

# My .eu account

## USER GUIDELINES

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## Introduction

**Welcome!** This guide will walk you through the basics of using your **My .eu** account and provide you with a description of its functionalities.

My .eu is an all-encompassing web tool implemented by EURid that allows you to manage the following aspects of your domain name(s):

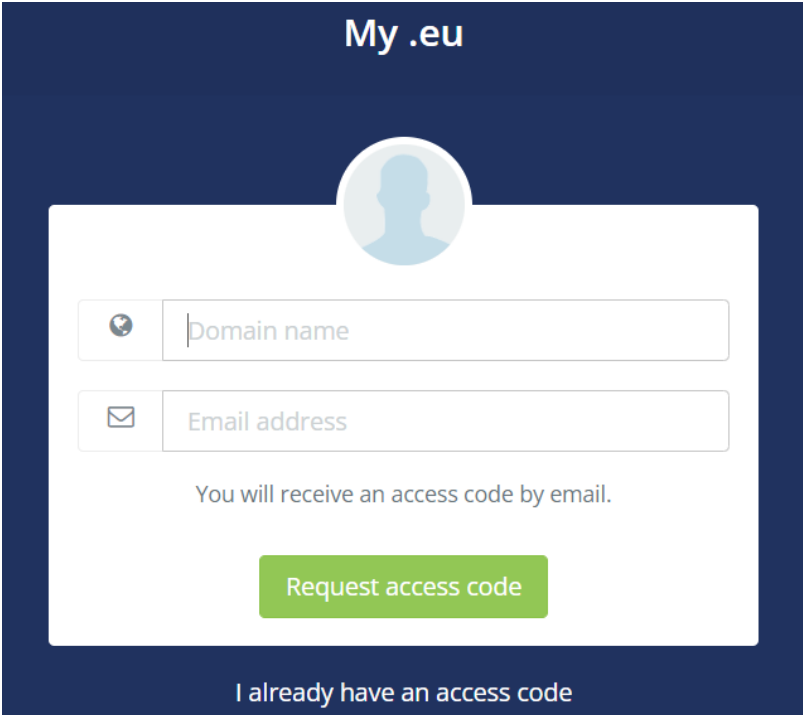
- View all contact information associated with your domain name(s)
- Generate a transfer authorisation code for your domain name(s)
- Confirm your registration data
- Request a Statement of Holdership for your domain name(s)
- Link your domains under one My .eu account
- Consult your DNSQuality Score

## Login

You can login to your 'My .eu' account by submitting a request for a login link.

Go to <https://my.eurid.eu>

Enter your domain name and your email address (as it appears on the web-based WHOIS on [whois.eurid.eu](https://whois.eurid.eu).)



My .eu

You will receive an access code by email.


[Request access code](#)

[I already have an access code](#)

Click on 'Request access code'.

Check your email inbox, copy the access code received and paste it in the newly open window to gain access to your My .eu account.

**My .eu**



An access code has been sent to your email address. The code is valid for two hours and can be used only once. Please check your spam folder if you do not find it in your inbox.

**Login**

Request a new code

**Note:**

*\*The access code is valid for two hours and can only be used once.*

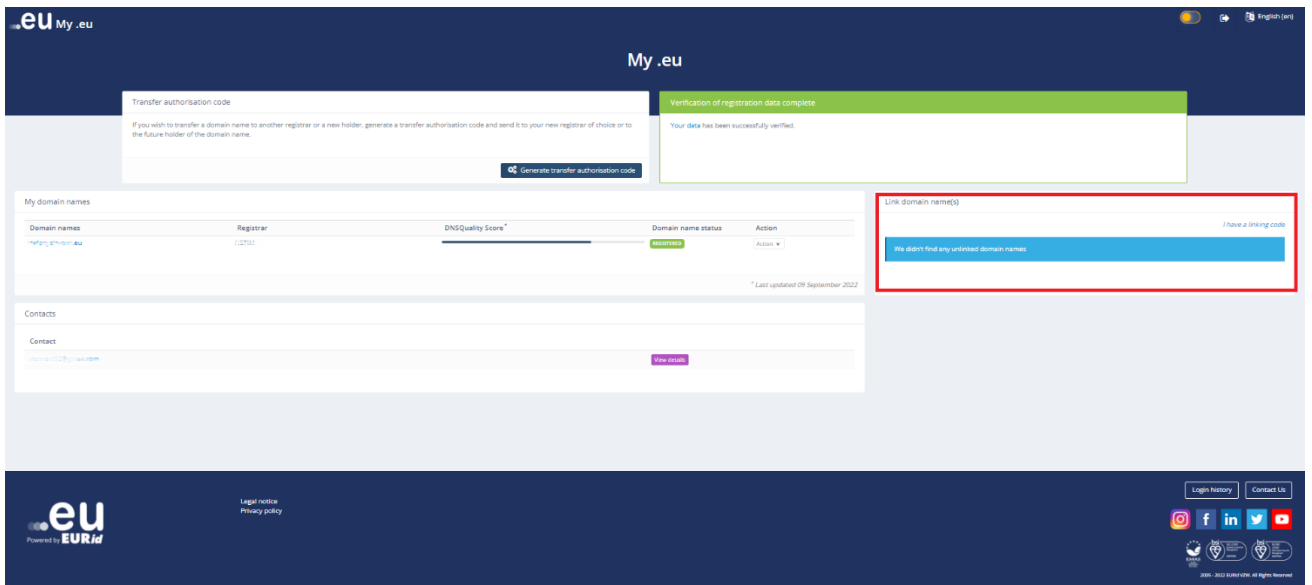
*\*The email containing the access code will be sent to the email address in our system, which may be different to the email address indicated on the web-based WHOIS at [whois.eurid.eu](http://whois.eurid.eu). Please contact us at [info@eurid.eu](mailto:info@eurid.eu) if the email with the link is not received.*

## My .eu Profile

At the top right of the page you can find the user icon for the 'My profile' section, the logout button, and the option to select a language.



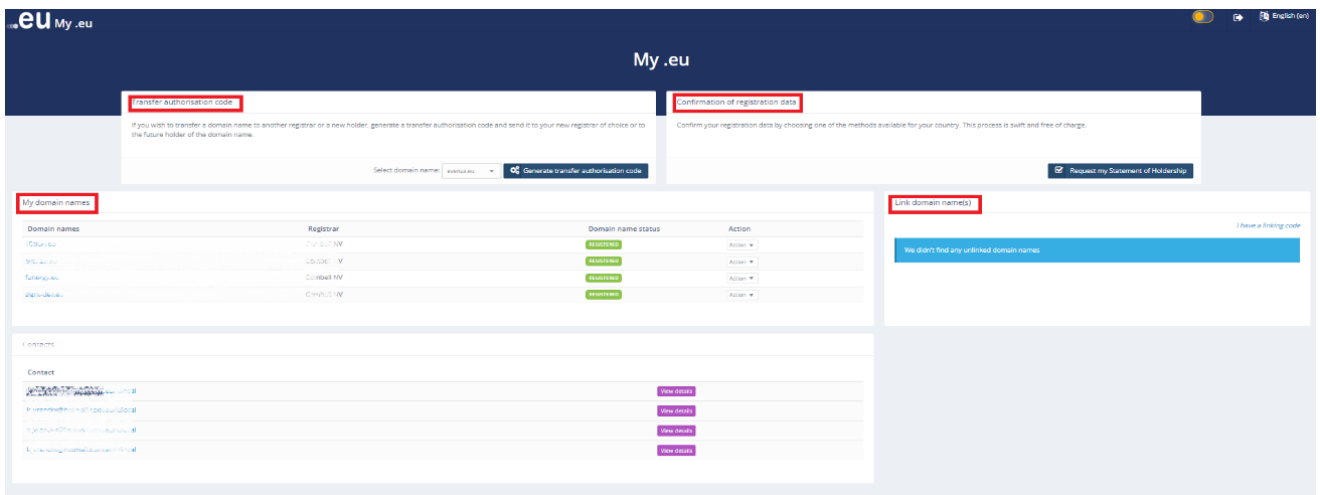
The 'My profile' section allows you to use a 'linking code' to link all your domain names with the same registration data and manage them under one My .eu account. Additionally, you can see the contact email addresses of your linked accounts.



## My .eu

The Platform contains the following services:

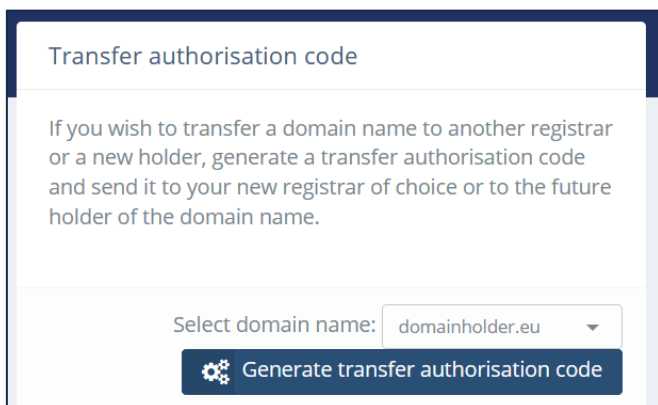
- Transfer authorisation code
- My domain names
- Confirmation of registration data
- Link domain names
- Contacts



## 1. Request a transfer authorisation code

In order to transfer your domain name(s) to a new registrar and/or a new domain name holder you will need a transfer authorisation code, which can be obtained via My .eu as follows:

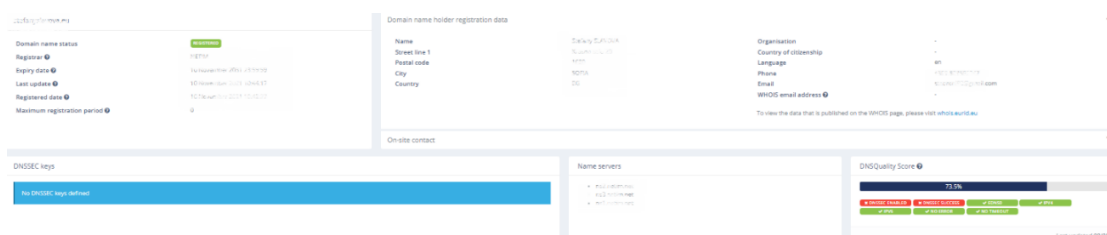
On the main page of your My .eu account, in the 'Transfer Authorisation Code' section, click on the 'Generate transfer authorisation code' button. The authorisation code will automatically be displayed on your screen:



**Note:** The authorisation code includes a total of 16 letters and digits, separated by dashes, in the following format: XXXX-AAAA-BBBB-CCCC. The code will remain valid for 40 days from its issue or until it is used, whichever comes first.

## 2. My domain names

In this section, you can view information associated with your domain name(s). If you manage several domain names, you can see and select them from the list that appears on the page. Click on any one of your domain names to see further registration details.



**Note:** Please note that domain name holder registration data visible in your My .eu account may differ from the data visible on the web-based WHOIS. Please check our [WHOIS policy](#) for further information.

## 3. Confirmation of registration data or request a Statement of Holdership

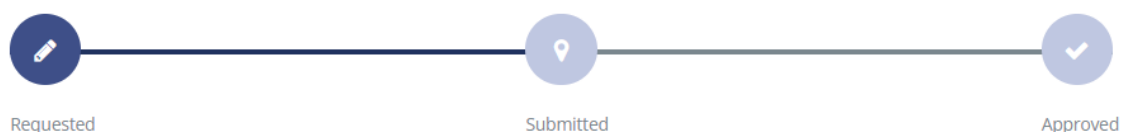
If you have received an email from EURid ([verification@eurid.eu](mailto:verification@eurid.eu) or [whoisaccuracy@eurid.eu](mailto:whoisaccuracy@eurid.eu)) asking you to confirm your registration details, click on the 'Confirm

my registration data' button to begin the verification process. All data provided is handled according to our [Privacy Policy](#) in compliance with GDPR.


If you would like to receive a Statement of Holdership, please click on 'Request Statement of Holdership' in the same " Confirmation of registration data" section on the page and complete the data verification procedure (please, go straight to method 3 or 4). As soon as you have successfully completed this procedure you will be able to download a Statement of Holdership for each of the domain names listed on your My .eu account.


If necessary, please contact your registrar to correct your registration data (your name, address, email and phone number need to be up to date) before you click on "Start verification process" otherwise your request will be rejected.

#### Confirm my registration data



We ask you to allow verification of your registration data using one of the available methods on the next page. Should the preselected proposed method of data verification not be authorised by your national applicable law or regulation for the purpose of confirming your registration data, please use an alternative and lawful method of data verification which is at your disposal.

 Cancel

 Start the verification process

Based on country of residence and the type of verification request, you will find several of or all 5 different methods, in the following order:

1. **EIDAS** (can be used only if you have an electronic identity card)
2. **CREDIT CARD** (temporary block of EUR 0.02)
3. **SMS\_MRZ** (can be used only if you have a mobile phone and an MRZ identity card),
4. **OUTGOING\_PAYMENT** (you will receive a small bank payment by EURid if you have a bank account in EUR)
5. **DOCUMENT UPLOAD** (you will be able to upload documentary evidence):

#### 1. Confirmation via eID or digital identity

This procedure requires the use of a card reader and an identity document containing a chip.

Through the chip on the identity document and a card reader, your name and address information can be verified over our secure system.

## I want to use an eID or digital identity

If you have an electronic identity card issued by a European Member State, you can confirm your registration details with eIDAS.

It only takes three steps.

1. First, you will be directed to the eIDAS portal. You can switch the language from English to German, French, or Dutch.



Click "Log in with eIDAS". This will open a page displaying all the European Member States with eIDAS activated.



Belgian electronic identity holders can use this option and skip the steps below.

2. Click "Log in with eIDAS" and then choose the country that issued your electronic identity by clicking on its flag.
3. You will be directed to your national identity login portal, where you can complete the authentication.

### Please note:

- If your country is not on this list, go back to [my.eurid.eu](https://my.eurid.eu) and choose another verification method.
- In some cases the identification scheme you select will not allow you to authenticate yourself and complete the verification process. This is due to the assurance levels set by the identity scheme operator and, which EURid does not manage. Should this happen, please revert to [my.eurid.eu](https://my.eurid.eu) and choose from the other verification methods that EURid offers.

A green button with a white right-pointing arrow and the text "Continue".

A blue button with the text "Show me another method".

If you would like to use another method or do not have eIDAS or digital identity from the respective countries, please, click on "Show me another method".

If you try 3 times unsuccessfully to use this method (going back to the My .eu page is considered a trial as well), you will see "0 remaining attempts" in the "Confirm my registration data" section and after clicking "Start verification method", the button "Continue" will be inactive. Please, be aware that EURid can reset the trials upon your request by email but you are advised to click on "Show me another method".

## 2. Confirmation via CREDIT CARD

This procedure requires the use of a VISA or a MasterCard credit card. Please note that debit cards or other bank cards (even embossed) cannot be used.







## I want to accept a bank transfer to confirm my registration data

1. EURid will pay a small amount to your bank account. Allow up to two working days for the payment to arrive.
2. Look for the **6 digits** that can be found in the payment reference.
3. Access the My .eu portal again and enter these digits.

Country code	IBAN *	BIC *
<input type="text"/>	<input type="text"/>	<input type="text"/>

### Please note

- The bank account holder's name and address have to match your domain name registration data
- Only bank accounts opened in one of the European Union Member States, Iceland, Liechtenstein, or Norway are allowed
- The amount will be wired in Euro. If you enter a bank account opened in a non-Euro currency, you may incur bank fees
- Some banks do not provide the address details of the sender of the payment. In this case, we can not confirm your registration details automatically, and will need to request additional documents.

Submit

[Show me another method](#)

EURid will make a small payment, which includes a six-digit code. After receiving this payment, the domain holder has to log into my.eurid.eu again and enter the code to confirm their registration data.

Confirm my registration data

Requested Submitted Approved

### Verification methods

**eIDAS**  
Current status: eIDAS selected to confirm registration data  
0 remaining attempt(s)

**Request payment**  
Current status: Payment to your bank account in process.  
3 remaining attempt(s)

Enter the six digit code in the payment reference. The code starts and ends with EU.

Enter the six digit code in the payment reference. The code starts and ends with EU. \*

Enter the net amount you received \*

EUR ▼

**Note!** Domain name holders who themselves initiate the procedure in order to receive a Statement of Holdership need to confirm their registration data by transferring a small amount (less than 1 EUR) directly to a EURid bank account. The bank transfer needs to contain a six-digit code, which shows when selecting this method on my.eurid.eu portal.

I want to make a bank transfer to confirm my registration data

You choose to confirm your registration data by making a small payment using the following information. Please save the information below.

Amount	0.02 EUR
Payment reference (6 digits)	EU073920EU
Recipient	EURid
Street	Telecomlaan 9
Postal code	1831
City	Machelen
Country	Belgium
IBAN	BE31363209977455
BIC	BBRUBEBB

You will receive an e-mail as soon as we have processed your payment. Most payments are processed within two working days after receipt.

**Please note**

- The bank account holder's name and address have to match your domain name registration data otherwise we will not confirm your registration details
- Make sure to include the 6 digits code in the payment reference. The code starts and ends with EU. Without it, the confirmation of your registration data risks being delayed
- Only make payments in Euro. Payments in other currencies risk being returned, resulting in a failure to confirm your registration data. Please check with your bank the potential cost for currency conversion or transfer fees especially if paying outside of the Euro zone.

As soon as the payment is received, EURid will compare the name and address from the bank account holder with the domain name holder's information. If the information matches, the Statement of Holdership is automatically issued.

If you try 3 times unsuccessfully to enter the code (going back to the My .eu page is considered a trial as well), you will see "0 remaining attempts" in the "Confirm my registration data" section and after clicking "Start verification method" the "Submit" button will be inactive. Please, be aware that EURid can reset the trials upon your request by email but you are advised to click on "Show me another method".

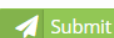
The following screen will appear:

Switch to manual confirmation of registration data

You can also confirm your registration data by uploading documentary evidence.

**Before proceeding, please tell us why you chose not to use any of the previous methods offered. \***

- I don't have an identity document that is accepted
- I don't want to provide my credit card or bank account details
- I don't want to provide my mobile phone number
- I encountered a technical issue
- Other reason

 Submit

Before proceeding to the final method of validation, check one or several of the boxes in answer to the question for statistic purposes and click on “Submit”.

## 5. Uploading documentary evidence

This method requires uploading documentary evidence according to the instructions on the page.

**euMy.eu**  
Back to the homepage

### Confirm your data

**Your data**

Name	Private Person
Organisation	-
Street line 1	Street 1
Street line 2	-
Street line 3	-
Postal code	12345
City	Utopia
Region	-
Country	BE
Language	en
Phone	+32.12342345
Email	domainametest@gmail.com
WHOIS email address	-

**Confirm your registration data**

If you have received an email from EURid requesting that you confirm your registration data, please follow the procedure below:

**1. Upload documentary evidence\*** confirming the accuracy of your registration data, as described below:

- If you have registered your domain name(s) as an individual and if you are residing in a European Union Member State, Iceland, Liechtenstein or Norway, please provide a **copy of a utility bill not older than 30 calendar days, related to the following services: water, electricity, gas, or a residential phone line.**
- If you have registered your domain name(s) as an individual and you are NOT residing in a European Union Member State, Iceland, Liechtenstein or Norway, but you are a citizen of a European Union Member State, Iceland, Liechtenstein or Norway please provide a **copy of your ID card, passport, or similar official document issued by your country of citizenship AND a copy of a utility bill not older than 30 calendar days, related to the following services: water, electricity, gas, or a residential phone line.**
- If you have registered your domain name(s) as an authorised representative of a legal entity, please provide a **certificate of incorporation or registration of the legal entity you are representing obtained from your country's official company register not older than 30 calendar days, certifying that your company is active.**

**2.** Click on the **Submit** button.

\* Any information other than your registration data (full name, full address, telephone, fax, email, and country of citizenship where applicable) should preferably be struck through. We reserve the right to require additional documentary evidence.

You have not yet submitted a request

**Continue**

**EURid**

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You can add any additional remarks if applicable, and make sure to click on the ‘Submit’ button to send your information.

You will receive a notification via email and in the My .eu platform if your request is successfully processed or if further information is needed.

If your request is rejected you can find more details on the reasons and what additional information is needed by clicking on “Confirm my registration data”, and going to the Document upload method as described before and reading the comments in the “Remarks” section as shown below.

You can re-submit your request by clicking on “Add document” as shown below, submit as many documents as necessary and finally click on the “Submit” button circled in red below.

If you see the following screen this means you have successfully submitted the documents and will need to wait for the outcome of your request:

Confirm my registration data

Thank you for submitting your documentary evidence. It is currently under review. You will receive an email informing you about the outcome of our review.

View my verification actions

**Please note! Regardless of the validation method you have chosen, the validation of your data is considered successful only upon receiving a confirmation email from our verification agent, indicating the successful completion of the procedure.**

## 6. \*Confirm your good faith registration

EURid, in agreement with the European Commission, has implemented a set of measures to protect our customers and end users from potential abuse.

As part of the verification procedure, you might be asked to confirm that you have registered your .eu domain name(s) in good faith. You can confirm this by ticking the appropriate box.

I confirm that I have registered my domain name(s) in good faith by ticking this box.

I confirm

Please note that the box will only be displayed if you were asked to demonstrate good faith. For additional information please contact us at [info@eurid.eu](mailto:info@eurid.eu).

If the validation is successful you will see the following screen and upon clicking on “Your data” you will be directed to the page from which you can download your statement of holdership.

Verification of registration data complete

Your data has been successfully verified.

## 4. Link domain names

If you have registered several domain names using similar registration data, you can link them under one account through My .eu.

Link domain name(s)

*I have a linking code*

**⚠** We found other domain names with similar registration data. Select the one(s) you wish to link to this account. Next, click on the link you'll receive in the mailboxes connected to the domain name(s) to confirm you're the holder.

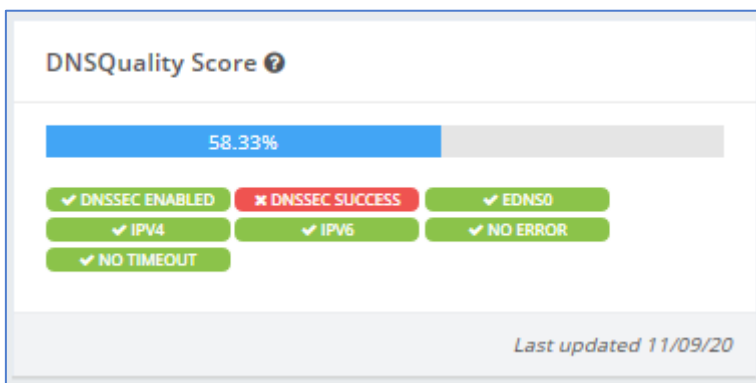
Domain name	Check all
linkingdomain.eu	<input type="checkbox"/>

Send email(s)

Select the domain names you wish to link. Next, check your inbox(es) connected to the domain names and click on the link in the email received to confirm you are the domain name holder.

## 5. Consult the DNSQuality Score

The DNSQuality score is a visual reflection of the quality of the DNS (Domain Name System) setup of your domain name. EURid performs technical checks on every active domain name, calculating a new DNSQuality score each week via a sequence of tests. Each test conducted allocates a certain number of points, and the total number of points is included in a DNSQuality score expressed as a percentage.



DNSQuality checks are grouped into badges, which represent a group of tests. The badge will be green for successful tests and red for failed tests.

Badge	Related Technical Check
<b>DNSSEC ENABLED</b>	Domain Name Security Extensions (DNSSEC) configuration is enabled
<b>DNSSEC SUCCESS</b>	Domain Name Security Extensions (DNSSEC) configuration is correct
<b>EDNS0</b>	Extension Mechanisms for DNS (EDNS0)



<b>IPV4</b>	The domain name can work over IPv4
<b>IPV6</b>	The domain name can work over IPv6
<b>NO ERROR</b>	During the tests no error message was returned
<b>NO TIMEOUT</b>	During the tests no time-out exceeded message was returned

In order to improve your DNSQuality score please contact your registrar for technical tips and recommendations for your DNS setup.

EURid recommends a DNSQuality score equal to at least:

- 74% if DNSSEC features are not enabled;
- 98% if DNSSEC features are enabled.