

Your website address (domain)

You buy your website address yourself, in your own name. How to keep it renewed, find where you bought it and check it is in your name.

Your domain is the address people type to find you, like yourbusiness.com. It is the one part of your website that is entirely yours. Here is how it works and how to keep it safe.

You buy it, in your own name

You buy your domain yourself, from a registrar such as Namecheap, Porkbun or Cloudflare, in an account you control. We send you the steps. We never sell or resell domains, so nobody sits between you and your address.

Keep it renewed

A domain renews every year. Turn on auto-renew, keep a current card on the account and use an email address you check. If it lapses, your site goes offline and someone else may be able to buy your address.

What we do

We point your domain at your site. For that we ask for temporary access to your registrar account (many registrars let you add someone without sharing your password) or we send you a few DNS steps to follow yourself. We never ask for your password. You can take our access away when your plan ends, or sooner.

If you ever leave

The domain is always yours, and you take it with you. We never hold a domain hostage.

If you don't remember where you bought it

- Search your email for "domain", "registration" or "renewal".
- Look for a yearly charge on your card or bank statements.
- Ask whoever set up your first website.
- Use a free domain lookup tool (search for "ICANN lookup") to see which registrar holds it, then contact them.

Tell us if you get stuck and we'll help you look.

Don't let anyone register it for you

Please don't let a designer, a friend or anyone else register your domain in their name, even to be helpful. Whoever is listed as the owner controls it.

Check that it's in your name

Log in to your registrar account and find the registrant (owner) email. It should be your name or your business, with an email only you can read. If it isn't, ask the registrar how to change it, and tell us.

Need a hand?

If you get stuck, email hello@zossoz.com with your business name and what you're trying to do, and we'll help you look. We reply within one business day.

Related guides: [Keep your logins safe](#) · [What your monthly plan includes](#) · [What the intake form asks for, and why](#) · [Request a change](#)

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