

My .eu account

USER GUIDELINE



1. Introduction	3
2. Login.....	3
3. Manage your domain name.....	4
3.1. Request a transfer authorisation code	4
3.2. View registration details	5
3.4. Check the login history.....	6
3.5. Apply to receive a Statement of Holdership.....	7

1. Introduction

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

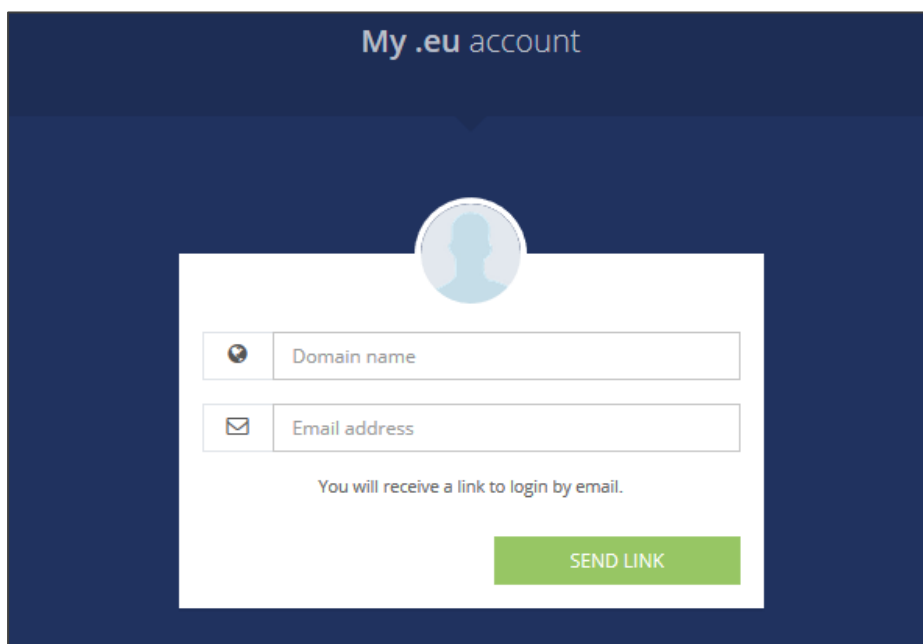
The **My .eu** account is a web tool implemented by EURid that allows you to manage the following aspects of your domain name(s):

- Request an authorisation code to transfer your domain name;
- Apply to receive a Statement of Holdership, which declares you are the holder of your domain name(s);
- View the contact information associated with your domain name(s);

2. Login

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

1. Go to <https://my.eurid.eu>
2. 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.



3. Click on 'Send link'
4. Check your email inbox and click on the link received 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 **My .eu** account should be requested each time you would like to log in. You can request up to 3 links every 24 hours. Exceeding this limit will result in an error message, which will indicate the amount of hours left until the next request can be sent.

You have exceeded the maximum number of access requests for your farmarketing.eu account and will have to wait 23 hours before a new access link can be requested. Please check your inbox for the access email.

Domain name

Email address

You will receive a link to log in by email.

SEND LINK

Have you been logged out from your My .eu page 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.

Domain name

Email address

You will receive a link to log in by email.

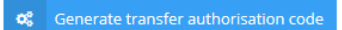
SEND LINK

3. Manage your domain names

3.1. 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.

Authorisation code



If you would like another registrar to manage the domain name newdomain.eu, please provide them with the transfer authorisation code. If you would like to transfer the domain name newdomain.eu to a new holder, please send the authorisation code to the future holder of the domain name, who in turn must send it to their registrar who will process the transfer of the domain name.

An authorisation code is valid for 40 days from the date of issue or until it is used, whichever comes first. Note: requesting another transfer authorisation code within 24 hours of your previous request will result in the same authorisation code being sent twice.

1. On the main page of your **My .eu**, in the *Authorization Code* section click on the ‘*Generate transfer authorisation code*’ button. The authorisation code will automatically be displayed on your screen:

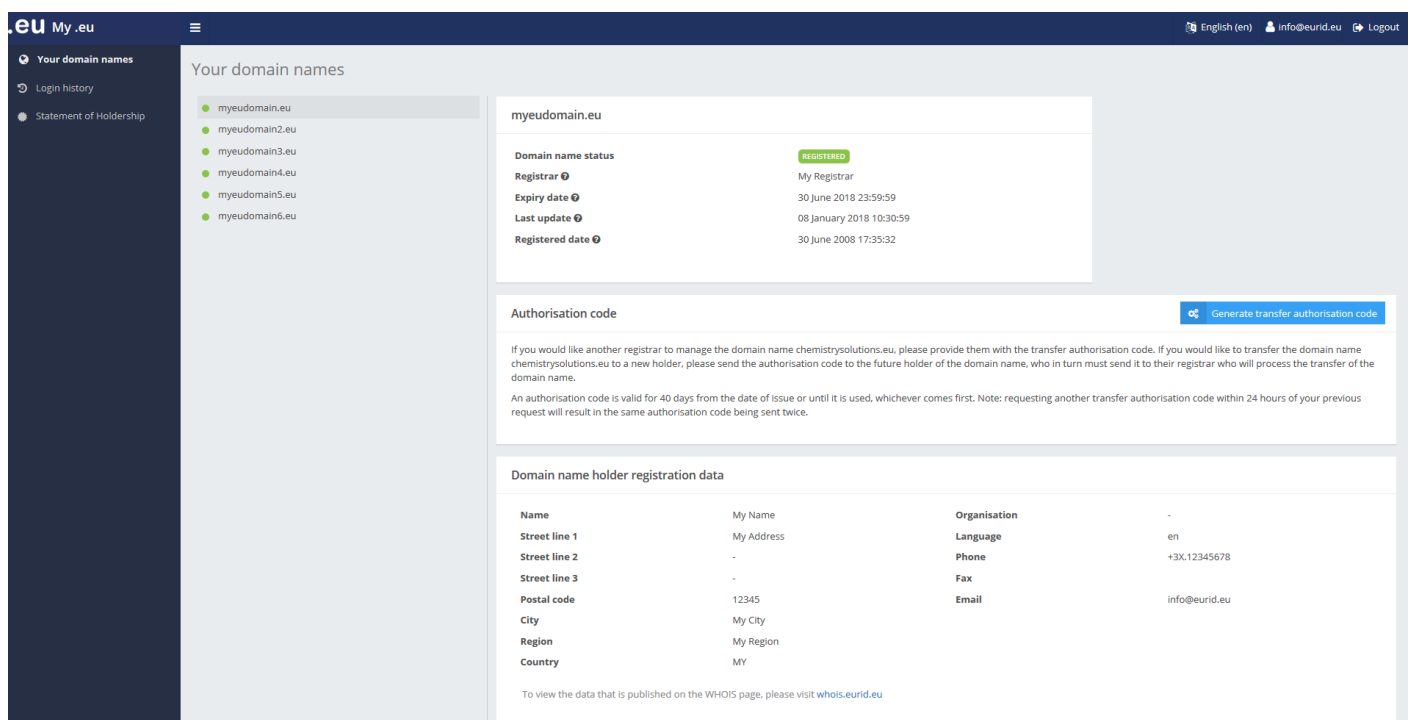
Authorisation code

Current authorisation code for the domain name myeudomain.eu is: **XXX-X234-1X34-12X4**

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. 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.



The screenshot shows the My.eu website interface. On the left, there is a navigation menu with 'Your domain names' selected. The main content area displays details for the domain 'myeudomain.eu'. The domain name status is 'REGISTERED'. The registrar is 'My Registrar'. The expiry date is '30 June 2018 23:59:59', the last update is '08 January 2018 10:30:59', and the registered date is '30 June 2008 17:35:32'. Below this, there is a section for 'Authorisation code' with a 'Generate transfer authorisation code' button and explanatory text. At the bottom, there is a 'Domain name holder registration data' table.

Name	My Name	Organisation	-
Street line 1	My Address	Language	en
Street line 2	-	Phone	+3X.12345678
Street line 3	-	Fax	
Postal code	12345	Email	info@eurid.eu
City	My City		
Region	My Region		
Country	MY		

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

2. On the main page you also will find the following data:

- Domain name status
- Registration and expiry date
- Date of last update
- Registrar Name
- Domain name holder registration data
- Name servers
- DNSSEC keys

Domain name holder registration data			
Name	My Name	Organisation	-
Street line 1	My Address	Language	en
Street line 2	-	Phone	+3X.12345678
Street line 3	-	Fax	
Postal code	12345	Email	info@eurid.eu
City	My City		
Region	My Region		
Country	MY		

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

DNSSEC keys	Name servers
No DNSSEC keys defined	No name servers defined

Note: Please note that the 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.

3.4. 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 successful or not.

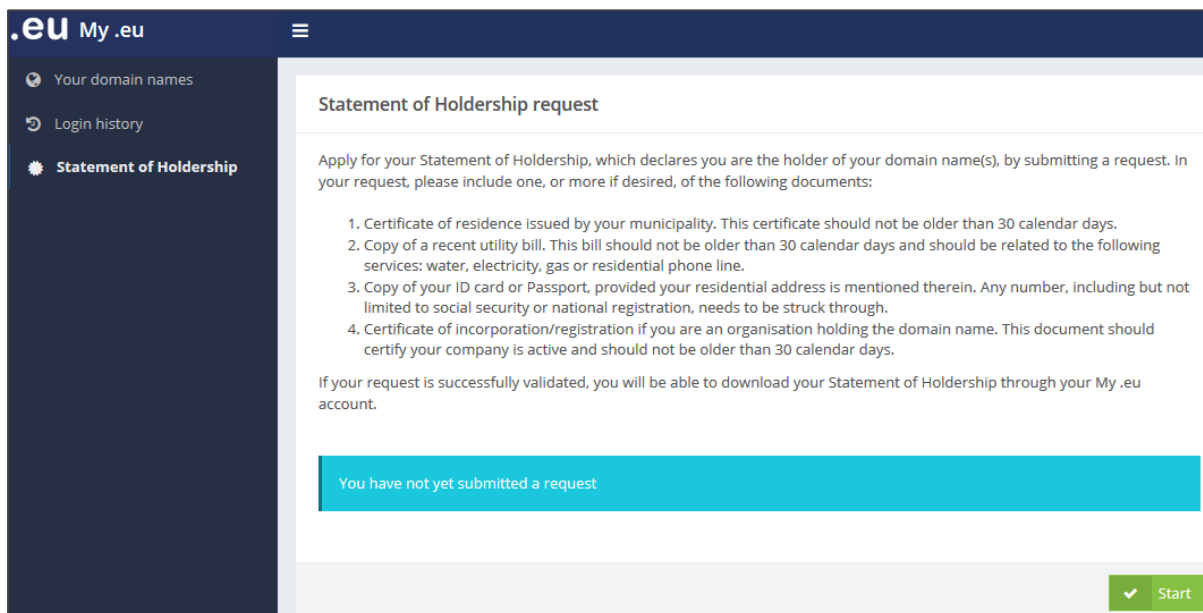
1. Click on 'Login history'

Date	IP address	Success
2 minutes ago	185.36.5.1	✓
28 minutes ago	185.36.5.1	✓
an hour ago	185.36.5.1	✓
2 months, 4 weeks ago	185.36.5.1	✓
3 months, 1 week ago	185.36.5.1	✓

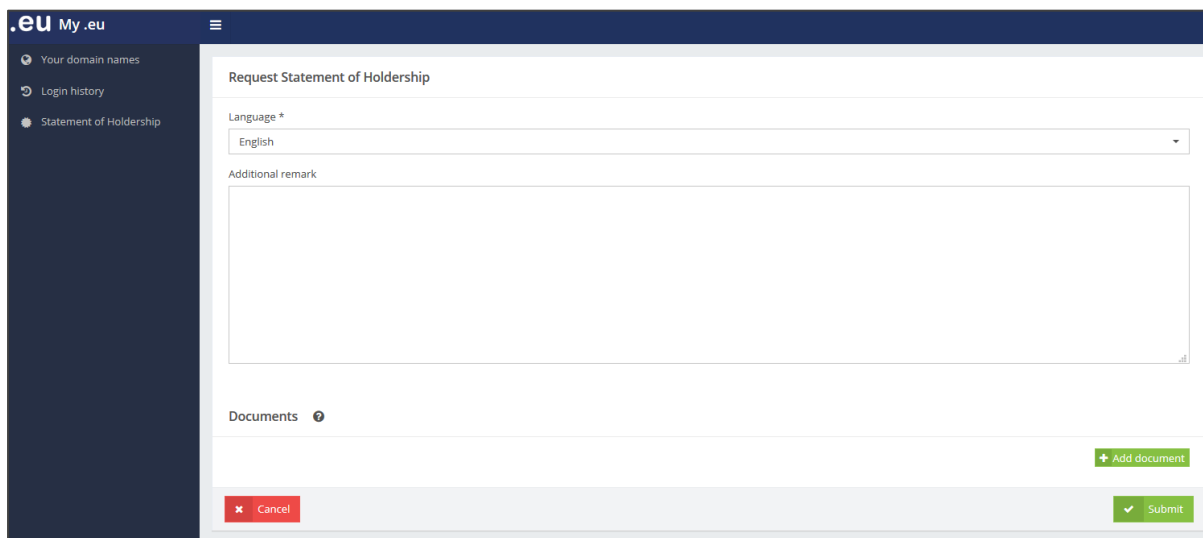
3.5. A Statement of Holdership

You can apply to receive a Statement of Holdership which declares that you are the holder of your domain name(s).

1. Click on 'Statement of Holdership'



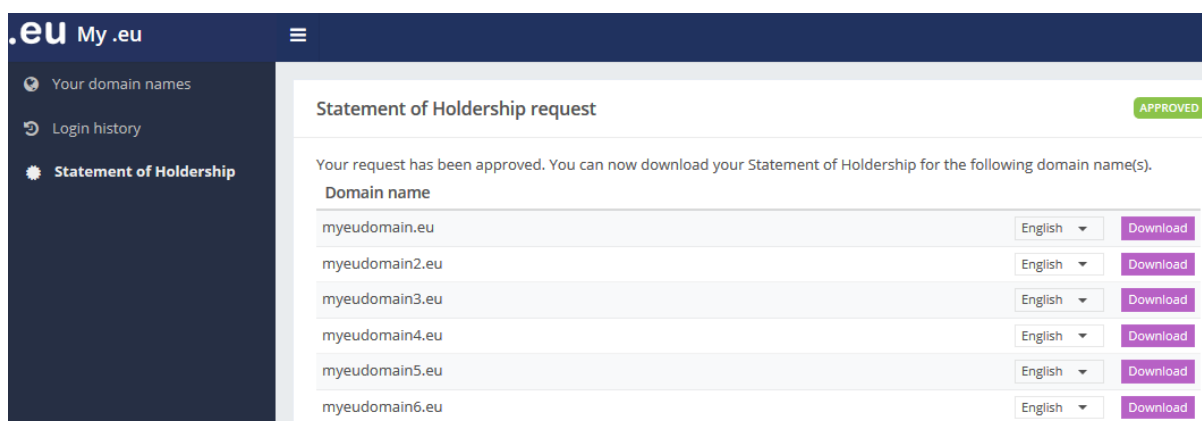
2. Click on the 'Start' button.



3. In this request you will be asked to include one or more of the following documents:

- a. Certificate of residence issued by your municipality. This certificate should not be older than 30 calendar days.

- b. Copy of a recent utility bill which should not be older than 30 calendar days and should be related to the following services: water, electricity, gas or residential phone line.
 - c. Copy of your ID card or Passport provided your residential address is mentioned therein. Any private or personal number including but not limited to social security or national registration need to be struck through and hidden.
 - d. Certificate of incorporation/registration, if you are an organisation holding the domain name. This document should certify your company is active and should not be older than 30 calendar days.
4. Add, if any, additional remarks to your request and click on 'Submit'
 5. 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 statmetns are avialable in your **My .eu** account under the **Statement of holdership** section.



6. 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.

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