

Transferring Domains From Register.com

This registrar can accept transfers from any registrar. With our Rapid Transfer System domain transfers can often be completed in as little as five days or less. Note that some transfers may take up seven days to complete.

To transfer a domain from Register.com to this registrar you will need the following information:

- ✓ Domain status – Locked or Active
- ✓ Administrative contact for registered domain
- ✓ Authorization or EPP code (.com, .net, .org, .biz, .us, .name, and .info TLDs only).

If you do not have that information on hand, you can obtain it from Register.com. Note that the domain transfer cannot succeed unless the domain name is unlocked, the administrative e-mail address is valid, and the correct authorization code is provided (for .com, .net, .org, .biz, .us, .name, and .info domains).

See below for a description of the specific elements and issues involved in transferring a domain from Register.com to this registrar.

Unlocking Domain

By default, all domains registered with Register.com are placed under “Domain Lock” protection. Domain locking serves to prevent unauthorized transfers of your domain. Before a domain transfer is requested, the lock must be removed and the registry status verified as “Active.”

To unlock domain:

1. Log in to your Register.com Account Manager.
2. From the main menu, select the domain you wish to unlock. The domain details are displayed.
3. Find the “Enable/Disable Domain Lock” section of the page.

4. Click "Disable Domain Lock."
Note: If the lock is not engaged, the link will appear as "Enable Domain Lock."
5. Click "Continue."
6. The next page will confirm that the domain name lock has been removed.
7. Once this has been completed, the domain transfer may be initiated.

Note that it may take 24 hours before our system recognizes the status change.

The Importance of the Administrative Domain Contact

The administrative contact is one of the four contacts listed in the Whois database for a registered domain. The contact information is defined by the registrant. As part of the domain transfer process, we will send a transfer-approval e-mail message to the domain's administrative contact listed in the Whois database. The e-mail message contains the Transaction ID and Security Code that enable the administrative contact to approve the transfer.

If you have just removed the lock from a domain registered with Register.com (the "unlock" procedure is described above), 24 hours should elapse before the administrative contact responds to the transfer approval e-mail message, as it can take up to 24 hours before our system recognizes changes to the domain's Whois information.

Any attempt to respond to the transfer approval message before the status change has been completed will result in transfer failure. You will receive an instant e-mail notification of the failed transfer.

Changing Administrative Contact Information

If you need to alter the contact information for your domain's administrative contact, please proceed thus:

1. Log in to your Register.com Account Manager.
2. Click on the applicable domain name.
3. Click "View Registrant, Administrative Contact and Technical Contact."
4. Click on the "Edit" link beneath the administrative contact information.
5. Edit the displayed contact information as needed.

6. Click "Continue."
7. Verify the revised contact information; then click "Continue."
8. The updated contact information will be displayed.

Note that it may take up to 24 hours for the changes to take effect.

Authorization Code

In order to transfer a .com, .net, .biz, .info, .name, .org, or .us domain name you will need an authorization code. An authorization code is a unique code assigned by registrars to .com, .net, .biz, .us, .info, .name, and .org domain names at the time of registration.

To obtain the authorization code for your domain, contact Register.com at one of the following numbers:

- Toll free within the U.S. and Canada: (877) 866-0045.
- Outside the U.S. and Canada: (902) 749-2056.

Transferring Domain

Assuming that the above issues are in order, the domain transfer process proceeds thus:

To transfer a domain to this registrar:

1. Advise the domain's administrative contact that the domain name is being transferred.
2. We will e-mail the administrative contact by the next business day with instructions on how to approve the transfer.
3. Once the administrative contact has approved the domain transfer, we will send a transfer request to the registry. If the domain's administrative contact does not have access to the account from which the transfer request was purchased, the recipient of the e-mail request must forward the Transaction ID and Security Code to someone who does. These codes must be entered on the Pending Domain Transfer screen in your account in order to approve the transfer. Once the Transaction ID and Security Code are successfully entered, we will request the transfer at the registry. The registrar of record then has five (5) calendar days to deny the transfer. If the registrar of record does not deny the transfer, the transfer is automatically approved.

4. The registry will contact Register.com via e-mail.
5. Register.com will notify the administrative contact of the transfer via e-mail.
6. Register.com will send an acceptance or rejection notice to the registry. If the registrar fails to deny the transfer within five days, the registry will move the domain registration to this registrar.
7. The registry will notify us of the acceptance or rejection.
8. We will inform you via e-mail that the transfer is complete.

Should the domain transfer fail, we will notify you via e-mail. You may resubmit your transfer request if the transfer fails. However, to ensure that the information listed in your transfer request remains valid, you will have 30 days from the time of your purchase to complete the transfer.