

# Domain Name Administration, Billing & Transfer Guide

## Nominet Domain Extensions



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# Contents

Who are Nominet?	3
How do I obtain my certificate of registration?	3
What is WHOIS Optout?	5
How do I update the registrant details for my domain name?	6
How do I change the owner of my domain name?	7
How do I renew my domain name?	9
How do I stop my domain name from being automatically renewed?	11
How do I transfer a domain name into my 123-reg account from another provider?	12
How do I transfer my domain name into my 123-reg account from another 123-reg account?	16
How do I transfer my domain name away from 123-reg to a new provider?	18

## Who are Nominet?

Nominet is the internet registry for the .uk domain name extension. For more information about Nominet, please visit their website <http://www.nominet.org.uk/>.

## How do I obtain my certificate of registration?

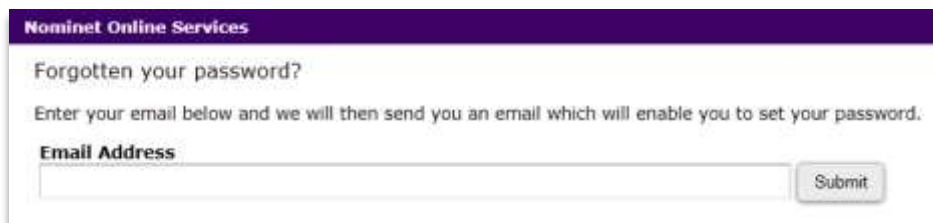
Nominet is the only internet registry that provides certificates of registration for domain names. There was a time when these were automatically sent out via post to registrants; however in these days of technology and environmental consciousness, in order to obtain a certificate, you will need to do this through your Nominet control panel.

A Nominet control panel is automatically set up for you when you purchase a .uk domain name. The login details are provided on the confirmation of registration email that Nominet send you when your domain name is registered. If you already have your Nominet account login details, please skip down to the **Obtaining your certificate of registration** section. If you do not have the email anymore, don't panic!

### Gaining Access to your Nominet account

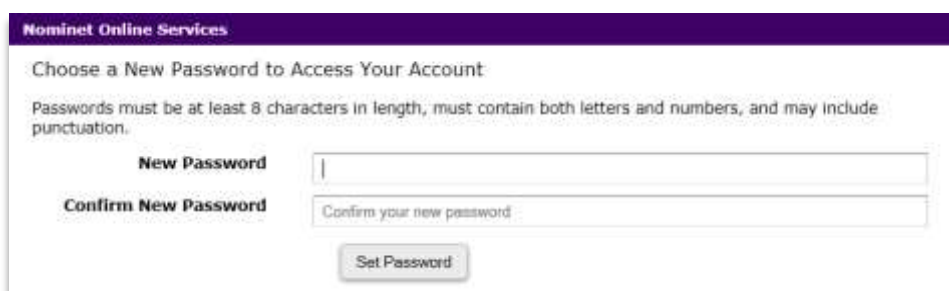
To gain access to your Nominet account, you will need access to the email address that you registered the domain name under.

1. Go to <https://secure.nominet.org.uk/auth/access-your-account.html> and enter the email address your domain name is registered under in the **Email Address** box.
2. Click on the **Submit** button.



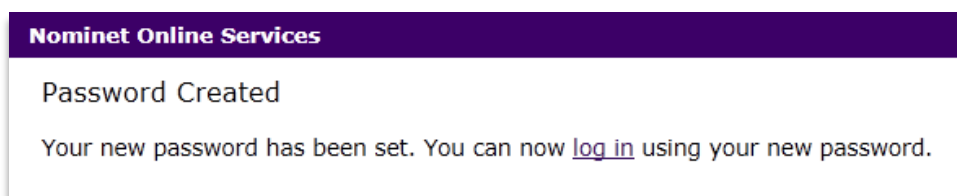
The screenshot shows a web form titled "Nominet Online Services" with a purple header. The main heading is "Forgotten your password?". Below it, a message reads: "Enter your email below and we will then send you an email which will enable you to set your password." There is a text input field labeled "Email Address" and a "Submit" button to its right.

3. If you have entered an email address that is associated with a Nominet account, you will receive an email containing a link in which you can reset your password. Simply click on the link, define your password in the **New Password** and **Verify New Password** boxes and then click on the **Set Password** button.



The screenshot shows a web form titled "Nominet Online Services" with a purple header. The main heading is "Choose a New Password to Access Your Account". Below it, a message reads: "Passwords must be at least 8 characters in length, must contain both letters and numbers, and may include punctuation." There are two text input fields: "New Password" and "Confirm New Password" (with the placeholder text "Confirm your new password"). A "Set Password" button is located below the second field.

4. You will then be taken to the screen displayed below. Click on the **log in** link to be taken to your Nominet account login screen.



The screenshot shows a web form titled "Nominet Online Services" with a purple header. The main heading is "Password Created". Below it, a message reads: "Your new password has been set. You can now [log in](#) using your new password."

## Obtaining your certificate of registration

To get your certificate of registration, please do the following:

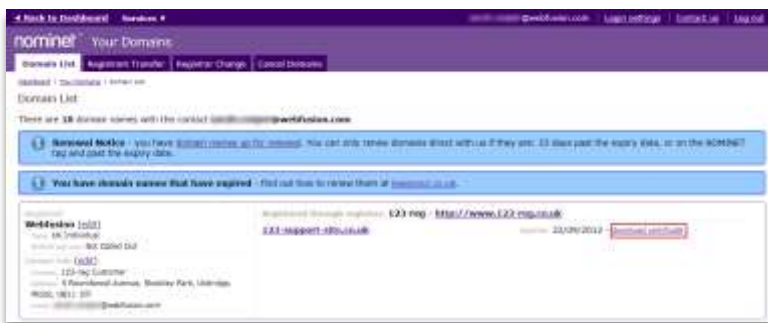
1. Go to <https://secure.nominet.org.uk/auth/login.html>, enter your email address and password in the relevant boxes and click on the **Log In** button.



2. Click on the **Domain List** link.



3. Next to the domain you wish to obtain the certificate for click **download certificate**.



4. A dialogue box will then appear, choose if you wish to open the certificate or save the file. Press **OK** to continue.



5. You will then be able to view the certificate of registration for your domain name.



## What is WHOIS Optout?

The WHOIS database is a public facility available for everyone to view. It displays the names and addresses of domain name registrants. For more information about what the WHOIS database is, please view the following article:

<http://www.123-reg.co.uk/support/support/answers/what-is-the-whois-database-267/>.

If you have registered your .uk domain name as **UK Individual**, you will have the ability to opt out of the WHOIS database.



**Please Note: This option is ONLY available to domain names registered to a UK Individual. Please be aware that this limitation is not a 123-reg policy, it is a standard operation for the .uk domain name extension.**

If you wish to opt out of the WHOIS database, please do the following:

1. Log into your [123-reg control panel](#).
2. In the **Domain names** section, select the relevant domain name in the drop-down list and click on the **Manage** button.



3. Click on the **WHOIS Opt out** option.



4. Tick the **I Would Like to Opt Out** box.
5. Select your registrant type from the drop down box and click on the **Go>>>** button.

Opt out status for 123-reg-support.co.uk

[Click here](#) for some information about opting out

You are currently not opted out of the [Nominal](#) whois system. Opting out will keep your address details hidden.

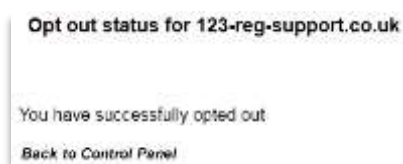
I would like to opt out

If you have chosen to opt out, you must meet the criteria required from Nominal to be eligible. Please be aware only domain name holders that are non-trading individuals can opt out of having their address details published on the WHOIS. In other words, if you do not use or plan to use your domain name for business, trade (this includes the registration of domain names for monetisation purposes, e.g. pay per click advertising etc) or professional transactions, you will be entitled to opt out of having your address displayed.

Registrant type:

[Back to Control Panel](#)

You will then see the following in confirmation that you have been opted out of the whois.



## How do I update the registrant details for my domain name?

It is important to keep all of your contact details up to date for your domain name registration. This is to ensure that you receive all correspondence relating to your domain name. Failure to keep your registrant details up to date could result in the loss of your domain.



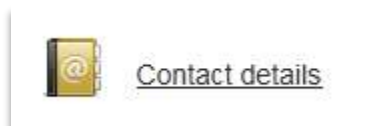
**Please Note: Updating your contact details for your 123-reg account will not automatically update the details that your domain name is registered to.**

To modify contact details for a .uk domain name, you will need to do the following:

1. Log into your [123-reg control panel](#).
2. In the **Domain names** section, select the relevant domain name in the drop-down list and click on the **Manage** button.



3. Click on the **Contact Details** option.



4. Make the desired changes to the contact information displayed, tick the confirmation box and click on the **Update contact information** button.

**Contact Modification**

If you wish to change the actual registrant name for the domain, you will need to contact Network Direct and fill in an electronic form. Click [here](#) to find out more.

This form allows you to modify contact information for the domain 123-reg-support.co.uk

Registrant	Webfusion
Address	3 Roundwood Avenue
City	Uxbridge
Country/State	W8B
Postal/Zip Code	UB11 1FF
Country	United Kingdom
Phone Number	+44 2035576203
Email address	webfusion@webfusion.com

Tick here to indicate the Registrant or the Registrant's agent approves any changes to the domain register and is authorized to make such changes.

[Back to Control Panel](#)

If you wish to change the name that the domain name is registered to, please view the next section of this guide: **How do I change the owner of my domain name?**



**Please Note: If you wish to change your Registrant Type or listed Company name and number please contact the 123-reg support team using the Ask a Question option on the [123-reg support site](#).**



## How do I change the owner of my domain name?

To change the Legal Registrant of a .uk domain name, this must be done through your Nominet control panel.

A Nominet control panel is automatically set up for you when you purchase a .uk domain name. The login details are provided on the confirmation of registration email that Nominet send you when your domain name is registered.

If you do not have the email anymore, don't panic! Go to page 3 of this guide and take a look at the **Gaining Access to your Nominet account** section.



**Please Note: There is a charge of £12.00 (inclusive of VAT) per transfer for changing the legal registrant of a .uk domain name, however, it is up to you whether you pay the fee, or whether the gaining registrant pays it..**

1. Go to <https://secure.nominet.org.uk/auth/login.html>, enter your email address and password in the relevant boxes and click on the **Log In** button.

2. Click on the **Registrant Transfer** link.

3. You will then see a page displaying information about the transfer process, read it and click on the **Next>** button.

4. You then need to select the domain name/s that you are changing the legal registrant for. You can do this by selecting the relevant domain name/s by ticking the box next to the domain name/s, or you can use the **Select all** feature. Press the **Next >** button to continue.

<input checked="" type="checkbox"/> Select all	<input type="checkbox"/> 123-reg-test.co.uk	<input type="checkbox"/> 123demotest.co.uk	<input type="checkbox"/> testing-123-again.co.uk
<input type="checkbox"/> 123-reg-testing.co.uk	<input type="checkbox"/> 123-support-site.co.uk (Webfusion)	<input type="checkbox"/> a-123-reg-test.co.uk	<input type="checkbox"/> testingoncemore.co.uk
<input type="checkbox"/> 123-testing-again.co.uk	<input type="checkbox"/> 123-video-demos.co.uk	<input type="checkbox"/> analternativedomainname.co.uk	<input type="checkbox"/> webfusion-testing.co.uk (Webfusion Ltd)
<input type="checkbox"/> 123-videos.co.uk	<input type="checkbox"/> mytest123domain.co.uk	<input type="checkbox"/> sazzletest.co.uk	<input type="checkbox"/> webfusionsupport.co.uk
	<input type="checkbox"/> test-wf.co.uk	<input type="checkbox"/> wfuktesting.co.uk (Webfusion Ltd)	

5. On the next screen enter the email address of the new registrant for them to accept the transfer and select who is going to pay for the transfer. Press the **Next >** button to continue.

Enter new registrant details:

Please provide the email address of the person or legal entity that you would like to transfer the domain names to, and confirm, who is paying for the transfer.

**Email Address for the New Registrant to accept the transfer**

**Who is going to pay for the transfer?**

I will pay for the transfer

The new registrant is going to pay for the transfer

6. You will then see a page confirming the details of the transfer, check that all of the information is correct. Then tick the box to agree to the statement and click on the **Next>** button.

Summary of Transfer & Agreement:

Please review the information below and tick the checkbox below if correct.

You are transferring the domain name **123-reg-test.co.uk** to the following registrant  (who will be contacted on this email address).

**You will be paying the registrant transfer fee of £12.00.**

**I am the registrant, or I am authorised by the registrant of the domain names specified in this transfer, and I am authorised to transfer them to a new registrant.**

I agree to the above statement

If you have selected to pay for the transfer yourself, you will be taken to the payment page. After you have made payment, you will then see a confirmation screen. If the gaining registrant has been selected to pay, you will be taken straight to the confirmation screen.

A confirmation email will now be sent to the new registrant. The new registrant will then have 5 days in which to agree to the transfer. If the transfer is not agreed within the allotted timeframe, Nominet will issue a refund if payment has been made and you will need to start the process again if you still require the registrant transfer.

If the new registrant accepts the transfer, you will receive an email confirmation when they have completed the process.



## How do I renew my domain name?

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 your domain name on the date of expiry for another 2 year period unless you tell us not to.



**Please Note: Your domain names will only be automatically renewed if your payment details are correct and up-to-date.**

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 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, or alternatively, click on the **please new them now** link in the pink bar at the top of this 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.**

Renew domain name	Expiry date
<input checked="" type="checkbox"/> 123-reg-support.co.uk	18 October, 2011
<input checked="" type="checkbox"/> 123-support-site.co.uk	22 October, 2011

[Back to Control Panel](#)

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.

Domain name	Expiry date	Renew for
123-reg-support.co.uk	18 October, 2011	2 years
123-support-site.co.uk	22 October, 2011	2 years

**Please note:** During the renewal process for .com and .net domains, you will be unable to alter your domain contact details and / or nameservers for up to 7 days, while we update our systems.

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.

Domain name	Current Expiry date	Renew for	Net/Year	Net
123-reg-support.co.uk	18 October, 2011	2 years	£ 2.99	£ 5.98
123-support-site.co.uk	22 October, 2011	2 years	£ 2.99	£ 5.98
<b>Net Total</b>				<b>£11.96</b>
<b>VAT Total</b>				<b>£2.39</b>
<b>Gross Total</b>				<b>£14.35</b>

>>> Step 4 >>>

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



**Please Note:** The payment details used will be stored on your 123-reg account. To ensure continuous service for your 123-reg product we will use these card details to automatically renew all 123-reg services associated with your account in the future unless cancelled in line with 123-reg's cancellation procedure.

## How do I stop my domain name from being automatically renewed?

Our automatic renewal feature means that you will never risk losing your domain 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 domain that has become surplus to your requirements. With that in mind, you can set any unwanted domain names to expire via your 123-reg control panel.

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

1. Log into your [123-reg control panel](#).
2. Within 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/s 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-reg-support.co.uk	18 October, 2011
<input type="checkbox"/> 123-support-site.co.uk	22 October, 2011
<input type="checkbox"/> 123-reg-support.net	4 June, 2012
<input type="checkbox"/> 123-reg-support.com	29 June, 2012
<input type="checkbox"/> 123-reg-support.org	13 August, 2012
<input type="checkbox"/> 123-reg-support.me	16 March, 2013

>>> Next Step >>>

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

Domain name	Expiry date
123-reg-support.co.uk	18 October, 2011
123-support-site.co.uk	22 October, 2011

>>> 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.



**Tip:** For any domain names that you set to expire, please make sure you cancel any associated services.

## How do I transfer a domain name into my 123-reg account from another provider?

If you own a .uk domain name and wish to transfer it from another provider over to 123-reg, it is **free!** 123-reg do not charge to transfer a .uk domain name into us.

In order to transfer your .uk domain name into us, you need to contact your current provider and ask them to change the **IPS tag** to **123-REG**.



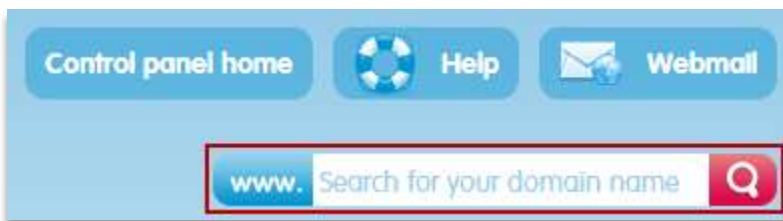
**Important: The IPS tag MUST be in capital letters. If it is not, the transfer will not work and your domain name could get stuck in limbo.**

Some providers will allow you to change the IPS tag through a control panel, but others may require a fax, email or letter to carry out the change. We have put together some useful guides on transferring a domain name away from specific providers:

- **1and1:** <https://www.123-reg.co.uk/1and1.shtml>.
- **Fasthosts:** <https://www.123-reg.co.uk/fasthosts.shtml>.
- **Namesco:** <https://www.123-reg.co.uk/namesco.shtml>.
- **UK2:** <https://www.123-reg.co.uk/uk2.shtml>.

Once the domain name has been put onto the 123-REG IPS tag, please follow the instructions below:

1. Go to the [123-reg home page](#).
2. Enter the domain name that you wish to register in the **domain search** box and click on the **search** button.



3. Select your domain name from the list and click on the **Transfer** button.



4. The selected domain name/s will then appear in your basket as displayed in the example below. Click on the **Checkout** button.



You will be given another chance to review the contents of your basket. To move on to the transfer process, click the **Continue** button.


### Your basket

DOMAIN NAMES	OPTIONS	DURATION	PRICE
123-reg-support.co.uk	Domain Transfer		£0.00 

Subtotal: £0.00  
VAT: £0.00  
Total: £0.00

**CONTINUE** 

5. Confirm that you are the owner of the domain name/are authorised to transfer the domain name then click on the **Continue** button. If you are not the legal owner of any of the Domain names listed in your basket, you can remove them by clicking on the **Recycle Bin** button.

123-reg-support.co.uk [View WHOIS information](#) 

I am the legal owner of the domain(s) listed above/have permission from the legal owner to transfer the domain(s).

If there are any domains you don't own, please remove them from your basket above.

#### What happens next?

Once you check out, your domain will sit in the transfer pending section of your 123-reg control panel. An email will be sent to the administrative contact - please follow the instructions in it to complete the transfer.

We'll also send you all the transfer information by email, so you know exactly what to expect.

**CONTINUE**



**Please Note: You can transfer a domain name for someone else as long as you have permission to do so.**

6. Next, you will be recommended various 123-reg products to add to your domain to help you get online as quickly and easily as possible. When you are ready to proceed, click the **Checkout** button.

We've got lots of add-ons to help you make the most of your domain. Get ready to build your own website with one of our hosting or InstantSite packages, or claim yourname@yourdomain for a truly individual email address.

**Recommended**   Hosting   Email   Site builders   InstantTraffic   Security

### Website Builder

Looking for a complete solution to build a website?

Create a professional website easily in just a matter of minutes without any programming knowledge with our Website Builder package.

**from £4.99 per month**

[Compare Plans](#)   [Configure & Buy](#)

### Instantsite

Create your website in an instant.

With InstantSite, anyone can create a website. That's right, no boring web code or paying out for costly web designer fees - just a great looking website.

**from Free**

[Compare Plans](#)   [Configure & Buy](#)

### Your Basket

**DOMAIN NAMES**

TRANSFERS

Domain Transfer - 123-reg-support.co.uk  
£0.00

**SUBTOTAL: £0.00**  
**VAT: £0.00**

**ORDER TOTAL: £0.00**

**CHECKOUT** >

7. If you haven't already done so, you will now be prompted to Sign In to 123-reg. To do this, enter your 123-reg username and password into the **Existing User** section, then click the **Log Me In** button.

## Existing user? Log in

Email / Username\*

Password\*

**LOG ME IN**

[Forgot your password?](#)

If you do not have a 123-reg account yet, create an account with us by filling in the short form and click on the **Sign Up** button at the bottom right of the screen.

Telephone\*

Mobile

Referral\*

I understand and accept the [terms and conditions](#) of my account.\*

**SIGN UP**



8. If you have just set up an account with 123-reg, you will be prompted to enter a username and password before being taken to the next screen. Please enter the username and password that you have just created.
9. You will then be taken to a screen that displays everything that you have added to your basket. Please ensure that all the details are correct.
10. To complete the checkout process and start the transfer you will need to enter your payment card details. This is a security measure and allows us to set up automatic renewal to help ensure your domain name is renewed on time in the future.

**CARD HOLDER DETAILS**

Your billing address must be the address your card is registered to.

Postal / Zip Code*	UB11 1FF	LOOKUP
Country	United Kingdom	♥
Address Line 1*	5 Roundwood Avenue	
Address Line 2	Stockley Park	
Town / City*	Uxbridge	
County / State	Middx	

\* required fields

[← GO BACK](#) [PAY BY CREDIT CARD](#)

11. You will then see your purchase confirmed.

**Order confirmation**

Ok, it all looks good. You've successfully ordered the following items:

**123-reg-support.co.uk - Domain Transfer**

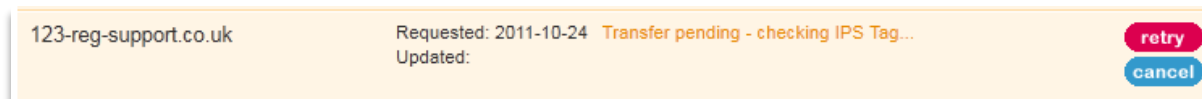
## What happens next?

After the IPS tag has been changed and you've initiated the transfer in your 123-reg control panel, the domain will automatically transfer to your 123-reg account. The transfer should be immediate, however, if the domain name hasn't appeared in your account after a couple of hours, please follow the instructions below:

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



3. Your domain name transfer should appear on this page. If it does not, please contact the 123-reg support team using the **Ask a Question** option on the [123-reg support site](#).



4. Click on the relevant **retry** button. This should push your transfer through unless the domain name is not on the 123-REG IPS tag, in which case this will be stated in the **Status** column.

If your domain name is not on the 123-REG tag, please go back to your previous provider and request that they change the IPS tag. Once the IPS tag has been changed, please repeat steps 1-4 above.

## How do I transfer my domain name into another 123-reg account?

To transfer your domain name from one 123-reg account to another, please follow the instructions below.



**Please Note:** It is only possible to transfer domain names between 123-reg accounts. It is not possible to transfer hosting, email and other services between 123-reg accounts.

### From the account currently holding the domain name:

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



3. Click on the **Start an internal transfer** link.

### **Inter-account Transfer**

Please use this page to transfer any domains registered under your 123-reg account to another 123-reg account holder. This transfer service is only available for use between existing 123-reg customers; and it only allows for the transfer of domains - no other services or products are eligible for transfer.

[Start an internal transfer](#)

4. Type in the username for the 123-reg account that the domains are going to.

The destination account user name:

5. Select the domain name/s that you want to move to the other account and click on the **Start Internal Transfer** button.

The destination account user name:

[Select All](#) / [De-Select All](#)

123-reg-support.me	<input type="checkbox"/>
123-reg-support.net	<input type="checkbox"/>
123-support-site.co.uk	<input type="checkbox"/>
123-support-site.co.uk	<input type="checkbox"/>
123-support-site.co.uk	<input type="checkbox"/>

6. Confirm that you really want to move the domain name to the new account by clicking on the **Yes. Do transfer now** button.

Are you absolutely sure you want to transfer the domains below to 123-Reg user [redacted] ?

- 123-support-site.co.uk
- 123-reg-support.co.uk
- 123-reg-support.net
- 123-reg-support.me

At this point the gaining user will receive an email informing them of the transfer request.

**In the gaining account:**

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



3. Under the **Incoming Internal Transfers** section click on the relevant **Accept this transfer** button.

[Select](#) / [Deselect](#) all Incoming transfers

Incoming Internal Transfers			
123-support-site.co.uk	<input type="button" value="Accept this transfer"/>	<input type="button" value="Deny this transfer"/>	<input type="checkbox"/>
123-reg-support.co.uk	<input type="button" value="Accept this transfer"/>	<input type="button" value="Deny this transfer"/>	<input type="checkbox"/>
123-reg-support.net	<input type="button" value="Accept this transfer"/>	<input type="button" value="Deny this transfer"/>	<input type="checkbox"/>
123-reg-support.me	<input type="button" value="Accept this transfer"/>	<input type="button" value="Deny this transfer"/>	<input type="checkbox"/>

## How do I transfer my domain name away from 123-reg to a new provider?

If you wish to move your domain name away from 123-reg, your new provider will provide you with an IPS tag, if they haven't, please request this information from them.

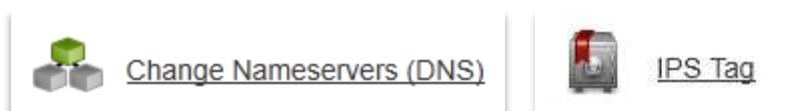
Some providers will also provide you with new nameserver records (some companies may refer to them as DNS settings). They usually look something like **ns.domain.co.uk**.

Once you have all the information required from your new provider, please follow the instructions below.

1. Log into your [123-reg control panel](#).
2. In the **Domain names** section, select the relevant domain name in the drop-down list and click on the **Manage** button.



3. If you need to change your nameservers, please select the **Change Nameservers** option. If you have not been instructed by your new provider to change your nameservers, please select the **Change IPS Tag** option.

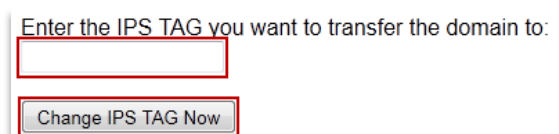


**Important:** If your new provider has instructed that your nameserver records need to be changed in addition to the IPS tag you **MUST** amend the nameserver records first. Once an IPS tag is changed, you will no longer be able to manage that domain name via your 123-reg control panel.

- 4a. **Changing nameservers:** Simply amend your nameserver records as required and click on the **Change Nameservers** button.



- 4b. **Changing your IPS tag:** Enter the new IPS tag in the box provided and click on the **Change IPS TAG Now** button.



The IPS tag normally updates immediately, however some providers have a 'handshake' system where they will need to approve the transfer in and therefore the IPS tag may not update automatically. Please check with your new provider if they have this process in place so that they can approve the transfer once you have changed the IPS tag.