

# Managing Domains Registered with Bigcommerce

## What We'll Cover

- EPP code
- Registrar lock
- Auto-renewal
- Nameservers
- Contacts

To manage a domain registered through Bigcommerce:

1. Log in to your [Client Area](#), then click **Domains** on the upper left side of the page.
2. Switch between domains you have registered by selecting from the dropdown labeled **Managing domain for store**.

Managing domain for store <span>My New Store</span>			
STORE	STATUS	ABOUT THIS DOMAIN	EXPIRES ON
<a href="#">My New Store</a>	ACTIVE	Purchased through Bigcommerce	July 9, 2016

3. Click **View** to the right of the domain you'd like to manage.

EXPIRES ON
July 9, 2016 <a href="#">View</a>

## EPP Code

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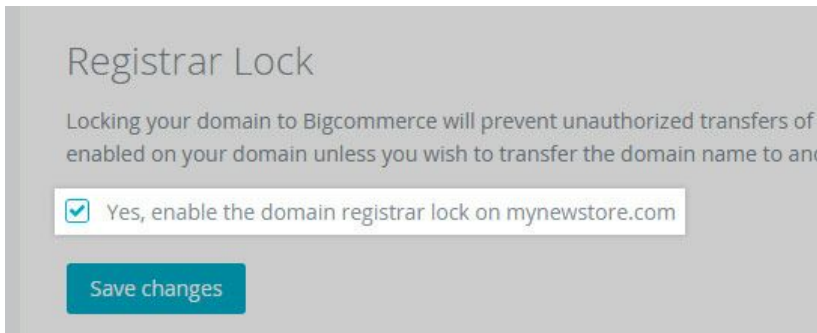
In order to transfer your domain from Bigcommerce to another registrar, generally you will need to provide the new registrar with an EPP code. Click **Send EPP Code** to have yours emailed to you.

Store	<a href="#">My New Store</a>
Expiration Date	July 9, 2016
EPP Code	<a href="#">Send EPP Code</a>

## Registrar Lock

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Locking your domain prevents unauthorized transfers of your domain name away from Bigcommerce. We recommend that you leave the registrar lock **enabled** unless you wish to transfer the domain name to another registrar.

A screenshot of the 'Registrar Lock' settings page. The title 'Registrar Lock' is at the top. Below it, a paragraph explains that locking the domain to Bigcommerce prevents unauthorized transfers. A checkbox is checked, with the text 'Yes, enable the domain registrar lock on mynewstore.com'. At the bottom is a teal 'Save changes' button.

Registrar Lock

Locking your domain to Bigcommerce will prevent unauthorized transfers of your domain name away from Bigcommerce. We recommend that you leave the registrar lock **enabled** unless you wish to transfer the domain name to another registrar.

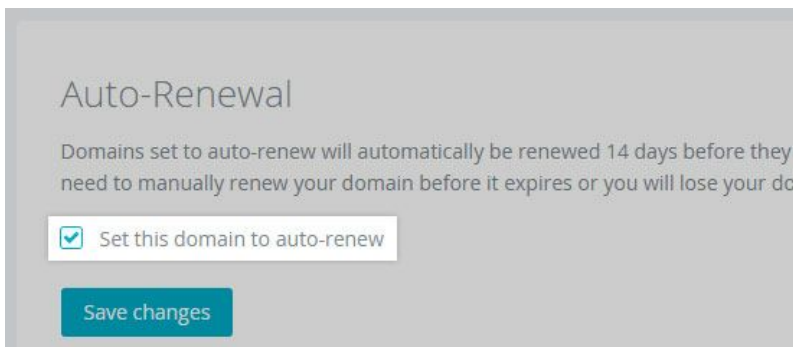
☒ Yes, enable the domain registrar lock on mynewstore.com

Save changes

## Auto-Renewal

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With auto-renewal enabled, your domain registration will automatically be renewed **14 days** before it is set to expire, ensuring that you keep your domain. If a domain is not set to auto-renew, you will need to manually renew it before it expires.

A screenshot of the 'Auto-Renewal' settings page. The title 'Auto-Renewal' is at the top. Below it, a paragraph explains that domains set to auto-renew will be renewed 14 days before they expire. A checkbox is checked, with the text 'Set this domain to auto-renew'. At the bottom is a teal 'Save changes' button.

Auto-Renewal

Domains set to auto-renew will automatically be renewed 14 days before they expire, ensuring that you keep your domain. If a domain is not set to auto-renew, you will need to manually renew your domain before it expires or you will lose your domain.

☒ Set this domain to auto-renew

Save changes

## Nameservers

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To point your domain elsewhere and keep the registration with Bigcommerce, input your domain's nameservers, then click **Update Nameservers**. You can also reset your nameservers back to Bigcommerce by setting them to **ns1 - ns3.bigcommerce.com** as pictured below.

## Nameservers

Nameserver 1	<input type="text" value="ns1.bigcommerce.com"/>
Nameserver 2	<input type="text" value="ns2.bigcommerce.com"/>
Nameserver 3	<input type="text" value="ns3.bigcommerce.com"/>
Nameserver 4	<input type="text"/>

[Update Nameservers](#)

## Contacts

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Any time a domain is registered, the registrant must include contact details. These contact details are submitted to a WHOIS database and are only used for contacting the domain owner when necessary.

- **Registrant Contact** — The individual or organization which has the rights to use or "owns" the domain.
- **Administrative Contact** — The individual to be contacted for administrative, non-technical matters. These include legal matters, change of ownership and more.
- **Technical Contact** — The individual to be contacted for technical matters relating to the domain.

### Contacts

[What are domain contacts?](#)

[Manage Contacts](#)

Registrant Contact	<input type="text" value="name@domain.com"/>
Administrative Contact	<input type="text" value="name@domain.com"/>
Technical Contact	<input type="text" value="name@domain.com"/>

[Update Contacts](#)

The list of email addresses listed in the contact dropdowns is pre-populated from the contacts associated with your account. To update the list, click **Manage Contacts**.

