

Joker.com FAQ

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1.3 Domain Registration

What domains can be ordered?

Domain Registration

Joker.com currently offers **most of the generic top-level domains** (gTLDs) - including the new top-level domains (ngTLDs), and a lot of **ccTLDs** (country domains). Please find the complete list [here](#).

Most top-level domains are available for one (1) up to ten (10) years.

At any time you may renew (prolong) your domain. Before your domain expires, you will be notified by email and asked to renew it. Please find details about this here: [How to renew a domain?](#) and [ERRP - Expired Registration Recovery Policy](#).

Resellers also are able to make use of **automatic renewals** ([Auto Renewal](#)) of selected or all domains.

To order domains, please click [here](#).

Keywords: order,registration

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1.3 Domain Registration

What length is allowed for a domain name?

Length of a Domain Name

We support a maximum length of **67 characters** (including the endings). A **minimum of 2** (not including the endings) is required by most registries.

The domain name can not start with a hyphen "-", and many domains can not start with "bq-", or have hyphens "--" at the third and fourth position.

Keywords: registration, length, restrictions

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1.3 Domain Registration

Which .de domain names are allowed?

Registration Policies for .de Domains

Valid characters for a **.de domain name** are:

- **numbers** (0-9)
- **hyphen** (-)
- **letters** (a-z)

With the introduction of [IDN](#) registrations, 92 additional characters are allowed from the character set Latin Extended-A and Latin-1 Supplement.

Important rules:

- **.de** domains are also allowed to consist of **numbers only**
- a domain name could be between **1 and 63 characters long**, independent of whether it is IDN or not
- a domain name can not begin with a hyphen (-)
- hyphens are not allowed on the 3rd and 4th position of a domain name

Please find more information under [DENIC-Domainrichtlinien](#).

Keywords: allowed characters, restrictions, tld

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1.3 Domain Registration

I have made a typo. How can I cancel my domain name registration?

Cancel a domain name registration

We are sorry but this is not possible. **Domains are registered in real-time**. So please check your domain name **carefully** to avoid any further problems.

In case you made a typo you will have to start again.

Of course, it is always possible to delete a domain name - but this will not result in a refund. ¹⁾

1) Resellers receive a refund for deletions of **gTLDs** within 72h after registration

Keywords: mistake, cancel registration

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1.3 Domain Registration

Who gets the receipt of a domain order?

Domain order receipt

We do send receipts by email only:

- to the email address of the **login account**
- to the email address of the **Default Billing Address** you set in "[My Profile](#)"
- to the email address of the billing role - **only in case such a role has been created (granted)**

The postal address of the receipt is the same as that of the billing contact used.

We do **not** send invoices by regular mail.

Resellers do also get a **monthly invoice** for all sales of the month before, VAT-IDs are accepted.

Please check [here](#) to find out more about 'roles' resp. 'billing role'.

Keywords: receipt, invoice, order

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1.3 Domain Registration

I had a charge on my credit card, but I do not remember the domain.

Verify charges on your credit card

Please login into our [Support/Contact](#) section, using your login name and your password.

Then choose the topic "Billing" and send us

- the date of charge
- the first 4 and the last 4 digits of the credit card number
- your name

We will then investigate this, and contact you to resolve this problem.

Keywords: credit card, order, invoice, receipt

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1.3 Domain Registration

What domains do I own? I need a list.

List of your Domains

Your domain name is associated with your **Joker.com login account**, i.e. the account you registered them with.

Please login to Joker.com, and visit "[My Domains](#)". There you also find an icon for creating a "**print view**".

In case you miss a domain in this list, please check [I can't see my domain\(s\) after logging in!](#)

Keywords: domain list, modify domain

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1.3 Domain Registration

How could I check if my order was successful?

Verify your Domain Order

If you want to check if your domain has been registered successfully, you may simply wait for the **email notification**. You can also check the domain by querying our 'Search whois', for this, just enter the domain name in question.

Remember: www.my-domain.com is **not** the domain name, it is always my-domain.com (leave out prefixes).

In case you do not get an acknowledgment of successful registration, or you get an error instead, then please [contact us](#).

You may choose the topic "domain does not show up".

We will then investigate this issue, and contact you with the results.

Keywords: order, registration, whois

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1.3 Domain Registration

My last order failed (due to a credit card problem). What should I do?

My Order failed / credit card problem

If your order has been canceled for any reason, then this specific domain order request has FAILED. There is no option to 'reactivate' this order request, please start a new order.

The reason for this failure is always written in the email, which is sent after every domain order.

It then *may* happen that you will get an error "The domain is already registered" - then the domain had already been *temporarily reserved* by your first request.

In this case, please try again a few minutes later, to let the process settle on our side.

If this fails, [please contact us](#) and provide your order details.

Keywords: order failed, registration problem

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1.3 Domain Registration

What is a Domain Order with 'Extended settings'?

Domain Order with 'Extended settings'

When you chose the option '**Extended settings**' when ordering one or more domains, you will be able to provide more detailed data for the registration process:

- contact-editor to provide different contacts
- directly entering contact handles
- nameserver settings

Of course, this always can be configured after the order as well in "[My Domains](#)".

Keywords: order, registration, extended settings

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1.3 Domain Registration

What are the 'contacts'?

Contacts

Associated with each domain, there is a so-called '**Whois record**'. The information within this Whois record is published publicly and has to be provided by you, the **domain registrant**.

This Whois record - the part which is provided by you - consists of the following contact information:

- owner contact: the official owner of the domain
- admin contact: role in charge of administrative tasks
- tech contact: a role for technical tasks, like nameserver
- billing contact: a role for questions regarding payments

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 afterward, those changes will apply to all domains which have been assigned this contact.**

Please note: These contacts are for published Whois records only. They do not define the usage of your domain, or the persons able to access the domain. To actually grant access rights to individuals other than the domain creator, explicit '[roles](#)' can be granted using the Joker.com domain management in the service zone.

Important: You are obliged to enter only valid and true address and identity information for Whois data. This is a requirement of all domain registries.

As of May, 25th 2018, the European GDPR has been put into effect. As a result, for most domain types (TLDs), by default, no Whois contacts are published anymore.

Possible exceptions in regard to some TLDs are documented in the terms and conditions of these TLDs.

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Keywords: grant, roles, contacts, whois privacy

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1.3 Domain Registration

How to grant roles (= grant permissions to others)?

Roles and Permissions

You can always **invite** additional individuals (besides you) to **administrate** your domain(s). For this, you can assign so-called "**roles**" to other people, which define what sort of access is granted.

Important: These "roles" solely allow you to grant access to your domains **within Joker.com**, they do not have any impact on what is shown in Whois as published contacts.

As you invite someone to access to your domains, a special link is sent to the email address you provide.

If the invitee does not already have a Joker.com login, he will get a chance to register when he clicks the link in this email.

Enter a "Description" to name the individual grant to be able to identify your grants later.
You can always issue grants or revoke existing grants in [My Domains](#).

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In case you are a **Joker.com Reseller**, you may also use the additional option '**Direct assignment**' to assign roles. This means that you can assign permission to another Joker.com account, which takes effect instantly, and no invitation will be sent. This means that with "**Internal Transfer**" and

"Direct assignment" **you can move (transfer) domains between different - also your own - Joker.com**

logins.

Available roles:

- **Admin:** Modify domains e.g. Whois data, modify nameservers, modify nameserver records like IP addresses, URL- and mail forwarding; **transfer away or deletion of a granted domain is not possible** for this role, this only can be done by the legal owner (creator) of a domain
- **DNS Admin:** Modify nameservers, modify nameserver records like IP addresses, URL- and mail forwarding
- **Billing:** Renew domains, receive expiry notifications
- **[Resellers only] Internal Transfer/Assignment:** Complete assignment of a domain to another Joker.com user (Internal Transfer). This allows for transferring all claims and permissions on a domain to
- **Please note:** The feature "**auto renew**" of a domain can only be modified by the original creator of a domain.

Resellers additionally may use:

- option '**Direct assignment**' to not use the invitation process, no invitation will be sent. You have to provide the **receiving user's email address** and his **matching Joker.com User-ID** for this. The Joker.com User-ID is always shown in the upper right after the login name.

Keywords: grant, roles, contacts, permissions, internal transfer

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1.3 Domain Registration

DNSSEC Support

What is DNSSEC

DNSSEC is the abbreviation for 'Domain Name System Security Extensions'. It is a set of extensions to the domain name system (DNS), basically to allow clients to **verify the authenticity and integrity of DNS records**.

For a domain to make use of DNSSEC, the following is needed:

- the domain type (TLD) needs to support DNSSEC (i.e. the registry)
- the registrar of the domain needs to allow to 'activate' and configure DNSSEC for a domain
- the configured nameservers need to support DNSSEC
- the clients (e.g. browsers) need to make use of DNSSEC

You may have a look at [Wikipedia](#) or this short [tutorial](#) as starters for reading more about these topics.

DNSSEC Support at Joker.com

Joker.com enables you to 'activate' and configure DNSSEC for nearly all of your domains - most domain types (TLDs) do support DNSSEC. The only exceptions at Joker.com currently are .ws and .cn.

Please note: Joker.com supports DNSSEC with standard Joker.com name servers as well as with domains that use **external name servers**.

1) for Joker.com nameservers: To enable DNSSEC, please go to "[My Domains](#)" and click on "[DNS](#)". There you will find the "**Enable DNSSEC**" button. If you then click on "**Save changes**", you are done!

2) for DNSSEC with own or external name servers: Please use our instructions [Step-By-Step: How To use DNSSEC with a Joker.com Domain and a DNS Hosting Provider](#)

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To find out if your domain is working properly with DNSSEC, you may use the [DNSSEC Analyzer](#).

Resellers will find similar commands to operate DNSSEC using **DMAPI** and [RPanel](#).

Keywords: dnssec, domain-modify, nameserver, nameservice

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1.3 Domain Registration Whois Privacy Services

Secure your Domain Privacy

As of **May 25th, 2018**, most European and all generic domain types (top-level domains) have redacted the amount of Whois data that is published on the internet to comply with the European data privacy regulation (**GDPR**).

However, **the registrant data still has to be sent to the registries. And there are still top-level domains that do require the full set of Whois data and do publish this full set.**

This WHOIS service is available to everyone, and usually includes the name, and sometimes - depending on the policy of the responsible registry - also the street address and email addresses of the registrant. The use of incorrect, incomplete, or fake data is a violation of the registration agreement of the related registry and Joker.com and may lead to the deletion of the related domain name (please also see 5.c/11.d of Joker.com T&C).

To **protect a registrant from abuse of his data**, proxy-privacy.com through IDPS (International Domain Privacy Services) GmbH - a subsidiary of CSL GmbH - provides privacy protection services, effectively shielding his information and **keeping his data confidential**. By using these services, the registrant is represented by alternate contact data provided by IDPS GmbH, while remaining **compliant** with the registration policies.

The registrant's own data will still be maintained and escrowed by Joker.com, to secure the registrant's ownership of the domain, and to ensure compliance with ICANN's and registry's policies.

Privacy Services **are available for most gTLD domain names**. The availability of privacy

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services is indicated in the [price list](#) and [domain search](#) (icon )

Here is an example of what privacy service means to a domain name's public Whois output:

	Standard Whois Output ^{*)}	With Privacy Basic	With Privacy Pro
Registrant Name:	Max Musterman	Max Musterman	On behalf of yourdomain.com
Registrant Organization:	ACME	ACME	c/o IDPS International Domain Privacy Services GmbH
Registrant Street:	Main Street 123	c/o IDPS International Domain Privacy Services GmbH	Hansaallee 191
Registrant City:	Foo City	Hansaallee 191	Duesseldorf
Registrant State/Province:	ABC	Duesseldorf	Duesseldorf
Registrant Postal Code:	54321	40549	40549
Registrant Country:	DE	DE	DE
Registrant Phone:	+99.110 12345678	+49 211 867 67 448	+49 211 867 67 448
Registrant Fax:	+99.110 12345679	+49 211 867 67 6448	+49 211 867 67 6448
Registrant Email:	yourprivatemail@email.com	35b27c46c3d9040b881fc4f@proxy-privacy.com	35b27c46c3d9040b881fc4f@proxy-privacy.com

^{*)} Without WHOIS privacy for non-GDPR-compliant TLDs

Please find all details, conditions, and the Acceptable Use Policy here: proxy-privacy.com

And here you find all answers on [How to enable Whois Privacy?](#)

Prices are available here: [Joker.com Pricelist](#)

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Please note:

- when privacy services are selected, the registrant is still required to provide Joker.com with the correct and valid personal Whois data. This Whois data will be maintained and escrowed (including encryption) by Joker.com to preserve gTLD compliance. **Joker.com does use a german escrow provider for this (DENIC).**
- the registrant and the account holder are at all times enabled to turn on or off (disclose) Whois privacy services on their own.

- when privacy services are acquired together with a transfer to Joker.com, the added term of privacy service will always be one (1) year, plus the remaining term until the domain's day of creation, and it will be charged for one year.
- when privacy services are purchased for already existing domain names, either as an option during the renewal of a domain or as an additional option for an existing domain name, the term of the privacy service will automatically be synchronized with the term of the domain name. Terms of less than **6 months** will be rounded down, above this will be rounded up and charged as an additional year.
- when privacy services are purchased without renewal for the term of an existing domain, the minimum charge will always be one (1) year of the chosen privacy service, even when the remaining term of the domain is less than one year. You should consider a renewal with an included privacy option, in this case, to avoid eventually shortened privacy terms.

Examples:

Transfer with privacy service

Let's say a **.com** domain of you has a remaining term of **5 months**, and you want to transfer it to Joker.com, and you chose **privacy basic** for the transfer.

This would result into

mandatory 1-year renewal with transfer:	USD 13.70
optional 1-year privacy basic service:	USD 1.49
result - 1-year additional domain term, and 17 months of privacy	USD 15.19

Renew with privacy service (I)

Let's say you want to renew a **.com** domain, which is due to expire in **3 months**. With the renewal, you want to enable Whois **privacy pro**:

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1-year renewal for the .com domain: USD 13.70
1-year privacy pro service: USD 2.49
result - 1-year additional domain term, and **15** USD 16.19
months of privacy

the additional 3 months are "rounded down" which means, they are added, but not charged

Renew with privacy service (II)

Let's say you want to renew a **.com** domain, which is due to expire in **8 months**. With the renewal, you want to enable Whois **privacy pro**:

1-year renewal for the .com domain: USD 13.70
2 years of privacy pro service: USD 4.98
result - 1-year additional domain term, and **20** USD 18.68
months of privacy

the additional 8 months are "rounded up" which means, an additional year of privacy is charged

Acquire privacy service for an existing domain (I)

Let's say you own a **.com** domain, which is due to expire in **13 months**. You want to add **privacy pro**:

1-year privacy pro service: USD 2.49
result - domain term is unchanged, and 13 USD 2.49
months of privacy

the additional 1 month is "rounded down" which means, they are added, but not charged

Acquire privacy service for an existing domain (II)

Let's say you own a **.com** domain, which is due to expire in **3 months**. If you want to add **privacy pro**; you will get a warning, because the privacy term cannot exceed the domain's term. You should consider using "Renewal" with the privacy option in this case:

1-year privacy pro service: USD 2.49
result - domain term is unchanged, and 3 USD 2.49

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months of privacy

you will only get 3 months of privacy service - you should consider 'renewal' instead

Keywords: whois privacy, proxy, privacy, registration,

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1.3 Domain Registration

How to enable Whois Privacy?

How to enable Whois Privacy Services

Whois Privacy Services are available for **most generic top-level domains**. The availability is always indicated in Joker.com's [price list](#) and also the [domain search](#).

Privacy Services are available for new domain registrations, transfers, and renewals - and they can also be applied to existing domains.

Please find all details about the services, pricing, and periods here at [Whois Privacy Services](#).

Enabling Privacy Services for existing Domains

To order Privacy Services for your existing domains, please either

- click on the **icon** for "*modify your domain settings*" on the **home page**, right to your domain
- enter the domain name into the field below '**Shortcut to your domains**', click '*Modify Domain*'
- enter the **Service zone**, chose '*Domain Settings*,' click on your domain
- or go directly to '*Domain Settings*' [using this Link](#)

You will then find the **Privacy** status and options to add within '**Domain Information**':

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Register New Domains with Privacy Services

To register a new domain with Privacy Services, please add your domain to the cart as usual, and find the new privacy options directly in the cart - simply click on '**Add Privacy**' to select:

Renew a Domain and add Privacy Services

When you renew your domains, as usual, using "**Renew Domains**" in **the Service zone**, or using a direct link on the Joker.com home page, you will find a new renewal dialogue, which offers the Privacy Services for all applicable domains as easy-to-use checkboxes:

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Transfer a Domain and add Privacy Services

We now also offer to apply Privacy Services to domains **during a transfer**. This is implemented in such a way, that in case a domain that already used privacy services with the former, losing registrar, the Whois data will **not be disclosed at any time**. To choose privacy options, please start a transfer as usual, and find your choice in section '**Additional Products**' below the AUTH-ID:

Keywords: whois privacy, proxy,privacy, whois, registration,

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1.3 Domain Registration

Domain Trustee Service

Domain Trustee Service

For some domain types - usually country domains - there are **regulations regarding the domicile** of the domain holder. For example, the country of the registrant's contact for **.EU domains** must be a member of the EU (plus Norway and Liechtenstein).

In order to enable clients who do not fulfill these requirements to register such domains, so-called **trustee services** can be used. The trustee assumes the role of the official registrant. The relationship between trustee and customer is regulated in the respective trustee contract. This defines responsibilities and ensures the customer's ownership of the domain.

IDPS GmbH also offers trustee services for Joker.com in addition to its privacy services. Domains for which such a trustee service is available are marked accordingly in our [price list](#).

When you order such a domain with an available trustee service, you have the option to add this service bundled with the domain name.

Trustee agreements can be also added to **existing domains** under '[My Domains](#)'. Example contracts can be found after logging in to Joker.com under "Support" -> "Downloads".

Keywords: whois privacy, proxy, privacy, registration,

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1.3 Domain Registration