How to Change Domain Nameservers

Domains & Publishing · https://thewebops.com/help-center/domains-publishing/how-to-change-domain-nameservers/

After purchasing a domain in WebOps, you can choose whether to use:

- WebOps nameservers
- external/custom nameservers

This guide explains how to change nameservers and what happens after the change.

Before You Start

Changing nameservers affects how your domain works.

When switching to external nameservers:

- DNS management inside WebOps will stop working
- connected websites may stop working until DNS is configured externally
- linked domains for this domain only will be unlinked

DNS propagation may take some time after changing nameservers.

Step 1: Open the Domains Portfolio Page

Log in to your WebOps dashboard:

app.thewebops.com

From the left sidebar, click **Domains.**

You will be redirected to the Domains Portfolio page.

Step 2: Open the Change Nameservers Modal

Locate the domain you want to update.

Click the three dots menu next to the domain.

Then click: **Change Nameservers**

The Change Nameservers modal will appear.

Step 3: Choose the Nameserver Type

Inside the modal, you can choose between:

- WebOps
- External

The selected option depends on the current nameserver configuration.

If the domain is already using external nameservers, the External option will appear selected automatically.

WebOps

Uses WebOps-managed nameservers.

Recommended if you want to:

- manage DNS records inside WebOps
- connect domains to WebOps websites easily
- activate SSL automatically

External

Uses your own custom nameservers from another provider.

Recommended if you manage DNS outside WebOps.

Step 4: Enter External Nameservers

If you choose: **External**

you must enter at least two nameservers.

Example:

ns1.example.com

ns2.example.com

You can also click: **Add another nameserver** to add additional nameservers.

Then click: **Save**

Step 5: Confirm Unlinking Linked Domains (If Required)

If the domain is currently linked to websites or subdomains, WebOps will display a warning confirmation modal before changing to external nameservers.

The warning explains that linked domains using this domain will be automatically unlinked.

Click: **Confirm & Unlink** to continue.

What Happens After Changing Nameservers?

After saving the new external nameservers:

- the DNS Status will become Propagating
- the domain will begin updating globally
- you will not be able to change nameservers again immediately
- switching back to WebOps nameservers will be temporarily disabled

Once propagation finishes successfully:

- the DNS Status will become External
- the cooldown period must finish before changing nameservers again

If linked domains or subdomains were removed:

- they will be automatically unlinked
- affected websites will revert to their temporary WebOps domain (msvjkyp9q1.trywebops.co)
- the temporary domain will automatically become the Primary Domain if the removed domain was previously primary

WebOps will also send an email confirmation containing:

- the updated nameservers
- the domains/subdomains that were automatically unlinked

Important Notes

- DNS propagation may take several minutes or a few hours
- Domains using external nameservers cannot use WebOps DNS management
- Domains using external nameservers cannot be linked directly through WebOps DNS
- At least two external nameservers are required
- Some connected services may stop working until external DNS is configured correctly
- WebOps recommends using WebOps nameservers for the best experience