

Preparing your Domain to transfer from Moniker

Getting Started

Before you can transfer a domain:

- **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: moniker.com
- You will need your account number or username and password.
- If you do not have your account details, you will need to contact Moniker. The support number is on their website.

Step 1: Account Login: Enter your Account Number or Username and Password. Click Login.

The screenshot shows the Moniker.com website interface. At the top left is the Moniker.com logo featuring a feather. At the top right, there is a 'WHOIS' link with a magnifying glass icon, a toll-free number '1-800-688-6311', and 'Moniker Support Center'. Below the logo is a navigation bar with links: HOME, REGISTER DOMAINS, TRANSFER DOMAINS, ORDER PRODUCTS, BACKORDER DOMAINS, PROMOTE YOUR SITE, and PARTNERS. A secondary navigation bar includes: Domain Name Services, My Account, My Domains, Fund Account, Status Center, Shopping Cart, and Help. The main content area is split into two columns. The left column features a banner for 'Moniker's Domain Auctions at the Fort Lauderdale DOMAINfest Conference' and a 'Premium Live Auction' scheduled for Thursday, May 13, 2010, from 4:00pm to 7:00pm ET. It also mentions an 'Extended Auction' from May 13 to May 20, 3:15pm ET, and a 'Submission deadline: April 11, 2010'. A 'Submit Domains' button is present. The right column contains an 'Account Login' section with a red border. It includes a label 'Username or Account Number:' followed by a text input field with the placeholder 'Type your username or account number here'. Below that is a 'Password:' label with a text input field and the placeholder 'Type your password here'. A 'Login' button is located below the password field. At the bottom of the login section are links for 'Forgot Your Password' and 'Get New Account'. At the very bottom of the page, there are navigation arrows and the text '2 of 3'.

WHOIS 

Toll-free: 1-800-688-6311
Moniker Support Center

HOME REGISTER DOMAINS TRANSFER DOMAINS ORDER PRODUCTS BACKORDER DOMAINS PROMOTE YOUR SITE PARTNERS

Domain Name Services My Account My Domains Fund Account Status Center Shopping Cart Help

Moniker's Domain Auctions at the Fort Lauderdale DOMAINfest Conference

Premium Live Auction
Thursday, May 13, 2010 4:00pm - 7:00pm ET
Extended Auction, May 13 - May 20 3:15pm ET
Remote viewing and real-time bidding in Live Auctions powered by SnapNames Live™ Technology

Submit Domains

Submission deadline: April 11, 2010

Account Login

Username or Account Number:

Password:

Login

Forgot Your Password
Get New Account

2 of 3

Step 2: You are logged into the Moniker Domains homepage. Click **My Account**, then **My Profile** from the drop-down menu.



WHOIS 

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Domain Name Services	My Account	My Domains	Fund Account	Status Center	Shopping Cart	Help	Logout
Welcome: Bob Smith		Portfolio MaxLock™: OFF - Add Now				Prepaid Funds: \$39.98	
Account: 17xxxx		Domain MaxLock™: OFF				Security Setting: High	

▼ **Your Account**

Effective 01/10/2007, When paying with PayPal we will only accept Verified PayPal Accounts

[Click Here for Quick Domain Registration](#)

Domain Overview

- 1 Domains with Moniker
- 0 Domains pending transfer
- 0 Domains Pending Registration
- 0 Domains Expired
- 0 Domains Expiring in 60 days or less
- 0 Subproducts Expiring in 60 days or less
- 0 Domains with MaxLock™
- 0 Domains with Instant Mobilizer™
- 0 Domains with Registrar Lock
- 1 Domains set to Auto-Renew

Appraisal Overview

- 0 Appraisals Pending
- 0 Appraisals Completed
- 0 Appraisals Published

Escrow Overview

- 0 Pending Other Party's Approval
- 0 Pending Signed Agreement
- 0 Pending Custom Agreement Approval
- 0 Pending Other Status
- 0 Total Pending Transactions

- 0 Completed Transactions
- 0 Canceled Transactions
- 0 Pending My Payment

Payment Overview

- 0 Total Transactions
- 0 Payments Received
- 0 Payments Withdrawn
- 0 Pending Withdraw Requests

***** Status Center *****

Manage Domains

Domain Search Box

Step 3a: Update your contact information.

Your **Account Profile** will appear. If the Email address in the **Account Profile** is not correct, click **Edit**. This step ensures that you will receive all notifications for your transfer request. If no changes are required, skip to **Step 6**.



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Welcome: Bob Smith		Portfolio MaxLock™: OFF - Add Now			Prepaid Funds: \$39.98		
Account: 17xxxx		Domain MaxLock™: OFF			Security Setting: High		
Account Management							

Current User: 17xxxx

User Profile	User Preferences	Email Preferences	Security Settings	Payment Methods	Payment Options	Domain Defaults	Manage Users	Manage Contacts	Transaction View
---------------------	-------------------------	--------------------------	--------------------------	------------------------	------------------------	------------------------	---------------------	------------------------	-------------------------

Account Profile [Edit]

Account Number **17xxxx**
Username **bobsmith1**
First Name **Bob**
Last Name **Smith**
Company Name **Smith Inc.**
Street Address **111 Avenue Rd.**
Unit/Apartment
City **Toronto**
State/Province **Ontario**
Zip/Postal Code **M1M0M0**
Country **CA**
E-Mail Address **bobsmith1@smith.net**
Phone Number **+1.4165551212**
Fax Number
Pre-Paid Funds **\$39.98**

Step 3b: Make your changes and click **Save**.

Edit Account Information

[Current record: 171027]

Fields with * are required

* First Name	<input type="text" value="Bob"/>
* Last Name	<input type="text" value="Smith"/>
Company Name	<input type="text" value="Smith Inc."/>
* Street Address	<input type="text" value="111 Avenue Rd."/>
Unit/Apartment	<input type="text"/>
* City	<input type="text" value="Toronto"/>
* State or Province	<input type="text" value="- non-US State or Province -"/>
	<input type="text" value="Ontario"/>
* Zip/Postal Code	<input type="text" value="M1M0M0"/>
* Country	<input type="text" value="CANADA"/>
* Phone Number	<input type="text" value="4165551212"/>
* Phone Intl. Prefix	<input type="text" value="UNITED STATES [+1]"/>
Fax Number	<input type="text"/>
Fax Intl. Prefix	<input type="text" value="intl prefix"/>

 Save

 Reset

Step 4: Click on Security Settings.



WHOIS 

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Account Management							

Current User: 17xxxx

User Profile	User Preferences	Email Preferences	Security Settings	Payment Methods	Payment Options	Domain Defaults	Manage Users	Manage Contacts	Transaction View
---------------------	-------------------------	--------------------------	--------------------------	------------------------	------------------------	------------------------	---------------------	------------------------	-------------------------

Account Profile [\[Edit\]](#)

Account Number **17xxxx**
Username **bobsmith1**
First Name **Bob**
Last Name **Smith**
Company Name **Smith Inc.**
Street Address **111 Avenue Rd.**
Unit/Apartment
City **Toronto**
State/Province **Ontario**
Zip/Postal Code **M1M0M0**
Country **CA**
E-Mail Address **bobsmith1@smith.net**
Phone Number **+1.4165551212**
Fax Number
Pre-Paid Funds **\$39.98**

Step 5a: Change your email address. Click save.

Account Security Settings

Secured Email Authorization

Secured Email Authorization provides an additional layer of protection for critical unauthorized changes to security settings that you see on this page such as password changes, email, login user name, and authorization code.

By enabling "Secured Email Authorization", you will be sent a special authorization code via email (not the authorization code you set below) to the current email address for the account. submit this authorization code in the box below to change the status of any of these security settings. (put a box for this code on this page)

Portfolio MaxLock™ OFF - Protect your valuable domain portfolio from unauthorized changes: [See Details](#)

Domain MaxLock™ You have 0 domains protected with Domain MaxLock™. [See Details](#)

Email

Confirm Email

This email address will be used for all communications regarding your account and products.

Username

You can optionally use this username to login to your account instead of an account number.

Current Password

New Password

Confirm Password

This is the main password for access to your account. Must be between 6 and 16 characters in length, Case Sensitive, and can not be the same as your username.

Current Authorization Code

New Authorization Code

Confirm Authorization Code

This code will be used to conduct special transactions such as single and bulk domain pushes from one account to another and funding accounts. You might be asked to provide this code to another user in order to allow them to complete operations on behalf of your account.

Must be between 6 and 12 characters in length, Case Sensitive, and can not be the same as your username.

Step 5b: After changing your email address, you will be emailed a security code to your former email address. Keep the browser session open and check your email for the corresponding message.



WHOIS 

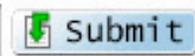
Toll-free: 1-800-688-6311
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Domain Name Services	My Account	My Domains	Fund Account	Status Center	Shopping Cart	Help	Logout
Welcome: Bob Smith	Portfolio MaxLock™: OFF - Add Now			Prepaid Funds: \$39.98			
Account: 17XXXX	Domain MaxLock™: OFF			Security Setting: High			

System Message

Your security setting requires email verification, please check your email for a security verification key. In order for us to save your changes, paste the verification key from you email into the text box below this message.

Verification Key:

 Submit

Step 5c: Locate the **Verification Key** found in the Requested Verification email. Add this to the **Verification Key** box in your open browser window and click Submit.

From: Customer Service <support@corp.moniker.com>
Date: April 8, 2010 3:40:12 PM GMT-04:00
To: bobsmith1@smith.net
Subject: [Moniker.Com] Requested verification

In order to verify your change request, please copy the following verification key and paste it in the verification text box in the "Account Security Settings" page.

H4xxxxxxxxxx

Or go to the following link: <https://www.moniker.com/do/AccountSecurity?cmd=verify&key=H4CssVQkl1w/>



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Welcome: Bob Smith	Portfolio MaxLock™: OFF - Add Now			Prepaid Funds: \$39.98			
Account: 17xxxx	Domain MaxLock™: OFF			Security Setting: High			

System Message

Your security setting requires email verification, please check your email for a security verification key. In order for us to save your changes, paste the verification key from you email into the text box bellow this message.

Verification Key:

Submit

Step 6: Click My Domains



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Welcome: Bob Smith		Portfolio MaxLock™: OFF - Add Now			Prepaid Funds: \$39.98		
Account: 17xxxx		Domain MaxLock™: OFF			Security Setting: High		
Account Management							

Current User: 17xxxx

User Profile	User Preferences	Email Preferences	Security Settings	Payment Methods	Payment Options	Domain Defaults	Manage Users	Manage Contacts	Transaction View
------------------------------	----------------------------------	-----------------------------------	-----------------------------------	---------------------------------	---------------------------------	---------------------------------	------------------------------	---------------------------------	----------------------------------

Account Profile [\[Edit\]](#)

Account Number **17xxxx**
Username **bobsmith1**
First Name **Bob**
Last Name **Smith**
Company Name **Smith Inc.**
Street Address **111 Avenue Rd.**
Unit/Apartment
City **Toronto**
State/Province **Ontario**
Zip/Postal Code **M1M0M0**
Country **CA**
E-Mail Address **bobsmith1@smith.net**
Phone Number **+1.4165551212**
Fax Number
Pre-Paid Funds **\$39.98**

Step 7: Search for your domain. Click the check box next to the domain to transfer. Then, select **Security** to unlock your domain. Unlocking your domain allows your new provider to transfer the domain.



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HOME REGISTER DOMAINS TRANSFER DOMAINS ORDER PRODUCTS BACKORDER DOMAINS PROMOTE YOUR SITE PARTNERS

Domain Name Services My Account **My Domains** Fund Account Status Center Shopping Cart Help Logout

Welcome: Bob Smith Portfolio MaxLock™: OFF - Add Now Prepaid Funds: \$39.98
Account: 17.xxxx Domain MaxLock™: OFF Security Setting: High

DOMAIN FILTER: **ON** [reset filter]
DISPLAY IDN: **ON** [turn OFF]
VIEWING DOMAINS: **SELECTED** [show all]
DOMAINS IN ACCT: **1**
CURRENT PAGE: **Page 1 of 1**
CURRENT VIEW: Default View [Go] Manage Views
JUMP TO: Domain Manager [Go]

Filter By Domain Name(s):

OR Filter By Name(s) that:
 exact start with end with contain Search
[More Search Options](#)

MANAGE SUBPRODUCTS

List Now on SnapNames | [Quick Domain Registration](#) | [Add Privacy Batch](#) | [Template Manager](#) | [Download Selected Domains](#) | [Domain History](#)

Buy Extras	Renew	IP	Contacts	DNS	UrlFwd	EmailFwd	Categories	Push	Security	Transfer-Out	Mobilizer
Select(All None)		Update Checks		Page Size: <input type="radio"/> 10 <input type="radio"/> 50 <input checked="" type="radio"/> 100 <input type="radio"/> 500 <input type="radio"/> 1000 <input type="radio"/> 5000		Pages: 1					
Domain Name	Expiration	Admin Email	Security Level	Auto Renew	Privacy						
<input checked="" type="checkbox"/> DUKEWILLWIN.COM	2011-04-07	BOBSMITH1@SMITH.NET	ADD	ON	YES						

Step 8:

Domains can only be unlocked (**Registrar Lock**) if you issue a transfer (**Step 9**). If you have a **Domain MaxLock**, follow the details below to remove. A Moniker Security Representative will contact you to confirm before you can proceed. Click on **Domain Manager** to return to the Domain profile page.

▼ Domain Security Manager

[Domain Manager](#)

| [View Selected Domains](#)

Domain Security Manager Instructions:

This page allows you to re-lock previously unlocked domains and to request an unlock of domains locked with MaxLock™.

- **Registrar Lock:** For your protection, Moniker defaults the Registrar Lock "On" for all of your domains. The Registrar Lock CAN ONLY be unlocked by the system when you are transferring your domain away from Moniker or pushing your domain from one Moniker account to another. To transfer or push your domain, go to the Domain Manager from the "My Domains" tab and click on "Transfer-Out" or "Push".
- **Domain MaxLock™:** Domain MaxLock™ provides the highest level of security for your names. Domains with MaxLock "On" cannot be transferred out, pushed to another account, or sold through an aftermarket. Domains can ONLY be unlocked after a thorough off-line verification process has been completed.

To request an unlock of domains, please uncheck the "Locked" checkbox and click on "Save". A Moniker Security Team member will contact you to verify your identity and account ownership within 24 hours.

Domain Name	Current Security Level	Registrar Lock Status	MaxLock™ Status
DUKEWILLWIN.COM		<input checked="" type="checkbox"/> Locked	 No Lock - Add MaxLock™

Step 9a: Click on Transfer-Out.



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HOME REGISTER DOMAINS TRANSFER DOMAINS ORDER PRODUCTS BACKORDER DOMAINS PROMOTE YOUR SITE PARTNERS

Domain Name Services My Account **My Domains** Fund Account Status Center Shopping Cart Help Logout

Welcome: Bob Smith Portfolio MaxLock™: OFF - Add Now Prepaid Funds: \$39.98
Account: 17.XXXX Domain MaxLock™: OFF Security Setting: High

DOMAIN FILTER: **ON** [reset filter]
DISPLAY IDN: **ON** [turn OFF]
VIEWING DOMAINS: **SELECTED** [show all]
DOMAINS IN ACCT: **1**
CURRENT PAGE: **Page 1 of 1**
CURRENT VIEW: Default View [Go] Manage Views
JUMP TO: Domain Manager [Go]

Filter By Domain Name(s):

OR Filter By Name(s) that:
 exact start with end with contain [Search]
[More Search Options](#)

MANAGE SUBPRODUCTS

List Now on SnapNames | [Quick Domain Registration](#) | [Add Privacy Batch](#) | [Template Manager](#) | [Download Selected Domains](#) | [Domain History](#)

Buy Extras	Renew	IP	Contacts	DNS	UrlFwd	EmailFwd	Categories	Push	Security	Transfer-Out	Mobilizer
Select(All None)		Update Checks		Page Size: <input type="radio"/> 10 <input type="radio"/> 50 <input checked="" type="radio"/> 100 <input type="radio"/> 500 <input type="radio"/> 1000 <input type="radio"/> 5000		Pages: 1					
Domain Name	Expiration	Admin Email	Security Level	Auto Renew	Privacy						
<input checked="" type="checkbox"/> DUKEWILLWIN.COM	2011-04-07	BOBSMITH1@SMITH.NET	ADD	ON	YES						

Step 9b: The Transfer-Out Policy will appear. Read and scroll to the bottom of the screen.

HOME	REGISTER DOMAINS	TRANSFER DOMAINS	ORDER PRODUCTS	BACKORDER DOMAINS	PROMOTE YOUR SITE	PARTNERS	
Domain Name Services	My Account	My Domains	Fund Account	Status Center	Shopping Cart	Help	Logout
Welcome: Bob Smith		Portfolio MaxLock™: OFF - Add Now			Prepaid Funds: \$39.98		
Account: 17XXXX		Domain MaxLock™: OFF			Security Setting: High		
▼ Transfer-Out							
Domain Manager				View Domains for Transfer			

Transfer-Out Policy

Dear Valued Customer:

As you might be aware, ICANN has implemented a new Domain Name Transfer Policy between Registrars - See [ICANN Transfer Policy](#) for more details. The intent of this policy was to make it easier for registrants to transfer their domains between registrars given the recent increase of ICANN Accredited Registrars now operating in our industry. This new policy has created a great deal of controversy and fear among many customers due to the increase in domain theft and related theft attempts since this new policy has been implemented. We feel it is important to educate you on our security procedures and policies to ensure that your domain names are safe and protected while at Moniker.

On Friday November 19, 2004, we locked all domain names in each of your accounts and removed the unlocking mechanism so that names are not unlocked by accident or in error. The new policy states that unless a domain name is locked, that the registrar of record must allow a domain to transfer to another registrar without any prior notice from the registrant. We have heard loud and clear that the majority of our customers would like for us to keep our high security and domain theft prevention policy in place which provides us the ability to deny any transfer requests that we consider to be invalid and/or fraudulent. We have therefore implemented a new transfer out manager that automatically unlocks your domains for a period of 10 days. If a transfer request is not received by the gaining registrar within 10 days, your domains will automatically be re-locked and protected in your account.

The Transfer Out Authorization Form below allows us to begin the domain theft protection verification process and unlocks your domain name. We will receive a copy of your completed Transfer Out Authorization Form and then perform an executive and staff review of your request to ensure its validity to the best of our ability. You may receive a follow up email from our executive, sales, or support team once we have received your request. You will then receive a verification email from our system to approve as a final security procedure before your domain leaves our system.

Although the new ICANN policy makes it even more difficult to ensure that all transfer out requests are valid, your support and compliance to our security procedures will greatly assist us in this effort.

If you have any questions or concerns regarding this new policy or our procedures to protect your domain names or if there is any way we can retain your business, please contact us Toll Free **1-800-841-7686** or **1-954-984-8445** if calling locally or outside of the united states, or by email - support@moniker.com

We appreciate your business and the opportunity to serve you!

Sincerely,

THE MONIKER TEAM

[<< Back to Domain Manager](#)

*** Important:** A Transfer request will stay open for 10 days. We will automatically lock the domain after this period expires.

Step 9c:

View the domain to be transferred. Add the reason to the **Transfer Out Authorization Form** and any additional notes. Click on the **Transfer Out Policy** check box and click Save.

★ **Important:** A Transfer request will stay open for 10 days. We will automatically lock the domain after this period expires.

Transfer Out Authorization Form

• You are authorizing 1 domains for transfer. [View Domains](#)

Reason For Transferring Out:

---- Please Select One ----

---- Please Select One ----

Change Of Ownership

Domain Consolidation

Legal

Price

Service

Other

(limit 255 characters)

255 characters left

I Have Read and Understand Moniker's Transfer Out Policy and [Services Agreement](#)

Step 9d: The Transfer Out Order page will appear.



WHOIS 

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Account: 17xxxx		Domain MaxLock™: OFF			Security Setting: High			
▼ Transfer-Out System Results								
Domain Manager				Domains for Transfer				

Your Transfer Out Order(18xxxxx) was Created Successfully.
Please [click here](#) for the Status of your Order.

Our domain theft protection system will expect these names to be called for transfer within the next 10 calendar days.

For your protection, if your name/names have not been called for within 10 days, this request will expire and you must re-submit them.

Did you know that Moniker is rated as the most secure, customer service focused registrar on the web? We would like the opportunity to retain your business here at Moniker. If there is anything thing we can do to have you stay with us, please email support@moniker.com

We would like to retain your business in any way we can! Please email stay@moniker.com and we will contact you.

Thank you for your business.

Step 9e: Obtain the authorization code.

The Email contact will receive a confirmation email for the Transfer request. The auth code will be required by your new domain provider to complete the transfer. This includes your authorization code.

From: Customer Service <support@corp.moniker.com>
Date: April 8, 2010 4:55:04 PM GMT-04:00
To: bobsmith1@smith.net
Cc: support@corp.moniker.com
Subject: [NOTICE] Account: 17xxxx Requesting 1 Domains For Transfer Away From Moniker

As part of our standard transfer-out procedure, a notification has been submitted to Moniker notifying us of an intent to transfer the following domain(s) away from Moniker. This email serves as confirmation that we have received your notification and contains the authorization code you may need to complete the transfer.

This request will be valid for 10 days (240 hours). If you did NOT request this transfer then ignore this email and the domain(s) will remain in your account without change.

Below is the affected domain(s) and the authorization code, if one is needed for the transfer. Please consult the registrar you are transferring the domain to for instructions on how to complete the transfer.

If needed, the authorization code for each domain is EVERY CHARACTER AFTER THE COMMA. Your authorization code may contain letters, numbers and other special characters so please copy everything on the line after the comma.

If you have any questions on how to complete moving the domain away from Moniker, please go to our support center at <<http://help.moniker.com>><http://help.moniker.com>.

If you have any questions on how to complete moving the domain into the other registrar, please contact support for that registrar.

The Reason Given For Transfer Was: consolidation

Domain Name,Epp AuthInfo (if applicable)

DUKEWILLWIN.COM,ZT234K2093Y

Step 9f: Review the Authorization code instructions carefully. The authorization code appears after the domain name.

This request will be valid for 10 days (240 hours). If you did NOT request this transfer then ignore this email and the domain(s) will remain in your account without change.

Below is the affected domain(s) and the authorization code, if one is needed for the transfer. Please consult the registrar you are transferring the domain to for instructions on how to complete the transfer.

If needed, the authorization code for each domain is EVERY CHARACTER AFTER THE COMMA. Your authorization code may contain letters, numbers and other special characters so please copy everything on the line after the comma.

Domain Name,Epp AuthInfo (if applicable)

DUKEWILLWIN.COM,ZT243K2093Y

You are now ready to transfer your domain.