My .eu account

USER GUIDELINES

Document number 3
Author(s) EURid
Distribution list
Classification Public
Date October 2023
# Contents

- Introduction .................................................................................................................. 3
- Login .............................................................................................................................. 3
- My .eu Profile ................................................................................................................ 4
- My .eu ................................................................................................................................ 5
  1. Request a transfer authorisation code .................................................................. 6
  2. My domain names ................................................................................................. 6
  3. Confirmation of registration data or request a Statement of Holdership ............ 6
  4. Link domain names ............................................................................................... 16
  5. Consult the DNSQuality Score ............................................................................. 16
**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](https://my.eurid.eu)

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

You will receive an access code by email.

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.
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. 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

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:

![Transfer authorisation code](image)

**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.

![My domain names](image)

**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.

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 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 and choose from the other verification methods that EURid offers.

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.
If you click on “Select this method” you will be asked to enter your card details and EURid will reserve EUR 0.02 which upon successful validation, will be cancelled and will not appear on your credit card statement.

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 “Select this method” 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”.

3. 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.

If you do not want to use this method or do not have a smartphone or MRZ document, please, click on "I don’t have a smartphone or MRZ document".

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 “Start ID verification” will be inactive. Please, be aware that EURid can reset the trials upon your request by email but you are advised to click on “I don’t have a smartphone or MRZ document”.

4. Verification via bank transfer

This procedure requires a valid bank account in EUR one of the European Union Member States, Iceland, Liechtenstein or Norway, which is registered to the same person and address as the domain name.
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.
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.

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:
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.

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.

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.

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.

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>
</tr>
</thead>
<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>
</tbody>
</table>
### 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.