cPanel Questions

- What are the name servers for our website-hosting plans?
- I'm not receiving emails on my website?

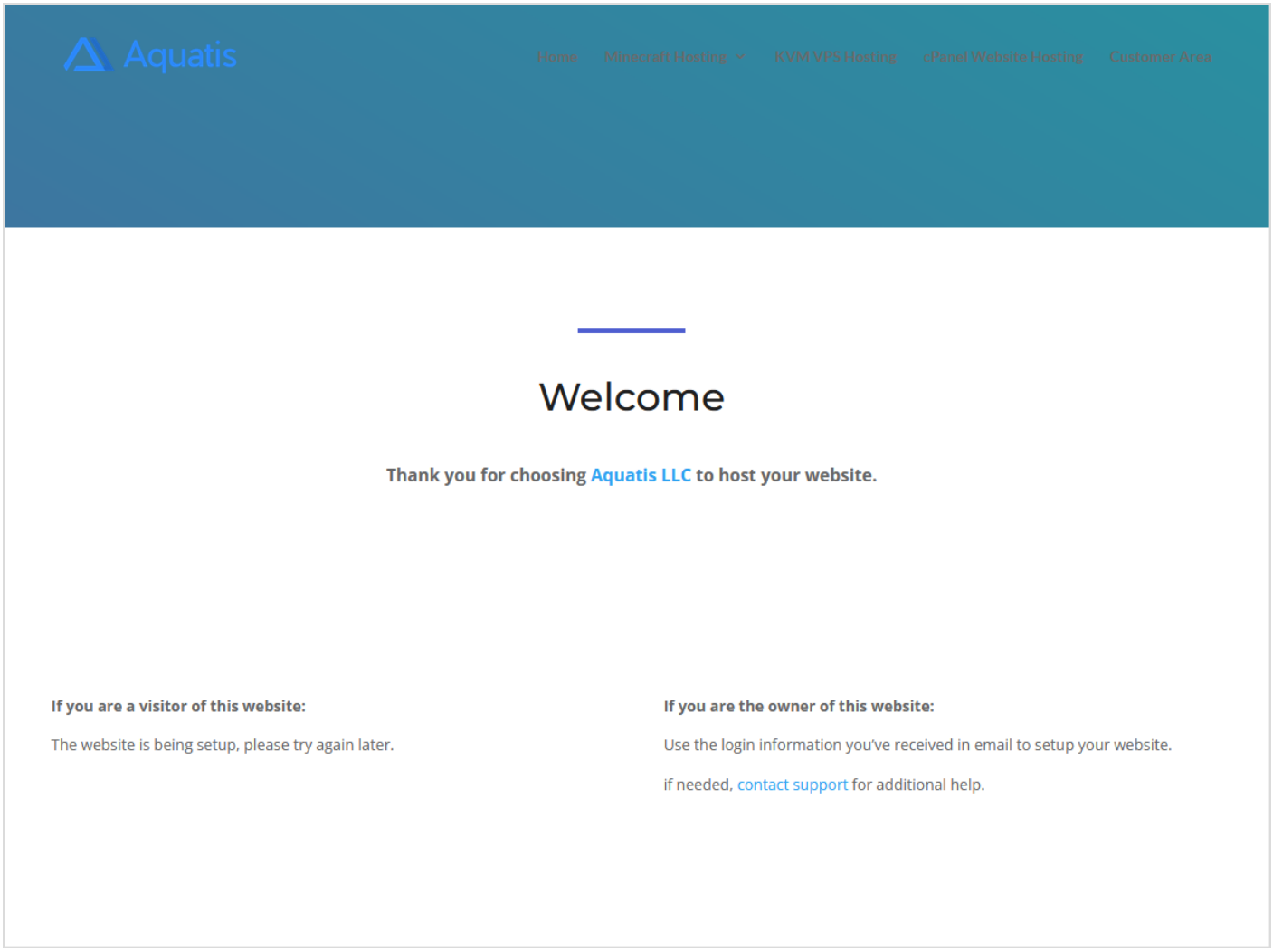
What are the name servers for our website-hosting plans?

The nameservers for our website hosting plans are below. Upon changing them, the domain can take 24-48 hours to fully propagate to us.

> Do not try to visit your website while the name servers are still changing, this can result in your home network caching old/incorrect DNS data and cause your computer to take longer to resolve this domain name. You may notice this when your computer can't visit the website (Unknown DNS error) but your cell phone can.

NS1: crab.aquatis.host
NS2: fish.aquatis.host

Once your domain fully points to our name servers, you will be greeted with this page on your website.



> Using a different registrar? Below are articles from their sites on how to change them.

GoDaddy

https://www.godaddy.com/help/change-nameservers-for-my-domains-664

Hostinger

https://www.hostinger.com/tutorials/how-to-change-domain-nameservers

Enom

https://cp.enom.com/kb/kb/kb_0086_how-to-change-dns.htm

Domain.com

https://www.domain.com/help/article/domain-management-how-to-update-nameservers

one.com

https://help.one.com/hc/en-us/articles/360000841638-How-do-I-change-the-name-servers-

HostGator

https://www.hostgator.com/help/article/how-do-i-change-my-dns-or-name-servers

Namecheap

https://www.namecheap.com/support/knowledgebase/article.aspx/767/10/how-to-change-dns-for-a-domain/

WordPress

https://wordpress.com/support/domains/change-name-servers/

Google

https://cloud.google.com/dns/docs/update-name-servers

Porkbun

https://kb.porkbun.com/article/22-how-to-change-your-nameservers

IONOS

https://www.ionos.com/help/domains/using-your-own-name-servers/using-your-own-name-servers-for-a-domain/

I'm not receiving emails on my website?

You may have not created all the DNS records needed to properly host your website on our cPanel website services. Usually, whenever someone sends you an email to your domain, it looks for an MX record and sends the email to wherever that MX record points.

What is a DNS MX record?

A DNS 'mail exchange' (MX) record **directs email to a mail server**. The MX record indicates how email messages should be routed in accordance with the Simple Mail Transfer Protocol (SMTP, the standard protocol for all emails). Like CNAME records, an MX record must always point to another domain.

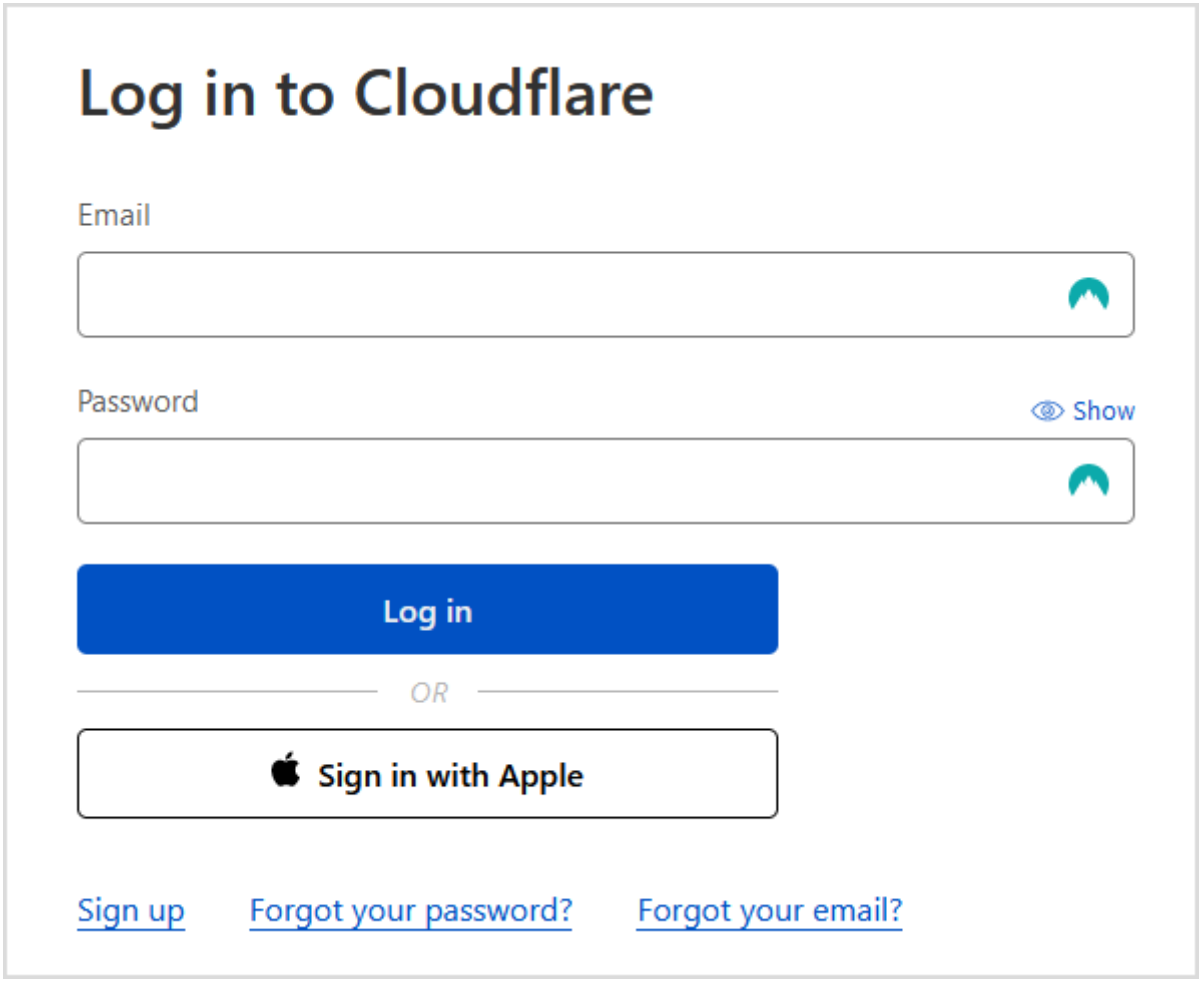
What do I need to do?

In this guide, we are going to show you how to add an MX record to your DNS via Cloudflare.

> Your domain must be linked to Cloudflare and pointing to us via DNS records. If your website is not linked with Cloudflare, you can follow our guide **here**.

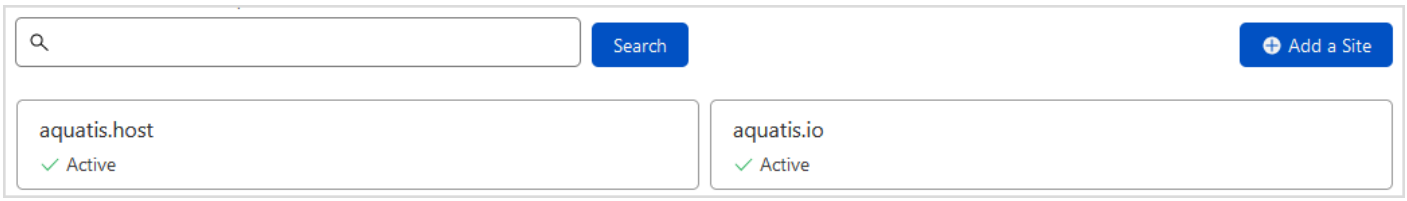
Step 1

Sign in to **Cloudflare** with your personal details.



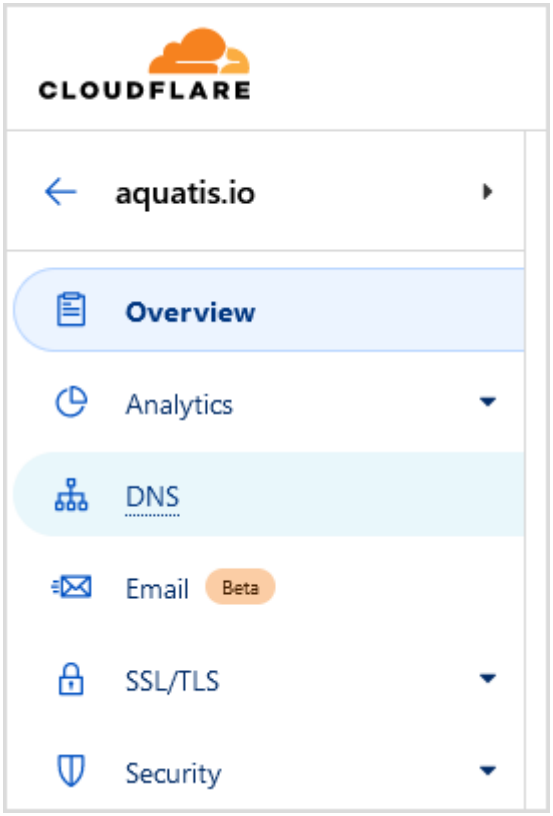
Step 2

Select the **Domain** you wish to modify.



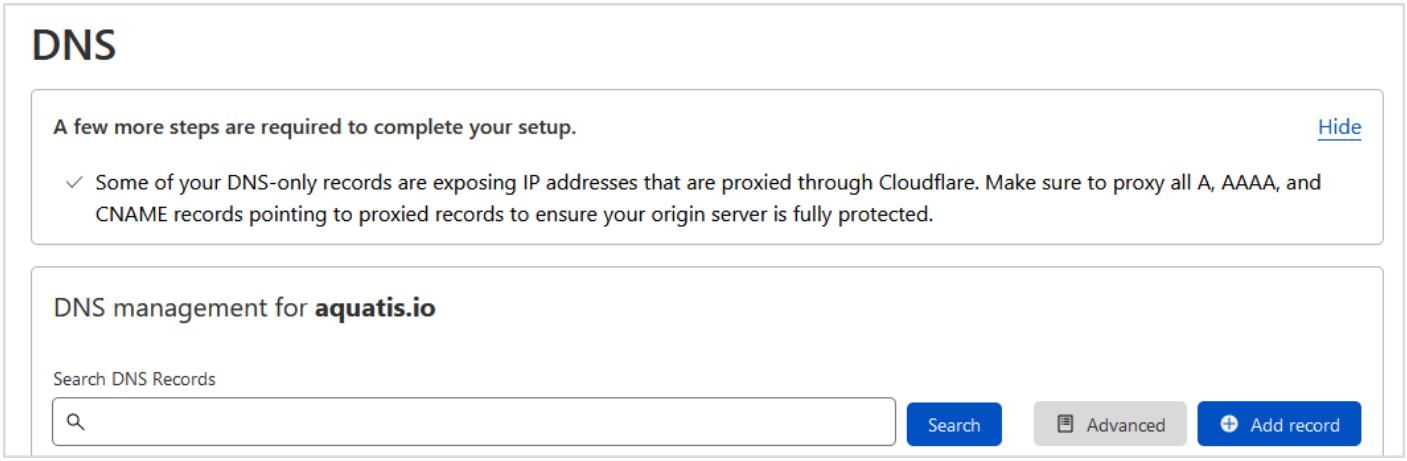
Step 3

On the left navigation bar, select **DNS**.



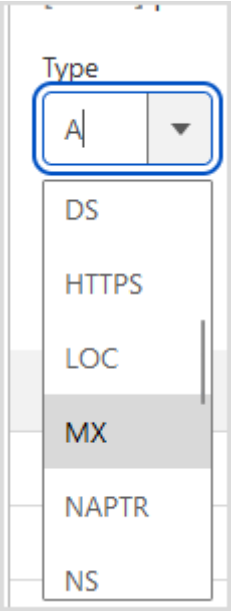
Step 4

Select **Add record** to create a DNS record.



Step 5

On the "Type" drop-down, select **MX**.



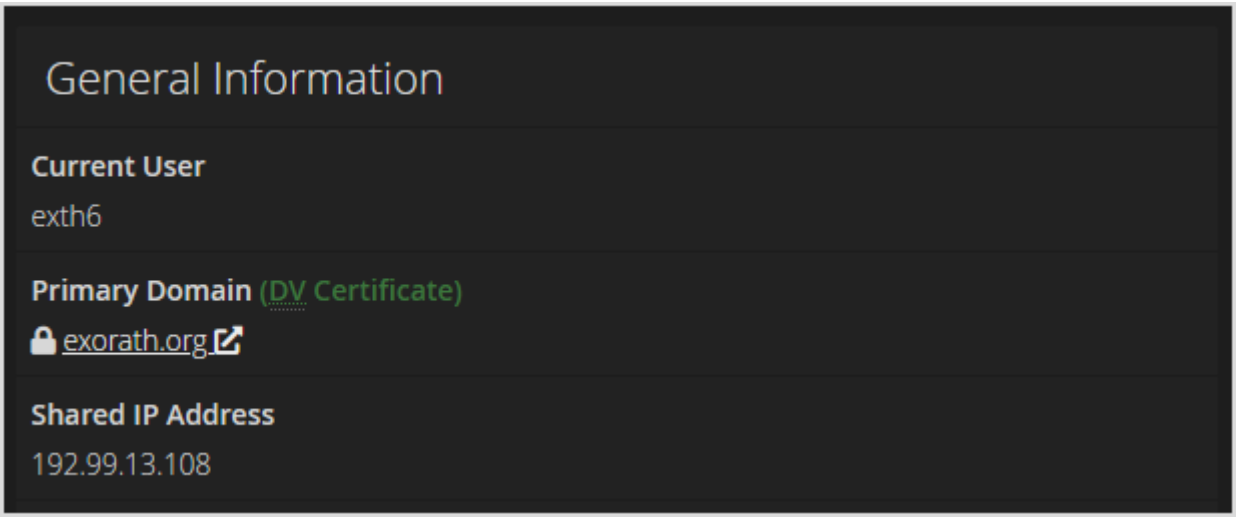
Step 6

In the "Name (required)" text box, type @ so the mail goes to the main domain name.



Step 7

In the "Mail server (required)" text box, navigate to cPanel and copy the **Shared IP Address** value into the mail server box.





Step 8

In the "Priority (required)" text box, set the value to **0**.

> Each MX record has a priority, or **a number to designate the order in which your domain name's incoming mail servers receive your email messages**. The MX record with the lowest number is the first, or primary, mail server to which outgoing mail servers attempt to deliver your email messages.



Step 9

Select **Save** to add the record to your DNS. Wait 5-15 minutes before sending another email to your website.