

# 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.

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 links for "For Business & Personal", "For Web Professionals", "Support", and "Education". A search bar is also present. Below the header, a navigation menu lists various services: "Domain Names", "Website Solutions", "Hosting Packages", "Email", "Ecommerce", "Online Security", "Online Marketing", and "Design Services". A "Log In" link is located on the right side of the navigation menu.

The main content area features a promotional banner for web hosting. On the left, it says "Everything you need to *succeed* online." and lists several options: "Search for a Domain Name", "Get Website Hosting", "Build Your Website", "Get an Email Address", and "Secure Your Website". On the right, a blue callout box says "SAVE 25% ON WEB HOSTING". Below this, a server rack icon is shown next to the text "As low as \$6.97/month with annual purchase" and a "Learn More" button.

Below the banner, there is a "WebAddress™" section for searching domain names. It includes a text input field with "x|" and a grid of domain extensions with checkboxes:  .com,  .net,  .org,  .us,  .mobi,  .info,  .biz,  .tel,  .eu,  .co.uk,  .de,  .tv,  .us.com,  .cn,  .bz,  .pro. There are also links for "Renew a domain", "Transfer a domain", and "WHOIS", along with a "Search" button.


At the bottom of the page, a dark green banner says "Just Getting Started? Get online with a domain, website & more." and "PACKAGES STARTING AT \$7.95/MO." with a "Learn more" link and the "NS Space™" logo.

The footer text reads: "Helping you *start, grow* and *manage* your business online. [Learn more](#)".

The "MANAGE ACCOUNT" button in the top right navigation area 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: 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 links for AccountManager, Manage, Shop, Renew, and Support, along with a search box. A welcome message for Sally Smith and a Log Out link are visible. The left sidebar contains a menu with categories like Updates & Alerts, Profiles & Accounts, 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. Below this, the 'Your Services' section is highlighted, containing a table of services. The 'Your Services' table has two rows: 'You have 1 Business Profile' and 'You have 1 Domain Name'. The 'Manage It' link for the domain name is circled in red. To the right of the 'Your Services' section is a 'Quick Links' area with various utility links.

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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 »](#)

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

### Quick Links [Open a Help Ticket »](#)

**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]		<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="#">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="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 5:** 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 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 the 'Profiles & Accounts' dashboard. On the left sidebar, 'Profiles & Accounts' is selected, and 'User Profile' is highlighted. The main content area shows the 'User Profile' details for 'registrarresearch1'. The 'User ID and Password' section includes fields for 'User ID' (registrarresearch1) and 'Password' (\*\*\*). Below this are buttons for 'Edit User ID/Password' and 'Merge User IDs'. The 'User Profile' section lists personal and contact information: '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). A 'Privacy Settings' link is available, and a 'Change Name' button is at the bottom right. The 'Edit User Profile' button is highlighted with a red box.

User ID and Password	
User ID:	registrarresearch1
Password:	***

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>

## Step 7: Make your changes and click **Save**.

**Edit User Information**

Name Sally Smith [Change My Name](#)

Company Name (Optional)

Address 1

Address 2 (Optional)

City

State/Province

Zip/Postal Code

Country

E-mail

Phone   
e.g. 703-555-5555 or +44-0-20-7245-1116

FAX (Optional)   
e.g. 703-555-5555 or +44-0-20-7245-1116

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.  Yes  No

I would like to receive news, product offers and guides from Network Solutions to help me build and enhance my online identity.  Yes  No

I would like to receive selected and relevant information from limited Network Solutions partners.  Yes  No

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

The screenshot displays a web interface with a dark grey header bar on the left containing the text "Profiles & Accounts". Below this is a vertical navigation menu with the following items: "Updates & Alerts", "Profiles & Accounts" (highlighted with a minus sign icon), "User Profile", "Accounts", "View/Edit WHOIS Contacts", "Billing", and "Renewal Center". The main content area has a light grey background and features a message box with the title "User Information Updated" and the text "User information has been updated." To the right of this text is a blue button with the text "Go to Account Manager Home", which is highlighted with a red rectangular border.

# 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 links for AccountManager, Manage, Shop, Renew, and Support, along with a search box. A user greeting 'Welcome Sally Smith! Log Out' is visible in the top right. The left sidebar contains a menu with 'Updates & Alerts' at the top, followed by 'Profiles & Accounts' which is expanded to show 'User Profile', 'Accounts', 'View/Edit WHOIS Contacts' (highlighted with a red box), 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 with a 'Go >>' button. Below the notification is a 'Your Services' section with 'View All Services >>' and a table listing '1 Business Profile' and '1 Domain Name', both with 'Manage It' links. To the right is a 'Quick Links' section with '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 message and a feedback prompt.

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AccountManager Manage Shop Renew Support Search

Welcome Sally Smith! [Log Out](#)

Updates & Alerts

User Guides

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

Product Description	Status	Action Required
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**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 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 label is enclosed in an orange rectangular box. At the bottom right of the form, there are two buttons: "Cancel »" and "Go »". The "Go »" button is highlighted with an orange rectangular box.

**Step 12:** Select the radio button next to **Yourself**. Click **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 dashboard with a left-hand navigation menu and a main content area. The navigation menu includes 'Updates & Alerts' (highlighted with an orange box), 'Profiles & Accounts', 'Renewal Center', and 'nsWebAddress (Domains)'. Under 'nsWebAddress (Domains)', there are links for 'Manage Domain Names', 'Register New', and 'Transfer Existing'. The main content area has a dark header with the word 'Domains'. Below the header, a notification titled 'WHOIS Administrative Contact Changed' is displayed. The notification content includes a sub-header 'WHOIS Contact Information', a message stating 'Bob Smith has been made the WHOIS contact for the following domain names:', and the domain name 'MISTERANCHOVY.COM'. A blue link 'Back to Edit Account Contacts' is located 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> 

Date: Nov 18, 2009 2:17 PM

To: mail@registrarresearch.info

Reply-To: 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: 234K2093Y**

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

You are now ready to transfer your domain.