

Wednesday, September 27, 2017 6:33 PM

From: ICANN Global Support
Sent: Wednesday, September 27, 2017 6:33 PM
Subject: Naming Service portal launch phased rollout



Dear [RPC or Applicant Name],

As previously communicated, detailed below is the update regarding the Naming Services portal launch.

We are launching the new Naming Services portal in a phased rollout over a three-day period beginning today. The phased rollout approach includes these steps:

1. **Phase 1, 28 September 2017** – The first set of users who will gain access to the system will include Beta test volunteers who participated during the March and August 2017 timeframe and who have simple account setups. E.g. Access to one account per login.
2. **Phase 2, 29 September 2017** – The second set of users to gain access to the system will include Registry Primary contacts and Applicant Primary contacts who have simple account setups. E.g. Access to one account per login.
3. **Phase 3, 30 September 2017** – The third set of users to gain access to the system will include Registry Primary contacts and Applicant Primary contacts with complex account setups. E.g. access to multiple accounts per login or consultants managing accounts on behalf of a registry operator.

Upon receipt of your Naming Services portal activation email, the system will be fully functional to conduct daily business processes. Any new requests raised via email during the downtime will be populated on the portal starting 30 September 2017. We are continuing to migrate closed cases and will have these imported and available in the Naming Services portal over the coming weeks.

Thank you for your continued patience. Please contact [Global Support](#) should you have questions in the interim.

Kind Regards,

Neeraj Sood
Sr. Manager, ICANN Product Management