ClubRunner

Domain transfer to ClubRunner

Omar S. - 2023-07-10 - New Subscribers Guide

In order for ClubRunner to manage your Club's domain name, please follow these steps:

1. Unlock the Domain Name
Login to your current registrar and change the status of your domain to "unlocked." Some registrars may require you to contact them directly in order to achieve this.
If you don't know how to do this, please contact your domain registrar.

2. Request the Authorization Code
You will need to request this code from your registrar either by logging in to your account or by contacting their customer service. How this is done this depends upon your registrar, e.g. GoDaddy, Network Solutions, etc.
If you don't know who your domain registrar is, please contact us.

3. Select a Price Plan
After you have completed the above steps, you can now arrange your transfer with us by either specifying this on your order form, or by emailing us at domains@clubrunner.ca with the name of your domain and a request to transfer.

The cost to transfer a domain name to ClubRunner is:
- **$40 USD** per year for a term of **3 years**, or
- **$35 USD** per year for a term of **5 years**, or
- **$30 USD** per year for a term of **8 years**

Note

Due to international restrictions we are unable to transfer .org.nz (New Zealand) domain names over to ClubRunner at this time.

Additionally, when transferring .**org.au** (Australian) domain names, our team is only able to offer a domain transfer price and duration of **$50 USD** per year for a term of **3 years.**

The above fees may differ if transferring 'non-standard' domains (i.e. not ending with .com or .org) or special country-specific domains. Please contact our team for to see if your specialized domain might incur a different cost.

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4. Do you have any associated email addresses with the domain?
If the domain being transferred has any emails or an email service linked to it, e.g., info@domain.com *please make our support team aware of this.* Normally we are unable to provide any email inboxes; however we can create up to 5 'forwarding' email addresses, but please speak to our staff for further details.

5. You may lose access to your old website after the transfer is complete
Sometimes after the domain transfer has completed, the *losing* domain registrar may no longer support the domain. This means you could lose access to your old website, and we will setup the domain to point to ClubRunner.

Please note after receiving our emailed instructions the domain transfer must be initiated on your end **within 30 days**. If the transfer is not initiated within 30 days but your club has paid the domain fee, our team will offer you a credit on next year's invoice in the amount of the domain charge.

Once the domain transfer is initiated, **the entire process generally takes 5-7 business days to complete**, barring any delays. We will send you an invoice once the domain transfer is finished.

ClubRunner cannot guarantee you will have access to your old website after a domain transfer is complete, also you may experience some downtime during setup, so please ask us to begin your domain transfer only when you

are ready for this.

Note that we are unable to initiate a domain name transfer until the steps are completed first, and all the information is received. Any delays in receiving this information will result in delays in redirecting your domain to your new ClubRunner site.

If you have all this transfer information ready and would like to begin the Domain transfer process, please fill out and submit the Domain Transfer order form here and select "Yes, but we would like to transfer it to ClubRunner", within the Domain Details section:

Domain transfer order form

If you are looking for some more information, please email our support team here:

Contact Us - ClubRunner Support & Knowledgebase

Alternatively, you can give us a call **toll-free at +1 855 621 2582.**

Related Content

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- Step 2: Domain Name - Optional