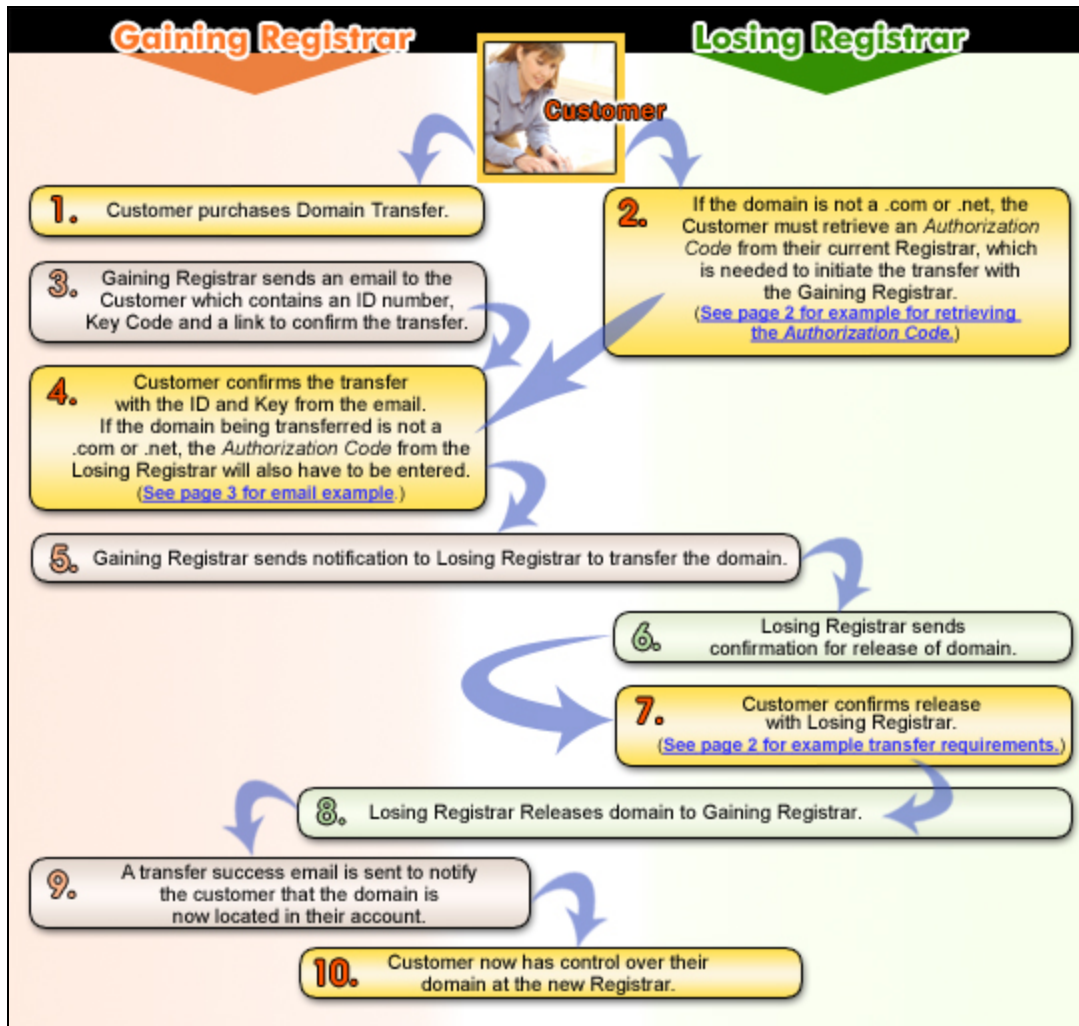


The Insider's Guide to Domain Transfers

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.

[Auth Code questions - See pg. 2](#)



Troubleshooting Domain Transfers

- **Authorization Code (Auth Code)** - For .org, .info, .us, and .biz domains, 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 obtaining an Authorization Code 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 the 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.
- **No Response / Late Response** - The losing Registrar must receive a response to the transfer confirmation email within their allotted timeframe.

Obtaining an Auth Code

The table below lists the contact information for the most common Registrars and describes how to obtain a transfer Authorization Code from each for .org, .info, .us, and .biz domain names.

| Registrar | To obtain an Auth Code (.org, .info, .us, .biz) | 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 was requested will receive the following email:

Dear Valued Customer,

We are seeking approval of a transfer request, initiated by you, for the following domain name(s):

<Your Domains>

By authorizing the domain transfer, you are agreeing to change the registrar of record for this domain.

To proceed with the transfer we must have your authorization. You may ACCEPT or DECLINE this transfer request by visiting our Web site at [<link to Transfer Page>](#).

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: <ID>

Security Code: <CODE>

If for any reason this information is incorrect or you feel this domain transfer request was made in error, please contact us at domains@supportwebsite.com.

This message was generated automatically. PLEASE DO NOT REPLY TO THIS EMAIL. We cannot accept authorizations by phone. You must use the link and codes above to respond to the domain transfer request.

Entering ID, Key, and Authorization Code

The link provided in the Domain Transfer Requested email will take you to the Accept Transfers page. Enter the Transaction ID and Security Code from the email in the Accept Transfers dialog box and click **Next**.



ACCEPT TRANSFERS

To accept a domain transfer, begin by entering the information from the email that you received.

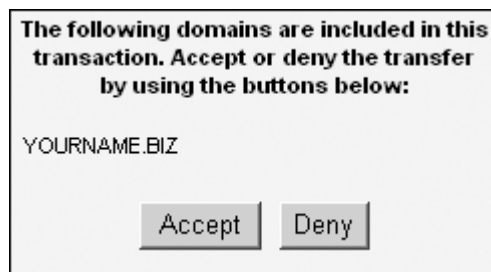
Transaction ID:

Security Code:

Next >

If you do not have the Transaction ID or Security Code for this transfer, please return to the [Pending Transfers Page](#), select the domain name from the domain name list, and then click the **Resend Email** button.

You are prompted to click **Accept** or **Deny** the transfer for the domain names listed.

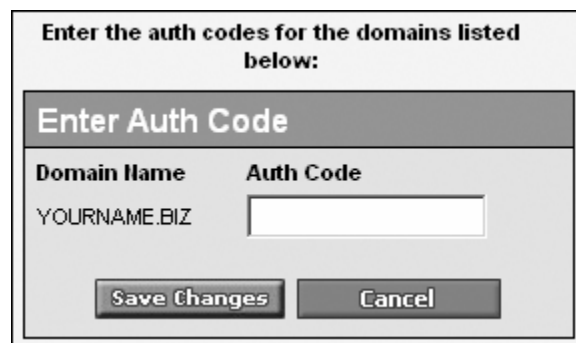


The following domains are included in this transaction. Accept or deny the transfer by using the buttons below:

YOURNAME.BIZ

Accept Deny

If your domain extension is .org, .info, .us, or .biz, you must enter an Authorization Code in the next section. Then click **Save Changes**. You must contact your current registrar in order to obtain an Authorization Code (See page 2).



Enter the auth codes for the domains listed below:

Enter Auth Code

| Domain Name | Auth Code |
|--------------|----------------------|
| YOURNAME.BIZ | <input type="text"/> |

Save Changes Cancel