

KNOWLEDGE BASE · PUBLIC DOCUMENT

Registrar lock: what it protects, when to unlock it and when to leave it on

Domains & DNS

CODE

RLX-AO-KB-1800

VERSION

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COUNTRY · LANGUAGE

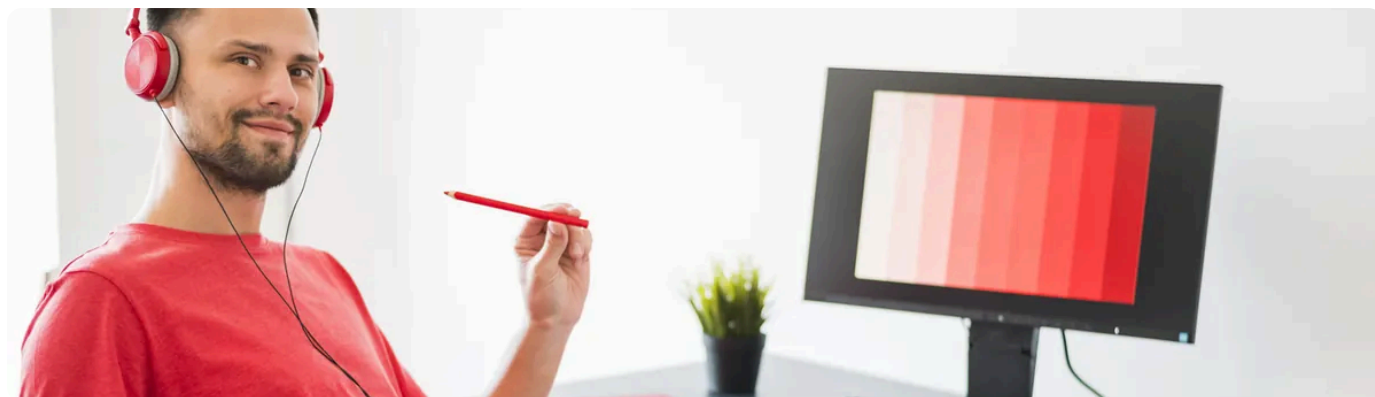
Angola · English

Interweb Angola

RLX Angola, Lda. · Group RLX Holdings

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<https://www.meu.interweb.ao/knowledgebase/1800>



The short answer: the **registrar lock** is a padlock on the domain that **stops it being transferred to another provider** unless you authorise it. It should be **on** almost always, because it protects against improper transfers. You only turn it off when **you** really want to leave, and turn it back on if you change your mind.

On or off

State	What it means	What to do
Locked	Nobody can start moving the domain to another provider.	Leave it like this day to day.
Unlocked	The domain can be transferred, if whoever asks has the authorisation code.	Only during a transfer you started. The portal shows a red warning in this state.

Seeing and changing the lock

1

Log in to Meu Interweb and open the list of domains. Choose the domain.

2

Look for the registrar lock tab (and the auto-renew and nameservers ones beside it). Not every extension offers it: it depends on the registry and the registrar.

3

Switch it on or off and save. If the domain is unlocked, the portal warns you at the top of the domain's page.

When to unlock, step by step

1

Only unlock when you are about to transfer. See **Transferring your domain to another provider** and make sure the site and e-mail stay safe: **Changing registrar without the site or e-mail blinking**.

2

Ask for the authorisation code (EPP) only then.

3

After the transfer, switch the lock on at the new provider.

4

If you change your mind, switch the lock back on at once.

An unlocked, forgotten domain is a risk. If someone gets hold of your authorisation code (for example, by getting into your account), they can take the domain. Protect the account with a strong password and two-step verification: **How to enable two-factor authentication**. Some new or recently transferred domains stay locked for a period, by the registry's rules: that does not depend on us.

The lock will not change or the domain will not transfer? Open a ticket with the domain.

[Open a support ticket](#)

SEE ALSO

[Transferring your domain to another provider](#)

[Transfer the domain or just change the nameservers: which one do you need](#)

[Changing registrar without the site or e-mail blinking: DNS, lock and the checks after](#)

[Registry, registrar and registrant: who owns the domain?](#)



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REGISTRATION NO.

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