The Insider’s Guide to Domain Transfers

The image below illustrates the flow of a domain transfer, including the actions taken by each of the parties involved. Please note that all confirmation emails are sent to the Administrative Contact email address listed for the domain.

1. Customer purchases Domain Transfer.
2. Customer must retrieve an Authorization Code from their current Registrar, which is needed to initiate the transfer with the Gaining Registrar. (See page 2 for example for retrieving the Authorization Code.)
3. Gaining Registrar sends an email to the Customer which contains an ID number, Key Code and a link to confirm the transfer.
4. Customer confirms the transfer with the ID and Key from the email. If the domain being transferred requires one, the Authorization Code from the Losing Registrar will also have to be entered. (See page 3 for email example.)
5. Gaining Registrar sends notification to Losing Registrar to transfer the domain.
6. Losing Registrar sends confirmation for release of domain.
7. Customer confirms release with Losing Registrar. (See page 3 for example: transfer requirements.)
8. Losing Registrar Releases domain to Gaining Registrar.
9. A transfer success email is sent to notify the customer that the domain is now located in their account.
10. Customer now has control over their domain at the new Registrar.
# Obtaining an Authorization Code

The table below lists the contact information for the most common Registrars and describes how to obtain a transfer Authorization Code (Auth Code) from each.

<table>
<thead>
<tr>
<th>Registrar</th>
<th>To obtain an Auth Code</th>
<th>Contact Info</th>
<th>Transfer Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Solutions</td>
<td>Call 24 hour support and request Auth Code and they will send to ‘Admin’ contact on domain.</td>
<td>(888) 642-9675 24/7</td>
<td>Confirmation Email sent to the primary contact on record to approve transfer.</td>
</tr>
<tr>
<td>Register.com</td>
<td>Within Account Management click on a Domain Name to view its details. The Auth Code will be listed on the right.</td>
<td>(800) 899-0724 24/7</td>
<td>Link within the email confirmation to ‘Admin’ to approve transfer.</td>
</tr>
<tr>
<td>Tucows</td>
<td>Auth Code located in account within the Domain Details at manage.opensrs.net, username and password provided from reseller.</td>
<td>(800) 371-6992 M-F 8am-8pm <a href="mailto:support@opensrs.org">support@opensrs.org</a></td>
<td>Email to ‘Admin’ from <a href="mailto:Transfers@opensrs.org">Transfers@opensrs.org</a> to approve transfer.</td>
</tr>
<tr>
<td>Verio</td>
<td>Email <a href="mailto:domreg@verio-hosting.com">domreg@verio-hosting.com</a> from ‘Admin’ contact email and they will send the Auth Code.</td>
<td>(800) 438-8374 or <a href="mailto:support@verio.com">support@verio.com</a></td>
<td>Email to ‘Admin’ to approve transfer.</td>
</tr>
<tr>
<td>MelbourneIT</td>
<td>Email <a href="mailto:das@melbourneit.com.au">das@melbourneit.com.au</a> with Domain Name, Registry Key, and request Auth code. Info will be sent to ‘Admin’</td>
<td>+61 38624-2300 <a href="http://www.melbourneit.com.au/contacts/support.php">www.melbourneit.com.au/contacts/support.php</a></td>
<td>Email to ‘Admin’ to approve transfer.</td>
</tr>
<tr>
<td>eNom</td>
<td>Auth Code located on bottom of ‘whois’ info for Domain Name located in the account management area.</td>
<td>(425) 274-4500</td>
<td>Auto-approval of transfer after approximately 5 days.</td>
</tr>
<tr>
<td>eNom reseller</td>
<td>Go to <a href="http://www.enom.com/help">www.enom.com/help</a>, and enter Domain Name, this will provide contact information for reseller and then request Auth Code.</td>
<td>Varies by Reseller</td>
<td>Auto-approval of transfer after approximately 5 days.</td>
</tr>
<tr>
<td>Bulk Register</td>
<td>Email <a href="mailto:domainsupport@bulkregister.com">domainsupport@bulkregister.com</a> from ‘Admin’, if reseller is listed as ‘Admin’ contact, call reseller.</td>
<td>(877) 527-8869 M-F 9am-7pm <a href="mailto:domainsupport@bulkregister.com">domainsupport@bulkregister.com</a></td>
<td>Email to ‘Admin’ to approve transfer from <a href="mailto:transfer@bulkregister.com">transfer@bulkregister.com</a></td>
</tr>
<tr>
<td>Joker.com</td>
<td>(Pre-Approval Needed) Log into account and go to ‘Service Zone’, under advanced options click ‘Proceed-&gt;Next, click ‘Transfer’ button and supply Domain Name. Email sent to ‘Admin’ and within 5 days pre-approval granted. 10 day window for transfer begins. Now, go to the ‘Service Zone’ and click the ‘Status’ button.</td>
<td><a href="https://joker.com/?mode=support&amp;support_type=intro">https://joker.com/?mode=support&amp;support_type=intro</a> No Phone Support</td>
<td>10 day window with pre-approval required. Instructions in Auth Code Heading.</td>
</tr>
<tr>
<td>Stargate</td>
<td>Email online support from ‘Admin’ email provided in Contact Info heading.</td>
<td><a href="http://www.stargateinc.com/us/contact.asp#">www.stargateinc.com/us/contact.asp#</a> No Phone Support</td>
<td>Auto-approval of transfer after approximately 5 days.</td>
</tr>
<tr>
<td>Names4Ever</td>
<td>Auth Code for transfer is your account password.</td>
<td>Online Chat Support (877) 275-8763</td>
<td>Auto-approval of transfer after approximately 3 days.</td>
</tr>
<tr>
<td>AIT Domains</td>
<td>Send a transfer request to them via an online support ticket, and they will send the Auth Code.</td>
<td>(877) 549-2881 aitdomains.com/tickets.htm.often</td>
<td>5 day waiting period, no approval, no email.</td>
</tr>
</tbody>
</table>
Transfer Confirmation Email

The Administrative Contact for the domain name for which a transfer is requested will receive the following email:

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DOMAIN NAME TRANSFER - Initial Authorization for Registrar Transfer
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Re: Transfer of <Domain Name>

We received a request on 00/00/0000 to become the new registrar of record for the listed domain(s).

You have received this message because you are listed as the Registered Name Holder or Administrative contact for this domain name in the WHOIS database. Please read the following important information about transferring your domain name:

You must agree to enter into a new Registration Agreement with us. You can review the full terms and conditions of the Agreement at:

http://<Web address>

Once you have entered into the Agreement, the transfer will take place within five (5) calendar days, unless the current registrar of record denies the request.

After a transfer takes place, you will not be able to transfer to another registrar for 60 days. (With the exception of a transfer back to the previous registrar, in cases where both registrars so agree or where a decision in a dispute resolution process so directs.)

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IMPORTANT: If you do not respond, the domain names listed above will not be transferred to us.
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TO PROCEED WITH THE TRANSFER, you must:

Go to https://<Web address>

*** NOTE: if clicking the link does not work, please type the ENTIRE link into your browser ***

You will be asked to provide the following codes in order to process this domain transfer. Please copy and paste them into the corresponding fields when asked:

Transaction ID: <###TRANSACTIONID###>
Security Code: <###TRANSFERKEY###>

If you DO NOT WANT the transfer to proceed, then don't respond to this message.

If you have any questions about this process, please contact us by email at <email address>, or by phone at <phone number>.

Regards,
Domain Services
Authorizing a Domain Transfer to Your Account

Your domain transfer will not succeed unless you unlock the domain, remove privacy, set up a valid administrative email, and apply the correct authorization code (for domain names that require one).

To Authorize a Domain Transfer to Your Account

1. Log in to your Account Manager.
2. Under the Domain Names section, select Manage Domains. The Domain Control Center opens.
3. In your folder list, click Pending Transfers.
4. Click Authorization above your list of Pending Transfers.
5. In the Transfer Authorization section, enter your Transaction ID and Security Code from the email notification you received regarding this transfer and click Continue.
6. If applicable, enter your Authorization Code that you received from the current Registrar and click Continue.

Troubleshooting Domain Transfers

- **Authorization Code (Auth Code)** - For domains that require one, the customer must obtain an Auth Code for the transfer from the losing Registrar and enter it in the transfer confirmation page. (For information on Authorization Codes see page 2.)

- **Awaiting Response** - The gaining Registrar must receive a response from the Administrative (Admin) Contact within 30 days. If you have not received a confirmation email, verify that the Admin email address is valid. (See an example confirmation email on page 3.)

- **Failed Transfer** - The domain is locked, expired, or was registered or renewed within the last 60 days and therefore cannot be transferred at this time. If your domain is locked, you must contact your current registrar to unlock it before the transfer can be completed.

- **No Response / Late Response** - The losing Registrar must receive a response to the transfer confirmation email within their allotted timeframe.

For more information about transferring domains or authorization codes, please visit our Help Center or contact the Customer Support department.