

# 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](https://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=12536

1&1

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	

www. [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

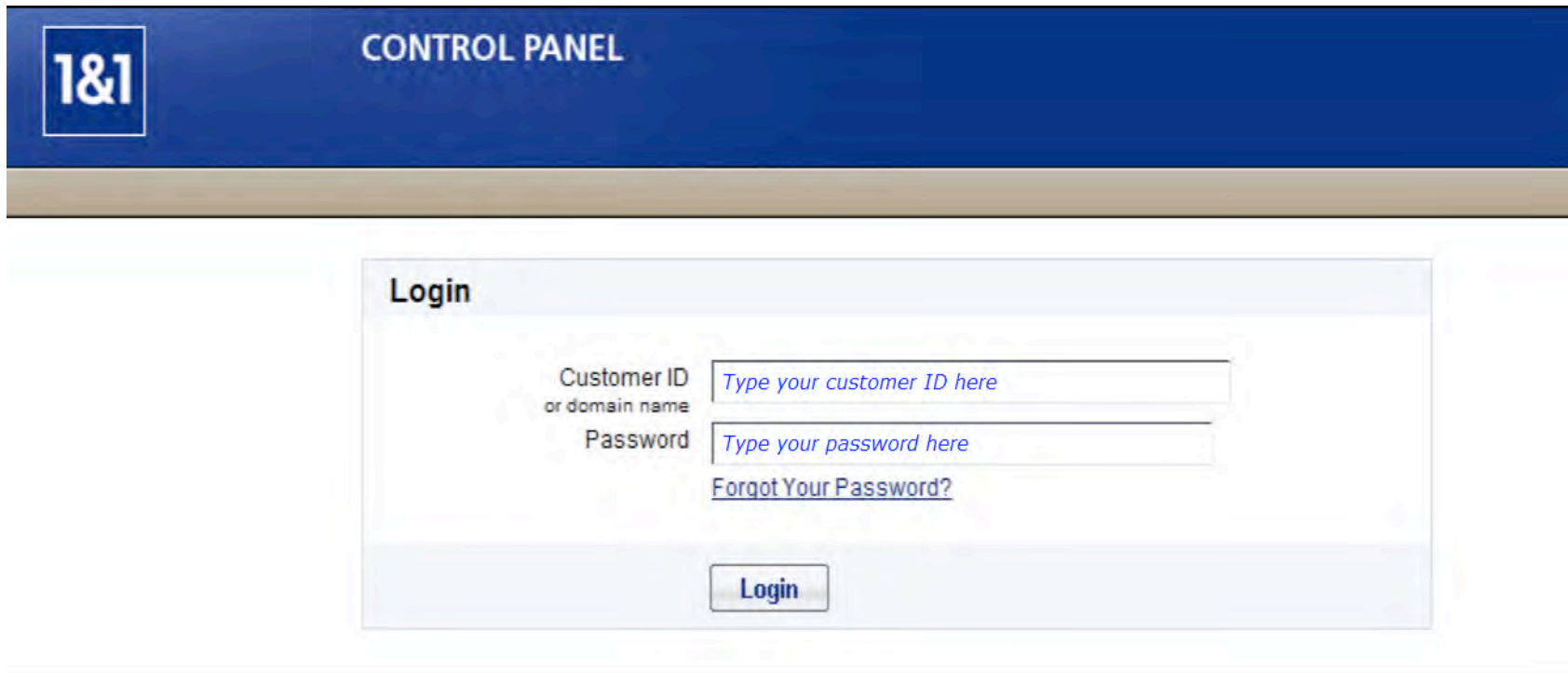
#### MailXchange

Your Professional Collaboration Solution

#### Microsoft Exchange

Seamless communication collaboration

## Step 2: Login with your customer ID and password.



The image shows a screenshot of the 1&1 Control Panel login interface. At the top, there is a dark blue header with the 1&1 logo on the left and the text "CONTROL PANEL" in white on the right. Below the header is a light blue box containing the login form. The form is titled "Login" in bold black text. It features two input fields: the first is labeled "Customer ID or domain name" and contains the placeholder text "Type your customer ID here"; the second is labeled "Password" and contains the placeholder text "Type your password here". Below the password field is a blue link that says "Forgot Your Password?". At the bottom of the form is a blue button with the text "Login" in white.

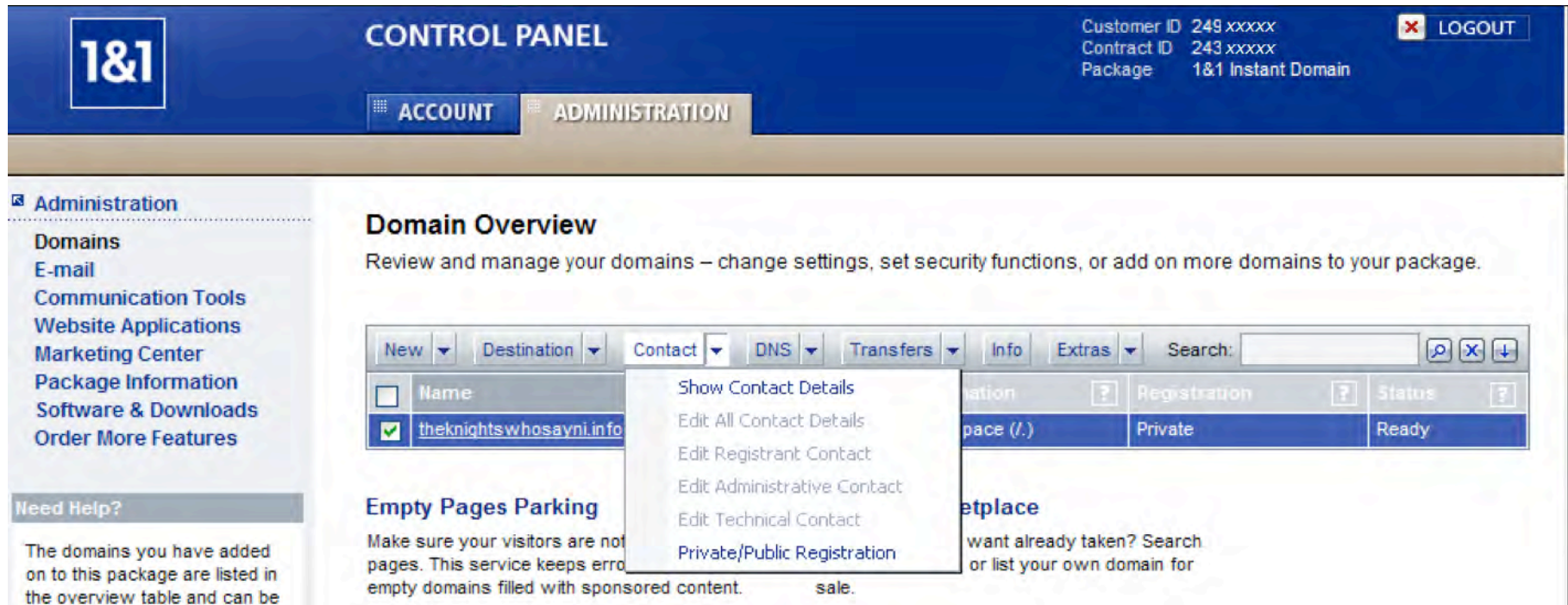
**Step 3:** Select **Manage Domains**. Select the domain to be transferred.

The screenshot shows 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, account details are listed: Customer ID 2499, Contract ID 2435, and Package 1&1. Below the header, there are two tabs: 'ACCOUNT' and 'ADMINISTRATION', with 'ADMINISTRATION' being the active tab. The main content area shows 'Selected package: 1&1 Instant Domain'. Below this is a 'MESSAGE BOARD' section with a notification: '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', '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, there is a 'Basic Settings' section with two icons: a house icon for 'Domains' and an envelope icon for '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 in the top right. Below the header are two tabs: "ACCOUNT" and "ADMINISTRATION".

The main content area is titled "Domain Overview" and includes a sub-header "Review and manage your domains – change settings, set security functions, or add on more domains to your package." Below this is a table of domains. The first domain is "theknightswhosayni.info". A context menu is open over the "Contact" column of this domain, listing options: "Show Contact Details", "Edit All Contact Details", "Edit Registrant Contact", "Edit Administrative Contact", "Edit Technical Contact", and "Private/Public Registration".

On the left side, there is a navigation menu under "Administration" with links for Domains, E-mail, Communication Tools, Website Applications, Marketing Center, Package Information, Software & Downloads, and Order More Features. Below this is a "Need Help?" section with text: "The domains you have added on to this package are listed in the overview table and can be".


	Name	Registration	Status
<input checked="" type="checkbox"/>	theknightswhosayni.info	Private	Ready

## 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

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**Admin-C Data**

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

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**Tech-C Data**

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

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**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

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**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

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## 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.

	New ▾	Destination ▾	Contact ▾	DNS ▾	Transfers ▾	Info	Extras ▾	Search:			
<input type="checkbox"/>	Name		Type	Web space (I.)	Account status		Status				
<input type="checkbox"/>	<a href="#">theknightswhosayni.info</a>		1&1 Domain	Web space (I.)	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.

New ▾ Destination ▾ Contact ▾ DNS ▾ Transfers ▾ Info Extras ▾			
<input type="checkbox"/>	Name	Destination	Registration
<input checked="" type="checkbox"/>	<a href="#">theknightswhosayni.info</a>	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

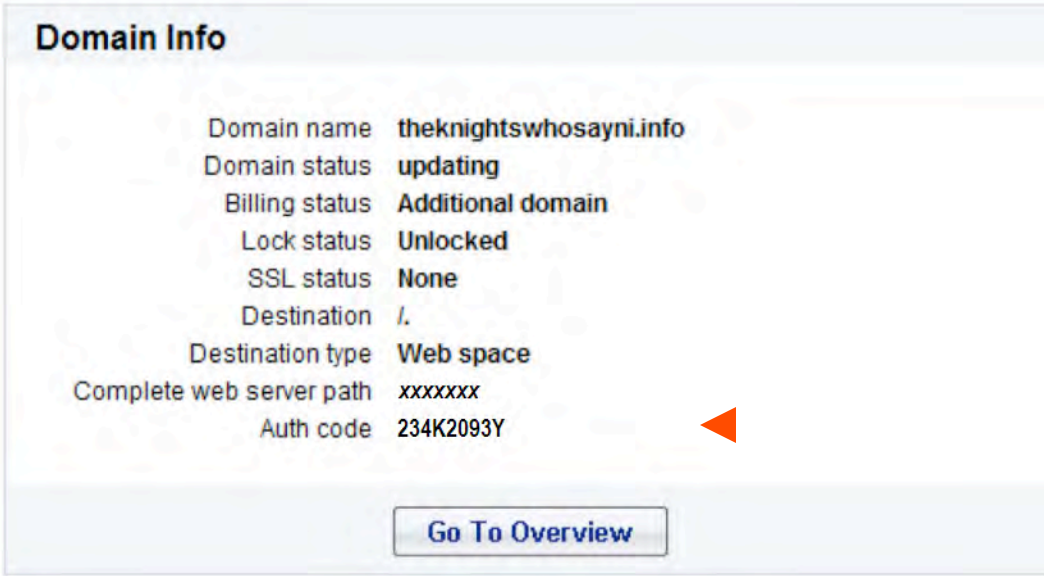
Review and manage your domains – change settings, set security functions, or add on more domains to your package.

<input type="checkbox"/>	Name <input type="button" value="?"/> <input type="button" value="↓"/>	Type <input type="button" value="?"/>	Destination <input type="button" value="?"/>	Registration
<input checked="" type="checkbox"/>	<a href="#">theknightswhosayni.info</a>	1&1 Domain	Web space (/.)	Public

...

## Step 10:

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



The screenshot shows a 'Domain Info' panel with the following details:

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

An orange arrow points to the 'Auth code' field. Below the table is a button labeled 'Go To Overview'.



You are ready to transfer your domain.