

**The Insider's Guide to  
Domain Name  
Transfers**

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Version 1.0 (9/29/2011)

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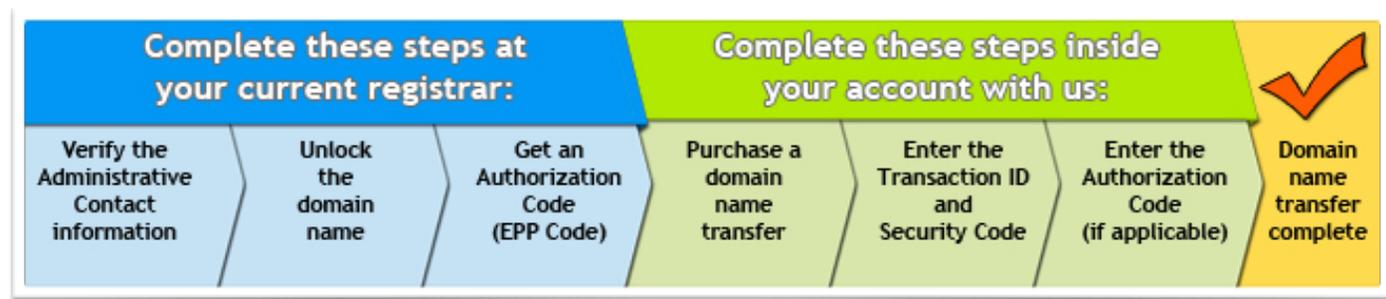
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# Introduction

Transferring your domain name can be a bit tricky, especially if it's your first time. That's why we're here to give you a hand. We recommend reading this entire guide before you transfer a domain name from your current registrar to us.

**NOTE:** If your domain name is already registered here and you want to move it to another account with us, you must complete an account change, not a transfer.

The image below provides a brief overview of the domain name transfer process. You must take certain actions in your account at the other registrar, and you must take other actions in your account with us.



# Preparing to Transfer Domain Names

This section helps you prepare for and purchase your domain name transfer to us. By paying special attention to these steps, you can ensure a smooth transfer process and prevent delays.

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**NOTE:** ICANN regulations prohibit transferring domain names registered or previously transferred in the last 60 days. For more information, click [here](#).

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## To Prepare to Transfer Your Domain Names

1. Ensure that the **administrative contact** (admin) for your domain name has a valid email address in the Whois database. Both registrars use this email address to send you important information about the transfer. If it is invalid, contact your current registrar to update it.

**NOTE:** If your domain name has **private registration** (also known as privacy), a service that hides your personal information from the public, you cannot verify your administrative contact's email address in the Whois database. You must contact your current registrar to cancel the private registration, and then you can update the email address, if necessary.

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2. **Unlock** your domain name at your current registrar.
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3. Get an **authorization code** (also known as an EPP code or transfer key) from your current registrar, if required. Some domain name extensions, primarily country-code top-level domain names (ccTLDs), do not require an authorization code. Some registrars display the authorization code in your account with them, while others email it to the admin email address upon request. For more information, see the next section.
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4. Purchase a domain name transfer from our website. If the extension you want to transfer is not listed, you cannot transfer the domain name to us.

When you purchase the transfer, select one of the following nameserver options:

**Keep the existing nameservers...** — If you have a hosted website for your domain name (here or elsewhere), select this option to ensure that your site does not go down during the transfer.

**Change ... to park nameservers** — If you have email with us for the domain name, are using our Off-site DNS, or created a Premium DNS transfer template prior to the transfer, select this option.

**NOTE:** [If you select this option and are not using Off-site DNS or a Premium DNS transfer template, we park the domain name on our parking nameservers and create a default zone file in your account with us. You can use the Zone File Editor in the DNS Manager to customize the new zone file.](#)

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5. We send an email message to the domain name's administrative contact (admin) after you purchase the transfer. The email contains the transfer IDs (transaction ID and security code) you need to authorize the transfer in your account with us.

## Tips for Getting an Authorization Code

To transfer a domain name to us, you might need an authorization code (also known as an EPP code or transfer key) from your current registrar.

Some registrars display the authorization code in your account with them, while others email it upon request to the administrative contact's (admin) email address for your domain name.

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**NOTE:** Some domain name extensions, primarily country-code top-level domain names (ccTLDs), do not require authorization codes.

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Contact your current registrar to get your authorization code.

# Authorizing the Domain Name Transfer

This section helps you authorize and complete the domain name transfer in your account with us. To complete the transfer authorization, you need your transaction ID, security code, and authorization code (if applicable).

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**NOTE:** For most domain name extensions, a transfer between registrars takes five to seven days from the time you authorize it. The process and time required for transfer completion can vary for certain extensions, such as country-code top-level domain names (ccTLDs).

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## To Authorize the Domain Name Transfer

1. Log in to your Account Manager.
2. In the **My Account** section on the left sidebar, click **Domain Transfers**. The Pending Transfers page displays.
3. For the domain name you want to authorize, in the **Status** column, click **Authorize**. The Transfer Details window displays.
4. Click **Authorize transfer now**.

5. In the **Transaction ID** and **Security Code** fields, enter the transfer IDs we sent to the administrative contact's (admin) email address, and then click **Next**.

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6. Enter the **Authorization Code** from the current registrar (if applicable), select **I authorize the transfer...**, and then click **Finish**.

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7. Click **OK**.

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# Checking the Progress of Your Transfer

After you authorize the transfer, we send a request to your domain name's registry, and then they notify your current registrar. Your current registrar might send a request for transfer approval to the domain name's admin email address. Then, your current registrar sends an acceptance or rejection notice back to the registry, and then the registry notifies us of the transfer status.

On the Pending Transfers page in the Domain Manager, you can track your transfer's progress.

## To Check the Progress of Your Transfer

1. Log in to your Account Manager.

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2. In the **My Account** section on the left sidebar, click **Domain Transfers**. In the Pending Transfers Grid, the following columns display information for each domain name pending transfer:

**Status** — Displays the domain name's current status in the transfer process. For more information about a domain name's transfer status, hover over its progress bar, click the ? icon, or click the **Action Required** or **Error** link that displays (if applicable).

**Admin Email** — Displays the admin email address currently associated with the domain name. This is the email address to which we and your current registrar send important transfer information.

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# Troubleshooting Domain Name Transfers

When you transfer a domain name to us, problems can occur. On the Pending Transfers page in the Domain Manager, the Status and Admin Email columns provide information on how to resolve problems with your transfers. Refer to the list below to resolve problems with your incoming transfers.

## If one of the following error messages displays:

- **Error: Domain locked** — You must unlock your domain name at your current registrar, and then click **Restart transfer now**.
- **Error: Privacy enabled** — You must cancel the privacy for your domain name at your current registrar and change your administrative contact's (admin) email address (if necessary). Then, click **Restart transfer now**.
- **Error: Invalid authorization code** — You entered an invalid authorization code for your domain name transfer. Click **Update authorization code** to re-enter it.
- **Error: Transfer rejected** — Your current registrar rejected your domain name transfer. Contact your current registrar to resolve outstanding issues, and then repurchase the transfer in your account with us.

**If your domain name is stuck in No action required: Initializing status:**

Normally, this status means that we are initiating your domain name transfer. However, if you registered or transferred the domain name in the past 60 days, [ICANN policy](#) says that you cannot transfer it. In this case, the Recommended Action for your transfer says, "You can only transfer domains that were last registered or transferred more than 60 days ago. We'll re-initiate this transfer when the domain is eligible."

Your domain name will remain in this status until we can re-initiate the transfer (if it becomes eligible per ICANN policy), or until the transfer expires (30 days from purchase). If your transfer expires, contact our support team for assistance.

**If you did not receive the transfer IDs required to authorize the transfer:**

The Admin Email column displays the administrative contact's (admin) email address for the domain name, as listed in the Whois database. Depending on the situation, you might need to update your admin email address, update our records, or resend the transfer IDs to your admin email address.

For additional help with transfers, see the **Transfers and Account Changes** section of our Help Center. You can also contact our 24/7 support team for assistance.