

Preparing your Domain to  
transfer from Register.com

# Getting Started

Before you can transfer a domain:

- **Disable** domain privacy. If the privacy service forwards incoming email, check the 'forward to' contact email address for accuracy.
- **Confirm** your administration email address in the domain registry records.
- **Verify** that the domain is unlocked.
- **Obtain** the domain's transfer authorization code (also referred to as an EPP or auth code).

**Note:** Registrar rules vary. Your domain may not be transferable within 60 to 120 days of registration, a previous transfer, or renewal.

# Your account

- Go to: [register.com](https://register.com)
- You will need your account username and password.
- If you do not have your account details, you will need to contact Register.com. Support information is on their website.

# Step 1: Login to www.register.com by clicking **Your Account**.

Register Domain Names at Register.com - Business Web Hosting Services and Domain Name Registrat - Microsoft Internet Explorer p

http://www.register.com/

Register.com  
Don't just make a website. **Make an impact.**

Get a Domain | Add eMail | Build a Website | Host a Website | Secure Your Site | Market Your Site | Learn | **Your Account**

Speak to a web expert. Call us toll free at **1.877.318.7563** | Customer Support | Log In | Cart (0)

## Get Started

.com

Enter the domain name you want or multiple names separated by spaces.  
[Whois Lookup](#) | [Advanced Domain Search](#)

### Get a Professional Website

from **\$12.95** per month

- FREE Domain
- Hosting
- eMail
- Web Design
- Web Analytics

### Get the Essentials

- Email Packages from **\$14.95/yr.**
- Website Design from **\$12.95/mo.**
- Web Site Hosting from **\$8.95/mo.**
- Online Marketing from **\$20.00/mo.**
- eCommerce from **\$39.99/mo.**

Success Story #14  
arizonagoldadventures.com

Award-winning customer service

Drive Traffic to Your Site with Search Engine Optimization

Try it FREE for 30 days!  
Includes a FREE 30 Minute Consultation with an SEO Specialist

## Step 2: Log in with your account user name and password.

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### LOG IN

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[? Having trouble logging in?](#)

Select what account you would like to access

**Log In To:** ↓ **My Account Manager**

- [Web Hosting Account](#)
- [Web Mail](#)
- [Multi-user Email Control Panel](#)
- [Hosted Microsoft® Exchange](#)

**User Name:**

**Password:**

(User Name & Password are case-sensitive)

**Log In**

→ Forgot your user name or password?  
[Click here](#) to change it online  
-or-  
To chat with a service representative, [click here](#)

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# Step 3: Click the domain name that you want to transfer.

Home | [Get a Domain](#) | [Add eMail](#) | [Build a Website](#) | [Host a Website](#) | [Secure Your Site](#) | [Market Your Site](#) | [Learn](#) | [Your Account](#)

Speak to a web expert. Call us toll free at **1.866.921.8032** [Customer Support](#) Hi, Bob [Log Out](#) [Cart \(0\)](#)

### MY ACCOUNT

**registrarresearch1**

→ [My Services](#)

- [Delegated Services](#)
- [Contact Information](#)
- [Assigned Users](#)
- [My Wallet](#)
- [SafeRenew](#)
- [My Password](#)
- [My Secret Question](#)
- [My RLP Invoices](#)

### GET HELP


- [Changing your DNS](#)
- [POP3 Settings](#)
- [Tours, Tips & Tutorials](#)
- [FAQ's](#)
- [Contact Us](#)
- [The First Step Guide](#)

### FIND A NEW DOMAIN

Enter a domain name here:

e.g. mybrand.com

**Speak with a Web Services Consultant**  
Call about phone only specials  
**(866) 921-8032 toll free**



**Is the world ready for your Web site?**  
Optimize it for Google™ and Yahoo®  
[Start Your FREE Trial Now](#)

**Do you wish to manage or renew your services?**  
For a detailed view click the arrow next to your domain.

**MY ACCOUNTS** / **DELEGATED ACCOUNTS**

Domains/Services ▲	Domain Lock	Status	Expires	RENEW
SERVICES FOR ACCOUNT: <b>registrarresearch1</b> <span style="float: right;">Display: 10 per page ▼</span>				
▼ <a href="#">monsieursbucket.com</a>		<a href="#">ACTIVE</a>	11/05/2010	<input type="checkbox"/>
↳ <a href="#">Basic Web Site Forwarding</a>		<a href="#">Activate Now!</a>	11/05/2010	
↳ <a href="#">Do It Myself Website - Starter</a>		<a href="#">Activate Now!</a>	11/05/2010	
↳ Private Domain		ACTIVE	11/05/2010	<input type="checkbox"/>

[names listed: 1 - 1 of 1 names]

[Export to Excel](#) [Renew](#)

**Step 4:** Disable Privacy. If **Private Domain** is listed and set to **Active**, then you will need to contact Register.com at 1-888-734-4783 to disable privacy. If not enabled, proceed to **Step 5**. Privacy settings need to be off to properly transfer a domain between providers.

MY ACCOUNTS		DELEGATED ACCOUNTS			
Domains/Services ▲	Domain Lock ⓘ	Status	Expires		RENEW
SERVICES FOR ACCOUNT: <b>registrarresearch1</b>				Display:	10 per page ▼
▼ <a href="#">monsieursbucket.com</a>		<a href="#">ACTIVE</a>	11/05/2010		<input type="checkbox"/>
↳ <a href="#">Basic Web Site Forwarding</a>		<a href="#">ACTIVE</a>	11/05/2010		
▼ <a href="#">shiftycarsales.com</a>		<a href="#">ACTIVE</a>	07/05/2011		<input type="checkbox"/>
↳ <a href="#">Basic Web Site Forwarding</a>		<a href="#">Activate Now!</a>	07/05/2011		
↳ <a href="#">Do It Myself Website - Starter</a>		<a href="#">Activate Now!</a>	07/05/2011		
↳ <a href="#">Private Domain</a>		ACTIVE	07/05/2011		<input type="checkbox"/>
<a href="#">Collapse All</a>	[names listed: 1 - 2 of 2 names]				<b>Renew</b>
<a href="#">Export to Excel</a>					

**Step 5:** Update Contact Information. This step ensures that you will receive all notifications for your transfer request. Click contact information on the main screen.

**MY ACCOUNT**

**registrarresearch1**

→ **My Services**

- Delegated Services
- Contact Information
- Assigned Users
- My Wallet
- SafeRenew
- My Password
- My Secret Questions
- My RLP Invoices

**GET HELP**

- Changing your DNS
- POP3 Settings
- Tours, Tips & Tutorials
- FAQ's
- Contact Us
- The First Step Guide


**FIND A NEW DOMAIN**

Enter a domain name here:

.com

e.g. mybrand.com

**Speak with a Web Services Consultant**  
Call about phone only specials  
(888) 734-4783 toll free



Start rewarding your business ☺

**OPEN** The Gold Card

**Do you wish to manage or renew your services?**  
For a detailed view click the arrow next to your domain.

**MY ACCOUNTS**
**DELEGATED ACCOUNTS**

Domains/Services ▲	Domain Lock 🔒	Status	Expires	RENEW
<b>SERVICES FOR ACCOUNT: <span style="font-weight: normal;">registrarresearch1</span></b>				
<b>Display:</b> 10 per page ▼				
▼ <a href="#">shiftycarsales.com</a>	<input type="checkbox"/>	ACTIVE	07/05/2011	<input type="checkbox"/>
↳ <a href="#">Basic Web Site Forwarding</a>		<a href="#">Activate Now!</a>	07/05/2011	
↳ <a href="#">Do It Myself Website - Starter</a>		<a href="#">Activate Now!</a>	07/05/2011	
↳ <a href="#">Private Domain</a>		ACTIVE	07/05/2011	<input type="checkbox"/>
[names listed: 1 - 1 of 1 names]				<b>Renew</b>

[Export to Excel](#)







## Step 6: To update address, click **Edit**.

### DOMAIN CONTACTS (WHOIS CONTACTS)

Registrant	Administrative Contact	Technical Contact
(Masked from WHOIS) Smith Inc. <a href="mailto:mail@registrarresearch.info">mail@registrarresearch.info</a>  111 Avenue Rd.  Toronto, Ontario M1M0M0 Phone: 4165551212 Fax:  <a href="#">Edit</a> <a href="#">Transfer Registrant</a>	(Masked from WHOIS) Bob Smith <a href="mailto:old@emailaddress.com">old@emailaddress.com</a>  111 Avenue Rd.  Toronto, Ontario M1M0M0 Phone: 4165551212 Fax:  <a href="#">Edit</a>	(Masked from WHOIS) Domain Registrar <a href="mailto:domainregistrar@register.com">domainregistrar@register.com</a>  111 Avenue Rd.  Toronto, Ontario M1M0M0 Phone: 4165551212 Fax: 4165551221  <a href="#">Edit</a>

**Step 7:** Enter the updated admin email address, then click **Continue**.

### EDIT WHOIS INFORMATION

Company:	<input type="text" value="Smith Inc."/>
First Name:	<input type="text" value="Bob"/>
Last Name:	<input type="text" value="Smith"/>
Email:	<input type="text" value="mail@registrarresearch.info"/> 
	<small>You must have access to this email account. Example: joe@aol.com</small>
Address Line 1:	<input type="text" value="111 Avenue Rd."/>
Address Line 2:	<input type="text"/>
City:	<input type="text" value="Toronto"/>
State/Province:	<input checked="" type="radio"/> Ontario <input type="radio"/> I do not have a state/province
Zip / Postal Code:	<input type="text" value="M1M0M0"/>
Country:	<input type="text" value="Canada"/> 
Phone:	<input type="text" value="1"/>  <input type="text" value="4165551212"/>
	<small>EXAMPLE: 8001234567</small>
Fax: (Optional)	<input type="text" value="Select Country Code"/>  <input type="text"/>

Cancel

Continue

## Step 8: Click Continue.

### DOMAIN WHOIS CHANGES

Domain Name

monsieursbucket.com

Administrative Contact



**Continue**

**Step 9:** Click **Continue** to confirm the Whois changes.

### CONFIRM DOMAIN WHOIS CHANGES

You are about to change the following contact information:

Domain Name	Administrative Contact
monsieursbucket.com	X

These domains will use the following address card:

Name	Address Card	Address	Phone/Fax
Bob Smith Smith Inc.		111 Avenue Rd.  Toronto, Ontario M1M0M0 Canada mail@registrarresearch.info	4165551212

**Back**

**Cancel**

**Continue**

**Step 10:** The changes may take up to 24 hours to take effect. Click **Continue** to return to your **My Services** screen.

### **DOMAIN WHOIS CHANGES CONFIRMATION**

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Your changes have been submitted. Please allow up to 24 hours for changes to take effect.

Note: Please do not submit your changes multiple times. Changes for country code extensions are not made in real time. Contact a customer service representative if you have any questions

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**Continue**

**Step 11:** Unlock your domain. Unlocking your domain allows your new provider to transfer the domain. If the domain lock is enabled click **Disable Domain Lock**. If lock is already disabled, scroll to **Step 14**.

**DOMAIN CONTACTS (WHOIS CONTACTS) ?**

Registrant	Administrative Contact	Technical Contact
(Masked from WHOIS) Smith Inc. <a href="mailto:mail@registrarresearch.info">mail@registrarresearch.info</a>  111 Avenue Rd.  Toronto, Ontario M1M0M0 Phone: 4165551212 Fax:  <a href="#">Edit</a> <a href="#">Transfer Registrant</a>	(Masked from WHOIS) Bob Smith <a href="mailto:mail@registrarresearch.info">mail@registrarresearch.info</a>  111 Avenue Rd.  Toronto, Ontario M1M0M0 Phone: 4165551212 Fax:  <a href="#">Edit</a>	(Masked from WHOIS) Domain Registrar <a href="mailto:domainregistrar@register.com">domainregistrar@register.com</a>  111 Avenue Rd.  Toronto, Ontario M1M0M0 Phone: 4165551212 Fax: 4165551221  <a href="#">Edit</a>

**ENABLE/DISABLE DOMAIN LOCK ?**

Enabling domain lock prevents your domain name from being transferred to another Registrar.

Domain lock is currently: **Enabled**

[Disable Domain Lock](#) ▶

**DOMAIN NAME SYSTEM SERVERS (DNS SERVERS) ?**

Existing DNS Server		New DNS Server
dns041.b.register.com	changes to	<input type="text"/>
dns078.a.register.com	changes to	<input type="text"/>

## Step 12: Click Continue.

### CONFIRM DOMAIN LOCK SETTINGS

[? What is Domain Lock?](#)

You are about to **disable** domain lock for the following domain.

Domain	Enable Domain Lock
▪ <a href="#">monsieursbucket.com</a>	OFF

Are you sure you want to make this change?

Cancel

Continue

## Step 13: Click Continue.

### CONFIRM DOMAIN LOCK SETTINGS

Your domain lock changes have been made.

[? What is Domain Lock?](#)

**Continue**



# Step 14: Click the domain name again.

MY ACCOUNTS | **DELEGATED ACCOUNTS**

[Domains/Services](#) ▲ | Domain Lock ⓘ | Status | Expires | **RENEW**

SERVICES FOR ACCOUNT: **registrarresearch1** | Display: 10 per page ▼

Domain Name	Domain Lock	Status	Expires	Actions
▼ <a href="#">monsieursbucket.com</a>	🔒	<a href="#">ACTIVE</a>	11/05/2010	☐
↳ <a href="#">Basic Web Site Forwarding</a>		<a href="#">Activate Now!</a>	11/05/2010	
↳ <a href="#">Do It Myself Website - Starter</a>		<a href="#">Activate Now!</a>	11/05/2010	
↳ Private Domain		ACTIVE	11/05/2010	☐

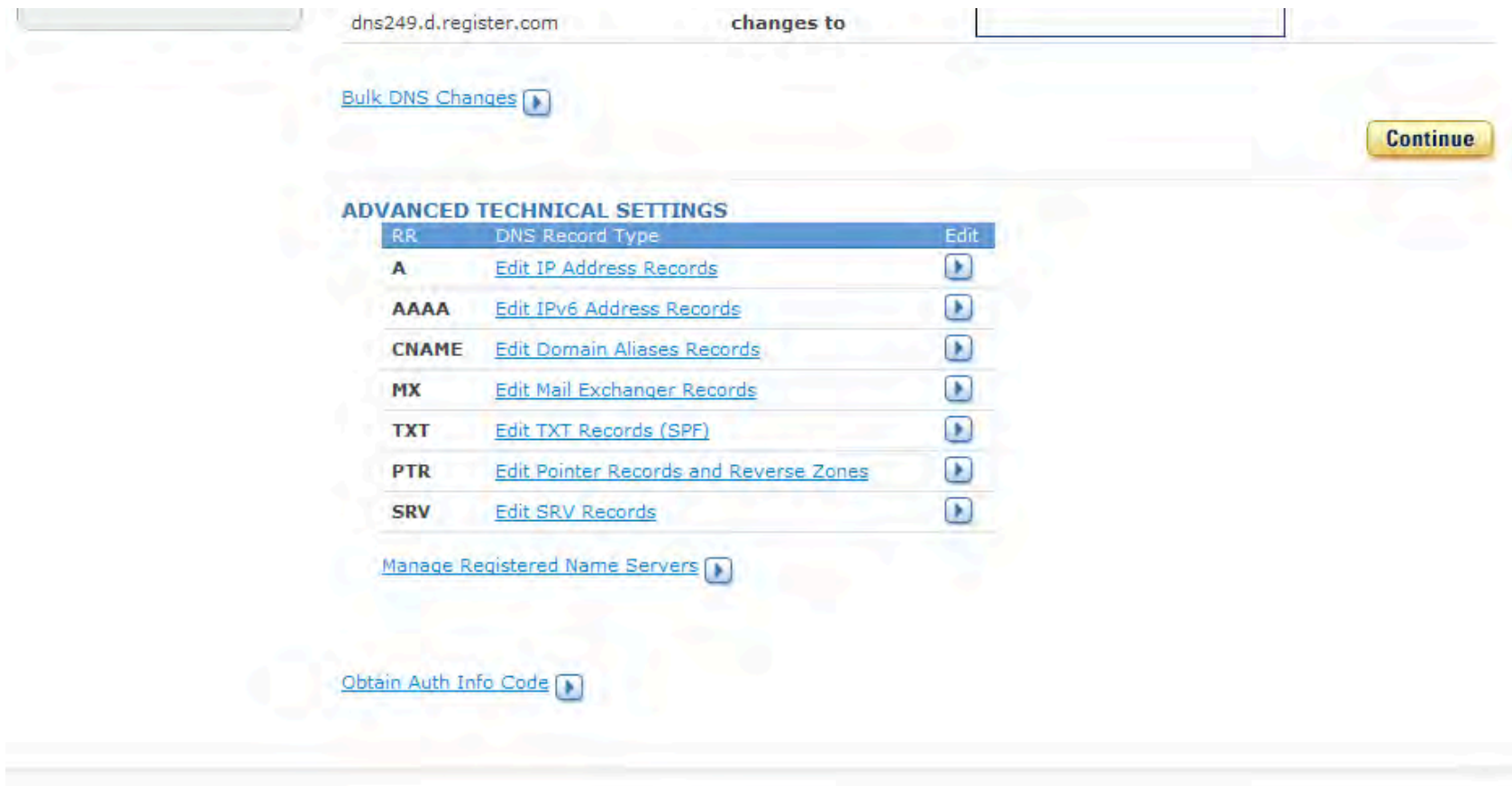
[names listed: 1 - 1 of 1 names]

[Export to Excel](#)








**Renew**

## Step 15: Obtain Auth Code.

Scroll to the bottom of the screen. Click **Obtain Auth Info Code**. The auth code will be required by your new domain provider to complete the transfer.



The screenshot shows a domain management interface. At the top, there are two input fields: the first contains 'dns249.d.register.com' and the second is empty, with the text 'changes to' between them. Below this is a 'Bulk DNS Changes' link with a right-pointing arrow. To the right is a yellow 'Continue' button. A section titled 'ADVANCED TECHNICAL SETTINGS' contains a table with columns 'RR', 'DNS Record Type', and 'Edit'. The table lists various record types with their corresponding edit links and arrows. Below the table is a 'Manage Registered Name Servers' link with a right-pointing arrow. At the bottom of the interface is an 'Obtain Auth Info Code' link with a right-pointing arrow.

RR	DNS Record Type	Edit
A	<a href="#">Edit IP Address Records</a>	
AAAA	<a href="#">Edit IPv6 Address Records</a>	
CNAME	<a href="#">Edit Domain Aliases Records</a>	
MX	<a href="#">Edit Mail Exchanger Records</a>	
TXT	<a href="#">Edit TXT Records (SPF)</a>	
PTR	<a href="#">Edit Pointer Records and Reverse Zones</a>	
SRV	<a href="#">Edit SRV Records</a>	

## Step 16a: Click Continue Transfer.

### AUTHORIZATION CODE

#### Stop!

Before you transfer your domain to another company, we would like to extend to you a special promotional offer to renew your domain. This is a limited time offer so please act fast to get this renewal rate.

**Your Special Renewal Rate:**  
**Renew your Domain Name for 1 year at \$20.00\*.**

Use invitation code **AuthReq20** at checkout to receive this offer.  
This offer is valid today only.

[Renew Now](#)

[Continue Transfer](#)

**Step 16b:** Select the acknowledgement box and click Continue Transfer.

## AUTHORIZATION CODE

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**⚠ Warning!**

**You have just requested an auth code to transfer your domain to another company.**

By transferring your domain you assume all responsibility and risk for ensuring you maintain ownership of your domain name.

Your personal contact information and details might be made public by transferring your domain.

Please click the box below to acknowledge your agreement with the above.

**Call us at 1.877.318.7563 if you have any questions about the transfer process.**

Cancel

Continue Transfer

**Step 16c:** Select your provider, add the reason, select the appropriate responses and then click **Request Authorization Code**.

## AUTHORIZATION CODE

In order to serve you better, please answer the following questions:

What company are you transferring your domain to?

Please Select... ▾

What is the primary reason you have decided to transfer your domain?

Please Select... ▾

Did you purchase your domain name at auction?

Yes  No

Do you still have other domain names at Register.com?

Yes  No

How Many? ▾

Cancel

Request Authorization Code

You may continue with your request at any time by clicking on "Request Authorization Code"

**Step 16d:** Your auth code request will be verified. They will send it to your email contact within 4 - 5 days.

## **AUTHORIZATION CODE**

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Your request for an Auth Code has been received and your information will be validated for security reasons. If your request is approved, you will receive your Auth Code by email in 4-5 days.

**To cancel this request, please call one of our Customer Service Representatives at 1.877.318.7563.**

Thank you.

You are now ready to transfer your domain.