

ICANN Naming Services portal User Guide for Registries

Version 4.3

ICANN Engineering & IT Team
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About

This guide pertains to the ICANN organization's Naming Services portal for Registries, Version 4.3.

Contact Us

For questions or support requests, contact Global Support at globalsupport@icann.org.

You can also log into the Naming Services portal, click the **New Case** tab, and create a new general inquiry case (for more details, see Section 12.1.1, Create a General Inquiry Case) for the relevant top-level domain (TLD).

1 Introduction: The Naming Services portal

The Naming Services portal provides a centralized location for registry operators (ROs) of generic top-level domains (gTLDs) to communicate with the ICANN organization.

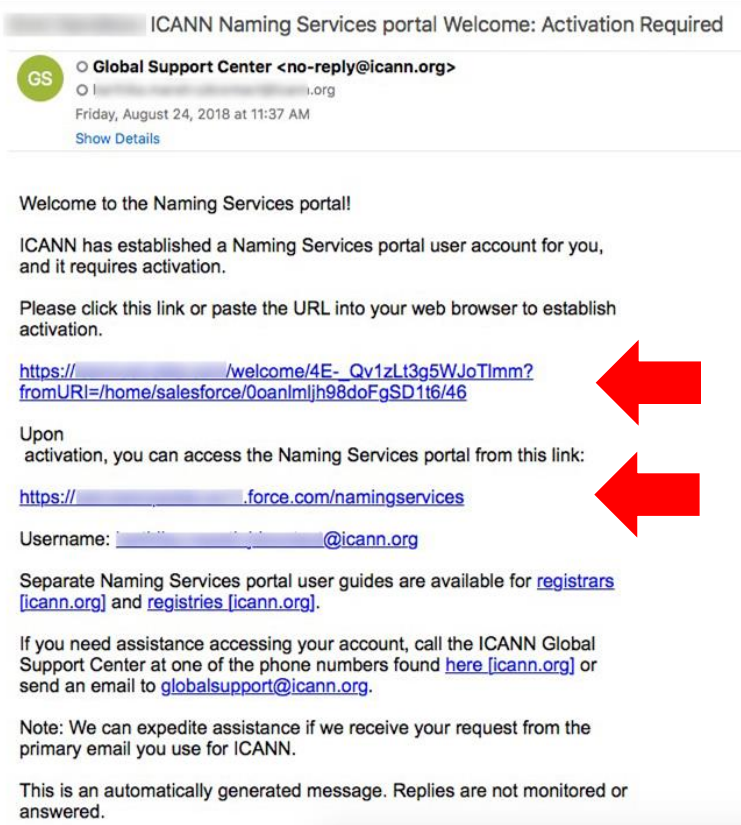
This guide provides information and field descriptions to assist portal users in submitting cases on the Naming Services portal.

2 Log into the Naming Services portal

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



Note: The actual language may be slightly different from this example.

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 log directly into the portal.

2.2 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 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. 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 (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 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 to use the portal.

2.3 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.

2.4 Reset Password

There are two ways to reset your password if you forget it or are locked out of your account.

- ⦿ Navigate to <https://portal.icann.org> and click **Forgot Your Password?** to receive a password reset email.
- ⦿ Email globalsupport@icann.org.

3 Naming Services portal Terminology

The following terms are used in the Naming Services portal.

Term	Description
Account	Company or organization, such as a registry operator.
Contact	The individual associated with one or more accounts.
Credentialed User or User	<p>A person that has Naming Services portal login credentials issued by ICANN for one or multiple accounts.</p> <p>To add a new user, open a general inquiry case (see Section 12.1.1, Create a General Inquiry Case).</p>
List View	A list of records within a tab filtered by common record type (e.g., All Cases, All Cases Open, or All Cases Updated Within Last 7 Days).
Role	A set of responsibilities assigned to a contact or user for a TLD (e.g., Billing Contact, Emergency Contact, or Registry Primary Contact).
Subtab	The navigation groups under a main tab or within a case.
Tab	Used to navigate between objects in the Naming Services portal (e.g., Home, Cases, TLDs, New Case).

4 Navigation

4.1 Account Search and Global Search

The NSp contains two search bars. The far left account search panel only searches TLDs within a selected account. This is different from the global search bar at the top of the screen, which searches all cases, files, TLDs, etc. within the selected account.

The screenshot shows the ICANN NSp interface. At the top, there is a blue header with the ICANN logo and a 'Global Search' bar (labeled 2) with a 'SEARCH' button. Below the header is a navigation bar with links: Home (labeled 1), CASES, TLDs, NEW SERVICE REQUEST, and COMPLIANCE TICKETS (OUTSIDE NSP). On the left, there is a sidebar with radio buttons for 'Registry', 'Registrar', 'Applicant (Ry)', and 'CZDS'. Below these is the 'ACCOUNTS' section with a search bar (labeled 1) and a list of accounts. The main content area shows a 'Service Type Case Status' section with a list of cases: 'Open Cases - Requester Action Required', 'Open Cases- ICANN Action Required', 'All Cases Updated Within Last 7 Days', 'All Cases Open', 'All Closed Cases', and 'All Cases Saved and Not Submitted'.

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 TLDs, compliance tickets, and documents.

4.2 Invoicing Preferences

Credentialed users can specify the invoice delivery method (email, print, or both) and whether the invoices should be delivered individually or in one single email (group invoicing).

The screenshot shows the ICANN NSp interface. At the top, there is a blue header with the ICANN logo and a search bar labeled 'Search within selected account...'. Below the header is a navigation bar with links: Home (labeled 1), CASES, TLDs, COMPLIANCE TICKETS(OUTSIDE NSP), and NEW SERVICE REQUEST. On the left, there is a sidebar with the 'ACCOUNTS' section. It has a search bar and a list of accounts: 'AccEightQa' (labeled 2) and 'nexus'. The main content area shows a 'Service Type Case Status' section (labeled 3) with a list of cases: 'Open Cases - Portal User Action Required' and 'Open Cases- ICANN Action Required'. A tooltip 'Click here for account...' is visible over the 'AccEightQa' account name.

To change the invoicing preferences:

1. Click the **Home** icon.
2. Select an account on the left.
3. In the case dashboard, click the account name.

4

Update Account

Note: Do not modify the **Account Name** field because the system will not accept the change.

Update Account

*Account Name

test

Engagement Manager
Jane Doe

Group Invoicing

☐

5

Invoice Delivery Method

6

Email Only

*Account Name

test

Engagement Manager
Jane Doe

6

--None--

✓ Email Only

Print Only

Both Email and Print

7

Cancel

Save

To change the invoicing preferences (con.):

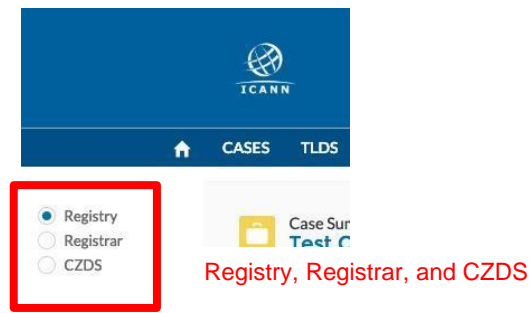
4. Click **Update Account**.
5. Check the box under **Group invoicing** if you would like all invoices for the account delivered in one email.
6. For **Invoice Delivery Method**: Click the dropdown arrow and choose one of the three options.

The default is **Email Only**.
7. Click **Save**.

5 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 registrar portal, visit <https://www.icann.org/resources/pages/nsp-registrars-2018-03-26-en>.

For instructions on how to use the CZDS portal and the CZDS User Guide for Registries, visit <https://www.icann.org/resources/pages/czds-2014-03-03-en>.

6 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.

6.1 Home

Directs you to the Naming Services portal home page.

6.2 My Info

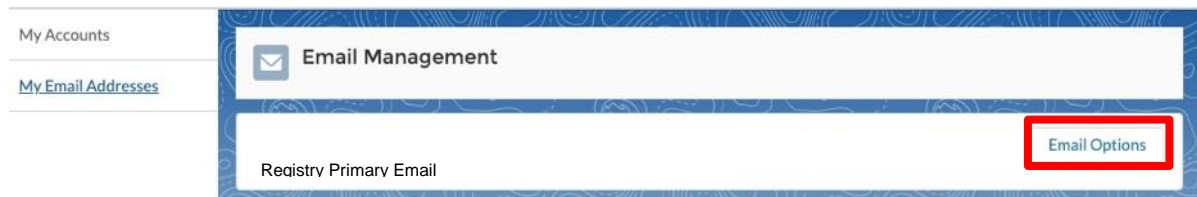
Lists your primary email and phone number. You can also view any related email addresses and accounts.

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



Account Name	Access
Arc test Registry Operator	<input type="checkbox"/> Registry <input checked="" type="checkbox"/> CZDS

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



My Accounts

My Email Addresses

Email Management

Registry Primary Email

Email Options

Note: You cannot update the information in **My Email Addresses**. To make any changes, see Section 12.1.1, Create a General Inquiry Case.

6.3 Document Library

View and download documents common to all credentialed users (e.g., the Naming Services portal's User Guide for Registries, Frequently Asked Questions, etc.) Select the appropriate list view to see all documents relevant to that account (e.g., registry documentation is under the **All Registries** list view).

6.4 Support

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

6.5 Logout

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

7 The Naming Services portal Tabs

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



Home icon and 5 tabs

Note: Applicant accounts only have two tabs and the Home icon. For more information, see Section 14, Applicant Accounts.

Click the main account name to view its details. You cannot edit the details on this page. Submit a new case (see Section 12, New Service Request Tab) to change the information.

Tab	Description
Home	Click to return home at any time.
Cases	View and edit service requests for a given TLD. Cases are the primary means of communication between you and the ICANN org. This tab displays all cases related to your account and TLDs.
TLDS	<p>Displays active and pending (going through assignment) TLDs for which you are the credentialed user. It also displays the status of each TLD's service requests.</p> <p>To view all cases (service requests and general inquiries) related to a TLD, click TLDS > desired TLD > Related > Associated Cases.</p> <p>This tab is not available on Applicant Accounts (for more information, see Section 14, Applicant Accounts).</p>
Compliance Tickets (Outside NSp)	Compliance matters initiated prior to 26 March 2021 will continue to be processed through the legacy system until they are closed. Continue to check the legacy portal for updates to these tickets.
New Service Request	Submit a general inquiry case or service request for your TLD.
Maintenance Window	Create, edit, and delete maintenance windows for your TLDs.

8 Home Icon/Landing Page and Dashboards

The landing screen is a dashboard that gives you quick access to your service requests and compliance cases. Click the home icon at any time to view your case summaries.

The upper dashboard displays the status of your service requests and general inquiry cases. They are grouped by list view, which is a predefined group of records (see Section 9.2, List Views, to learn more about list views).

Service Type Case Status

QA-OneRyCmpQA

General Inquiry Cases and Service Requests Dashboard

Open Cases - Portal User Action Required

0

Open Cases- ICANN Action Required

1

All Cases Updated Within Last 7 Days

0

All Cases Open

3

All Closed Cases

1

All Cases Saved and Not Submitted

5

Closed Cases-Closed Within Last 30 Days

0

Compliance Case Totals

QA-OneRyCmpQA

Compliance Cases Dashboard

Cases By Action Type:

Open Cases - Portal User Action Required

16

Open Cases - ICANN Action Required

1

All Cases Updated Within Last 7 Days

1

Open Cases By Status:

2nd Notice

3

1st Notice

2

Breach

1

Open Cases By Complaint Type:

Abuse Contact

5

RR-DRP

BRDA

1

URS

Bulk ZFA

0

Zone File Access

For information about the lower dashboard, see Section 8.1, Compliance Cases Dashboard.

8.1 Compliance Cases Dashboard

The lower dashboard on your landing screen presents your compliance cases in three different categories: action type, status, and complaint type.

Dashboard	Description																
Action Type	Links to all open and closed cases. You can see all cases requiring input from you, as well as the cases requiring input from ICANN org.																
Open Cases by Status	Organizes cases based on their compliance status (e.g., first notice, second notice, or breach). For information about compliance case statuses and processes, visit https://www.icann.org/resources/pages/approach-processes-2012-02-25-en .																
Open Cases by Complaint Type	Displays the total number of cases per type of complaint. The current categories include: <table><tr><td>Abuse Contact</td><td>PICDRP</td></tr><tr><td>Audit</td><td>Registry Data Escrow</td></tr><tr><td>BRDA</td><td>Registry Fees</td></tr><tr><td>Bulk ZFA</td><td>Reserved Names</td></tr><tr><td>Code of Conduct</td><td>RR-DRP</td></tr><tr><td>Disclosure of gTLD Registration Data</td><td>SLA Alerts</td></tr><tr><td>Generic Registry</td><td>URS</td></tr><tr><td>Monthly Reports</td><td>Zone File Access</td></tr></table>	Abuse Contact	PICDRP	Audit	Registry Data Escrow	BRDA	Registry Fees	Bulk ZFA	Reserved Names	Code of Conduct	RR-DRP	Disclosure of gTLD Registration Data	SLA Alerts	Generic Registry	URS	Monthly Reports	Zone File Access
Abuse Contact	PICDRP																
Audit	Registry Data Escrow																
BRDA	Registry Fees																
Bulk ZFA	Reserved Names																
Code of Conduct	RR-DRP																
Disclosure of gTLD Registration Data	SLA Alerts																
Generic Registry	URS																
Monthly Reports	Zone File Access																

You will receive an email every time a new compliance case is created. We encourage you to log into the portal to respond, but you can also reply directly to the email.

9 Cases Tab

The **Cases** tab displays all cases belonging to the account. There are three types of cases:

- ⦿ **General inquiry** cases (default) are for any general questions, account maintenance, or to report problems. For more information, see Section 12.1, General Inquiry Cases.

Note: This is the only option available for applicant accounts. For more information, see Section 14, Applicant Accounts.

- ⦿ **Service requests** are for more complex processes (e.g., when registry operators must inform or request consent or approval from ICANN, per the rights, obligations, and provisions defined in the [Registry Agreement](#)). For more information, see Section 12.2, Service Requests.

Applicant accounts cannot create service requests, only general inquiry cases. For more information, see Section 14, Applicant Accounts.

Note that if an account contains more than one credentialed user, then only the case creator receives notifications when a case is updated. However, all credentialed users can view the cases on the account.

9.1 Cases Subtabs

Subtabs are the navigation groups under a main tab or within a case. The table below defines each subtab.

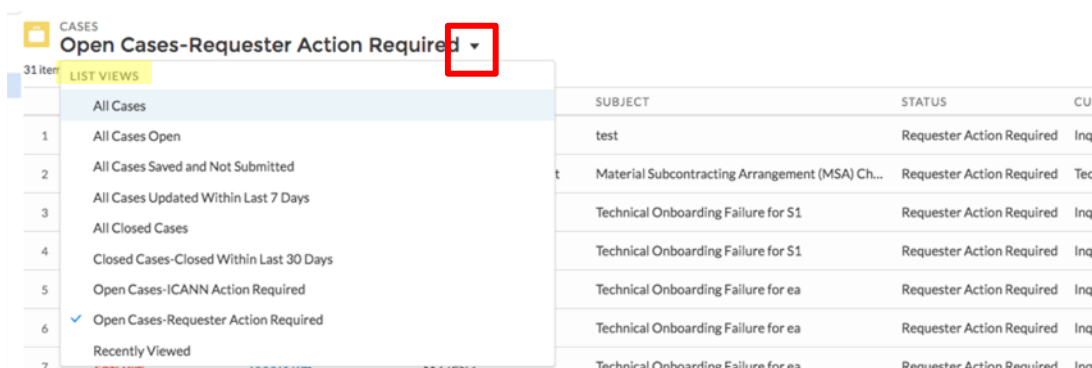
The screenshot displays the ICANN Naming Services portal interface. At the top, there is a yellow icon representing a case, followed by the text 'CASE' and 'Annual Certification of Compliance with Specification 13 | info'. Below this, a table shows 'Case Number' and 'Status' with values 'New' and 'New'. A green banner indicates 'Submission Completed Date: Apr 29, 2020'. The 'ACCOUNTS' section features a search bar and a subtab navigation bar. The subtab navigation bar includes 'QUESTIONS', 'DETAILS', 'RELATED', and 'COMMENTS'. The 'QUESTIONS' subtab is highlighted with a red box, and the word 'Subtabs' is written in red next to it.

Subtab	Description
Questions	This subtab only appears in service requests. Questions need to be answered to populate the details of the service request for it to be reviewed and processed. Fields marked with an * (asterisk) are mandatory and must be completed before submitting the request. The ICANN org reviews the information once the case is submitted.
Details	Contains the information of the service request (e.g., the case number, who created the case, status, etc.). Although this subtab is available when creating a new service request, the fields are blank and will be populated once the request has been submitted.
Related	Displays related information pertaining to the case, such as associated TLDs, files, any related cases, and all email correspondence.
Comments	Displays all the comments in the service request. This section allows you to provide input on your case(s) and ask questions. You can also post a comment after you have created a service request to request changes and/or upload files.

9.2 List Views

A list view is a predefined group of records. Click the **List View** dropdown arrow (▼) to filter your cases based on status.

1. Click the **Cases** tab.
2. Click the **List View** dropdown arrow (▼) and select the list you want to view:



Once in a selected view, click the column header to sort the cases, then click the desired case number to view its details.

9.3 Case Status Descriptions

Cases are assigned statuses, defined below, to let you know how the case is progressing.

Status	Description
New	After you complete all the information and click Submit , the case status changes to New .
Not Submitted	The service request stays in this status until all the required questions have been answered and the case has been submitted. Any information entered can be saved (you must click Save) and edited. This status does not apply to general inquiry cases.
ICANN – In Progress	The ICANN org has taken ownership of the case and is working on it.
Re-Open Requested*	<p>A general inquiry case goes into re-open requested status when a credentialed user adds a comment to a closed case.</p> <p>Users can decide if they want to open a new case or re-open the closed one.</p> <p>* This status does not apply to service requests.</p>
Portal User Action Required	The ICANN org is requesting information or is requiring action from you.
Canceled	Either you or the ICANN org has canceled the case.
Closed	Case has been resolved and closed.

9.4 Compliance Status Descriptions

Compliance cases have their own statuses, which are separate from case statuses. For information of the compliance statuses and process, visit

<https://www.icann.org/resources/pages/approach-processes-2012-02-25-en>.

Cases
COMP Open Cases - Portal User Action Req

16 items • Sorted by Alert • Filtered by all cases - Status, Case Record Type, Last Response Status

Alert ↑	Case ...	Case Contact	Subject	Current Compli...	Status
1	Portal User Action Required		Test1 - Cod...	2nd Inquiry Past Due	Portal User Action Required
2	Portal User Action Required		Test1 - Cod...	2nd Inquiry Past Due	Portal User Action Required
3	Portal User Action Required		Test1 - Cod...	3rd Inquiry Past Due	Portal User Action Required
4	Portal User Action Required		Test1 - Cod...	1st Notice Past Due	Portal User Action Required
5	Portal User Action Required		Test1 - Cod...	2nd Notice Past Due	Portal User Action Required

10 TLDS Tab

The TLDS tab lists all the top-level domains (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, which is typically only seen during an Assignment or Material Subcontracting Arrangement (MSA) Change.

After you have selected your list view, click the desired TLD. The information is grouped into five subtabs: **Detail**, **Related**, **TLD Roles**, **EPP Extensions**, and **Additional WHOIS**.

10.1 Detail Subtab

The **Detail** subtab provides contact and technical information for the TLD. Click the **Edit** action button in the upper right corner to change the information for a delegated TLD. For more information on action buttons, see Section 10.6, Action Buttons).

10.2 Related Subtab

The **Related** subtab contains four separate sections – Files, Sunrise Information, RSTs (Registry Service Testing), and Associated Cases – populated with previously submitted information. Click the hyperlinks within each section to view additional details. You cannot modify these details.

Note that certain fields will be empty if an account has undelegated TLDs.

10.3 TLD Roles Subtab

ICANN has defined sets of responsibilities assigned to a contact for each TLD. Some responsibilities require more than one contact; collectively, these contacts are referred to as roles (e.g., 24x7 Emergency Contact, Billing Contact, and Registry Primary Contact). Roles can only be updated with contacts that exist in the account. To add a new contact to your account, see Section 10.3.3, Update TLD Roles.

Note that a contact is different from a user. A contact can be connected to a TLD role and/or a user for that account. A user must first be a contact before the ICANN org can assign login credentials. However, a user does not have to be connected to a TLD role to be credentialed.

To add a new user to your account, see Section 10.3.4, Add a Credentialed User to Your Account.

10.3.1 View All Contacts

You can see a list of all contacts, including inactive ones, for an account.

1. Click **Home** icon.
2. Under **Service Type Case Status**, click the account name.

The screenshot shows the ICANN portal interface. At the top, there is a blue header with the ICANN logo and a search bar. Below the header is a navigation bar with links: **CASES**, **TLDS**, **NEW SERVICE REQUEST**, and **COMPLIANCE TICKETS (OUTSIDE NSP)**. A red circle with the number 1 is next to the **CASES** link. In the left sidebar, there are radio buttons for **Registry**, **Registrar**, and **CZDS**. Below these is a section titled **ACCOUNTS** with a search bar. A red box highlights the **Service Type Case Status** link in the sidebar, and a red circle with the number 2 is next to it. The main content area shows a list of links: **Open Cases- Portal User Action Required**, **Open Cases- ICANN Action Required**, **All Cases Updated Within Last 7 Days**, **All Cases Open**, and **All Closed Cases**.

3. On the next screen, click **Related** to view all account contacts.

The screenshot shows the 'Account Contacts (2)' page. At the top, there is a red box highlighting the **RELATED** tab, and a red circle with the number 3 is next to it. Below the tab is a table with two columns: **Contact Display Name** and **Primary Email**. The table contains two rows: **Contact1** and **Contact2**.

Contact Display Name	Primary Email
Contact1	
Contact2	

Submit a general inquiry case (see Section 12.1.1, Create a General Inquiry Case) to remove outdated contacts from the account.

10.3.2 Add a New Contact to Your Account or Update Contact Information

Create a general inquiry case (see Section 12.1.1, Create a General Inquiry Case) to add a new contact to your account or update details for an existing contact. In the description section of the request, include the first name, last name, primary phone, email address, and which TLD role the new contact should be associated with. You can also submit a general inquiry case to update the email address(es) of a contact.

Note that a contact is different from a user. A contact can either be connected to a TLD role and/or user for that account. A user must first be a contact before the ICANN org can assign login credentials. However, a user does not have to be connected to a TLD role to be credentialed.

10.3.2.1 Criteria for Contacts

When submitting a general inquiry case to add a new contact or update contact details, provide the following information.

Required	Optional
First Name, Last Name, Address*, City, ZIP/Postal Code, Country, Primary Phone Number and Country Code, Email Address	Mobile Number and Country Code, Position/Title, State/Province/Region

* Only required for Registry Primary, Billing, and Legal Contacts.

- ⦿ At least one of the three emergency contacts should have an individual's name and email address (e.g., jane_doe@icann.org as opposed to it_support@example.com). Distribution group email addresses may also be used.
- ⦿ The registry primary contact cannot be the same as the secondary contact or the legal contact. Each contact must provide different email addresses and phone numbers.
- ⦿ Each contact may have a maximum of two phone numbers or up to 15 email addresses.

For a full description of all roles, see Section 16, Appendix - Description of Roles.

10.3.3 Update TLD Roles

You can only change roles for existing contacts. To add a new contact to your account, see Section 10.3.2, Add a New Contact to Your Account or Update Contact Information. You may update the roles as desired once a contact has been added.

1. Under the **TLD Roles** subtab, find the role you want to update.

-
2. If a name is already in the **Contact** field, click the “x” and type the first few letters of the new contact’s name. The field automatically populates with all possibilities.
 3. Using your mouse, select the desired contact. Repeat this process for every role you want to change.
 4. When you are finished, click **Save**.

Although the same contact may be assigned to multiple roles, the following three roles *cannot* be edited from the portal:

- ⦿ Legal (Notice) Contact
- ⦿ Billing/Financial Primary Contact
- ⦿ Registry Primary Contact

To change these roles, submit a general inquiry case (see Section 12.1.1, Create a General Inquiry Case). You do not have to submit a separate request for each change; one case can contain updates for all three roles.

10.3.4 Add a Credentialed User to Your Account

Only Registry Primary Contacts can request credentialed users to be added to the account. Send an email to globalsupport@icann.org, and ICANN org’s Global Support Team will reply with the information needed to process the request.

Any user added to your account has full Naming Services portal functionality for the credentialed account(s) including, but not limited to, the following:

- ⦿ Creating a case.
- ⦿ Managing TLD role contacts.
- ⦿ Viewing all cases including attachments, emails, and comments related to cases.
- ⦿ Viewing TLD details.

To change the contact for a TLD Role, see Section 10.3.3, Update TLD Roles.

10.4 Additional WHOIS Fields Subtab

Displays any information you have previously provided about additional fields shown in the Registry WHOIS service and allows you to remove existing entries that no longer apply.

You may add new fields to the list of Additional WHOIS fields by creating a new service request type: *Submit Additional WHOIS Fields*. To submit a new service request, see Section 0,

Create a Service Request.

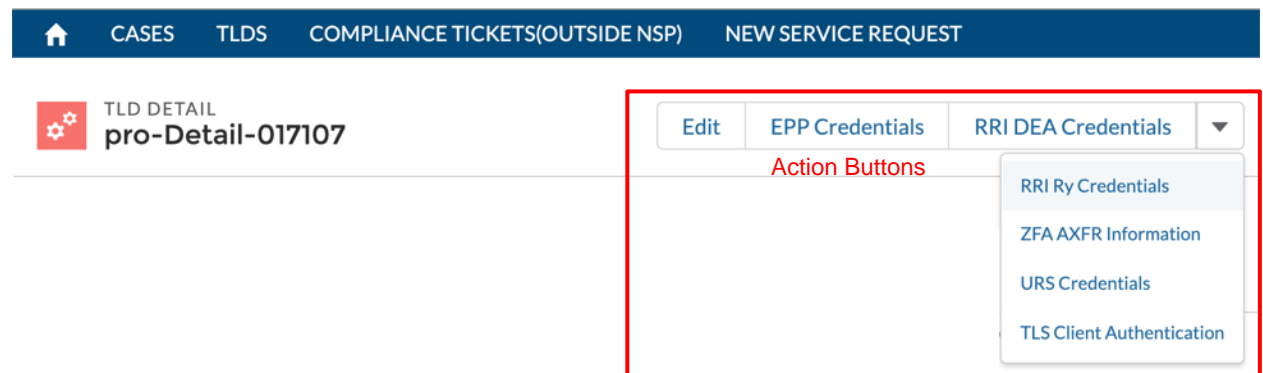
10.5 EPP Extensions Subtab

Displays any information you have previously provided about implemented EPP Extensions and allows you to remove entries that no longer apply.

Create a new service request (select service type: *Submit EPP Extension Information*) to update information about implemented EPP Extensions.

10.6 Action Buttons

Action buttons, to the right of the TLD name on the TLDS tab landing page, allow you to submit new details for the Registry Onboarding Information Request (ONBIR). Note that action buttons – with the exception of TLS Client Authentication – will NOT be available when the ONBIR status is set to **Approved**. The ONBIR process does not affect the TLS Client Authentication action button.



Note: Click the dropdown arrow if you do not see all of these action buttons.

List of action buttons:

- ⦿ Edit
- ⦿ EPP Credentials
- ⦿ RRI DEA Credentials
- ⦿ RRI Ry Credentials
- ⦿ ZFA AXFR Information
- ⦿ URS Credentials
- ⦿ TLS Client Authentication

Updating the ONBIR details for a delegated TLD using the **Edit**, **ZFA AXFR Information**, or **URS Credentials** temporarily sets the ONBIR status to **Approved**.

- ⦿ The ONBIR status automatically updates to **Complete** upon successful processing of the new information.
- ⦿ If errors were found, the ONBIR status changes to **In Progress** and you will be notified to make any necessary corrections and resubmit the ONBIR for processing.

Password complexity specifications, if required, are displayed in the popup window when you click the respective action button.

If any of the Registration Reporting Interfaces (RRI) password fields contains an empty value, the existing password remains unchanged for the account, and the rest of the submitted information will be updated.

10.6.1 Edit

Click **Edit** to change the details for a delegated TLD. *This is the only method to change ONBIR after delegation.* ONBIR service requests can only be created for non-delegated TLDs.

CENTRALIZED ZONE DATA SERVICE (CZDS)

Question	Description	Required?
CZDS Method	Method for third-party access to zone data. Select one: CZDS Direct Download. Registry Operator allows ICANN to use the zone file downloaded with ZFA for purposes pursuant to Section 2.1 "Third-Party Access" of Specification 4 of your Registry Agreement. Registry Operator provided. Registry Operator provides access to its own zone files to the CZDS users. Per Section 2.1.3 of Specification 4 of your Registry Agreement, ICANN will add a CNAME record "<TLD>. zda.icann.org " pointing to the Registry Operator SFTP Server.	Yes
Registry Operator SFTP Server	Fully qualified domain name of the SFTP Server third-parties will use to download your registry Zone Files for the purposes pursuant to Section 2.1 of Specification 4 of your Registry Agreement.	Only if Registry Operator provided is selected as the CZDS Method
CZDS Auto Approve	If enabled, all zone file access requests for this TLD will be approved automatically.	Yes
CZDS Default Validity (Days)	Length of time (in days) access to zone files will be enabled for this TLD. Default setting is 4,000 days.	Yes

ZONE FILE ACCESS (ZFA)

Question	Description	Required?
ZFA Method	Method to grant ICANN Zone File Access to the TLD zone file. Possible values are axfr or sftp . If axfr is selected, use the ZFA AXFR Information action button to update the corresponding values.	Yes

ZFA SFTP CREDENTIALS

Question	Description	Required?
ZFA SFTP Username	Username that ICANN will use to log into the ZFA SFTP server.	Only if sftp is selected as the ZFA Method
ZFA SFTP Server	URI that ICANN will use for accessing the Registry Zone Files, either as a fully qualified domain name or an IP address (v4 or v6). Provide a static path; a dynamic path will result in errors.	Only if sftp is selected as the ZFA Method
ZFA SFTP Port	Port number for ICANN to use to connect to the ZFA SFTP server. Standard default is 22.	Only if sftp is selected as the ZFA Method
ZFA SFTP File Location	Location in the server where the zone files will be made available.	Only if sftp is selected as the ZFA Method

ZFA AXFR INFORMATION

To update ZFA AXFR credentials, use the **ZFA AXFR Information** action button in the top right, or see Section 10.6.5, ZFA AXFR Information.

THIN BULK REGISTRATION DATA ACCESS (BRDA)

Question	Description	Required?
BRDA Server	The URI that ICANN will use for accessing the Bulk Registration Data, either as a fully qualified domain name or an IP address (v4 or v6).	Yes
BRDA Port	Port number to be used by ICANN to connect to the BRDA SFTP server. Standard default is 22.	Yes
BRDA Username	Username to be used by ICANN to log into the BRDA SFTP server.	Yes
BRDA File Location	Location in the server where the BRDA files will be made available.	No
BRDA Day of the Week	The day of the week (Monday to Thursday) that the bulk Thin Registration Data file should be retrieved.	Yes
BRDA Public Key	The PGP public key used to sign the bulk Thin Registration Data file (If using RSA/DSA, the PGP key size must be of at least 2048 bits).	Yes

URS INFORMATION (UNIFORM RAPID SUSPENSION)

Question	Description	Required?
URS PGP Public Key	<p>The PGP public key must be in ASCII-armored format, as specified in RFC 4880. (To generate an ASCII-armored file in GnuPG, for example, the following command could be used: <code>gpg --armor --export <email address></code>.) If using RSA/DSA, the PGP key size must be at least 2048 bits.</p> <p>Only one PGP public key must be provided per TLD. If you are the registry operator or registry service provider for several TLDs, you may provide the same PGP public key for several TLDs.</p>	Yes

SLA MONITORING INFORMATION (EPP)

Question	Description	Required?
EPP Server	The fully qualified domain name of your EPP server. For multiple EPP Server values, please provide a comma separated list.	Yes
EPP Port	Port number to be used by ICANN to connect to the EPP server.	Yes
EPP Monitoring Domain Name	Reserved domain name to allocate to the ICANN testing registrar for SLA Monitoring purposes as indicated in the new gTLD Registry Agreement (Specification 5, Section 3.4).	Yes
Other Requirements	If there are other EPP system access requirements (e.g., digital certificate from a specific CA, EPP extensions that are required by default to execute, info, create, and update commands on domain names), describe them here.	No

RRI INFORMATION

To update RRI Information, click either **RRI DEA Credentials** or **RRI Ry Credentials** in the top right.

ADDITIONAL INFORMATION

Question	Description	Required?
Additional Name for Registry Operations	If a registry operator offers Internationalized Domain Name (IDN) registrations, you may indicate an optional second-level domain name as translation or transliteration of the term "NIC" or "Network Information Center" to allocate for providing any required registry functions as indicated in the new gTLD Registry Agreement (Specification 5, Section 3.1.1).	No

10.6.2 EPP Credentials

Successful updates using the EPP Credentials are effective immediately and will not update the ONBIR status for the TLD.

Question	Description	Required?
Username	The username of the person required to access your EPP system.	Yes
Password	The password required to access your EPP system.	Yes

10.6.3 RRI DEA Credentials

Successful updates using the RRI Data Escrow Agent (DEA) credentials are effective immediately in RRI and will not update the ONBIR Status for the TLD.

Question	Description	Required?
Username	The username is <TLD>_dea where <TLD> is your actual TLD. This value may not be changed.	Yes
Password	Password for the DEA user account in RRI. Password will not change if the field is submitted with an empty value.	Yes, only when submitting credentials for the first time
IP Address Access Control List	The IP (v4 or v6) address ranges in Classless Inter-Domain Routing (CIDR) format that will originate connections to the RRI system. Multiple values may be provided as a comma-separated list.	Yes

10.6.4 RRI Ry Credentials

Successful updates using the RRI Ry Credentials are effective immediately in RRI and do not affect the ONBIR status for the TLD.

Question	Description	Required?
Username	The username is <TLD>_ry where <TLD> is your actual TLD. This value cannot be changed.	Yes
Password	Password for the registry operator user account in RRI. Password will not change if the field is submitted with an empty value.	Yes, only when submitting credentials for the first time
IP Address Access Control List	The IP (v4 or v6) address ranges in Classless Inter-Domain Routing (CIDR) format that will originate connections to the	Yes

Question	Description	Required?
	RRI and/or MoSAPI systems. Multiple values may be provided as a comma-separated list.	

10.6.5 ZFA AXFR Information

Question	Description	Required?
ZFA Method	Method to grant ICANN Zone File Access to the TLD zone file. When using the "ZFA AXFR Information" Action Button, the value by default is set to "axfr" and may not be changed.	Yes
ZFA AXFR Server	Either a hostname or an IP address (v4 or v6). For multiple values, please provide a comma separated list.	Yes
ZFA AXFR Port	TCP port, standard default is 53.	Yes
TSIG Key Name	TSIG (Transaction SIGNature) Key Owner name.	Yes
TSIG Key Algorithm	One of the following: HMAC-MD5, HMAC-SHA1, HMAC-SHA224, HMAC-SHA256, HMAC-SHA384, HMAC-SHA512.	Yes
TSIG Key	Either a hostname or an IP address (v4 or v6).	Yes

10.6.6 URS Credentials

Question	Description	Required?
Username	The username is <TLD>_ry where <TLD> is your actual TLD. This value cannot be changed.	Yes
Password	The registry operator must provide the password to access the URS Provider PGP keyring file and the list of registrar's contacts, as described in the URS Technical Requirements.	Yes

10.6.7 TLS Client Authentication

This method uses TLS with client authentication, meaning that the RRI will authenticate the client using X.509 certificates in HTTPS. TLSA DNS resource records (see [RFC 6698](#)) are used to provide a mechanism to link the client certificate to be used.

To change the TLS client authentication data that grants access to the Registration Reporting Interfaces (RRI) and/or Monitoring System API (MoSAPI) systems for a delegated TLD, click **TLS Client Authentication**.

Successful updates to the TLS Client Authentication information will be effective only after clicking **Submit for Processing** and do not affect the ONBIR status for the TLD.

Question	Description	Required?
Domain Name	<p>The domain name that the RRI and MoSAPI systems use to find the TLSA Resource Records (RRs) and validate the client during the TLS handshake.</p> <p>For more information on how to configure the corresponding TLSA RRs, refer to the specifications of the MoSAPI and RRI systems.</p>	Yes
Roles	<p>The individual types of access for the RRI and MoSAPI systems that will be allowed using TLS client authentication for the given domain name for the TLD.</p> <p>At least <u>one</u> of the following roles must be selected:</p> <ul style="list-style-type: none"> • RRI - TLD Monthly Reporting. Submit registry monthly reports • RRI - TLD Data Escrow Daily Reporting. Submit registry escrow daily reports • RRI - TLD Data Escrow Agent Notification. Submit registry escrow agent (DEA) notifications • MoSAPI - TLD SLAM Data. Access monitoring data captured by the SLA Monitoring (SLAM) system • MoSAPI - TLD DAAR Data. Access Domain Abuse Activity Reporting (DAAR) data • MoSAPI - Registrars Base RDAP URL List. Access the base RDAP URL data of ICANN-accredited registrars • MoSAPI - TLD Maintenance Window. Notify ICANN org of scheduled TLD-service maintenance windows • MoSAPI - SLAM Probe Node List. Access the SLAM system probe node data <p>Note: The RRI - TLD Data Escrow Agent Notification role <u>cannot</u> be combined with another role for the same Domain Name and should only be assigned to the approved DEA.</p>	Yes
IP Address Access Control List	<p>The IP (v4 and/or v6) address ranges in Classless Inter-Domain Routing (CIDR) format that will originate connections to the RRI and/or MoSAPI systems. Multiple values may be provided as a comma-separated list.</p>	Yes

11 Compliance Tickets (Outside NSp) Tab

Compliance matters initiated through the prior compliance ticketing system before 26 March 2021 will continue to be processed through the legacy system until they are closed.

For these cases, registry operators will continue to receive compliance ticket emails 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 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.

12 New Service Request Tab

The **New Service Request** tab allows you to open two types of cases: General inquiry and service request. Both types of cases contain the following details:

- ⦿ Alerts
 - **Portal User Action Required** – action is required from the portal user.
 - **Past Due** – ICANN org or the portal user has not responded within the required Service Level Target (SLT).

12.1 General Inquiry Cases

General inquiry cases are for any questions related to your account(s) or TLD(s) (e.g., I heard this policy was published. What does this mean?). You may also submit a general inquiry case to add a new contact or credentialed user to your account. General inquiry cases only have one phase and a SLT of seven days.

12.1.1 Create a General Inquiry Case

To open and submit a new general inquiry case:

1. In the **New Service Request** tab, select **Registry Services**, and click **Next**.
2. In the top box of the next screen, type **General Inquiry** in the top box and click **Next**. You may also click the dropdown arrow in the bottom box and select **General Inquiry**.

Note: Click **Download Case Request PDF** to view and download the latest copy of this guide.

3. Enter the subject and description, select the relevant TLD(s) (required), and click **Submit**.
4. Once the inquiry has been submitted, the confirmation screen displays a case number in the upper left corner with a status of **New**.

 **CASE**
General Inquiry Test

Case Number	Status
██████████	New

12.1.2 Update or Provide New Information to a Submitted General Inquiry Case

If you have already submitted a service request and need to add additional information or modify your request, add a comment to alert the ICANN org of the update. To add a comment:

1. Click the **Comments** subtab.
2. Click **Share an update** to expand the box and type your comment. You can also add attachments by clicking the paperclip symbol in the lower left corner of the box.

CASE
General Inquiry Test

Expedite Case

Case Number: [Redacted] Status: New

Registry (selected)
Registrar
Applicant (Ry)
CZDS

DETAILS RELATED **COMMENTS** 1

ACCOUNTS

Share an update... Share

3. When finished entering your comments and/or uploading your files, click **Share**.

DETAILS RELATED **COMMENTS**

Share an update.... 2

B I U [Link] [Unlink] [List] [Unlink] [Image] [Link] [Smiley] [User]

3

[Paperclip] Share

12.1.3 Expedite a General Inquiry Case

The **Expedite Case** button allows you to request a shorter resolution time for a general inquiry case. *This function is not available for service requests.* The SLT for expedited cases is less than seven days, but is adjusted at the discretion of the ICANN org. A request may also be denied if the case cannot be resolved within the specified turnaround time.

1. In the **Cases** tab, click the desired case number. Make sure the case type is general inquiry, not a service request.
2. On the next screen, click **Expedite Case** in the upper right corner. In the popup window, type your reason for expediting the case and click **Submit**.

A green **Success** box appears at the top of the confirmation screen once the expedite request has been submitted.

3. Click **Expedite Case** to view the status of your expedited case:

- **Requested** (still pending; not yet approved or rejected)
- **Approved**
- **Rejected**

Note: A case can only be expedited once.

12.2 Service Requests

Service requests are for more complex processes (e.g., when registry operators must inform or request consent or approval from ICANN, per the rights, obligations, and provisions defined in the [Registry Agreement](#)). Applicants cannot create service requests, but they can create general inquiry cases. For more information, see Section 14, Applicant Accounts.

A service request contains four subtabs – **Questions**, **Details**, **Related**, and **Comments** – and a progress tracker indicating where the case is in its lifecycle. Hover your mouse over a phase to see the SLT and expected start and end date for that phase.

Progress tracker*



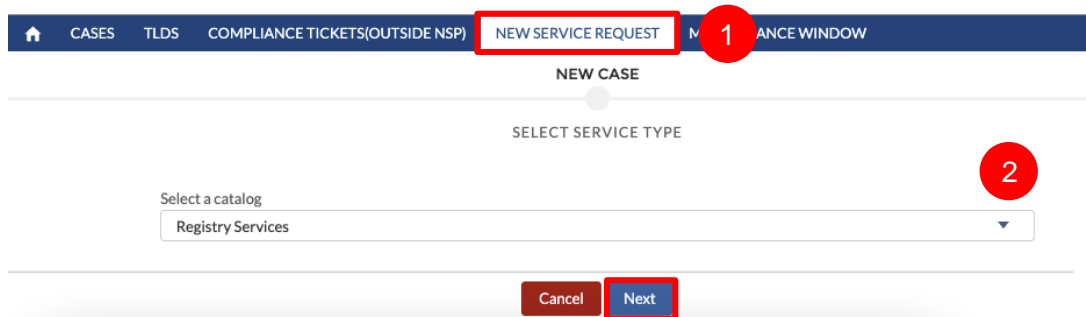
* Dates and SLTs are estimates only.

A printer icon in the upper right of the **Questions** subtab allows you to print a hard copy of your case details. This function is not available for general inquiry cases.

12.2.1 Create a Service Request

You must create a new case to submit a service request for your TLD. To create a new case:

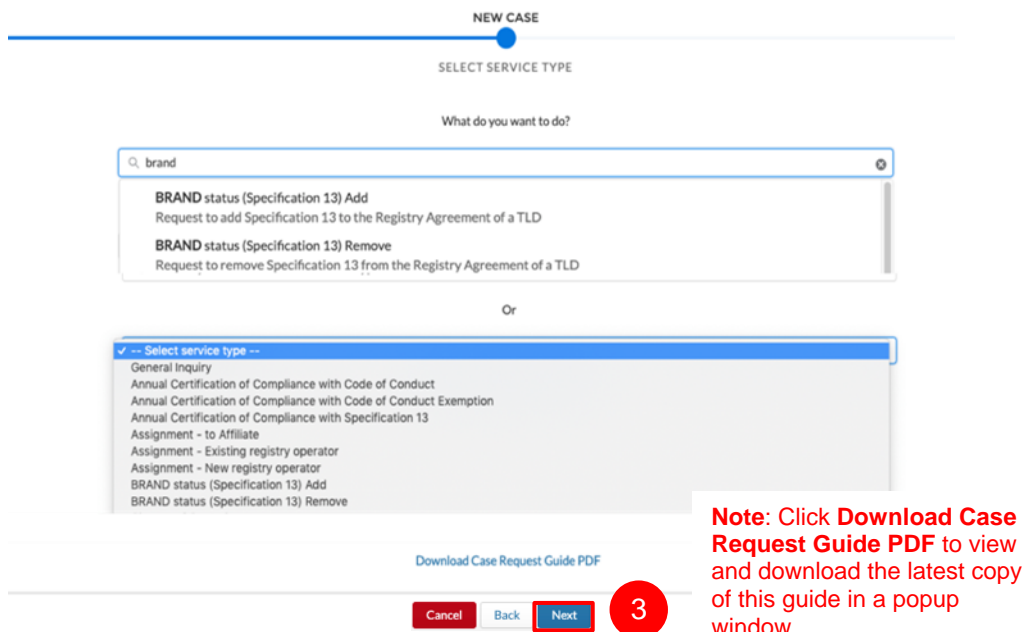
1. Click the **New Service Request** tab.
2. Select **Registry Services** and click **Next**.



The screenshot shows the 'NEW CASE' interface. At the top, a navigation bar includes 'CASES', 'TLDs', 'COMPLIANCE TICKETS(OUTSIDE NSP)', 'NEW SERVICE REQUEST' (highlighted with a red box and a red circle with the number 1), and 'MANAGEMENT WINDOW'. Below this, a progress bar indicates the current step is 'NEW CASE'. The main heading is 'SELECT SERVICE TYPE'. Underneath, there is a 'Select a catalog' dropdown menu with 'Registry Services' selected (highlighted with a red box and a red circle with the number 2). At the bottom, there are 'Cancel' and 'Next' buttons, with 'Next' highlighted by a red box.

3. In the top box of the next screen, type the name of the service request and click **Next**.

If you do not know the name of the service, click the dropdown arrow in the bottom box to view a list of available services.



The screenshot shows the 'NEW CASE' interface for selecting a service type. The progress bar is at the 'SELECT SERVICE TYPE' step. The heading is 'What do you want to do?'. There is a search bar with 'brand' entered. Below the search bar, a list of services is displayed, including 'BRAND status (Specification 13) Add' and 'BRAND status (Specification 13) Remove'. Below this list, there is a section titled 'Or' followed by a dropdown menu labeled 'Select service type --'. This dropdown menu is open, showing a list of service types such as 'General Inquiry', 'Annual Certification of Compliance with Code of Conduct', and 'Assignment - to Affiliate'. At the bottom, there is a link to 'Download Case Request Guide PDF' and 'Cancel', 'Back', and 'Next' buttons. The 'Next' button is highlighted with a red box and a red circle with the number 3.

Note: Click **Download Case Request Guide PDF** to view and download the latest copy of this guide in a popup window.

4. Select one or more TLD(s) (if applicable) from the list and click **Next**.
5. Enter the information in the provided fields and click **Next**.

Note: Fields marked with an asterisk (*) are required.

6. Click **Save** at any time to save your progress or **Cancel** to leave the case without saving.

Note: You can save a service request even when all the required fields data have not yet been populated. The saved request has a status of **Not Submitted** and can be found in the **All Cases Saved** and **Not Submitted** list views. Click the case number to finish entering the information.

7. Click **Submit** when you have provided all the required information and the service request is ready for the ICANN org to review.

Note: Once you click **Submit**, the service request fields are locked from further edits. If you need to add or update information, add a comment to the case (see Section 12.2.2, Update or Provide New Information to a Submitted Service Request).

12.2.2 Update or Provide New Information to a Submitted Service Request

If you have already submitted a service request and need to add additional information or modify your request, use the **Comments** subtab to alert the ICANN org of the update. Make sure you are in the case you want to add information. You may have to select a different list view (see Section 9.2, List Views) to find the desired case.

To add a comment:

1. In the **Cases** tab, click the desired case number, then click the **Comments** subtab.
2. Click **Share an update** to expand the box and type your comment. You can also add attachments by clicking the paperclip symbol in the lower left corner of the box.
3. When finished, click **Share**.

The screenshot displays the ICANN service request interface. At the top, a green bar indicates 'Submission Completed Date: Apr 29, 2020' and a dark blue bar indicates 'ICANN Review Est Completion: Apr 29, 2021'. Below these bars are tabs for 'QUESTIONS', 'DETAILS', 'RELATED', and 'COMMENTS'. The 'COMMENTS' tab is selected and highlighted with a red box and a red circle with the number '1'. Below the tabs is a text input area with the placeholder 'Share an update...'. This area is highlighted with a red box and a red circle with the number '2'. Below the input area is a toolbar with icons for bold (B), italic (I), underline (U), strikethrough (ABC), link (chain), unlink (chain with slash), image (picture), and user (person). Below the toolbar is a red box with a paperclip icon, highlighted with a red box. To the right of the input area is a blue button labeled 'Share', highlighted with a red box and a red circle with the number '3'.

12.2.3 Copy a Service Request

The **Copy Case** button duplicates the service request from one TLD to another. *This function is available only for service requests and does not apply to general inquiry cases.*

1. In the **Cases** tab, click the desired case number.
2. On the next screen, click **Copy Case** in the upper right corner.
3. In the popup window that appears, select one or more TLDs (depending on the type of service request), and click **Copy**.
4. Edit the fields (if needed) and click **Submit**.

13 Maintenance Window Tab

In this tab, registries can create, update, and delete maintenance windows for the TLDs under the accounts they are credentialed for.

13.1 List Views

The maintenance window tab contains three list views:

- ⦿ **All** – view all maintenance windows for all TLDs under one account.
- ⦿ **Enabled** – view the Enabled maintenance windows for the TLDs under the account.
- ⦿ **Disabled** – view all Disabled maintenance windows for TLDs under the account.

13.2 Create a Maintenance Window

To create a new maintenance window:

1. Click the **Maintenance Window** tab.
2. Click **Create Maintenance Window** in the upper right corner.



3. Select the TLD(s), service(s), and complete the required fields.
4. Click **Next**.

NEW MAINTENANCE WINDOW

Select TLDs
Available Options

Selected Options

Select Service
Available Options

Selected Options

* Name
Test

* Description
Test

Start Time ⓘ
* Date
Complete this field.

* Time
⌚

End Time ⓘ
* Date
Complete this field.

* Time
⌚

☒ Enabled

Cancel Next

The **Enabled** box is checked by default.

The start time must be *at least 24 hours* ahead of the current date and time.

Your browser settings determine the time zone.

5. Verify that the information for the maintenance window(s) is correct. Click the box next to the **Maintenance Window Name** header to bulk validate all maintenance windows.

You may also select individual maintenance windows by checking the box next to each entry. Click **Validate**.

Bulk Insert Maintenance Windows

	<input checked="" type="checkbox"/> Maintenance Window Name	TLD Name	Service Type	Start Time	End Time
1	<input checked="" type="checkbox"/> Test	www.icann.org	EPP	January 22, 2022, 02:31 PM	January 22, 2022, 03:31 PM
2	<input checked="" type="checkbox"/> Test	www.icann.org	RDDS	January 22, 2022, 02:31 PM	January 22, 2022, 03:31 PM
3	<input checked="" type="checkbox"/> Test	www.icann.org	RDAP	January 22, 2022, 02:31 PM	January 22, 2022, 03:31 PM

5

6. If the times overlap with any currently enabled windows for the same TLD and service combination, then the validation will fail. Click the red error icon to view details of the problem.

Bulk Insert Maintenance Windows

Validation Failed :
Please review the errors!

We found an error

- The period specified in the maintenance window collides with a previously scheduled maintenance window for a service, TLD combination.

	<input checked="" type="checkbox"/> Maintenance Window Name	TLD Name	Service Type	Start Time	End Time
1	<input checked="" type="checkbox"/> Test	www.icann.org	EPP	January 23, 2022, 02:10 PM	January 23, 2022, 03:10 PM

Click **Back** to go to the previous window to change any information and repeat the process from Step 5.

Click **Cancel** to delete all the information. No maintenance windows will be created.

A confirmation message appears if the validation is successful.

Bulk Insert Maintenance Windows

Validation Success :
Maintenance windows validated successfully!

	<input checked="" type="checkbox"/> Maintenance Window Name	TLD Name	Service Type	Start Time	End Time
1	<input checked="" type="checkbox"/> Test	www.icann.org	EPP	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
2	<input checked="" type="checkbox"/> Test	www.icann.org	RDDS	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
3	<input checked="" type="checkbox"/> Test	www.icann.org	RDAP	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM

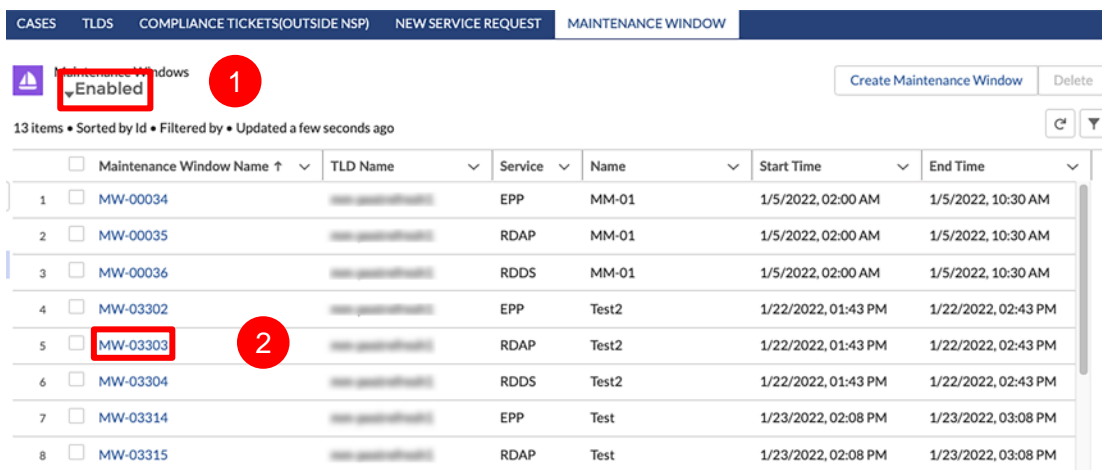
6

Click **Submit** and the screen returns to the **Maintenance Window Enabled** list view.

13.3 Edit a Maintenance Window

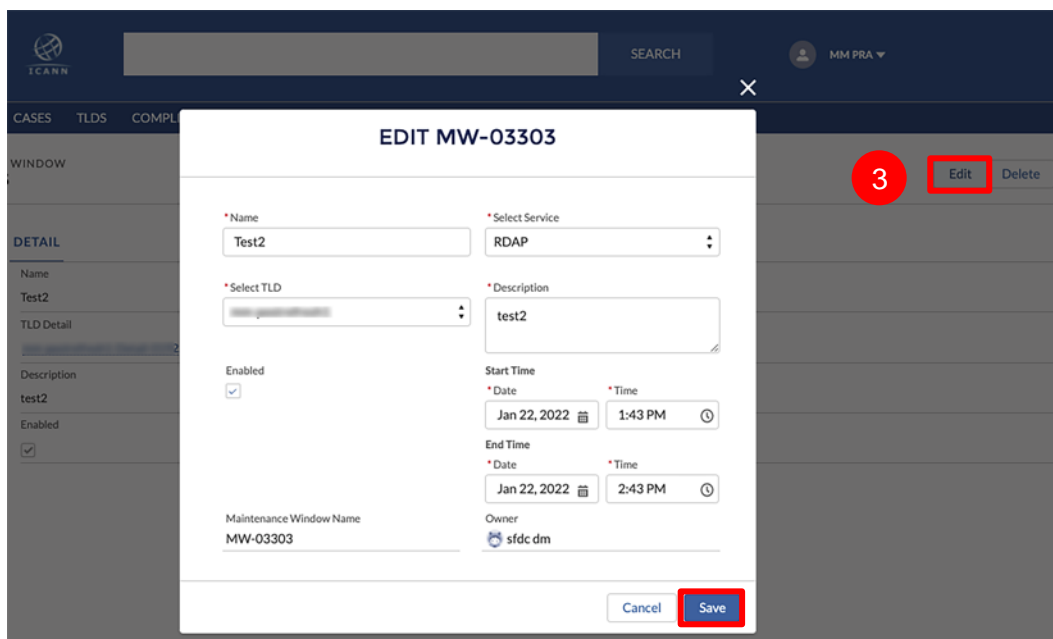
You may only edit ongoing or future maintenance windows; past windows cannot be edited. For ongoing windows, you may only extend or shorten the times of the maintenance.

1. Click the **Maintenance Window** tab and make sure you are in either the **All** or **Enabled** list view.
2. Click the desired entry under the **Maintenance Window Name** column.



CASES TLDS COMPLIANCE TICKETS(OUTSIDE NSP) NEW SERVICE REQUEST MAINTENANCE WINDOW						
Maintenance Windows						
13 items • Sorted by Id • Filtered by • Updated a few seconds ago						
<input type="checkbox"/> Maintenance Window Name	TLD Name	Service	Name	Start Time	End Time	
1 <input type="checkbox"/> MW-00034	www.icann.org	EPP	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 AM	
2 <input type="checkbox"/> MW-00035	www.icann.org	RDAP	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 AM	
3 <input type="checkbox"/> MW-00036	www.icann.org	RDDS	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 AM	
4 <input type="checkbox"/> MW-03302	www.icann.org	EPP	Test2	1/22/2022, 01:43 PM	1/22/2022, 02:43 PM	
5 <input type="checkbox"/> MW-03303	www.icann.org	RDAP	Test2	1/22/2022, 01:43 PM	1/22/2022, 02:43 PM	
6 <input type="checkbox"/> MW-03304	www.icann.org	RDDS	Test2	1/22/2022, 01:43 PM	1/22/2022, 02:43 PM	
7 <input type="checkbox"/> MW-03314	www.icann.org	EPP	Test	1/23/2022, 02:08 PM	1/23/2022, 03:08 PM	
8 <input type="checkbox"/> MW-03315	www.icann.org	RDAP	Test	1/23/2022, 02:08 PM	1/23/2022, 03:08 PM	

3. Click **Edit**. In the popup window, modify the details and click **Save**.



EDIT MW-03303

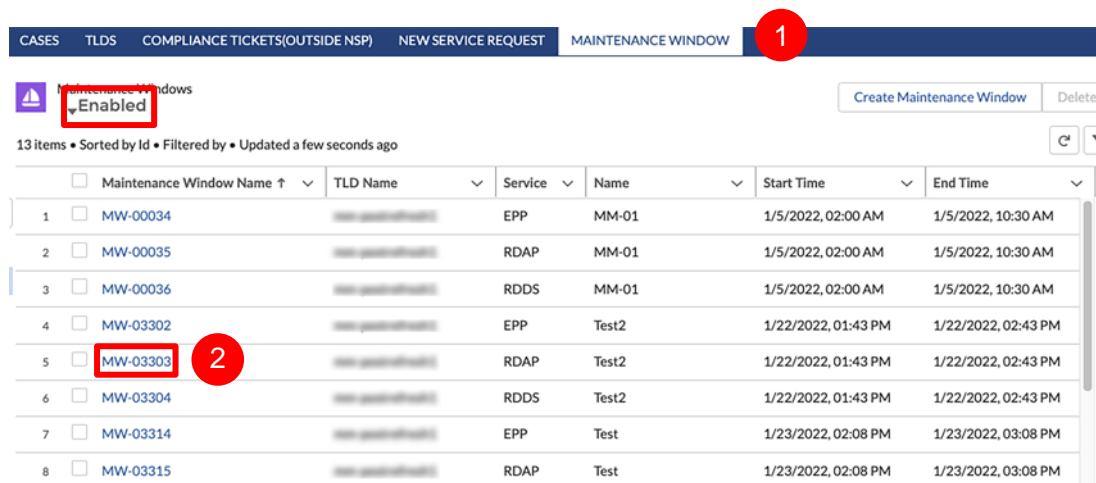
☒ Enabled

13.4 Delete a Maintenance Window

Only future maintenance windows can be deleted; ongoing and/or past windows cannot be deleted. There are two methods to delete maintenance windows: individual and bulk.

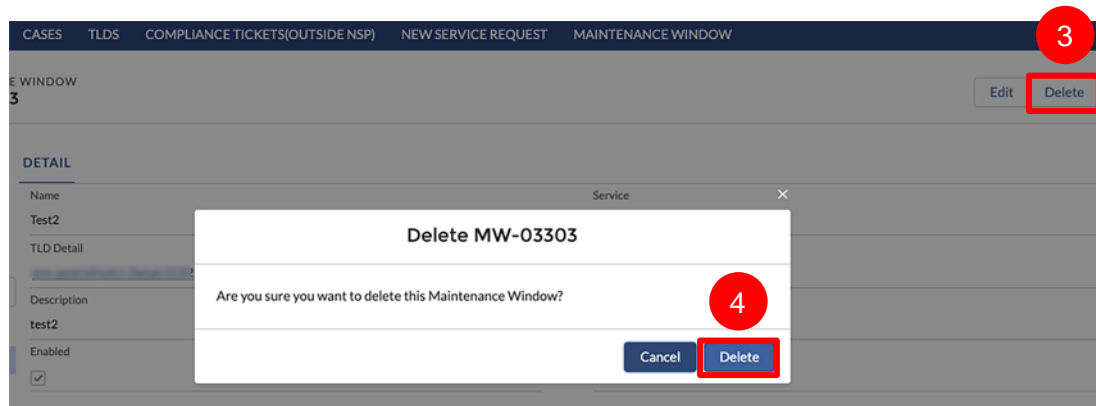
13.4.1 Individual Delete

1. Click the **Maintenance Window** tab and make sure you are in the desired list view.
2. Click the entry you want to delete under the **Maintenance Window Name** column.



	Maintenance Window Name	TLD Name	Service	Name	Start Time	End Time
1	<input type="checkbox"/> MW-00034	com	EPP	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 AM
2	<input type="checkbox"/> MW-00035	com	RDAP	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 AM
3	<input type="checkbox"/> MW-00036	com	RDDS	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 AM
4	<input type="checkbox"/> MW-03302	com	EPP	Test2	1/22/2022, 01:43 PM	1/22/2022, 02:43 PM
5	<input type="checkbox"/> MW-03303	com	RDAP	Test2	1/22/2022, 01:43 PM	1/22/2022, 02:43 PM
6	<input type="checkbox"/> MW-03304	com	RDDS	Test2	1/22/2022, 01:43 PM	1/22/2022, 02:43 PM
7	<input type="checkbox"/> MW-03314	com	EPP	Test	1/23/2022, 02:08 PM	1/23/2022, 03:08 PM
8	<input type="checkbox"/> MW-03315	com	RDAP	Test	1/23/2022, 02:08 PM	1/23/2022, 03:08 PM

3. In the upper right corner, click **Delete**. A message will ask you to confirm your choice.



DETAIL

Name: Test2

TLD Detail

Description: test2

Enabled: ☒

Service: X

Delete MW-03303

Are you sure you want to delete this Maintenance Window?

Cancel Delete

4. Click **Delete** to confirm your choice, or **Cancel** to return to the **Maintenance Window** landing page.

13.4.2 Bulk Delete

1. Click the **Maintenance Window** tab and make sure you are in the desired list view.
2. Check the entries you want to delete. To select all the entries at once, click the box in the header of the **Maintenance Window Name** column.
3. In the upper right corner, click **Delete**.

The screenshot shows the 'Maintenance Windows' tab selected in the top navigation bar. Below the navigation bar, there's a header section with 'Maintenance Windows enabled' and a 'Create Maintenance Window' button. A 'Delete' button is highlighted with a red circle and the number 3. Below this, a table lists 12 items. The first column of the table has checkboxes, and the first row's checkbox is highlighted with a red circle and the number 2. The table columns are: Maintenance Window Name, TLD Name, Service, Name, Start Time, and End Time.

	Maintenance Window Name	TLD Name	Service	Name	Start Time	End Time
1	<input checked="" type="checkbox"/> MW-00034	...	EPP	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 A
2	<input checked="" type="checkbox"/> MW-00035	...	RDAP	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 A
3	<input checked="" type="checkbox"/> MW-00036	...	RDDS	MM-01	1/5/2022, 02:00 AM	1/5/2022, 10:30 A
4	<input checked="" type="checkbox"/> MW-03302	...	EPP	Test2	1/22/2022, 01:43 PM	1/22/2022, 02:43
5	<input checked="" type="checkbox"/> MW-03304	...	RDDS	Test2	1/22/2022, 01:43 PM	1/22/2022, 02:43
6	<input checked="" type="checkbox"/> MW-03314	...	EPP	Test	1/23/2022, 02:08 PM	1/23/2022, 03:08
7	<input checked="" type="checkbox"/> MW-03315	...	RDAP	Test	1/23/2022, 02:08 PM	1/23/2022, 03:08
8	<input checked="" type="checkbox"/> MW-03316	...	RDDS	Test	1/23/2022, 02:08 PM	1/23/2022, 03:08

4. Re-confirm your selections in the validation popup window and click **Validate**.

The screenshot shows a 'Bulk Delete Maintenance Windows' validation popup window. It contains a table with 12 items. The first column has checkboxes, and the first row's checkbox is highlighted with a red circle and the number 4. The table columns are: Maintenance Window N..., TLD Name, Service Type, Start Time, and End Time. At the bottom right, there are three buttons: 'Cancel', 'Validate', and 'Delete'. The 'Validate' button is highlighted with a red circle and the number 5.

	Maintenance Window N...	TLD Name	Service Type	Start Time	End Time
1	<input type="checkbox"/> MM-01	...	EPP	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
2	<input type="checkbox"/> MM-01	...	RDAP	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
3	<input type="checkbox"/> MM-01	...	RDDS	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
4	<input checked="" type="checkbox"/> Test2	...	EPP	January 22, 2022, 01:43 PM	January 22, 2022, 02:43 PM
5	<input checked="" type="checkbox"/> Test2	...	RDDS	January 22, 2022, 01:43 PM	January 22, 2022, 02:43 PM
6	<input checked="" type="checkbox"/> Test	...	EPP	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
7	<input checked="" type="checkbox"/> Test	...	RDAP	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
8	<input checked="" type="checkbox"/> Test	...	RDDS	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
9	<input checked="" type="checkbox"/> Test	...	EPP	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
10	<input checked="" type="checkbox"/> Test	...	RDDS	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
11	<input checked="" type="checkbox"/> Test	...	RDAP	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
12	<input checked="" type="checkbox"/> Test	...	EPP	January 25, 2022, 02:10 PM	January 25, 2022, 03:10 PM

- If the checked maintenance windows are ongoing or past, an error message appears. Click the error icon to view the details. Click **Cancel** to return to the **Maintenance Window** landing page and restart the bulk delete process.

Validation Failed: Please review the errors!

We found an error

- The maintenance window that you are trying to delete already ended.

Bulk Delete Maintenance Windows

	<input type="checkbox"/>	Maintenance Window Name	TLD Name	Service Type	Start Time	End Time
1	<input checked="" type="checkbox"/>	MM-01	com	EPP	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
2	<input type="checkbox"/>	MM-01	com	RDAP	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
3	<input type="checkbox"/>	MM-01	com	RDDS	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
4	<input type="checkbox"/>	Test2	com	EPP	January 22, 2022, 01:43 PM	January 22, 2022, 02:43 PM
5	<input type="checkbox"/>	Test2	com	RDDS	January 22, 2022, 01:43 PM	January 22, 2022, 02:43 PM
6	<input type="checkbox"/>	Test	com	EPP	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
7	<input type="checkbox"/>	Test	com	RDAP	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
8	<input type="checkbox"/>	Test	com	RDDS	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
9	<input type="checkbox"/>	Test	com	RDDS	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
10	<input type="checkbox"/>	Test	com	RDAP	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
11	<input type="checkbox"/>	Test	com	EPP	January 25, 2022, 02:10 PM	January 25, 2022, 03:10 PM

Cancel

Validate

Delete

If none of the windows are ongoing or in the past, a confirmation message indicates that the validation was successful. Click **Delete** to complete the process.

Validation Success: Maintenance windows validated successfully!

Bulk Delete Maintenance Windows

	<input type="checkbox"/>	Maintenance Window Name	TLD Name	Service Type	Start Time	End Time
1	<input type="checkbox"/>	MM-01	com	EPP	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
2	<input type="checkbox"/>	MM-01	com	RDAP	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
3	<input type="checkbox"/>	MM-01	com	RDDS	January 05, 2022, 02:00 AM	January 05, 2022, 10:30 AM
4	<input type="checkbox"/>	Test2	com	EPP	January 22, 2022, 01:43 PM	January 22, 2022, 02:43 PM
5	<input checked="" type="checkbox"/>	Test2	com	RDDS	January 22, 2022, 01:43 PM	January 22, 2022, 02:43 PM
6	<input checked="" type="checkbox"/>	Test	com	EPP	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
7	<input checked="" type="checkbox"/>	Test	com	RDAP	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
8	<input checked="" type="checkbox"/>	Test	com	RDDS	January 23, 2022, 02:08 PM	January 23, 2022, 03:08 PM
9	<input type="checkbox"/>	Test	com	EPP	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
10	<input checked="" type="checkbox"/>	Test	com	RDDS	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
11	<input checked="" type="checkbox"/>	Test	com	RDAP	January 24, 2022, 02:31 PM	January 24, 2022, 03:31 PM
12	<input checked="" type="checkbox"/>	Test	com	EPP	January 25, 2022, 02:10 PM	January 25, 2022, 03:10 PM

Cancel

Validate

Delete

5

14 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 two tabs are available: **Cases** and **New Service Request**.
- ⦿ The application number appends the account name in the **Accounts** column.
- ⦿ The account name 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. Service requests are not allowed
- ⦿ Applicants cannot update their contact information in the **My Info** section. Create a new general inquiry case (see Section 12.1.1, Create a General Inquiry Case) to change this information.

Only the Home icon and 2 tabs.

Registry
Registrar
Applicant (Ry)
CZDS

ACCOUNTS

RyApplicantAcc

Service Type Case Status
RyApplicantAcc

Open Cases - Requester Action Required

Open Cases- ICANN Action Required

All Cases Updated Within Last 7 Days

All Cases Open

All Closed Cases

All Cases Saved and Not Submitted

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

15 Helpful Links

- ⦿ ICANN Contractual Compliance team compliance@icann.org
- ⦿ ICANN Global Support contact email globalsupport@icann.org
- ⦿ ICANN Naming Services portal User Guide for CZDS <https://www.icann.org/resources/pages/czds-2014-03-03-en>
- ⦿ 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>

16 Appendix - Description of Roles

Role	Description	Required?
24x7 Emergency Contact - Escalation 1	The first person who will be contacted by ICANN in the event of an emergency with any of the Registry's critical functions (Data Escrow, DNS, DNSSEC, EPP, and RDDS and) or URS cases that have not being processed within the required SLA.	Yes
24x7 Emergency Contact - Escalation 2	If the 24x7 Emergency Contact Escalation 1 contact is unavailable, then this person will be contacted by ICANN in the event of an emergency with any of the Registry's critical functions (Data Escrow, DNS, DNSSEC, EPP, and RDDS) or URS cases that have not being processed within the required SLA.	Yes
24x7 Emergency Contact - Escalation 3	If the 24x7 Emergency Contact Escalation 1 & 2 individuals are unavailable, then this individual is the third point of contact who will be contacted by ICANN in the event of an emergency with any of the Registry's critical functions (Data Escrow, DNS, DNSSEC, EPP, and RDDS) or URS cases that have not being processed within the required SLA.	Yes
Abuse Contact	The person responsible for receiving inquiries related to malicious conduct as identified in the Registry Agreement (e.g., Specification 6, Section 4 for New gTLD registry operators).	Yes
Backend Technical Service Provider Primary Contact	The primary person that ICANN is authorized to contact for any backend technical service related issues.	Yes
Backend Technical Service Provider Secondary Contact	The secondary point of contact authorized to engage with ICANN on behalf of the Backend Technical Service Provider Primary Contact.	Yes
Billing/Financial Primary Contact	The point of contact authorized to receive invoices and billing or financial inquiries. For registry operators processed through the New gTLD Program, this is a fixed point of contact based on question 1.F. of the Contracting Information Request (CIR) form.	Yes
Billing/Financial Secondary Contact	The secondary point of contact authorized to engage with ICANN on-behalf of the Billing/Financial Primary Contact.	No
Compliance Contact	The point of contact authorized to engage with ICANN for any compliance issues.	Yes
Data Escrow Agent Primary Contact	The point of contact authorized to engage with ICANN for data escrow inquiries related to the DEA contracted by the registry operator.	Yes

Role	Description	Required?
Data Escrow Agent Secondary Contact	The secondary point of contact authorized to engage with ICANN on-behalf of the DEA Primary Contact.	No
Legal (Notice) Contact	The point of contact authorized to receive all notices given under or in relation to the Registry Agreement. For registry operators processed through the New gTLD Program, this is a fixed point of contact based on question 1.C. of the Contracting Information Request (CIR) form.	Yes
Media/ Communications Contact	The point of contact that ICANN is authorized to contact for any media and communications inquiries.	No
Registry Primary Contact (RPC)	The main Naming Services portal account holder authorized and responsible to provide ICANN with all requested registry-related information. For registry operators that have been processed through the New gTLD program, question 1.D. of the Contracting Information Request (CIR) form is the source for this contact. Submit a new general inquiry case to change this information.	Yes
Registry Secondary Contact	The secondary point of contact authorized to engage with ICANN on behalf of the Registry Primary Contact.	Yes
Technical Contact	<p>The point of contact authorized to engage with ICANN for any technical issues including, but not limited to:</p> <p>Registry critical functions (Data Escrow, DNS, DNSSEC, EPP, and RDDS)</p> <p>Centralized Zone Data System/Zone File Access (CZDS/ZFA)</p> <p>Thin Bulk Registration Data Access (BRDA)</p> <p>Registry Reporting Interface (RRI)</p> <p>Uniform Rapid Suspension (URS)</p> <p>SLA Monitoring</p> <p>EPP Extensions</p> <p>IDN tables (if applicable)</p> <p>This individual may be the same as the Backend Technical Service Provider Contact if the registry does not outsource the backend technical service to a different party.</p>	Yes
TMDB Contact	The person responsible for the Registry's access to the Trademark Clearinghouse Sunrise & Claims Database (TMDB) system.	No
URS - Backend Technical Service Provider	The point of contact who is responsible for receiving communications from a URS provider regarding URS cases that must be processed by the registry operator. This contact may be the same as the URS - registry operator if	Yes

Role	Description	Required?
	<p>the backend technical service is in-house. If this service is outsourced to another provider, this may differ from the URS - registry operator.</p> <p>Note: This contact is only required for registry operators on the New gTLD Registry Agreement and have the URS provision in their agreement.</p>	
URS - Registry Operator	The point of contact responsible for receiving communications from ICANN or the URS provider regarding the URS (e.g. cases are not being processed within the SLA).	No

