

# Preparing your Domain to transfer from Network Solutions

# 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: [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.

Domain Names, Web Hosting and Online Marketing Services | Network Solutions - Microsoft Internet Explorer provided by Tucows.co

http://www.networksolutions.com/

ns network solutions

For Business & Personal For Web Professionals Support Education Search

Domain Names Website Solutions Hosting Packages Email Ecommerce Online Security Online Marketing Design Services

Log In

Everything you need to *succeed* online.

Search for a Domain Name

Get Website Hosting

Build Your Website

Get an Email Address

Secure Your Website

**SAVE 25% ON WEB HOSTING**

As low as \$6.97/month with annual purchase

Learn More

ns WebAddress™ Search for a Domain Name

x|

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 .mobi  .info  .biz  .tel  
 .eu  .co.uk  .de  .tv  
 .us.com  .cn  .bz  .pro

Renew a domain Transfer a domain WHOIS Search

Just Getting Started?  
Get online with a domain, website & more.

PACKAGES STARTING AT \$7.95/MO.

Learn more ns Space™

Helping you *start, grow* and *manage* your business online. [Learn more](#)

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

We can help. Please [email](#) or call, 1-800-333-7680

**ns 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:**  
 ▾

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

[Remember me](#)

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

**Step 3:** 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 'AccountManager', 'Manage', 'Shop', 'Renew', and 'Support' links, along with a search box. A user greeting 'Welcome Sally Smith! Log Out' is visible in the top right. On the left, a sidebar menu includes 'Updates & Alerts', 'Profiles & Accounts' (with sub-links for User Profile, Accounts, View/Edit WHOIS Contacts, and Billing), 'Renewal Center', 'nsWebAddress (Domains)', 'Business Profiles', 'Help & Support', and 'Special Offers'. The main content area is titled 'Updates & Alerts' and features a 'Set Up Services' alert box with a table of product descriptions and a 'Go >>' button. Below this is the 'Your Services' section, which contains a table with two rows: 'You have 1 Business Profile' and 'You have 1 Domain Name', each with a 'Manage It' link. To the right of this section is a 'Quick Links' area with buttons for 'View All Services >>' and 'Open a Help Ticket >>', and a list of links including 'View Support Requests', 'Change Password', 'Update Contact Information', 'Update Billing Information', and 'WHOIS Search'. A footer area contains a 'Welcome to the New Network Solutions Learn More' message and a 'Tell us how we're doing!' survey prompt.

network solutions®

AccountManager Manage Shop Renew Support Search

Welcome Sally Smith! [Log Out](#)

### Updates & Alerts

User Guides

**! Set Up Services** [Hide](#)

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 &gt;&gt;</a>

### Your Services

[View All Services >>](#)

You have 1 Business Profile	<a href="#">Manage It</a>
You have 1 Domain Name	<a href="#">Manage It</a>

### Quick Links

[Open a Help Ticket >>](#)

[View Support Requests](#)

[Change Password](#)

[Update Contact Information](#)

[Update Billing Information](#)

[WHOIS Search](#)

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

Tell us how we're doing!

**Step 4:** Disable Privacy. The "public" setting is required to complete the transfer. If **Private Registration Status** is set to **Private**, click **Turn Private Registration off**.

**Domain Details**

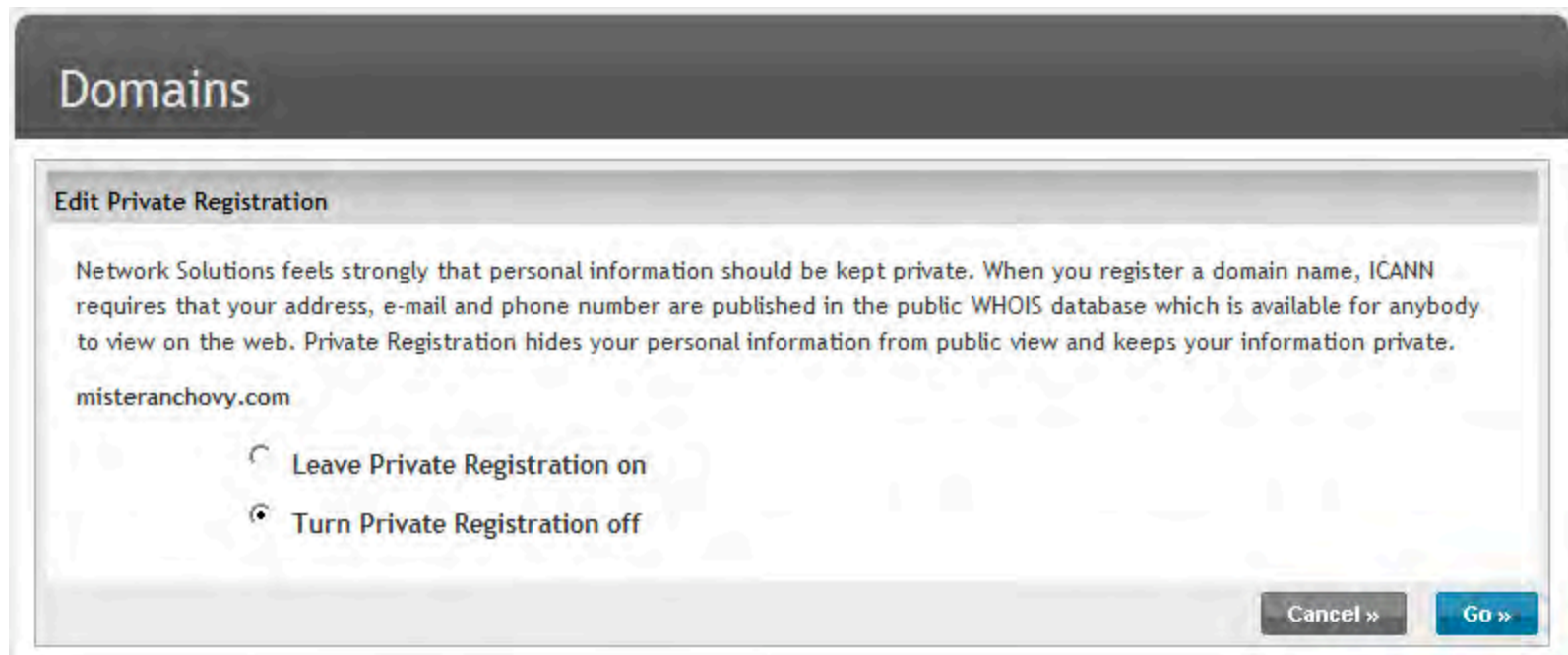
[misteranchovy.com] [View Support Requests](#) [Open a Help Ticket »](#)

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="#">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:	Smith 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="checkbox"/> <a href="#">Select</a> ▼
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 5:** Select the radio button next to **Turn Private Registration off**. Click **Go**. You will be returned to **Domain Details** page.



The screenshot shows a web interface for editing domain private registration. At the top, a dark grey header contains the word "Domains" in white. Below this is a light grey box with the title "Edit Private Registration". The main content area has a light blue background and contains the following text: "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." Below this text, the domain "misteranchovy.com" is listed. There are two radio button options: "Leave Private Registration on" (which is currently selected) and "Turn Private Registration off" (which is unselected). At the bottom right of the form, there are two buttons: "Cancel »" and "Go »".

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 6: Update Contact Information.

This step ensures that you will receive all notifications for your transfer request. 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 a web interface for managing user profiles. On the left is a navigation sidebar with categories like 'Updates & Alerts', 'Profiles & Accounts', 'Renewal Center', and 'Special Offers'. The main content area is titled 'Profiles & Accounts' and contains a 'User Profile' section. This section is divided into two parts: 'User ID and Password' and 'User Profile' details. The 'User ID and Password' part shows the user ID 'registrarresearch1' and a masked password '\*\*\*', with buttons for 'Edit User ID/Password' and 'Merge User IDs'. The 'User Profile' details part lists personal information such as name, address, city, country, email, phone, and NIC handle, along with a 'Show settings' link for privacy. At the bottom right of the profile details are buttons for 'Change Name' and 'Edit User Profile'.

User ID and Password	
User ID:	registrarresearch1
Password:	***
<a href="#">Edit User ID/Password »</a> <a href="#">Merge User IDs »</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 »</a> <a href="#">Edit User Profile »</a>	

## Step 7: 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 8: Click **Go to Account Manager Home**.

The screenshot displays a web interface with a dark grey header and a light green sidebar. The header contains the text "Profiles & Accounts". The sidebar lists several menu items: "Updates & Alerts", "Profiles & Accounts" (with a minus sign icon), "User Profile", "Accounts", "View/Edit WHOIS Contacts", "Billing", and "Renewal Center". The main content area shows a message box with the title "User Information Updated" and the text "User information has been updated." Below this message is a blue hyperlink that reads "Go to Account Manager Home".

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 9: Click **View/Edit WHOIS Contacts** under **Profiles & Accounts**.

The screenshot shows the Network Solutions AccountManager interface. At the top, there is a navigation bar with 'AccountManager', 'Manage', 'Shop', 'Renew', 'Support', and a search box. A user greeting 'Welcome Sally Smith! Log Out' is visible on the right. The left sidebar contains a menu with 'Updates & Alerts' (expanded) and 'Profiles & Accounts' (collapsed). Under 'Profiles & Accounts', the following options are listed: 'User Profile', 'Accounts', 'View/Edit WHOIS Contacts', and 'Billing'. Below this are 'Renewal Center', 'nsWebAddress (Domains)', 'Business Profiles', 'Help & Support', and 'Special Offers'. The main content area has a 'Updates & Alerts' header and a 'Set Up Services' notification box. Below that is a 'Your Services' section with a table of services and a 'Quick Links' section with various utility links.

**AccountManager** Manage Shop Renew Support Search

Welcome Sally Smith! [Log Out](#)

**Updates & Alerts**

User Guides

**Set Up Services** [Hide](#)

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>

**Your Services** [View All Services »](#) **Quick Links** [Open a Help Ticket »](#)

You have 1 Business Profile <a href="#">Manage It</a>	<a href="#">View Support Requests</a>
You have 1 Domain Name <a href="#">Manage It</a>	<a href="#">Change Password</a>
	<a href="#">Update Contact Information</a>
	<a href="#">Update Billing Information</a>
	<a href="#">WHOIS Search</a>

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

Tell us how we're doing!

**Step 10:** 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](#)

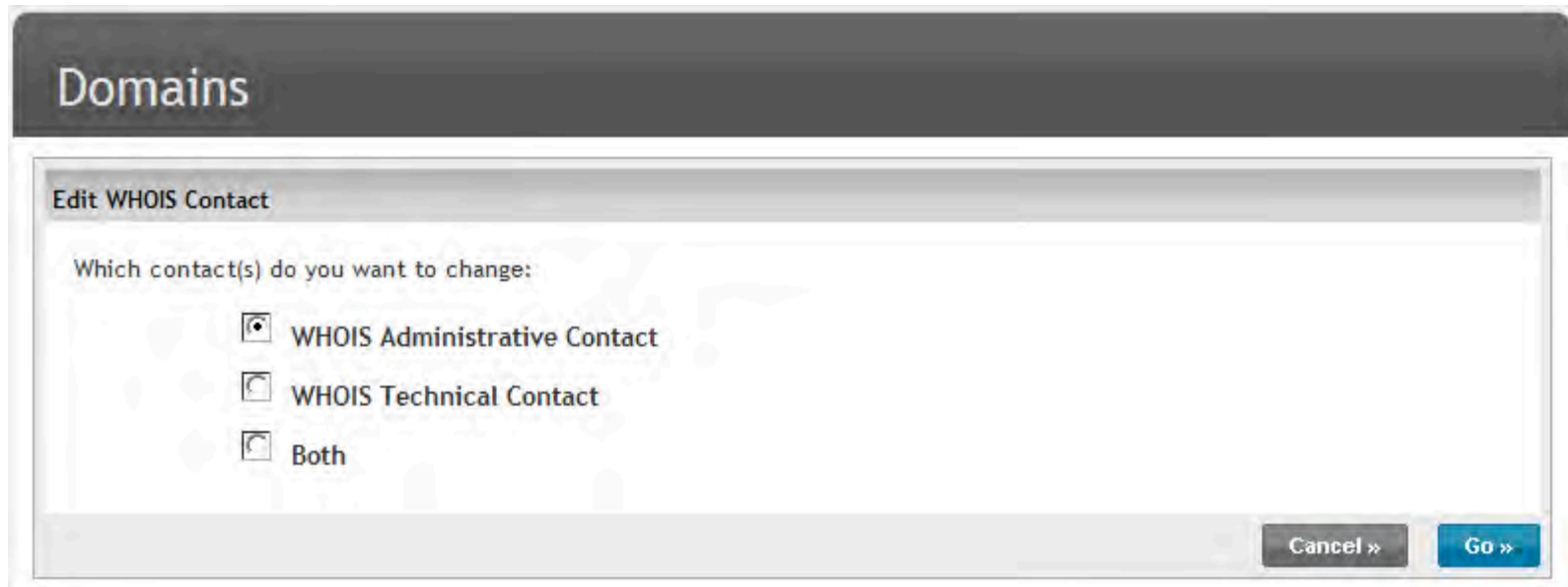
[Make These Domains Private - Add Private Registration](#)

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

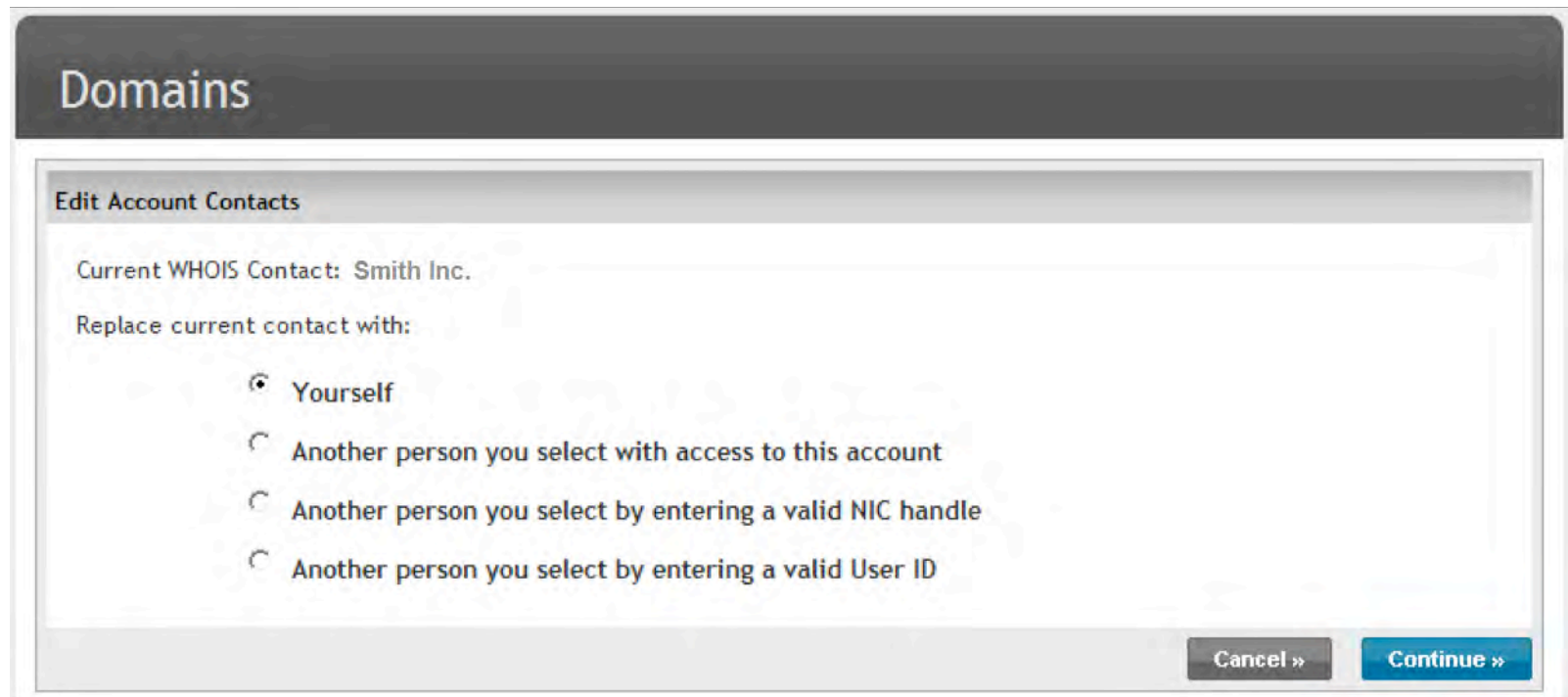
[Make These Domains Private - Add Private Registration](#)

**Step 11:** Select the radio button next to **WHOIS Administrative Contact**. Click **Go**.



The screenshot shows a web interface with a dark grey header bar containing the word "Domains" in white. Below the header is a white box with a grey border 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" (which is selected), "WHOIS Technical Contact", and "Both". At the bottom right of the form are two buttons: a grey "Cancel »" button and a blue "Go »" button.

**Step 12:** Select the radio button next to **Yourself**. Click **Continue**.



The screenshot shows a web interface with a dark grey header bar containing the word "Domains" in white. Below the header is a white dialog box with a grey border. The dialog box has a title bar that says "Edit Account Contacts". Inside the dialog, the text "Current WHOIS Contact: Smith Inc." is displayed above a horizontal line. Below this, the text "Replace current contact with:" is followed by four radio button options. The first option, "Yourself", has a filled radio button. The other three options have empty radio buttons. At the bottom right of the dialog box, there are two buttons: "Cancel »" and "Continue »".

Domains

Edit Account Contacts

Current WHOIS Contact: Smith Inc.

Replace current contact with:

- Yourself
- Another person you select with access to this account
- Another person you select by entering a valid NIC handle
- Another person you select by entering a valid User ID

Cancel » Continue »

**Step 13:** In the top right hand corner, click **Updates & Alerts**. You will return to the main page.

The screenshot shows a web interface with a dark grey header and a light grey sidebar. The sidebar contains the following menu items: 'Updates & Alerts', 'Profiles & Accounts', 'Renewal Center', 'nsWebAddress (Domains)', 'Manage Domain Names', 'Register New', and 'Transfer Existing'. The 'nsWebAddress (Domains)' item is highlighted in light green. The main content area has a dark grey header with the word 'Domains' in white. Below this, a notification box with a grey border and a light grey background contains the text: 'WHOIS Administrative Contact Changed'. Underneath, a section titled 'WHOIS Contact Information' states: 'Bob Smith has been made the WHOIS contact for the following domain names: MISTERANCHOVY.COM'. A blue link labeled 'Back to Edit Account Contacts' is positioned at the bottom right of the notification box.

Updates & Alerts  
Profiles & Accounts  
Renewal Center  
nsWebAddress (Domains)  
Manage Domain Names  
Register New  
Transfer Existing

## Domains

### WHOIS Administrative Contact Changed

WHOIS Contact Information

Bob Smith has been made the WHOIS contact for the following domain names:

MISTERANCHOVY.COM

[Back to Edit Account Contacts](#)



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

### 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:	Smith Inc.		
Enhanced WHOIS Listing:		<a href="#">Add an Enhanced WHOIS Listing</a>	
Contained in folder:	Default	<a href="#">Manage Folders</a>	

**Step 15a:** 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 15b:** 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:	Smith 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 ▾



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**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: **234K2093Y**

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

You are now ready to transfer your domain.