

Domain Names (incl. Registration + Transfers)

How do I transfer a .com .net .org or other global domain name into ByteHouse?

The process for transferring a .com domain to Bytehouse;

1. Add the domain in your ControlCentre;

Please note that you will not be able to do this, if you do not have a web hosting account like VPS, dedicated server, Plesk shared hosting, Plesk reseller hosting etc with Bytehouse. In such a case, please contact Bytehouse Technical support for transferring the domain.

- a) Login to <http://www.bytehouse.co.uk/controlcentre>
- b) Choose "All My Domains" from top right drop down menu
- c) Go to "All My Domains" tab
- d) Click Add Domain

- e) Select 'Use an existing domain registered elsewhere'
- f) Enter domain name in box
- g) Select 'Host domain in ByteHouse DNS'**
- h) Click Save

Note: Domain transfer fee includes domain renewal for an additional year.

Important Note about DNS Hosting

- **If 'Host domain in ByteHouse DNS' is selected, you will get option to edit DNS zone from ControlCenter now.**
- **Please make sure that proper DNS zone is setup with correct A record, MX record, NS record, TXT records now.**
- **If you do not want to use Bytehouse DNS server for the domain, you can skip configuring DNS zone.**
- **If you need assistance in configuring DNS zone, please contact Bytehouse Technical Support.**
- **If the domain is not setup with proper DNS zone, domain may fail to function properly after domain transfer**
- **DNS records can be edited as per the steps in the link:**
<http://kb.bytehouse.co.uk/content/5/240/en/steps-to-edit-dns-zone-of-a-domain-from-bytehouse-controlcenter.html>

2. At the current provider (1and1, Godaddy etc) unlock the domain, and obtain 'Auth Code'
3. At the current provider, ensure that the 'Admin Email address' is yours (eg.

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administrator@domainname.com). This can be confirmed by using a WHOIS service such as <http://www.whois.net>. Do not proceed until you see that the 'Administrative contact Email Address' has been changed! It can take some time for registries to update.

Points 2 & 3 are very important, otherwise the transfer may fail

4. Initiate the domain transfer from within your Bytehouse ControlCentre;

- a) Login to <http://www.bytehouse.co.uk/controlcentre>
- b) Choose "All My Domains" from top right drop down menu
- c) Go to "All My Domains" tab
- d) Go to domain.com > Transfer
- e) Click 'transfer domains mode'
- d) Enter domain name and click 'Check domains'
- e) Click 'Add to Cart' then 'Continue to next step'
- f) Click 'Checkout', tick the box for 'I accept the terms of this User Agreement.' then click 'Place Order'

5. The order has now been placed. Due to global fraud trends, Bytehouse check and manually process all orders. Do not be offended if our system notifies you of this, it happens with ALL orders! If you wish to expedite the process, please submit a Trouble Ticket to the Technical Team indicating that you have ordered a domain transfer, including the domain name, and that you would like it processing ASAP. Otherwise, this will usually happen within one working day.

6. The transfer will be initiated by Bytehouse, after which you will receive an Email from the 'Losing Registrar' requesting authorisation. Follow those instructions. They usually require you to visit a webpage, accept the transfer, and input the 'Auth Code' that you obtained in step 2.

7. Your domain transfer will proceed, and may take up to 7 days to complete. Once this has completed, you will receive an Email telling you so.

8. Synchronise the domain's nameservers with the registrar;

- a) Login to <http://www.bytehouse.co.uk/controlcentre>
- b) Choose "All My Domains" from top right drop down menu
- c) Go to "All My Domains" tab
- d) Go to domain.com
- e) Go to Nameservers
- f) Synchronise with registrar

The domain has now fully transferred and is now live with Bytehouse.

Unique solution ID: #1004

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Last update: 2016-04-07 05:34