ICANN Naming Services portal Quick Start Guide for Registries

Version 1.2

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1 Introduction

The Naming Services portal is a new online service created to streamline the way contracted parties conduct business with the ICANN organization. The system has been re-designed with a strong focus on flexibility, security, and scalability for a better user experience. This release replaces the Global Domains Division (GDD) portal and the Registry Request Services (RRS), but eventually all other systems that contracted parties use will be replaced by this single portal.
2 Getting Started

2.1 Logging into the Naming Services portal

Multi-factor authentication will be required every time you login to the portal. This means that in addition to your password, you will need to enter a code from a second form of authentication, such as a text message sent to your phone.

2.1.1 Initial Login Setup

Before you begin, locate the welcome email in your inbox titled “Get Started with ICANN’s Naming Services portal.” To ensure this email does not go to your spam folder, add no-reply@icann.org to your safe senders list.

The activation email expires within 30 days. If your activation email is older than 30 days, send an email to globalsupport@icann.org to receive another activation email.

Note: The actual language may be slightly different from this sample.
1. Click the embedded activation link to set up your password with multi-factor authentication.

2. Bookmark https://portal.icann.org to log directly into the portal.

2.1.2 Set Up Multi-Factor Authentication

After you have clicked the link in step 1 above, set up multi-factor authentication on your smartphone.

1. On your computer, create a new password, select a forgot password question, and choose a security image. When finished, click Create My Account.

2. On the next screen, click Setup under the desired method of multi-factor authentication to set it up. You can choose from three options:
   - Google Authenticator
   - Okta Verify
   - Voice Call Authentication

3. Choose the appropriate platform matching your device (Android, Apple, or Blackberry) and click Next.

4. On your smartphone: If using Google Authenticator or Okta Verify, download the application from your phone’s app store, open it, and use the Scan barcode function to scan the barcode and receive the verification code.

   **Note**: If you choose voice call authentication, you will receive a phone call with a code.

5. On your computer, enter the verification code from the application to complete setup.

6. Once you are set up, you will be directed to the portal, where a popup window will appear with the Naming Services portal’s Terms of Use. You must agree to these terms to use the site.

2.1.3 Sign In

1. On your computer, open a browser and navigate to https://portal.icann.org.

2. Enter your username and password and click Sign In.

3. Enter the code from the multi-factor authentication application (Google Authenticator or Okta Verify) on your smartphone. If you chose voice call authentication, enter the code from the phone call. This is required every time you log in.
3 Persona (Registry/Registrar) Switcher

If your user has both registry and registrar account privileges, the upper left corner of the screen contains two radio buttons that allow you to switch between the two functionalities without logging in and out. The displayed accounts and available functionalities depend on the selected persona.

If you only have access to one type of account, then you will not see any radio buttons. For example, when the Registrar persona is selected, you will not see any registry accounts and cannot perform registry actions.
4 The Naming Services portal Tabs

Once logged in to the portal, you will see the tabs described below.

Click on the main account name to view the account details. You cannot manually edit the details on this page. Submit a case (see New Case Tab) to change the information.

The following tabs are part of the new portal user interface:

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Click to return home at any time.</td>
</tr>
<tr>
<td>Cases</td>
<td>View and edit service requests for a given TLD (Top Level Domain). Cases are the primary means of communication between you and ICANN. This tab displays all cases related to your registry and/or TLD(s).</td>
</tr>
<tr>
<td>TLD</td>
<td>Displays active and pending (going through assignment) TLDs for which you are the credentialled user. It also displays the status of each TLD's service requests. To view all cases (service requests and general inquiries) related to a TLD, click <strong>TLDs</strong> → desired TLD → <strong>Related</strong> → <strong>Associated Cases</strong>. This tab is not available on Applicant Accounts (see Applicant Accounts).</td>
</tr>
<tr>
<td>My Info</td>
<td>View your own details (e.g., email or mailing address).</td>
</tr>
<tr>
<td>Document Library</td>
<td>Search documents (e.g., the Naming Services portal’s User Guide, Frequently Asked Questions, etc.) common to all portal operators. This tab is not available for Applicant Accounts (see Applicant Accounts).</td>
</tr>
<tr>
<td>New Case</td>
<td>Submit a general inquiry case or service request case for your TLD.</td>
</tr>
</tbody>
</table>
4.1 Home Tab

4.1.1 Account Search

The far left account search panel only searches TLDs within a selected account. This is different from the main search bar at the top of the screen, which searches all cases, TLDs, files, etc. within the selected account.
## Applicant Accounts

TLDs which have not been contracted and are still in the application phase will only have access to the following features:

- Only the Home icon and three tabs are available: Cases, My Info, and New Case.
- The application number appends the account name in the Accounts column.
- The username is appended by ".app", and a separate login is assigned to each pending application. If one company has multiple applications, each one will have its own unique login credentials.
- Applicants can only create general inquiry cases.
- Applicants cannot update their contact information in the My Info tab. Create a new general inquiry case (New Case → Registry Services → General Inquiry) to change this information.

Once an applicant becomes a registry, ICANN org provides them with new credentials for a registry operator account with full system functionality and the applicant account is retired.
6 Cases Tab

The Cases tab lists all cases with status for the selected account with pre-defined list views.

6.1.1 Case Details

Click on the case number to view its information and the real-time progress.

The tracker displays case status and the estimated time of completion for each phase.

Subtabs

The Comments subtab allows you to post comments and/or upload files.
6.2 TLD Tab

The TLD tab lists all the TLDs under an account and has two list views:

- **Active** – current configuration of the TLDs in the account.
- **Pending** – pending configuration of the TLDs in the account. Typically only seen during an Assignment or Material Subcontracting Arrangement (MSA) Change.

After you have selected your list view, click on the TLD to view its subtabs (Detail, Related, TLD Roles, EPP Extensions, and Additional WHOIS Fields).

6.2.1 TLD Detail Subtab

Provides detailed information on the TLD and its associated technical information.

All of the TLD details are in the Detail subtab.
6.2.2   Edit Button

Clicking the *Edit* button opens a popup window and allows you to change onboarding details of the TLD.
6.2.3 TLD Roles Subtab

ICANN has defined sets of responsibilities assigned to a contact for each TLD. Some responsibilities require more than one contact; these contacts are collectively referred to as roles (e.g., 24x7 Emergency Contact, Billing Contact, and Registry Primary Contact).

The Legal (Notice) Contact and Registry Primary Contact are two roles that cannot be edited from the portal. You need to create separate general inquiry cases to change those roles.

All roles associated to a TLD are listed in the TLD Roles subtab.

6.3 My Info Tab

View your current information such as name, email address, physical address, phone number, etc. To change any of this information, create a new case (see New Case Tab).
6.4 Document Library Tab

The Document Library provides a central location for documents posted by ICANN that are common to all registries.

Clicking on the document name opens it in a new browser tab.

6.5 New Case Tab

Click the New Case tab to create a new case.

1. In the New Cases tab, select the Registry Services catalog and click Next.
2. In the Process dropdown menu, select the desired process (General Inquiry or Service Request) and click **Next**.

3. **Process details:**
   - If the process is a general inquiry, enter the subject and description, select the relevant TLD(s), and click **Submit**.
If the process is a service request, select the relevant TLD, click **Next**. On the next screen, fill in the fields and click **Submit**.