

Joker.com FAQ

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1.12 Domain Contacts

What is a contact?

Domain Contact

please see [What are 'contacts'?](#)

Keywords: contact handle contact-handle email e-mail

Last update: 2018-11-22 11:58

1.12 Domain Contacts

I got a Warning: Wrong whois data or 'invalid address'

Whois Data Consistency

The owner of a domain (the individual who registered the domain) is responsible for keeping the data of the whois contacts valid. The whois data is the information regarding a domain name which is published through the global "whois service" ("Search whois" on Joker.com).

The owner must make sure that the addresses (email and postal) are valid, and that notices sent to these addresses are read.

An invalid address in whois data can be a reason to cancel the domain. This is a policy of [ICANN](#), most domain registries, and also part of Joker.com's [Terms & Conditions](#).

In case we receive a complaint from an authoritative party (ICANN, Registry, local authorities) regarding a possible problem with the Whois data of a domain, we usually start a process to ask the owner of the domain to check, and if needed, correct the wrong Whois data accordingly.

In case the result of this process is a change of the registrant's Whois data, this change may be subject to a fee. Please check our price list for that.

Keywords: wrong contact owner-record

Last update: 2018-11-22 12:09

1.12 Domain Contacts

How to create or modify a contact?

Add or modify Domain Contacts

Please login to [Joker.com](https://joker.com) using your login name and your password.

In menu '**My Joker**', choose the item '[My Contacts](#)'.

You will find all your contacts listet - please choose "**Modify**" to change any of them if needed.

To create a new contact, please use "**Create new Contact**" button on the top right.

Please note: A [contact](#) is a kind of 'template', consisting of an email, name and street address.

If you populate a domain with Whois data, you create such a contact (or choose an existing one), and assign this contact to a domain.

You are free to assign **individual contacts to each domain**, or use a **single contact** for more than one domain. In this case, it is important to know that in case you change such a contact afterwards, those changes will automatically **apply to all domains** which have been assigned to this contact.

A contact can be identified by its "contact-id", also known as 'handle'. Examples are "CCOM-12345" (.com domains) or "CODE-12345" (.de domains).

Please find out more in [What are 'contacts'?](#)

Keywords: grant, roles, contacts, permissions, Whois, privacy

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Last update: 2018-11-30 17:12

1.12 Domain Contacts

Who can change my contacts?

Modify Domain Contacts

please see [Who is able to make changes to a domain?](#)

Keywords: grant, roles, contacts, permissions, Whois, privacy

Last update: 2018-11-30 17:13

1.12 Domain Contacts

How to change a contact (e.g. set a new email address)?

Modify Domain Contacts

Please see [How to create or modify a contact?](#)

If it is the owner (registrant) of a domain, please see [How to Change the Owner of a Domain?](#)

Keywords: grant, roles, contacts, permissions, Whois, privacy

Last update: 2018-11-22 12:36

1.12 Domain Contacts

How to delete a contact?

Delete a Domain Contact

Contacts can only be deleted **if they are not used with any other domain**. Joker.com is automatically taking care of this, so it is safe to try to delete a 'supposed-to-be-unused' contact. If it is yet in use, it will **not** be deleted.

To delete a contact, please visit "[My Contacts](#)".
You will get a list of all your contacts, searching is possible as well.

Please mark the items you want to delete using the checkbox, and click on "**Delete all selected**" below.

Please note, that **modifying** a contact which is linked to one of your domains is also possible by accessing '**Modify**' in '[My Domains](#)'.

Please also consider reading [What are 'contacts'?](#)

Keywords: grant, roles, contacts, permissions, Whois, privacy

Last update: 2018-11-22 12:39

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