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Lake Barrington, Illinois 60010
ph/fx: [847] 842 - 9570
www.excaltech.com
sales@excaltech.com

Domain Transfer Instructions

Prepare Domain for Transfer with Current Registrar

Note: If ExcalTech currently manages your domain name registration with our old domain reseller, and you are simply looking to transfer it to our new reseller portal, please let your Technology Sales Consultant know. We will then handle the steps in this section and send you an authorization code for the transfer, at which point you can skip to the **Initiate Transfer to ExcalTech** section on page 3.

Before you initiate a transfer request in our portal to transfer your domain name registration to ExcalTech, there are a few steps you must take with your current registrar. First, if you are unsure as to who your current domain name registrar is, you will need to perform a WHOIS lookup on your domain name. There are many websites that offer WHOIS lookups, and most of them should work just fine. In this example, we will use GoDaddy's lookup page to view the WHOIS information for our excaltech.com domain name. Go to https://www.godaddy.com/whois in any web browser. Enter the domain name you wish to transfer and click the Search button.

Search the WHOIS database

excaltech.com	Search

Private registration

In the WHOIS search results, look for a line of text that begins with "**Registrar:**". This is the line that should tell you who your domain name registrar is.

WHOIS search results

Domain Name: EXCALTECH.COM
Registry Domain ID: 5286951_DOMAIN_COM-VRSN
Registrar WHOIS Server: whois.srsplus.com
Registrar URL: http://www.srsplus.com
Updated Date: 2015-03-02T16:41:12Z
Creation Date: 1999-04-14T04:00:00Z
Registry Expiry Date: 2020-04-14T04:00:00Z
Registrar: TLDS L.L.C. d/b/a SRSPlus
Registrar IANA ID: 320

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In this case, the registrar is DBA (doing business as) SRSplus, so SRSplus is the domain's current registrar.

Once you have determined who your domain's current registrar is, login to your domain's portal if you are aware of one. If you are unaware of a portal you can use, you will need to contact the registrar. A quick Google search for the company (in this case, SRSplus) should lead you to their website, where you should be able to find a phone number for contacting them.

There are three actions that must be taken in order to be able to transfer your domain name registration (note that if you do have a portal where you can access your domain and its settings, the exact steps to complete these actions will vary with each registrar's portal):

1. Disable the domain's transfer lock, if it is currently enabled.
2. If the domain has privacy enabled (which hides your contact information from public WHOIS lookups), disable the privacy service.
3. Generate an authorization code – also sometimes referred to as an authorization key, auth code, or EPP code – for the domain, and make note of this code, as you will need to provide it when initiating the transfer request in our portal. **Note:** Some registrars will present this code to you right away, while others will email it to you after a set number of days (most commonly, three days is what we've seen).

After these three actions have been taken, you are ready to initiate the transfer in ExcalTech's domain portal.

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Initiate Transfer to ExcalTech

Note: The following instructions are based on the premise that you already have created and set up an account with our domain portal. If you have not already done so, please navigate to https://www.excaltech.com/help-documentation/ and follow the instructions in our Domain Portal Account Creation Instructions document, which you can access under the Domain Registration Portal heading.

Open the following link in any web browser: http://excaltech.domains (you can include "www" as part of the address if you prefer, although it is not required). You then will see the homepage of our domain name registration portal, similar to below. Click the Login link.

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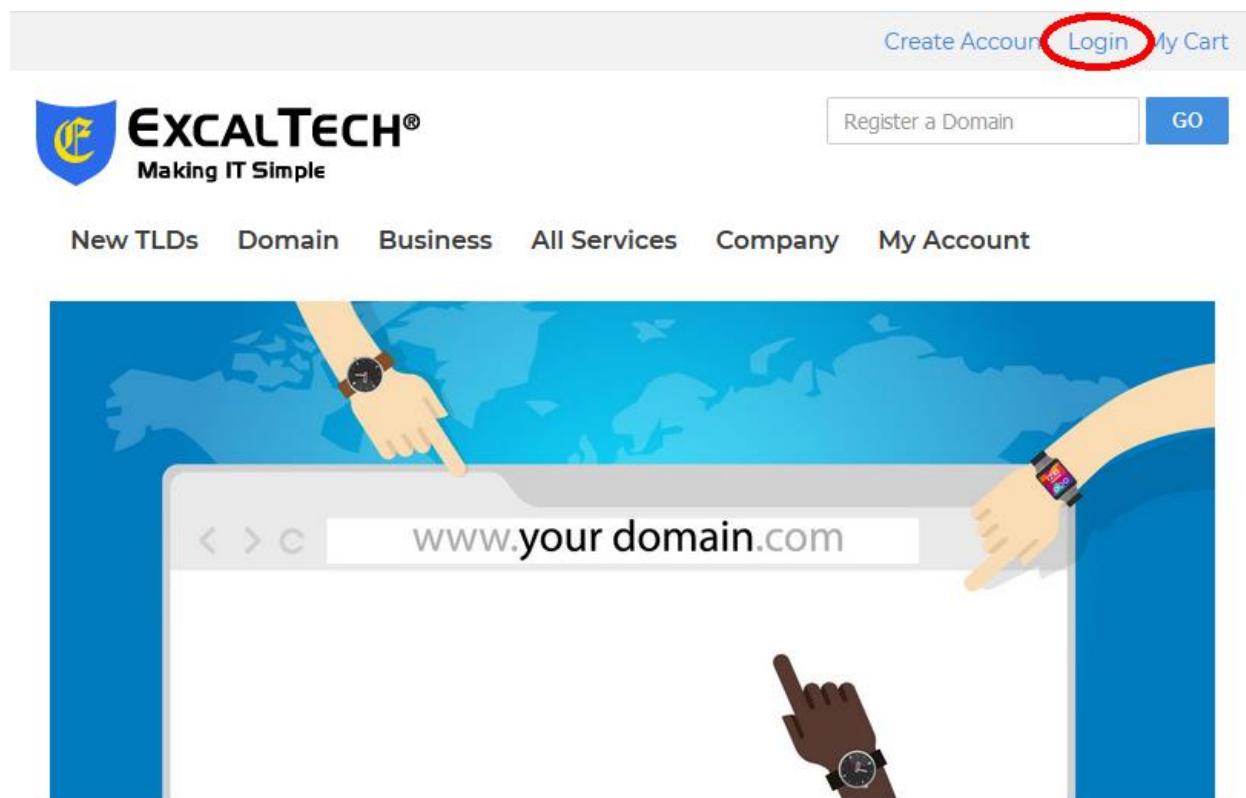
Enter your user account credentials in the Login ID and Password fields and click the Login button.

Create Account   Login   My Cart

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Register a Domain   GO

New TLDs   Domain   Business   All Services   Company   My Account

Login to your account

You need an account to use our superior technology to find the domain names you really want.

New to ExcalTech?

- More free value-added services
- We focus on your security
- Easily manage your domains

Login ID

excaltechexample

Password

●●●●●●●●●●●●●●●

Login   New account | Lost password?

After logging in, scroll down to the section of the page titled Manage My Domains. Under the Transfers heading, click the Transfer link.

Manage My Domains

Domains (0)
Manage | Register | Expiring | Help

DNS Hosting (0)
Manage | Buy | Help

Transfers
Transfer | Transfer Report | Help

Domain Tools
Bulk Register | Bulk Renew | Bulk Transfer | All Tools

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Retrieve the authorization code that was generated for your domain by your current registrar. In the Domains to Transfer text box, enter your domain name, followed by a comma, followed by the authorization code. If you prefer, you can include a space between the comma and the authorization code for readability.

Note: If you plan to transfer more than one domain, you can transfer them at the same time by repeating this process and specifying one domain with authorization code on each line.

Domain Transfer

Transfers Report | Help

Start your domain transfer now

Domains to Transfer

```
domain1.com, Az4by2xg
domain2.com, 1ab2CD3e
```

For domains requiring an authorization key enter the domain then

the key seperated by a comma. Enter each domain on a new line.

+ Modify Domain transfer Settings

Transfer Domains

You also can click the Modify Domain transfer Settings link if you prefer to review and possibly change any of the default settings (see screenshot on next page). We recommend leaving most of the default settings as they are, with the exception of selecting the Add ID Protect checkbox, which enables the privacy service that hides your contact information from public WHOIS lookups. **This service costs an additional $10 per year**, but we feel it is well worth it in order to prevent spam bots looking up your contact information and then sending you spam emails.

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- Modify Domain transfer Settings

Add ID Protect

☑ Add ID Protect for this domain for $10.00/yr (recommended) i

Transfer Verification

◉ Auto Verification i ○ Verification by Fax i

Registrar Lock

☑ Prevent supported domains from being transferred away. (recommended)

Auto Renew

☑ Renew these domains before they expire. (recommended)

Access Password

☐ Assign a domain name password

If a password is set, you can modify domains at: http://access.name-services.com ⧉

Password		Confirm Password
	⋯	

After you have entered each domain and authorization code and adjusted any desired transfer settings, click the Transfer Domains button.

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The next page will ask you to confirm the authorization code(s) you entered in the previous step. If any information looks incorrect, you can make any corrections here. Once everything looks correct, click the Continue button.

Domain Transfer

Transfers Report | Help

Enter your transfer authorization keys

If the domain requires an authorization key, you will have to obtain it from the current registrar.

Domain Name	Authorization Key
domain1.com *	Az4by2xg *
domain2.com *	1ab2CD3e *

Continue   Cancel Transfer

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On the order review page, make sure all information looks correct. Review the terms of service and check the checkbox to agree to the terms, and then click the Submit Order button.

Domain Transfer

Transfers Report | Help

Review your transfer order

Domain Name	Lock	Auto Renew	Retain Whois	Password Set	Price
domain1.com	Yes	Yes	No	No	$20.00
domain2.com	Yes	Yes	No	No	$20.00
				Total:	$40.00

Terms of Service

Do you agree? * ☐ I have read and agree to the Terms of Service Agreement

Submit Order Cancel Order

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After submitting the order, you should see an alert on a green background near the top of the page that says "The order has been successfully inserted."

Logged in as excaltechexample Log Out My Cart

Register a Domain   GO

New TLDs   Domain   Business   All Services   Company   My Account

⌂ ⟩ My Account ⟩ Domain Tools ⟩ Transfer   ? Help

✓ The order has been successfully inserted

Domain Transfer   Transfers Report | Help

Thank you for initiating a transfer request at ExcalTech.

Your order confirmation number is: 53197400

- View the status of a Transfer Order
- Transfer more domains now!
- Register a domain name

Next, your current registrar must release the domain to our system. Typically, this takes 5-7 days to complete. If you have a domain portal with your current registrar, there may be an option in your portal to release the domain immediately. This is not necessary, however, as the domain will be released after 5-7 days.

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After your current registrar releases the domain, you will receive an email from **donotreply@name-services.com** with the subject "IMMEDIATE VERIFICATION required for *[domain name]*" (please be sure to check your spam or junk folder in case you do not receive such an email in your inbox). Click the link titled "Click here to verify your email address" to confirm ownership of your email address.

↩ Reply ↩ Reply All ↪ Forward

Tue 8/13/2019 4:17 PM

donotreply@name-services.com

IMMEDIATE VERIFICATION required for ▓▓▓▓▓▓

To   ▓▓▓▓▓
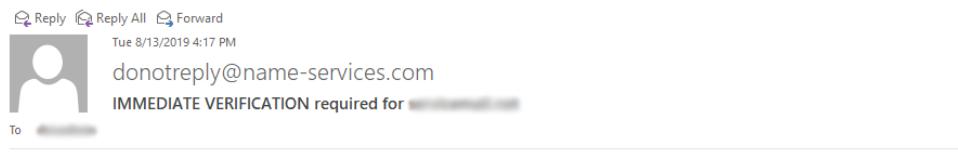
Français Italiano Português Español Deutsch Polskie Srpski

As of January 1, 2014, the Internet Corporation for Assigned Names and Numbers (ICANN) has mandated that all ICANN accredited registrars begin verifying the WHOIS contact information for all new domain registrations and Registrant contact modifications.

The following Registrant contact information for one or more of your domains has not yet been verified:

Name	▓▓▓ ▓▓▓▓
Address 1	22102 N. Pepper Rd. Suite #201
Address 2	
City	Lake Barrington
State Province	IL
Postal Code	60010
Country	US
Email Address	▓▓▓▓▓▓▓▓▓▓▓▓▓

Please click the link below to verify the Registrant email address. You have a 15-day window from the time of the contact change to verify the email address. After 15 days, the domain(s) associated with this Registrant contact will be suspended until the e-mail address is verified.

By verifying your email address, you acknowledge that you have read and agree to the Registration Agreement.

Click here to verify your email address

If the above link does not work, please copy-and-paste the following URL into an open web browser to complete the verification process:

Note: If you fail to do this within 15 days of receiving this email, the domain will automatically be suspended, which will bring down any website and email services you have that use your domain name. To be safe, we recommend clicking the link to verify your email address as soon as you receive the email.

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When you click the aforementioned link to verify your email address, the page that loads in your web browser will look like the following to indicate that your address has been verified.

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Within the next 24 hours, you should receive another email from **donotreply@name-services.com** with the subject "Set your data use consent preferences" (please be sure to check your spam or junk folder in case you do not receive such an email in your inbox). Click the link titled "Set your data use consent preferences".

![ExcalTech logo] **EXCALTECH®**
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When you click the aforementioned link to set your data use consent preferences, the page that loads in your web browser will look like the following.

Please carefully read over all the information presented. You also can click the Data Use Information Page link to view more information about how your data is used. Once you have finished reviewing everything, check the box to indicate that you **do** consent, or leave it blank to indicate that you **do not** consent. Finally, click the SAVE CONSENT SETTINGS button.

Note: If you transferred multiple domains and they **do not** all have the same domain name extension (.com, .net, etc.), you will see **one checkbox** in the gray box for **each domain name extension**. For example, if you transferred domain1.com, domain2.com, and domain1.net, you will see one checkbox for .com and one checkbox for .net. In this example, checking the checkbox for .com means you consent to the sharing of the specified data for domain1.com **and** domain2.com. Checking the "I consent to all of the above" checkbox is effectively the same as checking all the checkboxes in the gray box.

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Consent is optional

With your consent, ExcalTech may share the following data with the registry services provider, and our data escrow provider. For more information, visit our Data Use Information Page.

.net

☐ I consent to the processing of: **Address, City, Country Code, Email Address, Fax Number, First Name, Last Name, Organization, Phone Extension, Phone Number, Postal Code, State**

☐ I consent to all of the above

You are in control of your data. You can withdraw consent at any time. Your privacy is important to us. Thank you for taking the time to review your consent preferences.

SAVE CONSENT SETTINGS

For general customer support inquiries related to these services please contact ExcalTech. You have the right to lodge a complaint with a supervisory authority. If the data that ExcalTech holds is incorrect, please contact ExcalTech to correct it. ExcalTech's Data Protection Officer can be reached at Thomas Rickert, Kaiserplatz 7-9, 53113 Bonn, dpo@tucows.com

After saving your consent settings, you will see the following message.

SAVED ✓

Your settings have been saved. **You are in control of your data.** You can update your consent selection at any time by returning to this page.

As a final step, we recommend reviewing the WHOIS contact information on your domain to ensure that everything is correct. Login to your account if you aren't currently logged in. On the My Account page (which you will already be on if you just logged in), scroll down to the section of the page titled Manage My Domains. Under the Domains heading, click the Manage link.

Click on the domain you just transferred.

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In the WHOIS Contact Information box, click the Edit link on the right side of the page.

🌐 **Domain Manager**

Register a new domain today!

My Domains	Expiring	Expired	DNS Hosted	My Folders	Search

Navigation »   📋 ⚙️ 📇 📁 🗒️   more ▾

Need help? Try our FAQs

Domain Settings

📅 **Expires 1/7/2021**   **Renew**

Don't lose your name because you didn't renew it.

⚙️ **General Settings**   ✏️ Edit

Manage Registrar Lock, Auto Renew, Access Password, EPP Key

- **Registrar Lock** is *Enabled*
- **Auto Renew** is *Enabled*
- **Access Password** is *Disabled*

🖥️ **WHOIS Contact Information**   ✏️ Edit

Manage your WHOIS contact information.

📁 **Folder Settings**   ✏️ Edit

This domain is *Not Contained* within a folder.

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Review all the information in the Registrant Contact area to confirm it is correct. If necessary, update any information that is incorrect, scroll down the page, and click the Save Changes button. There are three other contact types associated with your domain: Administrative Contact, Auxiliary Billing Contact, and Technical Contact. By default, these will all use the contact information you assign to the Registrant Contact. If you have a reason for specifying different contact information for any of these, you can do so on this page as well, although in most cases this is unnecessary.

Note: There will be a checkbox titled "Enable 60-day transfer lock." above the Save Changes button, and it will be checked by default, which means that upon saving your changes, the domain will not be able to be transferred from ExcalTech to another registrar for the next 60 days. This is a security mechanism that is meant to guard against a potential scenario whereby someone gains unauthorized access to the domain, changes the contact information on the domain to their own information, and then transfers it to an account of their own. We recommend leaving this checked any time you update the WHOIS information on your domain.

Administrative Contact ● Use Registrant Contact ○ Use a custom contact

Auxiliary Billing Contact ● Use Registrant Contact ○ Use a custom contact

Technical Contact ● Use Registrant Contact ○ Use a custom contact

☑ Enable 60-day transfer lock.

Save Changes

The domain transfer process is now complete.