# TABLE OF CONTENTS

**ABOUT**  
4

**CONTACT US**  
4

1 **INTRODUCTION: THE NAMING SERVICES PORTAL**  
1.1 About this Guide  
5

2 **LOG INTO THE NAMING SERVICES PORTAL**  
2.1 Initial Login Setup  
2.2 Set Up Multi-Factor Authentication  
2.3 Sign In  
5

3 **BASIC NAMING SERVICES PORTAL TERMINOLOGY**  
7

4 **ACCOUNT SEARCH**  
8

5 **PERSONA (REGISTRY/REGISTRAR/CZDS) SELECTION**  
9

6 **USER ACCOUNT MANAGEMENT**  
10

6.1 Home  
6.2 My Info  
6.3 Document Library  
6.4 Support  
6.5 Logout  
10

7 **THE NAMING SERVICES PORTAL TABS**  
12

8 **CASES TAB**  
13

8.1 Cases Subtabs  
8.2 List Views  
8.3 Status Descriptions  
13

9 **TLDS TAB**  
15

9.1 Detail Subtab  
9.2 Related Subtab  
9.3 TLD Roles Subtab  
9.3.1 View All Contacts  
9.3.2 Add a New Contact to Your Account or Update Contact Information  
9.3.3 Update TLD Roles  
9.3.4 Add a Credentialed User to Your Account  
9.4 Additional WHOIS Fields Subtab  
9.5 EPP Extensions Subtab  
9.6 Action Buttons  
9.6.1 Edit  
9.6.2 EPP Credentials  
15
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.6.3</td>
<td>RRI DEA Credentials</td>
</tr>
<tr>
<td>9.6.4</td>
<td>RRI Ry Credentials</td>
</tr>
<tr>
<td>9.6.5</td>
<td>ZFA AXFR Information</td>
</tr>
<tr>
<td>9.6.6</td>
<td>URS Credentials</td>
</tr>
<tr>
<td><strong>10</strong></td>
<td><strong>NEW CASE TAB</strong></td>
</tr>
<tr>
<td>10.1</td>
<td>General Inquiry Cases</td>
</tr>
<tr>
<td>10.1.1</td>
<td>Complete a General Inquiry Case</td>
</tr>
<tr>
<td>10.1.2</td>
<td>Update or Provide New Information to a Submitted General Inquiry Case</td>
</tr>
<tr>
<td>10.1.3</td>
<td>Expedite a General Inquiry Case</td>
</tr>
<tr>
<td>10.2</td>
<td>Service Request Cases</td>
</tr>
<tr>
<td>10.2.1</td>
<td>Complete a Service Request Case</td>
</tr>
<tr>
<td>10.2.2</td>
<td>Update or Provide New Information to a Submitted Service Request Case</td>
</tr>
<tr>
<td>10.2.3</td>
<td>Copy a Service Request Case</td>
</tr>
<tr>
<td>11</td>
<td>APPLICANT ACCOUNTS</td>
</tr>
<tr>
<td>12</td>
<td>HELPFUL LINKS</td>
</tr>
<tr>
<td>13</td>
<td>APPENDIX - DESCRIPTION OF ROLES</td>
</tr>
</tbody>
</table>
About

This guide pertains to the ICANN organization’s Naming Services portal for Registries, Version 2.2.

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 10.1, General Inquiry Cases) 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.

1.1 About this Guide

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.
### 3 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, such as a registry operator.</td>
</tr>
<tr>
<td>Contact</td>
<td>The individual associated with one or more accounts.</td>
</tr>
<tr>
<td>Credentialed User or User</td>
<td>A person that has Naming Services portal login credentials issued by ICANN for one or multiple accounts. To add a new user, open a general inquiry case (see Section 10.1.1, Complete a General Inquiry Case).</td>
</tr>
<tr>
<td>List View</td>
<td>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).</td>
</tr>
<tr>
<td>Role</td>
<td>A set of responsibilities assigned to a contact or user for a TLD (e.g., Billing Contact, Emergency Contact, or Registry Primary Contact).</td>
</tr>
<tr>
<td>Subtab</td>
<td>The navigation groups under a main tab or within a case.</td>
</tr>
<tr>
<td>Tab</td>
<td>Used to navigate between objects in the Naming Services portal (e.g., Home, Cases, TLDs, My Info, Document Library, New Case).</td>
</tr>
</tbody>
</table>
4 Account Search

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.
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.

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.

- **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 and My Email Addresses](image)

  **Note**: You cannot update the information in **My Accounts** or **My Email Addresses**. To make any changes, see Section 10.1.1, Complete 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.

Note: Applicant accounts only have two tabs and the Home icon. See Section 11, Applicant Accounts for more information.

Click the main account name to view its details. You cannot edit the details on this page. Submit a new case (see Section 0,
New Case Tab) to change the information.

<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. Cases are the primary means of communication between you and the ICANN org. This tab displays all cases related to your account and TLDs.</td>
</tr>
<tr>
<td>TLDS</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>To view all cases (service requests and general inquiries) related to a TLD, click TLDS &gt; desired TLD &gt; Related &gt; Associated Cases.</td>
</tr>
<tr>
<td></td>
<td>This tab is not available on Applicant Accounts (see Section 11, Applicant Accounts for more information).</td>
</tr>
<tr>
<td>New Case</td>
<td>Submit a general inquiry case or service request case for your TLD.</td>
</tr>
</tbody>
</table>
8 Cases Tab

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

- **General inquiry** cases (default) are for any general questions, account maintenance, or to report problems. See Section 10.1, General Inquiry Cases for more information.

  **Note:** This is the only option available for applicant accounts.

- **Service request** cases 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). See Section 10.2, Service Request Cases, for more information.

  Applicat accounts cannot create service requests.

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.

8.1 Cases Subtabs

Subtabs are the navigation groups under a main tab or within a case.

<table>
<thead>
<tr>
<th>Subtab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions</td>
<td>This subtab only appears in service request cases. 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.</td>
</tr>
<tr>
<td>Details</td>
<td>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.</td>
</tr>
<tr>
<td>Related</td>
<td>Displays related information pertaining to the case, such as associated TLDs, files, any related cases, and all email correspondence.</td>
</tr>
<tr>
<td>Comments</td>
<td>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.</td>
</tr>
</tbody>
</table>
8.2 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.

8.3 Status Descriptions

Cases are assigned statuses, defined below.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>After you complete all the information and click Submit, the case status changes to New.</td>
</tr>
<tr>
<td>Not Submitted</td>
<td>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.</td>
</tr>
<tr>
<td>ICANN – In Progress</td>
<td>The ICANN org has taken ownership of the case and is working on it.</td>
</tr>
<tr>
<td>Re-Open Requested</td>
<td>A general inquiry case goes into re-open requested status when a credentialed user adds a comment to a closed case. Users can decide they want to take from here. This status does not apply to service request cases.</td>
</tr>
<tr>
<td>Requester Action Required</td>
<td>The ICANN org is requesting information or is requiring action from you.</td>
</tr>
<tr>
<td>Canceled</td>
<td>Either you or the ICANN org has canceled the case.</td>
</tr>
<tr>
<td>Closed</td>
<td>Case has been resolved and closed.</td>
</tr>
</tbody>
</table>
9 TLDS Tab

The TLDS 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 is only seen during an Assignment or Material Subcontracting Arrangement (MSA) Change.

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

9.1 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 onboarding information for a delegated TLD. For more information on action buttons, see Section 0,
9.2 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.

9.3 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 9.3.3, 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 9.3.4, Add a Credentialed User to Your Account.
9.3.1 View All Contacts

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

1. From the left Accounts column, click the account.

2. On the next screen, click the account name under Case Summary Totals.

3. Click the Related subtab to see all contacts.

Submit a general inquiry case (see Section 10.1.1, Complete a General Inquiry Case) to remove outdated contacts from the account.

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

Create a general inquiry case (see Section 10.1.1, Complete 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.

9.3.2.1 Criteria for Contacts

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

<table>
<thead>
<tr>
<th>Required</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name, Last Name, Address*, City, ZIP/Postal Code, Country,</td>
<td>Mobile Number and Country Code, Position/Title,</td>
</tr>
<tr>
<td>Primary Phone Number and Country Code, Email Address</td>
<td>State/Province/Region</td>
</tr>
</tbody>
</table>

* 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 13,
Appendix - Description of Roles.

9.3.3 Update TLD Roles

You can only change roles for existing contacts. To add a new contact to your account, see Section 9.3.2, Add a New Contact to Your Account. 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, and
- Registry Primary Contact

To change these roles, submit a general inquiry case (see Section 10.1.1, Complete 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.

9.3.4 Add a Credentialed User to Your Account

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 9.3.3, Update TLD Roles.

Only Registry Primary Contacts can request additional credentialed users for the account.

9.4 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 10.2.1, Complete a Service Request Case.

### 9.5 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 provide information about implemented EPP Extensions.
9.6 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 will NOT be available when the ONBIR status is set to Approved for the TLD.

List of action buttons:
- Edit
- EPP Credentials
- RRI DEA Credentials
- RRI Ry Credentials
- ZFA AXFR Information
- URS Credentials

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.

9.6.1 Edit

Click Edit to change the onboarding details for a delegated TLD. This is the only method to change ONBIR. ONBIR service request cases can only be created for non-delegated TLDs.

CENTRALIZED ZONE DATA SERVICE (CZDS)

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>CZDS Username</td>
<td>The CZDS username of the person designated as the CZDS Primary Contact.</td>
<td>Yes</td>
</tr>
<tr>
<td>CZDS Email</td>
<td>Email account as registered for the user account in CZDS.</td>
<td>No</td>
</tr>
<tr>
<td>CZDS Method</td>
<td>Method for third-party access to zone data. Select one:</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**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.

**ZONE FILE ACCESS (ZFA)**

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZFA Method</td>
<td>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.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**ZFA SFTP CREDENTIALS**

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZFA SFTP Username</td>
<td>Username that ICANN will use to log into the ZFA SFTP server.</td>
<td>Only if sftp is selected as the ZFA Method</td>
</tr>
<tr>
<td>ZFA SFTP Server</td>
<td>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.</td>
<td>Only if sftp is selected as the ZFA Method</td>
</tr>
<tr>
<td>ZFA SFTP Port</td>
<td>Port number for ICANN to use to connect to the ZFA SFTP server. Standard default is 22.</td>
<td>Only if sftp is selected as the ZFA Method</td>
</tr>
<tr>
<td>ZFA SFTP File Location</td>
<td>Location in the server where the zone files will be made available.</td>
<td>Only if sftp is selected as the ZFA Method</td>
</tr>
</tbody>
</table>
ZFA AXFR INFORMATION

To update ZFA AXFR credentials, use the ZFA AXFR Information action button in the top right, or see Section 0,
ZFA AXFR Information.

THIN BULK REGISTRATION DATA ACCESS (BRDA)

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRDA Username</td>
<td>Username to be used by ICANN to log into the BRDA SFTP server.</td>
<td>Yes</td>
</tr>
<tr>
<td>BRDA Server</td>
<td>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).</td>
<td>Yes</td>
</tr>
<tr>
<td>BRDA Port</td>
<td>Port number to be used by ICANN to connect to the BRDA SFTP server. Standard default is 22.</td>
<td>Yes</td>
</tr>
<tr>
<td>BRDA File Location</td>
<td>Location in the server where the BRDA files will be made available.</td>
<td>No</td>
</tr>
<tr>
<td>BRDA Day of the Week</td>
<td>The day of the week (Monday to Thursday) that the bulk Thin Registration Data file should be retrieved.</td>
<td>Yes</td>
</tr>
<tr>
<td>BRDA Public Key</td>
<td>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).</td>
<td>Yes</td>
</tr>
</tbody>
</table>

URS INFORMATION (UNIFORM RAPID SUSPENSION)

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>URS PGP Public Key</td>
<td>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: gpg --armor --export &lt;email address&gt;.) If using RSA/DSA, the PGP key size must be at least 2048 bits. 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.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

SLA MONITORING INFORMATION (EPP)

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPP Server</td>
<td>The fully qualified domain name of your EPP server. For multiple EPP Server values, please provide a comma separated list.</td>
<td>Yes</td>
</tr>
<tr>
<td>EPP Port</td>
<td>Port number to be used by ICANN to connect to the EPP server.</td>
<td>Yes</td>
</tr>
<tr>
<td>EPP Monitoring Domain Name</td>
<td>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).</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**Question** | **Description** | **Required?**
---|---|---
**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

**9.6.2 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
9.6.3 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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td>The username is &lt;TLD&gt;_dea where &lt;TLD&gt; is your actual TLD. This value may not be changed.</td>
<td>Yes</td>
</tr>
<tr>
<td>Password</td>
<td>Password for the DEA user account in RRI. Password will not change if the field is submitted with an empty value.</td>
<td>Yes, only when submitting credentials for the first time</td>
</tr>
<tr>
<td>Whitelist IP Addresses</td>
<td>The IP (v4 or v6) address ranges in CIDR format of the DEA that will originate connections to the RRI. Multiple values may be provided as a comma separated list.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

9.6.4 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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td>The username is &lt;TLD&gt;_ry where &lt;TLD&gt; is your actual TLD. This value cannot be changed.</td>
<td>Yes</td>
</tr>
<tr>
<td>Password</td>
<td>Password for the registry operator user account in RRI. Password will not change if the field is submitted with an empty value.</td>
<td>Yes, only when submitting credentials for the first time</td>
</tr>
<tr>
<td>Whitelist IP Addresses</td>
<td>The IP (v4 or v6) address ranges in CIDR format of the registry operator that will originate connections to the RRI. Multiple values may be provided as a comma separated list.</td>
<td>Yes</td>
</tr>
</tbody>
</table>
9.6.5 ZFA AXFR Information

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

9.6.6 URS Credentials

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td>The username is &lt;TLD&gt;_ry where &lt;TLD&gt; is your actual TLD. This value cannot be changed.</td>
<td>Yes</td>
</tr>
<tr>
<td>Password</td>
<td>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.</td>
<td>Yes</td>
</tr>
</tbody>
</table>
10 New Case Tab

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

- **Alerts**
  - Requester Action Required – When action is required from the portal user.
  - Past Due – ICANN org has not responded within the required Service Level Target (SLT). No action is required from the user.

- **Legacy Case Number** – This field contains information only if a case was opened in the Global Domains Division (GDD) portal and migrated to the Naming Services portal while the case was still in the open status. Users can search the legacy case number to find the new case number in the Naming Services portal.

10.1 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 Service Level Target (SLT) of seven days.

10.1.1 Complete a General Inquiry Case

To open and submit a new general inquiry case:

1. In the New Case 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 in a popup window.

3. Enter the subject and description, select the relevant TLD(s) (optional), 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.
10.1.2 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.

3. When finished entering your comments and/or uploading your files, click Share.
10.1.3 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 request cases.* 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.
10.2 Service Request Cases

Service request cases 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 request cases.

A service request case 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.

10.2.1 Complete a Service Request Case

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

1. In the New Case tab, select Registry Services and click Next.

2. 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.

   **Note:** Click Download Case Request PDF to view and download the latest copy of this guide in a popup window.
3. Select one or more TLD(s) (if applicable) from the list and click Next.

4. Enter the information in the provided fields and click Next.

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

5. 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.

6. 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 10.2.2, Update or Provide New Information to a Submitted Service Request Case).

### 10.2.2 Update or Provide New Information to a Submitted Service Request 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. 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.
10.2.3 Copy a Service Request Case

The Copy Case button duplicates the service request from one TLD to another. *This function is available only for service request cases 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.
11 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 Case**.
- 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.
- Applicants cannot update their contact information in the **My Info** section. Create a new general inquiry case (see Section 10.1.1, Complete a General Inquiry Case) 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.
12 Helpful Links

- ICANN Contractual Compliance team: compliance@icann.org
- ICANN Global Support 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
## Appendix - Description of Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
<th>Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>24x7 Emergency Contact - Escalation 1</strong></td>
<td>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.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>24x7 Emergency Contact - Escalation 2</strong></td>
<td>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.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>24x7 Emergency Contact - Escalation 3</strong></td>
<td>If the 24x7 Emergency Contact Escalation 1 &amp; 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.</td>
<td>Yes</td>
</tr>
<tr>
<td>Abuse Contact</td>
<td>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).</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Backend Technical Service Provider Primary Contact</strong></td>
<td>The primary person that ICANN is authorized to contact for any backend technical service related issues.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Backend Technical Service Provider Secondary Contact</strong></td>
<td>The secondary point of contact authorized to engage with ICANN on behalf of the Backend Technical Service Provider Primary Contact.</td>
<td>Yes</td>
</tr>
<tr>
<td>Billing/Financial Primary Contact</td>
<td>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.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Billing/Financial Secondary Contact</strong></td>
<td>The secondary point of contact authorized to engage with ICANN on-behalf of the Billing/Financial Primary Contact.</td>
<td>No</td>
</tr>
<tr>
<td>Compliance Contact</td>
<td>The point of contact authorized to engage with ICANN for any compliance issues.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Data Escrow Agent Primary Contact</strong></td>
<td>The point of contact authorized to engage with ICANN for data escrow inquiries related to the DEA contracted by the registry operator.</td>
<td>Yes</td>
</tr>
<tr>
<td>Role</td>
<td>Description</td>
<td>Required?</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Data Escrow Agent Secondary Contact</td>
<td>The secondary point of contact authorized to engage with ICANN on behalf of the DEA Primary Contact.</td>
<td>No</td>
</tr>
<tr>
<td>Legal (Notice) Contact</td>
<td>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.</td>
<td>Yes</td>
</tr>
<tr>
<td>Media/Communications Contact</td>
<td>The point of contact that ICANN is authorized to contact for any media and communications inquiries.</td>
<td>No</td>
</tr>
<tr>
<td>Registry Primary Contact (RPC)</td>
<td>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.</td>
<td>Yes</td>
</tr>
<tr>
<td>Registry Secondary Contact</td>
<td>The secondary point of contact authorized to engage with ICANN on behalf of the Registry Primary Contact.</td>
<td>Yes</td>
</tr>
<tr>
<td>Technical Contact</td>
<td>The point of contact authorized to engage with ICANN for any technical issues including, but not limited to: Registry critical functions (Data Escrow, DNS, DNSSEC, EPP, and RDDS) Centralized Zone Data System/Zone File Access (CZDS/ZFA) Thin Bulk Registration Data Access (BRDA) Registry Reporting Interface (RRI) Uniform Rapid Suspension (URS) SLA Monitoring EPP Extensions IDN tables (if applicable) 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.</td>
<td>Yes</td>
</tr>
<tr>
<td>TMDB Contact</td>
<td>The person responsible for the Registry’s access to the Trademark Clearinghouse Sunrise &amp; Claims Database (TMDB) system.</td>
<td>No</td>
</tr>
<tr>
<td>URS - Backend Technical Service Provider</td>
<td>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 necessary.</td>
<td>Yes</td>
</tr>
<tr>
<td>Role</td>
<td>Description</td>
<td>Required?</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>URS - Registry Operator</td>
<td>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).</td>
<td>No</td>
</tr>
</tbody>
</table>

the backend technical service is in-house. If this service is outsourced to another provider, this may differ from the URS - registry operator.

Note: This contact is only required for registry operators on the New gTLD Registry Agreement and have the URS provision in their agreement.