

# Preparing your Domain to transfer from Namecheap

# Getting Started

Before you can transfer a domain:

- **Disable** domain/whois 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: [namecheap.com](https://namecheap.com)
- You will need your account username and password.
- If you do not have your account details, you will need to contact Namecheap. You can contact support by opening a ticket or via live chat.

**Step 1:** Go to namecheap.com and login to your account.

The screenshot shows the Namecheap.com website in a Microsoft Internet Explorer browser window. The page features a navigation menu with options like 'Home', 'Register a Domain', 'Transfer Your Domain', 'Privacy Protection', 'FreeDNS', 'Web Hosting', 'SSL Certificates', 'Marketplace', and 'My Account'. A prominent yellow banner at the top encourages users to 'REGISTER YOUR DOMAINS FOR JUST \$9.69. SEARCH NOW!' with a two-step process: '1 Enter the domain name you want' and '2 Choose your preferred extension(s)'. Below this, there are input fields for a domain name and checkboxes for various extensions (com, net, org, us, biz, info, eu, me). A 'Search' button is also present. To the right of the search area, there is a 'Need Help? Try LIVE SUPPORT' button and a 'Login to your account' section with fields for 'Username' and 'Password', and a 'Login Now!' button. Below the login section, there are links for 'Password Reset' and 'Signup for a Free Account'. A 'Promo: Domains \$2.99 Only' section highlights a limited-time offer: 'LIMITED TIME ONLY Get domains for \$2.99 when purchased with a GeoTrust RapidSSL certificate. You get a secure domain package (RapidSSL + domain) for less than \$14/yr'. A 'Learn More...' link is provided. The 'Affiliate' section, marked 'NEW', promotes 'Earn Great Commissions' and 'Make Money by Promoting NameCheap!'. It includes a 'Transfer Domains to Namecheap' section with a '969 USD' price tag and a 'Start Transfer Process!' button. The 'Our Products' section features 'RapidSSL™ 10<sup>95</sup>' certificates, priced at \$9.95 per year, and describes them as high-quality certificates provided by Geotrust with substantial savings compared to the \$79 retail price. A testimonial at the bottom right reads: 'Hey guys, This is Chris F. from Moonbox Design. I just wanted to say its a small...'

## Step 2: Click Manage Domains.

The screenshot shows the Namecheap member dashboard. At the top, there is a navigation bar with links for Home, Register a Domain, Transfer Your Domain, Privacy Protection, FreeDNS, Web Hosting, SSL Certificates, Marketplace, and My Account. Below this is a secondary navigation bar with links for Member Home, Manage Domains, Manage Transfers, Renew/Reactivate Domains, Manage Profile, Add Funds, Withdraw Funds, and Reports. A domain search bar is visible with the text "Domain Search: www." and ".com".

The main content area is titled "Bob's Home Page" and is divided into several sections:

- ACCOUNT INFORMATION:** A table showing account details:

Number of domains in your account	1	<a href="#">view</a>
Domains expiring within 30 days	0	<a href="#">view</a>
Domains you have listed for sale	0	<a href="#">view</a>
Domains you have placed offers for	0	<a href="#">view</a>
WhoisGuard subscriptions	1	<a href="#">view</a>
WhoisGuard expiring within 30 days	0	<a href="#">view</a>
Transfer requests in progress	0	<a href="#">status</a>
Number of unread recent messages	1	<a href="#">read</a>
- QUICKLY MODIFY ONE OF YOUR DOMAIN:** A form with the text "Enter domain: www." and a text input field containing "yourdomain.com". Below the form is a blue button labeled "Modify >>".
- Special Offer:** A yellow banner for ".tv" domains, stating "just \$17.99 only" for the 1st year, with a regular price of \$24.99. Below the banner are links for "view chart" and "hide this for 30 days".
- FUNDS IN YOUR ACCOUNT:** A table showing account balances:

Available Balance	\$0.00
Account Balance	\$0.00
Earned Amount	\$0.00
Withdrawable Amount	\$0.00
Auto Renew Requires	\$0.00
- More Links:** A list of links including "Your Domains / Products", "Domain Transfer Status", "Your Hosting Accounts", "Order History", "Transaction History", "Modify Multiple Queue", "Get EPP Code", "Affiliate Program", and "Contact Us".
- Last Login:** 11/18/09 02:24 PM
- Last Transaction:** 11/05/09 05:05 PM

At the bottom of the dashboard, there are logos for PayPal and Google Checkout.

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

The screenshot shows a web interface for managing domains. At the top, there is a navigation bar with a home icon, a breadcrumb trail '> My Account > Manage Domains', and a search bar containing 'Domain Search: www.' followed by a dropdown menu set to '.com' and a 'GO' button.

On the left side, there is a sidebar menu with several sections:

- Domain Names**
  - Your Domains
  - Renew Domains
  - Reactivate Domains
  - Your Domains For Sale
- FreeDNS**
  - Hosted Domains
  - Pending Domains
- Transfers**
  - Transfers in Progress
  - Completed Transfers
  - Cancelled Transfers
- WhoisGuard**
  - Current Subscriptions

The main content area is titled 'Your Domains' and includes a 'Related Help' button. Below this, there are three filter sections:

- CATEGORY**: A filter list by category (Manage Categories) with a dropdown menu set to '<All Domains>' and a 'GO' button.
- FILTER**: A section with the text 'Enter few characters' and an empty input field with a 'GO' button.
- PREFERENCES**: A section with no visible content.


Below the filters, there are three action buttons: 'PRINT', 'EXPORT', and 'SYNCHRONIZE DOMAINS'. Below these is a table with the following columns: 'DOMAIN NAME', 'CREATED ON', 'EXPIRES', and 'STATUS'. The table contains one row with the domain 'castleanthrax.info', created on 'Thu 11/05/2009', and expires on 'Fri 11/05/2010'. The 'DOMAIN NAME' column has a checkbox and a speech bubble icon next to the domain name. The 'STATUS' column has a speech bubble icon and a warning icon. Below the table, there is a pagination control showing '[ 1 of 1 ] < Prev | Next >'. At the bottom of the table area, there is a button labeled 'Edit Selected >>'. Below the table area, there is a legend: 'column heading legend: [sortable icon] sortable column [sorted icon] currently sorted column'.

**Step 4a:** Disable Privacy. This is required to complete the transfer. If **WhoisGuard** is disabled, skip to **Step 4c**. If not, click **Disable WhoisGuard**. Then, under **Email Address**, check the forwarded to (Admin) email address. If the email address is incorrect, click **Change Protected Contact Information** in the **WhoisGuard – Enabled** section.

The screenshot shows a web interface for managing a domain. The breadcrumb trail is: [My Account](#) > [Manage Domains](#) > [Modify Domain](#). The domain search bar contains 'www.' and '.com'. The main heading is 'Modify Domain: castleanthrax.info'. There are three expandable sections: 'WHOISGUARD - ENABLED', 'EMAIL ADDRESS', and 'SCHEDULE AUTOMATIC EMAIL CHANGE'. The 'WHOISGUARD - ENABLED' section contains a warning icon and text: 'WhoisGuard is currently enabled for this domain. Your personal information is protected from public access [Disable WhoisGuard]. [Change Protected Contact Information] This subscription expires on: Friday, November 05, 2010'. The 'EMAIL ADDRESS' section shows the current WhoisGuard email: 'c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com'. It offers to change this to a different email address, with a dropdown menu currently showing 'mail@registrarresearch.info (Admin Email)'. A 'Change Forwarded To Email' button is present. The 'SCHEDULE AUTOMATIC EMAIL CHANGE' section has a checkbox for 'To enhance privacy, automatically change WhoisGuard email every [dropdown] days' and a 'Save Preference' button. A left sidebar contains various management options like 'Change Contacts', 'Transfer DNS to Webhost', 'Registrar Lock', 'Auto-Renew', 'List Domain For Sale', 'TypoScan', 'Whois Business Listing', 'E-mail Management', 'Host Management', 'Advanced Options', and 'Miscellaneous'.

**Step 4b:** When you click, **Disable WhoisGuard**, you will be asked to reconfirm by selected the check box.

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 **Modify Domain: [castleanthrax.info](#)**

▶ **DISABLE WHOISGUARD NOW**


Currently, the WhoisGuard email - `c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com` is being forward to **mail@registrarresearch.info**. If you disable WhoisGuard, the WhoisGuard email will be removed and any emails to that address will be rejected.

- Disable WhoisGuard protection and use the information provided below.  
(You should click the 'Save Changes' button below)



## Step 4c: Update Contact Information.

This step ensures that you will receive all notifications for your transfer request. Scroll to the contacts section on the same page. Verify and make any changes to the Registrant and Administrative Contacts.

 **Modify Domain:** [castleanthrax.info](#)

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**REGISTRANT CONTACT** PICK AN ADDRESS FROM MY PROFILE

Copy Information from: **ADMINISTRATIVE** | TECHNICAL | BILLING

First Name *	Last Name *	Organization Name	
<input type="text" value="Bob"/>	<input type="text" value="Smith"/>	<input type="text" value="Smith Inc."/>	
Street Address *	Address 2	Job Title	
<input type="text" value="111 Avenue Rd."/>	<input type="text"/>	<input type="text"/>	
City *	State/ Prov.*	Zip / Postal Code *	Country *
<input type="text" value="Toronto"/>	<input type="text" value="ON"/>	<input type="text" value="M1M0M0"/>	<input type="text" value="Canada"/>
E-Mail Address *	Phone Number *	Fax Number	
<input type="text" value="mail@registrarresearch"/>	+1 <input type="text" value="4165551212"/>	+1 <input type="text"/>	

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**ADMINISTRATIVE CONTACT** PICK AN ADDRESS FROM MY PROFILE

Copy Information from: REGISTRANT | **TECHNICAL** | BILLING

First Name *	Last Name *	Organization Name	
<input type="text" value="Bob"/>	<input type="text" value="Smith"/>	<input type="text" value="Smith Inc."/>	
Street Address *	Address 2	Job Title	
<input type="text" value="111 Avenue Rd."/>	<input type="text"/>	<input type="text"/>	
City *	State/ Prov.*	Zip/ Postal Code *	Country *
<input type="text" value="Toronto"/>	<input type="text" value="ON"/>	<input type="text" value="M1M0M0"/>	<input type="text" value="Canada"/>
E-Mail Address *	Phone Number *	Fax Number	
<input type="text" value="mail@registrarresearch"/>	+1 <input type="text" value="4165551212"/>	+1 <input type="text"/>	

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**TECHNICAL CONTACT** PICK AN ADDRESS FROM MY PROFILE

Copy Information from: REGISTRANT | ADMINISTRATIVE | **BILLING**

# Step 4d: Click Save Changes.

**TECHNICAL CONTACT** PICK AN ADDRESS FROM MY PROFILE

Copy Information from: **REGISTRANT** | ADMINISTRATIVE | BILLING

First Name *	Last Name *	Organization Name	
Bob	Smith	Smith Inc.	
Street Address *	Address 2	Job Title	
111 Avenue Rd.			
City *	State/ Prov. *	Zip/ Postal Code *	Country *
Toronto	ON	M1M0M0	Canada
E-Mail Address *	Phone Number *	Fax Number	
mail@registrarresearch	+1 4165551212	+1	

**BILLING CONTACT** PICK AN ADDRESS FROM MY PROFILE


Copy Information from: REGISTRANT | **ADMINISTRATIVE** | TECHNICAL

First Name *	Last Name *	Organization Name	
Bob	Smith	Smith Inc.	
Street Address *	Address 2	Job Title	
111 Avenue Rd.			
City *	State/ Prov. *	Zip/ Postal Code *	Country *
Toronto	ON	M1M0M0	Canada
E-Mail Address *	Phone Number *	Fax Number	
mail@registrarresearch	+1 4165551212	+1	

**Save Changes**

# Step 4e: Ensure that the Admin Email address is selected as the forwarded to address, and then click **Change 'Forwarded To' Email**.

▶ WHOISGUARD - ENABLED

 **WhoisGuard is currently enabled for this domain.**  
Your personal information is protected from public access [[Disable WhoisGuard](#)]. [[Change Protected Contact Information](#)]  
This subscription expires on: Friday, November 05, 2010

▶ EMAIL ADDRESS

Whoisguard email: **c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com**

You can change the above email to something else:  
[Set a new random whoisguard email in whois](#)


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Currently, c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com forwards to **mail@registrarresearch.info**. You can choose a different email address where the whoisguard emails are forwarded to.

choose:  ▼

**Change 'Forwarded To' Email**


▶ SCHEDULE AUTOMATIC EMAIL CHANGE

 We provide an additional option to automatically change the email shown in whois every few days. This should give additional protection from spam, as email harvested from whois will be invalid in few days. It's your choice to enable or disable this option.

To enhance privacy, automatically change WhoisGuard email every  ▼ days

**Save Preference**

**Step 5:** Unlock your domain. Unlocking your domain allows your new provider to transfer the domain. Click **Registrar Lock**.



**General**


- Change Contacts
- Transfer DNS to Webhost
- Switch To DNS System v1
- Registrar Lock**
- Auto-Renew
- List Domain For Sale
- TypoScan
- Whois Business Listing

**E-mail Management**

- E-mail Forwarding Setup
- POP3 E-mail Setup

### Modify Domain: [castleanthrax.info](#)

▶ WHOISGUARD - ENABLED

 **WhoisGuard is currently enabled for this domain.**  
Your personal information is protected from public access [[Disable WhoisGuard](#)]. [[Change Protected Contact Information](#)]

This subscription expires on: Friday, November 05, 2010











▶ EMAIL ADDRESS

Whoisguard email: **c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com**

You can change the above email to something else:  
[Set a new random whoisguard email in whois](#)

Currently, c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com forwards to **mail@registrarresearch.info**. You can choose a different email address where the whoisguard emails are forwarded to.



# Step 6: Select **Release the registrar lock** so that the domain can be transferred to some other registrar, and then click **Save Changes**.

<b>General</b>	 <b>Modify Domain: <a href="#">castleanthrax.info</a></b>
 <a href="#">Change Contacts</a>	<b>▶ SET/ RELEASE REGISTRAR LOCK FOR THIS DOMAIN</b>
 <a href="#">Transfer DNS to Webhost</a>	Current Lock Status : Locked
 <a href="#">Switch To DNS System v1</a>	<input type="radio"/> Set the registrar lock (Recommended). Unauthorized transfer will be prevented if lock is set.
 <a href="#">Registrar Lock</a>	<input checked="" type="radio"/> Release the registrar lock so that the domain can be transferred to some other registrar
 <a href="#">Auto-Renew</a>	<b>Save Changes</b>
 <a href="#">List Domain For Sale</a>	Note: Due to registry restrictions, you may not be able to change status on some TLDs (ex: biz, info). Please try again after some time if an error occurs.
 <a href="#">TypoScan</a>	Related: Planning to transfer out this domain? <a href="#">Get EPP code</a> if required.
 <a href="#">Whois Business Listing</a>	
<b>E-mail Management</b>	
 <a href="#">E-mail Forwarding Setup</a>	

## Step 7: The domain is unlocked. Click **Get EPP code** (Auth Code).

### Modify Domain: [castleanthrax.info](#)

▶ SET/ RELEASE REGISTRAR LOCK FOR THIS DOMAIN

 The Registrar Lock was Successfully updated 

Current Lock Status : Not Locked

- Set the registrar lock (Recommended). Unauthorized transfer will be prevented if lock is set.
- Release the registrar lock so that the domain can be transferred to some other registrar

[Save Changes](#)

Note: Due to registry restrictions, you may not be able to change status on some TLDs (ex: biz, info). Please try again after some time if an error occurs.

Related: Planning to transfer out this domain? [Get EPP code](#) if required.

## Step 8: Obtain Auth Code.

Enter the domain name that you want to transfer and your account password, and then click **Get EPP code for my domain**. The authorization code will be emailed to your administration email address. The auth code will be required by your new domain provider to complete the transfer.

### Get EPP Code For Your Domain(s)

Use this option to obtain EPP code for your domain if you are planning to transfer the domain to some other registrar. **Please note that the EPP will be emailed to the Registrant contact on the domain**

ENTER THE DOMAIN NAME AND YOUR ACCOUNT PASSWORD TO GET EPP CODE

Domain Names

Enter one domain in each line. Please don't enter www. in front of the domain.

castleanthrax.info

Authenticate by entering your account password.

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[Get EPP code for my domain >>](#)

NOTE: Enter the information above to obtain EPP code for domains that you want to transfer out of namecheap. Not all domains need EPP, but some domains like .biz, .info, .org needs the code to be transferred out. If you still have problems, please contact support.

**Important:** Everytime you obtain an EPP, a new code **may** be generated and emailed. So, try avoiding epp generation more than once or if you do, make sure you use the latest one.

You are now ready to transfer your domain.