

# Preparing your Domain to transfer from Melbourne IT

# 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: [melbourneit.com.au](http://melbourneit.com.au)
- You will need your account login username and password.
- If you do not have your account details, you will need to contact Melbourneit. Their support number is on their website.

# Step 1: Click Log In on the main site.

Domain Name Registration, Search Engine Marketing, Web Hosting & Design - Microsoft Internet Explorer provided by Tucows.com Co

http://www.melbourneit.com.au/

MELBOURNE IT | '4.5 million domain names under management'

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Call us & speak with a real eBusiness Consultant

PRODUCTS ▾ MY ACCOUNT RENEW PROGRAMS WHOIS HELP ABOUT

• Domain Names • Email Services • Website Hosting • Website Design • Online Marketing • Dedicated Servers • Office Tools • SSL Certificates

Log In | Order

PREMIUM Domain Names

Search & Register your Domain Names Here

Assisted Domain Search

Buy your premium domain names with the eBusiness experts!

Click here to see our Premium Domain listings.

www. Enter keyword or domain SEARCH

Use our NameAssist tool to find the best domain names.

**5 Years** for the Price of 3

Register your domain name and save!  
(com, net, org, biz, info, us)

REGISTER NOW

**BUILD**

Build a website

Starts at just \$48.95/mo

**DEVELOP**

Starter Hosting

100 Emails and 5GB Space

Starts at just \$25.94/mo

**GROW YOUR BUSINESS**

Get more sales leads from real buyers

Find out more

Gold Supplier International Edition

**SUCCESS STORIES FROM OUR CLIENTS**

Click to watch

"Melbourne IT helped us get to number 1 in our search area"

**INNOVATION**

Cloud Computing in Australia

**ONLINE BRAND MANAGEMENT**

Protect your Brands online

**INTERACT**

## Step 2: Log in with your account username and password.

### My Account

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#### Log in to your My Account

\* My Account Username

\* My Account Password

- » [Create a new My Account](#)
- » [Have you forgotten your password?](#)
- » [Log in to Domain Maintenance](#) with your Domain Name and Melbourne IT Registry Key

# Step 3: Click Manage Domain Names.

[Home](#) > [My Account](#) > My Account Console

Welcome back, **Bob**

customer since 06/11/2009

 DNS Management just launched ([Click here to learn more](#))

## My Purchases

### Manage Domain Names

- » [Manage Domain Names \(1\)](#)
- » [Add a Domain Name](#)
- » [View Expiring Domain Names](#)
- » [Transfer to Melbourne IT](#)
- » [View Search History](#)

## Manage Services

- » [Manage Services](#)
- » [View Email Services](#)
- » [View Web Hosting Services](#)
- » [View Web Design Services](#)
- » [View Online Marketing Services](#)
- » [View Dedicated Servers](#)

## Order Summary

- » [View All Orders \(2\)](#)
- » [View Completed Orders \(1\)](#)
- » [View Orders In Progress](#)
- » [View Abandoned Orders \(1\)](#)

## Account Management

### Invoice and Payments

- » [View All Invoices \(2\)](#)
- » [View Paid Invoices \(1\)](#)
- » [View Outstanding Invoices \(1\)](#)

## My Profile

### Profile Settings

- » [Update Contact Details](#)
- » [Update Password](#)
- » [Manage Payment Details](#)

### Support

- » [Submit New Request](#)
- » [Find Solutions](#)

## The Melbourne IT Marketplace



**Managed  
PC Backup**  
backing up your business

### Easy to use secure backup software

WebCentral's Managed PC Backup is an easy to use solution to securely backup important data such as documents, images and databases.

- » suitable for home, small office and enterprise
- » complete security and privacy

## Step 4: Search and then click your domain name to be transferred.

Manage Domain Names

View All Expiring Domains Search History

...with selected domain(s)

- Add Domain
- View Domain
- Renew Domain
- Lock/Unlock
- Update Contact Details
- Cancel Domain
- Manage DNS
- Change Nameservers
- Change Email Forwarding
- View Domain Password
- Change Domain Owner
- Enable Private Registration

Search:     Show rows:  1-1 of 1 | prev | next

<input type="checkbox"/>	Domain Name	Domain Status	Expiry Date ▲	Private Registration	Lock Status
<input type="checkbox"/>	<u>sirrobin.net</u>	Registered	06/11/2010	<u>Active</u>	🔒 Unlocked

**Step 5:** Disable Domain Privacy. This is required to complete the transfer. If **Private Registration** is active, it needs to be turned off. Next to **Private Registration**, click **Active**.

Manage sirrobin.net

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### Overview

Domain Name	sirrobin.net
Registry Key	agpn
Status	Registered
Registration Date	Fri Nov 06 11:09:10 GMT+11:00 2009
Expiry Date	Sat Nov 06 10:09:16 GMT+11:00 2010
Lock Status	<input checked="" type="checkbox"/> Unlocked
Private Registration	<a href="#">Active</a>

- » [Lock/Unlock Domain](#)
- » [Renew Domain](#)
- » [View Domain Password \(AuthInfo\)](#)
- » [Cancel Domain](#)
- » [Change Domain Owner](#)

### Contact Details

Registrant Administrative Technical Billing

Organisation Name	
Address 1	111 Avenue Rd.
Address 2	
Address 3	
Suburb	Toronto
State	Ontario
Postcode	M1M0M0
Country	CA
Telephone No	+1.4165551212
Fax No	
Email Address	<a href="mailto:mail@registrarresearch.info">mail@registrarresearch.info</a>

**Step 6:** Private Registration displays **Suspended** after it has been disabled. Please note this may take up to 24 hours to change.

### Overview

Domain Name	sirrobin.net
Registry Key	
Status	Registered
Registration Date	Fri Nov 06 11:09:10 GMT+11:00 2009
Expiry Date	Sat Nov 06 10:09:16 GMT+11:00 2010
Lock Status	 Unlocked
Private Registration	<a href="#">Suspended</a>

- » [Lock/Unlock Domain](#)
- » [Renew Domain](#)
- » [View Domain Password \(AuthInfo\)](#)
- » [Cancel Domain](#)
- » [Change Domain Owner](#)

# Step 7: Update Contact Information

Check your administrative **Contact Details** to ensure that the administrative email address is valid. This step ensures that you will receive all notifications for your transfer request. If you need to change it, click Change Contact. If not, skip to **Step 8**.

Manage sirrobin.net

Domain was locked successfully

### Overview

Domain Name	sirrobin.net
Registry Key	agpn
Status	Registered
Registration Date	Fri Nov 06 11:09:10 GMT+11:00 2009
Expiry Date	Sat Nov 06 10:09:16 GMT+11:00 2010
Lock Status	🔒 Locked
Private Registration	<a href="#">Active</a>

- » [Lock/Unlock Domain](#)
- » [Renew Domain](#)
- » View Domain Password (AuthInfo) [[Unlock](#)]
- » View Domain Password (AuthInfo) [[Unlock](#)]
- » Cancel Domain [[Unlock](#)]
- » Change Domain Owner [[Unlock](#)]

### DNS

You are currently using our default Name Servers and have no active services on this domain name.

Name Server 1	rns1.melbourneit.com.au
Name Server 2	rns2.melbourneit.com.au

- » Change Name Servers [[Redelegate Domain Name](#)]

### Contact Details

Registrant Administrative Technical Billing

Title	Mr
First Name	Bob
Last Name	Smith
Organisation Name	
Position	
Address 1	111 Avenue Rd.
Address 2	
Address 3	
Suburb	Toronto
State	Ontario
Postcode	M1M0M0
Country	CA
Telephone No	+1.4165551212
Fax No	
Email Address	<a href="mailto:mail@registrarresearch.info">mail@registrarresearch.info</a>

- » [Change Contact Details](#)

## Step 8: Modify the email address, then click continue.

### Update contact details for sirrobin.net

Please use [advanced edit mode](#) if you would prefer to update contact details individually for registrant/organisation, administrative, technical and billing contacts.

Title	<input type="text" value="Mr"/>
First Name	<input type="text" value="Bob"/>
Last Name	<input type="text" value="Smith"/>
Position	<input type="text"/>
Address Line 1	<input type="text" value="111 Avenue Rd."/>
Address Line 2	<input type="text"/>
Suburb	<input type="text" value="Toronto"/>
State	<input type="text" value="Ontario"/>
Postal / Zip Code	<input type="text" value="M1M0M0"/>
Country	<input type="text" value="Canada"/>
Email Address	<input type="text" value="mail@registrarresearch.info"/>
Phone	<input type="text" value="1"/> <input type="text" value="4165551212"/>
Fax	<input type="text"/> <input type="text"/>

CONTINUE

## Step 9: Click **Manage Domain Names**.

### Update Contact Details

Update contact details for [sirrobin.net](#)

**Update Successful!**

Domain Name sirrobin.net

Details The supplied contact information has been used to update all of the contacts associated with your domain name.

Would you like to return to [Manage Domain Names?](#)

# Step 10: Click your domain name to be transferred.

Manage Domain Names

View All Expiring Domains Search History

...with selected domain(s)

- Add Domain
- View Domain
- Renew Domain
- Lock/Unlock
- Update Contact Details
- Cancel Domain
- Manage DNS
- Change Nameservers
- Change Email Forwarding
- View Domain Password
- Change Domain Owner
- Enable Private Registration

Search:     Show rows:  1-1 of 1 | prev | next

<input type="checkbox"/>	Domain Name	Domain Status	Expiry Date ▲	Private Registration	Lock Status
<input type="checkbox"/>	<a href="#">sirrobin.net</a>	Registered	06/11/2010	<a href="#">Active</a>	🔒 Unlocked

# Step 11: Unlock your domain. Unlocking your domain allows your new provider to transfer the domain. Click **Lock/Unlock Domain**.

Manage sirrobin.net

Domain was locked successfully

## Overview

Domain Name	sirrobin.net
Registry Key	
Status	Registered
Registration Date	Fri Nov 06 11:09:10 GMT+11:00 2009
Expiry Date	Sat Nov 06 10:09:16 GMT+11:00 2010
Lock Status	 Locked
Private Registration	<a href="#">Active</a>

- » [Lock/Unlock Domain](#)
- » [Renew Domain](#)
- » View Domain Password (AuthInfo) [[Unlock](#)]
- » View Domain Password (AuthInfo) [[Unlock](#)]
- » Cancel Domain [[Unlock](#)]
- » Change Domain Owner [[Unlock](#)]

## Contact Details

Registrant	Administrative	Technical	Billing
Title	Mr		
First Name	Bob		
Last Name	Smith		
Organisation Name			
Position			
Address 1	111 Avenue Rd.		
Address 2			
Address 3			
Suburb	Toronto		
State	Ontario		
Postcode	M1M0M0		

## Step 12: Click **Unlock Domain**.

### Manage sirrobin.net

#### Unlock sirrobin.net

The domain name **sirrobin.net** is currently locked.

Locking your domain name means that it can not be transferred to another Registrar without first being unlocked ([tell me more](#)).

Please confirm that you would like to unlock this domain?

Unlock Domain

# Step 13: The domain **Lock Status** should now display **Unlocked**.

Manage sirrobin.net

Domain was unlocked successfully

## Overview

Domain Name	sirrobin.net
Registry Key	
Status	Registered
Registration Date	Fri Nov 06 11:09:10 GMT+11:00 2009
Expiry Date	Sat Nov 06 10:09:16 GMT+11:00 2010
Lock Status	<input checked="" type="checkbox"/> Unlocked
Private Registration	<a href="#">Active</a>

## Contact Details

Registrant	Administrative	Technical	Billing
Organisation Name			
Address 1	111 Avenue Rd.		
Address 2			
Address 3			
Suburb	Toronto		
State	Ontario		
Postcode	M1M0M0		

# Step 14: Obtain your Auth Code. Click **View Domain Password (Authinfo)** to obtain your domain transfer authorization code.

Manage sirrobin.net

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### Overview

Domain Name	sirrobin.net
Registry Key	agpn
Status	Registered
Registration Date	Fri Nov 06 11:09:10 GMT+11:00 2009
Expiry Date	Sat Nov 06 10:09:16 GMT+11:00 2010
Lock Status	Unlocked
Private Registration	<u>Suspended</u>

- » [Lock/Unlock Domain](#)
- » [Transfer Domain](#)
- » [View Domain Password \(AuthInfo\)](#)
- » [Cancel Domain](#)
- » [Change Domain Owner](#)

### DNS

### Contact Details

Registrant Administrative Technical Billing

Organisation Name	
Address 1	111 Avenue Rd.
Address 2	
Address 3	
Suburb	Toronto
State	Ontario
Postcode	M1M0M0
Country	CA
Telephone No	+1.4165551212
Fax No	
Email Address	<a href="mailto:mail@registrarresearch.info">mail@registrarresearch.info</a>

**Step 15:** The domain password (also known as the auth code) is displayed at the top right hand corner. Document this code for approving the domain transfer.

## Manage sirrobin.net

Domain name password (authinfo): 234K2093Y

### Overview

Domain Name	sirrobin.net
Registry Key	12345
Status	Registered
Registration Date	Fri Nov 06 11:09:10 GMT+11:00 2009
Expiry Date	Sat Nov 06 10:09:16 GMT+11:00 2010
Lock Status	🔒 Unlocked

### Contact Details

Registrant	Administrative	Technical	Billing
Organisation Name			
Address 1	111 Avenue Rd.		
Address 2			
Address 3			
Suburb	Toronto		
State	Ontario		

You are now ready to transfer your domain.