

Naming Services portal (NSp) – Compliance

WEBINAR

ICANN Engineering & IT

Neeraj Sood

July 2020



AGENDA

Objectives

Portal Access

Demo

Getting Started

Support Channels

Objectives

- Provide clear direction and support to facilitate easy transition to new compliance functionality.
- Equip all NSp users with information about:
 - New account activation and two-factor authentication
 - Key dates and milestones
 - Support channel
 - During transition
 - Post-launch
 - Frequently Asked Questions (FAQs)

Introduction: NSp Compliance

- **What is the Naming Services portal (NSp)?**
 - Salesforce-based application built to streamline the way contracted parties conduct business online with the ICANN organization.
- **What does the new compliance functionality entail?**
 - Ability to access, view status and interact via case posts/email within NSp
 - Seamlessly built on to the existing NSp platform
 - Flexible and scalable architecture.
 - Extendible to support additional features in the future.

Portal Access

- Key Milestones / Dates

- **10 Aug 2020:**

- Launch readiness email

- **14 Aug 2020:**

- Launch of Naming Services portal Compliance

- New users will receive an activation email

- Existing users will use the same login credentials to access registrar functions

- *Once logged in, select the **Registrar or Registry** persona* in the upper left corner to access the relevant functions.*

*(*only applicable if you are a user that has access to both Registrar and Registry or CZDS personas)*

Activation Email

From: Global Support Center [mailto:no-reply@icann.org]
Sent: Monday, February 26, 2018 11:42 AM
To: primaryemail@test.com
Subject: ICANN Naming Services portal Welcome: Activation Required

Dear Demo user,

Welcome to the Naming Services portal!

ICANN has established a Naming Services portal user account for you and requires activation

Please click this link or paste the URL into your web browser to establish activation.

<https://icannuat.okta.com/welcome/f6i9YcnqfB8sAU8UM8?fromURI=/home/salesforce/0oanlmljh98doFgSD1t6/46>

Upon activation, you can access the Naming Services portal from this link:

<https://portal.icann.org>

Username: primaryemail@test.com

For additional support utilizing the Naming Services portal, access the User Guide from this link:


<https://www.icann.org/en/system/files/files/nsp-user-guide-25sep17-en.pdf>[\[icann.org\]](#)

Username: primaryemail@test.com

If you need assistance accessing your account, call the ICANN Global Support Center at one of the phone numbers found here or send an email to globalsupport@icann.org.


Note: We can expedite assistance if we receive your request from the primary email you use for ICANN.

Password Setup


**Enter new password**

Password requirements: at least 12 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username. Your password cannot be any of your last 10 passwords.




Repeat new password




**Choose a forgot password question**




Answer




**Click a picture to choose a security image**

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

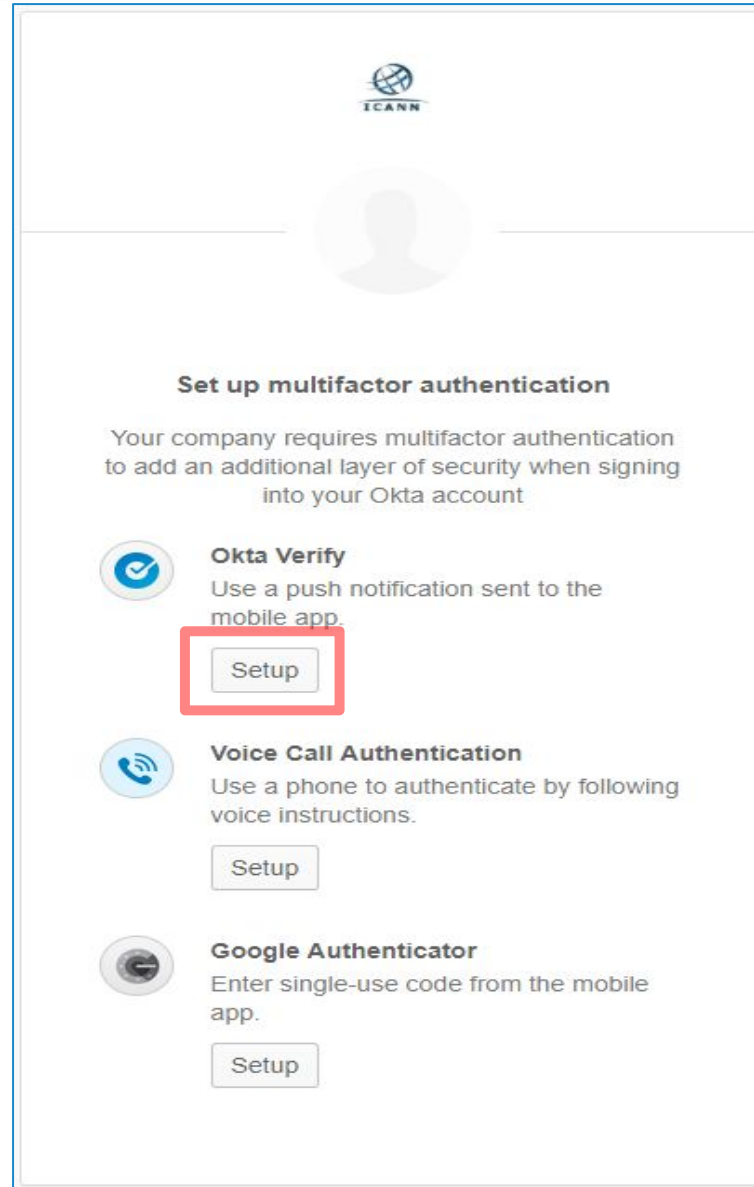








Set Up Two-Factor Authentication



ICANN

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing into your Okta account

Okta Verify
Use a push notification sent to the mobile app.

Setup

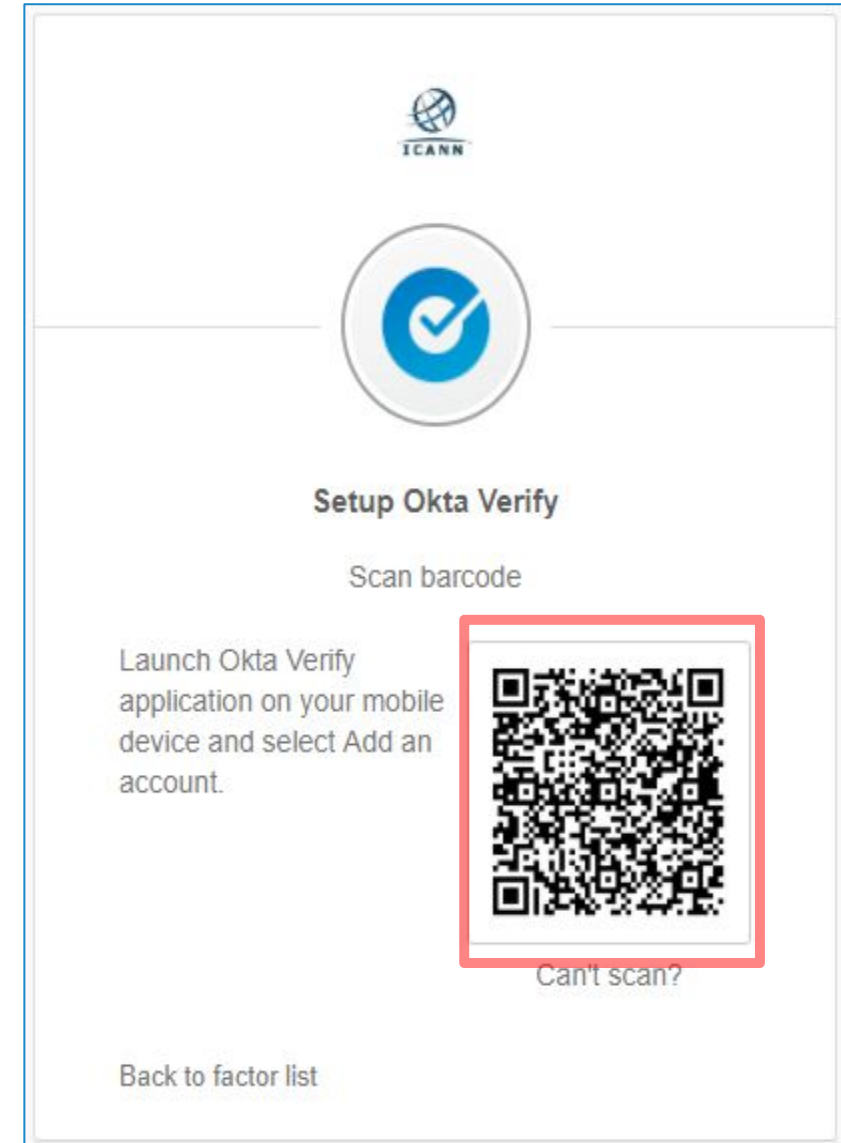
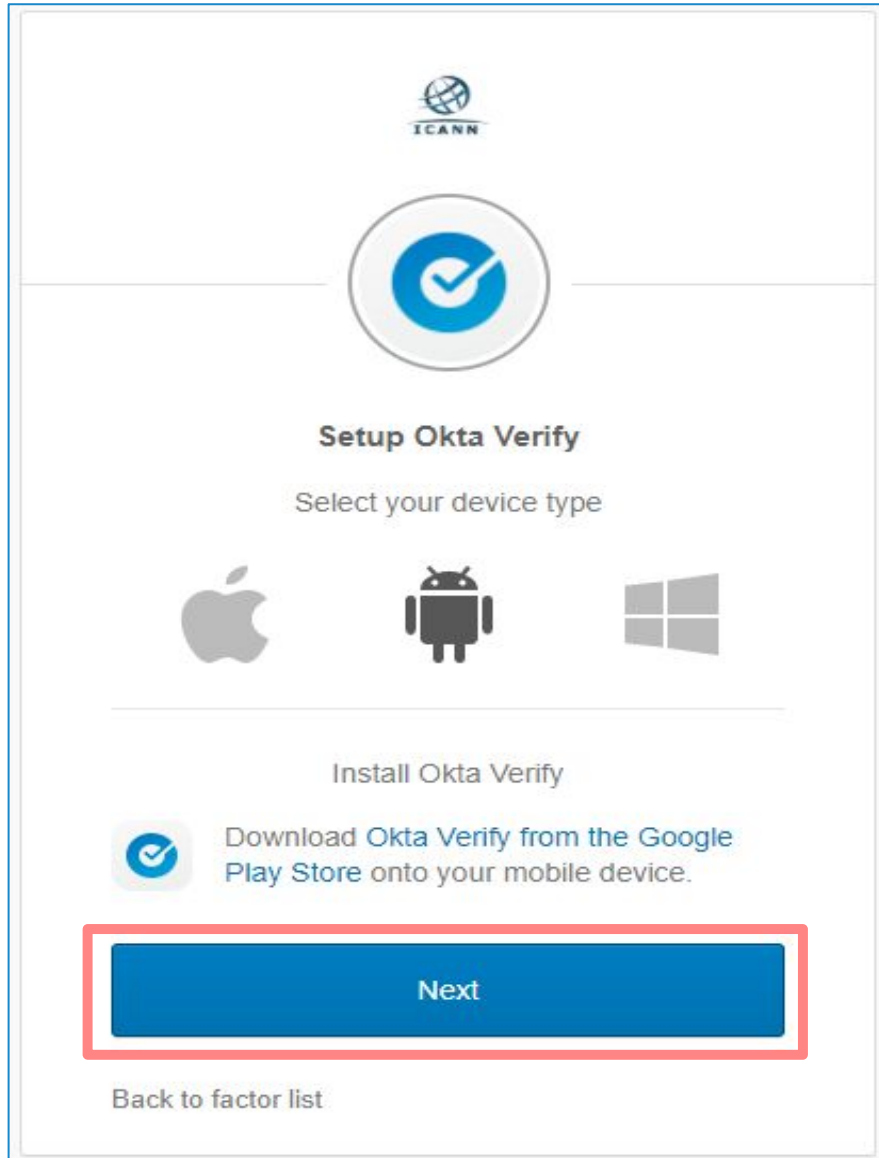
Voice Call Authentication
Use a phone to authenticate by following voice instructions.

Setup



Google Authenticator
Enter single-use code from the mobile app.

Setup

Set Up Two-Factor Authentication – Okta Verify






Set Up Two-Factor Authentication – Google Authenticator




Setup Google Authenticator

Select your device type



  

Install Google Authenticator

 Download Google Authenticator from the Google Play Store onto your mobile device.

Next

[Back to factor list](#)





Setup Google Authenticator

Enter code displayed from the application

Verify

[Back to factor list](#)

Set Up Two-Factor Authentication – Voice Call Authentication

Follow phone call instructions to
authenticate

United States ▼



+1 1234567890 1234|



Call

[Back to factor list](#)

Log in to the Naming Service portal (*After initial setup*)

Bookmark direct link, <https://portal.icann.org>



Sign In

☐ Remember me
Sign In
[Need help signing in?](#)

Select an authentication factor
☒ Okta Verify
☐ Google Authenticator
Verify

Accept – Terms of Use

ICANN

Search

IANA IDs

TRANSFER DET

Registry

Registrar

CZDS

IANA Details

Active

1 items • Sorted by Id • Filtered by • Updated a few seconds ago

IANA ID

1 RR UAT - 0007

ACCOUNTS

RR UAT - Registrar Group 5 - Apple Bakes

RR UAT - 0007

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jurisdiction of such courts.

10. CONTACT INFORMATION

10.1 Notice to ICANN. Should You have any questions or concerns about these Terms of Use, please email ICANN at globalsupport@icann.org. If You have any doubt as to whether You should be viewing any data that becomes accessible to You on the Portal, You will contact ICANN's Global Support Team at globalsupport@icann.org before viewing that data or continuing Your use of the Portal. Any notice required under these Terms of Use to be provided by You or the Contract Party may be provided by You to ICANN by email at globalsupport@icann.org, and will deemed to have been given upon confirmation of receipt by ICANN's email server. Alternatively, any such notice hereunder may be provided by You to ICANN in compliance with the notice provisions set forth in the Contract Party's registry agreement or registrar accreditation agreement with ICANN, in which case such notice shall be deemed given as provided therein.

10.2 Notice to You. Any notice required hereunder to be provided by ICANN to You or the Contract Party shall be provided by ICANN through the Portal, and will deemed to have been given upon confirmation that such notice has been sent through the Portal based on the Portal's timestamp for such electronic communication. Alternatively, any such notice hereunder may be provided by ICANN to You in compliance with the notice provisions set forth in the Contract Party's registry agreement or registrar accreditation agreement with ICANN, in which case such notice shall be deemed given as provided therein.

11. EFFECTIVE DATE OF TERMS OF USE

These Terms of Use are effective and were last modified or amended on 11 May 2018.

☐

I agree to abide by the Naming Service portal's Terms of Use and the website [Terms of Service](#), and that my personal data will be processed in accordance with the ICANN [Privacy Policy](#) and the [New gTLD Program Personal Data Privacy Statement](#).

Cancel

Continue

Registry Persona - Dashboard

Registry

Registrar

CZDS

ACCOUNTS

UAT-

ICANN

Search within selected account...

SEARCH

UAT-TOM CO...

CASES

TLDS

COMPLIANCE TICKETS (OUTSIDE NSP)

NEW SERVICE REQUEST

Service Type Case Status

UAT-

Open Cases - Portal User Action Required	0
Open Cases- ICANN Action Required	0
All Cases Updated Within Last 7 Days	2
All Cases Open	2
All Closed Cases	0
All Cases Saved and Not Submitted	0
Closed Cases-Closed Within Last 30 Days	0

Compliance Case Totals

UAT-

Cases By Action Type:

Open Cases - Portal User Action Required	1
Open Cases - ICANN Action Required	0
All Cases Updated Within Last 7 Days	1
Closed Cases-Closed Within Last 30 Days	1
All Cases Open	1
All Closed Cases	1

Open Cases By Status:

2nd Notice	0
1st Notice	0
Breach	0
Escalated Notice	0
3rd Notice	0
3rd inquiry	0
2nd Inquiry	0
1st Inquiry	1


Open Cases By Complaint Type:

Abuse Contact	0	RR-DRP	0
BRDA	0	URS	0
Bulk ZFA	0	Zone File Access	1
Code of Conduct	0	SLA Alerts	0
Monthly Reports	0	Generic Registry	0
PICDRP	0	Disclosure of gTLD Registration Data	0
Registry Data Escrow	0	Audit	0
Registry Fees	0		


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Registry Persona - Compliance Tickets Outside NSp





SEARCH

 UAT-TOM CO... ▾

 CASES

 TLDs

 COMPLIANCE TICKETS (OUTSIDE NSP)

 NEW SERVICE REQUEST


☒ Registry

☐ Registrar

☐ CZDS


Certain compliance matters continue to be processed through the prior compliance ticketing system until they are closed and migration to NSp is completed. These include, for example, compliance tickets resulting from SLA monitoring activities. For these cases, registry operators will continue to receive a compliance ticket email from compliance-tickets@icann.org with a ticket ID, the information needed to demonstrate compliance and the due date. To address these tickets, or for inquiries regarding any of them, please reply directly to the email received. If you are not sure whether there are any ongoing compliance tickets requiring your attention in the prior ticketing system, please email compliance@icann.org.

Registrar Persona - Dashboard



Search within selected account...

SEARCH

 UAT-TOM CO... ▾

Registry

Registrar

CZDS

ACCOUNTS

UAT-

Compliance Case Totals

UAT-

Cases By Action Type:

Open Cases - Portal User Action Required	3
Open Cases - ICANN Action Required	2
All Cases Updated Within Last 7 Days	3
Closed Cases-Closed Within Last 30 Days	1
All Cases Open	12
All Closed Cases	3

Open Cases By Status:


Suspension	0
2nd Notice	0
1st Notice	1
Breach	0
Escalated Notice	0
3rd Notice	0
3rd Inquiry	0
2nd Inquiry	3
1st Inquiry	4

Open Cases By Complaint Type:


Abuse	0	Registration Data Inaccuracy	0
Registrar Data Escrow	0	Registration Data(Service Down)	0
Generic Registrar	1	Consent To Display Registration Data	0
Domain Suspension	0	Domain Renewal/Redemption	1
Registrar Fees	0	Disclosure of gTLD Registration Data	0
Privacy/Proxy	0	Audit	1
Transfer	8		
UDRP	1		

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Registrar Persona - Compliance Tickets Outside NSp (View Only)



SEARCH

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HOME

CASES

COMPLIANCE TICKETS (OUTSIDE NSP)


IANA IDS


NEW REQUEST

TRANSFER DETAILS

WHOIS

ACCOUNTS

 Compliance Tickets

All ▼ 

0 items • Sorted by Ticket ID • Filtered by all compliance tickets • Updated a few seconds ago

	Ticket ID ↑	Status	Complaint Type
UAT- [redacted]	1 ABO-358-062	Closed	Whois Inaccuracy
UAT- [redacted]	2 ABO-358-062	Closed	Whois Inaccuracy
UAT- [redacted]	3 ABO-358-062	Closed	Whois Inaccuracy
	4 ANJ-342-652	Closed	Whois Inaccuracy

The authoritative information regarding compliance tickets remains in the compliance ticketing system. The list of compliance tickets is updated every Sunday between 01:00 and 04:00 UTC. For questions or to provide information related to compliance tickets, please reply directly to ICANN Contractual Compliance via the compliance ticket email with the ticket ID below, or email compliance@icann.org.

DETAIL

Ticket ID

AAB-

1st Notice Sent to

Fwd:

Date 1st Notice Sent

01/12/18 12:46:33 AM

Date Last Notice Sent

2nd Notice sent on 02/05/18 06:30:05 PM

IANA

Complaint Type

Whois Inaccuracy

Domain Name

Status

Closed

17

[CTH-145-262](#)

Closed

Whois Inaccuracy

18


[CTH-145-262](#)

Closed

Whois Inaccuracy


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Compliance Cases - List views



Search within selected account...

SEARCH

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 [CASES](#) [COMPLIANCE TICKETS \(OUTSIDE NSP\)](#) [IANA IDS](#) [NEW REQUEST](#) [TRANSFER DETAILS](#) [WHOIS](#)

☐ Registry

☒ Registrar

☐ CZDS

ACCOUNTS

UAT

Cases

COMP Open Cases - Portal User Action Req ▾

3 items • Sorted by Alert • Filtered by all cases - Status, Case Record Type, Last Response Status • Updated a few seconds ago

Alert ↑ ▾

Case Numb... ▾

Case Contact ▾

Subject ▾

Current Compliance... ▾

Status ▾

Compliance... ▾

Date/Time Opened ▾

Date Modified ▾

1	Portal User Action Required	00944885	UAT-Ben Contact	Transfe	2nd Inquiry Past Due	Portal User Action Required	7/16/2020	6/19/2020 1:05 PM	7/1/2020 2:21 PM
2	Portal User Action Required	00944887	UAT-Ben Contact	Transfe	1st Inquiry Past Due	Portal User Action Required	7/16/2020	6/19/2020 1:22 PM	7/1/2020 2:21 PM
3	Portal User Action Required	00945408	UAT-Ben Contact	Domain	1st Inquiry	Portal User Action Required	7/15/2020	7/13/2020 1:01 PM	7/13/2020 3:58 PM

Q

RECENT LIST VIEWS

All Cases Open

All Cases Updated Within Last 7 Days

COMP All Cases Updated Within Last 7Days

✓ COMP Open Cases - Portal User Action Req

Compliance - 1st Inquiry

Compliance - 2nd Inquiry

Compliance - All Closed Cases CP

Compliance - All Open Cases CP

Open Cases - Portal User Action Required

Recently Viewed (Pinned list)

ALL OTHER LISTS

Note: All Dates are in MM/DD/YYYY format


Search this list...

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Compliance Cases - Detail



SEARCH

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 CASES COMPLIANCE TICKETS (OUTSIDE NSP) IANA IDS NEW REQUEST TRANSFER DETAILS WHOIS

 Case
00944885

Complaint Type
Transfer

Account Name
UAT-1

Subject
Transfer - (1 Domain)

Alert
Portal User Action Required

Current Compliance Status
2nd Inquiry Past Due

Status
Portal User Action Required

☐ Registry

☒ Registrar

☐ CZDS

ACCOUNTS

UAT-

DETAILS

RELATED

COMMENTS

▼ Complaint

Status

Portal User Action Required

Subject

Transfer - (1 Domain)

Description

REPORTED REGISTRAR :

REPORTED RESELLER :

REGARDING THE AUTHORIZATION CODE

I asked the registrar to provide me the auth-code, but it was not sent within the 5 days following my request.

REGARDING THE LOCK STATUS

I asked the registrar to unlock it, but the domain was not unlocked, nor did I receive means to unlock it myself.

DESCRIPTION

Description

REPORTER NAME

REPORTER EMAIL

ldiss@icann.org

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Compliance Cases - Related

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Case 00945566

Complaint Type

Abuse

Account Name

UAT-...

Subject

Abuse - tt ns)

Alert

Current Compliance Status

1st Notice

Status

ICANN - In Progress

ACCOUNTS

DETAILS

RELATED

COMMENTS

UAT-...

UAT-M...

UAT-T...

Emails (4)

Subject	From Address	To Address	Message Date
Re: [Ext] Sandbox: Abuse 1st Notice [ref: 00DR01wCqG_500R0BkWWL.ref]			7/21/2020 9:53 AM
Re: [Ext] Sandbox: Abuse 1st Notice [ref: 00DR01wCqG_500R0BkWWL.ref]			7/16/2020 3:10 PM
Abuse 1st Notice [ref: 00DR01wCqG_500R0BkWWL.ref]			7/16/2020 3:08 PM
Abuse 1st Notice [ref: 00DR01wCqG_500R0BkWWL.ref]			7/16/2020 3:06 PM

View All

Domain History (2)

Domain History Name	Domain Name	Reported IANA	Reported TLD

View All

Complaint Categories (3)

Complaint Category
Abuse Activity Type: Malware, botnet
Abuse Activity Type: Other
Abuse RAA Violation: No Response

View All

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Compliance Cases - Comments

ICANN

CASES COMPLIANCE TICKETS (OUTSIDE NSP) IANA IDS NEW REQ

Case 00944885

Complaint Type: Transfer

Account Name: UAT-

Subject: Transfer - (1 Domain)

Alert: Portal User Action Required

Current Compliance Status: 2nd Inquiry Past Due

Registry

Registrar

CZDS

ACCOUNTS

UAT-

DETAILS RELATED COMMENTS

Share an update...

B I U ↺ Ix

Sort by: Most Recent Activity

UAT-Tom Contact2 (Customer)

Just now

TEST RESPONSE

ICANN Contractual Compliance Complaint Forms

Like

Comment

1 of 10 files selected

Cancel

Add (1)

Select Files

Upload Files

Search Files...

Owned by Me

Shared with Me

Recent

Following

Related Files

Screen 2

Jul 16, 2020 • 38KB • png

Share an update...

UAT-Tom Contact2 (Customer)

Just now

TEST RESPONSE

ICANN Contractual Compliance Complaint Forms

Like

Comment

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Compliance Cases - Email Reply

From: Global Support Center <no-reply@icann.org>
Date: Thursday, July 16, 2020 at 2:54 PM
To: I
Subject: [Ext] Sandbox: A New Case Has Been Created – Compliance Case 00945566



Dear UAT-Ben - Demo

This message serves to inform you that Compliance Case 00945566 has been created for you.

Please click the following link to view the case details.
<https://cmpqa-icannportal.cs2.force.com/namingservices/500R00000BkWWL>

Case Information:

Account: I

Subject: Abuse - tester.pro auto.info (2 Domains)

Description: I am not a member of law enforcement, consumer protection, quasi-governmental or other similar authorities designated within the Registrar's jurisdiction

REPORTED REGISTRAR

REPORTED RESELLER

DESCRIPTION
This is where you will see the details of the description entered in the form

REPORTER NAME

REPORTER EMAIL

Compliance status: 1st Notice

Due Date: 23 July 2020

Case Status: ICANN – In Progress

Sincerely,
ICANN Contractual Compliance

DISCLAIMER: This email is for information only. This email also does not represent a waiver of any ICANN policy, procedure or agreement. In the event that any information provided in this email appears to be inconsistent with any information published elsewhere by ICANN, please do not rely on this email without confirmation or clarification from ICANN.

***** Please Do Not Delete *****

Thread ID: ref:_00DR01wCqG_500R0BkWWL:ref

Include the text above in replies to this email. Thank you.

***** Please Do Not Delete *****

© 2017 Internet Corporation For Assigned Names and Numbers

Dear Registrar,

ICANN received an abuse complaint that alleges your registrar is not in compliance with Section 3.18 of the 2013 Registrar Accreditation Agreement (RAA) concerning abuse report requirements.

To demonstrate compliance, please provide ICANN the following records and information by 23 July 2020:

1. [...]
2. [...]

Please send the information and records requested above via reply email or post (no more than 2GB per file attachment). Please provide any records as attachments in .CSV. .PDF. .DOC(X). .XLS. .XLS(X) or .TXT formats.

ith-specs-27jun13-en.htm [icann.org]

2013 RAA FAQ: <http://www.icann.org/en/resources/registrars/raa/faqs> [icann.org]

Thank you in advance for your cooperation.

Leticia Castillo
ICANN Contractual Compliance
#####

[NOTIFICATION OF CREATION BELOW] ?

Compliance Cases - Email Reply

ICANN

SEARCH

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CASES

COMPLIANCE TICKETS (OUTSIDE NSP)

IANA IDS

NEW REQUEST

TRANSFER DETAILS

WHOIS

Case 00945566

Complaint Type

Abuse

Account Name

UAT-

Subject

Abuse - tes

Alert

ito.info (2 Domains)

Current Compliance Status

1st Notice

Status

ICANN - In Progress

ACCOUNTS

DETAILS

RELATED

COMMENTS

UAT-

UAT-M

UAT-T

Emails (4)

Subject	From Address	To Address	Message Date
Re: [Ext] Sandbox: Abuse 1st Notice [ref: 00DR01wCqG_500R0BkWWL:ref]			7/21/2020 9:53 AM
Re: [Ext] Sandbox: Abuse 1st Notice [ref: 00DR01wCqG_500R0BkWWL:ref]			7/16/2020 3:10 PM
Abuse 1st Notice [ref: 00DR01wCqG_500R0BkWWL:ref]			7/16/2020 3:08 PM
Abuse 1st Notice [ref: 00DR01wCqG_500R0BkWWL:ref]			7/16/2020 3:06 PM

View All

Domain History (2)

Domain History Name	Domain Name	Reported IANA	Reported TLD

View All

Complaint Categories (3)

Complaint Category
Abuse Activity Type: Malware, botnet
Abuse Activity Type: Other
Abuse RAA Violation: No Response

View All

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Getting Started

- **Activation Email**

- New users, please look for an **activation email on 14 Aug 2020**.
 - Set up your password and two-factor authentication.
 - Bookmark the link to access the portal directly: <https://portal.icann.org>

- **Helpful Documentation**

- [ICANN Naming Services portal User guide for Registries](#)
- [ICANN Naming Services portal User guide for Registrars](#)
- [ICANN Naming Services portal Quick Start Guide for Registries and Registrars](#)

- **Contact Support**

- Email globalsupport@icann.org for any issues with portal access