

My .eu account

USER GUIDELINES



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1. Introduction

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

The My .eu account is a web tool implemented by EURid that allows you to manage the following aspects of your domain name:

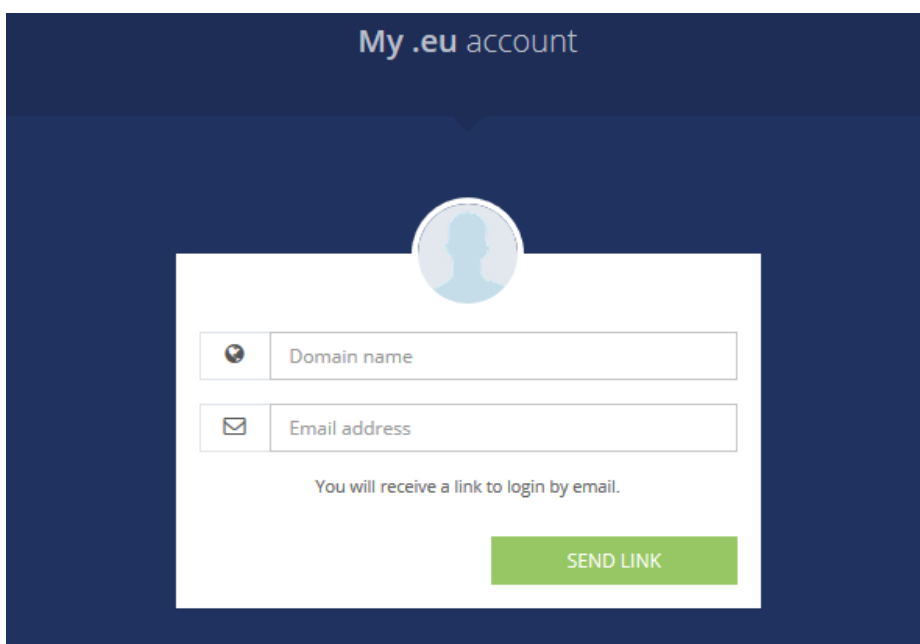
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- Request an authorisation code to transfer your domain name;
- View the contact information associated with your domain name;
- Provided you are a natural person, choose to display selected details on the WHOIS database.

2. Get started by requesting a login link

Each time you would like to access your My .eu account, you will need to request a login link.

1. You can gain access to the “My .eu” account via <https://my.eurid.eu>
2. Enter your domain name and the email address used to register your domain name as it appears on our WHOIS database on whois.eurid.eu.



The screenshot shows a dark blue background with the text "My .eu account" at the top. Below this is a white rectangular form. At the top of the form is a circular profile icon placeholder. The form contains two input fields: "Domain name" with a globe icon and "Email address" with an envelope icon. Below the fields is the text "You will receive a link to login by email." and a green button labeled "SEND LINK".

3. Click on ‘Send link’
4. Click on the link received via email to gain access to your My .eu account.

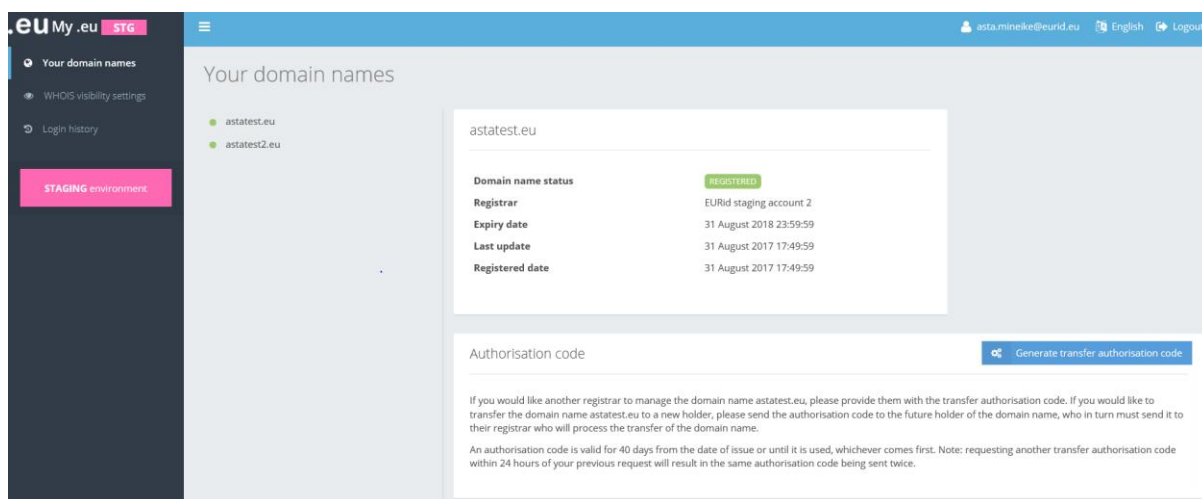
Note: The link is only valid for 24 hours and for a single use. Therefore, a new link to access the My .eu account should be requested each time you would like to log in. The registrar can request up to 3 links every 24 hours. Exceeding this limit will result into an error message, which will indicate the amount of hours left until the next request can go through.

3. Manage your domain name

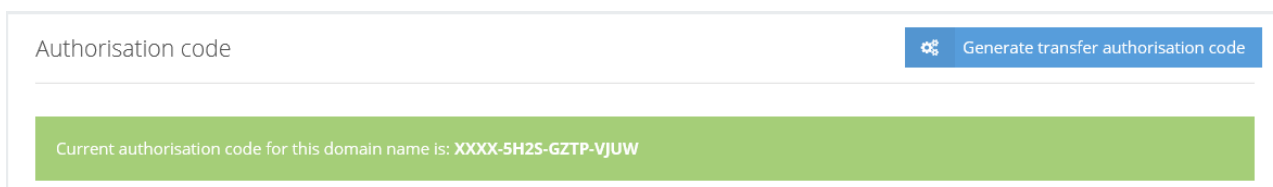
3.1. Request a transfer authorisation code

You can transfer your .eu (and/or its script variants) domain name(s) to a new registrar and/or a new domain name holder. Transfers require a transfer authorisation code that can be obtained via the My .eu account. Page | 4

1. Request a login link to gain access to your My .eu account



2. Click on the 'Generate transfer authorisation code' button. The authorisation code will 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 issuance or until it is used, whichever comes first.

3.2. View registration details

1. Request a login link to gain access to your My .eu account
2. Click on 'Your domain names' to view information associated with your domain name(s). If you manage several domain names, you can see and select them from the list on the left hand side.

3. On the main page you will find the following data:

- Domain name status;
- Registration and expiry date;
- Date of last update;
- Registrar;
- Domain name holder data (name, organisation, address, phone, email, and language of correspondence);
- Name servers;
- DNSSEC keys.

Whois contact

Name	Asta Mineike	Organisation	-
Street line 1	Bibliotekstorget 7	Language	sv
Street line 2	-	Phone	+46.739197186
Street line 3	-	Fax	-
Postal code	17145	Email	asta.mineike@eurid.eu
City	Solna		
Region	-		
Country	SE		

To view the data that is published on the WHOIS page, please visit whois.eurid.eu

DNSSEC keys

No DNSSEC keys defined

Name servers

No name servers defined

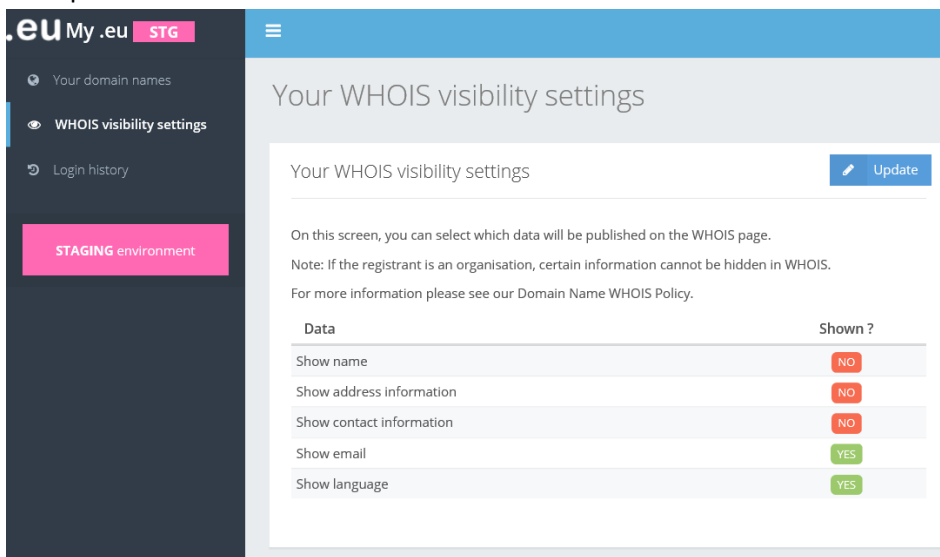
The amount of contact information shown on the WHOIS database depends on whether the domain name was registered by a company/organisation or by a private person. Please see paragraph 3.3 Update the WHOIS visibility settings (below), for more information.

3.3. Update the WHOIS visibility settings

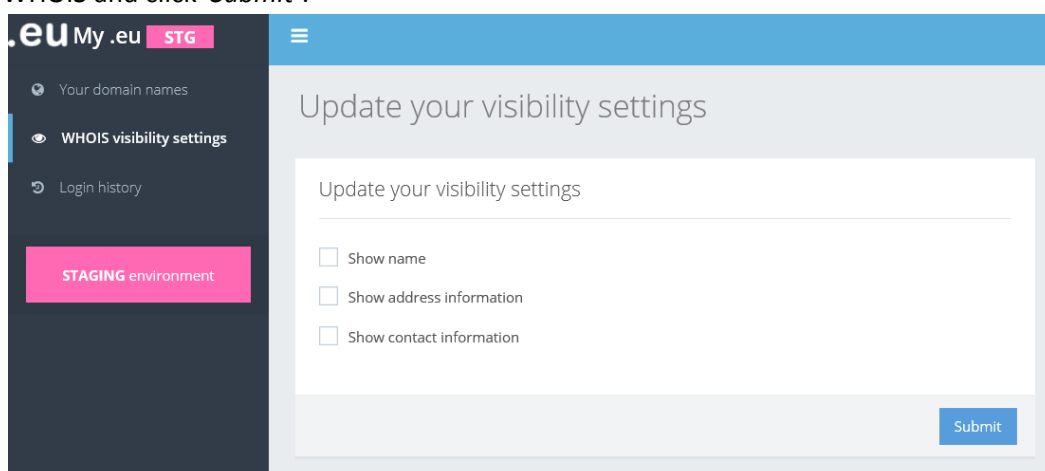
If the domain name has been registered by an organisation or company, the contact information that is shown on the WHOIS page cannot be hidden. As such, the WHOIS visibility settings cannot be updated.

If the domain name has been registered by a natural person, the information that is displayed on the WHOIS database can be selected via the *'WHOIS visibility settings'* section on the left hand menu. As per EURid's WHOIS Policy, the e-mail address and language of correspondence is published on the WHOIS database by default, and as such cannot be deselected.

1. Request a login link to gain access to your My .eu account
2. Click the *'WHOIS visibility settings'* on the left hand menu and *'Your WHOIS visibility settings'* will open:



3. Click on the "Update" button and then select the data you would like to be published on WHOIS and click *'Submit'*:



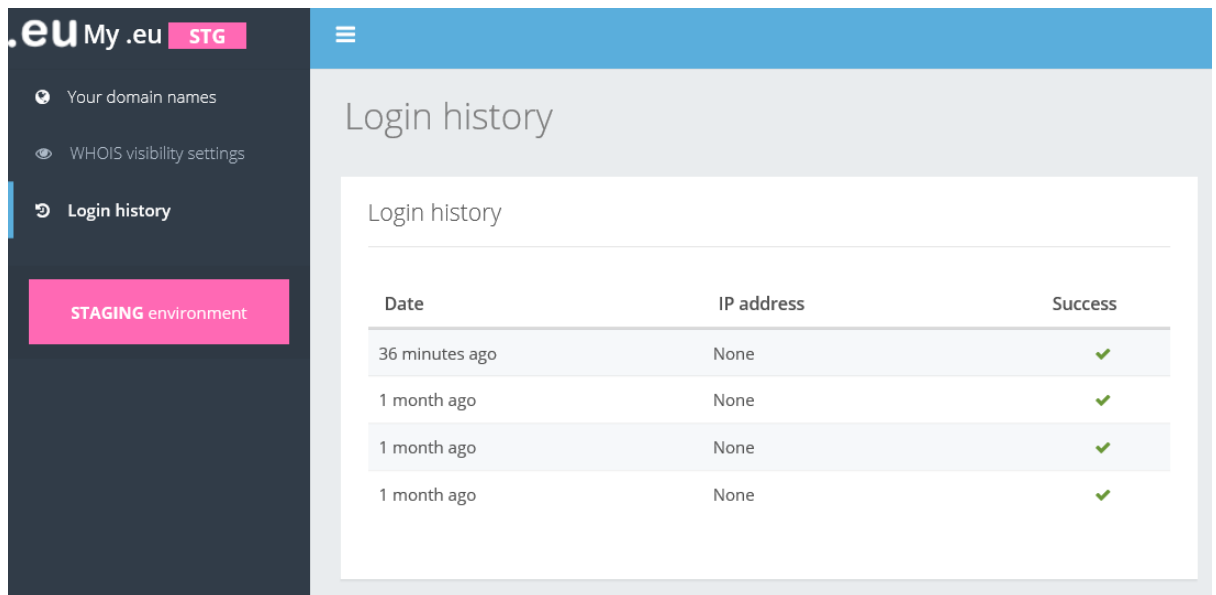
Note: "Yes", your data will be visible, "No", your data will not be visible. Please note that the visibility settings will update all of the domain names connected to your My.eu account. The list of your account's domain names can be found on the first page 'Your domain names'.

3.4. Check the login history

On the 'Login history' page you will see all of the login attempts for your My .eu account

Date: the date/time-period you attempted to log in
IP address the IP address from where you connected to your My .eu account
Success whether your log in attempt was succesful or not.

1. Request a login link to gain access to your My .eu account
2. Click 'Login history' on the left hand menu



The screenshot shows the 'Login history' page in the My .eu STG interface. The left sidebar contains navigation options: 'Your domain names', 'WHOIS visibility settings', and 'Login history'. A pink button labeled 'STAGING environment' is also visible. The main content area displays a table with the following data:

Date	IP address	Success
36 minutes ago	None	✓
1 month ago	None	✓
1 month ago	None	✓
1 month ago	None	✓