

## DNS FAQs

### Who can register a gov.uk or ac.uk Domain Name?

*The following links provide information on who is eligible to register a gov.uk or ac.uk Domain Name.*

**[Eligibility Guidelines for a Name under gov.uk](#)** <sup>[1]</sup>

[Eligibility Guidelines for a Name under ac.uk](#) <sup>[2]</sup>

### How do I apply for a gov.uk or ac.uk Domain Name?

*The following links provide information about the application process for a gov.uk or ac.uk Domain Name.*

[New requests for an gov.uk Domain](#) <sup>[3]</sup>

[New requests for an ac.uk Domain](#) <sup>[4]</sup>

### How do I appeal if a gov.uk or ac.uk domain name is rejected?

*If a gov.uk or ac.uk domain name is rejected the appeals process is given at:*

Appeal procedure

[New requests for an gov.uk Domain - Appeals](#) <sup>[5]</sup>

[New requests for an ac.uk Domain - Appeals](#) <sup>[6]</sup>

### What should I do if I want to change Registrar?

*In this instance, the procedure for modifications should be followed:*

[Modifying DNS Entries for ac.uk and gov.uk Domains](#) <sup>[7]</sup>

### What should I do if I want to change the nameserver information for my Domain Name?

*In this instance, the procedure for modifications should be followed:*

[Modifying DNS Entries for ac.uk and gov.uk Domains](#) <sup>[7]</sup>

## **How do I modify a gov.uk or ac.uk Domain Name?**

*The procedure required to modify Domain Names for both Janet Customers and Registrars is available on the web pages at:*

[Modifying DNS Entries for ac.uk and gov.uk Domains](#) <sup>[7]</sup>

## **How do I renew a gov.uk or ac.uk Domain Name?**

*When a Name is due for renewal the Registrar that is currently hosting the DNS for the Domain Name will be sent a renewal notice. Upon confirmation that the name is to be renewed an Invoice will be issued. Further information can be found at:*

[Approved Registrar Membership Account - Renewals](#) <sup>[8]</sup>

## **How much does a Domain Name cost and how do I make a payment for an accepted domain name?**

*The cost to register a new Domain Name is £80 plus VAT. The following pages provide full details:*

[New requests for a gov.uk Domain - Payments and Charges](#) <sup>[9]</sup>

[New requests for a ac.uk Domain - Payments and Charges](#) <sup>[10]</sup>

## **How can I cancel a Domain Name?**

*Procedure for cancellation of a Domain Name:*

[Cancelling Domain Names Registered in the DNS under ac.uk and gov.uk](#) <sup>[11]</sup>

## **How can I become a member of the Jisc Approved Registrar Scheme?**

*Information regarding how to obtain membership of the scheme is available on our web pages at:*

[Approved Registrar Membership Account](#) <sup>[8]</sup>

## **How do I find out who is already a member of the Jisc Approved Registrar Scheme?**

*A list of current account holders is available at the following URL:*

[List of Registrar's With A Janet Account](#) <sup>[12]</sup>

## **How can I check to see if the domain name is still available?**

*This link will take you to the Jisc Whois Lookup Service where you will be able to check if the Domain Name you wish to register is still available.*

[WHOIS](#) <sup>[13]</sup>

## **Is there any information available regarding Data Protection?**

*Full information relating to our Data Protection policy can be found at:*

[Data Protection](#) <sup>[14]</sup>

## **How can I contact the Naming Administrator on the Janet Service Desk for any enquiries not covered within these pages?**

**E-mail:** [domains@jisc.ac.uk](mailto:domains@jisc.ac.uk) <sup>[15]</sup>

Telephone: 0300 300 2212

**Fax: 0300 300 2213**

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**Source URL:** <https://community.jisc.ac.uk/library/janet-services-documentation/dns-faqs>

### **Links**

[1] <https://www.gov.uk/government/publications/naming-and-registering-government-websites>

[2] <http://community.ja.net/library/janet-services-documentation/eligibility-guidelines>

[3] <http://community.ja.net/library/janet-services-documentation/register-govuk>

[4] <http://community.ja.net/library/janet-services-documentation/applying-acuk-domain>

[5] <http://community.ja.net/library/janet-services-documentation/appeals-0>

[6] <http://community.ja.net/library/janet-services-documentation/appeals>

[7] <http://community.ja.net/library/janet-services-documentation/modify-dns-entries>

[8] <http://community.ja.net/library/janet-services-documentation/isp-membership>

[9] <http://community.ja.net/library/janet-services-documentation/payments-and-charges-0>

[10] <http://community.ja.net/library/janet-services-documentation/payments-and-charges>

[11] <http://community.ja.net/library/janet-services-documentation/cancelling-registrations>

[12] <http://community.ja.net/library/janet-services-documentation/list-registrars>

[13] <http://community.ja.net/library/janet-services-documentation/whois>

[14] <http://community.ja.net/library/janet-services-documentation/data-protection>

[15] <mailto:domains@jisc.ac.uk>