

Preparing your Domain to transfer from 1&1

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: 1and1.com
- You will need your account login username and password.
- If you do not have your account details, you will need to contact 1 & 1. Their support number is on their website.

Step 1: Go to 1and1.com. Click Customer Login.

Web Hosting Services and Domain Name Registration : 1&1 Internet Inc. - Microsoft Internet Explorer provided by Tucows.com Co.

http://order.1and1.com/xml/order/Home;jsessionid=65603821E138009C33EB97E524F90289.TCpfix141a?__reuse=12586

Customer Login

Webmail Login

1&1 Products

About 1&1

Affiliate Program

Contact

FAQ

NEW! 1&1 MyBusiness Site
Create a professional business website in just minutes!

- Professional designs and content for over 100 industries
- Fully customizable
- Easy to use- no programming experience required
- Useful user features including contact forms, maps, and much more!
- FREE 24/7 Customer Support

only **\$9.99** per month

Try it now for **FREE!**

More

Web Hosting
Feature-packed web hosting plans for your Home or Business website

- FREE domains included
- UNLIMITED traffic

3 months FREE

More

1&1 Products

- Web Hosting
- MyBusiness Site
- Domains
- Mail
- eCommerce
- Servers
- Virtual Servers
- MailXchange
- Microsoft Exchange
- Microsoft SharePoint

Servers
Powerful hardware, uncompromised reliability

- New Dual & Quad-Core System
- RAID included for FREE!

3 months FREE!

More

eCommerce
Save money, sell more

- User-friendly, no coding!
- Advanced eBay features
- FREE marketing tools

3 months FREE!

More

E-Mail Solutions
Professional E-Mail Solutions for Your Home or Business

- Manage your E-mails, tasks, contacts and calendar in one central location
- All functions online

3 months FREE!

More

Domains
Get your domain today. It takes just seconds to find and buy!

.info	\$8.99	\$0.99
.com	\$8.99	\$6.99
.net	\$8.99	\$8.99

www. [input] . [input]

More

Virtual Servers
The flexibility of a dedicated server at an affordable price

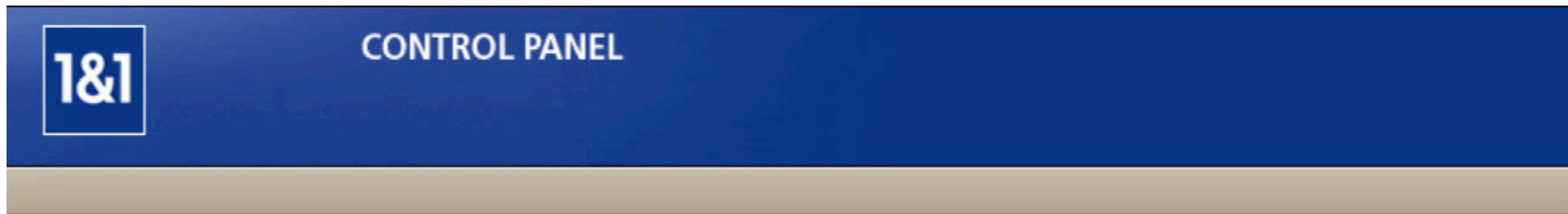
Microsoft SharePoint
Bring your team together!

- Your ideal small business intranet

MailXchange
Your Professional Collaboration Solution

Microsoft Exchange
Seamless communication collaboration

Step 2: Login with your customer ID and password.



Login

Customer ID
or domain name

Password

[Forqot Your Password?](#)

Step 3: Select **Manage Domains**. Select the domain to be transferred.

The screenshot displays the 1&1 Control Panel interface. At the top, the 1&1 logo is on the left, and the text 'CONTROL PANEL' is centered. On the right side of the header, account details are listed: 'Customer ID 2499', 'Contract ID 2435', and 'Package 1&1'. Below the header, there are two main navigation tabs: 'ACCOUNT' and 'ADMINISTRATION'. The 'ADMINISTRATION' tab is currently selected. Below the navigation, a message states 'Selected package: 1&1 Instant Domain'. A 'MESSAGE BOARD' section indicates 'Important message waiting' and shows 'You have 1 new message.' with a subject line 'Your order with 1&1 Internet'. A 'Go Directly To' section contains a list of links: 'Manage Domains' (highlighted with a red box), 'Payment Method', 'Package Usage', 'Account Settings', 'Affiliate Program', and 'Show E-mail Settings'. To the right of this list are links for 'Help (FAQs) & Contact', 'Video Tours', 'Easy Setup Guide (PDF 1.5 MB)', and 'Manuals'. At the bottom, a 'Basic Settings' section includes icons and labels for 'Domains' and 'E-mail'.

Step 4a: Disable Privacy

To update contact information, domain privacy must be disabled. The "public" setting is required to complete the transfer. From the Contact drop-down list, choose **Private/Public Registration**. If your registration is already set to **Public**, skip to the **Step 5a: Update Domain Contacts - Domain Registration Public**.

The screenshot shows the 1&1 Control Panel interface. At the top, there is a blue header with the 1&1 logo, the text 'CONTROL PANEL', and user information: Customer ID 249 xxxxx, Contract ID 243 xxxxx, and Package 1&1 Instant Domain. A 'LOGOUT' button is visible in the top right. Below the header, there are two main navigation tabs: 'ACCOUNT' and 'ADMINISTRATION'. The 'ADMINISTRATION' tab is active, and a sidebar on the left lists various administration options like Domains, E-mail, and Communication Tools. The main content area is titled 'Domain Overview' and contains a table of domains. A dropdown menu is open over the 'Contact' column of the table, with 'Private/Public Registration' highlighted in a red box. Below the table, there is a section for 'Empty Pages Parking'.

CONTROL PANEL Customer ID 249 xxxxx Contract ID 243 xxxxx Package 1&1 Instant Domain **LOGOUT**

ACCOUNT **ADMINISTRATION**

Administration

- Domains
- E-mail
- Communication Tools
- Website Applications
- Marketing Center
- Package Information
- Software & Downloads
- Order More Features

Need Help?

The domains you have added on to this package are listed in the overview table and can be

Domain Overview

Review and manage your domains – change settings, set security functions, or add on more domains to your package.

	New	Destination	Contact	DNS	Transfers	Info	Extras	Search:				
<input type="checkbox"/>										ation	Registration	Status
<input checked="" type="checkbox"/>										pace (/.)	Private	Ready

Empty Pages Parking

Make sure your visitors are not... pages. This service keeps erro... empty domains filled with sponsored content...

etplace

want already taken? Search... or list your own domain for


Step 4b: Select **Public**. Click **OK**.

Private/Public Registration

Decide whether to show your contact details online or to use 1&1 private registration service.

Selected Domain(s)
theknightswhosayni.info (Private)

Registration

Register domain(s) Public  Private

Your domain contact details will be made public and listed in WHOIS.
To make changes to your contact details, click on **OK** to return to the overview page. Select the domain from the table and click on **Contact** to reach the edit page.

Step 5a: Update Contact Information

This step ensures that you will receive all notifications for your transfer request.

The registrant contact details screen will appear.

From the **Data Source** drop-down list, there are two different contact options. You can use the existing contact or make changes.

To keep the current contact, select **Use this data for the administrative (Admin-C) and technical (Tech-C) domain contact details**. To make changes, go to **Step 6**.

Select the check box: I am aware that I am conducting a change of ownership of the domain(s) and confirm that this is made with the consent of or at the request of the current owner (registrant: Reg-C)

Click **Next**.

Step 5b: (cont.)

Registrant Contact Details (Reg-C)

Change the registrant (Reg-C) of the chosen domain(s).

Reg-C Data

Data source

Title Mr.
First name Bob
Last name Smith
Company Smith Inc.
Address 111 Avenue Rd.
Address 2
City Toronto
State or province ON
Zip or postal code M1M 0M0
Country CDN
E-mail mail@registrarresearch.info
Phone +1.4165551212
Fax

I am aware that I am conducting a change of ownership of the domain(s) and confirm that this is made with the consent of or at the request of the current owner (registrant; Reg-C).

Admin-C and Tech-C Use this data for the administrative (Admin-C) and technical (Tech-C) domain contact details.
 Set a different administrative contact (Admin-C) and a technical contact (Tech-C) than the Reg-C.

Mr.

Step 5c: Scroll down the **Domain Contact Details Overview** screen, and then click **Submit**.

+1.416.5551212

Admin-C Data

Mr. Bob Smith
Smith Inc.
111 Avenue Rd.
Toronto, ON M1M 0M0
CDN
mail@registrarresearch.info
+1.416.5551212

Tech-C Data

Mr. Bob Smith
Smith Inc.
111 Avenue Rd.
Toronto, ON M1M 0M0
CDN
mail@registrarresearch.info
+1.416.5551212

Step 5d: Click **Go To Overview**. Skip to **Step 8**.

Process Finished

All changes have been applied to the selected domain(s). They will be updated with the respective registry.

[Go To Overview](#)

Step 6a: (instructions for next slide)

From the Data Source drop-down list, select **Let me use an alternate Reg-C**. Enter your contact information. These changes may take time for the system to update. All changes will need to be completed in the system before you can proceed with the transfer request.

Select the check box next to: **I am aware that I am conducting a change of ownership of the domain(s) and confirm that this is made with the consent of or at the request of the current owner (registrant; Reg-C) and select Use this data for the administrative (Admin-C) and technical (Tech-C) domain contact details.**

Click **Next**.

Step 6b: (cont.)

Registrant Contact Details (Reg-C)

Change the registrant (Reg-C) of the chosen domain(s).

Reg-C Data

Data source **Let me use an alternative Reg-C** ▼

Title **Mr.** ▼

First name **Bob**

Last name **Smith**

Company **Smith Inc.**

Address **111 Avenue Rd.**

Address 2

City **Toronto**

State or province **Ontario (ON)** ▼

Zip or postal code **M1M 0M0**

Country **Canada** ▼

E-mail **mail@registrarresearch.info**

Country code / Area code / Phone **416** - **555** - **1212**

Country code / Area code / Fax

I am aware that I am conducting a change of ownership of the domain(s) and confirm that this is made with the consent of or at the request of the current owner (registrant, Reg-C).

- Admin-C and Tech-C Use this data for the administrative (Admin-C) and technical (Tech-C) domain contact details.
 Set a different administrative contact (Admin-C) and a technical contact (Tech-C) than the Reg-C.

Cancel

Next

Step 6c: Scroll down the Domain Contact Details Overview screen and click **Submit**.

+1.416.5551212

Admin-C Data

Mr. Bob Smith
Smith Inc.
111 Avenue Rd.
Toronto, ON M1M 0M0
CDN
mail@registrarresearch.info
+1.416.5551212

Tech-C Data

Mr. Bob Smith
Smith Inc.
111 Avenue Rd.
Toronto, ON M1M 0M0
CDN
mail@registrarresearch.info
+1.416.5551212

Step 6d: Click **Go To Overview**.

Process Finished

All changes have been applied to the selected domain(s). They will be updated with the respective registry.

[Go To Overview](#)

Step 7:

The domain status will be listed as **‘updating’** until the changes have completed.

You will be unable to make further changes until the domain status is set to **Ready**.

Domain Overview

Review and manage your domains – change settings, set security functions, or add on more domains to your package.

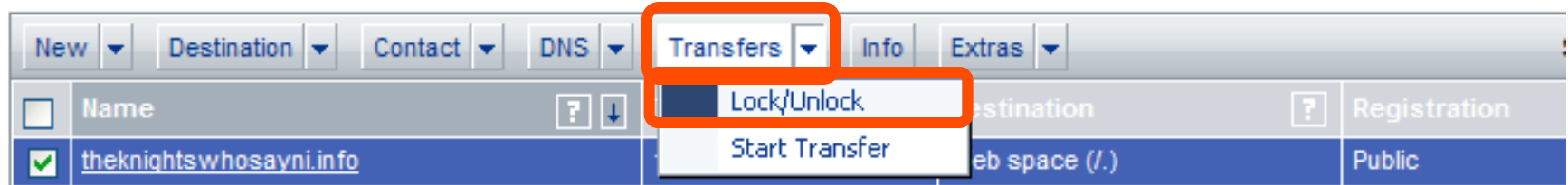
<input type="checkbox"/>	Name	Type	Destination	Registration	Status
<input type="checkbox"/>	theknightswhosayni.info	1&1 Domain	Web space (/.)	Public	updating

Step 8a: Unlock your Domain

Choose **Lock/Unlock** from the **Transfers** menu. Unlocking your domain allows your new provider to transfer the domain.

Domain Overview

Review and manage your domains – change settings, set security functions, or add on more domains to your package.



The screenshot shows a domain management interface. At the top, there is a navigation bar with several dropdown menus: 'New', 'Destination', 'Contact', 'DNS', 'Transfers', 'Info', and 'Extras'. The 'Transfers' menu is currently open, showing two options: 'Lock/Unlock' and 'Start Transfer'. The 'Lock/Unlock' option is highlighted with a blue background. Below the navigation bar is a table with columns for 'Name', 'Destination', and 'Registration'. The first row of the table shows a domain 'theknightswhosayni.info' with a green checkmark in the 'Name' column, 'web space (/.)' in the 'Destination' column, and 'Public' in the 'Registration' column.

<input type="checkbox"/>	Name	Destination	Registration
<input checked="" type="checkbox"/>	theknightswhosayni.info	web space (/.)	Public

Step 8b: Change the **Status** to **Unlock**, and then click **OK**.

Domain Locks

Domain: `theknightswhosayni.info`

Status Lock **Unlock**

Warning: If a domain is unlocked, we will allow transfers to registrars on their demand without further notice. Be sure always to have your domain in a locked status.

Step 8c: Click Go To Overview.

Action Successful

We have unlocked your domain and will acknowledge ("ACK") claims from other registrars for this domain! For security reasons, we recommend to leave your domain in a locked status, if you would not like to allow transfers.

[Go To Overview](#)

Step 9: Obtain the authorization code. The auth code will be required by your new domain provider to complete the transfer. Select the check box next to the domain name, and then click **Info**.

Domain Overview

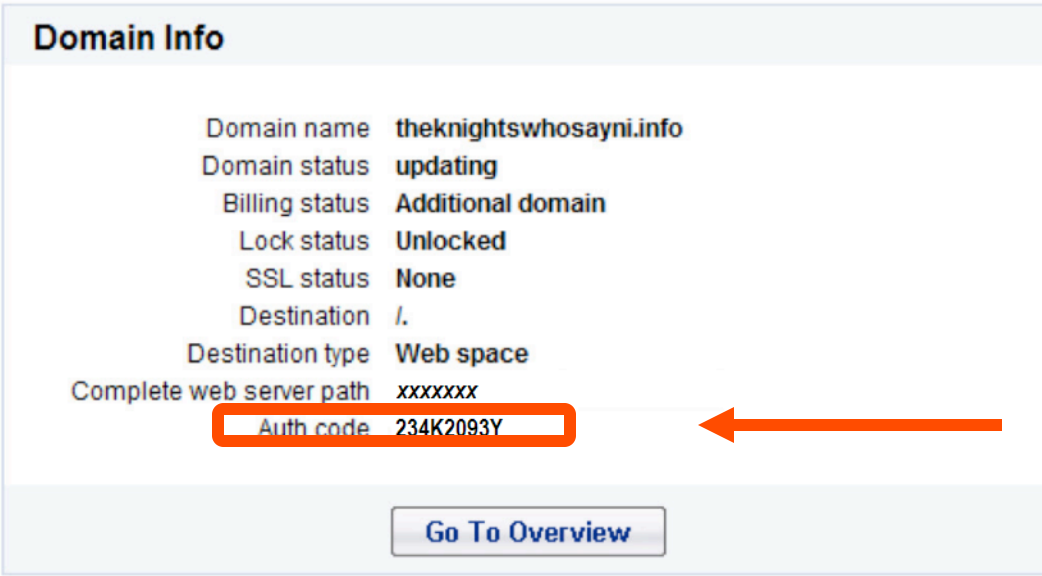
Review and manage your domains – change settings, set security functions, or add on more domains to your package.

<input type="checkbox"/>	Name	Type	Destination	Registration
<input checked="" type="checkbox"/>	theknightswhosayni.info	1&1 Domain	Web space (/.)	Public

...

Step 10:

Record your domain auth code, and then click **Go To Overview**.



Domain Info

Domain name	theknightswhosayni.info
Domain status	updating
Billing status	Additional domain
Lock status	Unlocked
SSL status	None
Destination	/.
Destination type	Web space
Complete web server path	xxxxxxx
Auth code	234K2093Y

[Go To Overview](#)

The screenshot shows a 'Domain Info' section with various details. The 'Auth code' field, containing '234K2093Y', is highlighted with a red rectangular box. A red arrow points from the right side of the box towards the text 'Record your domain auth code' in the step instructions above.

You are ready to transfer your domain.