

# Joker.com FAQ

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# 1.8 Renewals

## How to renew a domain?

### Renew a Domain

Renewing a domain means, adding years to the lifetime of a domain.

You can usually choose to add **from 1 to 10 years**, which depends on the type of domain (TLD).

The lifetime will be **added** to the expiration date, i.e. if you renew before the expiration date, you will not lose the remaining term.

Other options like "Domain Privacy" can also be maintained in the [renewal section](#) on Joker.com.

In order to renew a domain, please visit Joker.com ['Renew a Domain'](#).

Keywords: renewal, renew, simple renewal

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## When Notifications are sent

### Notifications sent as Renewal Reminders

The domain owner (the Joker.com account which was used to register the domain) will get notifications by email

- 8 weeks
- 4 weeks
- 10 days
  
- 2 days

**before** a domain expires, and

- 2 days

**after** a domain has expired.

This scheme follows the requirements set by ICANN's '[Expired Registration Recovery Policy \(ERRP\)](#)'.

Additionally, if there is an 'Admin' or 'Billing' **role** assigned to this domain, those roles also get notifications

- 4 weeks

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- 2 weeks

**before** a domain expires.

You can find out more about 'roles' and 'permissions' [here](#).

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## Who is able to renew a domain?

### Authorization to Renew a Domain

Domains can be renewed by the owner of a domain (the individual who registered the domain), using the [regular renewal procedure](#).

Before the expiration of a domain, several notifications are sent - here you find the information of where and when these [renewal reminders](#) are sent.

In case there are roles assigned to this domain, the 'Admin' and/or the 'Billing' role are also enabled to renew a domain.

Please find out more about 'roles' and 'permissions' [here](#).

In an emergency, e.g. when no authorized person is available, we also provide a '[Simple Renewal](#)' procedure.

This allows anyone to renew a domain, but without being able to change any other aspect of the domain, and without earning any additional rights or permissions for this domain.

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## Simple Renewal

### Simple Renewal

In case you have difficulties to renew a domain - e.g. because you have issues with your login account, or your designated administrator missed to renew it for you - **you are always able to renew a domain** for one year by using [Simple Renewal](#).

You not even need to be logged in, you just have to provide the domain name.

The domain will be extended for one year, no other data, permissions, claims or other aspects of this domain will be changed by this renewal.

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## Auto Renewal

### Automatic Domain Renewal

**Note: This is currently available for Resellers only**

If activated, all domains marked as "to be autorenewed" by you will be automatically renewed when due to expire.

You will still get the usual renewal reminders - which additionally contain the autorenew status.

Please find the [complete schedule of renewal notices here](#).

Additionally, 2 special **autorenew messages** are sent 4 and 2 weeks before expiration.

**The actual renewal will happen 7 (seven) days before expiration of the given domain.** This can be configured in your [Joker.com user profile](#).

You can add or remove domains from autorenewal at any time, and you are also able to set the default for new registrations for auto renewal within '[My Profile](#)'.

**Important:** If not already done, you have to enable 'auto renewal' in '[My Profile](#)' before the flagged domains actually will be autorenewed. Domains in status "expired" (grace period) can not be included in autorenewal, they have to be renewed manually.

Notifications will also be sent before and after an automatic renewal - so you are always up to date!

Autorenew can be configured at these places:

- [General default and time of renewal](#)
- ['My Domains'](#)
- [Renew Section](#)

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## My domain expired! Can I still renew it?

### Grace Periods for Expired Domains

**Most domains can still be renewed** within up to **30 days** (maximum) **after** the expiration date. As a courtesy, we keep the domain for this **grace period**, but it will not be usable because of the "expired"-status.

However, this is depending on the type of domain, not all registries allow for post-expiration-renewal.

**Please note:** You can **always** use the "[Simple Renewal](#)" procedure to renew a domain, also in case the regular renewal is not possible at that moment for you!

After the mentioned grace period, the domain will be deleted automatically (most domains will then automatically enter the [Redemption Grace Period \(RGP\)](#)).

Once a domain has entered the RGP, a renewal still is possible, but then this is no longer a regular 'renewal', but a 'restore'. There are additional fees associated with this, you will find them in the [price list](#).

To renew a domain, please visit '[Renew a Domain](#)' in menu "Domains".

Keywords: renew, renewal, notification, expiration, ERRP, RGP

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## Why does my domain not work anymore?

### Domain stopped working

The most common reason for this is, that the domain did expire. According to the [ERRP](#) regulation by ICANN, as a **last reminder**, we do have to set the domain into status 'inactive' when it expired.

You still can renew this domain with regular renewal, and standard pricing.

In case you missed all the [renewal reminders](#) which we did send before expiration, please check the correctness of the email addresses of your Joker.com account, and in the domain data

Please check the domain status in '[My Domains](#)', or by using the '**Whois Search**' on Joker.com.

In case you see the nameserver '**not-renewed.joker.com**' associated with your domain name, you should renew as soon as possible. For most domain types, Joker.com adds an [additional grace period of up to 30 days](#) to allow for renewal of the domain.

**To renew a domain, please visit** [Renew a Domain](#) in menu 'Domains'.

If your domain already had expired, and you have requested a renewal afterwards, the domain will be **restored automatically**.

However, since the restore may take a few hours, you may also re-enter your name servers instantly in '[My Domains](#)'

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### Why did I get a renewal notice/invoice from another registrar?

#### Fake Renewal Offers

Some other parties do send renewal announcements for domains which are **not** registered through them to domain holders, often with bogus and overpriced renewal rates, sometimes also with non-obvious transfer attempts.

You will find Examples and more details on how these scams are intended to work here:

- [ICANN on Domain Scams](#)
- [About fake "Renewal Reminders"](#)

**Please disregard any such offer or notice which is not from Joker.com, or your responsible provider!**

Unfortunately, there is not much we can do about this, since these parties usually are not within practical legislation.

But please report this to [ICANN](#).

**If you get such a notice, please visit [Joker.com](#) to check your domain's status before following any other "renewal procedure".**

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Keywords: renew, renewal, notification, expiration, ERRP, RGP, fake notice

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# 1.8 Renewals

## What is a 'Redemption Grace Period' (RGP)?

### The Redemption Grace Period (RGP)

Most gTLD domains - this means domains under **ICANN regulation** - do know a special status: **Redemption Grace Period**, often referred to as "RGP".

#### What does this mean?

A domain usually will be **deleted** for two reasons:

- explicit request from the customer
- domain is not renewed and therefore has expired

A domain will **not be deleted immediately** from the database of the registry. Instead, for **up to 30 days** following the deletion, the domain can **not** be registered again, but the registrar responsible for the domain has the option to "reanimate" (**restore**) the domain again on behalf of the registrant.

This option is intended to salvage rather rare cases of renewal problems, before the final deletion of a domain.

**Important:** Please note that Joker.com does additionally add a grace period of up to 30 days for expired domains. This means, that for regular expired domains, the 30 days of the "Redemption Grace Period" will start **after** the 30 days of Joker.com's grace period.

This is also depends on the type of domain, and the registry operating the domain.

A domain name which is in Redemption still can be restored ("re-registered"), using either the [Redemption Restore Procedure](#) to restore your domain, or by [browsing the pool](#) of all available domains in RGP.

Since most registries define this to be a special procedure, this usually also has a different price tag.

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The pricing differs depending on the type of domain, please have a look into the [price list](#).

**Please also note:** After a successful restore of a domain name from RGP, a transfer to another registrar is not possible for another **30 days**.

After 30 days in RGP, the status of the domain will change to "**pending delete**" for **5 days**. During these 5 days, a restore is not possible any more.

On the **6th day after the deletion**, the domain is **available to be registered again**.

To provide fair conditions for all, the exact time for when a new registration is possible is **randomly chosen**.

Please find out more about [a domain's life cycle](#).

**However**, please note that before Joker.com deletes a domain, the responsible contacts of this domain will be [notified several times by email](#). Please find the exact scheme of notifications in [ERRP - Expired Registration Recovery Policy](#).

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