Support Portal | Registry Services

How do you perform a change of registrar?

Agent - 2024-05-30 - [Registrar Transfer](#)

A registrant must be able to change registrars (also known as a *registrar transfer)* at anytime, except in certain exceptional cases*. The following is a detailed description of this procedure:

- The registrant turns to the current registrar to obtain a password (authorization code). The current registrar verifies that it is the registrant that is requesting the authorization code and then generates the code, which is given to the registrant.

- The registrant turns to the new registrar and submits the authorization code according to the new registrar's routines.

- The new registrar initiates the change of registrar with Registry Services via EPP protocol (transfer request).

- The transfer is completed. Registry Services confirms through (various) EPP messages* to the new and the former registrar. (*More details can be found under the Tech section, or inte the EPP documentation.)

- The new registrar confirms the change to the registrant.

*Exceptional case when a registrar change cannot be performed:

- Incorrect holder information is being investigated at the registry or registrar level