

Thursday, September 14, 2017 at 5:07 PM

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**From:** ICANN Global Support <[noreply-globalsupport@icann.org](mailto:noreply-globalsupport@icann.org)>

**Date:** Thursday, September 14, 2017 at 5:07 PM

**Subject:** Transition to the Naming Services Portal



Dear [First Name Last Name],

As communicated on 6 September 2017, the ICANN organization is replacing the Global Domains Division (GDD) and New gTLD Applicant portals. The new Naming Services portal will streamline the way you submit requests to ICANN as a registry operator.

On **21 September 2017 at 00:00 UTC**, ICANN plans to shut down the current portals and begin the transition to the Naming Services portal. Once the transition to the Naming Services portal begins, ICANN will be *unable to accept requests and inquiries* until the transition is complete. **In between the shutdown of the GDD portal and the launch of the Naming Services portal, all GDD services for registry operators will be suspended to maintain data integrity.** Incoming emails will be queued and delivered to ICANN once the Naming Services portal has been activated. We appreciate your waiting to submit new service requests until the Naming Services portal has been activated. We apologize for any inconvenience this may cause and thank you for your understanding and cooperation.

On or about **25 September 2017**, you will be granted access to the new portal. An activation email will be sent to each registry's primary contact with instructions for account registration and activation. At this time, you will be required to setup a new password with two-factor authentication. **The activation email will expire in seven days.**

We invite you to attend either of the upcoming webinars which will be held on 20 September 2017 at 00:00 - 01:30 Coordinated Universal Time (UTC) and 17:00 - 18:30 UTC (time zone support [here](#)).

- [Join via Adobe Connect](#)
- [View Dial-In Information](#)
- *Participant Code: 1429847649*

The webinars will be recorded and made available on [icann.org](http://icann.org). These webinars will provide information about the Naming Service portal and other key activities, including:

- *How to access the new portal*
- *Features and functionality of the new portal*
- *Changes to expect after the new portal is available*

If you have any questions, please contact [Global Support](#).

Kind Regards,

Neeraj Sood  
Sr. Manager, ICANN Product Management