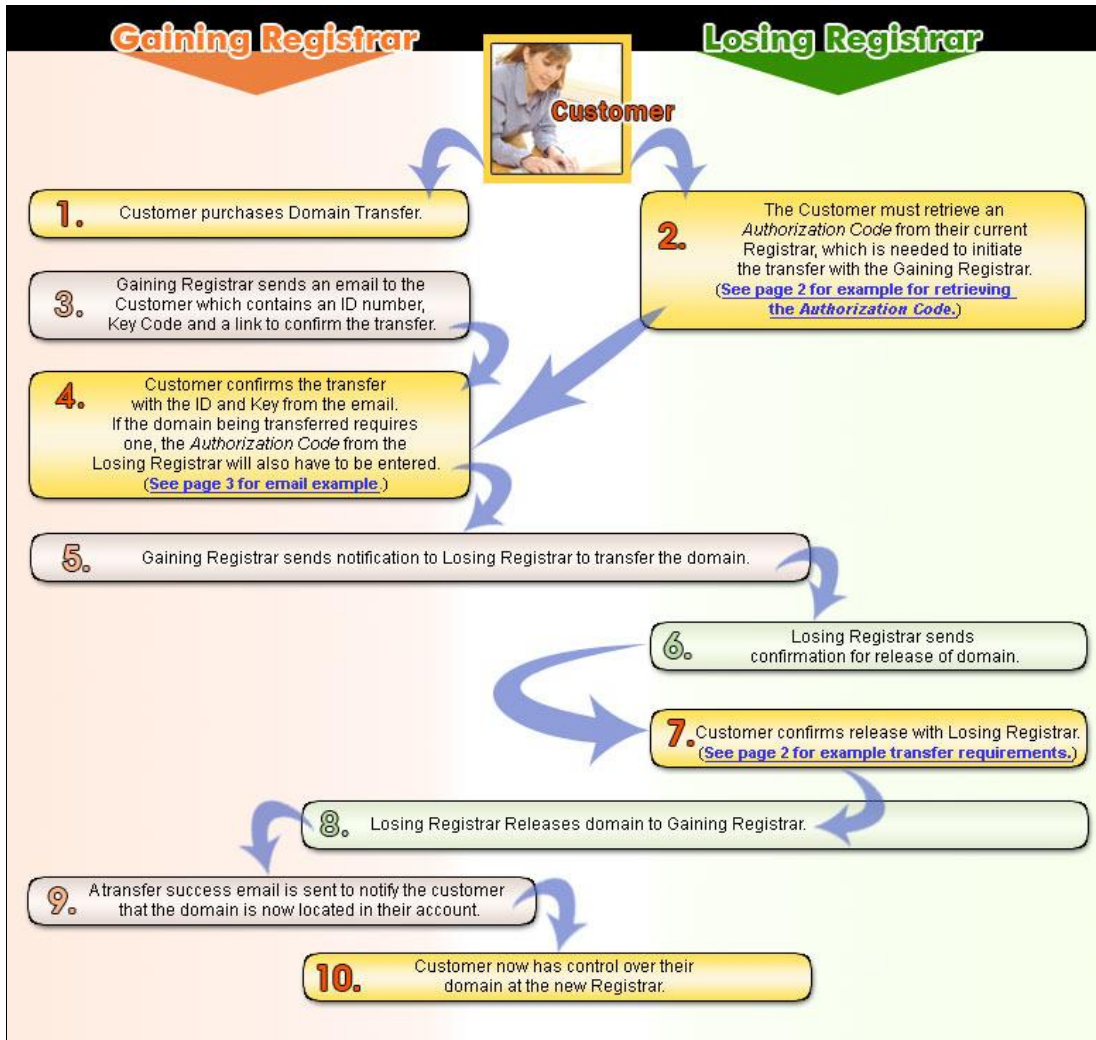


The Insider's Guide to Domain Transfers

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.



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.

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.

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

Transfer Confirmation Email

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

```
=====
DOMAIN NAME TRANSFER - Initial Authorization for Registrar Transfer
=====

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.)

=====
IMPORTANT: If you do not respond, the domain names listed above will not be
transferred to us.
=====

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**.

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