# 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.)

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.

My .eu Dashboard

The Dashboard contains the following:

- Transfer authorisation code
- My domain names
- Confirmation of registration data
- Link domain names
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 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.
To verify your data, please follow the instructions on the screen. Enter your eID card and PIN and confirm the data (data such as issue date, birth date and birthplace, gender, and special status will not be processed.)

2. **Confirmation via MRZ scan and SMS**

This procedure requires the use of a document with an MRZ (Machine Readable Zone) and a mobile phone that can receive SMS.

When you select this procedure, you will first receive a text message containing a unique URL. The link opens an application that guides you through the process of scanning the MRZ of your identity documentation. Most official travel or identity documents contain an MRZ with encoded personal data (such as full name, citizenship, and document number). This confirmation procedure is supported in all 24 official languages of the European Union.

Please follow the instructions on the screen to enter your mobile phone number and obtain a verification SMS from us. Once received, you may begin scanning your document.
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.

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 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.

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

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.

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.

<table>
<thead>
<tr>
<th>Badge</th>
<th>Related Technical Check</th>
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<tbody>
<tr>
<td>DNSSEC ENABLED</td>
<td>Domain Name Security Extensions (DNSSEC) configuration is enabled</td>
</tr>
<tr>
<td>DNSSEC SUCCESS</td>
<td>Domain Name Security Extensions (DNSSEC) configuration is correct</td>
</tr>
<tr>
<td>EDNS0</td>
<td>Extension Mechanisms for DNS (EDNS0)</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>IPV4</td>
<td>The domain name can work over IPv4</td>
</tr>
<tr>
<td>IPV6</td>
<td>The domain name can work over IPv6</td>
</tr>
<tr>
<td>NO ERROR</td>
<td>During the tests no error message was returned</td>
</tr>
<tr>
<td>NO TIMEOUT</td>
<td>During the tests no time-out exceeded message was returned</td>
</tr>
</tbody>
</table>

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.