

# Preparing your Domain to transfer from Network Solutions

# Getting Started

Before you can transfer a domain:

- **Confirm** your administration email address in the domain registry records.
- **Disable** domain privacy. If the privacy service forwards incoming email, check the 'forward to' contact email address for accuracy.
- **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: [networksolutions.com](https://networksolutions.com)
- You will need your account login userid and password.
- If you do not have your account details, you will need to contact [networksolutions.com](https://networksolutions.com). Support information is on their website.

# Step 1: Click Manage Account.

The screenshot shows the Network Solutions website in a Microsoft Internet Explorer browser. The address bar displays <http://www.networksolutions.com/>. The page header includes the Network Solutions logo and navigation tabs for "For Business & Personal", "For Web Professionals", "Support", and "Education". A search bar is located to the right of these tabs. Below the header, a horizontal menu lists various services: "Domain Names", "Website Solutions", "Hosting Packages", "Email", "Ecommerce", "Online Security", "Online Marketing", and "Design Services". A "Log In" link is positioned to the right of this menu. The main content area features a large promotional banner for "SAVE 25% ON WEB HOSTING" with a server icon and the text "As low as \$6.97/month with annual purchase". To the left of this banner is a list of links: "Search for a Domain Name", "Get Website Hosting", "Build Your Website", "Get an Email Address", and "Secure Your Website". Below the banner is a "WebAddress" search box with a text input field containing "x|" and a grid of domain extension checkboxes including .com, .net, .org, .us, .mobi, .info, .biz, .tel, .eu, .co.uk, .de, .tv, .us.com, .cn, .bz, and .pro. A "Search" button is located below the checkboxes. To the right of the search box is a "Just Getting Started?" section with the text "Get online with a domain, website & more." and "PACKAGES STARTING AT \$7.95/MO." along with a "Learn more" link and the "NS Space" logo. At the bottom of the page, a footer message reads "Helping you *start, grow* and *manage* your business online. [Learn more](#)". The "MANAGE ACCOUNT" button in the top right corner of the page is highlighted with a red rectangular box.

## Step 2: Enter your **User ID** and **Password**. Click **Login**.

We can help. Please [email](#) or call. 1-800-333-

 network solutions®

For Business & Personal    For Web P

▾ Domain Names   ▾ Website Solutions   ▾ Hosting Packages   ▾ Email   ▾ Ec

[Network Solutions](#) >> Account Manager

### Log into Account Manager

**Login**

Please log in to retrieve your stored account information.

**User ID:**

**Password:**

**Log In to:**

Manage All Services ▾

[I've forgotten my User ID or password](#)

[Remember me](#)

or Call 1-800-333-7680 to speak with Customer Support

**Step 3:** Click the plus sign next to **Profile & Accounts**, and then click **User Profile**. If the Email address in the User Profile is not correct, click **Edit User Profile**.

The screenshot displays the 'Profiles & Accounts' section of a web application. On the left is a navigation sidebar with a plus sign icon next to 'Profiles & Accounts', which is expanded to show 'User Profile', 'Accounts', 'View/Edit WHOIS Contacts', and 'Billing'. The main content area is titled 'User Profile' and contains two sections: 'User ID and Password' and 'User Profile' details. The 'User ID and Password' section shows 'User ID: registrarresearch1' and 'Password: \*\*\*', with buttons for 'Edit User ID/Password >>' and 'Merge User IDs >>'. The 'User Profile' details section lists: 'First Name Last Name: Sally Smith Smith Inc.', 'Address: 111 Avenue Rd.', 'City, State, Zip: Toronto, ON M1M 0M0', 'Country: CA', 'Email: mail@registrarresearch.info', 'Phone: 416-555-1212', and 'NIC Handle: 44092915P'. At the bottom of this section are buttons for 'Change Name >>' and 'Edit User Profile >>'. A 'Privacy Settings: Show settings' link is also present. The email address 'mail@registrarresearch.info' and the 'Edit User Profile >>' button are highlighted with orange boxes.

Updates & Alerts

**Profiles & Accounts**

User Profile

Accounts

View/Edit WHOIS Contacts

Billing

Renewal Center

nsWebAddress (Domains)

Business Profiles

Help & Support

Special Offers

Welcome to the New Network Solutions [Learn More](#)

Tell us how we're doing! [Account Manager](#) [Feedback Form](#)

The [Service Agreement](#) was last updated on 11/2/2009

## Profiles & Accounts

User Guides

### User Profile

User ID and Password	
User ID:	registrarresearch1
Password:	***
<a href="#">Edit User ID/Password &gt;&gt;</a> <a href="#">Merge User IDs &gt;&gt;</a>	

### User Profile

First Name Last Name:	Sally Smith Smith Inc.
Address:	111 Avenue Rd.
City, State, Zip:	Toronto, ON M1M 0M0
Country:	CA
Email:	mail@registrarresearch.info
Phone:	416-555-1212
NIC Handle:	44092915P
Privacy Settings:	<a href="#">Show settings</a>
<a href="#">Change Name &gt;&gt;</a> <a href="#">Edit User Profile &gt;&gt;</a>	

## Step 4: Make your changes and click **Save**.

**Edit User Information**

Name	Sally Smith <a href="#">Change My Name</a>
Company Name (Optional)	<input type="text" value="Smith Inc."/>
Address 1	<input type="text" value="111 Avenue Rd."/>
Address 2 (Optional)	<input type="text"/>
City	<input type="text" value="Toronto"/>
State/Province	<input type="text" value="ON"/>
Zip/Postal Code	<input type="text" value="M1M 0M0"/>
Country	<input type="text" value="Canada"/> ▾
E-mail	<input type="text" value="mail@registrarresearch"/>
Phone	<input type="text" value="416-555-1212"/> <small>e.g. 703-555-5555 or +44-0-20-7245-1116</small>
FAX (Optional)	<input type="text"/> <small>e.g. 703-555-5555 or +44-0-20-7245-1116</small>
I choose to have my name included in the Bulk WHOIS database licensed to third parties for domains for which I am the Account Holder or Primary Contact.	<input type="radio"/> Yes <input checked="" type="radio"/> No
I would like to receive news, product offers and guides from Network Solutions to help me build and enhance my online identity.	<input type="radio"/> Yes <input checked="" type="radio"/> No
I would like to receive selected and relevant information from limited Network Solutions partners.	<input type="radio"/> Yes <input checked="" type="radio"/> No

## Step 5: Click **Go to Account Manager Home**.

The screenshot displays a web interface with a dark grey header bar on the left containing the text "Updates & Alerts". Below this is a light green sidebar menu with a minus sign icon next to "Profiles & Accounts". The menu items are "User Profile", "Accounts", "View/Edit WHOIS Contacts", and "Billing". At the bottom of the sidebar is a dark grey bar with the text "Renewal Center". The main content area has a dark grey header bar with the text "Profiles & Accounts". Below this is a light grey box with a dark grey header bar containing the text "User Information Updated". The main content of this box is "User information has been updated." and a blue button with the text "Go to Account Manager Home" is highlighted with a red rectangular border.

Updates & Alerts

Profiles & Accounts

- User Profile
- Accounts
- View/Edit WHOIS Contacts
- Billing

Renewal Center

### Profiles & Accounts

User Information Updated

User information has been updated.

[Go to Account Manager Home](#)



# Step 6: Click **View/Edit WHOIS Contacts** under **Profiles & Accounts**.

The screenshot shows the Network Solutions Account Manager interface. At the top, there is a navigation bar with the following items: AccountManager, Manage, Shop, Renew, Support, and a search box. Below this, a welcome message reads "Welcome Ross Rader! [Log Out](#)".

The left sidebar contains a menu with the following items: Updates & Alerts, Profiles & Accounts (expanded), User Profile, Accounts, **View/Edit WHOIS Contacts** (highlighted with a red box), Billing, Renewal Center, nsWebAddress (Domains), Business Profiles, Help & Support, and Special Offers.

The main content area is titled "Updates & Alerts" and includes a "User Guides" link. A prominent yellow alert box titled "Set Up Services" contains the following information:

Product Description	Status	Action Required
Business Profile includes: <ul style="list-style-type: none"><li>Instant Web page</li><li>Local directory listing</li></ul>	One or more of your Business Profiles have not been published. <a href="#">Click Here</a> to get started.	<a href="#">Go »</a>

Below the alert box, there are two main sections: "Your Services" and "Quick Links".

**Your Services** (with a "View All Services »" button):

- You have 1 Business Profile [Manage It](#)
- You have 1 Domain Name [Manage It](#)

**Quick Links** (with an "Open a Help Ticket »" button):

- [View Support Requests](#)
- [Change Password](#)
- [Update Contact Information](#)
- [Update Billing Information](#)
- [WHOIS Search](#)

At the bottom left, there is a "Welcome to the New Network Solutions [Learn More](#)" message and a "Tell us how we're doing!" survey link.

**Step 7:** Select the check box next to your domain name to be transferred. Click **Go**.

### Edit Account Contacts

Edit WHOIS

[Protect your personal information with Private Registration](#)

The following is a list of domain names associated with this account. When you edit your WHOIS contacts, you will automatically edit them for all domain names in your account. Please uncheck any of the domain names whose WHOIS contacts you do not wish to edit.

[Actions you can take to protect your online privacy](#)

[Make These Domains Private - Add Private Registration](#)

Services ▼ 1 - 1 of 1	<a href="#">WHOIS Administrative Contact</a>	<a href="#">WHOIS Technical Contact</a>	<a href="#">Account Holder</a>
<input checked="" type="checkbox"/> <a href="#">misteranchovy.com</a>	Smith Inc.	Smith Inc.	Smith Inc.

Select all on this page    Showing 1 - 1 of 1

[Make These Domains Private - Add Private Registration](#)

**Step 8:** Select the radio button next to **WHOIS Administrative Contact**. Click **Go**.

The screenshot shows a web interface for editing WHOIS contact information. At the top, there is a dark grey header with the word "Domains" in white. Below this is a light grey box titled "Edit WHOIS Contact". Inside this box, the text "Which contact(s) do you want to change:" is followed by three radio button options: "WHOIS Administrative Contact", "WHOIS Technical Contact", and "Both". The "WHOIS Administrative Contact" option is selected, and its radio button and text are enclosed in a red rectangular box. At the bottom right of the form, there are two buttons: "Cancel »" and "Go »". The "Go »" button is highlighted with a red rectangular box.

**Step 9:** Select the radio button next to **Yourself**. Click **Continue**.

The screenshot shows a web interface for editing account contacts. At the top, there is a dark grey header with the word "Domains" in white. Below this is a light grey box titled "Edit Account Contacts". Inside this box, the text "Current WHOIS Contact: Tucows Inc" is displayed. Below that, it says "Replace current contact with:". There are four radio button options listed: "Yourself", "Another person you select with access to this account", "Another person you select by entering a valid NIC handle", and "Another person you select by entering a valid User ID". The "Yourself" option is selected, and its radio button and text are enclosed in a red rectangular box. At the bottom right of the form, there are two buttons: "Cancel »" and "Continue »". The "Continue »" button is highlighted with a red rectangular box.

**Step 10:** In the top right hand corner, click **Updates & Alerts**. You will return to the main page.

The screenshot shows a web dashboard with a left sidebar and a main content area. The sidebar contains several menu items: 'Updates & Alerts' (highlighted with an orange box), 'Profiles & Accounts', 'Renewal Center', 'nsWebAddress (Domains)', 'Manage Domain Names', 'Register New', and 'Transfer Existing'. The main content area has a dark header with the word 'Domains'. Below the header, there is a notification titled 'WHOIS Administrative Contact Changed'. The notification content is enclosed in a light gray box and includes the text: 'WHOIS Contact Information', 'Ross Rader has been made the WHOIS contact for the following domain names:', and 'MISTERANCHOVY.COM'. At the bottom right of the notification box, there is a blue link that says 'Back to Edit Account Contacts'.

**Step 11:** Under **Your Services**, click **Manage It** for your domain name.

The screenshot shows the Network Solutions Account Manager interface. At the top, there is a navigation bar with the following elements: "AccountManager" (highlighted in green), "Manage", "Shop", "Renew", "Support", and a search box. To the right of the navigation bar, there are links for "We can help. Please email or call. 1-800-333-7680", "New Deals", "Renew Services", "My Cart (0)", and "MANAGE ACCOUNT". Below the navigation bar, there is a welcome message: "Welcome Ross Rader! Log Out".

On the left side, there is a sidebar menu with the following items: "Updates & Alerts" (highlighted in green), "Profiles & Accounts", "Renewal Center", "nsWebAddress (Domains)", "Business Profiles", "Help & Support", and "Special Offers".

The main content area is titled "Updates & Alerts" and contains a "Set Up Services" banner with a "Show Alerts" link. Below this, there is a "Your Services" section with a "View All Services" link. The "Your Services" section contains two items: "You have 1 Business Profile" with a "Manage It" link, and "You have 1 Domain Name" with a "Manage It" link. The "Domain Name" item is highlighted with a red box. To the right of the "Your Services" section, there is a "Quick Links" section with an "Open a Help Ticket" link and a "View Support Requests" link. The "Quick Links" section contains the following links: "Change Password", "Update Contact Information", "Update Billing Information", and "WHOIS Search".

At the bottom of the page, there is a section titled "What's Your Domain Name Score?" with a "NEW" badge. Below this, there is a text prompt: "Your domain name is a powerful business asset. Are you doing everything you can with it? Find out with our Domain Name Scorecard." Below the text prompt, there is a dropdown menu with "misteranchovy.com" selected and a "Continue" button.

# Step 12: If Private Registration Status is set to Private, click Turn Private Registration off.

## Domain Details

[misteranchovy.com]		<a href="#">View Support Requests</a>	<a href="#">Open a Help Ticket »</a>
Expiration Date:	November 05, 2010	<a href="#">Renew</a>	
Auto Renew:	Off	<a href="#">Edit Auto Renew</a>	
Domain Protect:	On	<a href="#">Turn Off or Request Authorization Code</a>	
Registration - Private Registration Status:	Private	<a href="#">Turn Private Registration off</a> <a href="#">Edit Auto Renew</a>	
Domain currently points to:	Business Profile	<a href="#">Change to Under Construction</a> <a href="#">Edit Business Profile</a>	
Change domain to point to:		<input type="radio"/> Designated DNS <a href="#">Apply Changes »</a>	
Account Number:	31982612		
Account Holder:	Tucows Inc		
Enhanced WHOIS Listing:		<a href="#">Add an Enhanced WHOIS Listing</a>	
Contained in folder:	Default	<a href="#">Manage Folders</a>	

Add Products and Services		
Add E-mail to this domain:	\$20.00 a year per e-mailbox Get an E-mail address for this domain name such as you@misteranchovy.com	<input type="text" value="Select"/>
Add Web Forwarding to this domain:	\$12.00 a year Long, confusing or multiple Web addresses? Create a single destination with Web Forwarding with Masking and forward this domain name to any Web site.	<input type="checkbox"/>

**Step 13:** Select the radio button next to **Turn Private Registration off**. Click **Go**. You will be returned to **Domain Details** page.

**Domains**

**Edit Private Registration**

Network Solutions feels strongly that personal information should be kept private. When you register a domain name, ICANN requires that your address, e-mail and phone number are published in the public WHOIS database which is available for anybody to view on the web. Private Registration hides your personal information from public view and keeps your information private.

misteranchovy.com

Leave Private Registration on

Turn Private Registration off

Cancel >> **Go >>**



# Step 14: If Domain Protect is set to On, click Turn Off or Request Authorization Code.

## Domain Details

[misteranchovy.com]		<a href="#">View Support Requests</a>	<a href="#">Open a Help Ticket »</a>
Expiration Date:	November 05, 2010	<a href="#">Renew</a>	
Auto Renew:	Off	<a href="#">Edit Auto Renew</a>	
Domain Protect:	On	<a href="#">Turn Off or Request Authorization Code</a>	
Registration - Private Registration Status:	Public	<a href="#">Turn Private Registration on</a> <a href="#">View WHOIS</a> <a href="#">Edit Auto Renew</a>	
Domain currently points to:	Business Profile	<a href="#">Change to Under Construction</a> <a href="#">Edit Business Profile</a>	
Change domain to point to:		<input type="radio"/> Designated DNS	<a href="#">Apply Changes »</a>
Account Number:	31982612		
Account Holder:	Tucows Inc		
Enhanced WHOIS Listing:		<a href="#">Add an Enhanced WHOIS Listing</a>	
Contained in folder:	Default	<a href="#">Manage Folders</a>	

**Step 15:** Click the radio button next to **Leave Domain Protect off**. Select the check box next to **Request Authorization Code**. Click **Save**.

## Domains

### Edit Domain Protect

Domain Protect adds an extra layer of protection against unauthorized domain name transfers.

If you are turning off Domain Protect in order to transfer your domain to another registrar, we would like to do whatever it takes to keep your business.

Please call 1-800-779-4903 to speak with a domain transfer support specialist.

Top Network Solutions Benefits:

- Unlike other discount registrars, Network Solutions customer support is free, 24 hours a day 7 days a week.
- Domains are free with all annual hosting packages. [View and Compare](#) Hosting packages.
- Term discounts are available when purchasing or renewing domain names.

misteranchovy.com

Leave Domain Protect on

Leave Domain Protect off

Request [Authorization Code](#) (Please note: only check this box if you need to obtain an authorization code to transfer a domain name.)

At Network Solutions,  
We Value Your Business

Please call 1-800-779-4903


# Step 15a: The domain has been unlocked. Privacy is disabled.

## Domain Details

[misteranchovy.com]		<a href="#">View Support Requests</a>	<a href="#">Open a Help Ticket »</a>
Expiration Date:	November 05, 2010	<a href="#">Renew</a>	
Auto Renew:	Off	<a href="#">Edit Auto Renew</a>	
Domain Protect:	Off	<a href="#">Turn On or Request Authorization Code</a>	
Registration - Private Registration Status:	Public	<a href="#">Turn Private Registration on</a> <a href="#">View WHOIS</a> <a href="#">Edit Auto Renew</a>	
Domain currently points to:	Business Profile	<a href="#">Change to Under Construction</a> <a href="#">Edit Business Profile</a>	
Change domain to point to:		<input type="radio"/> Designated DNS	<a href="#">Apply Changes »</a>
Account Number:	31982612		
Account Holder:	Tucows Inc		
Enhanced WHOIS Listing:		<a href="#">Add an Enhanced WHOIS Listing</a>	
Contained in folder:	Default	<a href="#">Manage Folders</a>	

# Step 16: Log into your email and obtain your domain authorization code.






Subject: **Your Authorization Code Request**


From: Network Solutions <[support@networksolutions.com](mailto:support@networksolutions.com)> 

Date: Nov 18, 2009 2:17 PM

To: [mail@registrarresearch.info](mailto:mail@registrarresearch.info)

Reply-To: [NSCC0+2993046210@networksolutions.com](mailto:NSCC0+2993046210@networksolutions.com)

 Reply  Reply All  Forward  Print  Delete More Options ▾



### Your Authorization Code Request

Dear Bob Smith,

We received your authorization code request on 2009-11-18 for your domain name MISTERANCHOVY.COM.

Your authorization code is:

The authorization code is case sensitive; please copy and paste it to ensure accuracy.

You are now ready to transfer your domain.