Mozout

Generated on 15/11/2026 00:37

KNOWLEDGE BASE · PUBLIC DOCUMENT

When the domain is registered somewhere else

Nameservers & Pointing

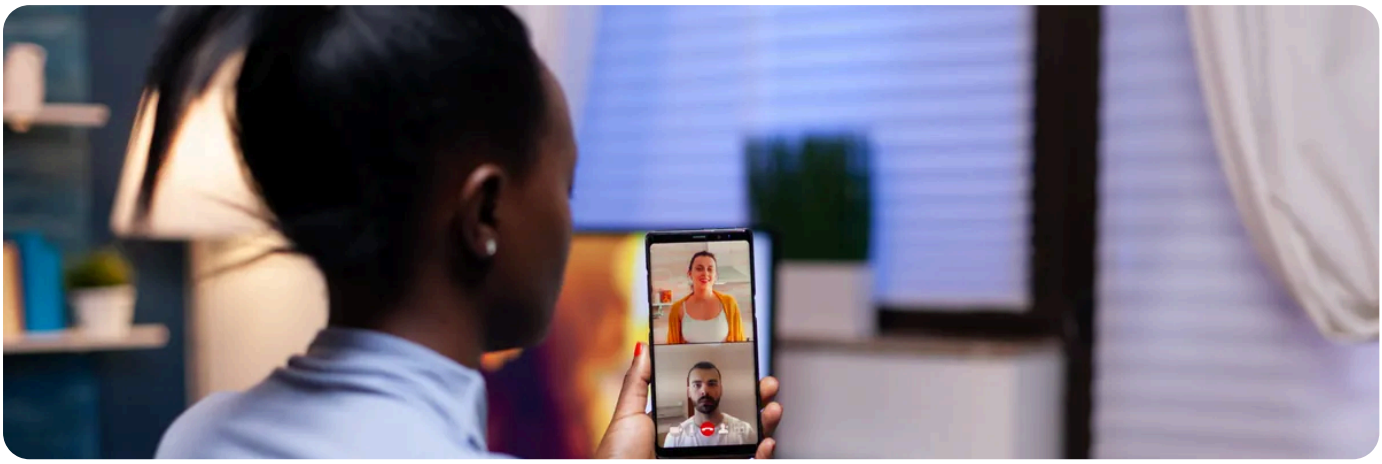
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-1652	v2026.10.18	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/1652

When the domain is registered somewhere else

Nameservers & Pointing Created on **September 27, 2026** Updated on **October 18, 2026** 3 min read



The site is with us, but the domain was registered with another company. It is a very common situation and there is nothing wrong with it. Only one thing changes: **the nameserver swap happens there, not here**.

We cannot change the nameservers of a domain you did not register with us.
It is not unwillingness: we have no access whatsoever to the other registrar panel. What we can do, gladly, is check the record list beforehand and confirm with you afterwards that everything came out right.

First: find out where "there" actually is

Plenty of people do not know where their domain was registered, especially when a developer or an agency handled it. There are two ways to find out.

1. **Look up the public record for the domain.** It names the registrar. See the **WHOIS lookup** and **what WHOIS shows**.

2. **See who bills you for the renewal.** Search your e-mail for domain renewal notices. The company sending them is the one with the panel.

3. **If it was an agency, ask whoever built your site.** The domain often sits in their account, and that is something to settle before anything else.

If the domain is in somebody else's name, fix that first.
A domain you do not control is a borrowed website. See **registry, registrar and registrant** and, if you want to bring it here, **how to transfer a domain to us**.

The route, in the other registrar panel

1. **Sign in to the panel of whoever registered the domain.** Not the panel of whoever hosts the site: they are different things and can be different companies.
2. **Look for "Nameservers" or "DNS".** It is usually in the domain settings, not in the DNS records screen.
3. **Replace what is there with the two names Cloudflare gave you.** If there are four fields, leave two empty.
4. **Save and wait.** See **how long propagation takes**.
5. **Confirm** with a lookup on the domain: **how to check a domain DNS**.

> **Do not confuse the two screens.**
> Almost every registrar has, side by side, a *nameservers* screen and a *DNS records* screen. Editing their DNS records achieves nothing once the nameservers point at Cloudflare, because that zone stops being consulted. The distinction is explained in **what nameservers are**.

The record that points here

Once DNS moves to Cloudflare, that is where you say where the site lives. The domain record, and usually the `www` one as well, point at your hosting address here. Where to find that address is in **what your hosting IP address is**.

If mail is with us too, the mail records must point here and stay **out** of the proxy. If mail is with another provider, that case is covered in **e-mail with us and the site elsewhere**.

What if I cannot change the nameservers?

Some people cannot, because DNS is run by another team or because company rules say so. Cloudflare has a way of working without swapping nameservers, but it is **not on the free plan**. Check their site before counting on it.

Failing that, the alternative is to go without a CDN and point the site straight here with an ordinary record. You lose the caching and the filtering, but everything else stays where it is. See **how to configure a domain DNS** and **how to change the DNS of a domain already in use**.

NEED A HAND?

Not sure where your domain is registered? Send us the name and we will tell you.

Open a support ticket →

SEE ALSO

- WHOIS lookup
- Domain transfer
- Support Policy

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-1652 · v2026.10.18 · Generated on 15/11/2026 00:37