

My .eu account

USER GUIDELINES

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Introduction

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

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

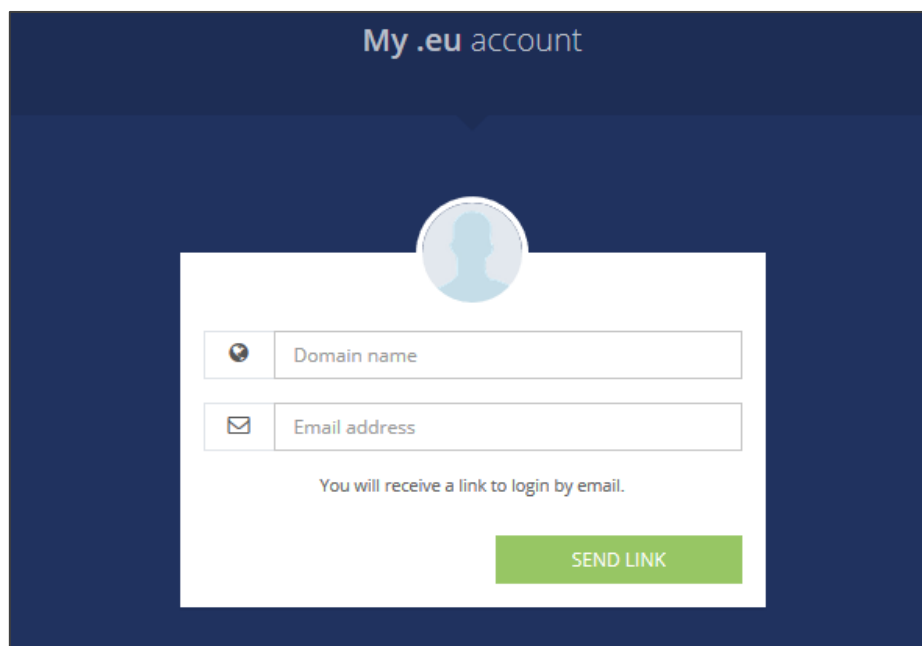
- View the contact information associated with your domain name(s)
- Request a transfer authorisation code for your domain name(s)
- Validate your registration data or request your Statement of Holdership for your domain name(s)
- View your login history
- Confirm that you have registered your domain name in good faith
- Consult your DNSQuality Score

Login

Every single access to your **My .eu** account will require a request for a login link:

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

Enter your domain name and the email address used to register your domain name as it appears on the web-based WHOIS on whois.eurid.eu.

The image shows a screenshot of the 'My .eu account' login page. At the top, it says 'My .eu account'. Below this is a circular profile icon placeholder. The main form has two input fields: 'Domain name' with a globe icon and 'Email address' with an envelope icon. Below the fields, it says 'You will receive a link to login by email.' and there is 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 is valid for 24 hours and for single access to your My .eu account. For each separate access, a new link must be requested. You can request up to 3 login links within a 24 hour period. Exceeding this limit will result in an error message indicating the number of hours left until the next request can be made.*

* *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 in WHOIS.*

My .eu




You have exceeded the maximum number of access requests for your myeudomain.eu account and will have to wait 22 hours before a new access link can be requested. Please check your inbox for the access email.

You will receive a link to log in by email.

[SEND LINK](#)

Has your My .eu session expired after a long period of inactivity?

You can request a new link. A message will invite you to send a new request for the login link.



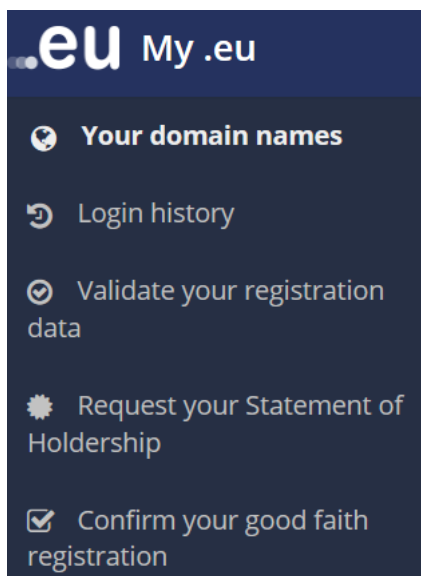
You have been logged out after a long period of inactivity. Please request a new link.

You will receive a link to log in by email.

[SEND LINK](#)

My .eu Menu

You will find the My .eu Menu on the left hand side after your login.



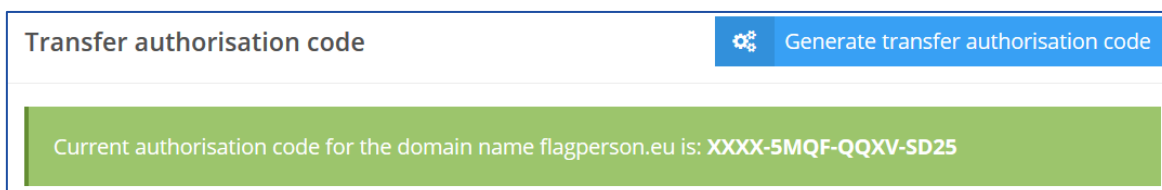
Your domain names

In Your domain names page you can:

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 require a transfer authorisation code that can be obtained via the **My .eu** account.

On the main page of your **My .eu**, 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 issuance or until it is used, whichever comes first.

2. View registration details

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 on the left hand side.

Your domain names

- myeudomain.eu
- myeudomain2.eu

myeudomain.eu

Domain name status	REGISTERED
Registrar ⓘ	My Registrar
Expiry date ⓘ	21 January 2022 23:59:59
Last update ⓘ	13 May 2020 11:23:09
Registered date ⓘ	21 January 2019 11:55:19
Maximum registration period ⓘ	8

Domain name holder registration data

Name	My name	Organisation	-
Street line 1	My address	Language	eu
Street line 2	-	Phone	+3123456
Street line 3	-	Fax	-
Postal code	123456	Email	myname@myeudomain.eu
City	My city	WHOIS email address ⓘ	myname@myeudomain2.eu
Region	-		
Country	EU		

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

Note: Please note that the domain name holder's 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. View the login history

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

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

Login history		
Login history		
Date	IP address	Success
8 seconds ago	10.42.191.8	✓
an hour ago	10.42.191.8	✓
4 hours ago	10.42.191.29	✓
2 months, 2 weeks ago	10.42.191.18	✓
3 months ago	10.42.191.30	✓
3 months, 4 weeks ago	10.42.191.44	✓

4. Validate your registration data or request your Statement of Holdership

If you have received an email from EURid (whoisaccuracy@eurid.eu) requesting you to validate your identity and/or your registration details OR if you would like to receive a statement that you are the holder of a .eu, .euo or .eu domain name you can follow the steps on this page:

1. Click on "Validate your registration data" or "Request your Statement of Holdership"

Validate your registration data or Request your Statement of Holdership OPEN

Holdership

You can add or remove documents. Once you have finished modifying your documents, click on the "Submit" button

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, 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 when applicable) may be struck through. We reserve the right to require additional documentary evidence.

Cancel Submit

Documents Add document

No documents provided

Remarks

There are currently no remarks

2. Add the documentary evidence following the instructions you will find on the page.
3. Add, if any, additional remarks and finally make sure you have clicked on the “Submit” button.

Add a document to your request ?

File * Document name *

No file selected.

Description

Privacy statement: Any documentary evidence you provide for the purpose of verifying your identity and contact information will be deleted once the evidence has been processed. Further information is available in our [Privacy Policy](#).

I agree

If your request is successfully validated, you will receive a notification via email that you are able to download your Statement of Holdership for each of your domain names. These statements are available in your **My .eu** account under the **Statement of holdership** section.

.eu My .eu ☰

- Your domain names
- Login history
- Statement of Holdership**

Statement of Holdership request APPROVED

Your request has been approved. You can now download your Statement of Holdership for the following domain name(s).

Domain name		
myeudomain.eu	English ▾	<input type="button" value="Download"/>
myeudomain2.eu	English ▾	<input type="button" value="Download"/>
myeudomain3.eu	English ▾	<input type="button" value="Download"/>
myeudomain4.eu	English ▾	<input type="button" value="Download"/>
myeudomain5.eu	English ▾	<input type="button" value="Download"/>
myeudomain6.eu	English ▾	<input type="button" value="Download"/>

If your request is rejected or more information is needed, you will receive a notification via email and additional information will be visible in your **My .eu** account.

5. Confirm your good faith registration

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

As a result, thereof, EURid may send you an email requesting that you (i) verify your registration data and (ii) confirm that you have registered your .eu domain name(s) in good faith.

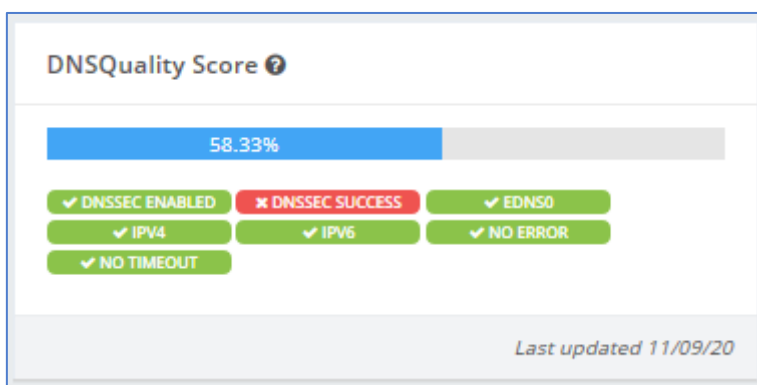
I confirm that I have registered my domain name(s) in good faith by ticking this box.

✓ I confirm

For additional information please contact us at info@eurid.eu.

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 every 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 technical checks are grouped by badges, which represent a group of tests. The badges are displayed in green for successful tests or in 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