

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):

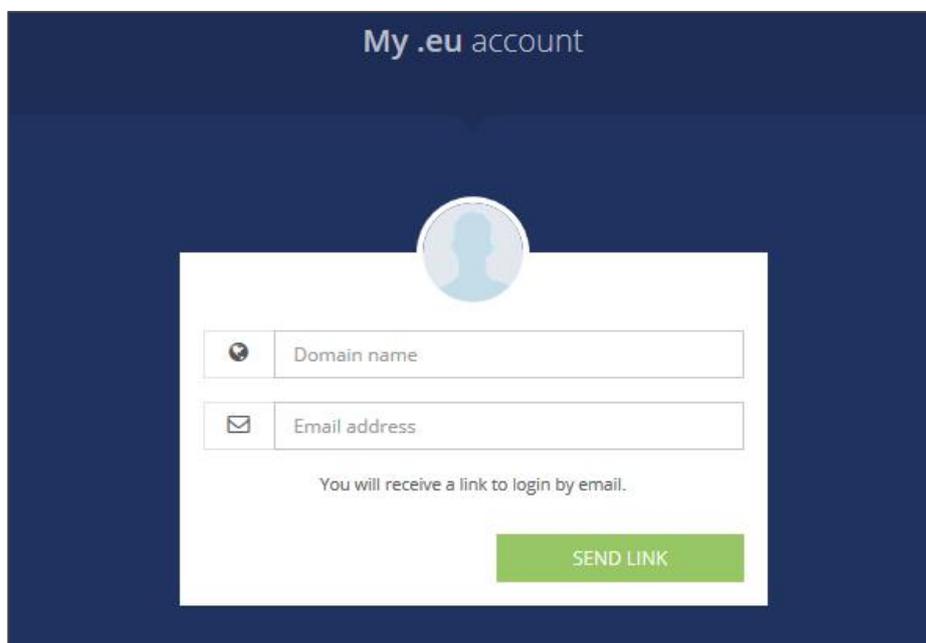
- View all contact information associated with your domain name(s)
- Generate a transfer authorisation code for your domain name(s)
- Confirm your registration data
- Request a Statement of Holdership for your domain name(s)
- Link your domains under one My .eu account
- Consult your DNSQuality Score

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.)

The image shows a screenshot of the 'My .eu account' login page. The page has a dark blue header with the text 'My .eu account' in white. Below the header is a white form box. At the top of the form box is a circular profile icon placeholder. Below the icon are two input fields: 'Domain name' with a globe icon on the left, and 'Email address' with an envelope icon on the left. Below these fields is the text 'You will receive a link to login by email.' and a green button labeled 'SEND LINK'.

Click on 'Send link'.

Check your email inbox and click on the link received to gain access to your My .eu account.

Note:

**The link can be used multiple times within 24 hours to access your My .eu account.*

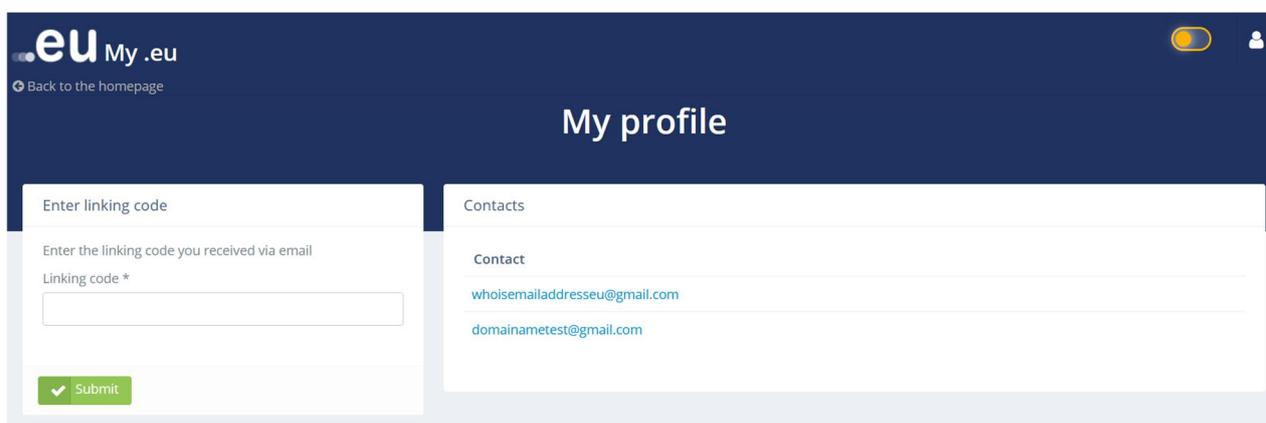
**The email containing the login link will be sent to the email address in our system, which may be different to the email address indicated on the web-based WHOIS at whois.eurid.eu. Please contact us at info@eurid.eu if the email with the link is not received.*

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.

A screenshot of the "My .eu" profile page. The header is dark blue with the ".eu My .eu" logo on the left, a "Back to the homepage" link, and a user icon and toggle switch on the right. The main content area is white and titled "My profile". It is divided into two columns. The left column is titled "Enter linking code" and contains the text "Enter the linking code you received via email", a label "Linking code *", an empty text input field, and a green "Submit" button with a checkmark icon. The right column is titled "Contacts" and contains a label "Contact" and two email addresses: "whoisemailadresseu@gmail.com" and "domainametest@gmail.com".

My .eu Dashboard

The Dashboard contains the following:

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

The screenshot shows the My.eu account interface. At the top, there's a navigation bar with the My.eu logo, a language selector set to English (en), and user profile icons. Below the navigation bar, the main content area is divided into several sections:

- Transfer authorisation code:** A section with a red border containing instructions on how to transfer a domain name and a button labeled "Generate transfer authorisation code".
- Confirmation of registration data:** A section with a red border containing instructions on confirming registration data and a button labeled "Confirm my data".
- My domain names:** A table listing domain names, registrars, and DNSQuality Scores. The table has columns for Domain names, Registrar, DNSQuality Score*, Domain name status, and Action. Two domains are listed: domainholder.eu and flagperson.eu, both registered with Public Profile Tryout Pisa 1.
- Link domain name(s):** A section with a red border containing instructions on linking domain names and a button labeled "Send email(s)".

At the bottom of the page, there are social media icons (Facebook, LinkedIn, Twitter, YouTube) and the EURid logo with "Login history" text.

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:

This is a close-up view of the "Transfer authorisation code" section. It features a title "Transfer authorisation code" and a paragraph explaining the process: "If you wish to transfer a domain name to another registrar or a new holder, generate a transfer authorisation code and send it to your new registrar of choice or to the future holder of the domain name." Below the text, there is a dropdown menu labeled "Select domain name:" with "domainholder.eu" selected. At the bottom of this section is a prominent blue button with a gear icon and the text "Generate transfer authorisation code".

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.

The screenshot shows the domain registration details for 'flagperson.eu'. It is divided into several sections:

- Domain name status:** REGISTERED
- Registrar:** Public Profile Tryout Pisa 1
- Expiry date:** 22 January 2022 23:59:59
- Last update:** 23 January 2021 00:35:15
- Registered date:** 22 January 2020 10:44:23
- Maximum registration period:** 9

Domain name holder registration data:

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

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

At the bottom, there are social media icons for Facebook, LinkedIn, Twitter, and YouTube, along with the EURid logo and copyright information: EURid, Copyright © 2021. Legal notice - Cookie policy

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 the [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) asking you to confirm your registration details, click on the 'Confirm my data' button on the dashboard page 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' and complete the data verification procedure. 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.

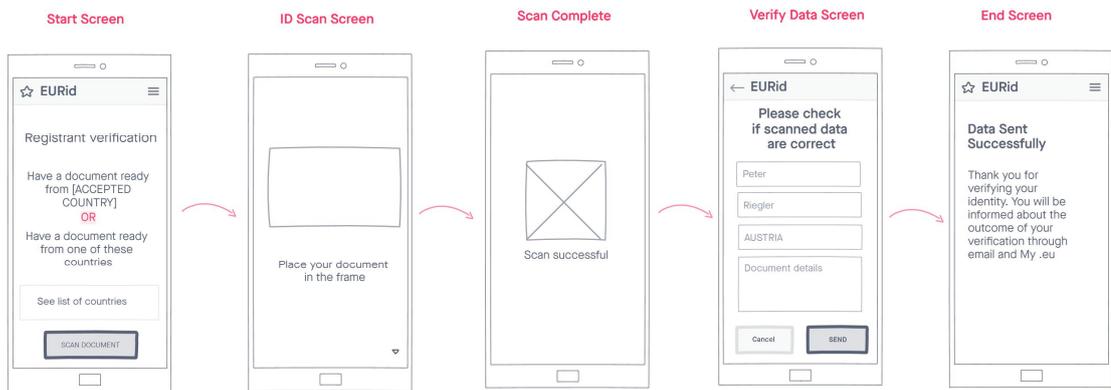
If necessary, please contact your registrar to correct your registration data before you confirm it on the My .eu platform.

Based on country of residence and the type of verification request, you will find the following methods to confirm your registration data:

1. Confirmation via electronic identity card

This procedure requires the use of a card reader and an identity document containing a chip. **At present, this service is available only for eID cards issued by Belgium.**

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



3. Uploading documentary evidence

If you are not in possession of a document with an MRZ or an electronic identity card with a chip and a card reader, please click on 'I don't have my card or card reader' and add your documentary evidence according to the instructions on the page.

The screenshot shows the "Confirm your data" page on the My.eu website. On the left, a "Your data" table lists personal information:

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	-

The main content area is titled "Confirm your registration data" and includes instructions for users who have received an email from EURid. It lists three requirements for uploading documentary evidence:

- 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, 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.
- Click on the **Submit** button.

A blue box at the bottom of the main content area states: "You have not yet submitted a request". A green "Continue" button is located at the bottom right of the page.

Add any additional remarks if applicable, and make sure to click on the 'Submit' button to send your information.

The screenshot shows the 'My.eu' website interface. At the top left, there is a logo for 'eu My.eu' and a link to 'Back to the homepage'. The main content area is titled 'Confirm your registration data or Request your Statement of Holdership'. It features a dropdown menu for 'Language of documentary evidence *' set to 'English'. Below this is a 'Documents' section with an instruction to upload evidence and a '+ Add document' button. There is also an 'Additional remark' text area. A 'Privacy statement' is provided, followed by an 'I agree' checkbox which is currently unchecked. At the bottom of the form are 'Cancel' and 'Submit' buttons. The footer includes social media icons for Facebook, LinkedIn, Twitter, and YouTube, along with the EURid logo and copyright information.

You will receive a notification via email if your request is successfully processed or if further information is needed.

4. 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.

The screenshot shows a confirmation box with a checked checkbox and the text 'I confirm that I have registered my domain name(s) in good faith by ticking this box.' At the bottom right of the box is a green button with a checkmark and the text '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.

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.

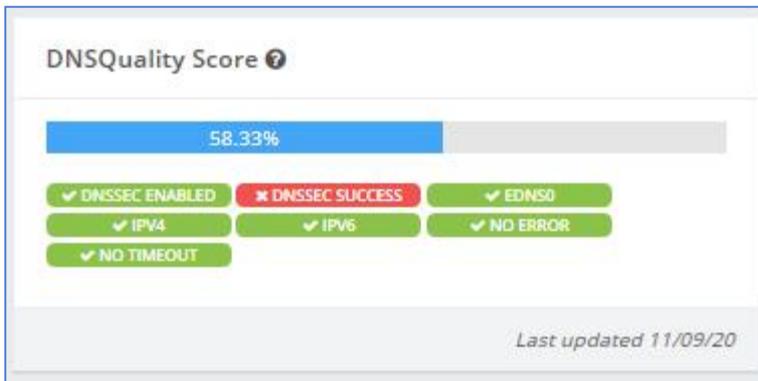
Domain name	Check all
linkingdomain.eu	<input type="checkbox"/>

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
DNSSEC ENABLED	Domain Name Security Extensions (DNSSEC) configuration is enabled
DNSSEC SUCCESS	Domain Name Security Extensions (DNSSEC) configuration is correct
EDNS0	Extension Mechanisms for DNS (EDNS0)

IPV4	The domain name can work over IPv4
IPV6	The domain name can work over IPv6
NO ERROR	During the tests no error message was returned
NO TIMEOUT	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.