

Transferring external Domains to your Partner Control Panel

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Transferring a Domain

Transferring your domain into your Partner Control Panel will allow you to manage your customers DNS records through your Partner Control Panel meaning you benefit from centralised management of your Hosted Services

What Domains can be transferred?

You can transfer the following domains into your Control Panel

- co.uk
- .com
- .biz
- .uk.com
- .eu.com
- .eu
- .info
- mobi
- .org
- .net
- .org.uk

How to Transfer a Domain from an External host to Cobweb

All domains other than those ending in .UK will incur a charge which will be visible in your Reseller Control Panel at the time of placing the transfer order. This will be billed using your usual payment method once the transfer is complete.

Before starting the domain transfer you need to check the administrator email address that is listed on the domain you are transferring, you can check this by going to <http://who.is> and then searching for your domain.

If the administrator email address is not listed, you will need to contact your customer's domain provider to confirm the address. If you no longer have access to the administrator email address you will need to get this updated by your current domain provider.

The transfer process varies depending on the type of domain you are transferring; the process is detailed below. If the domain you are transferring is already within your control panel, please start at step two.

Step 1 – First you will need to add the domain to your control panel, to do this login at <https://controlpanel.hostedservices.com> and click **Operations> Customers** and search for the customer. Once found, log into their Control Panel and then select '**Hosted Domains**'. Click '**add an existing domain registered elsewhere**', you will need to enter your domain name before clicking **Next > Finish**.

Step 2 – To avoid the risk of downtime you should click on the domain within the control panel and go to **DNS > DNS Records** and add any records you currently have with your current domain provider.

Step 3 – If you are transferring a .co.uk domain you will now need to contact your domain provider and request that the IPS tag on your domain is updated to '**ENOM**'. If your domain ends in any other extension you will need to ask your current domain provider to provide you with an **EPP Code** and to unlock your domain ready for transfer.

Step 4 – You will now need log out of the customers control panel and log back in to <https://controlpanel.hostedservices.com>. Once logged in, go to **Billing> Operations>Customers** and search for the customer account. Once found, click on the customer and go to **Orders>Add new Order**

Step 5- Under service plan, search for the domain extension of the domain you wanting to transfer. Once found, click on the plan. Now you will need to click Subscription period and select the duration available. Click Next

Step 6-Fill out the fields below and ensure you select **Transfer Service** from the drop down menu

The screenshot shows a three-step progress bar at the top: 1 Edit Order Details, 2 Specify Domain (active), and 3 Confirm Order. Below the progress bar, the 'Specify Domain' form contains the following fields:

- DomainID ***: A text input field with a placeholder and a dropdown menu showing '.co.uk'.
- Operation Type ***: A dropdown menu with 'Transfer Service' selected.
- Transfer Key**: A text input field.

At the bottom left, there is a note: '*Required fields'. At the bottom right, there are three buttons: 'Back', 'Next', and 'Cancel'.

If your domain is .co.uk, the field **Transfer Key** can be left blank.

If your domain is not .co.uk, you will need to enter in your EPP code provided by your current domain host into the **Transfer Key** field.

Step 7- Click place order and open the order for provisioning.

Within 24 hours an email will be sent to the Administrator email address listed on the domain and your customer will need to click on the link within the email and agree to the transfer.

The Domain Transfer process can take up to ten days.

For assistance please contact our Support Team by emailing support@vuzion.cloud or by ringing 0345 223 9000 (Option 1, Option 2).