

Backorders & Monitoring Help Guide

Backorders & Monitoring is a legacy product and is no longer sold. This guide contains archived Help content for Backorders & Monitoring to help answer questions. However, it's no longer being updated as of October 7, 2025.

To find answers in this guide:

- Select any title in the Contents to go directly to a specific Help article.
- Use the Find function (Ctrl + F for Windows OR Command + F for Mac) in your browser to search the PDF for specific keywords.

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What is domain backorder and monitoring?

Domain backordering is a method to acquire a registered domain, and monitoring lets you know when a domain's settings change. Check out some of the most commonly asked questions for backorders and monitoring.

What is a domain backorder?

A domain backorder is a service that helps you attempt to acquire a domain when it becomes available for registration. You can think of backorder like putting a reservation on a domain — you put your name on a list and when the domain expires, you'll get a chance to register it before anyone else. Purchasing a backorder also includes a Domain Monitoring membership, an auctions membership, \$25 USD toward your first auction bid, and one year of domain name registration. Domains that aren't expired yet don't include one year registration if the backorder is successful. Customers who won an expired domain auction that started on or after the 30th of October, 2023 through a backorder, will be asked to pay an additional \$15 USD.

Does a backorder guarantee domain registration?

No. The Domain Backorders service doesn't guarantee you'll acquire a domain name. When you place a backorder, we attempt to acquire the domain name for you when it becomes available for registration. If it's listed for auction, we provide you instructions on how to participate.

If a backordered domain name becomes available, but our service fails to acquire it, or you lose the auction, you can reassign the backorder to another domain name. If we are not able to acquire your domain name, we notify you by email.

Can more than one person backorder the same domain?

Prior to March 2009, we allowed only one backorder per domain name. This means that if another customer placed a backorder on a domain name *prior* to March 2009, you can't backorder the same domain so long as the original backorder remains in effect. If a backorder was placed on a domain *after* March 2009, you can still place a backorder on the same domain.

What is domain monitoring?

Domain monitoring tracks changes to certain domain settings so you receive an email when these settings are changed. By default, the administrative contact receives all monitoring notifications, but you can also set up two additional contacts.

Monitoring is set up for one year at a time. To continue monitoring domain, you must renew the monitoring. Monitoring is supported on domains with the following extensions: .com, .us, .biz, .net, .org, .info, .me, .mobi, or .co.

You'll be notified when any changes are made to the following domain settings:

- **Registrar:** Changes to the registrar could indicate a domain transfer
- **Status:** Certain actions will change the status of a domain, such as unlocking or expiration
- **Expiration Date:** The expiration date might change if the current registrar renews or cancels the domain
- **Nameservers:** Changing the nameservers of a domain affects DNS management

Why are some domains not available for backorder?

There are a few situations where a domain might not be eligible for backorder.

- **Single backorder policy** — Prior to March 2009, we allowed only one backorder per domain. If someone placed a backorder on a domain prior to March 2009, no other backorder can be placed on the same domain so long as the original backorder remains effective.
- **Domain extension not supported** — We support backorders for the following domain extensions: .biz, .co, .com, .info, .me, .mobi, .net, .org, and .us.
- **Blocked** — We block customers from backordering certain domain names.
- **Registry Premium domains:** At this time, we don't offer backorders for registry premium domains.

What happens after I backorder a domain?

After you backorder a domain, we recommend setting up domain monitoring to stay up-to-date on any changes to the domain. The next steps depend on where the domain is currently registered and whether we're able to capture the backorder. Check out the full process for more details.

I didn't get my backorder — what should I do next?

There are many reasons we might not be able to capture a backorder for you. If this happens, you can keep the backorder on the same domain to try again the next time it expires. Or, you can change your backorder to a different domain, at no cost to you.

Set up domain backorders

Placing a domain backorder is a useful method for acquiring a domain that's already registered.

1. Go to your account **My Products** page. You might be prompted to sign in.
2. Select **Domain Products** from your product list and then select **Manage** next to **Domain Backorder**.
3. Select **Add Monitoring**.
4. Enter the domains you want to backorder (one per line)
5. Enter your email address, then select **OK**.
 - **Email address 1:** Enter the email address you want us to send status-change notifications to.
 - *(Optional)* **Email address 2:** Enter the secondary email address you want us to send status-change notifications to.
6. Select **Ok** to close the pop-up window.
7. Select the box next to the domain to which you want to add a backorder.
8. Select **Upgrade to Backorder** to setup the service.
9. Select **Public** for the backorder type.
10. Select **I have read and agree to ...** , then select **Next**.
11. Select **Ok** to close the pop-up window.

Set up domain monitoring

Adding domain monitoring to a domain is a useful method to track changes on a domain of interest.

1. Go to your account **My Products** page. You might be prompted to sign in.
2. Select **Domain Products** from your product list and then select **Manage** next to **Domain Backorder**.
3. Select **Add Monitoring**.
4. Enter the domain(s) you want to monitor (one per line).
5. Enter your email address, then select **OK**.
 - o **Email address 1** — Enter the email address you want us to send notifications to.
 - o *(Optional)* **Email address 2** — Enter the secondary email address you want us to send notifications to.
6. You'll see a confirmation message that your changes have been processed and your domain will be set up for monitoring within a few minutes, then select **OK**.

Upgrade my monitored domain to a backorder

Upgrading a monitored domain to a backorder will give you the chance to acquire a registered domain. You'll still get notifications if there are any updates to the domain after upgrading

1. Go to your account **My Products** page. You might be prompted to sign in.
2. Select **Domain Products** from your product list and then select **Manage** next to **Domain Backorder**.
3. Check the box next to the domain you'll be modifying, then select **Upgrade to Backorder**.
4. Select **Public** for the backorder type.
5. Select **I have read and agree to ...**, then select **Next**. If you don't have enough credits, select **Buy Credits** to purchase more, then come back here to complete the upgrade.
6. Edit your contact information if necessary, then select **Next**.
7. Review the confirmation message, then select **OK**.

What happens after I backorder a domain?

A domain backorder is a service that attempts to acquire a currently registered domain when it becomes available. Placing a backorder doesn't guarantee that you'll acquire the domain. The current registrant might renew the domain, or we might be unsuccessful in our attempt to capture it for you. The full backorder process varies depending on where the domain is currently registered and if it goes through Expiring Domain Auctions.

Partner Registrar Expirations

When a domain registered with a partner registrar before it expires, it enters a 10-day public auction that you must actively participate in. Here's how the process works:

- If you placed the first backorder, we submit an opening bid of \$25 USD on your behalf, and we email you about the auction. If someone outbids you, you can place a higher

bid, apply the backorder credit to another domain name or keep the backorder on the same domain to try again the next time it expires.

- If you didn't place the first backorder, you can begin placing bids in the auction.

When the auction ends, there are three possible scenarios that can happen:

- If you win the auction, but the current registrant renews the domain name, it won't be moved to your account.
- If you win and the registrant does not renew the domain name, we'll move it into your account within 45 days of expiration with a one-year registration. Customers who won an expired domain auction that started on or after the 30th of October 2023 through a backorder, will be asked to pay an additional \$15 USD.
- If you didn't win, you can apply the backorder credit to another domain name or keep the backorder on the same domain to try again the next time it expires.

Non- Partner Registrar Expirations

We'll attempt to capture the domain after the registry releases it on the available date (calculated using the current expiration date, renewal grace period and redemption period, if applicable). We'll continue attempting until we, or another registrar, captures the domain. If we capture the domain:

- And you're the only customer with a backorder on the domain name, we award the domain name to you without an auction. You'll be asked to pay an additional \$15 USD for us to deliver the domain to you.
- And there are multiple backorder holders, we invite everyone to a private auction where only backorder holders can participate. If you placed the first backorder, we submit an opening bid of \$25 USD for you, and we email you about the auction. If someone outbids you, you can place a higher bid, apply the backorder credit to another domain name or keep the backorder on the same domain to try again the next time it expires.
- And if you didn't place the first backorder, you can begin placing bids in the auction. If you win the auction, we'll move the domain into your account within 45 days with a one-year registration. Customers who won an expired domain auction that started on or after the 30th of October, 2023 through a backorder, will be asked to pay an additional \$15 USD.

Cancel my domain backorders and monitoring

You may decide a monitored or backordered domain no longer suits your needs, so you can cancel these services at any time within your account.

1. Go to your account **My Products** page. You might be prompted to sign in.
2. Select **Domain Products** from your product list and then select **Manage** next to **Domain Backorder**.
3. Check the box next to the domain you're canceling, then select **Remove Selected**.
4. Check the box next to Remove backorders and monitoring, then select Ok.
5. Review the confirmation message, then select **OK**.

Once the backorder is deleted, you'll be left with a credit that can be used to backorder another domain.

Update my contact info for backordered domains

Make contact updates to any active domain backorder to ensure notifications are properly sent. You'll also be able to view details on a backordered domain on the main page.

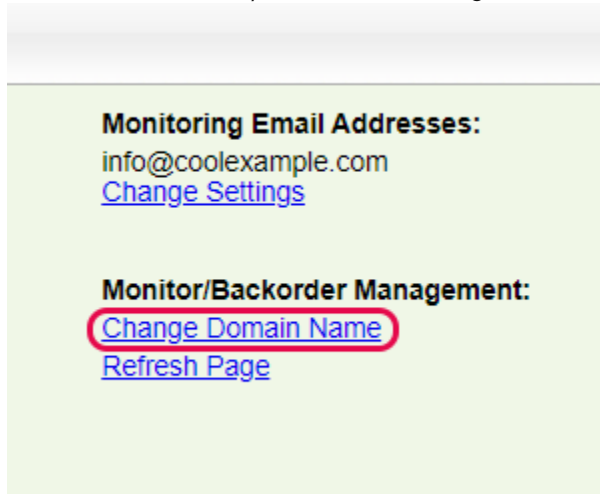
1. Go to your account **My Products** page. You might be prompted to sign in.
2. Select **Domain Products** from your product list and then select **Manage** next to **Domain Backorder**.
3. Check the box next to the domain(s) you'll be editing.
4. Select **Contact** above your domain list.
5. Edit or complete the following:
 - (Optional) **Organization**: the contact's organization. If organization information is entered, select I certify that the specified organization will be....

- **First name** and **Last name**: the contact's first and last name.
 - **Country**: the country in which the contact resides.
 - **Address 1 and 2, City, State, Zip Code**: the contact's street address, city, state and zip code.
 - **Phone number**: the contact's phone number.
 - (Optional) **Fax number**: the contact's fax number.
 - **Email Address**: the contact's email address.
6. Select **OK**.
 7. Review the confirmation message, then select **OK**.

Change a backorder to a different domain

A backorder capture may not be successful, or you may decide a different backorder suits your needs better. Each backorder is set up on a specific domain, but you can change that domain at any time unless the service is in the process of catching it. Backorders will remain active until the domain is captured or manually cancelled.

1. Go to your account **My Products** page. You might be prompted to sign in.
2. Select **Domain Products** from your product list and then select **Manage** next to **Domain Backorder**.
3. Select the domain you want to change, then select **Change Domain Name**.



4. Enter in the new domain name.
5. Select **I have read and agree to ...**, then select **Next**.
6. You'll see a confirmation message that your changes have been submitted and updates will process within a few minutes, then select **OK**.