickly and easily start personalizing your online presence. The following material is taken from Gandi's [online wiki](#), which we invite you to come and explore - and contribute to!

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## ① Logging in to your account

You may log into your account directly from our home page at [Gandi.net](#) (upper-right corner).

 **Tip:** You might want to bookmark this page in your web browser as you will surely want to return to it later.



The screenshot shows a dark-themed login form. At the top left, it says "account access" with links for "Access problems?" and "Shopping cart". Below this, there are two input fields: the first contains "-GANDI" and the second contains "\*\*\*\*\*". To the right of the second field is a "Login" button.

Enter the handle (ex. ABC123-GANDI) that you received in your account creation confirmation email, and the password that you chose when creating your account.

To manage your domain name(s), click on the "manage" tab, and then "Domains". If you have more than one domain, you will then need to click on the domain that you want to manage from your list.

[Find out more: Where do I start?](#)

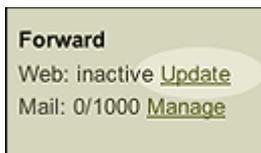
## ② Configuring your domain for your website

A new domain name is a blank canvas, and you can configure and manage it in many different ways. To help keep things simple, we have broken domain name management into some of the most common operations, listed below. You will need to first log in to your account, as described above.

### A. Forward to your pre-existing website or blog

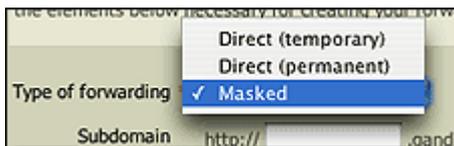
Example: You have a blog hosted somewhere, but you want your visitors to see yourname.com (rather than http://yourname-com2.freeblogmania.tld/) in the address bar of your browser.

To do this, start by [logging into](#) your domain's control panel with a Gandi handle that has technical or administrative rights to the domain. **Remember:** if you have more than one domain in your list, you must click on the domain that you want to modify.



Then, in the **"Technical Settings"** part of the page, look in the **"Forwarding"** column, and click on the **"Update"** link.

Finally, click on **"Add a forwarding address"** which will bring up the page where you can specify where you want to forward your visitors.



You will now see some options.

**Type of forwarding:** This is where you can specify the type of forwarding that you want to use. Gandi provides you with **three** different types: temporary, permanent, and masked.

**Direct (temporary) Forwarding:** The temporary form of direct forwarding is used for links within websites that are not meant to be there for a long time.

**Direct (permanent) Forwarding:** This is permanent direct forwarding, meaning that the domain name will change once the browser has been forwarded to the new address. This form of direct forwarding is called "Permanent" forwarding, because it is intended for addresses that are "permanent" - such as the address of a website - as opposed to just a link within a page.

**"Masked" Forwarding:** This is a popular type of forwarding which is used to forward your domain to another website, while keeping your domain or sub domain name in the web browser's address bar.

A screenshot of a form titled 'Add a forwarding address'. It has a dropdown menu for 'Type of forwarding' set to 'Direct (temporary)'. Below it is a 'Subdomain' field with a text input containing 'http://' and a dropdown menu showing '.ganditools.net'. There are instructions: 'You may use' followed by two bullet points: '\* to forward all subdomains (including www),' and 'or leave it empty to transfer just the domain (http://domain.com)'. At the bottom, there is a 'Forwarding address' field with a text input containing 'http://' and a dropdown menu. There are 'Cancel' and 'Create' buttons at the bottom right.

**Subdomain:** This is where you must indicate the address that you want to forward. Some helpful tips:

- Add **"www"** for "www.example.com"
- Leave empty for "example.com"
- Add "\*" to forward all sub domains of the domain (including www)
- Add any other subdomain you would like to forward! You can have as many as you want!

#### Forwarding address:

This is where you specify the target address (the existing URL of your website, or blog, etc.).

Begin by choosing the type (http://, https://, or ftp://). The standard setting is "http://", so you can just leave this bit alone unless you need to change it for a particular reason.

Next, in the empty text box, enter the address of the website that you want your visitors to be forwarded to. When you are done, click the **"Create"** button to add the forwarding address.

If you would like more detail and information on this, please visit the wiki on [Gandi's Web Forwarding Management Interface](#).

## B. Using your domain with Gandi Hosting

First, please ensure that you have configured your HTTP server for the website(s) you will be hosting on your server: [This tutorial explains how to configure your server](#).

For your website to be accessible you need to point your domain to your server's IP address [This tutorial explains how to manage access to your website](#)

You may also view a short [screencast](#) video on how to do all this.

## C. Configuring your domain for another web host's DNS



To add or update your existing DNS to those of another web host, begin by [logging into](#) your domain's control panel with the owner, administrative, or technical Gandi handle (remember, if you have more than one domain, you need to click on the domain in your list of domains).

Then, look to the **"Technical Settings"** section towards the bottom of the page.

Click on the link that says **"Update"** in the **"Technical"** column. This will bring up the page where you can specify the names of the name servers (DNS) that your web host has given you.

Your change will not take effect immediately. Please wait at least six hours before checking to see if it works. Find out more in our wiki at: [Managing your Domain Name\(s\) at Gandi](#)

# ③ Using your domain for personalized email

There are three ways to use your domain name for email:

## A. Using Gandi Mail

Gandi provides 5 free email accounts and 1,000 forwarding addresses for every domain you manage through Gandi. [This tutorial explains how to create an e-mail account](#).



To create, edit, and manage your email accounts, start by clicking on **"Domains"** in the **"Manage"** tab (if you have more than one, you need to click on the domain that you want to create an address for).

Then, click on the **"Manage"** link in the e-mail area (down in the **"Technical Settings"** section).

You can log into your GandiMail Webmail interface at [mail.gandi.net](mailto:mail.gandi.net), or [webmail@yourdomain.com](mailto:webmail@yourdomain.com), or access your mails via an e-mail client (see below).

**Reminder:** POP and IMAP protocols enable you to download messages from a mail server to your computer. A mail client allows you to access and use your email mailbox to receive, send and manage your emails on your own computer; The most common email Clients are Mozilla Thunderbird, Apple Mail, and Outlook Express.

Here is the information that you will need to setup your email client to send and receive email via GandiMail. For more on this, please visit our wiki on [standard settings for your email client with a Gandi Mail account](#).

#### POP/IMAP (incoming server)

**Server name:** mail.gandi.net

**Port:** leave the default setting

**SSL:** yes, always

**Username:** your full email address (including @your-domain-name.tld)

**Password:** provide the password you had defined when creating your email account

#### SMTP (outgoing server)

**Name server:** mail.gandi.net

**Port:** 465 or 587

**SSL:** yes, always

**SMTP Authentication:** yes, using the same settings as for the POP / IMAP account

### **B. Using the service of a third party to receive and send email (via their DNS)**

In order to use your domain name to send and receive email using an email client via POP/SMTP, you must subscribe to the services of a web host, who will provide you with an email server if this is not Gandi. [This tutorial explains how to use a web host to receive and send email](#)

### **C. Using the service of a third party to receive and send email (via Gandi's DNS)**

You can keep your Gandi DNS and have your mail hosted elsewhere by simply changing your DNS zone file's MX records. [This tutorial explains how to receive and send email with Gandi's DNS](#)

## **④ Updating your account (whois) information**

Once you have logged into your account, click the “**Manage**” tab, and then the “**Account**” tab. Then, proceed by clicking on the “Update your personal information” link. All of your account information can be modified from here, except for the owner name and type of account.

It is important that you ensure that this information is kept up-to-date. If you need to change any details please do so and click the button ‘Submit’. The email address you will provide here will help us communicate with you throughout your subscription (renewal reminders, etc) and can be very useful in case you forget your password.

For more information on this, please refer to our wiki page at: [Changing Account Information](#)

## ⑤ Changing your Gandi handle's password



Change password

Old password

Password

Confirm your password

Cancel Submit

On the 'Account' page (see #4 above) you can click on the 'Change password' link to change your account password. You may change your password as often as you wish.

Be sure to choose a good password to prevent your account from being hacked. We have a guide to help you with this here: [Choosing a strong password](#).

## ⑥ Customer Care at Gandi

The vast majority of your questions can be answered immediately by referring to our wiki or our [FAQ](#). You may also ask other members of the Gandi community for their advice, and see if someone else has had the same question via our interactive [Gandi Groups](#). To contact our Customer Care team directly, please use our online form at the following page: [Contact Customer Care](#)

Our customer care team is ready to help you with any problems or questions that you may have. Though you will always receive an answer to your question in a timely manner, we have provided the table below to help you see the optimal response times

**All times are in GMT.** Green indicates a quicker response time, while red is generally longer.

	00:00-06:00	06:00-12:00	12:00-18:00	18:00-00:00
Monday	Red	Red	Green	Red
Tuesday	Green	Green	Green	Red
Wednesday	Green	Green	Green	Red
Thursday	Green	Green	Green	Red
Friday	Green	Green	Green	Red
Saturday	Green	Green	Green	Red
Sunday	Red	Red	Red	Red

**Thank you for taking the time to read this quick-start guide. We wish you all the best in your projects, and look forward to seeing you online!**

**Sincerely,  
The Gandi Team**