

# Preparing your Domain to transfer from Web.com

# 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: `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.  
*Type your domain name or account number here*

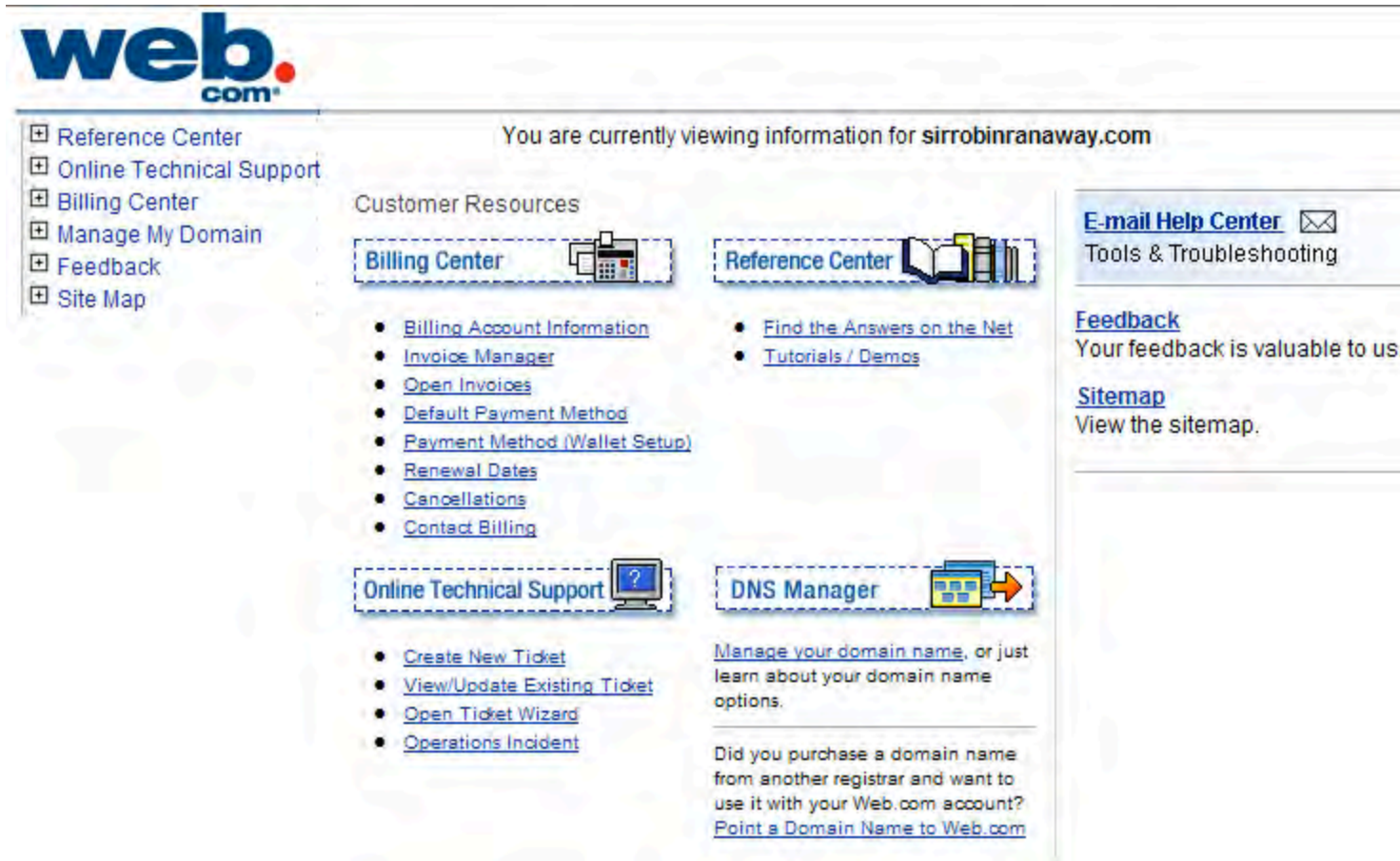
Password  
*Type your password here*

[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.



The screenshot shows the Web.com customer resources page for the domain sirrobinranaway.com. The page is organized into several sections:

- Navigation Menu (Left):** A vertical list of links with expand/collapse icons: Reference Center, Online Technical Support, Billing Center, Manage My Domain, Feedback, and Site Map.
- Header:** The Web.com logo is in the top left. The text "You are currently viewing information for sirrobinranaway.com" is centered at the top.
- Customer Resources Section:**
  - Billing Center:** A dashed box containing a calculator icon and a list of links: Billing Account Information, Invoice Manager, Open Invoices, Default Payment Method, Payment Method (Wallet Setup), Renewal Dates, Cancellations, and Contact Billing.
  - Reference Center:** A dashed box containing a book icon and a list of links: Find the Answers on the Net and Tutorials / Demos.
  - Online Technical Support:** A dashed box containing a computer monitor icon with a question mark and a list of links: Create New Ticket, View/Update Existing Ticket, Open Ticket Wizard, and Operations Incident.
  - DNS Manager:** A dashed box containing a server rack icon with an arrow and text: "Manage your domain name, or just learn about your domain name options." Below this is a link: "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".
- Right Sidebar:**
  - E-mail Help Center:** A link with an envelope icon and the text "Tools & Troubleshooting".
  - Feedback:** A link with the text "Your feedback is valuable to us."
  - Sitemap:** A link with the text "View the sitemap."

**Step 4:** Disable Privacy. This is required to complete the transfer. 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.



- ☐ Reference Center
- ☐ Online Technical Support
- ☐ Billing Center
- ☐ Manage My Domain
  - Renew My Domain
  - Manage Name Servers
  - Perfect Privacy
  - Domain Contact
- ☐ Feedback
- ☐ Site Map

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

### Manage My Domain

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

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

# Step 5: Select **Forward all email messages**, and then click **Cancel Perfect Privacy**.

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:** Update Contacts. This step ensures that you will receive all notifications for your transfer request. 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.**

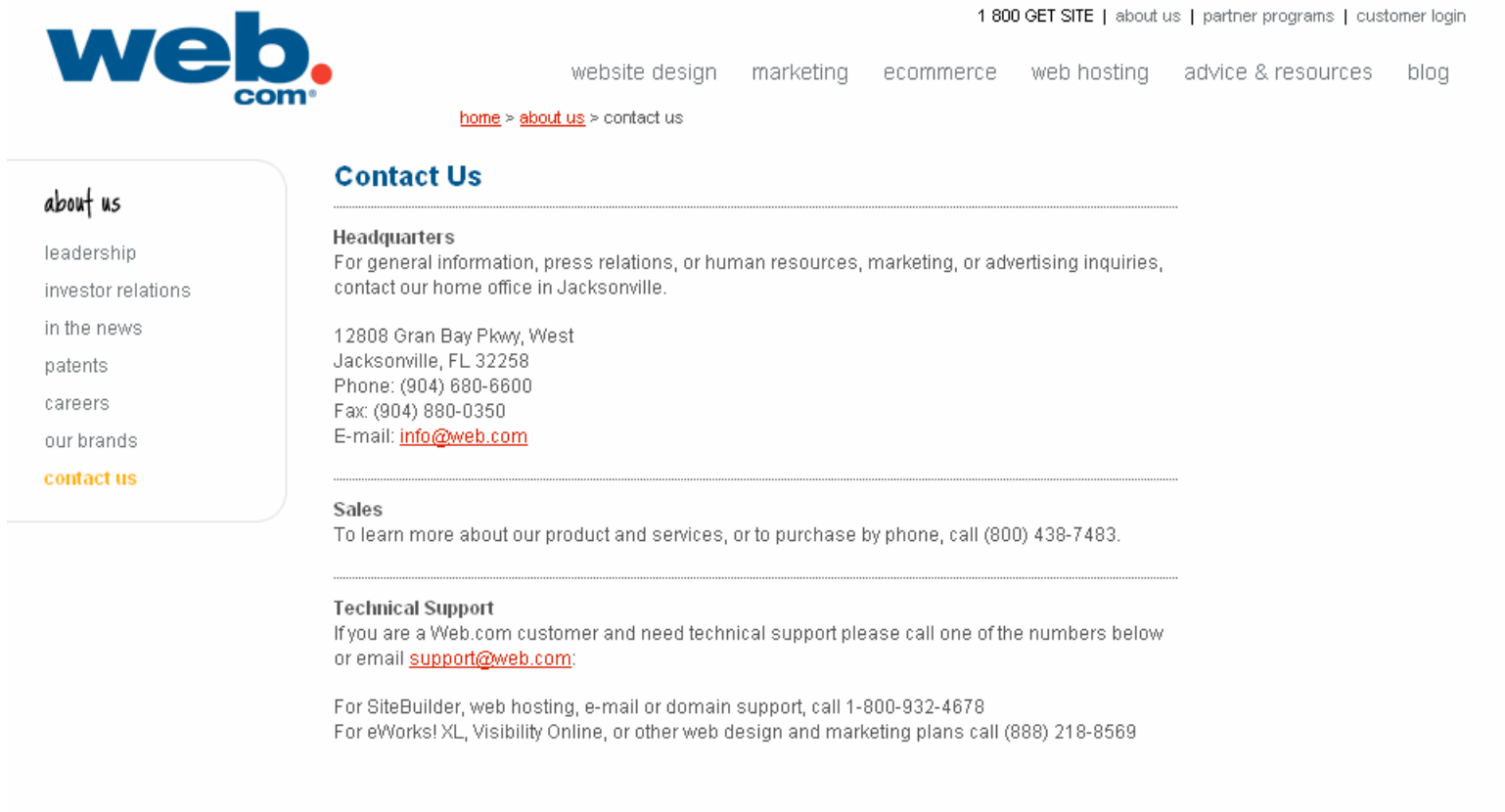
ZIP Code *	<input type="text"/>
Country *	Canada <input type="button" value="v"/>
Telephone Number *	4165551212
Telephone Extension	<input type="text"/>
Fax Number	<input type="text"/>
E-Mail Address *	mail@registrarresearch.info
	<input type="button" value="Copy to Billing"/>
<b><u>Billing Contact</u></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: Unlock your domain and Obtain auth code.

Unlocking your domain allows your new provider to transfer the domain. The auth code will be required by your new domain provider to complete the transfer. To unlock your domain and obtain our domain authorization code, you will need to contact Web.com: <http://www.web.com/aboutus/default.aspx>



The screenshot shows the Web.com website's 'Contact Us' page. At the top left is the Web.com logo. To the right of the logo is a navigation menu with links for 'website design', 'marketing', 'ecommerce', 'web hosting', 'advice & resources', and 'blog'. Further right is a utility menu with links for '1 800 GET SITE', 'about us', 'partner programs', and 'customer login'. Below the navigation is a breadcrumb trail: 'home > about us > contact us'. On the left side, there is a vertical menu with links for 'about us', 'leadership', 'investor relations', 'in the news', 'patents', 'careers', 'our brands', and 'contact us' (which is highlighted in orange). The main content area is titled 'Contact Us' and is divided into three sections: 'Headquarters', 'Sales', and 'Technical Support'. The 'Headquarters' section provides contact information for the Jacksonville office, including the address, phone, fax, and email. The 'Sales' section provides a phone number for product and service inquiries. The 'Technical Support' section provides phone and email contact information for various services.

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[home](#) > [about us](#) > [contact us](#)

**about us**

- [leadership](#)
- [investor relations](#)
- [in the news](#)
- [patents](#)
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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.