

How can I transfer a domain to another Heart Internet Account?

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You can easily transfer a domain name from one Heart Internet user to another.

Please ensure that before beginning the transfer process you have a copy of the desired DNS entries to add once the domain has completed its transfer as moving a domain from one Heart Internet account to another will not copy the existing DNS entries across, and they will need to be added once the domain has completed its transfer. First, the original owner of the account must initiate the transfer: Log into your Heart Internet Customer Area Click 'Manage Domain Names' Select the domain name you wish to transfer from the drop-down menu and click 'Manage Now' Click 'Inter-Customer Transfer' Enter in the email address of the Heart Internet user you want to transfer to Click 'Request Transfer' The new owner will receive an email about the transfer Second, the new owner must accept the transfer: Receive the email informing you about the transfer Manually log out of your Heart Internet Customer Area by clicking 'Sign Out' Log back into your Heart Internet Customer Area On the main page, there will be a message about the domain transfer Complete the steps required to accept the domain name The domain will now be in your account, and all future billing will be made from your account

Why am I not able to transfer my domain name to another Heart Internet account?

Transferring domains to another Heart Internet account is not possible for domains from the Reseller's Domain Control Panel or users of the Domain Robot. In addition, the domain name must not be associated with an email or webhosting package before it is transferred.

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