

# 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 interface. At the top, the browser title is "Namecheap.com - Cheap domain name registration, renewal and transfers - Free SSL Certificates - - Microsoft Inter...". The address bar shows "http://www.namecheap.com/". The website header includes the Namecheap logo, a navigation menu with links like "Home", "Register a Domain", "Transfer Your Domain", "Privacy Protection", "FreeDNS", "Web Hosting", "SSL Certificates", "Marketplace", and "My Account". A secondary navigation bar offers "LIVE SUPPORT", "BECOME A FAN ON FACEBOOK", "FOLLOW US ON TWITTER", and "FORUMS".

The main content area features a yellow banner for domain registration: "REGISTER YOUR DOMAINS FOR JUST \$9.69. SEARCH NOW!". It includes a two-step process: "1 Enter the domain name you want" and "2 Choose your preferred extension(s)". A search form is present with a "Search" button and a list of extensions: com (checked), net, org, us, biz, info, eu, and me. Links for "Bulk Domain Search" and "Whois Lookup" are also visible.

Below the banner is an "Affiliate" section with the headline "Earn Great Commissions" and "Make Money by Promoting NameCheap!". It features a large "969 USD" graphic and a "Transfer Domains to Namecheap" section with a "Start Transfer Process!" button.

The "Our Products" section highlights "RapidSSL™ 10<sup>95</sup>" for \$9.95 per year, describing it as a quality certificate provided by Geotrust with substantial savings compared to the \$79 retail price.

On the right side, there is a "Login to your account" section with input fields for "Username" and "Password", and a "Login Now!" button. Below this are links for "Password Reset" and "Signup for a Free Account". A "Promo: Domains \$2.99 Only" section offers a "LIMITED TIME ONLY" deal: "Get domains for \$2.99 when purchased with a GeoTrust RapidSSL certificate." A "What our customers say" section includes a testimonial from Chris F. from Moonbox Design.

# 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 search bar is located at the top right, with the text "Domain Search: www." and ".com" selected, and a "GO" button.

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." followed by an input field containing "yourdomain.com" and a "Modify >>" button.
- Special Offer:** A yellow banner for ".tv" domains, stating "just \$17.99 only" for the 1st year, with a regular price of \$24.99. It includes 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, there are logos for PayPal and Google Checkout.

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

My Account > Manage Domains

Domain Search:  .com

## Your Domains

[Related Help](#)

**CATEGORY**

Filter list by category ([Manage Categories](#))

**FILTER**

Enter few characters

**PREFERENCES**

DOMAIN NAME	↑↓ CREATED ON	↑↓ EXPIRES	↑↓ STATUS
<input type="checkbox"/> <a href="#">castleanthrax.info</a>	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'. There are three main sections: 'WHOISGUARD - ENABLED', 'EMAIL ADDRESS', and 'SCHEDULE AUTOMATIC EMAIL CHANGE'. The 'WHOISGUARD - ENABLED' section has a red arrow pointing to the text 'WhoisGuard is currently enabled for this domain.' Below this, it says 'Your personal information is protected from public access [Disable WhoisGuard]. [Change Protected Contact Information]'. The expiration date is 'Friday, November 05, 2010'. The 'EMAIL ADDRESS' section shows the current WhoisGuard email: 'c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com'. It offers to change this to something else, with a link 'Set a new random whoisguard email in whois'. Below, it states 'Currently, c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com forwards to mail@registrarresearch.info. You can choose a different email address where the whoisguard emails are forwarded to.' A dropdown menu is set to 'mail@registrarresearch.info (Admin Email)'. There 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 [dropdown] days'. There is a 'Save Preference' button.

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

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

Copy Information from:  REGISTRANT |  TECHNICAL |  BILLING

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


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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**.

The screenshot shows a domain management interface for 'castleanthrax.info'. On the left is a navigation menu with options like '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', and 'POP3 E-mail Setup'. The main content area is titled 'Modify Domain: castleanthrax.info' and has two expandable sections: 'WHOISGUARD - ENABLED' and 'EMAIL ADDRESS'. The 'WHOISGUARD - ENABLED' section shows that WhoisGuard is currently enabled, protecting personal information from public access. It provides links to 'Disable WhoisGuard' and 'Change Protected Contact Information', and states the subscription expires on Friday, November 05, 2010. The 'EMAIL ADDRESS' section shows the current WhoisGuard email as 'c6a1c2c18b4f402880c00bfd4e993e5b.protect@whoisguard.com' and offers a link to 'Set a new random whoisguard email in whois'. A note at the bottom explains that the current email forwards to 'mail@registrarresearch.info' and offers the option to choose a different email address for forwarding.

**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**

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▶ SET/ RELEASE REGISTRAR LOCK FOR THIS DOMAIN

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 The Registrar Lock was Successfully updated 

Current Lock Status : Not Locked

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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

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**Save Changes**

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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.

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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.