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## System Requirements

Domain Name held with 123-reg.co.uk

Internet Explorer 6 or newer

Mozilla Firefox 1.6 or newer

MS Java or Sun Java 2 or newer

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## **What is a domain name?**

Put simply a domain name is the address that people use to find you or your company online; it's what you type in the browser's address bar to go to a specific website.

For example, our domain name is: <http://www.123-reg.co.uk> (in today's browsers, it's not necessary to type the symbols <http://>).

## ***Different Types of Domain Names***

Of the domain names that 123-reg support there are two different types:

- Nominet (.uk) - .co.uk / .org.uk / .me.uk
- Top Level Domains (TLD's) – .com / .net / .org / .biz / .info / .name / .eu / .tv / .cc

## ***What can I do with a domain name?***

Besides setting up your website, there are lots of things that you can do with your domain name, such as email or blogging:

- Send mail - use your email address as a webmail account or forward email to another address.
- Start blogging - publish your photos, ideas and inspirations on your own personalised blog. Read more or try our free 30 day trial.
- Publish a webpage instantly - create your free homepage or get a unique website effortlessly in minutes using our fantastic easy to use InstantSite builder tool.
- Park it - maybe you haven't decided what to do with your new domain name. Don't worry there's no rush, you can leave it parked with us for the length of your registration.
- Tell the world - announce your new online identity to everyone you know.

# Your Domains

Purchasing and Transferring domains to your 123-reg account.

## Choosing the right domain name.

One of the curses of working in online marketing is that you can't enjoy a website for it's own sake, or just look at a pay per click advert or banner with out critiquing it, and this includes the domain name.

Some domain names are so long no one stands a chance of remembering it, others are acronyms that leave no idea of what the site is about and a few are even misspelled. One of the key variables a search engine will look at when ranking your site is your domain name, and those containing a search keyword will get a nice ranking boost, so it is important you choose wisely

A quick check list for choosing your domain name: **Keep it short** **Keep it descriptive** **Keep it easy**

**Step 1** If you already own a domain or you want to buy a new domain it could not be easier. Login to your 123-reg control panel and look for the "Register/transfer your domain name" section.

■ Register / transfer your domain name

Enter your domain:  
www.

**Step 2** Type in the domain name

■ Register / transfer your domain name

Enter your domain:  
www.mydomain.co.uk

**Step 3** For a new domain name click the  button, for an existing one click on the  button.

**Step 4** Choose the domain name you want from the list provided then click on

Popular domains

<input checked="" type="checkbox"/> mydomain123.co.uk	available	£2.59 a year	2 years
mydomain123.com	taken		<input type="checkbox"/> Transfer this for £9.99
mydomain123.name	invalid		
<input type="checkbox"/> mydomain123.uk.com	available	£29.99 a year	2 years
<input type="checkbox"/> mydomain123.gb.com	available	<del>£29.99</del> £14.99 a year	2 years
<input type="checkbox"/> mydomain123.eu	available	£8.49 a year	1 year
<input type="checkbox"/> mydomain123.org	available	£8.99 a year	2 years
<input type="checkbox"/> mydomain123.org.uk	available	£2.59 a year	2 years
<input type="checkbox"/> mydomain123.me.uk	available	£2.59 a year	2 years
<input type="checkbox"/> mydomain123.net	available	£8.99 a year	2 years
<input type="checkbox"/> mydomain123.biz	available	£8.99 a year	2 years
<input type="checkbox"/> mydomain123.info	available	£8.99 a year	2 years
<input type="checkbox"/> mydomain123.mobi <small>new</small>	available	£4.99 a year	2 years
<input type="checkbox"/> mydomain123.cc	available	£30.95 a year	2 years
<input type="checkbox"/> mydomain123.tv	available	£30.95 a year	2 years

[view more suggestions](#)

**Step 5** Choose what options you would like with the domain, then click on

**Step 6** Check that your basket contains the right contents then click on

♥ Your items

mydomain123.co.uk	2 years	x £2.59 =	£5.18
sub-total:			£5.18
vat:			£0.91
<b>your order:</b>			<b>£6.09</b>

**Step 7** Click on the "Log in to your account here" link. Check your details are correct and click on

**Step 8** Choose how you want to pay and click on

**Tip:** Should you receive a BID reference number at point of purchase, please check that you have stored the correct credit card details on your account, you can do this by:

1. Login into your control panel
2. Scroll down to the section "Manage my 123-reg account"
3. Click on "Update credit card details"
4. Enter your card details

Once this has been done please try again. Should you receive another BID number once you have stored your card details in your 123-reg user control panel, please contact 123-reg support with the number issued. Please note that once your purchase has been successful, you may go back into the "Update credit card details" option and delete your details if you do not wish them to remain on the system

## ***Nominet Domain Names (.uk)***

### **How do I transfer a .uk domain to 123-reg.co.uk?**

Firstly, you need to contact the provider and ask them to change the IPS tag to **123-REG**. Some providers will do this through a control panel, but others will need a fax, email or letter to carry out the change.

- 1 Go to <https://www.123-reg.co.uk/> and type your domain name into the "Domain Search Box", click on the "transfer" button.
- 2 Select your Domain name from the list, then click on the "add to basket".
- 3 Select what hosting options you want then click the "continue" button.
- 4 Check the details, and then click on the "checkout" button.
- 5 If already a customer click on the "Login to your account here" link, if not fill in your details.
- 6 Confirm that you are the owner and allowed to transfer the domain name then click on "proceed with order".
- 7 The follow the on-screen instructions.

After the IPS tag has been changed and you've initiated the transfer in your 123-reg control panel, the domain will automatically transfer to your 123-reg account.

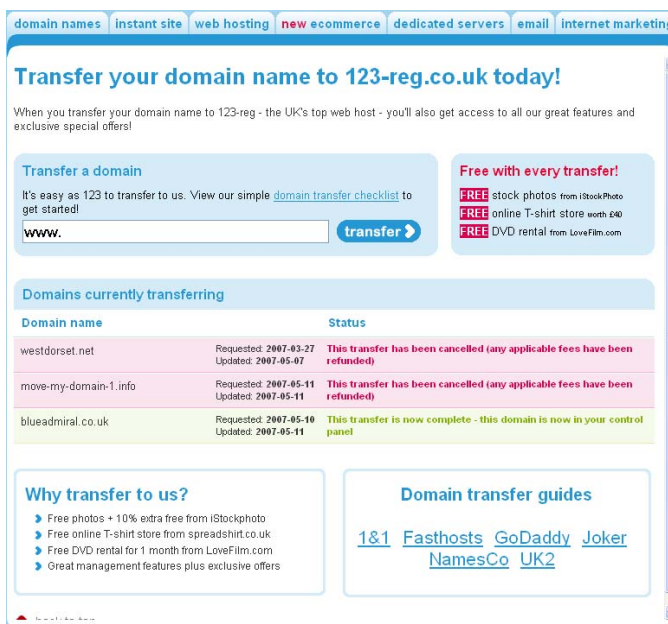
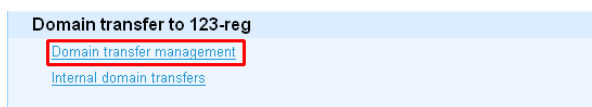
**Please note:** that if you have also specified that the domain name is to be moved onto our nameservers, it may take 24-48 hours for your domain to become active on our name servers.

## How to check on status of my domain transfers?

When you choose to transfer a domain name from one registrar to another it is not an instant process, so you may want to check the progress of any transfers. This can be done easily in your 123-reg.co.uk control panel.

- 1 Log into your 123-reg.co.uk control panel
- 2 Scroll down to the "Domain Transfer to 123-Reg" section
- 3 Click on the "Domain Transfer Management" link

Here you can see all your Domain transfers and their status, also if there is a problem, it will tell you what it is and give you the options to fix it.



## Speeding up a domain transfer/ how to keep your site online.

Upload your website to your new web space before you make any changes to your domain.

Test everything works.

Apply for the domain name to be moved on the 123-reg website.

Change the name servers to :  
**ns.123-reg.co.uk**  
**ns1.123-reg.co.uk**

Have any locks on the domain name removed or apply for the IPS Tag to be changed.

## Transfer to 123-reg.co.uk guides

- [1&1 transfer guide](#)
- [Fasthosts transfer guide](#)
- [GoDaddy transfer guide](#)
- [Joker transfer guide](#)
- [NamesCo transfer guide](#)
- [UK2 transfer guide](#)

## ***How do I transfer a .uk domain away from 123-reg.co.uk?***

To transfer a .uk domain name away from 123-reg, the only settings to change are the nameservers and the IPS Tag. To do so please follow these instructions:

**1** You will need to login to the account using the "members login" button. This is located on the left hand side of the page at the bottom of the blue menu.

**2** If you can see the "you have new messages" page, please scroll down to the very bottom of the page and click the "go back to the main control panel" link.

**3** Using the scroll bar on the right hand side of your webbrowser. You should now be presented with the blue section and a dropdown box that contains a domain name. Next to this dropdown box is a button that says "modify domain".

\* Select the domain you wish to modify from the dropdown box

**4** Click the "modify domain" button.

**5** You should now be at a new page.

\* Select the option you require:

-Change Nameservers (enter your new hosts' nameservers)

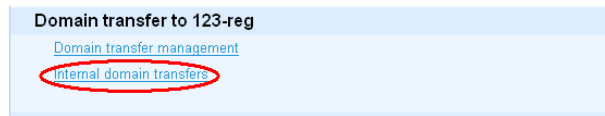
-Change IPS Tag (enter your new agent's IPS Tag)

Then initiate the transfer from the other companies end.

## How do I transfer a .uk domain to another 123-reg.co.uk account?

Login to your 123-reg control panel for the account transferring the domain away

1 Scroll down to the Domain transfer to 123-reg Section.



Click on "Internal domain transfer"

2 Click on "Start an internal transfer"

### Inter-account Transfer

[Start an internal transfer](#)

#### Outgoing Internal Transfers

No Domains Outgoing

#### Incoming Internal Transfers

No Domains Incoming

[Back to Control Panel](#)

### Inter-account Transfer

[View your internal transfers](#)

Select which domains you want to transfer below, and enter the destination users 123-reg username. Note, this is only for internal transfers.

The destination account user name:

3 Enter the destination user's 123-reg username. Please note that this is only for internal transfers.

4 Select which domains you want to transfer below from the list, by placing a tick in the box next to them.

5 Click on "Start Internal Transfer"

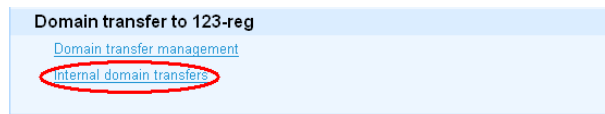
Start Internal Transfer

Now that the transfer has been initiated, the gaining user will need to do the following:

1 Login to their 123-reg control panel.

2 Scroll down to:

"Domain transfer to 123-reg"



3 Click on "Internal domain transfer"

4 Then accept the transfers being displayed.

**Please note:** The recipient of the new domain name becomes responsible for the management and the costs of the transferred domain name.

## Renewing your .uk domain name.

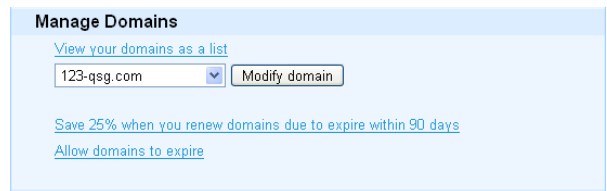
When you login to your control panel if you have some messages scroll down to the bottom of the page and click on "GO TO THE MAIN WWW.123-REG.CO.UK CONTROL PANEL" that will take you to the main page of the control panel. Once on it please scroll down in the manage domain section and click on the link "Save 25% when you renew domains due to expire within 90 days" this will allow you to renew any domain names that are due to expire.

## How do I set a .uk domain to expire?

To allow a domain to expire, you will need to do the following:

1 Log into your 123-reg account control panel  
(<https://www.123-reg.co.uk/secure>)

2. Scroll down to the section 'Manage Domains'.



3 Below there is an option to 'Allow Domains to Expire



4 If your domain isn't listed please contact support, who can check to see if the domain has been previously set to "detag" or if it has been renewed.

**Please note:** Failure to flag a domain to not renew before the renewal date will result it automatic renewal and thus the transaction cannot be refunded.

## How do I surrender a .uk domain?

If you wish to surrender your domain name, please see Nominet's Website for information on how to do so:

<http://www.nominet.org.uk/registrants/maintain/surrender/>

## How do I remove my personal details from a WHOIS search for a .uk domain?

Nominet UK (the registry for all UK domain names) will allow private individuals to opt out and we make this option available within our ordering process. This only applies when a domain name is registered for private use only. This will result in only your name being shown rather than your address, phone number and email address.

To do this, you will need to do the following:

1 Login to your 123-reg control panel (<https://www.123-reg.co.uk/secure/>)

2 . Using the scroll bar on the right hand side of your web browser, you should now be presented with the blue section and a dropdown box that contains a domain name. Next to this dropdown box is a button that says "modify domain".

3 Select the domain you wish to modify from the dropdown box

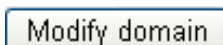
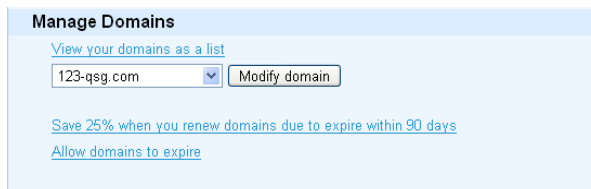
4 Click the "modify domain" button.

5 Click on "\*WHOIS Opt out" and then follow the instructions provided.

6 Click the box to say that you would like to opt out, then chose the description that best suits you.

**Please note:** Only individuals and organisations that fit into these descriptions can opt out of having their details displayed.

7 Click the "Go" button.



Currently managing 123serv.org.uk

**Manage My Blog**

**Access my InstantSite Account**

**Web Forwarding**

**E-mail forwarding**

**Manage DNS**

**Change Nameservers**

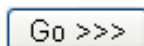
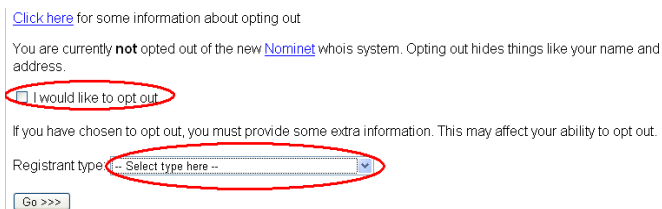
**Change IPS Tag**

**Modify Contact Details**

**WHOIS Opt out**

**Transfer Domain to another 123-reg user**

**Display or Print an Invoice**



## How do I dispute ownership for a .uk domain?

All domain name ownership/legal disputes need to be directed to Nominet (.uk domain governing body, [www.nominet.org.uk](http://www.nominet.org.uk)) for legal disputes. They will investigate all queries of this nature.

## How do I change registrant and/or contact information for a .uk domain?

To update the contact details on your .uk domain name you will need to login to your 123-reg control panel (<http://123-reg.co.uk/secure/>).

Once you have logged into your 123-reg control panel, select the domain name you want to edit the details for and click on  .

Click on the "Modify Contact details" link.

Enter your new details into the form, confirm that you are authorised to change the details, then click on  .

**Please Note:** If you wish to change the actual registrant name this domain, you will need to fill in, sign and return the form that Nominet UK should have sent with the registration certificate. If you haven't yet received the form or certificate, please contact [Nominet UK](#) directly to obtain a copy of the form.

Allow 48 hours to changes to appear on WHOIS database.

### 123-reg Domain Control Panel

Currently managing [blueadmiral.co.uk](#)

**Manage My Blog**

**Access my InstantSite Account**

**Web Forwarding**

**E-mail forwarding**

**Manage DNS**

**Change Nameservers**

**Change IPS Tag**

**Modify Contact Details**

**WHOIS Opt out**

**Transfer Domain to another 123-reg user**

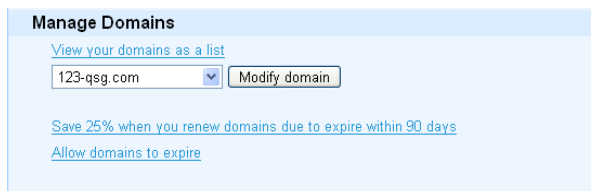
## **Domain Management Menu for a .uk domain**

To access the domain management section of your 123-reg control panel, you will need to follow these instructions:

**1** You will need to log into your 123-reg control panel.

(<https://www.123-reg.co.uk/secure>)

**2** Using the scroll bar on the right hand side of your webbrowser scroll half way down the page. You should now be presented with the blue section and a dropdown box that contains a domain name. Next to this dropdown box is a button that says "modify domain".



**3** Select the domain you wish to modify from the dropdown box.

**4** Click the "modify domain" button.

**5** Select what you want to change.

### **123-reg Domain Control Panel**

Currently managing 123serv.org.uk

**Manage My Blog**

**Access my InstantSite Account**

**Web Forwarding**

**E-mail forwarding**

**Manage DNS**

**Change Nameservers**

**Change IPS Tag**

**Modify Contact Details**

**WHOIS Opt out**

**Transfer Domain to another 123-reg user**

**Display or Print an Invoice**

***Back to Main Menu***

# TLD's

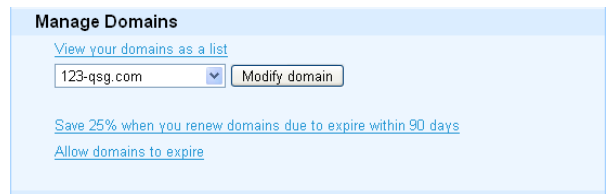
## **Unlocking TLD's in your 123-reg.co.uk control panel**

Domain locking allows you to lock a domain against transfers, nameserver and other changes. This prevents accidental changes to the important details of your domain name, as it will need to be unlocked (an easy process) before modifications will be accepted.

To Unlock your TLD use this process

**1** login to your 123-reg.co.uk control panel  
(<http://www.123-reg.co.uk/secure> )

**2** Using the scroll bar on the right hand side of your webbrowser scroll half way down the page. You should now be presented with the blue section and a dropdown box that contains a domain name. Next to this dropdown box is a button that says "modify domain".



**3** Select the domain you wish to modify from the dropdown box.

**4** Click on the "Manage Domain Locking" link.

### **123-reg Domain Control Panel**

Currently managing 123-qsg.com

**Manage My Blog**

**Access my InstantSite Account**

**Web Forwarding**

**E-mail forwarding**

**Manage DNS**

**Change Nameservers**

**Modify Contact Details**

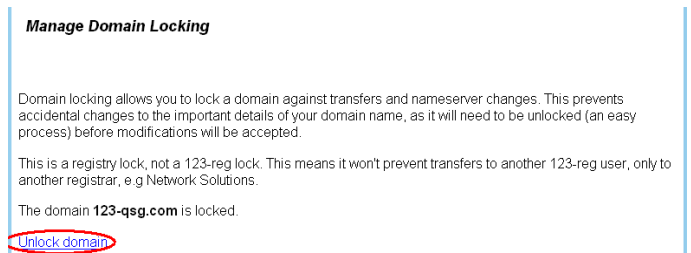
**Manage Domain Locking**

**Transfer Domain to another 123-reg user**

**Display or Print an Invoice**

[Back to Main Menu](#)

**5** Click on the "Unlock domain" link.



**WARNING:** Your domain name now can be transferred to any registry that requests it, this should only be done just before you request the domain transfer at the new registry.

## How to transfer your TLD to 123-reg

In order for a domain to be transferred into your 123-reg account, the domain has to first be transferred to our registrar, Tucows.

For the transfer to take place, we will need the most up-to-date email address for the domain's admin contact (ADMIN-C). If you don't have access to the email address listed in ADMIN-C, then you will need to change it before the transfer can proceed. Most providers will allow you to do this online, though some will need you to email or fax them.

To check the domain's current registrar and admin contact email address, enter the domain name in the 'check a domain' box found on our home page <http://www.123-reg.co.uk/>, or visit [www.allwhois.com](http://www.allwhois.com).

Before you initiate the transfer, please make sure the domain is "unlocked" or "active" by entering the domain name in the 'check a domain' box found on our home page <http://www.123-reg.co.uk/>. If your domain is locked, please contact the current domain registrar to make the necessary changes.

**Please Note:** Top Level Domains names that are newer than 60 days or within 7 of entering redemption can not be transferred in or out of 123-reg.

### The transfer process

1 Go to <http://www.123-reg.co.uk/> and type your domain name into the "Domain Search" box, then click on the "Transfer" button.



2 Select your domain name from the list, then click "Add To Basket".



3 Select which hosting options you want, then click the "Continue" button.

4 Check the details, and then click on the "Checkout" button.



5 If you are already a customer, click the "Log Into Your Account Here" link. If you are not yet registered, please fill in your details.

6 Confirm that you are the owner, and are allowed to transfer the domain name, then click "Proceed With Order".

7 Follow the onscreen instructions until your transfer is complete.

## What Happens Next?

Log into your 123-reg.co.uk control panel

Scroll down to the "Domain Transfer to 123-Reg" section

Click on the "Domain Transfer Management" link

Here you can see all your Domain transfers and their status, also if there is a problem, it will tell you what it is and give you the options to fix it.

The screenshot shows the 'Domain transfer to 123-reg' section of the control panel. A red box highlights the 'Domain transfer management' link. Below it, there is a 'Transfer a domain' form with a text input field containing 'www.' and a 'transfer' button. To the right, there are promotional offers: 'Free with every transfer!' including 'FREE stock photos from iStockPhoto', 'FREE online T-shirt store worth £40', and 'FREE DVD rental from LoveFilm.com'. Below the form is a table titled 'Domains currently transferring' with columns for 'Domain name' and 'Status'. The table lists three domains: 'westdorsnet.net' (cancelled), 'move-my-domain-1.info' (cancelled), and 'blueadmiral.co.uk' (complete). At the bottom, there are sections for 'Why transfer to us?' and 'Domain transfer guides' with links to various providers.

Domain name	Status
westdorsnet.net	Requested: 2007-03-27 Updated: 2007-05-07 This transfer has been cancelled (any applicable fees have been refunded)
move-my-domain-1.info	Requested: 2007-05-11 Updated: 2007-05-11 This transfer has been cancelled (any applicable fees have been refunded)
blueadmiral.co.uk	Requested: 2007-05-10 Updated: 2007-05-11 This transfer is now complete - this domain is now in your control panel

When the transfer has started, the current admin contact will receive an email from Tucows containing a URL, a domain name and password. They can use these details to either cancel the transfer or confirm it. Tucows will ask for a contact phone number in case there are any problems.

**Tip:** To check the process of your Domain transfers please see: [How can I check the status of my domain transfers?](#)

After the transfer is accepted, it will take 24 hours to complete if the domain is with another Tucows reseller, or up to seven days if the domain is with a different registrar.

Once this email has been replied to in the timescale specified by that registrar, the domain will be transferred to 123-reg, and you will be able to manage your domain in the 123-reg.co.uk control panel.

**Tip:** Remember, as a 123-reg customer you can benefit from our free InstantSite homepage creator, Full DNS Control, email forwarding and web forwarding.

## How to transfer your TLD away from 123-reg.co.uk

To transfer a TLD away from 123-reg, you will firstly need to unlock the domain. To do so please follow these instructions:

1 Login to your 123-reg.co.uk control panel  
(<http://www.123-reg.co.uk/secure> )

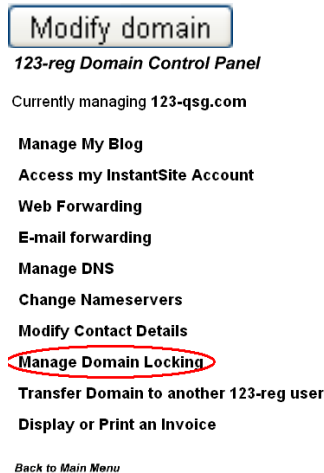
2 Using the scroll bar on the right hand side of your webbrowser scroll half way down the page. You should now be presented with the blue section and a dropdown box that contains a domain name. Next to this dropdown box is a button that says "modify domain"



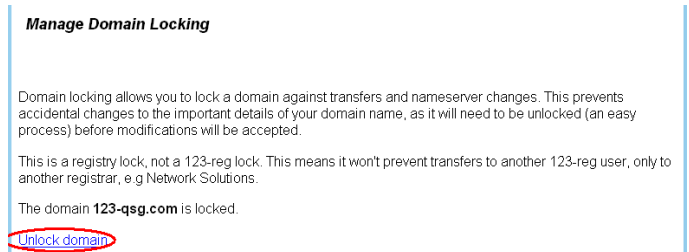
3 Select the domain you wish to modify from the dropdown box

4 Click the "modify domain" button.

5 Click on the "Manage Domain Locking" link.



6 Click on the "Unlock domain" link.



Once you have unlocked the domain, you will need to make sure that the admin contact email address is valid, as this will be contacted by your new provider to authorise the transfer. To do this, go to [www.allwhois.com](http://www.allwhois.com) and enter your domain name into the box. This will then list the contact details for your domain. Scroll down until you see the administrative contact details, eg:

**Please Note:** If the email address is invalid, you can specify a new one via the 123-reg Control Panel. Follow steps 1 – 4 then choose "Modify Contact Details".

Administrative Contact:  
My Name me@somedomain.com  
Portland Street  
Beeston  
Nottingham NG9 2LP  
GB  
+441159170000

To Update your contact information click on the drop down box and select “Admin Contact”.

Then click on

Update your contact information and choose the “Admin” box to have it update your Admin C details on your whois info.

#### Update contact information

Please note that you may have to unlock the domain before you can change its contact details.

Please select which contact you wish to update for the domain 123-qsg.com

Owner

**Admin Contact**

Technical Contact

Billing Contact

#### Update contact information

Please note that you may have to unlock the domain before you can change its contact details.

This form allows you to modify contact information for the domain **123-qsg.com**

**Admin Contact**

First name

Last Name

Company Name

Address 1

Address 2

City

County/State

Postal/Zip Code

Country

Phone Number

Fax Number

Email address

Apply these details to the following contacts:

Owner  **Admin**  Billing  Technical

[Choose a different contact](#)

Click on

When this has been done, you will then need to request an auth code for the domain name from us.

You should then be able to instruct your new provider to initiate the transfer. We will automatically release the domain once authorisation has been given.

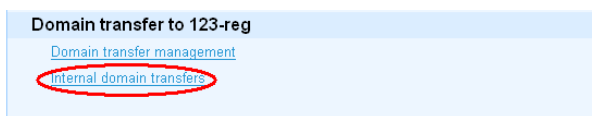
**Note:** To transfer a .eu domain away from 123-reg you just have to put in a transfer order on your new registrar's site or from its control panel.

Once the procedure has been started, EURid will send a confirmation request to the owner's email address stored in the WHOIS. The assignee will have to give consent within 14 days by following the instructions contained in the email.

## How do I transfer a TLD domain to another 123-reg.co.uk account?

Login to your 123-reg control panel for the account transferring the domain away

1 Scroll down to the Domain transfer to 123-reg Section.



Click on "Internal domain transfer"

2 Click on "Start an internal transfer"

### Inter-account Transfer

[Start an internal transfer](#)

#### Outgoing Internal Transfers

No Domains Outgoing

#### Incoming Internal Transfers

No Domains Incoming

[Back to Control Panel](#)

### Inter-account Transfer

[View your internal transfers](#)

Select which domains you want to transfer below, and enter the destination users 123-reg username. Note, this is only for internal transfers.

The destination account user name:

3 Enter the destination user's 123-reg username. Please note that this is only for internal transfers.

4 Select which domains you want to transfer below from the list, by placing a tick in the box next to them.

5 Click on "Start Internal Transfer"

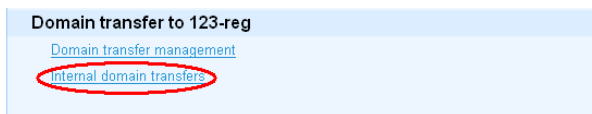
Start Internal Transfer

Now that the transfer has been initiated, the gaining user will need to do the following:

1 Login to their 123-reg control panel.

2 Scroll down to:

"Domain transfer to 123-reg"



3 Click on "Internal domain transfer"

4 Then accept the transfers being displayed.

**Please note:** The recipient of the new domain name becomes responsible for the management and the costs of the transferred domain name.

## ***How do I renew a TLD domain?***

When you login to your control panel if you have some messages scroll down to the bottom of the page and click on "GO TO THE MAIN WWW.123-REG.CO.UK CONTROL PANEL" that will take you to the main page of the control panel. Once on it please scroll down in the manage domain section and click on the link "Save 25% when you renew domains due to expire within 90 days" this will allow you to renew the domain.

If you fail to renew your domain it will enter into a PENDING DELETE/REDEMPTION PERIOD. If you wish to retrieve a domain out of this status, then it will cost £235 + renewal fees.

If you do not wish to pay this, then your only other option is to wait until it is again released, which will be approximately 75-90 days after the expiry date. However, it is not guaranteed that you will be able to re-register it, as it will be available to the general public.

**Please note:** 123-reg ONLY sends renewal reminders by e-mail and these are always from the 123-reg.co.uk domain and that you can only renew domain names via our website.

We have had reports from numerous customers telling us about two companies in particular who are sending out false or misleading postal letters asking for renewal fees. The main ones to look out for are:

EU Registry  
Domain Registry Of America  
Domain Registry Services

If you receive notification from these companies please note THIS IS NOT A RENEWAL REMINDER but is actually a transfer request document, you can if you wish ignore these. If you do make payment to these companies your domain will be moved away from 123-reg and to these companies.

If you are ever unsure about a renewal reminder please do not hesitate to contact us.

## ***How do I set a TLD domain to expire?***

To allow a domain to expire, you will need to do the following:

- 1 Log into your account <<https://www.123-reg.co.uk/secure>>
- 2 Go to the main control panel.
- 3 Scroll down to the section 'Manage Domains'.
- 4 Below there is an option to 'Allow Domains to Expire <https://www.123-reg.co.uk/secure/cancel.cgi>
- 5 If your domain isn't listed please contact support at who can check to see if the domain has been previously set to detag or if it has been renewed.

Please be aware failure to flag a domain to not renew before the renewal date will result it automatic renewal and thus the transaction cannot be refunded.

## How do I surrender a TLD domain?

You can request the deletion of TLD by faxing a request to OpenSRS Compliance department at +1 416 531 2516. The request should include the wish to delete the domain, and be signed with Photo ID. Compliance will then follow up by email with the admin contact of the domain name to confirm the wish to have the domain deleted.

## How do I remove my personal details from a WHOIS search for a TLD domain?

It is not possible to opt-out of the WHOIS database for TLD's without losing the ownership of the domain name itself.

ICANN are currently tracking down domain names with incorrect details and cancelling such domain names so please don't use fictional or inaccurate details as you may lose your domain name.

The best way to 'opt-out' is to use a PO BOX address with your domain name. This is perfectly valid and can be used as a general contact address for your web site and any other domain names you wish to register. It's also possible to use your 'work' address as the contact details for your domain name. Unfortunately a telephone number is still required along with an email address.

## How do I dispute ownership for a TLD domain?

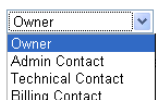
All domain name ownership/legal disputes need to be directed to Tucows (top level domain governing body) for legal disputes. They will investigate all queries of this nature.

## How do I change the registrant and/or contact details for a TLD domain?

**Please Note:** You will need to unlock your TLD before you can change the contact details.

To change the contact details on a TLD is a little different to a .uk domain, there are 4 sets of contact details on them, to make your changes log into your 123-reg control panel (<http://123-reg.co.uk/secure/>).

Once you have logged into your 123-reg control panel, select the domain name you want to edit the details for and click on [Modify domain](#).



[Get details](#)

You will see a drop down box, click on this and select which contact you would like to change.

Make your desired changes. This will only update the contact that you selected before, to make the same changes to your other contact details then place a tick in the boxes at the bottom of the screen for the ones you want updated, highlighted here in red.

	Admin Contact
First name	<input type="text" value="Blair"/>
Last Name	<input type="text" value="Amstrong"/>
Company Name	<input type="text" value="East Wapping"/>
Address 1	<input type="text" value="Lakeside House"/>
Address 2	<input type="text" value="1 Furzeground Way"/>
City	<input type="text" value="Stockley Park"/>
County/State	<input type="text" value="Middlesex"/>
Postal/Zip Code	<input type="text" value="UB11 1BD"/>
Country	<input type="text" value="United Kingdom"/>
Phone Number	<input type="text" value="+44 1895 912121"/>
Fax Number	<input type="text"/>
Email address	<input type="text" value="blair.amstrong@open-srs.com"/>

Apply these details to the following contacts:

Owner  Admin  Billing  Technical

[Update information](#) [Choose a different contact](#)

Once you have made your changes and selected which contact records you want updated click [Update information](#).

Please allow 48 hours for changes to appear on WHOIS info

### Note: .eu's and .mobi's:

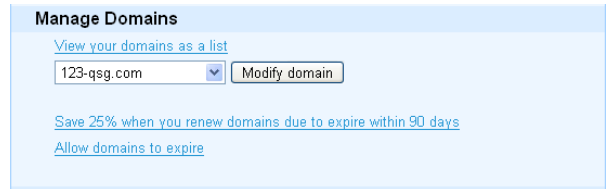
In order to change the registrant and/or contact details for a .eu or a .mobi, we will need to do this for you. You will need to contact 123-reg support confirming both the old information and what you would like it updated to.

## **Domain Management Menu for a TLD domain**

To access the domain management section of your 123-reg control panel, you will need to follow these instructions:

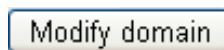
**1** Login to your 123-reg.co.uk control panel  
(<http://www.123-reg.co.uk/secure> )

**2** Using the scroll bar on the right hand side of your webbrowser scroll half way down the page. You should now be presented with the blue section and a dropdown box that contains a domain name. Next to this dropdown box is a button that says "modify domain".

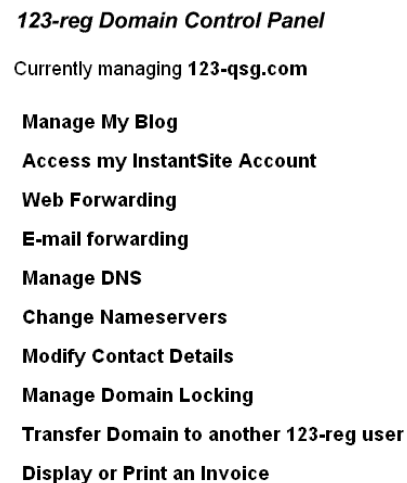


**3** Select the domain you wish to modify from the dropdown box

**4** Click the "modify domain" button.



**5** You should now have all the options for domain management shown to you.



**6** Select the option you require.

# Changing your Nameserver settings

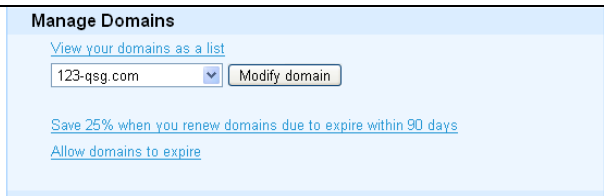

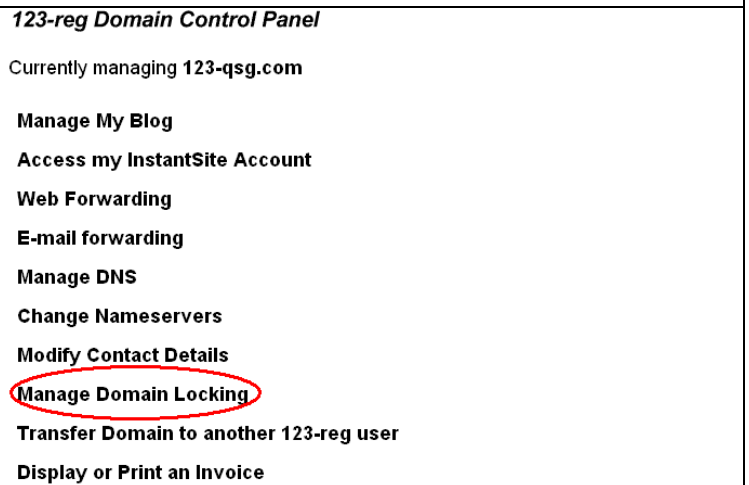
## Domain Name Servers (DNS) settings

DNS management allows you to control the servers your domain and email addresses point to. You can manage the DNS of the domains registered with 123-reg in the "Manage DNS" section of your control panel.

Firstly, you need to ensure your domain is pointed to our nameservers:

<b>Nameservers</b>	<b>NS1</b>	<b>ns.123-reg.co.uk</b>
	<b>NS2</b>	<b>ns2.123-reg.co.uk</b>

If the domain is not pointed to the 123-reg.co.uk nameservers, you will be unable to manage them from the 123-reg.co.uk control panel.

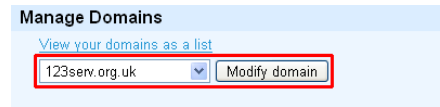
<p><b>1</b> You will need to login to the account using the "login to your control panel" button. This is located on the top right hand side of the page.</p>	
<p><b>2</b> Using the scroll bar on the right hand side of your web browser scroll half way down the page. You should now be presented with the blue section and a dropdown box that contains a domain name</p>	
<p><b>3</b> Next to this dropdown box is a button that says "modify domain".</p> <ul style="list-style-type: none"> <li>• Select the domain you wish to modify from the dropdown box</li> <li>• Click the "modify domain" button.</li> </ul>	
<p>If your site is a .uk domain, skip to step 5; if not carry on to step 4).</p>	
<p><b>4</b> You will need to unlock the domain name unless it is a .uk domain Click the "Manage Domain Locking" link then follow the instructions as show on page 13.</p>	

<p><b>5</b> Select Change Name servers and enter in ns.123-reg.co.uk and ns2.123-reg.co.uk then select update name servers and allow 24 - 72 hours for the change and full propagation.</p>	<p><b>123-reg Domain Control Panel</b></p> <p>Currently managing 123-qsg.com</p> <ul style="list-style-type: none"> <li><b>Manage My Blog</b></li> <li><b>Access my InstantSite Account</b></li> <li><b>Web Forwarding</b></li> <li><b>E-mail forwarding</b></li> <li><b>Manage DNS</b></li> <li><b>Change Nameservers</b></li> <li><b>Modify Contact Details</b></li> <li><b>Manage Domain Locking</b></li> <li><b>Transfer Domain to another 123-reg user</b></li> <li><b>Display or Print an Invoice</b></li> </ul>
<p><b>6</b> Type in the 123-reg.co.uk name servers</p>	<p>Enter new nameserver information:</p> <p>Nameserver 1 <input type="text" value="NS.123-reg.co.uk"/></p> <p>Nameserver 2 <input type="text" value="NS2.123-reg.co.uk"/></p>
<p><b>7</b> Click the “Change Nameservers” button.</p>	<p><input type="button" value="Change Nameservers"/></p>

## To manage the DNS of your domain name:

1 Log into the 123-reg.co.uk control panel

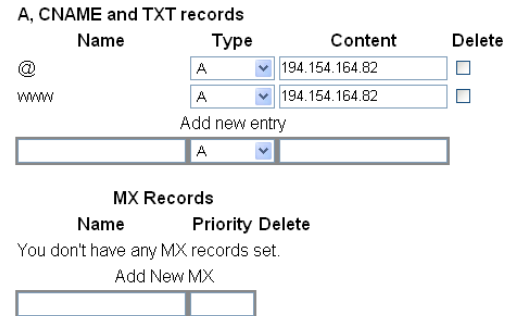
2 Select the domain name you want to manage then click on the "Modify Domain" button



3 Click on the "Manage DNS" link

4 You will now see the DNS management screen. From here you can add/remove A records, CNAMEs and MX records.

If you have hosting with our sister company WebFusion then you have the option to point your domain to their hosting platforms. Scroll to the bottom of the DNS management screen to manually configure your DNS.



**Tip:** CNAME and MX records must be terminated with a full stop or they will not work correctly.

5 You need at least one MX record, or no email will be received. If this MX record points to a subdomain (e.g. mail.mysite.co.uk), ensure there is a valid DNS A or CNAME for that record

6 Click on the "Update DNS" button to save your changes.

*The @ record relates to the blank A record for the domain with nothing before it i.e. yourdomainname.co.uk.*

**Please Note:** The \* A or CNAME is a "wild card" and will be used for sub-domains that you have not defined above. The \* entry must appear as the last one in the list.

### C Name (canonical name record)

CNAME stands for canonical name and is a redirection to the zone file of the entered target domain. All entries (NS, MX, A) thus apply to this target domain.

### A records (address record)

Specifies which IP is assigned to this domain.

This entry doesn't necessarily have to be made; a domain can for example be used only for mail services – an A record for this is not necessary.

### MX Records (mail exchange record)

Specifies which mail servers are responsible for this domain. This entry is of course also not obligatory, and – as with the A record – several entries may be made. One special feature are \$priority numbers, which provide information to the querying mail server about which mail server should be used first.

## SPF Records.

Sender Policy Framework (SPF) is an attempt to control forged e-mail. SPF is not directly about stopping spam – junk email. It is about giving domain owners a way to say which mail sources are legitimate for their domain and which ones aren't. While not all spam is forged, virtually all forgeries are spam.

SPF was created in 2003 to help close loopholes in email delivery systems that allow spammers to “spoof” or steal your email address to send hundreds, thousands or even millions of emails illicitly. SPF is a protocol developed by a group of motivated volunteers, joined by a mutual desire to improve the operation of the internet. It is NOT a commercial product offered by a for-profit corporation. The SPF protocol is being adopted by a growing number of domain hosts and Internet Service Providers (ISPs), and, as in any technology evolution, there will be some bumps on the road.

You can create a SPF record using the tool located at the following URL

<http://old.openspf.org/wizard.html>

To add an SPF record to your DNS:

1 Log in to your 123-reg control panel

2 Scroll down to the section manage domains.  
Select the domain from the drop down box and click on "modify domain"

3 Click on “manage DNS” and then set up as follows:

**123-reg Domain Control Panel**

Currently managing 123-qsg.com

**Manage My Blog**

**Access my InstantSite Account**

**Web Forwarding**

**E-mail forwarding**

**Manage DNS**

**Change Nameservers**

**Modify Contact Details**

**Manage Domain Locking**

**Transfer Domain to another 123-reg user**

**Display or Print an Invoice**

Add new entry

@  TXT

4 Paste in the SPF record that you have created at <http://old.openspf.org/wizard.html>

5 Then click on "update DNS".

Update DNS

## Webforwarding

To set up web forwarding, log into your 123-reg Control Panel>Manage Domains>Modify Domain>Web Forwarding and select one of the four options:

Framed web forwarding to a single page	If you select web-forwarding to a single page the destination URL can have a specific filename on the end (e.g. index.htm). It could just point to a directory (URL ends with /) in which case the files displayed would depend on the webserver 'directory index' settings. The destination URL will be replaced by your123-domain.co.uk
Non-framed web forwarding to a single page	This option is the same as above however the destination URL will always be displayed in the address bar of the browser.
Framed web forwarding	The destination URL will be replaced by your 123-domain.co.uk
Non-framed web forwarding	The destination URL will remain in the browser's address bar.

If the website address is long and unwieldy, then you may wish to use framed web forwarding, as this masks your website address, and keeps your domain in the browser bar at all times. Non-framed web forwarding is more useful if you wish to forward your domain to another domain with a similar name (such as yourdomain.co.uk forwarding to yourdomain.com).

If you are forwarding your domain to a page within a folder, rather than a domain or subdirectory, (www.yourdomain.com/homepage.html, for example) then you will need to use web forwarding to a single page. Once again, you can choose whether to use framed or non-framed.

Then you will need to enter the url you want to forward your domain to into the box called 'URL to forward website for <your domain here> to'.

Enter in the title you want displayed in the top bar of your browser in the 'Title to be displayed in browser (for framed forwarding only):' box.

If you are using framed web forwarding, then you can enter in Meta tags, which are stored in the HTML code of the frames and are picked up by search engines.

To then activate your web forwarding; simply click on 'Update Web Forwarding'.

**Note:** Your web forwarding is not functioning correctly as it has not been configured properly in your 123-reg user control panel.

If you wanted to forward [exampledomain.com](http://exampledomain.com) to [anotherdomain.com/example.html](http://anotherdomain.com/example.html) you should set the web forwarding to direct to a single page.

Conversely if you wanted to forward [exampledomain.co.uk](http://exampledomain.co.uk) to [yetanotherdomain.biz](http://yetanotherdomain.biz) you will need to select web forwarding to a URL.

## **Forwarding multiple domains**

To do this you can use the web forwarding feature and forward the domain name you have just purchased to a directory created for the new domains site and place the files that website there, such as the index page.

i.e. www.hosteddomain.com create a directory in the ftp space called newsite (example) then upload your index page jpegs and other files relating to that website there.

www.newdomain.com for this domain you will need to web forward it to the directory with your files in it:

**1** You will need to login to the account using the "login to your control panel" button. This is located on the top right hand side of the page.

**2** Using the scroll bar on the right hand side of your web browser scroll half way down the page. You should now be presented with the blue section and a dropdown box that contains a domain name. Next to this dropdown box is a button that says "modify domain".

**3** Select the domain you wish to modify from the dropdown box then click the "modify domain" button.

**4** Select web forwarding and put this URL in <http://www.hosteddomain.com/newsite> and leave for one hour and you should have a new site and the same hosting space.

### **123-reg Domain Control Panel**

Currently managing 123-qsg.com

**Manage My Blog**

**Access my InstantSite Account**

**Web Forwarding**

**E-mail forwarding**

**Manage DNS**

**Change Nameservers**

**Modify Contact Details**

**Manage Domain Locking**

**Transfer Domain to another 123-reg user**

**Display or Print an Invoice**

# Help & Support

## What is the 123-reg support site?

123-reg-support.co.uk provides the answers to hundreds of frequently asked 123-reg questions. It should be your first port of call whenever you have a problem or question relating to 123-reg.co.uk.

You can use the support site to find the answers to all your 123-reg questions, brush up on your web knowledge, or submit a question directly to the 123-reg support team.

## How do I use the 123-support support site?

To use the site, simply type a question into the search box towards the top right of support home page and click on the "Search" button.

A search bar with the text "Search Support" on the left, a "view search tips" link on the right, and a red "search" button.

The system will find all the answers related to that question and display them in an ordered list, this system is updated daily with the most up to date information and will be able to answer 99% of your 123-reg related questions.

## How do I submit a question?

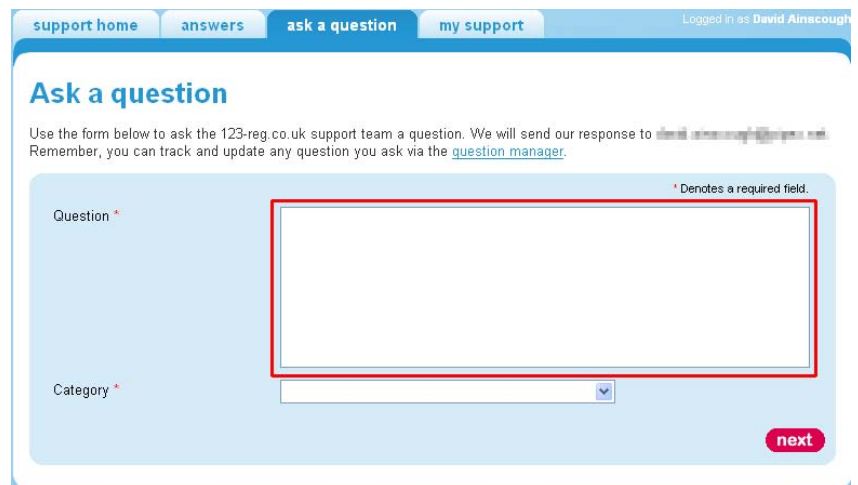
1. If you have searched the support knowledge base and not found the answer your looking for then click on the "Ask a question" button in the 123-support.co.uk site, this button will not appear until you have performed a search.
2. Type your question into the box provided.



### Top Tip:

Always include the domain name that is having problems it will save us having to write back and ask you.

Give us as much relevant information as you can this will help us answer your questions faster, also only submit one question per problem, multiple questions slow down responses.

A screenshot of the "Ask a question" form. It features a navigation menu at the top with "ask a question" highlighted. Below the menu, there is a text area for the question, a dropdown menu for the category, and a red "next" button. A note says "Use the form below to ask the 123-reg.co.uk support team a question. We will send our response to [redacted]. Remember, you can track and update any question you ask via the question manager." A small asterisk indicates that the question and category fields are required.

3. Select a category for your question, e.g. "Domains".

A dropdown menu showing a list of categories: General Support Queries, Domain Names, InstantSite, Web Hosting, Email, Instant Traffic, Dial-up Internet Access, Dedicated Servers, 123-drive, and ecommerce.

4. Click the **next** button.

## I have submitted a question, what now?

Your question will be submitted to our support team. You will receive an answer shortly. If you want to check the status of your question, just click on the "my Support" tab.



Then click on the "Question manager" link



### Questions manager

[View, update and edit question conversations with our support staff.](#)

You'll see all the questions you've sent to the 123-reg team, along with their status.

## Can I email you?

If you want to contact us you can use the 123-support.co.uk support system, if you can not find the answer in there then click on "Ask a question".

## I can call you?

Yes you can our phone number is in the support knowledge base, please take to opportunity search for your problem first, this may be faster than calling us.

## I can I send you mail?

Yes our address is:

123-reg.co.uk  
PO Box 945  
UXBRIDGE  
UB8 9HL

The screenshot shows the 'Questions manager' interface. At the top, there are navigation tabs: 'support home', 'answers', 'ask a question', and 'my support'. The 'my support' tab is selected. Below the tabs, there is a search bar with the text 'Search for an answer - ask a question' and a 'search' button. The main content area displays a list of 10 questions found, each with a numbered link, status, date, and ID.

Category	Search for an answer - ask a question	advanced search	search
All			

**10 Questions Found**

1	<a href="#">Feedback for Answer ID 355 (Rated Helpfulness: Very unhelpful)</a>	Solved	19/11/2007 12:41	071119-000808
2	<a href="#">Test for post new info</a>	Solved	23/10/2007 15:21	071023-000912
3	<a href="#">Blah</a>	Solved	22/10/2007 14:27	071022-000628
4	<a href="#">Test Phone with unassigned</a>	Solved	03/10/2007 14:42	071003-000739
5	<a href="#">Test Phone Incident</a>	Solved	03/10/2007 14:24	071003-000715
6	<a href="#">Test Case</a>	Solved	03/10/2007 14:19	071003-000711
7	<a href="#">This is a test Question please ignore...</a>	Solved	03/10/2007 11:33	071003-000450
8	<a href="#">Test question...</a>	Solved	02/10/2007 17:50	071002-001242
9	<a href="#">This is a test response</a>	Solved	01/10/2007 10:51	071001-000371
10	<a href="#">Vestibulum hendrerit. Vestibulum quam. Praesent laoreet nunc et urna. Donec i...</a>	Solved	28/09/2007 12:40	070928-000639