

Step-by-Step Guide

to Migrate a WP Engine WordPress
Site to another WPE Account



WPengine®



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Introduction

We will present in this guide the process to complete your WordPress site migration successfully. We will focus on the 2 main methods of migration before tackling the DNS setup. Then we will talk about the Plugins after migration.

The Scenario

You have a current WordPress website hosted with a WP Engine (WPE) account. You need to transfer (migrate) this site to another WPE account. Since WP Engine do not sell domain names, so your domain name must be managed by an independent registrar (i.e. GoDaddy, WordPress, NameCheap, Gandi, etc.).

This task will involve 3 steps. The first step is the site migration, the second step is the DNS setup at the side of the Domain Name registrar. Then the third one is the Plugins audit and licensing.

Step 1- The Site Migration

WP Engine offers 2 methods to execute this task. First it's through a "Transfer Code" the Second through a "Site Migration Plugin". The ownership of the site will be transferred as well with the "Transfer Code" method.

1.1- The Transfer Code

WP Engine physically picks up the entire "Site" container from the current account and drops it into your new account. So it will completely disappear from the first WPE dashboard.

Because the site is already living in a "Production" environment in the current WP Engine account, it will transfer over to your new account as a Production environment too. In this case only, you don't need to move the site to a Staging Environment, there is no compatibility to test, it's just an exact 1 to 1 same server transfer.

The advantage of this method is:

- 1- Zero Data Loss: Every file, database entry, and media asset is physically moved by WP Engine.
- 2- No Re-installation: You don't need to install WordPress or use a migration plugin.
- 3- Overwrite is Fine: When the transfer completes, it will simply replace that "blank" site you currently see in your

Now follow this step-by-step process to get your Transfer Code:

1. Log in to your WP Engine User Portal.
2. Click on Settings in the left-hand sidebar.
3. Look for a section or toggle labeled "Allow site transfers via transfer code" and turn it ON.
4. Copy the code that appears.
5. Send that code to the managers of the source WP Account and ask them to initiate a site transfer using this code.



IMPORTANT

It is highly recommended to backup the website before the transfer.

1.2- The Migration Plugin

Using the automated migration plugin is a very popular choice. Usually, you need when migrating a site from a different hosting service provider to WPE. But you can also use it to transfer your site from one WPE account to another WPE account.

To be extra safe, migrate the site into your Staging Environment first, then moving it to Production once you've confirmed it's perfect.



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Follow these steps to execute this task successfully:



1. Get your "Migration Key" (From your WPE Destination Account)

- Log in to your WP Engine User Portal.
- Select the Staging environment of your new site.
- In the left-hand menu, click Site Migration.
- You will see a section for the Automated Migration Plugin. Click the button to generate your Migration Key.

2. Install the Plugin (On the Current Source Account)

- Log in to the WordPress Admin of the current live site.
- Go to Plugins > Add New.
- Install the "WP Engine Automated Migration".
- Install and Activate it.

3. Connect and Start the Migration

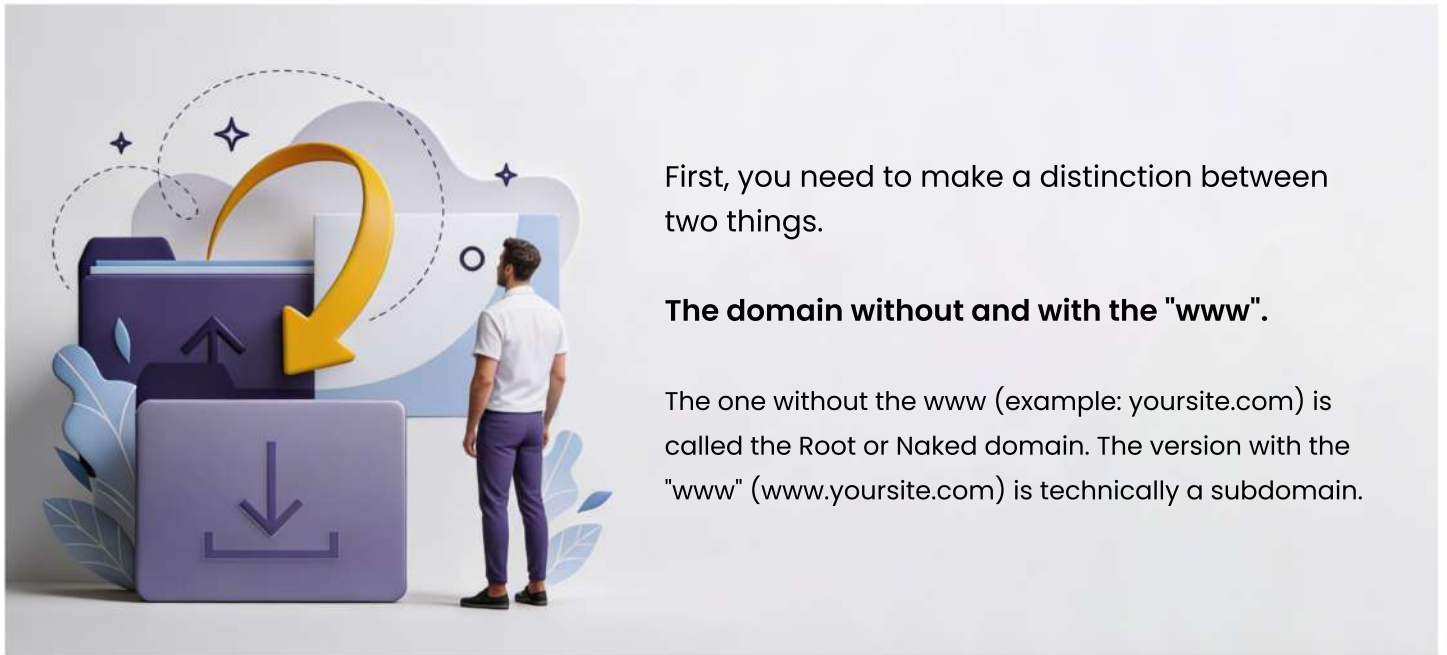
- In the sidebar of the Source site, click the WP Engine Migration tab.
- Enter your email address (for notifications).
- Copy and paste the Migration Key you got in Step 1.
- Click Migrate.

The plugin will start "zipping up" your site and sending it to your new destination account. This can take anywhere from 10 minutes to many hours depending on how many images, videos and files you have.

4. The Final "Check & Swap"

- Once the plugin says "Migration Complete," go to your Destination Staging URL (e.g., yoursite.wpenginestaging.com).
- Check the pages. If everything looks perfect, go to your WP Engine dashboard and use the "Copy Environment" tool to move the site from Staging to Production.
- Finally, update your DNS at your registrar (Domain Name provider) to point to your new Production IP. You can learn more in details about this step [here](#).

At this stage, the site migration is completed. Now it's time to look at the Domain Name DNS (Domain Name System) records setup. You need to make sure it points to your new site address.



First, you need to make a distinction between two things.

The domain without and with the "www".

The one without the www (example: `yoursite.com`) is called the Root or Naked domain. The version with the "www" (`www.yoursite.com`) is technically a subdomain.

Step 2- Adjusting the DNS Records

First, we need to add the domain name to the destination WPE site.

2.1- Adding Your Domain Name



1. Go to your Site in WPE portor and select your new (Destination) environment.
2. In the left-hand menu, click on Domains.
3. Click the Add domain button.
4. Enter your root domain: `evio.aero`. (WP Engine's system often automatically asks if you want to add the www version at the same time. If it does, check that box. If not, simply repeat this step for `www.youtsite.com`).
5. Once both are added, decide which one you want to be the main address people see in their browser bar. Click the three dots next to that domain and select Set Primary.
6. Click the three dots next to the other domain, select Add Redirect, and point it to your primary domain.



WP Engine will attempt to provision free Let's Encrypt SSL certificates for these domains. They will show a "Pending" status until you complete the following part and the DNS changes propagate.

Then you need to update your domain in WordPress. Follow these steps:

1. Log in to your WordPress admin dashboard.
2. Go to Settings > General.
3. Update both the "WordPress Address (URL)" and "Site Address (URL)" fields to your new domain (for example, <https://yoursite.com>).
4. Scroll down and click Save Changes.

After saving, you may be logged out. Just log in again with your same credentials.

2.2- Updating Your DNS Records in Your Registrar

At this point, you need to be aware of the following records.

- A Records point a domain to an IP address (a string of numbers like 192.168.1.1).
- CNAME Records point a domain to another domain name (like yourenv.wpenginepowered.com).

Standard internet rules (DNS RFCs) do not allow you to use a CNAME for a root domain. So WP Engine's standard and most robust setup utilizes two A Records for the root domain and one CNAME for the www domain (which is actually a subdomain as mentioned earlier).

Now follow this step-by-step process to update your DNS records.



Step 1: Find your WPE DNS Information

Before leaving WP Engine, stay on the Domains page. Look for the DNS details provided by WP Engine for your environment. You need to copy three things:

- IP Address 1 (e.g., 141.193.x.x)
- IP Address 2 (e.g., 141.193.y.y)
- CNAME (usually looks like wp.wpenginepowered.com or yourenvironment.wpenginepowered.com)

Step 2: Update Your Registrar (GoDaddy or Gandi or BlueHost, etc.)

1. Log in to your Domain Name account.
2. Go to Domain and select it.
3. Click on the DNS Records tab.
4. Configure the Root Domain (A Records):
 - o Look for an existing A record where the Name is @ (the @ symbol represents your root domain). Edit this record and paste your first WP Engine IP address into the value/target field. Save it.
 - o Create a new record. Set the Type to A, the Name to @, and paste your second WP Engine IP address into the value/target field. Save it.
5. Configure the WWW Subdomain (CNAME):
 - o Look for an existing record where the Name is www.
 - o Change its Type to CNAME (if it isn't already) and paste your WP Engine CNAME into the value field.
 - o Gandi Tip: Gandi's system often requires a trailing dot at the end of a CNAME value. So, you would enter [yourenv.wpenginepowered.com.](http://yourenv.wpenginepowered.com) (note the dot at the very end). Save it.
6. Clean Up: Delete any old A or CNAME records for @ or www that point to your old WP Engine IP addresses. You should only have the two new A records and the one new CNAME for your website traffic.



Be aware that every single registrar has its own layout, settings and platform. So the previous 6 points may slightly differ between for example GoDaddy and BlueHost. You just need to look for the DNS Advanced Settings.

DNS changes can take anywhere from a few minutes to 24 hours to fully propagate across the global internet.

Step 3- The Plugins



it's time to look at the WordPress site plugins.

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Both the Transfer Code method and the Migration Plugin will move your theme and plugins, including multi lingual plugins (like WPML or G Translate) to your new WP Engine account. The appearance of the site will remain the same. We need to take into consideration two aspects of this issue.

3.1- The Technical Reality

Because you migrated the database, the physical letters and numbers of the license keys are still sitting in your WordPress settings. For right now, today, your premium plugins will likely continue to function with all their "Pro" features active.

3.2- The Administrative Reality

If the previous person or agency bought those licenses under their own account (often called a developer or agenny license), they control those licenses, not you. Here is what usually happens when you leave an agency or previous manager:

- They Revoke the License: Most premium plugins (like WPML, Elementor Pro, Gravity Forms, etc.) have a central dashboard on their website. The previous company can log in to their account, and click "Remove Site" or "Revoke License" to free up a slot for a new client.
- The License Expires: Even if they don't manually revoke it, the license is tied to their credit card. When it comes time for annual renewal, they will not pay for your site.

What Happens When a License is Revoked or Expires?

If the previous company cuts the cord, your website will not instantly crash. However, you will face two major issues:

1. **Loss of Updates:** This is the biggest risk. Without a valid, active license, you will no longer receive updates for those plugins. If a hacker finds a security vulnerability in an outdated plugin, your WP Engine site becomes highly vulnerable. WP Engine is incredibly secure, but outdated plugins are the number one way WordPress sites get hacked.

2. **Loss of API Features:** Some plugins rely on a live connection to their servers to function. For example, WPML's automatic translation credits or advanced cloud-based features might stop working the moment the agency revokes the key.



What You Need to Do Next?

To protect your site and ensure everything keeps running smoothly, you need to transition ownership of those licenses to yourself.

- **Step 1: Perform a Plugin Audit.** Go through your list of plugins and identify which ones are premium/paid (e.g., WPML, advanced form builders, premium sliders, SEO Pro plugins).
- **Step 2: Ask the Previous Company.** Send them a polite email asking for a list of which plugin licenses were covered under their agency account versus which ones you own directly.
- **Step 3: Buy Your Own Licenses.** For the plugins they owned, you will need to go to the plugin developers' websites, purchase your own licenses, and swap out the old agency keys with your new personal keys in your WordPress dashboard.