

# Preparing your Domain to transfer from Web.com

# 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: `web.com`
- Enter your domain name or account number and password.
- If you do not have your account details, you will need to contact `web.com`. Their Support numbers and email address are on their website.

# Step 1: Click customer login.



1 800 GET SITE | [about us](#) | [partner programs](#) | [customer login](#)

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## Unlimited Web Hosting

Web.com's clustered hosting platform is easy for a non-technical user but powerful enough for the most experienced developer.

- **Unlimited Web Storage**
- **Unlimited Bandwidth**
- **Unlimited Email Accounts**
- **FREE 1 Year Domain Name**

[Learn More »](#)

**Get Started!**



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## Talk to a Web Expert

No Charges, No Obligations!

Call **1 800 GET SITE** or fill out the form below for a call back!

Name:

Phone:

Email:

**Give Me A Call »**

[Our Privacy Guarantee](#)



## Website Design & Online Marketing

Web.com is a U.S.-based company that creates [affordable websites](#), [online marketing campaigns](#) and [eCommerce stores](#) for small and medium businesses.

With over 270,000 customers and partnerships with leading Fortune 500 companies, many businesses feel confident trusting their online business needs to us.

## Small Business Solutions



We'll do the work for you! Let us [design your website](#).



Drive more traffic to your site with [search engine optimization](#).

**Step 2:** Log in with your domain name or account number and password.

**web.com**

Current Member Sign In

**Member Sign In**

Domain Name / Account No.  
18

Password  
●●●●●●●●

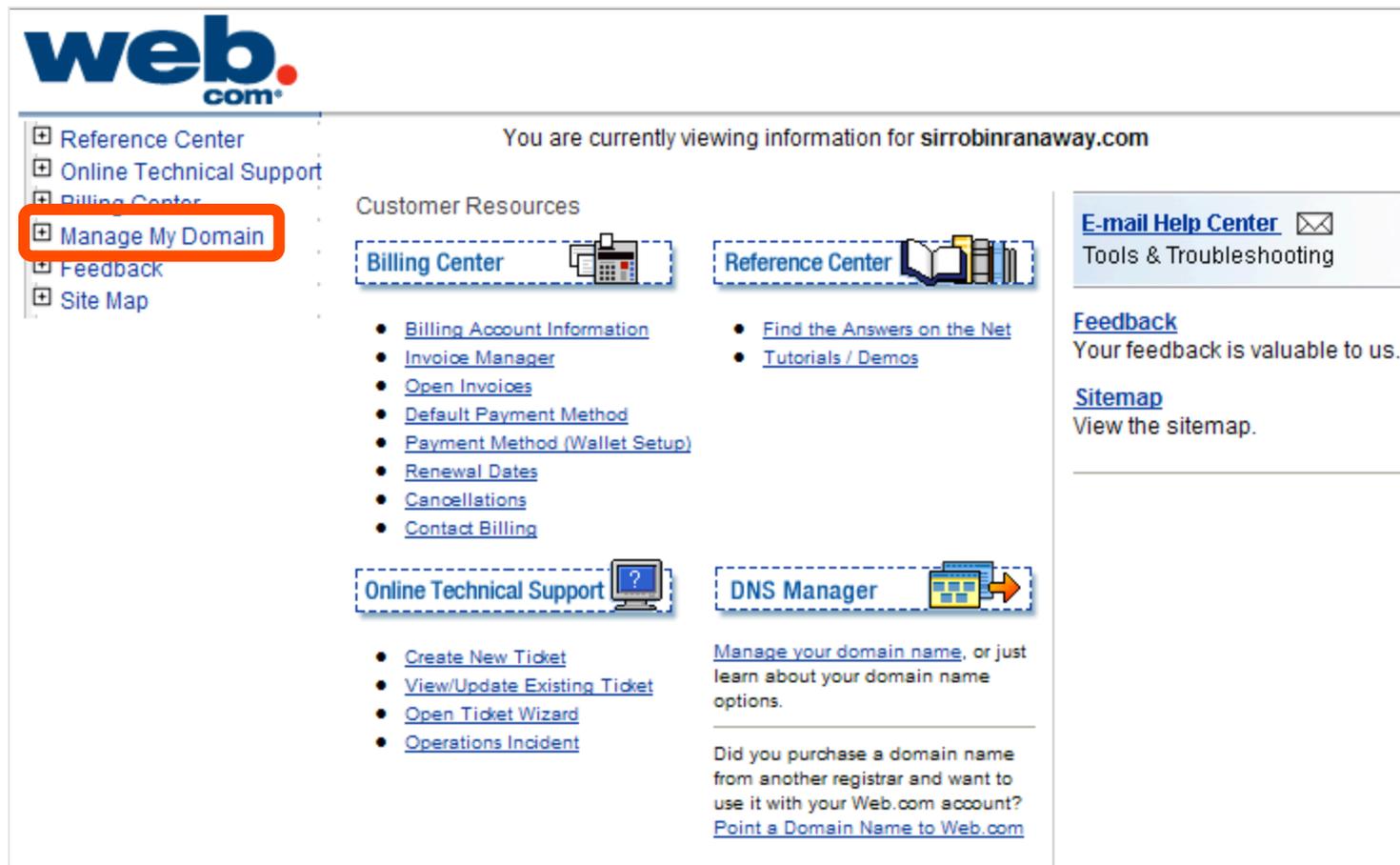
[Forgot Password?](#)

**SIGN IN NOW**

**Not a Web.com Member?**

Sign up for a new account today! [Web.com home page](#) »

## Step 3: Click Manage My Domain.



**web.com**

You are currently viewing information for **sirrobinranaway.com**

Reference Center  
Online Technical Support  
Billing Center  
**Manage My Domain**  
Feedback  
Site Map

Customer Resources

**Billing Center** 

- [Billing Account Information](#)
- [Invoice Manager](#)
- [Open Invoices](#)
- [Default Payment Method](#)
- [Payment Method \(Wallet Setup\)](#)
- [Renewal Dates](#)
- [Cancellations](#)
- [Contact Billing](#)

**Reference Center** 

- [Find the Answers on the Net](#)
- [Tutorials / Demos](#)

**Online Technical Support** 

- [Create New Ticket](#)
- [View/Update Existing Ticket](#)
- [Open Ticket Wizard](#)
- [Operations Incident](#)

**DNS Manager** 

[Manage your domain name](#), or just learn about your domain name options.

Did you purchase a domain name from another registrar and want to use it with your Web.com account? [Point a Domain Name to Web.com](#)

**E-mail Help Center**   
Tools & Troubleshooting

**Feedback**  
Your feedback is valuable to us.

**Sitemap**  
View the sitemap.

**Step 4:** If **Perfect Privacy** is enabled, click **Perfect Privacy** on the left hand side of the page. If Perfect Privacy is off, skip to **Step 6**.

The screenshot shows the 'web.com' domain management interface. On the left, a navigation menu includes 'Perfect Privacy', which is highlighted with an orange box. The main content area is titled 'Manage My Domain' and shows information for 'sirrobinranaway.com'. A table displays domain details:

Domain Name	Expiration Date	Perfect Privacy	Auto-Renewal
sirrobinranaway.com	11/6/2010	✓	✗

The 'Perfect Privacy' column in the table is also highlighted with an orange box, showing a green checkmark. Below the table, a yellow-bordered box contains the following text:

PLEASE NOTE: Domains that have expired or are not managed by us are not editable here. For more information please contact customer support.

At the bottom of the page, there is a footer with the text: [Legal](#) / [Privacy](#) © 2009 All Rights Reserved.

# Step 5: Select **Forward all email messages**, and then click **Update My Settings**.

You are currently viewing information for **sirrobinranaway.com**

## Perfect Privacy Settings

Every day, the privacy of domain registrants is compromised by people who mine personal data from the WHOIS database to use for their own benefit. Perfect Privacy™ protects you, your business or family from spammers and identity thieves, by making your name, e-mail, mailing address, phone number, and other private information from your registration "unlisted" to the public.

1. Choose the domain name you would like to change settings for
2. Update contact settings for Perfect Privacy
  - Do not forward any email messages
  - Forward all email messages**
  - Filter all email messages for spam and viruses and then forwardForward e-mail to:
3. Complete your changes. Your account will be updated to reflect your changes.

## Step 6: Click **Domain Contact** and verify your email contacts.

You are currently viewing information for **sirrobinranaway.com**

### Domain Contact and Name Server Information

Contact information for domain names is published to a public directory called "WHOIS". This information is required and must be periodically verified for accuracy. Update your contact information below.

1. Choose the domain name you would like to change settings for
2. Update name server settings for your domain name  
Name Server 1:  Name Server 7:   
Name Server 2:  Name Server 8:   
Name Server 3:  Name Server 9:   
Name Server 4:  Name Server 10:   
Name Server 5:  Name Server 11:   
Name Server 6:  Name Server 12:
3. Update contact settings for your domain name  
**Registrant/Organizational Contact**  
Organization Name (Last, First)\*   
Street Address \*   
City \*   
State \*   
ZIP Code \*   
Country \*

# Step 7: Make changes or simply update. Then, click **Update Contact Information**.

ZIP Code *	<input type="text"/>
Country *	Canada <input type="button" value="v"/>
Telephone Number *	4165551212
Telephone Extension	<input type="text"/>
Fax Number	<input type="text"/>
E-Mail Address *	mail@registrarresearch.info
	<input type="button" value="Copy to Billing"/>
<b><u>Billing Contact</u></b>	
Name (Last, First) *	Bob Smith
Organization Name *	Smith Inc.
Street Address *	111 Avenue Rd.
City *	Toronto, Ontario
State *	(International) <input type="button" value="v"/>
ZIP Code *	<input type="text"/>
Country *	Canada <input type="button" value="v"/>
Telephone Number *	4165551212
Telephone Extension	<input type="text"/>
Fax Number	<input type="text"/>
E-Mail Address *	mail@registrarresearch.info

\* - Denotes a required field

4. Complete your changes. Your domain name will be updated to reflect your changes.

**Step 8:** To unlock your domain and obtain our domain authorization code, you will need to contact Web.com: <http://www.web.com/aboutus/default.aspx>

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### Contact Us

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#### Headquarters

For general information, press relations, or human resources, marketing, or advertising inquiries, contact our home office in Jacksonville.

12808 Gran Bay Pkwy, West  
Jacksonville, FL 32258  
Phone: (904) 680-6600  
Fax: (904) 880-0350  
E-mail: [info@web.com](mailto:info@web.com)

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#### Sales

To learn more about our product and services, or to purchase by phone, call (800) 438-7483.

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#### Technical Support

If you are a Web.com customer and need technical support please call one of the numbers below or email [support@web.com](mailto:support@web.com):

For SiteBuilder, web hosting, e-mail or domain support, call 1-800-932-4678  
For eWorks! XL, Visibility Online, or other web design and marketing plans call (888) 218-8569

You are now ready to transfer your domain.