

Transfer Domains to Cobweb

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Transferring your domain to cobweb will allow you to manage your DNS records through your existing account with Cobweb through Cobweb CORE meaning you benefit from centralised management of your Hosted Services.

If you use our Legacy Control Panel (<https://controlpanel.cobweb.com>), please refer to [this guide](#).

For domains you can transfer to Cobweb, please see our Supported TLDs list. Inbound Domains Transfers to Cobweb are subject to a £25 one-off transfer fee.

.uk domains, including .co.uk domains follow a different transfer process to other domains. Please ensure the process for your domain type is followed.

Transfer your Domain

Prerequisites

Before requesting us to transfer your domain over to us, the domain must be prepared with the current registrar. You should request the following from your current domain registrar:

- Provide an EPP / Auth code for the transfer
- Unlock the Domain's transfer lock (if active)

Domains also cannot be transferred if there is an active lock on the domain. These last for up to 60 days from the date the lock was applied and prevent transfers during this time. This lock can be caused by:

- Applied on newly registered domains
- Applied after a domain transfer
- Applied when the Registrant information is changed

You can find the FAQ on transferring your domain [here](#).

Submit the Transfer

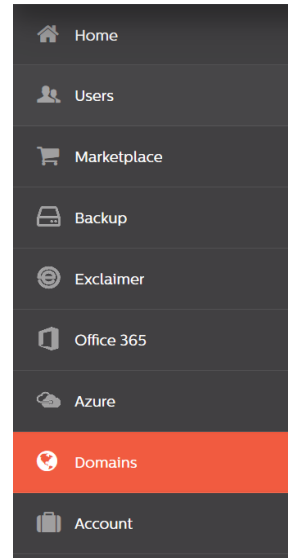
Once your domain is prepared, you can submit the transfer through your Cobweb CORE administrator account.

1. Log into your Cobweb CORE

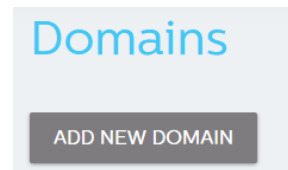
Administrator account at

<https://core.cobweb.com>

2. Select **Domains** from the Menu



3. Select **Add New Domain**

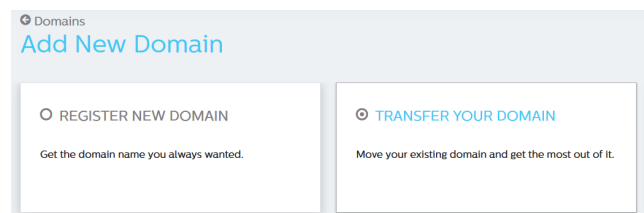


4. Select **Transfer Your Domain**

5. Enter your domain name

6. Press **Check**

7. Enter your EPP/Auth Code as the
Transfer Authorization Key



8. Press **Submit**

9. Press **Purchase**

The domain transfer process will begin. This is an automated process that can take up to 5 working days.

During the transfer process, the Registrant Contact on the domain may receive a notification to approve the transfer. This must be accepted before the transfer can complete.

If after the 5 working days, the domain still shows as Pending Transfer, please let us know at support@cobweb.com. This may indicate the transfer has been rejected by the current provider or has not been able to transfer for another reason.

Once the transfer has completed, if you want Cobweb to manage your DNS Records, please follow our steps to [use our Nameservers](#).

After the transfer is complete, you may receive a notification to your account from donotreply@name-services.com regarding verifying your Contact Information. This is part of the [Verification of Contact Information](#) process. You must respond to this request within 14 days, or your registration will be suspended until completed.

Transfer your Domain (.uk)

Prerequisites

Before requesting us to transfer your domain over to us, the domain must be prepared with the current registrar. You should request the following from your current domain registrar:

- Change the IPS tag to **ENOM** (case-sensitive)

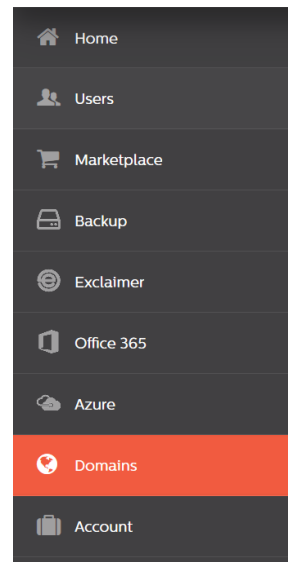
You should do this only when you are ready to submit the domain. You can also do this after submitting the transfer, but must be completed prior to the requesting timing out after 5 days.

Submit the Transfer

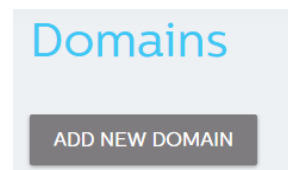
Once your domain is prepared, you can submit the transfer through your Cobweb CORE administrator account.

1. Log into your Cobweb CORE Administrator account at <https://core.cobweb.com>

2. Select Domains from the Menu

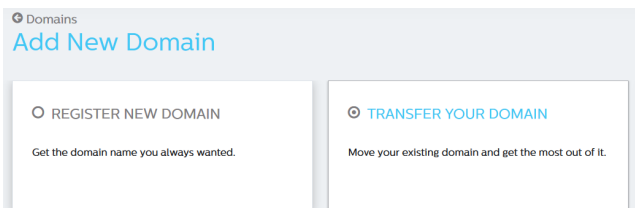


3. Select Add New Domain



4. Select Transfer Your Domain

5. Enter your domain name



6. Press Check

7. Enter the Legal Type details for yourself or your organisation

Note: This information must be accurate. Failure to provide accurate information may result in domain suspension.

8. Enter your "n/a" as the **Transfer Authorization Key**

To register the domain you need to provide the following information:

Legal Type
UK Limited Company
Legal type of registrant contact

Hide WHOIS Data
 Hide registrant data in Nominet's WHOIS

Registrant Name
Cobweb Solutions Ltd
Company or person the domain is registered for (this must be accurate and CANNOT BE CHANGED)

Company Identification Number
03283443
Company Identification Number

9. Press Submit

10. Press Confirm

The domain transfer process will begin. This is an automated process that can take up to 5 working days.

If after the 5 working days, the domain still shows as Pending Transfer, please let us know at support@cobweb.com. This may indicate the transfer has been rejected by the current provider or has not been able to transfer for another reason.

Once the transfer has completed, if you want Cobweb to manage your DNS Records, please follow our steps to [use our Nameservers](#).

Supported TLDs