kayako

Department: Domains Support
Full Name: Abdulaziz Faisal
Email: aandf.forwork@gmail.com
Your Question: hi ..... my domain still not worked after i verify my email http://awebf.website/
Operator: Gennadiy Kovrizhenko

18:39 **Your Question: hi .....**
my domain still not worked after i verify my email
http://awebf.website/
18:39 **Please wait and one of our operators will be with you shortly.**
18:39 **You are now chatting with Gennadiy Kovrizhenko (Domain CS) - Domains Support**
18:39 Gennadiy Kovrizhenko: Hello, you've contacted Live Support! Please give me a minute to look at the question.
18:39 Gennadiy Kovrizhenko: Please provide the following information in order for me to be able to share the details:
1. Namecheap account username. It can be found in the top left corner of the screen.
2. Support PIN number. You can find the Support PIN by following this link:
https://ap.www.namecheap.com/settings/security
18:40 Abdulaziz Faisal: 6943
18:42 Abdulaziz Faisal: so why my domain still not word >
18:42 Gennadiy Kovrizhenko: Please also specify the Namecheap account username.
18:42 Abdulaziz Faisal: ?
18:43 Abdulaziz Faisal: AandF
18:43 Abdulaziz Faisal: sorry i forget
18:44 Gennadiy Kovrizhenko: Thank you. I will get back in just a couple of minutes.
18:44 Abdulaziz Faisal: okay
18:47 Gennadiy Kovrizhenko: It appears the Zone file on the Web Hosting DNS nameservers were not properly synchronized. Our Hosting team is already working on resolving the issue and I will need 3-5 additional minutes.
18:48 Abdulaziz Faisal: okay i'll wait
18:50 Gennadiy Kovrizhenko: The Zone file has been updated and the changes will need about 1 hour to propagate around the world.
18:51 Abdulaziz Faisal: okay thanks man a lot
18:51 Gennadiy Kovrizhenko: Thank you for contacting. Please rate my assistance in the quick survey:
https://nps.namecheap.com/u/rZg2A3
Alternatively, you can use feedback@namecheap.com
18:52 Abdulaziz Faisal: okay

Helpdesk: https://support.namecheap.com/