Transfer .ae domain from nic.ae

Domain Transfer · https://www.aeserver.com/support/transfer-ae-domain-from-nic-ae/

Overview

To transfer a .ae domain from nic.ae to AEserver, you need to obtain an **EPP (Authorization) code** from nic.ae. This code is like a password that proves you own the domain and authorizes the transfer. **This article is provided for information purposes based on frequent requests from our website visitors and inline with the inter-registrar transfer policy of .ae domain names between accredited registrars as part of the aeDA policy.**

The process is simple: you request the EPP code from nic.ae (via support ticket or email), they send it to you, and then you use that code at AEserver to initiate the transfer.

⚠ **IMPORTANT:** Make sure your domain is NOT in "Transfer Protected" status before requesting the EPP code. If it is, you will need to disable transfer protection first by clicking "Manage" next to your domain on the nic.ae dashboard.

Part 1: Request the EPP Code from nic.ae

There are two ways to request your EPP code from nic.ae. You can use either method — pick whichever is easier for you.

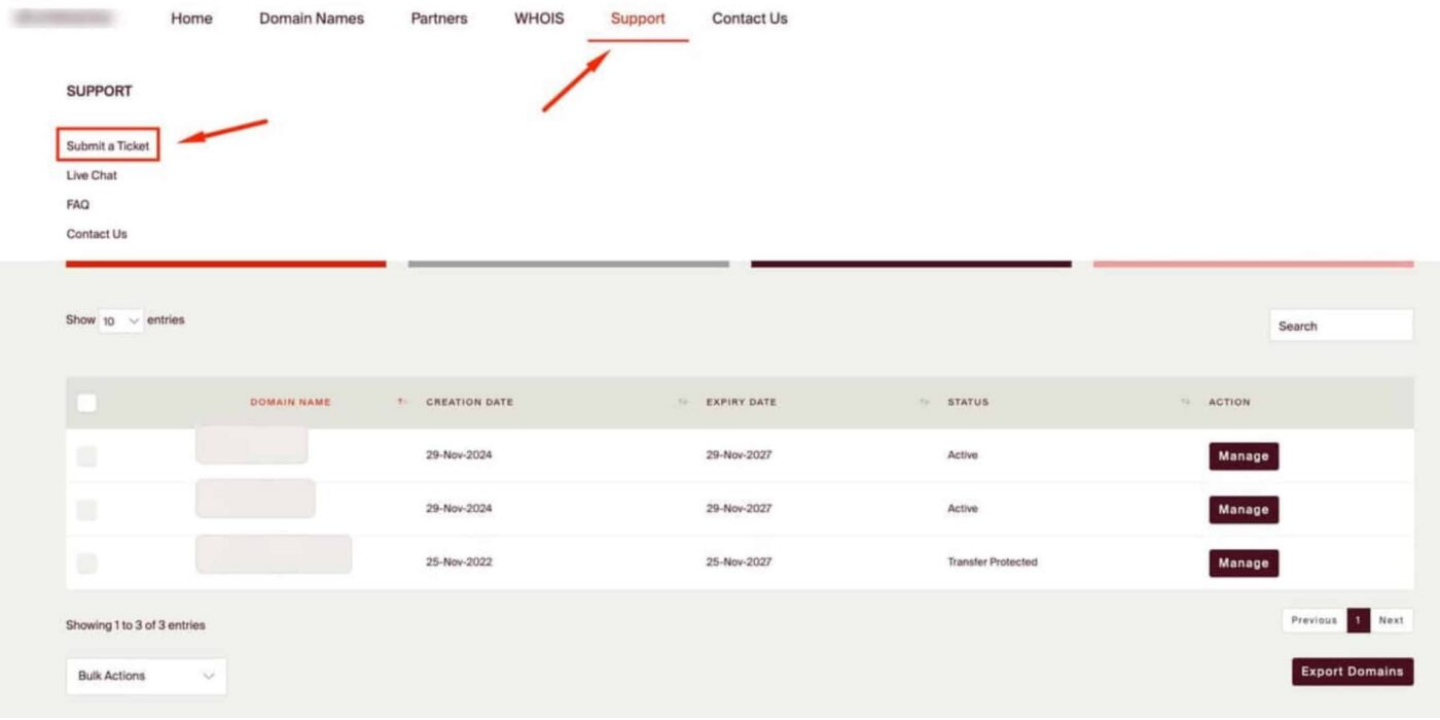
Method A: Submit a Support Ticket (Recommended)

1

Go to nic.ae and Navigate to Support → Submit a Ticket

Open your browser and go to https://www.nic.ae and log in with your account credentials.

Once logged in, click on **"Support"** in the top navigation menu. A dropdown menu will appear. Click on **"Submit a Ticket"**.



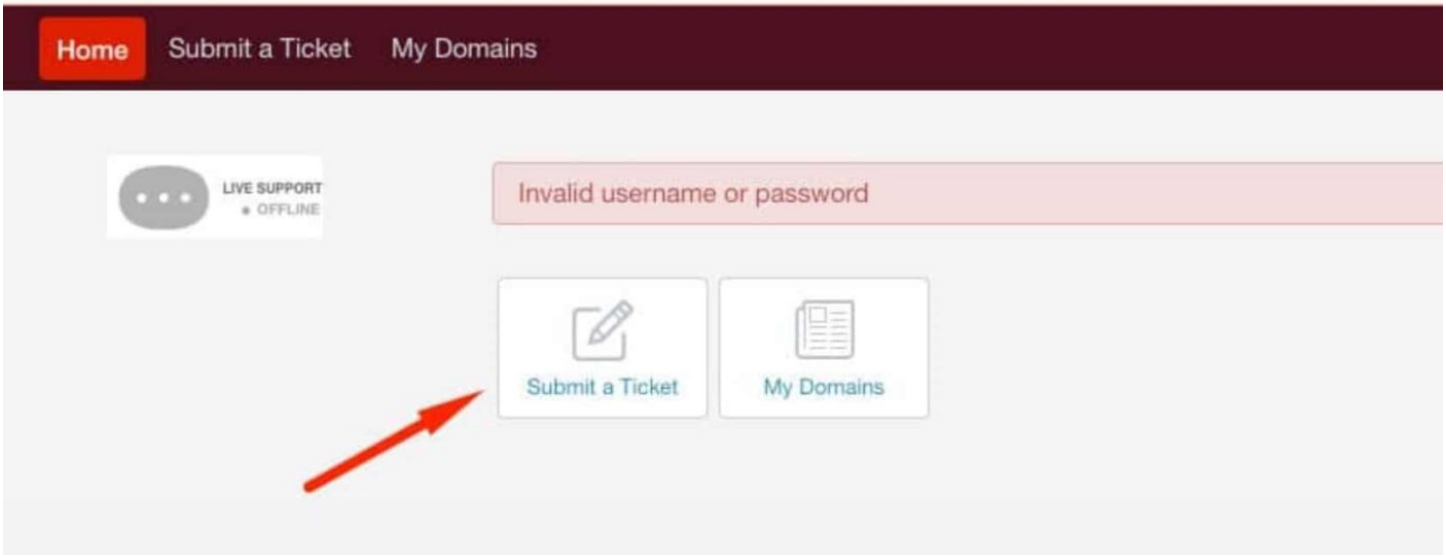
The red arrows in the screenshot show exactly where to click: first "Support" in the top menu, then "Submit a Ticket" in the dropdown.

2

Open the Support Ticket Page

You will be redirected to the e& enterprise support portal. If you see a login error message like "Invalid username or password" — **don't worry!** You don't need to log in to the support portal separately.

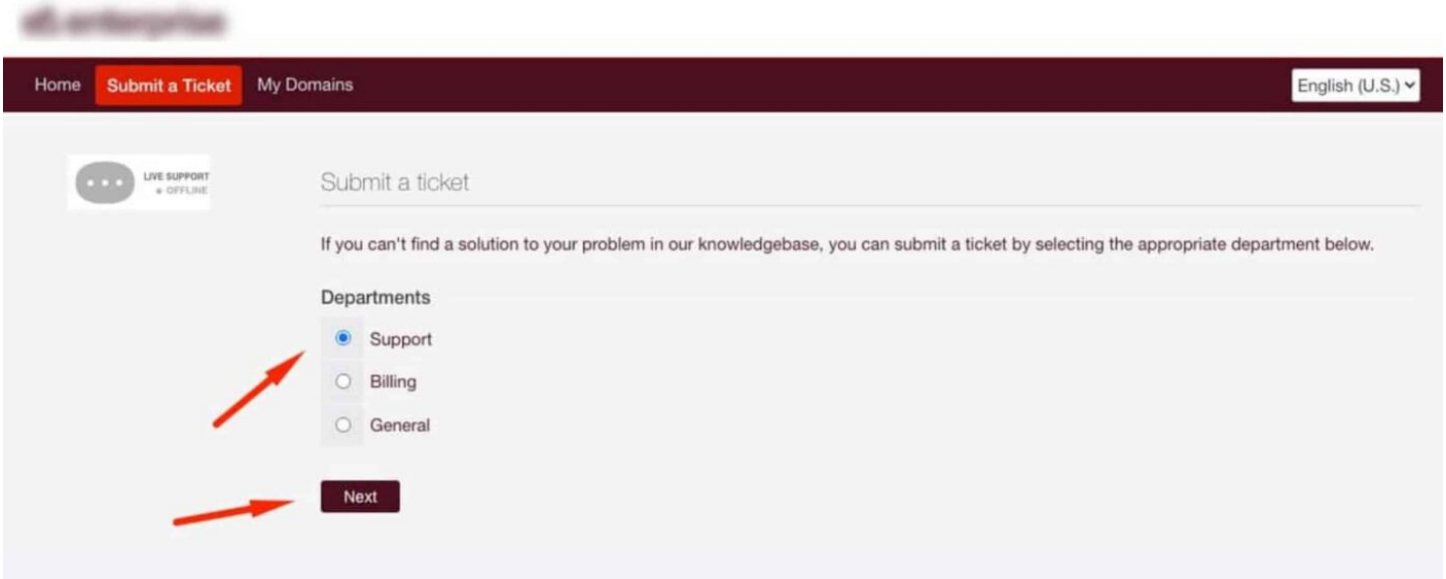
Simply click the **"Submit a Ticket"** button (as shown by the red arrow in the screenshot below).



3

Select the Department

On the next page, you will see a list of departments. Select **"Support"** (it should be selected by default), then click the **"Next"** button.



4

Fill in the Ticket Form

Now you will see the ticket form. Fill it in with the following information:

First and Last Name	Enter your full name (the domain owner's name)
Email	Enter the email address associated with your domain account
Type	Select **"Domain Transfer"** from the dropdown
Priority	Select **"High"**
Subject	Type: **Request for EPP Code for Domain Transfer**

In the **message body**, write the following (replace the placeholders with your actual information):

Dear Support Team,

I would like to request the EPP (Authorization) code for my domain.

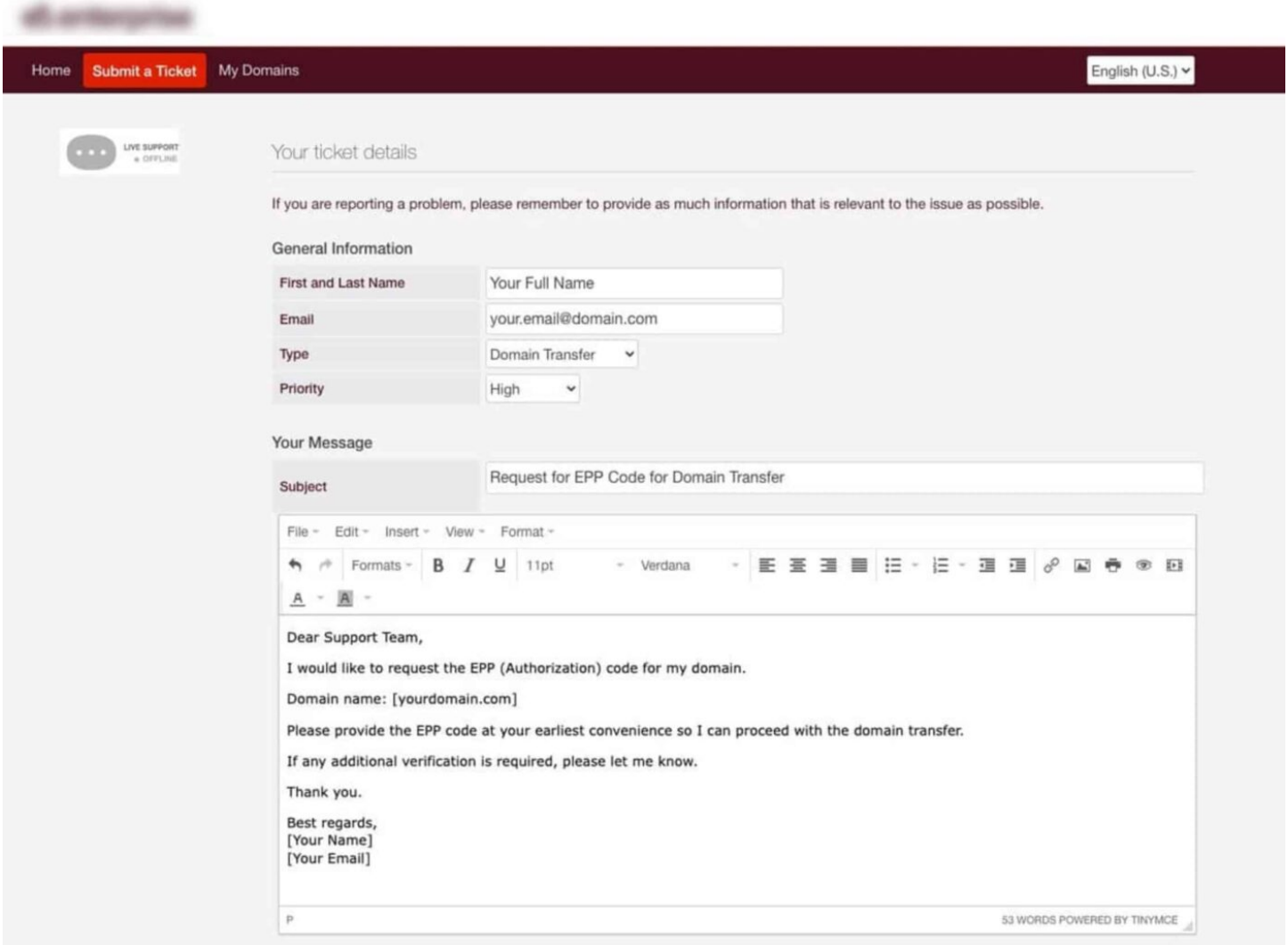
Domain name: [yourdomain.ae]

Please provide the EPP code at your earliest convenience so I can proceed with the domain transfer.

If any additional verification is required, please let me know.

Thank you.

Best regards,
[Your Name]
[Your Email]
⚠ **IMPORTANT:** Replace **[yourdomain.ae]** with your actual domain name (e.g., bjorn.ae). Replace **[Your Name]** and **[Your Email]** with your real name and email address.



The screenshot above shows how the completed form should look.

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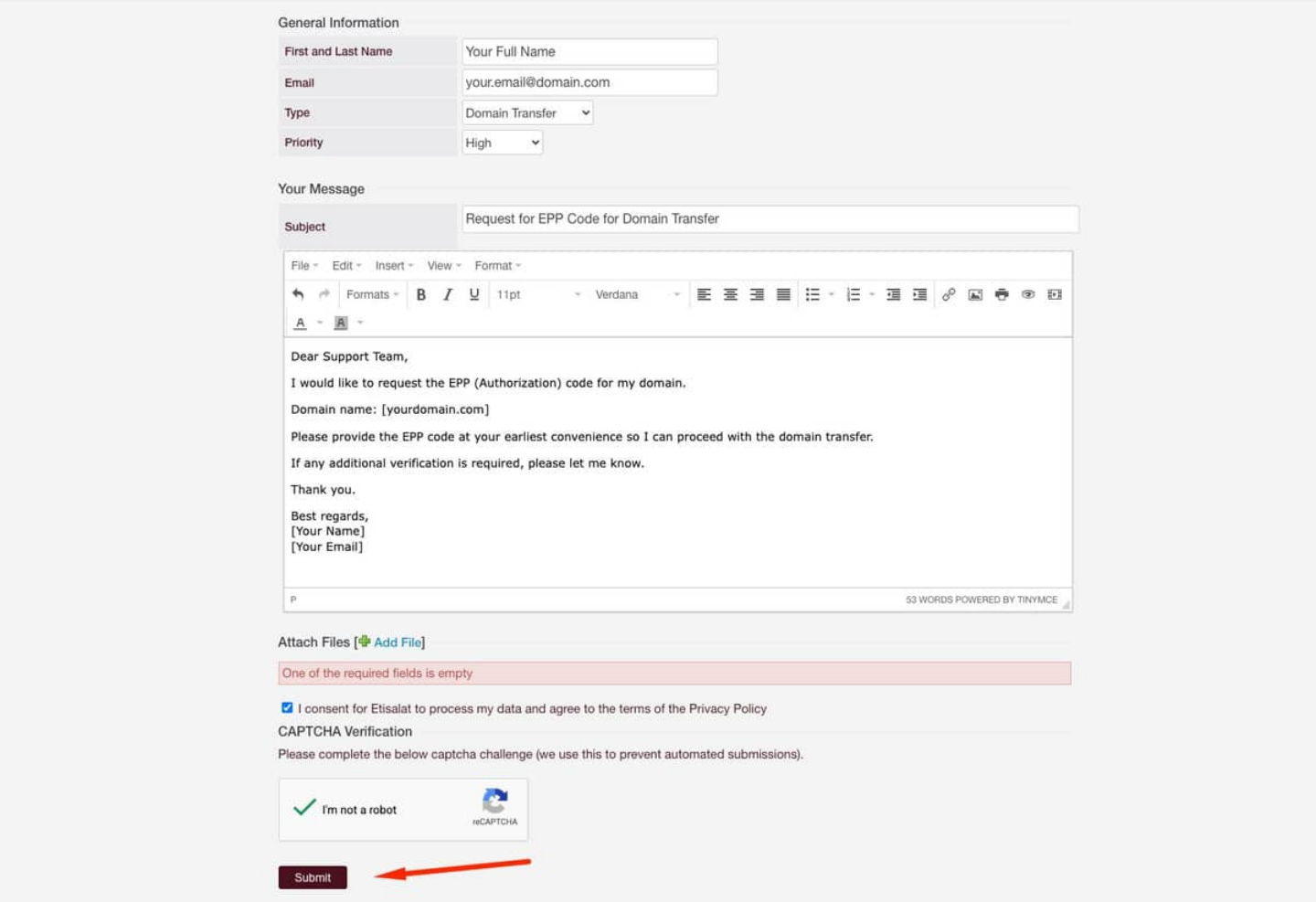
Submit the Ticket

After filling in all the fields and writing your message:

1. Check the consent box "*I consent for Etisalat to process my data...*"

2. Complete the CAPTCHA verification (click **"I'm not a robot"**)

3. Click the **"Submit"** button



The red arrow shows the Submit button at the bottom of the form.

Method B: Send an Email (Alternative)

If you prefer not to use the support ticket system, you can simply send an email directly to Etisalat's DNS support team.

Send your request to:

dnsupport@eand.com

Use the same message template as above. Here's what your email should look like:

To: dnsupport@eand.com

Subject: Request for EPP Code for Domain Transfer

Dear Support Team,

I would like to request the EPP (Authorization) code for my domain.

Domain name: [yourdomain.ae]

Please provide the EPP code at your earliest convenience so I can proceed with the domain transfer.

If any additional verification is required, please let me know.

Thank you.

Best regards,
[Your Name]
[Your Email]

TIP: Both methods work equally well. The email option is faster if you don't want to deal with the support portal, CAPTCHA, and form fields. Just send the email and wait for a reply.

Waiting for the EPP Code

After submitting your ticket or sending the email, Etisalat support will process your request. You will receive the EPP (Authorization) code either:

• **By email** — sent to the email address you provided

• **In the support ticket reply** — if you used Method A, you'll get a notification

TIP: The response time is usually 1–3 business days. If you don't hear back within 3 days, follow up by replying to the ticket or sending another email to dnsupport@eand.com.

⚠ **IMPORTANT:** Keep your EPP code safe and do not share it with anyone you don't trust. The EPP code is like a password for your domain — anyone with this code can initiate a transfer.

Part 2: Transfer the Domain to AEserver

Once you have received the EPP code from Etisalat, follow these steps to complete the transfer at AEserver.

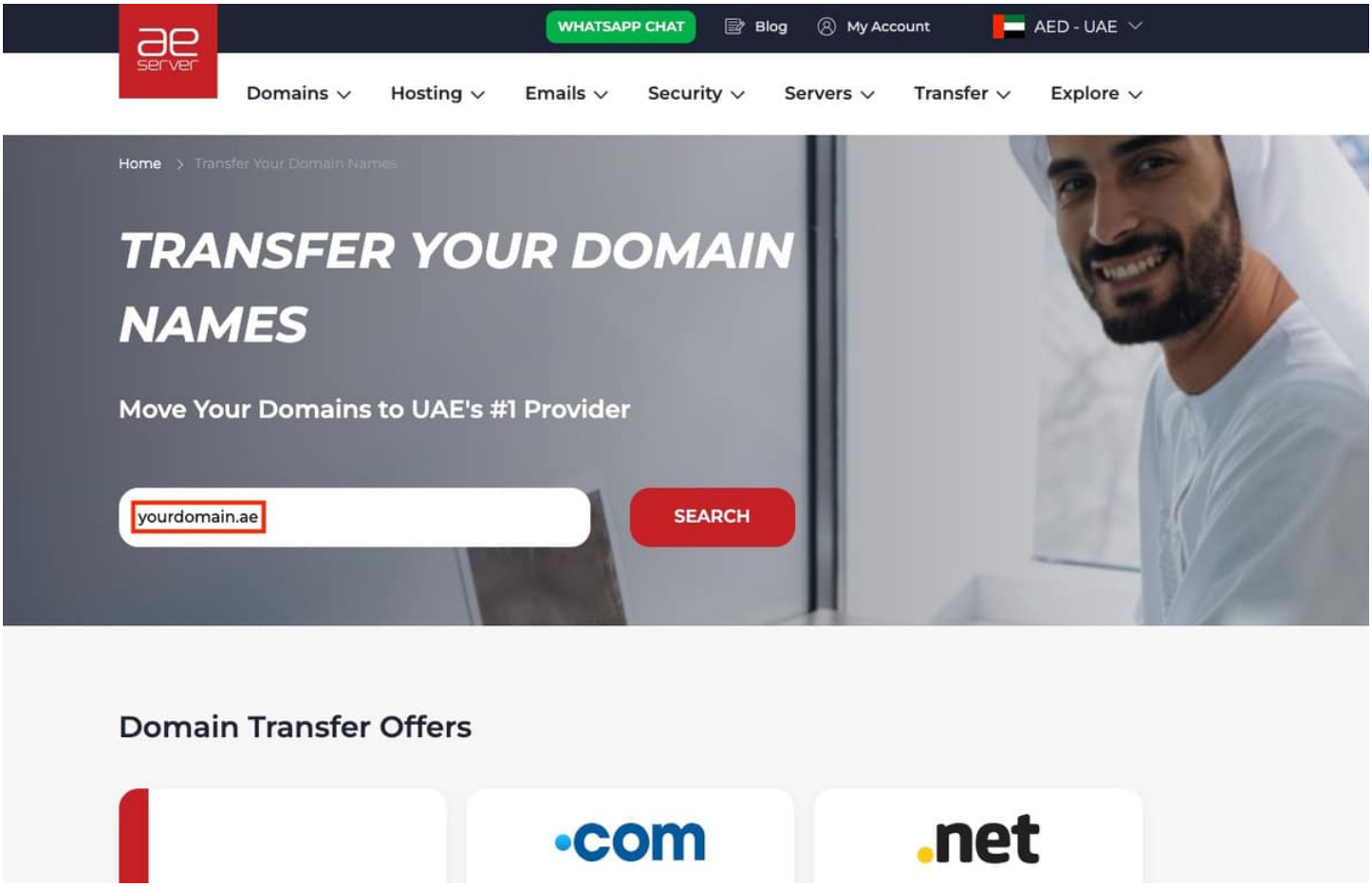
6

Go to AEserver Transfer Page

Open your browser and go to:

https://www.aeserver.com/transfer-your-domain-names/

You will see the AEserver domain transfer page with a search field where you can enter your domain name.



7

Enter Your Domain Name and Click SEARCH

In the search field, type your domain name (for example: **yourdomain.ae**) and click the red **"SEARCH"** button.

Make sure you enter the full domain name including the .ae extension.

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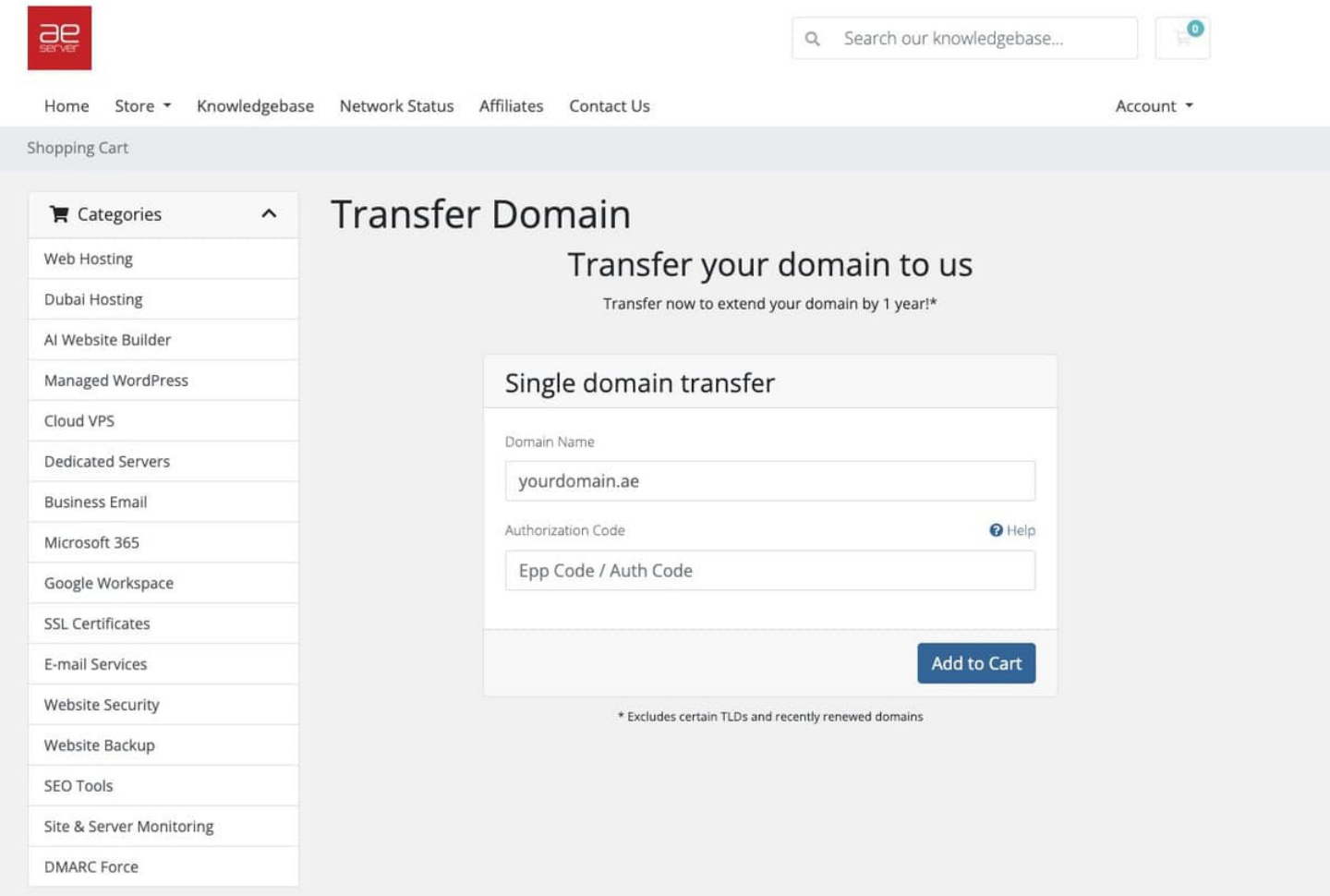
Enter the EPP / Authorization Code

After clicking SEARCH, a new panel will appear with two fields:

• **Domain Name** — your domain name will already be filled in

• **Authorization Code** — paste the EPP code you received from Etisalat here

After entering the EPP code, click the **"Add to Cart"** button.



The screenshot above shows the transfer form on AEserver with the "Domain Name" and "Authorization Code" fields, and the "Add to Cart" button.

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Complete the Order

After clicking "Add to Cart", you will go through the standard checkout process — just like when you register a new domain. This typically includes:

1. Review your cart — make sure the domain name and transfer fee are correct

2. Create an account or log in — if you don't have an AEserver account yet, you'll need to create one

3. Enter your contact details — fill in your name, address, phone number, and email

4. Choose payment method and pay — complete the payment for the transfer/renewal fee

5. Confirm the order — review everything and confirm

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Wait for the Transfer to Complete

The domain transfer process typically takes a few hours to a few days to complete. You will receive email notifications from both Etisalat and AEserver about the transfer status.

TIP: After the transfer is complete, log in to your AEserver account to verify that the domain appears in your dashboard and that all DNS settings are correct. If you had custom DNS records (like A records, MX records, CNAMEs), you may need to set them up again at AEserver.

This website is not part of the nic.ae etisalat website or E& Enterprise. Furthermore, this website is not endorsed by nic.ae/etisalat in any way.

Quick Summary

1	Log in to nic.ae and go to Support → Submit a Ticket
2	Request the EPP code using one of two methods:
	a) Submit a support ticket via the Support portal
	b) Send an email to dnsupport@eand.com
3	Wait for the EPP code (1–3 business days)
4	Go to aeserver.com/transfer-your-domain-names/
5	Enter your domain name and click SEARCH
6	Paste the EPP code in the Authorization Code field
7	Click "Add to Cart" and complete the checkout
8	Wait for the transfer to complete and verify your DNS settings

×