

Provider change

What is the procedure for an outgoing domain transfer?

If you want to transfer your domain to another provider, you need to terminate the respective contract with EUserV first. To do this, proceed as follows:

- Log in to the customer control panel
- Select your contract
- Click on "Contract Details"
- Click the "Terminate contract now" button

The termination will be performed on the next possible termination date. You will receive a confirmation via E-Mail.

Many domain extensions require a so-called AuthCode for the domain transfer. You need this code in order to authenticate as the legit owner of the domain. You can view the AuthCode in the customer control panel after you have terminated the contract. To do so, proceed as follows:

- Log in to the customer control panel
- Select your contract
- Click on "Domains"
- Beneath "AuthCode" click the "Generate" button

Generation of the AuthCode usually takes between 30 and 60 minutes and will be displayed under "Domains".

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