



# My .eu account

USER GUIDELINES



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

## 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.

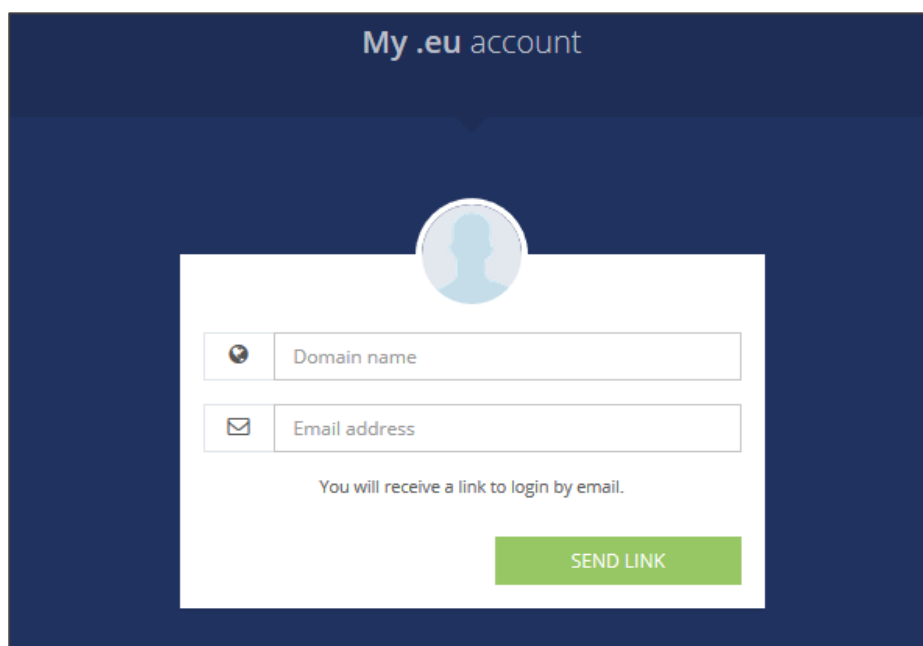
The **My .eu** account is a web tool implemented by EURid that allows you to manage the following aspects of your domain name(s):

- 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](https://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

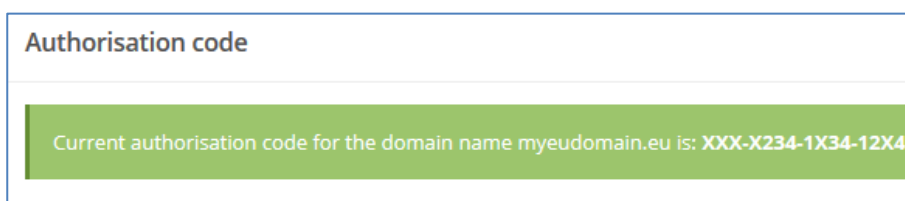
In order to transfer your domain name(s) to a new registrar and/or a new domain name holder, you require a transfer authorisation code that can be obtained via the **My .eu** account.

### 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.

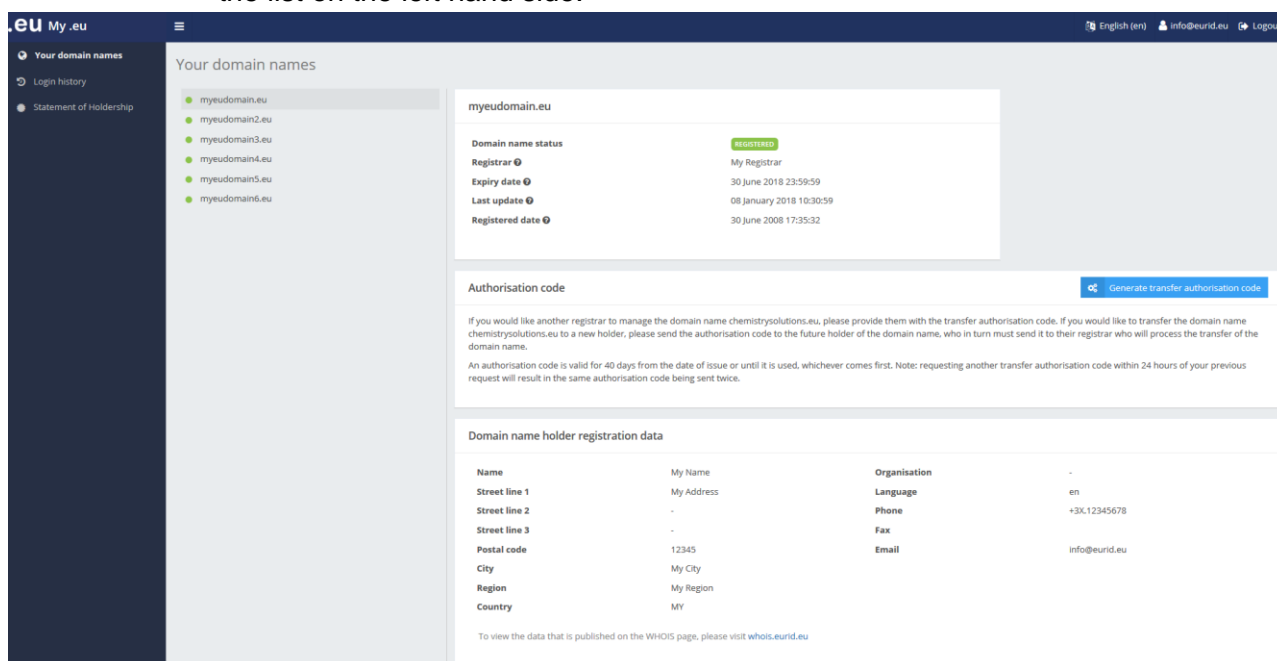
1. On the main page of your **My .eu**, in the *Authorization Code* section click on the ‘*Generate transfer authorisation code*’ button. The authorisation code will automatically be displayed on your screen:



**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.



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](https://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 succesful 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'

**Statement of Holdership request**

Apply for your Statement of Holdership, which declares you are the holder of your domain name(s), by submitting a request. In your request, please include one, or more if desired, of the following documents:

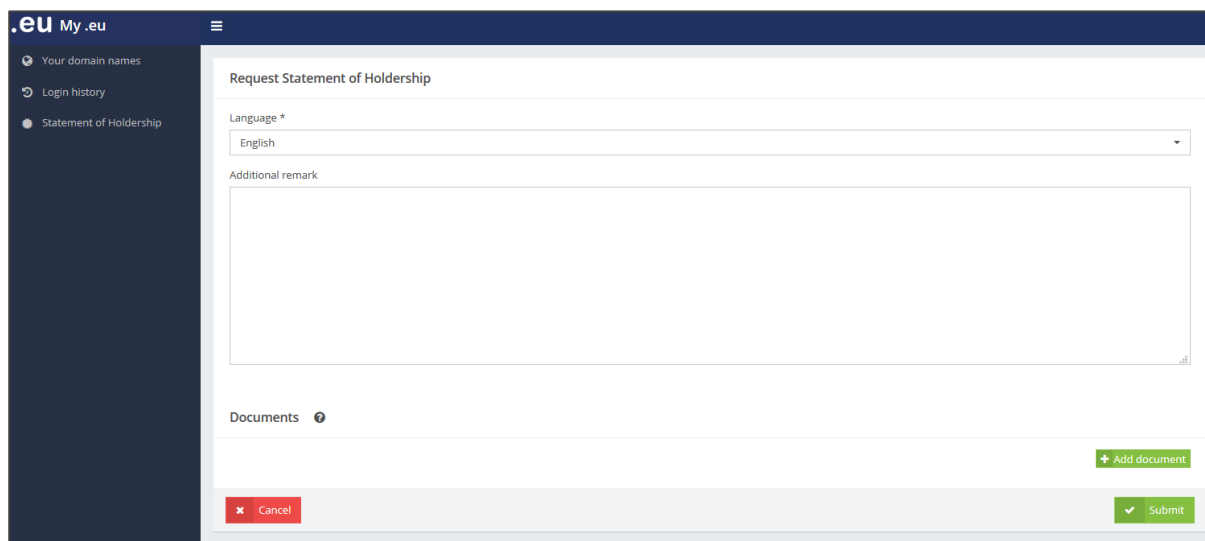
1. Certificate of residence issued by your municipality. This certificate should not be older than 30 calendar days.
2. Copy of a recent utility bill. This bill should not be older than 30 calendar days and should be related to the following services: water, electricity, gas or residential phone line.
3. Copy of your ID card or Passport, provided your residential address is mentioned therein. Any number, including but not limited to social security or national registration, needs to be struck through.
4. 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.

If your request is successfully validated, you will be able to download your Statement of Holdership through your My .eu account.

You have not yet submitted a request

Start

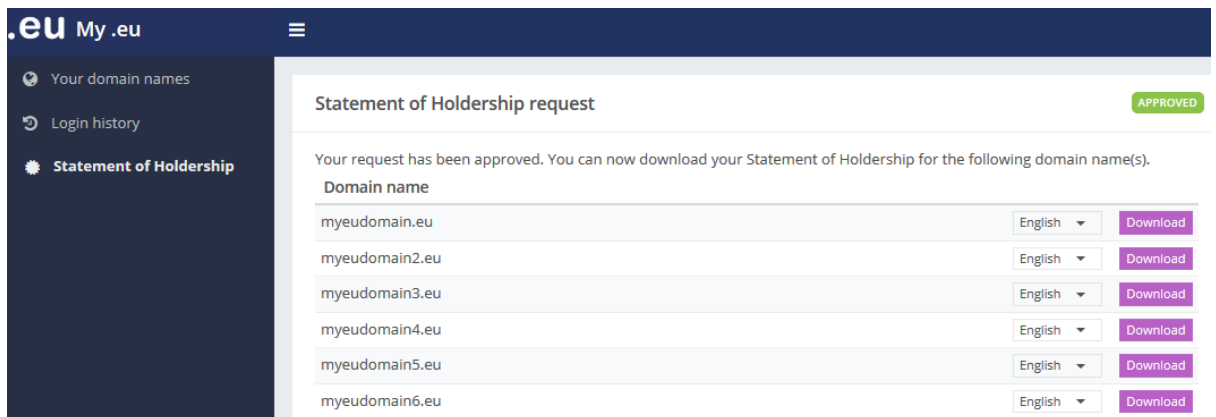
2. Click on the 'Start' button.



The screenshot shows the 'Request Statement of Holdership' form in the .eu My.eu interface. The form has a dark blue header with the .eu My.eu logo and a hamburger menu icon. On the left, there is a sidebar with navigation links: 'Your domain names', 'Login history', and 'Statement of Holdership'. The main content area is titled 'Request Statement of Holdership' and contains a 'Language \*' dropdown menu with 'English' selected. Below this is a large text area for 'Additional remark'. At the bottom of the form, there is a 'Documents' section with an 'Add document' button. The form is framed by a light grey border, and at the bottom, there are 'Cancel' and 'Submit' buttons.

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 statements are available 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](mailto:info@eurid.eu).