Managing DNS records for your domain name

Domain Name System (DNS) records provide information about your domain to the the internet. This is necessary for many reasons. Some primary examples are to direct web visitors to the desired website content and to direct email traffic to the proper server where your email service is hosted.
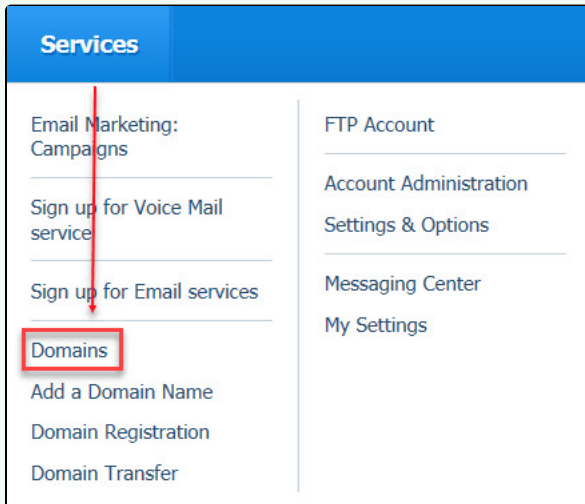
> ⓘ The instructions in this **User Guide** chapter apply to domain names that are already registered with RescueGroups.org. To transfer your existing domain name to RescueGroups.org see the **How to transfer a domain to your account** chapter.

> ✓ **Where do I find it?**
>
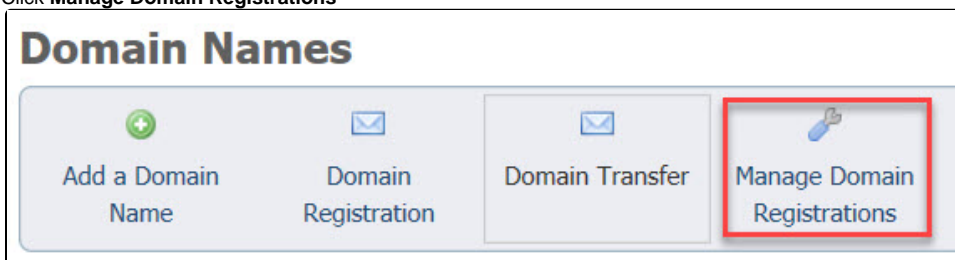> To find the **Domains** section of your account, go to **Services > Domains**.
>
>

On this page:
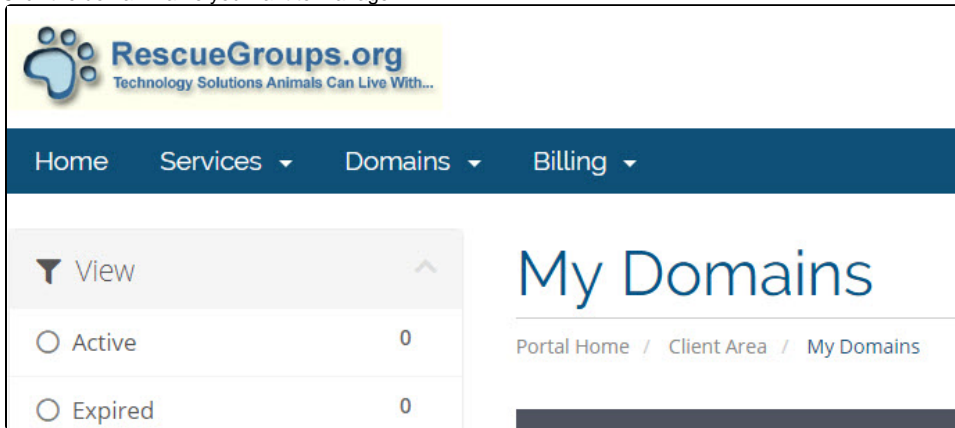
- Opening the DNS Management Console
- How to change your domain's Name Servers
- How to modify your DNS records
- How to point your web traffic only to RescueGroups.org Website Service
- How to update your domain's Mail Exchanger (MX) record

Opening the DNS Management Console

1. Log in to your account from RescueGroups.org
2. Click **Services > Domains**
3. Click **Manage Domain Registrations**

4. Click the domain name you want to manage

How to change your domain's Name Servers

1. Open the DNS Management Console (see **Opening the DNS Management Console** above)
2. Click **Manage Domain** next to the domain name you want to manage
3. Click **Name Servers**
4. To use the default RescueGroups.org name servers select the **Use default nameservers** radio button
5. To use custom name servers, enter the name servers in the text boxes for **Nameserver 1**, etc.
6. Click **Change Nameservers**

> ⊘ If you have email services or any other configurations on your domain name, they may stop working when you change name servers. The most common example is email services. Be sure you understand what services would be affected before changing your name servers. You will need to reconfigure these services on your new DNS host when you update your name servers.

How to modify your DNS records

DNS records, other than your domain name servers, cannot be managed by users at this time. If you need to update your DNS records, contact our support team.

How to point your web traffic only to RescueGroups.org Website Service

If you do not have your name servers pointed to RescueGroups.org due to other domain services, you can still configure your domain to send web visitors to your RescueGroups.org Website Service content. Here's how:

1. Log in to your account with your current DNS host
2. Configure your DNS entries like this:
    a. Type: A
       Value: 54.174.69.182
    b. Name: www
       Type: CNAME
       Value: farm.rescuegroups.org

How to update your domain's Mail Exchanger (MX) record

MX records cannot be managed by users at this time. If you need to update your MX records, contact our support team.

Popular Questions
Topics:

- animals
- dns
- records

- [domain](#)
- [animal](#)

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   ### How can we embed our available or adopted animal data stored in RescueGroups.org for display on an external website service?

   - **4** answers
   - [Whiskers & Tails Rescue Foundation](#)
   - Sept 21, 2023
   - Space: [Website Service Guide](#)
   - [website](#)
   - [exports](#)
   - [animals](#)
   - [toolkit](#)

2. 0
   votes

   ### How do I get my listings to automatically feed to Facebook?

   - **1** answer
   - [Jennifer Myers](#)
   - Mar 20, 2024
   - [animals](#)
   - [website](#)
   - [exports](#)
   - [facebook](#)
   - [iframe](#)

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   ### Requests

   - **0** answers
   - [Anita Lowman](#)
   - Feb 19, 2024
   - [requests](#)
   - [animals](#)

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   votes

   ### My Animal List is empty

   - **2** answers
   - [Tammy Mullins](#)
   - Feb 06, 2024
   - [animals](#)

5. 0
   votes

   ### Add a mixed breed choice for dogs

   - **1** answer
   - [Richard [RG]](#)
   - Feb 27, 2014
   - [requests](#)
   - [animals](#)
   - [breeds](#)
   - [exports](#)

6. 0
   votes

   ### Change default location to "no"

   - **1** answer
   - [Alana Woodbury](#)
   - Jan 22, 2024
   - [animals](#)
   - [exports](#)

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   votes

   ### What fields is the Asilomar Advanced Animal Statistics report pulling from

   - **0** answers
   - [Alana Woodbury](#)
   - Jan 20, 2024
   - [animals](#)

8. 0
   votes
   status

   ### Is there a way to view relationship from the Animal List page?

   - **1** answer
   - [Michelle Caylor](#)
   - Dec 08, 2023
   - [animals](#)

9. 0

votes
status

Can we increase the information exported to Adopt-A-Pet to include relationships?

- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals
- exports

10. 1
vote

How do I duplicate an application? When I try to duplicate the resulting form is "Incomplete," and data from original form does not transpose.

- **1** answer
- Kirsten A Reed
- Oct 25, 2021
- animals
- forms
- animal

Have a question about this topic?