

TRUE(ISH) STORY INSIDE

Locked Out of Their Own Domain

A failed renewal took down company email — and the only recovery method depended on an email address that no longer worked.



THE STORY

"The way back in needed the very thing that was down."

A client's domain had been registered with the same provider for more than a decade. It worked, it renewed, and nobody had much reason to think about it.

Then the credit card on file expired. The renewal failed, the domain stopped working, and company email went down with it.

That's when a small billing problem became a much bigger issue. To regain access, the registrar wanted to verify the account by email or text. The email address used the domain that was now offline, and the phone number on file was an office number and unable to receive a text. Neither recovery method worked.

What should have been a five-minute credit card update became a three-day email outage, mostly due to vendor policies that had a waiting period before reenabling the account.

Once everything was restored, we fixed the problem by adding multiple logins, and authentication methods with KCM set as a Delegate for the business.

Details have been changed, but this is a situation we see surprisingly often.

How KCM Keeps a Small Problem From Becoming an Outage

1

We make sure we're on the account

For critical services like domains, hosting, and email, we want KCM listed as an authorized contact. That gives you another way back in when the primary contact isn't available.

2

We watch the renewal dates

Domains, certificates, subscriptions, and services all have renewal dates. For the systems we manage, we keep an eye on them so an expired card or missed notice doesn't become an unexpected outage.

3

We don't rely on one way back in

Recovery shouldn't depend on one person's email, one phone number, or one credit card. Critical accounts should always have a second path back in.

**If your domain account locked you out today,
could you get back in?**

Usually just one phone call to check.

Reply — We'll Check →