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KNOWLEDGE BASE · PUBLIC DOCUMENT

Nameservers: what they are and which ones to use with us

Domains & DNS

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MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
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https://www.my.mozout.com/knowledgebase/590

Nameservers: what they are and which ones to use with us

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Nameservers answer one simple question: *who is in charge of this domain's DNS?* They are the master switch - they point the whole domain at the service that will answer for it.

A nameserver is not the same thing as a DNS record

	What it does
Nameservers	Say **where** the domain's DNS zone lives. Changed at the registrar, once.
DNS records	Say **what** - where the site goes, the e-mail, the subdomains. Changed in the panel of whoever holds the nameservers.

Confusing the two is behind half of all DNS problems: records get changed in one place while the nameservers point somewhere else - and nothing happens. See **DNS records explained** .

Our nameservers

NAMESERVERS

```
dns1.mozout.com
dns2.mozout.com
dns3.mozout.com
dns4.mozout.com
```

These are the ones to enter at your registrar if the domain is with another provider and you want the site and e-mail to work with us. If you registered the domain with us, they are already set.

How to change them

1. Log in to the panel of **whoever registered the domain** - not whoever hosts the site. They are different things and can be different companies.
2. Look for *Nameservers* or *DNS*, and replace what is there with the ones above.
3. Save and wait. The change is not instant - see **how long propagation takes** .
4. Confirm: once it is done, a lookup on the domain returns these names.

Changing nameservers effectively wipes the previous setup.
The DNS records that existed at the old provider stop being used. If you had e-mail pointed at another service, or special subdomains, **write everything down before you change** and recreate it on our side. This is the most common cause of "the site came back, but e-mail stopped arriving".

Don't want to move everything?
You can leave the nameservers where they are and point only the website, with an A record. You lose single-panel management, but it is less invasive. Tell us what you need to keep and we will show you the way.

NEED A HAND?

Want us to check the change before you make it? Send us the domain.

Open a support ticket →

SEE ALSO

- **WHOIS: what it shows about your domain and how to check it** →
- **DNS records explained: A, CNAME, MX, TXT and TTL** →
- **Registering a .mz domain: what details are needed and for how long** →
- **Need a domain? Search here.** →

DOMAIN REGISTRATION

Is the name you have in mind still free?

Type it here and find out in a second. DNS management included in the panel, renewal notices well ahead of time, and the domain registered in your name - never in ours.

Search domain →

.co.mz .org.mz .net.mz .com and over 100 extensions

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