

How to update a domain handle (domain contact)

Question

How to modify the data of a domain's contact [handle](#) (owner/admin/tech)?

Answer

In order to update data of a contact [handle](#) (e.g. email address, phone number, address, VAT number, etc.) one should navigate to **Customer management > Customers overview > XX000001-XX** in Reseller Control Panel:

Customer **Andy Garcia**

Customer ID: AG925774-ES

Contact person data

Initials	A.G
Name	Andy Garcia
Birth place	
Birth date	
Telephone	+34 603 106388
Fax	
agarcia-op@mailinator.com	

Then click on the **Edit customer** button and change information in the available fields:

Edit an existing customer

[Clone customer](#)

With this form, you can update the data of an existing customer. These changes will be processed automatically at the involved registries and other providers. Not all data is editable; sometimes you need to add a new customer instead of changing an existing one, for example on a change of name.

Company name			
Company URL			
Trading name			
Initials	A.G		
First name *	Andy		
Prefix			
Last name *	Garcia		
Telephone number *	+34	603	106388

Additional information required

The registry decides what information is required in order to successfully register (or transfer) a domain. Examples can be the presence of a VAT number, a social security number, a passport number, state/province in the address details, etc. As this information is not required for all registries, those fields are also not mandatory when one creates a handle. In case one requests a domain that requires those extra details, an error will appear that "*additional information or data is required*". This can be added to the existing customer handle.

Which details required for a certain extension can be found on the detail page of that extension.

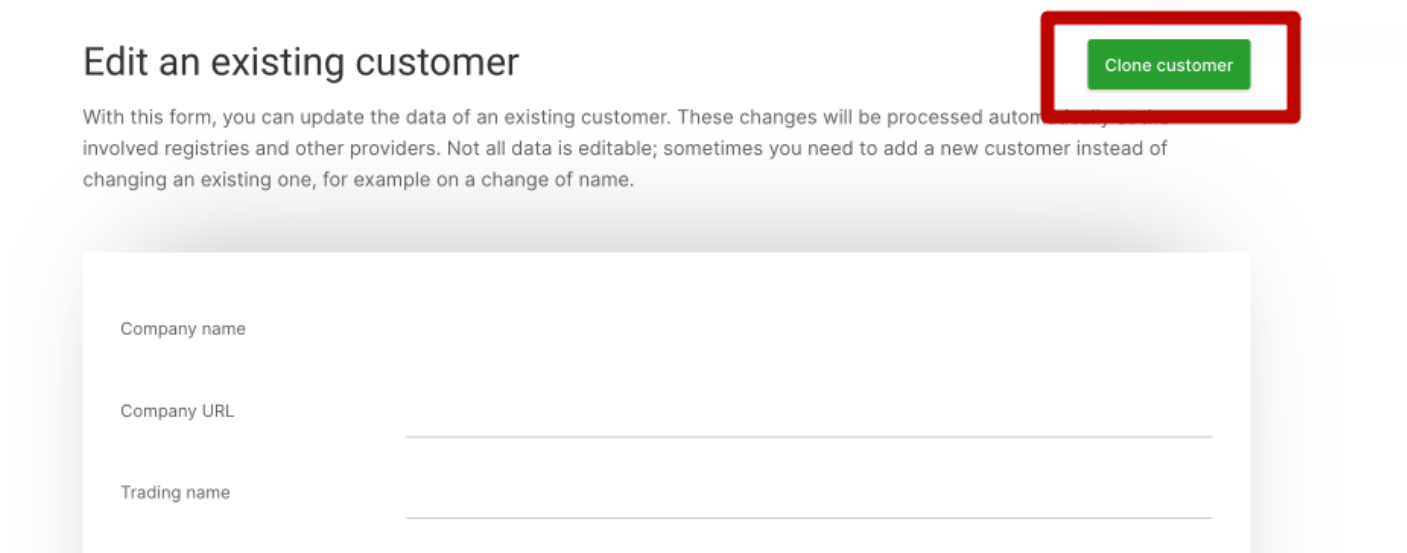
How to update the Company Name, First Name or Last Name

Not all data is editable; the first name, last name, and company name can **never** be changed once a handle is created. For some cases, the reason behind this is a registry restriction, for others - legal limitations.

Example: The information at some registries will not be updated (only allowed via a trade or documents) and this would cause a mismatch in details in the control panel and in the registry (actual domain) details. Therefore, it is not possible to adjust the company name, first name, and last name of the handle to prevent this.

Tip: One can **Clone** a customer in order to get a pre-filled new customer, where updates can be made. This will create a new handle that can be used to update the domain.

You can find the clone button as shown below:



The screenshot shows a web interface for editing a customer. At the top right, a green button labeled 'Clone customer' is highlighted with a red rectangular border. Below this, the heading 'Edit an existing customer' is displayed. A paragraph of text explains that the form is used to update customer data, which will be processed automatically by involved registries and other providers, and that not all data is editable. Below the text is a form with three input fields: 'Company name', 'Company URL', and 'Trading name'. Each field has a corresponding input line.

Once you have the new handle, you can update the domain via the domain detail page or use the [bulkoperation](#) tool in the RCP to update multiple domains at once.

You can find instructions how to use this page [here](#).

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