



Transferring a Website to BIG HEAD Web Hosting? What To Expect.

First, welcome to Big Head Web Hosting!

Just like when you move into a new home, there are always differences from one place to the next. With many hosting options available, Big Head's server platforms may be configured slightly differently than where your website is currently hosted. Sometimes that can lead to a few unexpected issues along the way, so we have developed a clear cut process that makes your move as smooth as possible. And we handle it every step of the way for you.

Step 1 - Place your Order

The order form contains all of the critical information we need to know to get started. Carefully provide all info that is required. Please be sure to test any logins you send us to ensure that we can access things as efficiently as possible to prevent any delays.

Step 2 - Packing Up

After you place your order to start the transfer, we will access your current hosting account so that we can gather all the needed website files and databases to make your move successful.

Step 3 - Staging And Review

Once we have gathered your website data, we launch a copy of the website in a staging development environment first. The goal here is to perform any needed CMS updates and do a review of the website. If applicable, we will perform any needed CMS updates on the website (to help protect the platform itself) as well as provide any feedback on items we see that may need to be addressed. If there are licenses needed for any updates, we will request those licenses to install so we can make sure everything is up to date and working properly.

When the staged website is ready, we will provide you with a direct link and ask you to fully review the staged website. We want you to ensure that it is working and functioning just like the live website on your current host. If you notice any issues, immediately let us know so that we can determine the cause of the problem and if a change is needed to correct an incompatibility. Please understand that, at this point, you will be the expert on what your website should do. We most likely did not build the website and may not be familiar with all its inner workings, so your eyes will certainly pick up on any subtle issues we may not see.

Step 4 - Moving In

Upon your review and approval, we will then move the website to its new home in our of our highly efficient and secure Big Head servers. Next, we work with you to get the DNS changes complete. Think of this as the "change of address" to get visitors to the new location. As this is done, we keep a copy of the staged site up and running for a short time to have a reference point should anything present as an issue.

Timeline: This entire process averages 3-4 days

Thank you! We appreciate your Business.