

# 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](#).**

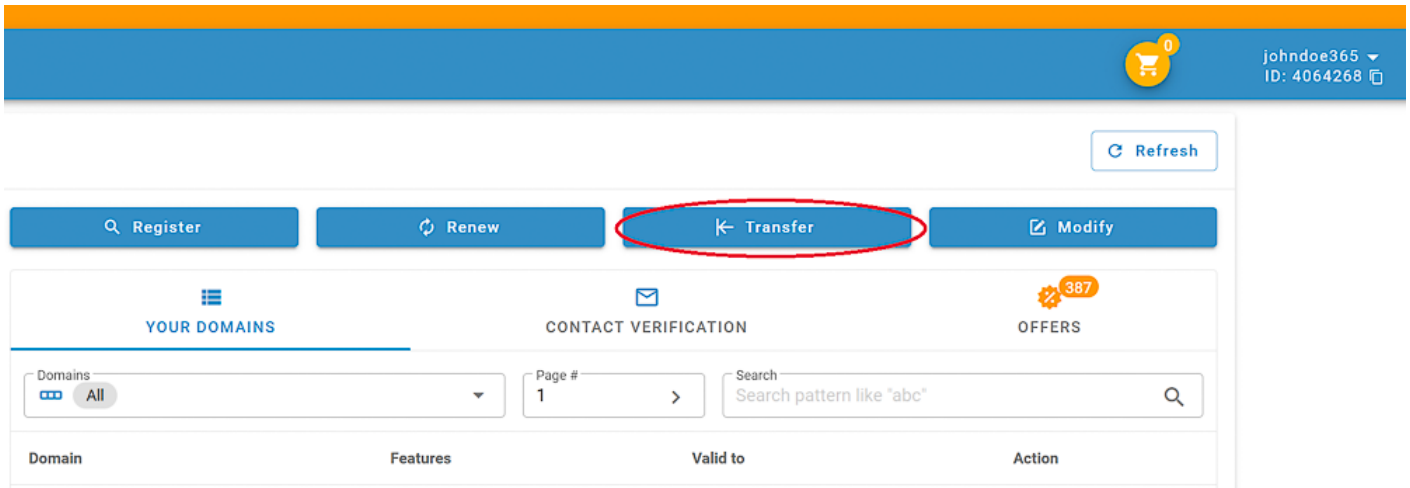
## Prepare for the Transfer

- 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)

[proceed >](#)

### 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

← back

proceed >

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.

[< back](#)

[proceed >](#)

**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

[« back](#)

[proceed »](#)

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](#).

[< back](#)

[proceed >](#)

## 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.

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