

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
- 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 website homepage in a Microsoft Internet Explorer browser window. The browser's address bar displays 'http://www.namecheap.com/'. The website header includes the Namecheap logo, navigation links (Home, Register a Domain, Transfer Your Domain, Privacy Protection, FreeDNS, Web Hosting, SSL Certificates, Marketplace, My Account), and social media links (LIVE SUPPORT, BECOME A FAN ON FACEBOOK, FOLLOW US ON TWITTER, FORUMS). A prominent yellow banner offers domain registration for \$9.69. Below this, a search form is available with two steps: '1 Enter the domain name you want' and '2 Choose your preferred extension(s)'. The search form includes a text input field, radio buttons for extensions (com, net, org, us, biz, info, eu, me), and a 'Search' button. A 'Need Help? Try LIVE SUPPORT' button is also present. On the right side, a 'Login to your account' form is highlighted with a red border, featuring fields for 'Username' and 'Password', a 'Login Now!' button, and links for 'Password Reset' and 'Signup for a Free Account'. Below the search form, there is an 'Affiliate' section with the text 'Earn Great Commissions' and 'Make Money by Promoting NameCheap!'. A 'Transfer Domains to Namecheap' section offers a '969 USD' discount and a 'Start Transfer Process!' button. The 'Our Products' section features 'RapidSSL' certificates for \$10.95, with a note that they are now offered for as low as \$9.95 per year. A 'Services Included With Every Domain' section lists features like 'Free URL Forwarding', 'Free Email Forwarding', 'Free Parking Page Included', 'Free Transfer of Ownership', 'Free Dynamic DNS With Client', and 'Free Security Features'. A 'Promo: Domains \$2.99 Only' section offers a limited-time deal on domains for \$2.99 when purchased with a GeoTrust RapidSSL certificate. The bottom right corner features a 'What our customers say' section with a testimonial from Chris F. from Moonbox Design.

Step 2: Click Manage Domains.

The screenshot shows the Namecheap member dashboard. At the top, the Namecheap logo is on the left, and navigation links for 'LIVE SUPPORT', 'BECOME A FAN ON FACEBOOK', 'FOLLOW US ON TWITTER', and 'FORUMS' are on the right. Below this is a blue navigation bar with links: Home, Register a Domain, Transfer Your Domain, Privacy Protection, FreeDNS, Web Hosting, SSL Certificates, Marketplace, and My Account. A secondary blue bar contains: Member Home, **Manage Domains** (highlighted with a red box), Manage Transfers, Renew/Reactivate Domains, Manage Profile, Add Funds, Withdraw Funds, and Reports. Below the navigation is a search bar with 'Domain Search: www.' and a dropdown menu set to '.com'. The main content area is titled 'Bob's Home Page' and is divided into three columns. The left column has a section 'ACCOUNT INFORMATION' with a table of account statistics and a 'QUICKLY MODIFY ONE OF YOUR DOMAIN' section with a form and a 'Modify >>' button. The middle column features a 'Special Offer' for '.tv' domains at '\$17.99 only' for the first year, followed by a 'FUNDS IN YOUR ACCOUNT' table. The right column has a 'More Links' section with various utility links. At the bottom of the middle column are logos for PayPal and Google Checkout.

namecheap We Offer Cheap Domain Registration with FREE E-mail/URL Forwarding

LIVE SUPPORT | BECOME A FAN ON FACEBOOK | FOLLOW US ON TWITTER | FORUMS

View Cart | registrarresearch1 - Logout | Help | Whois | Contact Us

Home | Register a Domain | Transfer Your Domain | Privacy Protection | FreeDNS | Web Hosting | SSL Certificates | Marketplace | My Account

Member Home | **Manage Domains** | Manage Transfers | Renew/Reactivate Domains | Manage Profile | Add Funds | Withdraw Funds | Reports |

Member's Home Domain Search: www. .com GO

Bob's Home Page

▶ ACCOUNT INFORMATION

Number of domains in your account	1	view
Domains expiring within 30 days	0	view
Domains you have listed for sale	0	view
Domains you have placed offers for	0	view
WhoisGuard subscriptions	1	view
WhoisGuard expiring within 30 days	0	view
Transfer requests in progress	0	status
Number of unread recent messages	1	read

▶ QUICKLY MODIFY ONE OF YOUR DOMAIN

Enter domain: www.

[Modify >>](#)

▶ Last Login 11/18/09 02:24 PM
▶ Last Transaction 11/05/09 05:05 PM

Special Offer

.tv
just \$17.99 only
For 1st year. Regular \$24.99 more...

[view chart](#) | [hide this for 30 days](#)

▶ FUNDS IN YOUR ACCOUNT

Available Balance	\$0.00
Account Balance	\$0.00
Earned Amount	\$0.00
Withdrawable Amount	\$0.00
Auto Renew Requires	\$0.00

[Add Funds to your account](#)

PayPal Google Checkout

More Links

- ▶ [Your Domains / Products](#)
- ▶ [Domain Transfer Status](#)
- ▶ [Your Hosting Accounts](#)
- ▶ [Order History](#)
- ▶ [Transaction History](#)
- ▶ [Modify Multiple Queue](#)
- ▶ [Get EPP Code](#)
- ▶ [Affiliate Program](#)

▶ [Contact Us](#)

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

Home > [My Account](#) > Manage Domains

Domain Search: .com

Your Domains

[Related Help](#)

CATEGORY

Filter list by category ([Manage Categories](#)) <All Domains>

FILTER

Enter few characters

PREFERENCES

DOMAIN NAME	↑↓ CREATED ON	↑↓ EXPIRES	↑↓ STATUS
<input type="checkbox"/> castleanthrax.info	Thu 11/05/2009	Fri 11/05/2010	

[1 of 1] < Prev | Next >

column heading legend: sortable column 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'. A red arrow points to the 'WHOISGUARD - ENABLED' section. Below this, a message states: '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'. A message explains that this email forwards to 'mail@registrarresearch.info'. A dropdown menu is set to 'mail@registrarresearch.info (Admin Email)', which is highlighted with a red box. Below this is a 'Change Forwarded To Email' button. The 'SCHEDULE AUTOMATIC EMAIL CHANGE' section has a checkbox for 'To enhance privacy, automatically change WhoisGuard email every [] days', with a 'Save Preference' button below it.

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

 **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](#)

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 *
<input type="text" value="Toronto"/>	<input type="text" value="ON"/>	<input type="text" value="M1M0M0"/>
E-Mail Address *	Country *	Phone Number *
<input type="text" value="mail@registrarresearch"/>	<input type="text" value="Canada"/>	<input type="text" value="+1 4165551212"/>
		Fax Number
		<input type="text" value="+1"/>

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 *
<input type="text" value="Toronto"/>	<input type="text" value="ON"/>	<input type="text" value="M1M0M0"/>
E-Mail Address *	Country *	Phone Number *
<input type="text" value="mail@registrarresearch"/>	<input type="text" value="Canada"/>	<input type="text" value="+1 4165551212"/>
		Fax Number
		<input type="text" value="+1"/>

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	
<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"/>	<input type="text" value="+1"/> <input type="text" value="4165551212"/>	<input type="text" value="+1"/>	

► BILLING CONTACT PICK AN ADDRESS FROM MY PROFILE

Copy Information from: REGISTRANT | ADMINISTRATIVE | TECHNICAL

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"/>	<input type="text" value="+1"/> <input type="text" value="4165551212"/>	<input type="text" value="+1"/>	

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](#)

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	 Modify Domain: castleanthrax.info
 Change Contacts	▶ WHOISGUARD - ENABLED
 Transfer DNS to Webhost	 WhoisGuard is currently enabled for this domain. Your personal information is protected from public access [Disable WhoisGuard]. [Change Protected Contact Information]
 Switch To DNS System v1	This subscription expires on: Friday, November 05, 2010
 Registrar Lock	▶ EMAIL ADDRESS
 Auto-Renew	Whoisguard email: c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com
 List Domain For Sale	You can change the above email to something else: Set a new random whoisguard email in whois
 TypoScan	Currently, c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com forwards to mail@registrarresearch.info . You can choose a different email address where the whoisguard emails are forwarded to.
 Whois Business Listing	
E-mail Management	
 E-mail Forwarding Setup	
 POP3 E-mail Setup	

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

The screenshot shows a domain management interface for the domain 'castleanthrax.info'. On the left is a navigation menu with the following items: 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, and E-mail Forwarding Setup. The main content area is titled 'Modify Domain: castleanthrax.info' and contains a section for 'SET/ RELEASE REGISTRAR LOCK FOR THIS DOMAIN'. The current lock status is 'Locked'. There are two radio button options: 'Set the registrar lock (Recommended). Unauthorized transfer will be prevented if lock is set.' and 'Release the registrar lock so that the domain can be transferred to some other registrar'. The second option is selected and highlighted with a red box. Below the options is a 'Save Changes' button, also highlighted with a red box. A note at the bottom states: '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 related link is provided: 'Related: Planning to transfer out this domain? [Get EPP code](#) if required.'

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

Modify Domain: [castleanthrax.info](#)

▶ SET/ RELEASE REGISTRAR LOCK FOR THIS DOMAIN

Current Lock Status : 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 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.

.....

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 transfered 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.