

My 123-reg Account Administration & Billing



Read our Blog: <http://inside.123-reg.co.uk/>

View our support site: <http://123-support.co.uk/>

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I have lost my 123-reg login details, how do I retrieve them?

Lost login? Don't panic!

Here at 123-reg we have a forgotten login system to help with this problem. Simply go to the following URL:

<http://www.123-reg.co.uk/lost-login/>

Lost your login details?

No problem, simply complete the form below and press submit. We'll send you an email confirming your user name, and a link to change your password.

Please enter any one of the following

➤ Your email address

➤ Your username

➤ A domain name active in this account

submit ➤

Here, you can enter any one of the following:

- The email address you signed up with.
- Your 123-reg account username.
- A domain name that is active in your account.

Once you have entered one of the above details in the box provided, click on the **submit** button and we will then send an email to the registered email address on the 123-reg account containing the relevant login details.

"I don't have access to that email address anymore!!"

If you do not have access to the relevant email address anymore, please view the following article on our support site for further help in gaining access to your 123-reg account.

<http://www.123-support.co.uk/Answer.aspx?ArticleID=306>

How do I update my personal details for my 123-reg account?

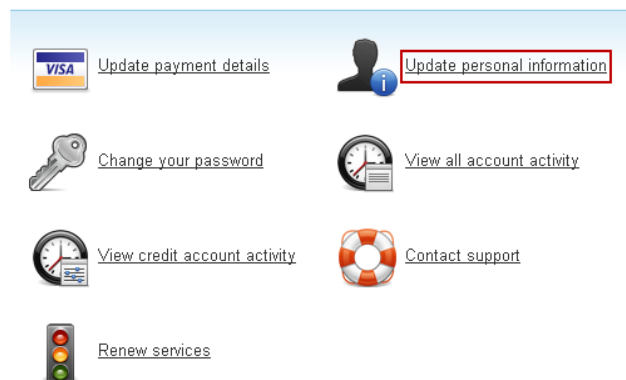
It is important to keep all of your contact details up to date for your 123-reg account. This is to ensure that you receive all correspondence relating to your account and services. Failure to keep your registrant details up to date could result in the loss of your services.

Please Note: Updating your contact details for your 123-reg account will not automatically update the details that your domain names are registered to.

To modify the contact details for your 123-reg account, you will need to do the following:

1. Log into your [123-reg control panel](#).
2. Scroll down the page to the **Account management** section and click on the **Update personal information** option.

Account management



3. Make the desired changes to the contact information displayed and click on the **Submit Query** button.

Update Your Personal Information

This form allows you to update your personal information that is stored in the 123-reg database. It is important that you keep it up to date as we will use the provided email address to send you invoices for purchases you make, and renewal notices for your domains or other services.

Forename: *	<input type="text" value="123-reg"/>
Surname: *	<input type="text" value="Customer"/>
Company Name:	<input type="text" value="123-reg"/>
Email Address: ***	<input type="text" value="emailaddress@testemail.com"/>
Address Line 1: *	<input type="text" value="customer address"/>
Address Line 2:	<input type="text" value="customer address"/>
City: *	<input type="text" value="customer address"/>
County / State:	<input type="text" value="customer address"/>
Post Code / Zip:	<input type="text" value="customer address"/>
Country: *	<input type="text" value="United Kingdom"/>
Telephone Number: *	<input type="text" value="customer telephone"/>

Select the box if you **do not** wish to receive regular newsletters from 123-reg: ☐

Please Note: You should never use an email address provided by or associated with a domain name you have through 123-reg as your contact email address.

How do I update my payment details for my 123-reg account?

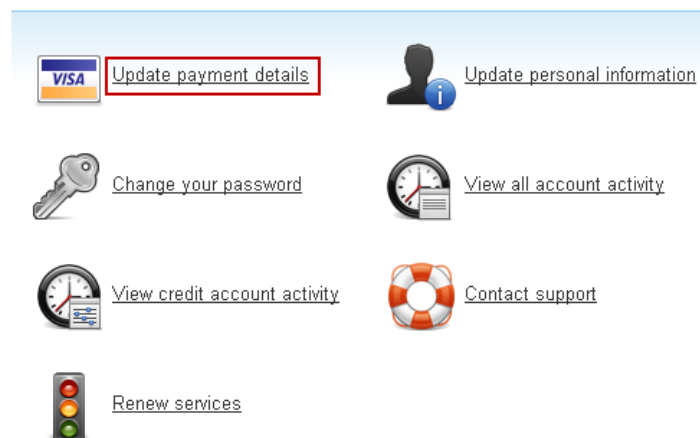
Don't risk losing your domain names, or other services. Make sure we hold up-to-date payment card details so that services marked for auto-renewal can be renewed.

Please Note: By default, all 123-reg services are set to auto renew.

To update your 123-reg payment details, please do the following:

1. Login to your [123-reg Control Panel](#).
2. Scroll down to the **Account Management** section and click on the **Update payment details** option.

Account management



3. Enter your payment details and click on the **Submit Query** button.

Payment Method:	Select Payment Type ▾
Credit Card Number:	<input type="text"/>
Start Date (mm/yy)(If Switch/Amex):	-- ▾ / -- ▾
Expire Date (mm/yy):	-- ▾ / -- ▾
Issue Number:	<input type="text"/>
Name on Card:	<input type="text"/>
CV2:	<input type="text"/> ?
Billing Address (if different to your 123-reg account address):	
Address line 1:	<input type="text" value="5 Roundwood Avenue"/>
Address line 2:	<input type="text"/>
Address line 3:	<input type="text" value="Uxbridge"/>
Address line 4:	<input type="text" value="Middlesex"/>
Post Code / ZIP:	<input type="text" value="UB11 1FF"/>

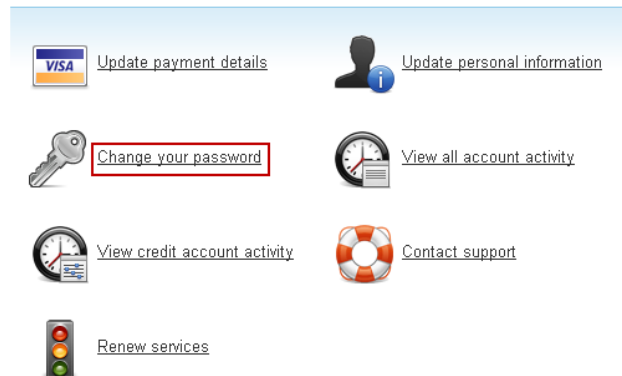
How do I change my 123-reg account username or password?

The **username** of your 123-reg account cannot be modified once created.

To change your **password**, please follow the steps below:

1. Login to your [123-reg control panel](#).
2. Scroll down to the **Account Management** section and click on the **Change your password** option.

Account management



3. Type in your existing password and then type in your new password into the relevant boxes.

Please Note: For security your password needs to be at least six characters in length and we recommend a combination of numbers, uppercase and lowercase letters. The password strength indicator will help you assess how secure your new choice is.

4. Click on the **change password** button

Change your password

Please use the form below to change your password.

To prevent unauthorised access to your account your password must contain **at least six characters**. We also recommend that your password contains a combination of numbers, uppercase, and lowercase letters.


A screenshot of the 'Change your password' form. It has a light blue background. The form includes three input fields: 'Old password', 'New password', and 'Confirm new password'. To the right of the 'New password' field is a 'Password strength' indicator with three buttons: 'Weak', 'Average', and 'Strong'. At the bottom right of the form is a red button with the text 'change password' and a right-pointing arrow.


How can I view my 123-reg account history and invoices?


If you wish to view your transaction history or you haven't received an invoice when making a purchase through 123-reg, or you require another copy of an invoice, please do the following:


1. Login to your [123-reg control panel](#).
2. Scroll down to the **Account Management** section and click on the **View all account activity** option.


Account management


 [Update payment details](#)


 [Update personal information](#)

 [Change your password](#)

 [View all account activity](#)

 [View credit account activity](#)

 [Contact support](#)

 [Renew services](#)

3. All invoices for services relating to your 123-reg account will be listed. To view the details of an individual invoice, click the **relevant invoice** number.

Date: 2008-03-11	Invoice: 123-002721273
123-retro.co.uk	Domain Registration
123-classic.co.uk	Domain Registration
123-power.co.uk	Domain Registration
123-classic.co.uk	123-reg Starter Pro Hosting
123-classic.co.uk	123-reg Hosting Setup
Date: 2008-03-18	Invoice: 123-002736222
123-power-server.co.uk	Domain Registration
Date: 2008-09-29	Invoice: 123-003170935
my-123domain.co.uk	Domain Registration
Date: 2008-09-30	Invoice: 123-003173053

4. The Invoice will then be displayed. If you require a copy of the invoice sent to the registered email address on your 123-reg account, click on the **Email yourself this invoice** link.

Display Or Print An Invoice

123-reg invoice number: 123-002736222
Payment reference number: 3898517
Tax point date: 2008-03-18

Invoice to:



Username: [redacted]

Please note that this invoice has been paid. Please do not post a cheque.

Description	Net
123-power-server.co.uk : Domain Registration	£5.58
Net total	£5.58
VAT total	£0.98
Total	£6.56

www.123-reg.co.uk, Webfusion Ltd, 5 Roundwood Avenue, Stockley Park, Uxbridge, Middlesex, UB11 1FF
Registered company number: 05306504 VAT number: 927 1292 22

[Email yourself this invoice](#)

How do I renew a service?

In order to minimise the risk of your website or email going offline, or even worse, losing your domain name completely, which can be registered by a third party if it is allowed to expire, 123-reg will automatically renew all of your services their renewal date, unless they have been cancelled in advance.

Please note: Your services will only be automatically renewed if your payment details are correct and up-to-date.

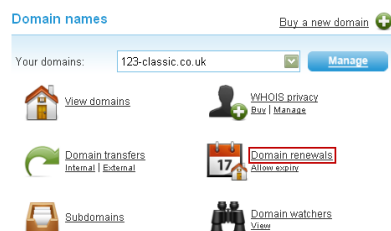
Domain name renewals

Every time you have a domain name due for renewal, we will send you a reminder that the domain name is due for renewal. This reminder will be sent to the registered email address on your 123-reg account.

Please Note: By default, all 123-reg domain names are set to auto renew.

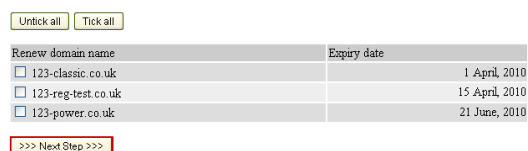
If you wish to renew a **domain name** manually before its expiry date, please do the following:

1. Log into your [123-reg control panel](#).
2. Click on the **Domain renewals** option in the **Domain names** section.

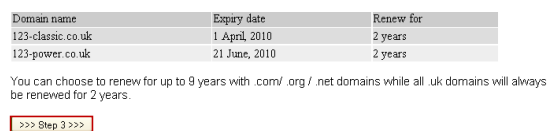


3. If you have more than one domain which is due to expire, select each domain that you wish to renew and click on the **>>>Next Step>>>** button.

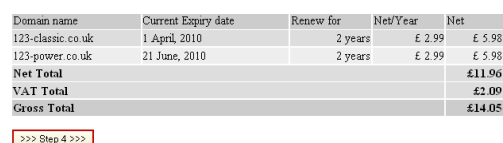
Please Note: Only domain names due to expire within the next 90 days will be displayed on this page.



4. You will then be shown the domain names that you have selected to renew. If everything is correct, please click on the **>>>Step 3>>>** button.



5. You will then be shown a summary of your purchase including the prices. If everything is correct, please click on the **>>>Step 4>>>** button.



6. Follow the on screen payment instructions to complete the renewal of your domain names.

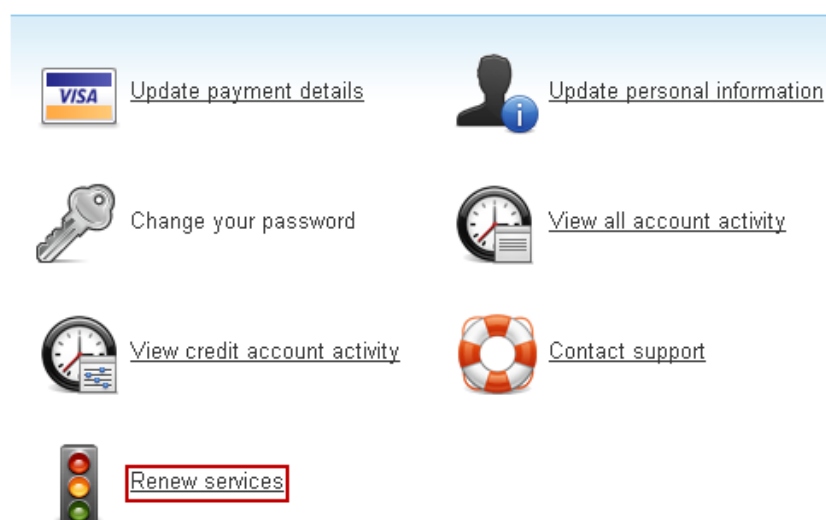
Service renewals

Every time you have a domain name due for renewal, we will send you a reminder that the domain name is due for renewal. This reminder will be sent to the registered email address on your 123-reg account.

If you wish to renew a 123-reg service manually before its expiry date, please do the following:

1. Log into your [123-reg control panel](#).
2. Scroll down to the **Account Management** section and click on the **View all account activity** option.

Account management



Update payment details

Update personal information

Change your password

View all account activity

View credit account activity

Contact support

Renew services

3. Click on the relevant **Click here to renew** link, or select the relevant service you wish to renew and click on the **Submit Query** button.

Domain name	Product type	Expires	Select
123-reg-test.co.uk	InstantSite Pro	2010-04-02	<input type="checkbox"/>
www.123-reg-testing.co.uk	eCommerce One Monthly	2009-10-28	Click here to renew
123-test.info	Linux Starter Hosting Yearly	2010-05-07	Click here to renew

Renew selected

4. Follow the on screen payment instructions to complete the renewal of your service.

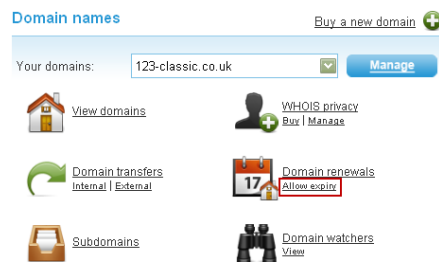
How do I cancel a service?

Our automatic renewal feature means that you will never risk losing your services when due for renewal, provided your payment method stored on your 123-reg account is correct and up to date. However, we appreciate that sometimes you may not wish to renew a service that has become surplus to your requirements.

Cancelling a domain name

To prevent a domain name from being automatically renewed, please do the following:

1. Log into your [123-reg control panel](#).
2. From the **Domain names** section, click on the **Allow expiry** link just below the **Domain renewals** option.



3. The **Domain Cancellation** page will show you a list of all domain names registered within your account. For the domain you wish to allow to expire, click the relevant tick box to the left of the domain. Click on the **>>>Next Step>>>** button.

Cancel domain name	Expiry date
<input type="checkbox"/> 123-classic.co.uk	1 April, 2010
<input type="checkbox"/> 123-reg-test.co.uk	15 April, 2010
<input type="checkbox"/> 123-power.co.uk	21 June, 2010
<input type="checkbox"/> my-123domain.co.uk	29 September, 2010
<input type="checkbox"/> 123-reg.co.nz	13 January, 2011
<input type="checkbox"/> 123-reg.im	13 January, 2011
<input type="checkbox"/> 123-reg.mx	13 January, 2011
<input type="checkbox"/> 123-test.co.uk	3 March, 2011
<input type="checkbox"/> test-123-reg.info	3 March, 2011

>>> Next Step >>>

4. Click on the **>>>Confirm Domain Cancellation<<<** button.

Domain name	Expiry date
123-classic.co.uk	1 April, 2010
123-reg-test.co.uk	15 April, 2010
123-power.co.uk	21 June, 2010

>>> Confirm Domain Cancellation <<<

The **Domain Cancellation** page will confirm the domains you have chosen to allow to expire and the date they are due to expire.

Please note: Once you have followed the above cancellation procedure you will not be sent any more reminders about the domains. However, if you do change your mind you can still renew them via the **Domain renewals** option within your 123-reg control panel, but only within the 90 days leading up to the expiry date of that domain.

Cancelling a 123-reg service

If you wish to close a 123-reg service or account please telephone a member of our Customer Relationship team on 0845 859 0023. Their hours of operation are 9am-5.30pm Monday to Friday.

How do I contact support?

The 123-reg Support Centre is your first point of call for any questions relating to your 123-reg services. You can go direct to the 123-reg Support Centre site via the URL: www.123-support.co.uk, or from the main 123-reg site click the **help** button to the top right of the screen.



With a comprehensive set of support articles, step-by-step guides and video tutorials you can probably solve any queries yourself within a matter of seconds.

[SUPPORT HOME](#) [ANSWERS](#) [ASK A QUESTION](#) [MY SUPPORT](#) [LOG IN](#)

[SEARCH](#) [TIPS](#)

Our job isn't done once you've bought one of our [domains](#), [web hosting packages](#) or [anything else](#) we offer. We understand that this is just the beginning, so whether you're building a website or running a business, we want to help things go as smoothly as possible.

That's why we've assembled this comprehensive set of support articles and step by step guides to help you out. You can use the links on this page to explore the site, or just search to find information fast.

Here you should find everything you need but if we are missing something, you can also send us a message online either through your [123-Reg control panel](#) or log in at the top of this page. Day or night, we're here to help – and you can see a complete history of all your previous messages.

Common Questions

- [How can I upload my website using FTP?](#)
- [Transferring a Domain Name to 123-reg](#)
- [How do I setup MS Outlook 2007 with POP3?](#)
- [I have lost/forgotten my mailbox password](#)
- [How do I check if my PayPal details will be used to renew my domain names and services?](#)

Main topics

Domains	→	Downloadable Guides	→
SSL Certificates	→	Email	→
Hosting	→	InstantSite	→
ecommerce	→	Internet Marketing	→
123-Drive	→	Account Admin & Billing	→
Affiliates	→	Dedicated Server	→
123-parking	→	Other Services	→
Subnames Hosting (Leqacv)	→		

System Status
The latest status updates

Support Videos

How do I use
[123-support.co.uk?](http://123-support.co.uk)

You may be able to find the relevant article within the topic sections organised from the Support Site front page.

However you can also search the whole site for articles relevant to your question. Type a term relevant to your problem in the search box and click **Search**. Your related results will be returned in an ordered list.

On the rare occasions you can't find an answer to your question immediately on the 123-reg Support Site you can use the **Ask A Question** link to contact our expert team here.

How do I ask a Question?

1. Click the **Ask a Question** link - one of the tabs near the top of the page.



Please note: In order to "Ask a question" you will need to be logged into your account. If you are prompted for a login, use the same login that you use for your 123-reg control panel.

2. The Ask a Question form is straight-forward, simply fill in the required information:

- Choose the **category** most relevant to your query from the drop-down menu.
- Use the domain name applicable to the query you are submitting and within your **123-reg** account.
- In the **Message** field please supply as briefly as possible full details of your enquiry

Tip: If there are any current system issue they will be displayed at the top of the page. Simply click on the relevant title for more information if you think it may be the reason for your issue.

A screenshot of the 'Ask a Question' form. At the top, there's a notification bar with an information icon and text: 'We are currently reporting 1 notification on our System Status, this is: Dedicated connectivity issues - Free BSD and Ubuntu. To view the full Status message, please click on the relevant link.' Below this is the form itself. It has a 'Question Subject' text field, a 'Category' dropdown menu, a 'Domain' text field with a placeholder 'e.g. http://yourdomain.com', and a large 'Message' text area. At the bottom left, there's a section for 'Attach documents (max 5MB/file. Images and text files allowed)' with an 'Add' link. At the bottom right, there's a 'Browse...' button with a red 'x' icon. A blue 'NEXT STEP' button with a right arrow is at the very bottom.

6. Click on the **Next Step** button.

7. You will be presented with a selection of support articles that may answer your query, if they do not, please click on the **No** button. This will submit your query to our support team.

What now?

Your question will be submitted to our support team. You will receive an answer shortly. If you want to check the status of your question, just click on the **My Support** tab.

You will see all the questions you have sent to the 123-reg support team, along with their status.

If you find that your query has been resolved but your incident is still open, please use the relevant **Close Issue** button.

If you need to update your query, please click on the relevant question and scroll down to the bottom of the page. Here you will see a **Message** box, type your update into the box and click on the **Update Message** button. Your update will then be submitted to our support team.