

# Transfers

This section provides instructions on Inter-Registrar Transfers, Internal Transfers, and Change of Registrant (Owner-Change) Procedures.

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# Transferring Domains to Joker.com

According to ICANN regulations, when transferring domains between registrars, the Gaining Registrar (Joker.com) must initiate the process. To begin, Joker.com needs to obtain express authorization from either the Registered Name Holder or the Administrative Contact. This authorization is fulfilled by possessing the AUTH-ID. You can find more information about the transfer policy here: <https://www.icann.org/resources/pages/transfer-policy-2016-06-01-en>

**The transfer policies and rules may vary from registry to registry, for more information and examples please also refer to our [Specific ccTLDs: Transfers article](#).**

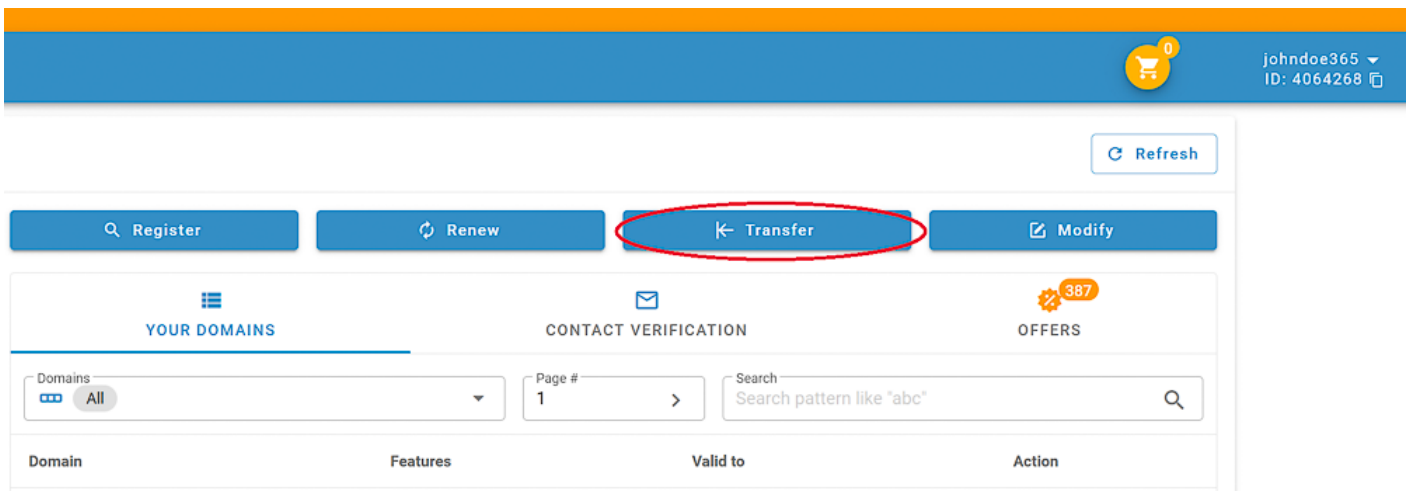
## Prepare for the Transfer

- Check with your current/old registrar
- Make sure your domain is "unlocked" and eligible "change of registrar"
- Request the AUTH-ID (also known as the 'epp-code') for the domain you want to transfer.

**Note:** Generally, the domain must be registered for at least 60 days before a transfer is possible.

## Initiate the Transfer

1. Log in, and click the "Transfer a Domain to Joker.com" button:



2. Enter the domain name you want to transfer (without "www."), click "Transfer Domain"

### Transfer to Joker.com

Please enter the domain you want to transfer to Joker.com.

For the transfer, the AUTH-ID is required, which you can obtain from the current registrar of the domain. The domain holder resp. registrant is asked for permission by the current registrar. If permission is given, the transfer can be processed immediately. If no reply is received, processing will take place after 5 days, unless rejected.

Of course, only domain currently registered with other registrars can be transferred. To register new domains, please visit our [domain search](#).

Domain:

[Transfer domain](#)

or

[Bulk transfer \(transfer of multiple domains\)](#)

#### Important:

- please make sure, that there is **no** so-called registry or client 'transfer lock' active for the domain you want to transfer. The transfer lock will prevent any attempt to transfer, please verify that the transfer lock has been removed at the **current** registrar, and that he does not block or lock the domain otherwise
- the domain to be transferred must have been active for at least 60 days at the **current** registrar, otherwise the transfer will fail
- the domain to be transferred must not be subject of an active ICANN UDRP dispute procedure
- the domain should have a remaining term of least 7 days, to ensure that the transfer succeeds within the time limits (a maximum of 6 days is granted to confirm or object a transfer). In case the domain has less than 7 days of remaining term, a successful transfer cannot be warranted.
- this procedure will trigger email notifications to the domain owner and the admin contact of the domain to be transferred

### 3. Enter the AUTH-ID (epp-code) obtained from your current Registrar, click "Proceed":

#### Transfer of example101.org

[Transfer: AUTH-ID](#) / [Whois: Contact data](#) / [Domain attributes](#) / [Confirm domain data](#) / [Payment information](#) / [Order summary](#)

#### Transfer to Joker.com

To transfer a domain to Joker.com, you have to provide a so called *AUTH-ID* (also called *Domain Password*, *AUTH-INFO*, *EPP-Code* or *AUTH-CODE*).

This ID is the proof of authorisation regarding to this domain.

**You have to request this ID from your *current* Registrar or provider!**

In case it is not possible to determine the AUTH-ID for your domain, you may try to enter "none" here. **This will result into a manual investigation.** Please note that this will most probably **delay the transfer process**, and the transfer will not be performed automatically.

For **.eu Domains**, the AUTH-ID can also be requested directly from [the registry](#).

Without a valid AUTH-ID, a transfer will not succeed.

Auth-ID:

#### Additional Options:

You can add additional options related to your domain.

Privacy of your contact data: [Preview](#) <sup>1)</sup>

When using the Joker.com privacy options, valid Joker.com proxy contact details are transferred to the registry of the respective top-level domain instead of your personal contact details. Furthermore, these contact data are also used for display in the public domain register (Whois) if the top-level domain is not GDPR-compliant.

- ☒ Standard domain contact data
- ☐ Privacy basic (EUR 1.80)
- ☐ Privacy pro (EUR 3.01)

<sup>1)</sup> This relates to domains not compliant to the european data privacy policy (GDPR)

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### 4. Add the contacts:

## Transfer of example101.org

Transfer: AUTH-ID / [Whois: Contact data](#) / Domain attributes / Confirm domain data / Payment information / Order summary


### Contact Information for .org domains

You need to identify people who will take care of the domain by either choosing appropriate contacts or creating a new contact with the "create" button.

**You will be taken to this form again after successful creation.**

If you want to choose a contact already used (known) at Joker.com, you may search for it in our WHOIS, and then pick one of the returned results.

The owner contact is mandatory, all other contacts are optional or are by default identical to the owner contact.

Owner ✓	
<div>Change Contact</div> <div>Choose contact</div> <div>Enter handle</div>	<div>John Doe</div> <div>Doe LLC</div> <div>Street 45</div> <div>12345 City, BE</div> <div>example@joker.com </div>
Admin ✓	<input checked="" type="checkbox"/> Same as: <input checked="" type="radio"/> Owner
Technical ✓	<input checked="" type="checkbox"/> Same as: <input checked="" type="radio"/> Owner <input type="radio"/> Admin
Billing ✓	<input checked="" type="checkbox"/> Same as: <input checked="" type="radio"/> Owner <input type="radio"/> Admin <input type="radio"/> Technical

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You can either create new contacts, or use already existing. See also:

### What are Domain Contacts?

### Creating and Modifying Contacts

**Please note:** due to GDPR regulations and technical reasons, we cannot automatically transfer your existing domain contact data.

## 5. Choose your nameservice:

## Transfer of example101.org

Transfer: AUTH-ID / Whois: Contact data / [Domain attributes](#) / Confirm domain data / Payment information / Order summary

### Domain Attributes

Here you have the opportunity to add or change additional domain options.

#### Domain name service (DNS):

In order to use your domain(s), we need information about the DNS servers which should be responsible for your domain(s).  
If you choose the free **Joker domain name service**, you don't have to provide anything else here.

☒ **Joker.com** Domain Name Service [free of charge]

☒ **take over existing nameserver records (zone)** - Joker.com will fetch the current zone data from the active nameservers *if possible*.

Please note:

- this is usually not possible for DNSSEC domains
- in any case, you have the option of modifying or adding your own DNS records in the following step

or

☐ **Custom** name service - use your current **external name servers**, or provide your own

#### Miscellaneous:

☐ **Whois Opt-In**

In general, your personal data will **not** be published in the domain directory (Whois). However, if you prefer a publication, you can activate it here. Please note that not all domain registries currently support this optional publication, therefore we cannot guarantee a function outside of Joker.com.

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**Tip:** If you are currently using the name service of the initial registrar, it is best to choose our equivalent, the free Joker.com name service. Our system will attempt to read and accept your current name server entries. You can add and confirm them before starting the transfer: click on "edit DNS records" on the next page.

You may also consider using our **free DNSSEC** option for secure name services.

## 6. Add privacy service, if desired:

## Transfer of example101.org

Transfer: AUTH-ID / Whois: Contact data / Domain attributes / [Confirm domain data](#) / Payment information / Order summary

### Check Domain Information

Whois: Contact data for .org domains [🔗](#)

The information as shown below will be used as registration data for the selected domain(s).

**You have not selected a privacy option.**

The preview below shows how your contact data will be published in the domain register (Whois) for domain types which do not comply with the European data protection guidelines. Information on these domain types can be found at the [registration conditions](#).

In case you want to change privacy options, you can do this [here](#).

[No Privacy](#) [Privacy Basic](#) [Privacy Pro](#) [Add this option to all .org domains of this order](#)

This information refers to domain types that do not comply with the European data protection guidelines.

Owner, Admin, Technical, Billing

John Doe  
Doe LLC  
c/o IDPS International Domain Privacy Services GmbH  
Hansaallee 191  
40549 Düsseldorf, DE  
-abcdefg123456789-@proxy-privacy.com  
☎ +49.21186767448  
📠 +49.211867676448

Domain name server

Joker.com Name service

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More info about our [Privacy Service](#).

7. Enter your payment details, and click "Proceed":

## Transfer of example101.org

Transfer: AUTH-ID / Whois: Contact data / Domain attributes / Confirm domain data / [Payment information](#) / Order summary

### Payment Information

your selection	period	price in USD <sup>1)</sup>	in EUR <sup>1)</sup>	in GBP <sup>1)</sup>
example101.org	1 Year	20.42 USD	18.78 EUR	16.41 GBP
<b>Total:</b>		<b>20.42 USD</b>	<b>18.78 EUR</b>	<b>16.41 GBP</b>
includes 21% VAT:		3.54 USD	3.26 EUR	2.85 GBP

Coupon code:

[redeem](#)

#### Billing contact

**Name** John Doe  
**Company/Organization** Doe LLC  
**Address** Street 45  
**Postal code/City** 12345 City  
**State**  
**Country** BE  
**Email** johndoe@mail.com  
**VAT-ID/UID**

#### Payment options:

**Credit Card**

[PayPal](#)

[Apple Pay](#)

[Klarna](#)

[Account](#)

#### Credit card

VISA

#### Card owner

John Doe

#### Card number

1234 5678 9101 1121

#### valid to

09

2026

Have you ever thought about becoming a **reseller** at Joker.com?

As a reseller, you would profit from a discount up to 40%! You will still be able to use this web interface to place your orders, but without the need of having a credit card. Plus, you will get access to an optimized reseller portal, a simple API, WHMCS module and a programmable, PGP-secured mail interface. Details can be found [here](#).

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## Processing the Transfer



Once we have received the AUTH-ID and other required information, we will charge you for the transfer. If the attempt is successful, we will forward the transfer request to the registry. The registry will then notify your current (old) registrar.

Your current (initial) registrar may have their own verification procedures. They might ask you, the owner, and/or the admin contact to verify the transfer via email or other means. Be cautious with emails from your old registrar, as some may be confusing or appear as spam. It's important to respond appropriately to these emails, as failure to do so could result in a denied transfer.

## Finishing the Transfer

**After a maximum of 5 days**, we will receive a notification from the registry regarding the success or failure of the transfer. We will inform you immediately once we receive this notification. If the transfer is successful, you can start using the domain right away.

However, please note that after a successful transfer, the **domain will be locked for 60 days** to prevent another transfer. This is part of the transfer policy.

If you encounter any issues during the transfer, please don't hesitate to contact us. Choose the topic 'transfer - move the domain to Joker.com,' or email us at [transfer@joker.com](mailto:transfer@joker.com)

# Cost of Domain Transfers

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When you transfer a domain from another registrar to Joker.com, an additional one-year term will be added to the domain. **You will only be charged for this one-year renewal** if the transfer is successful, and there won't be any additional transfer costs.

For most gTLDs (generic top-level domains), this extra year of registration will be added to your current domain term. This means you won't lose any remaining time from your current registration. However, there are **exceptions**, which are explained below.

## Here's an example:

Let's say your domain has 7 months left until it expires when you transfer it to us. If the transfer is successful, your domain will expire in 1 year + 7 months, which equals 19 months.

Please note that the fee for the transfer is non-refundable if the transfer fails due to a reason not caused by Joker.com.

## Exceptions:

If you transfer your **.eu, .de, or .nl** domain to Joker.com, the registration period will automatically be extended to 12 months from the date the transfer is completed. After the transfer, the expiration date of your domain will be extended by one year from the transfer completion date, not from the current expiration date. In other words, if you have 3 months left on your domain before the transfer, you will have 1 year left after the transfer, not 1 year and 3 months.

For **.at** domains, there is no specific "expiry date" in the registry, and explicit renewal after the transfer is not possible. Instead, the registration of .at domains will be extended for an additional year starting from the creation date.

# Typical Reasons Why Transfer Fails

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If you receive a message stating, "The current status of '<domain name>' didn't allow this operation (transfer)," it means that the attempt to transfer the domain to Joker.com has failed. There are several reasons why a transfer request may fail, according to ICANN policies:

- The domain is less than **60 days** old since its initial registration.
- There is a pending domain **dispute**, such as UDRP or WIPO.
- The current owner/holder of the domain has rejected the transfer.
- There was a problem with your payment. Please review the receipt you received from Joker.com.
- You have already received the final domain renewal notice from your current/old registrar, and you did not renew it with them. To avoid this issue, make sure to transfer the domain in a timely manner. Transferring to Joker.com does not cause any loss in the registration period. However, if the domain's expiration date is too close, the transfer may be rejected.

Additionally, it is possible that the domain is **still locked** at your current registrar. In such cases, you need to unlock the domain at your current registrar before initiating the transfer.

## Domain Expiration and Transfers

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If your domain transfer was initiated before the expiration date, you can still complete the transfer. Most domain registrars allow the transfer to proceed even if the domain has expired before the transfer is completed.

However, it's worth noting that some registrars manually deny transfers after the domain has expired. If this concerns you, it's advisable to contact your previous domain registrar and inquire if they will still permit the transfer to proceed since it was initiated before the domain expired.

If you have any doubts, it's recommended to **renew the domain before initiating the transfer**. Our support team or [transfer@joker.com](mailto:transfer@joker.com) are always available to assist you.

Please keep in mind that a domain transfer doesn't commence immediately after submitting a transfer order to us. The transfer starts once it has been authorized. You will receive an email titled "Transfer Initiated" from us when this occurs.

# Bulk Transfer

You can transfer to us **up to 100 domains** at once by using our bulk transfer feature. Here's how it works:

## 1. Go to the Transfer section and click on "Bulk Transfer":

### Transfer to Joker.com

Please enter the domain you want to transfer to Joker.com.

For the transfer, the AUTH-ID is required, which you can obtain from the current registrar of the domain. The domain holder resp. registrant is asked for permission by the current registrar. If permission is given, the transfer can be processed immediately. If no reply is received, processing will take place after 5 days, unless rejected.

Of course, only domain currently registered with other registrars can be transferred. To register new domains, please visit our [domain search](#).

Domain:

[Transfer domain](#)

or

[Bulk transfer \(transfer of multiple domains\)](#)

## 2. Enter the domain names and AUTH-IDs, separated by commas, with one domain per line:

### Bulk transfer of domains

example101.com, x7ne904ng  
example101.net, 8onv432,ws  
sandbox.io, acfdaecfw7

- Please use this bulk transfer **only for 3 or more domains**.
- You can transfer up to **100 domains**.
- Please enter the full domain name (Example: **yourdomain.com**).
- Please provide the AUTHID (domain password) separated with "," (Example: "**domain.com, &Xvv34523DF**").
- Please separate every domain + AUTH-ID with a newline (CR).
- You will get an overview after submitting this form, your list will be then sent to our transfer team. You will be contacted as soon as possible, and guided through the rest of the procedure.
- Please note that processing can take up to **24h**.

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### 3. Double-check the accuracy of the entered data:

[Transfer: AUTH-ID](#) / [Whois: Contact data 'Registrant'](#) / [Domain attributes](#)

#### Transfer your Domain(s) to Joker.com

- Transfers require you to provide us with a so called **AUTH-ID** (also known as "Domain Password") for every domain. This ID will prove your authorization regarding to a domain. You have to request this ID from your **current Registrar**. Transfers can be performed immediately, if you provide all required **AUTH-IDs**.
- If you have problems providing all **AUTH-IDs**, you can still proceed, and we will contact and assist you to succeed with your transfers.
- Additionally, you may modify the owner email address.

Domain	AUTH-ID	Registrar
example101.com	<input type="text" value="x7ne904ng"/>	unknown registrar
example101.net	<input type="text" value="8onv432,ws"/>	unknown registrar
sandbox.io	<input type="text" value="acfdaecfw7"/>	unknown registrar

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### 4. Create the owner contact for the domains in the list:

#### Create Contact: Registrant

Entries marked with '\*' are mandatory. Please make sure, that your data entered here is complete and valid. [?](#)

Use address from existing contact

Contact Handle  [Apply](#)

Suggestions  [More contacts ...](#)

\* Name

Organization

\* Address 1

Address 2

\* Postal/Zip Code  \* City

State

\* Country

\* Email

\* Phone  Fax

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## 5. Choose the nameservers:

Transfer: AUTH-ID / Whois: Contact data 'Registrant' / [Domain attributes](#)

### Domain Attributes

Here you have the opportunity to add or change additional domain options.

**Domain name service (DNS):**

In order to use your domain(s), we need information about the DNS servers which should be responsible for your domain(s).  
If you choose the free **Joker domain name service**, you don't have to provide anything else here.

☒ **Joker.com** Domain Name Service [free of charge]

or

☐ **keep** current name servers

or

☐ **Custom** name service - here you can provide your own or external name servers

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## 6. You're done!

### Transfer your Domains to Joker.com

Thank you very much for your domain transfers.

Your transfer requests have been passed on to our transfer team. They will contact you shortly.

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### Please keep in mind the following:

- Bulk Transfer works only as **gaining transfer (to Joker.com)**
- Bulk Transfer is a manual procedure, so you won't see your transfers initiated immediately
- End customers are required to make advance payment for the Bulk Transfer. We will send you a payment link after processing your request
- Only one Owner Contact can be added for all the domains in the bulk transfer
- The Admin/Tech/Billing contacts will be the same as the owner contact

# Internal Transfer

## Moving Domains to Another User

Transfer from one Joker.com account to another is just like an inbound transfer, described [here](#)

To summarize the procedure, let's say **Alice is the current domain creator** (owner of the account where the domain belongs), and **Bob is the desired new creator** (another Joker.com account).

### **Alice needs to perform the following steps:**

- Unlock the domain
- Obtain the AUTH-ID (authorization code)
- Provide the AUTH-ID to Bob, the desired new owner of the domain

### **Bob should initiate a domain transfer at Joker.com by doing the following:**

- Start the gaining transfer process, as described [here](#)

### **What happens next?**

- FOA (Form of Authorization) emails will be sent to the current **owner and admin** of the domain
- The current **owner or admin must acknowledge** the FOA, otherwise the transfer fails
- A losing transfer FOA is sent to the current **owner and admin**
- The current owner and admin have the option to deny or acknowledge the losing transfer. If no objection is raised within 5 days, the transfer is performed. If **both, the owner and admin**, acknowledge it, the transfer is finished immediately
- The domain's creator will be changed
- The owner/admin/billing/tech details will be updated according to the transfer order
- The old owner will be informed about the completed COR process in accordance with ICANN policy



# Reseller Feature: Moving Domains Between Your Own Accounts

If you have multiple Reseller accounts at Joker.com and want to transfer domains between them, you can do so by granting an Assignment (Creator) role. Detailed instructions on how to perform this action can be found by clicking [HERE](#).

In case you have lost the login credentials for one of your Joker.com accounts and are unable to retrieve your domains, please follow [these instructions](#).

# Change of Registrant Procedure

## Change of Owner (COR)

When you register a domain with Joker.com, you become the "owner" of that domain. This means the domain is added to your domain portfolio, and you always maintain full control over it.

Your role as the Joker.com "account holder" also designates you as the **"Designated Agent" (DA) of the domain since December 1, 2016**. This change was introduced in the ICANN Change of Registrant policy (COR).

The responsibilities of a DA are governed by Joker.com's Terms & Conditions, specifically outlined in sections **§19-2, §19-4, §10-2, §10-7, and §10-8**.

The definition of a DA is further explained in **Addendum 1** of the T&C.

There is also a contact called the "registrant" who represents the official identity of the domain owner according to ICANN and/or Registry requirements. More information about the domain registrant can be found here.

Just like any registrant data, you can edit or maintain the registrant information using Joker.com's Domain Management section.

Since December 1, 2016, changing the registrant (COR or owner change) of a generic top-level domain requires an **extended procedure mandated by ICANN**:

- Generally, **both** the prior registrant and the new registrant need to confirm the change
- Emails will be sent to both parties containing coded links to acknowledge the transaction
- The designated agent (DA) is also empowered to make decisions regarding this process (see above for details)
- Before initiating the process, the initiator has the option to choose not to apply a 60-day transfer lock after the change of registrant. Otherwise, this lock will be applied by default.
- For Resellers, we offer extended IRTF-C options and tools to handle COR and secure keys.
- The full policy can be found here.

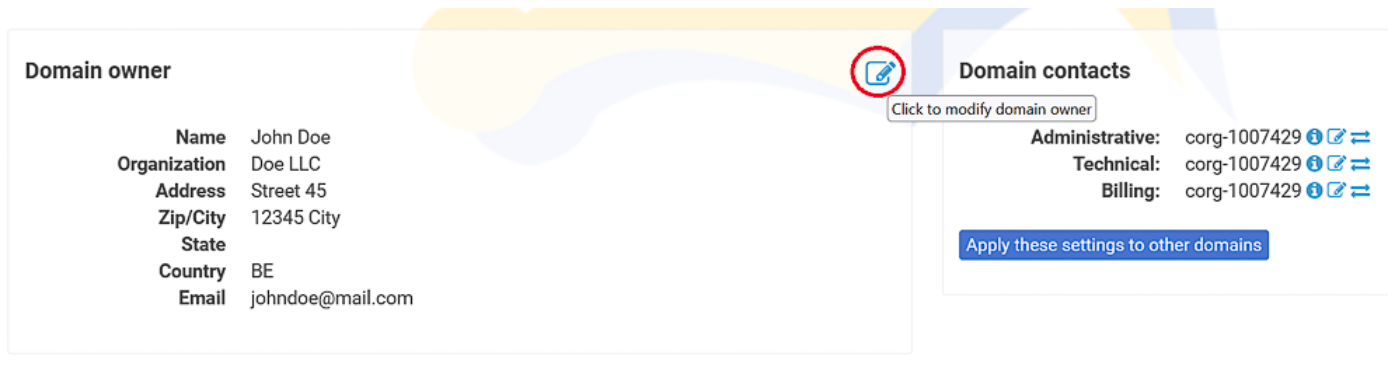
- It is mandatory to provide valid and **accurate address and identity information for Whois data**. This requirement applies to all domain registries.

**Please note:**

- some ccTDLs (**.be, .fi, .es**) can not be modified regularly and requires a special procedure. Please refer to **Specific ccTLDs: Transfers article**
- In case you have received an **"invalid address"** or **"Wrong Whois Data"** notice, please refer to [this article](#).

To update the current Whois information in a regular way, or **change the registrant**, please:

1. Go to [Domain Management](#), and click "edit" in the "Domain Owner" section:



The screenshot shows a web interface for domain management. On the left, under the heading "Domain owner", there is a form with the following fields and values:

Name	John Doe
Organization	Doe LLC
Address	Street 45
Zip/City	12345 City
State	
Country	BE
Email	johndoe@mail.com

On the right, under the heading "Domain contacts", there is a list of contacts:

Administrative:	corg-1007429	Info	Edit	Reset
Technical:	corg-1007429	Info	Edit	Reset
Billing:	corg-1007429	Info	Edit	Reset

A red circle highlights the "edit" icon in the "Domain owner" section. A tooltip "Click to modify domain owner" is visible next to the icon. At the bottom right, there is a blue button that says "Apply these settings to other domains".

2. Enter the new registrant's data, and click "Proceed":

## Edit Contact: Registrant - example101.org

Please enter contact data for the registration of the domain(s).

Please note, that any change of name, organization or email address of the registrant requires an extended confirmation procedure according to [IRTP-C](#).

Entries marked with '\*' are mandatory. Please make sure, that your data entered here is complete and valid. [?](#)

* Name	<input type="text" value="Max Mustermann"/>		
Organization	<input type="text"/>		
* Address 1	<input type="text" value="Street 191"/>		
Address 2	<input type="text"/>		
* Postal/Zip Code	<input type="text" value="12345"/>	* City	<input type="text" value="New York"/>
State	<input type="text"/>		
* Country	<input type="text" value="United States of America (US)"/>		
* Email	<input type="text" value="example@joker.com"/>		
* Phone	<input type="text" value="+1.617. 682.0115"/>	Fax	<input type="text" value="+49.211 12345678"/>

### ICANN IRTP-C Change of Registrant (COR)

As of 2016-12-01, ICANN set a new policy regarding the change of the name, organization or email address of a domain's registrant for all generic top level domains. The implementation of this policy at Joker.com makes use of the role of the "DA", the Designated Agent of a domain. This now has been clarified in our Terms & Conditions, Addendum 1), for which we kindly ask you for acknowledgement.

These new policy is defined [here](#).

Please note: The change will be executed only after you as the designated agent have confirmed the change. For this, Joker.com will send an email to your Joker.com email address, containing a link to acknowledge the change.

☒ I accept:

- [Terms & Conditions of JOKER.COM and all listed addendums](#)

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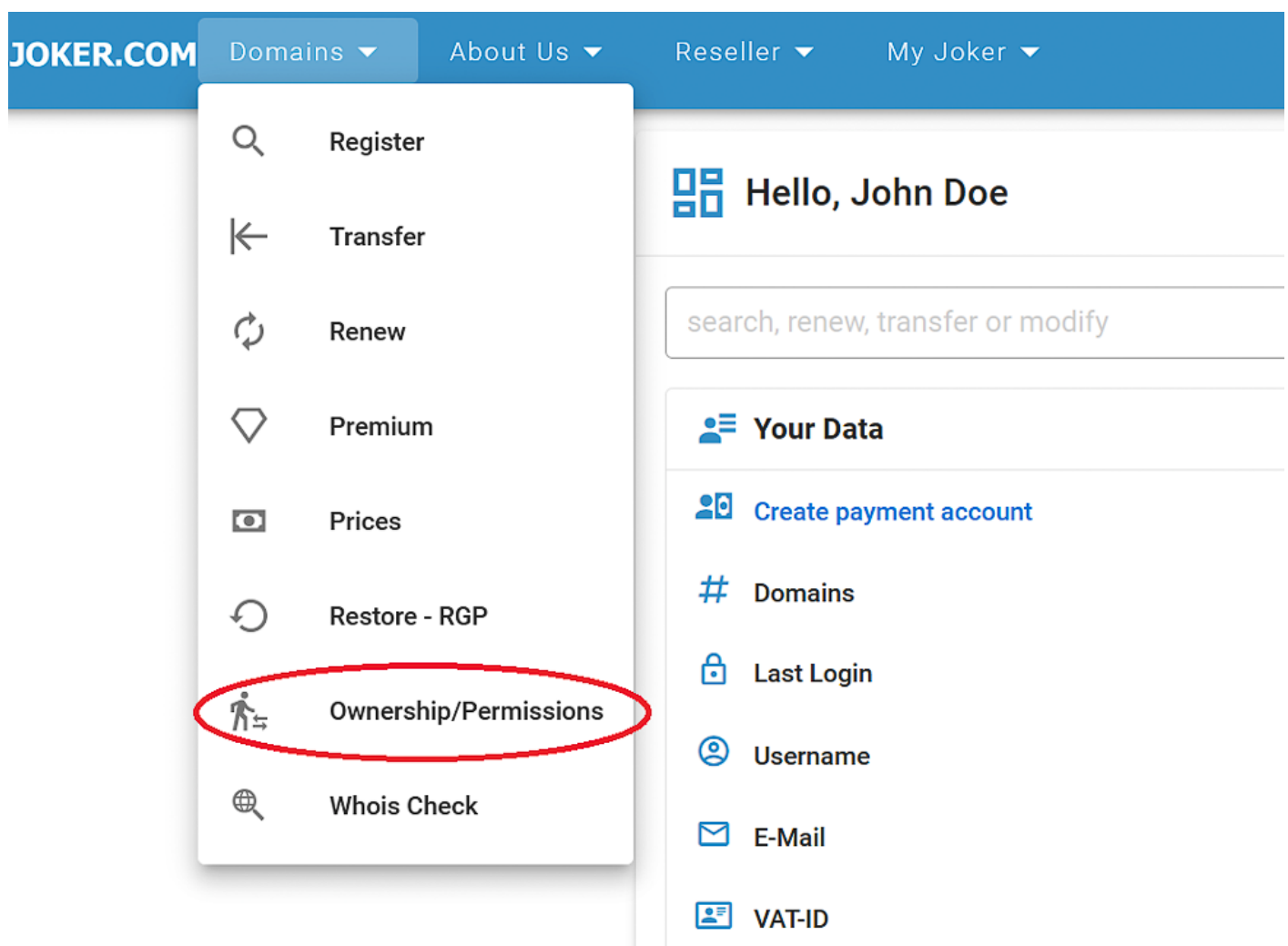
3. Apply the changes by clicking the **link in the confirmation email** you received from us.

## How to Claim Domain Ownership

There are situations that may require you to claim ownership of your domain, such as losing your login credentials for the account of DA or if your domain is being managed by someone else whom you have lost contact with.

In such a scenario, the only option left is to transfer your domain to a new active account. To do this, follow these steps:

1. Log in to your account or create a new one if necessary
2. Go to the "Domains" menu and select "Change Ownership or Permissions of a Domain":



3. Enter your domain and click "Proceed":

## Transfer of Ownership or Permissions of a Domain

Please enter the related domain name

Please choose one of these options:

- ☒ Assign ownership of a domain to another Joker.com customer - this is equivalent to an **internal transfer**.  
The internal transfer of a domain is free of charge, if the new recipient of the domain is also a Joker.com customer. Otherwise, please perform a normal "transfer" procedure. Additionally, the domain you want to assign to another Joker.com customer must be owned by you, means you have to have it in your portfolio.

In case you only want to change the Whois data of the owner information, you do not need to perform any special procedure, just use the [My Domains](#) to modify your domain's properties.

In case you want to **claim ownership for yourself**, this procedure will lead you automatically through the necessary verification process.

- ☐ Change an **incomplete or wrong Whois address record** (invalid address).  
Fee: USD 12.10/EUR 11.12/GBP 9.72

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Depending on the Whois data and the current owner of the domain, you may be asked to submit additional documents. Along with the provided form for this procedure, please prepare the following documents:

- **A copy of an official document** (identity card, driving license, or passport) that confirms the registrant's name and address
- **For organizations:** Print out the form on the company letterhead
- **For organizations:** A copy of a utility bill that confirms the address

# Transferring Domains Away From Joker.com


To transfer a domain away from Joker.com to another registrar, follow these steps:


1. Go to your dashboard and click "Modify" next to your domain name:

<a href="#">example101.eu</a>	 	2024-06-05	  DNS 
<a href="#">example101.org</a>	 	2024-06-06	  DNS 
<a href="#">exampledomain.fi</a>	  	2024-05-15	  DNS 
<a href="#">jokersandbox.com</a>	  	2023-10-27	  DNS 
<a href="#">sandbox.org</a>	 	2023-10-28	  DNS 

2. Click on "remove domain protection" to disable it:


**Additional information**

**Domain Protection:**  
✔ This domain is protected. 

**Domain Authorization ID**  


**Domain Options:**  

Whois Privacy

**Whois Privacy:**  
Disabled   
If activated, your contact details will not be transferred to the domain registries, and will not be published in the Whois even for non-GDPR-compliant top-level domains. Instead, valid substitute data is used.

**Remove domain protection**

**Request AUTH-ID**

**Order now**

3. Click on "Request AUTH-ID":

### Additional information

#### Domain Protection:

✖ This domain currently is not protected against potential fraudulent changes or incoming transfer requests.

The domain protection ("Lock") is free - it can be enabled and disabled at any time. Please find more information [\[here\]](#).

[Enable domain protection](#)

#### Domain Authorization ID

[Request AUTH-ID](#)

#### Domain Options:

Whois Privacy

#### Whois Privacy:

Disabled ⓘ

[Order now](#)

If activated, your contact details will not be transferred to the domain registries, and will not be published in the Whois even for non-GDPR-compliant top-level domains. Instead, valid substitute data is used.

## 4. Initiate the transfer at the gaining (new) Registrar.

The transfer process may vary depending on the registrar you choose.

### Please note:

- When a transfer request is initiated, a confirmation email is sent notifying the domain owner.
- If you don't explicitly disagree with the transfer within 5 days, it will be acknowledged.
- To confirm or deny the transfer, reply to the authorization form in the confirmation email.
- If both the domain owner and the Admin contact agree to the transfer, it will be completed immediately.

**Important:** If the domain is unprotected (unlocked), any incoming transfer request will be acknowledged if you don't respond to explicitly disagree. Therefore, it is highly recommended to keep your domains protected.



# I Can't Request AUTH-ID or Unlock the Domain. Why?

The most common reason for this issue is a lack of permissions. It is likely that your account only has an Admin role for the domain, which does not allow you to transfer the domain. You can verify this by checking the Domain Management section:

## Domain Management

example101.org

Here is the overview of all aspects of the domain **example101.org**. Within the scope of your permissions of this domain, you may change all of its attributes, renew, change contacts, change ownership or nameservers.

This domain is managed by you, because of these assigned [permissions](#): Admin

Domain data	
Domain:	example101.org ⓘ
Registrar:	CSL Computer Service Langenbach GmbH d/b/a joker.com
Domain status:	production

Additional information	
<b>Domain Protection:</b>	
✗ This domain currently is not protected against potential fraudulent changes or incoming transfer requests.	
The domain protection ("Lock") is free - it can be enabled and disabled at any time. Please find more information <a href="#">[here]</a> .	
<a href="#">Enable domain protection</a>	
<b>Domain Options:</b>	
<a href="#">Whois Privacy</a>	
<b>Whois Privacy:</b>	
Disabled ⓘ	
If activated, your contact details will not be transferred to the domain registries, and will not be published in the Whois even for non-GDPR-compliant top-level domains. Instead, valid substitute data is used.	
<a href="#">Order now</a>	

If this is indeed the case, please contact the domain owner (creator) to coordinate the transfer. More information about roles can be found [here](#).

Another possible reason for being **unable to unlock the domain** is if it is currently **suspended**:

**Additional information**

**Domain Protection:**

*This domain currently is suspended, and not fully usable.*

In case this problem persists, please contact [Joker.com Support](#).

**Domain Options:**

There are several common causes for domain suspension:

- Domain has expired

- Domain is under dispute
- Domain is younger than **60 days** and can not yet be transferred
- Domain is in **a 60-day lock period** after the last transfer, and can not yet be transferred
- Domain is in **a 60-day lock period** after the last COR (Change of Registrant) procedure, and can not yet be transferred

If you encounter any issues during the transfer, please don't hesitate to contact us at

[transfer@joker.com](mailto:transfer@joker.com)

# UDRP Procedures

The **UDRP (Uniform Domain-Name Dispute-Resolution Policy)** is a policy that applies to all ICANN domains and is also adopted by many other domain types (ccTLDs). You can find detailed explanations on [Wikipedia](#) as well.

When registering a domain, you must accept this policy in order to purchase a domain. This policy is included in our [Terms & Conditions](#), specifically in section 11.

The UDRP process handles complaints related to domain ownership. If the arbitrator decides that a domain should be transferred to the complainant, it is the **complainant's responsibility to initiate the transfer and become the new owner.**

If you, as the complainant, have been awarded the domain after a UDRP decision, please follow these steps to gain access to the domain:

- [Create a Joker.com account](#) if you don't already have one. This account is free of charge and ensures the fastest processing.
- Provide us with the customer ID of this account by sending it to [udrp@joker.com](mailto:udrp@joker.com)
- We will then immediately transfer the domain to your Joker.com account.

**Please note:** During the UDRP procedure, the domain will be **blocked from changes** (status 'freeze'). After the execution of the UDRP decision, the domain will be set to normal status again.

# Specific ccTLDs: Transfers

## Transfer of the .UK Domains

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### Transferring Your .UK Domain to Joker.com

To transfer a .UK domain, you need to follow these steps:

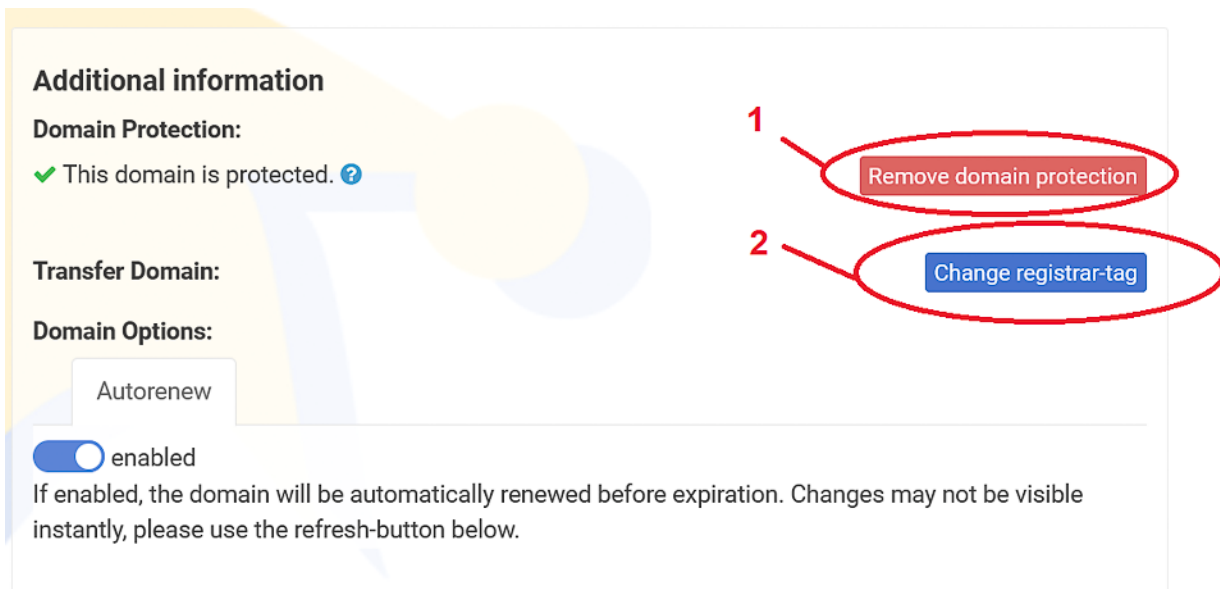
1. Go to our regular transfer page and place an order for the .UK domain transfer. Unlike other domains, you don't need to enter an AUTH-ID for .UK domains.
2. Contact your current registrar and initiate a transfer request. Request them to release the domain name to the new **TAG** of our registrar, which is **JOKER**.
3. Once your transfer request is initiated, we will wait for Nominet (the .UK registry) to notify us that the domain has been released by your current registrar.
4. Once Nominet confirms the domain release, we will add the domain to your Joker.com account.

If you encounter any difficulties transferring your domain with your current registrar, you have the option to transfer it directly with Nominet.

### Transferring Your .UK Domain Away From Joker.com

To transfer a .UK domain to a different registrar, follow these simple steps:

1. Sign in to your Joker.com account and navigate to the dashboard.
2. Locate the domain name you want to transfer and click on "Modify" icon.
3. Within the domain management section, you'll find the option "Transfer Domain" on the right-hand side.



4. Click on "Remove domain protection."
5. Click on "Change Registrar Tag."
6. Choose the identifier (TAG) of your new registrar.

**Please keep in mind the following points:**

- **Prior** to initiating the transfer, inform your new registrar as some registrars may require activation or unlocking of incoming transfers.
- Your new registrar will provide you with the correct registrar identifier (TAG).

## Other ccTLDs Which Don't Require AUTH-ID for Transfer-In

Similar to .UK domains, there are a few more ccTLDs that do not require an AUTH-ID for the transfer. These include **.es** and **.dk**.

The transfer process for these TLDs is dependent on the approval of a Form of Authorization (FOA) by the domain owner. When initiating the transfer for any of these TLDs at Joker.com, simply enter **"none"** in the AUTH-ID field.

## Trade - Owner Change for Specific ccTLDs

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# .FI Trade

A trade for a **.FI** domain involves a **two-step process**. When you update the Owner data for a .FI domain, the following takes place:

1. A new COFI-XXXXXX handle is created with the new registrant's data.
2. The previous owner receives an email from **Traficom** containing a **Holder Transfer Key** for Owner Change:

Verkkotunnus / Domännamn / Domain name: joker-domains  
Siirtoavain / Överföringskod / Holder transfer key: 123456XXXX

Avaimen voimassaoloaika päättyy / Kodens giltighetstid går ut / Validity period for the key expires: 23.07.2023 16:04:56

Käyttäjä / Användare / Holder: John Doe  
Välittäjä / Registrar / Registrar: Joker  
Hyvä verkkotunnuksen käyttäjä

Tässä viestissä on fi-verkkotunnuksesi siirtoavain. Tarvitset siirtoavainta, kun haluat siirtää verkkotunnuksesi toiselle käyttäjälle. Kaikissa ongelmatilanteissa sinua palvelee oma verkkotunnusvälittäjäsi.

Bästa domännamnsanvändare

Detta meddelande innehåller en överföringskod för ditt fi-domännamn. Du behöver överföringskoden när du vill överföra ditt domännamn till en ny användare. Din egen registrar betjänar dig i alla problemsituationer.

Dear domain name holder

This message contains the holder transfer key for your fi-domain name. You need the transfer key if you wish to transfer your domain name to a new holder. In case of any problems, contact your own registrar.

Ystävällisin terveisin / Med vänlig hälsning / Best regards  
Liikenne- ja viestintävirasto / Transport- och kommunikationsverket / Traficom  
FI-verkkotunnus / FI-domännamn / FI-domain name

3. The domain **Creator (Designated Agent)** receives an email from Joker:

Dear valued customer of Joker.com,

this is to inform you about the results for your request to change the registrant data of your domain joker-domains.fi.

The registrant data has been changed successfully.

**ATTENTION:**

The change has currently only been processed locally. You, resp. the domain owner, will shortly receive a mail from FICORA that contains an Auth-Code for your domain. Please forward/send this Ficora-email to

[cor@joker.com](mailto:cor@joker.com)

or make use of the following link:

<https://joker.com/fi-cor/joker-domains.fi>

4. You need to click on the link provided in the email and submit the **Holder Transfer Key**:

### Change of registrant (COR) for *joker-domains.fi*

Please confirm this change of registrant by providing the *holder transfer key*, which you have received in an email from FICORA.

Holder transfer key

Confirm

You can find the **holder transfer key** in the first lines of the email from FICORA, e.g.:

Subject: joker-domains.fi: Siirtoavain / Överföringskod / Holder transfer key

Verkkotunnus / Domännamn / Domain name: joker-domains

Siirtoavain / Överföringskod / Holder transfer key: xyz1234

5. Once the **Holder Transfer Key** is submitted, the Owner Change is completed, and the new handle appears in the registry.

Please note that if you fail to submit the Auth-code within **32 days** after the Owner Change was initiated, the owner change will be automatically **canceled**.

## .BE Trade

Owner-Data-Change of a .BE domain is a trade process, which can only be initiated manually directly at the Registry (BENIC) for a **fee of 9.75 Euro**.

If you decide to initiate an Owner Change for a .BE Domain, please follow these steps:

1. Create a new Owner Contact (Handle) with the new owner's data.
2. Send your request for Owner Change via email to [ownerchange@joker.com](mailto:ownerchange@joker.com).
3. We will send you a Payment Link or charge your Payment account with the **fee of 9.75 Euro**.
4. We will request a new **AUTH-ID** for the domain, which will be sent **directly to the domain owner via email**.
5. If you are not the domain owner, you need to ask the Owner of the domain to **forward us the email with the new AUTH-ID** and send us the new **Owner Contact Handle** for the trade process, if you haven't done so already.
6. We will initiate your TRADE request with BENIC.
7. The new Owner will appear in the Whois shortly..ES Trade

## .ES Trade

The change of registrant for **.es** domains must be performed **directly at the Registry**. For this you will need to do the following:

1. Check your domain info here: <https://nic.es/sgnd/dominio/publicDetalleDominio.action>  
And write down the "**Identifier**" of the registrant.
2. Go to <https://www.nic.es/sgnd/contacto/passRecoverInicializar.action?tContacto.nic>  
and using the **Identifier from step 1**, request a **password**. It will be sent to the current owner's email.
3. Log in with **Identifier and password** here: <https://www.nic.es/sgnd/login.action>
4. Make the necessary changes, and upload the required documents. Document check usually takes **24-48 hours**.

## .DK Trade

Changing the registrant of a .dk domain **is only possible at the Hostmaster-DK Self Service**.

For more information please refer to <https://punktum.dk/en/faq>

# Transferring a .DK Domain to Joker.com

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The Danish registry has implemented two domain models:

- Registrar Management
- Registrant Management

Currently, our system only supports the "**Registrant Management**" model. Therefore, before initiating the transfer of your .dk domain to us, ensure that your domain is configured under the "Registrant Management" model. To make this adjustment, please use the **Hostmaster-DK Self Service**.

## Transferring an .FR Domain to Joker.com

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Please note that AFNIC, the registry of .FR domains, **does not allow** simultaneous **domain transfers and Change of Registrant**. Therefore, when initiating a transfer of a .FR domain to Joker.com, please ensure that the owner data you provide is **identical to the current owner data**.

**Please note:** we can not automatically transfer your existing domain contact data due to GDPR regulations and technical limitations.

## AUTH-INFO 2 for .DE Domains

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If the domain holder is unable to request a regular AuthInfo from DENIC through their current provider, for example, if the provider no longer exists or cannot be reached, they can directly

request a provider change password (AuthInfo2) from DENIC.

In such cases, the domain holder should contact the future domain administrator, such as transfer@joker.com.

The provider initiates the generation of an AuthInfo directly from DENIC. DENIC then sends the generated AuthInfo to the domain holder via **registered regular mail (letter in paper form)**.

The letter will be addressed to the recorded address in the Whois database. If the domain holder is not located in Germany, the letter will be addressed to the Admin-Contact in Germany to ensure prompt and secure delivery.

Simultaneously, DENIC stores the generated AuthInfo as a hash in its database.

The domain holder should share the AuthInfo with the future domain administrator, who will then initiate the provider change by submitting the AuthInfo to DENIC.

If you need to request an AuthInfo2, please send an email to transfer@joker.com.