ICANN Naming Services Portal User Guide for Registrars

Version 2.3

ICANN Engineering & IT Team
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Introduction

This version of the Naming Services portal (NSp) for Registrars replaces the former RADAR system. The new portal has two-factor authentication for increased security but still allows registrars to view a list of selected ICANN Contractual Compliance tickets sent to the registrar within the past 30 days.

1 Log into the Naming Services portal

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 sender’s list.

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

1. Click the embedded activation link in the email to set up your password with multi-factor authentication.

2. Bookmark https://portal.icann.org/ to sign into the portal directly.
1.2  Set Up Multi-Factor Authentication

After you have clicked the link in Step 2 above, set up multi-factor authentication on your smartphone.

1. On your computer, create a new password, select a password recovery 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. You can choose from three options:
   - Google Authenticator
   - Okta Verify
   - Voice call authentication (from the Naming Services portal)

3. Choose the platform matching your device (Apple, Android, 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 have completed the setup process, 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 in order to use the portal.

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 sign in.
2 Basic Naming Services portal Terminology

The following terms are used in the Naming Services portal.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>Company or organization (e.g., a registrar).</td>
</tr>
<tr>
<td>List View</td>
<td>A list of records within a tab filtered by common record type (e.g., All Contracted Parties, All Registrars, Recently Viewed).</td>
</tr>
<tr>
<td>Credentialed User or User</td>
<td>A contact that has Naming Services portal sign in credentials issued by ICANN for one or multiple accounts.</td>
</tr>
<tr>
<td>Subtab</td>
<td>The navigation groups under a tab or within a case.</td>
</tr>
<tr>
<td>Tab</td>
<td>Used to navigate between objects in the Naming Services portal (e.g., Compliance, Transfer Details, New Request).</td>
</tr>
</tbody>
</table>

3 Persona (Registry/Registrar/CZDS) Selection

If your user has registry, registrar, and/or CZDS account privileges, the upper left corner of the screen contains radio buttons that allow you to switch between functionalities without logging in and out. The displayed accounts and available functionalities depend on the selected persona. For example, when the Registrar persona is selected, you will not see any registry accounts and cannot perform registry actions.

You will not see any radio buttons if you only have access to one type of account.

For instructions on how to use the registry portal, visit: https://www.icann.org/resources/pages/registry-resources-2017-09-22-en.

4 User Account Management

Clicking on the username drop-down in the upper right corner displays five options: Home, My Info, Document Library, Support, and Logout. The landing page displays your primary email, primary phone number, and secondary phone number.

4.1 Home

Directs you to the Naming Services portal home page.

4.2 My Info

Lists your primary email and phone number. You can also view any related email addresses and accounts.

- **My Accounts** – Displays all accounts associated with the user. The checked boxes indicate what accounts the user can access.

- **My Email Addresses** – Lists the different email addresses tied to an account. Click Email Options to see all accounts linked to one email address.

  Note: You cannot update the information in My Accounts or My Email Addresses. To make any changes, email globalsupport@icann.org.

4.3 Document Library

View and download documents common to all credentialed users (e.g., the Naming Services portal’s User Guide for Registrars, Frequently Asked Questions, etc.) Select the appropriate list view to see all documents relevant to that group (e.g., registrar documentation is under the All Registrars list view).
4.4 Support

Provides access to the Global Support Center telephone numbers and the option to change your account settings (password, type of multi-factor authentication).

4.5 Logout

Choose this option when you are finished with your session to securely exit the portal.
5 Navigation

5.1 Account Search and Global Search

The far-left column contains a search panel that returns information for the accounts selected in that column. This is different from the global search bar at the top of the screen, which searches all Internet Assigned Numbers Authority (IANA) details, compliance tickets, and documents within the selected account on the left.

To use global search:
1. Select an account on the left.
2. Click inside the global search box and specify your search terms.
Global search encompasses IANA details, compliance tickets, and documents.

5.2 Accounts Column

Portal users can access all accounts displayed in the far-left column. Each account contains at least one corresponding IANA detail.

Once you have selected the account, click the IANA detail to view its information.
5.3 Account Details

Click on the highlighted account in the far-left column to view the account summary. There are two subtabs:

- **Detail** – provides account details (e.g., name of the account manager).
- **Related** – provides information on contacts associated with the account, their level of access, and any shared files. Users can also download and view the files.

5.4 List Views

A list view is a predefined group of records. Click the **List View** drop-down arrow “▼” to filter cases based on status.
6  Tabs

The landing page contains the home icon and five tabs: Compliance, IANA IDs, New Request, Transfer Details, and WHOIS.

6.1  Compliance Tab

The Compliance tab provides read-only access to a list of selected Contractual Compliance tickets that were sent to the registrar within the past 30 days. This list is updated every Sunday between 01:00 - 04:00 UTC. Click on the Ticket ID to view its details, which include the:

- Ticket ID
- Complaint type
- Ticket’s status
- Main domain name subject to the ticket (if applicable)
- IANA ID (Registrar number)

You can view your tickets in two ways:

- Select the account on the left, click the Compliance tab, then click the ticket ID to view the details.
- Select the account on the left, click the IANA number, then click the Related subtab.

For questions or to provide information related to compliance tickets, reply directly to ICANN Contractual Compliance via the compliance ticket email with the ticket ID in the subject, or email compliance@icann.org.
6.2 IANA IDs Tab

The landing page for the registrar portal is the IANA IDs tab, which contains technical and nontechnical registrar details. The two list views are Active and Pending. Click the specific IANA detail to view its information.

6.2.1 Detail Subtab

The Detail subtab contains general registrar information. You can change any fields that have a pencil icon on the right side. Some fields may not be editable but instead have an information icon. Hover over the icon for instructions on how to change the information.

**Note**: If your country does not use postal codes, check the box next to No Billing Postal Code. The portal contains rules to validate if you have this option. For example, registrars in the United States cannot check this box since the U.S. utilizes postal or zip codes.

**SAVED VIEWING PREFERENCES FOR IANA DETAILS**

The IANA detail information is grouped into sections: General Information, Technical Details, Data Escrow Details, etc.

Click “▼” or “▶” to the left of each section header to expand or collapse it.

The portal remembers your selections even after you sign off the system. The next time you sign in or open another IANA detail, the sections will be expanded or collapsed as you last left them.
6.2.2 Related Subtab

The Related subtab contains any linked compliance tickets and files.

6.2.3 IANA Roles Subtab

The IANA Roles subtab allows you to assign different roles to contacts. Note that the roles can be modified only if the contacts exist in the account. For instructions on how to add new contacts to your account, visit the Registrar Contact Updates page.

Some fields, such as the Registrar Primary Contact, are greyed out and cannot be modified. For instructions on how to update these fields, visit the Registrar Contact Updates page.

To change the contact:

1. Click the “x” on the right of the contact field.
2. Type the first few letters of the name and a dropdown will display all possible results.
3. Select the desired name, and the rest of the fields will auto-populate.

Note: If the contact has multiple email addresses, the same name will repeat with different email addresses. Make sure you select the contact with the correct email address.
6.2.4 Edit Button

The **Edit** button is in the upper right of each **IANA IDs** subtab. Clicking on the **Edit** button displays a popup window that allows you to update all editable fields at once. Fields that cannot be modified are read-only.

6.3 New Request Tab

The **New Request** tab contains instructions on how to submit various new requests. These include how to: perform bulk updates, change existing accreditation, manage contacts, change Data Escrow Agents (DEA), control portal access, and any other requests.

6.4 Transfer Details Tab

The **Transfer Details** tab allows you to view and download a list of all accredited registrars, domain transfer-related contact information, and transfer-related details. All information is read-only.

Within a list view, click each column header to sort the information.

Click the corresponding action button to refresh, download, or filter information.

6.4.1 Download Action Button

Click **Download** to download a list of transfer-related contact information and details for **ALL** accredited registrars in either .csv or .xml format.
6.4.2 Filter Action Button

Click **Filter** (the funnel icon) to search for information under a specific heading or field (IANA ID, IPs for WHOIS Whitelisting, Port 43 WHOIS Server, Registrar, TEAC Contact, TEAC Phone, Transfer Contact) within a list view.

1. Click the funnel icon, then **Add Filter**, then click inside the **New Filter** box.

2. Select the field you want to filter and the operator. In the **Value** field, enter the search terms and click **Done**. You can create multiple filters to refine your results. The list view automatically refreshes once you click **Done**.

6.5 ICANN WHOIS Tab

Clicking on the **WHOIS** tab redirects to the ICANN organization’s WHOIS homepage.
7 Helpful Links

- ICANN Contractual Compliance team: compliance@icann.org
- ICANN Global Support Center contact email: globalsupport@icann.org
- NSp Sign In page: https://portal.icann.org
- Registrar Contacts Update page: https://www.icann.org/resources/pages/registrar-contact-updates-2015-09-22-en
## Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Changes</th>
</tr>
</thead>
</table>
| 2.3     | 2019-10-28 | - Changed verbs in section headers from present participle (-ing) to active tense.  
        |            | - Section 2, Terminology: changed “Portal user” to “Credentialed user” to match wording in the NSp Registry Guide.  
        |            | - Section 4, User Account Management: updated information.  
        |            | - Section 6, Tabs: changed the order of the sections to match the new tab layout in the portal.  
        |            |   - Section 6.4, New Request tab: updated the types of new requests.  |
| 2.2     | 2019-08-13 | - Updated language in Introduction.  
        |            | - Updated activation email screenshot in Section 1.1, Initial Login Setup.  
        |            |   - Added Section 0, Account Details.  
        |            |   - Added Section 0, Helpful Links.  |
| 2.1     | 2019-08-05 | - Removed RADAR and RIS information (and any references) throughout document.  
        |            | - Added Registrar Contacts Update page links for instructions on how to change information throughout document.  
        |            | - Section 2, Basic Naming Services portal Terminology – changed “Credentialed” to “Portal” User.  
        |            | - Section 4, “Persona (Registry/Registrar/CZDS) Switcher” – changed title to “Persona (Registry/Registrar/CZDS) Selection.”  
        |            | - Sections 5.1, Account Search and Global Search and 5.2, Accounts Column – replaced two screenshots with one.  
        |            | - Removed RIS Details tab from Section 7, Tabs.  
        |            | - Section 7.1.1, IANA IDs tab – removed image.  
        |            |   - Created new Section 0, Saved Viewing Preferences for IANA Detail.  
        |            |   - Moved Edit Action Button section from Section 6.4, Navigation to Section 6.2.4, IANA IDs.  
        |            |   - Section 7.2.2, Filter Action Button – incorporated “contain” operator into the screenshot.  |
| 2.0     | 2019-07-18 | - Updated all screenshots with Lightning versions.  
        |            | - Section 4, (Persona (Registry/Registrar/CZDS) Switcher) – updated to include three personas instead of two.  
        |            |   - Added links to the Registry and CZDS user guides.  
        |            | - In Account Management Section:  
        |            |   - New My Info section, including My Accounts and My Email Addresses.  
        |            |   - Moved Document Library tab under Account Management Section.  
<pre><code>    |            |   - Added Support information.  |
</code></pre>
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<tr>
<td></td>
<td>2018-11-19</td>
<td>Creation of the first version.</td>
</tr>
<tr>
<td>1.0</td>
<td>2018-11-19</td>
<td>Inserted Section 6.4, Transfer Details tab.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Moved new tabs: IANA IDs, RIS Details, Transfer Details, New Request, and WHOIS. Removed My Info and Document Library tabs to User Account Management section.</td>
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<tr>
<td></td>
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<td>Moved Tabs Section (previously under Navigation) into its own section.</td>
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<td>Moved List Views (formerly 7.2.3.1) to Section 7.2.</td>
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<td>Added explanation of Edit button (Section 7.3) to Navigation Section.</td>
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<td>Moved Search Section under Section 5, Navigation.</td>
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