Transferring Domain Names from Melbourne IT

Domain name transfers can usually be completed in five days or less, but some transfers may take up to seven days.

To transfer a domain name from Melbourne IT to us, you will need the following:

- ✔ Your domain name unlocked

- ✔ Access to the email address on file for the Administrative Contact for the domain name

- ✔ Authorization or EPP code (for .com, .net, .org, .biz, .info, .us, .tv, .name, .de, and .asia domain names only)

Note that the domain name transfer cannot succeed unless the domain name is unlocked, the Administrative Contact email address is valid, and the correct authorization code is provided (for .com, .net, .org, .biz, .info, .us, .tv, .name, .de, and .asia domain names).

See below for a description of the specific elements and issues involved in transferring a domain name from Melbourne IT to us.

Unlocking a Domain Name

Domain names registered with Melbourne IT may be locked to prevent unauthorized transfers. Before requesting the domain name transfer, the lock must be removed.

To Unlock a Domain Name

1. Log in to your Melbourne IT account at http://www.melbourneit.com.au/cc/myaccount.

2. From the **Manage Domain Names** section, click **Manage Domain Names**.

3. Click the domain name you want to unlock.

4. In the **Overview** section, click **Unlock**.

If a Melbourne IT reseller manages your domain name, you must contact that reseller to arrange to unlock your domain name. A fee for this service may apply.

Allow up to 24 hours for our system to recognize the status change. If you attempt to respond to the transfer approval message before our system recognizes the status change, the transfer will fail.

The Importance of the Domain Name's Administrative Contact

The Administrative Contact, defined by the registrant, is one of the four contacts listed in the Whois database for a registered domain name. As part of the domain name transfer process, we email the Administrative Contact at the address listed in the Whois database. The email contains the Transaction ID, Security Code, and instructions that are used to approve the transfer.

Changing Administrative Contact Information

If the Administrative Contact's email address on file for the domain name at Melbourne IT is not correct, update the email address through your account at Melbourne IT.

To Change Administrative Contact Information

1. Log in to your Melbourne IT account at
    http://www.melbourneit.com.au/cc/myaccount.

2. From the **Manage Domain Names** section, click **Manage Domain Names**.

3. Click the domain name you want to update.

4. Click **Change Contact Details**.

5. Click **Go to Advanced Mode**.

6. Edit the Administrative Contact's email address.

7. Click **Continue**.

Allow up to 24 hours for our system to recognize the change.

Authorization Code

To transfer a .com, .net, .org, .biz, .info, .us, .tv, .name, .de, or .asia domain name, you need an authorization code. This is a unique code assigned by registrars to these domain names at the time of registration.

To Obtain the Authorization Code

1. Log in to your Melbourne IT account at
   http://www.melbourneit.com.au/cc/myaccount.

2. From the **Domain Names** section, click **View/Manage Domain Names**.

3. Click the desired domain name. The **Domain Management** page displays.

4. In the **Domain Details** section, click **Retrieve Domain Name (authinfo) Password**. The authorization code displays.

Transferring a Domain Name

After you've prepared the domain name and obtained the required information, you're ready to begin the transfer.

To Transfer a Domain Name to Us

You have 30 days from the transfer purchase date to complete the transfer. If the transfer fails, you may resubmit your transfer request after correcting the problem causing the failure, and then re-try the transfer during that 30-day window.

1. Advise the domain name's Administrative Contact of the transfer.

2. Purchase the transfer from our website. Within 24 hours, we email the domain name's Administrative Contact with instructions on approving the transfer.

3. Approving the transfer requires access to the account in which the transfer was purchased. If the Administrative Contact doesn't have access to the account, the email (containing the Transaction ID, Security Code, and instructions) should be forwarded to someone who does.

4. After the transfer is approved, we send a transfer request to the registry.

5. The registry notifies Melbourne IT of the request.

6. Melbourne IT sends an acceptance or denial notice to the registry. They have five

calendar days to deny the transfer. Otherwise, the transfer is automatically approved.

7. The registry notifies us of the acknowledgement or denial.

8. We send an email confirming the transfer outcome to the email address on file in the customer account where the transfer was purchased.