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# Web Site Transfer

These are steps you need to take in order to make sure your website is transferred without interruption.

- Make sure you have enough time on your old host. Don't start the transfer the last few days.
  - We give you the remaining days on the last host for free [Transfer to eSG](#).
- DNS Changes can take 72 hours or even more to propagate on many ISPs, during that time your site will be down for their customers if the old host has removed your site.
- Don't change your DNS records immediately, if you transferred the domain to us we will make the change in the proper time, if we are not your registrar our system will notify you when it's safe.
- You can directly access and work on your site in our systems the moment it is transferred even if the DNS is not up to date.

## Timetable

The transfer process can take between 15 minutes and a few days, it all depends on your current setup. If you have access to your panel then it usually will take between 15-40 minutes for the site to transfer. For sites without a panel it depends on the actual page and how it's made, if it's a CMS (Joomla, Wordpress, Drupal) it will take up to a few hours, if it's a static page a few minutes. Our support will provide an estimate upon receiving the credentials/data.

For DNS it depends on the registrar, the standard should be about 48 hours but due to the way ISPs update their zones it may take more than that. Please make sure you clear your DNS cache in your router & system to make sure you see the change ASAP, you can find more information here: [clear\\_dns](#)

## Requirements

### Web Site Data

#### With a Panel

- Credentials for your Panel
  - For cPanel we need the credentials you use to connect here:
    - <https://domain.tld:2083> (substitute domain.tld with your domain)
  - For Plesk we need the credentials you use to connect here:
    - <https://domain.tld:8443> (substitute domain.tld with your domain)

For other panels please contact our support [eSG Support](#)

## Without a Panel

- tar of all files
  - Request that your previous host or the site developer create an archive of all of your files.
- dump of all databases
  - Request that your previous host or the site developer create an archive of all of your databases.

## Domain

For the transfer we will need the EPP Code, in most cases you should be able to get this from the previous host unless you registered it in another company.

- EPP Code
  - Please note that the transfer of the domain is not necessary in case you want to keep your current registrar. In that case update your current zone with our DNS Servers: [DNS](#)

## Google

### Analytics Property

In many cases your previous host or site developer has created a property for your domain/site in Google Analytics. In order to keep all previous tracking and data you should transfer the property to one of your accounts and remove the old hosts permissions.

- Transfer/Move of the Google Analytics Property
  - [Google Documentation](#)

## My Business

Make sure you are the owner of your property, you can check access and remove 3rd party users from here: [My Business Management](#)

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