1. **How will I access my account?**
   If you are a Primary Contact or a Group Admin and have never activated your account in the Naming Services portal, you will receive an activation email from ICANN. Please note, the link provided to activate your account will expire after seven days. If you miss this window, please contact Global Support at globalsupport@icann.org to receive another activation link.

   If you are already using the Naming Services portal, then nothing will change for you. Once logged in, select the Registrar persona* in the upper left corner to access the Registrar functions. (*only applicable if you are a user that has access to both Registrar and Registry or CZDS personas)

2. **What is the URL for the Naming Services portal?**
   [https://portal.icann.org](https://portal.icann.org). We recommend that you make this link a bookmark in your browser for future use.

3. **What is the preferred browser to use for the portal?**
   The recommended browser is the latest version of Google Chrome.

4. **Will I be asked for multi-factor authentication every time I log in?**
   Yes. For your protection, you will be prompted to enter both your username and password and a secondary form of authentication each time you log in. Secondary forms of identification include the Google Authenticator smart phone app, the OKTA Verify smart phone app, or an automated call to your mobile device.

5. **What is a Group Admin and how do I change it?**
   A Group Admin is the primary contact for several registrars. To change the Group Admin, refer to the instructions on the Registrar Contact Updates page.

6. **Who has access to the Naming Services portal?**
   At launch, group admins and primary contacts will have access. Primary contacts can request that other users are granted access to the Naming Services portal.

7. **Can additional users gain access to the new portal?**
   Any user authorized by the registrar Primary Contact or Group Admin can gain access to the new Naming Services portal. To authorize new users, please refer to the instructions on the Registrar Contact Updates page.

8. **How do I change the Primary Contact for my registrar?**
   To change the Primary Contact, follow the instructions on the Registrar Contact Updates page.

9. **What happens to the current RADAR system? Is RADAR still the authoritative system of record?**
The legacy RADAR system is now retired and replaced with the Naming Services portal, which will be the authoritative system of record going forward.

10. **What happens to my historical data in the RADAR system?**
    All historical data will be migrated from the legacy RADAR system to the new Naming Services portal.

11. **Where can I provide Registrar Information Specification (RIS) information?**
    Please follow the instructions on the Registrar Contact Updates page.

12. **How often is the list of Contractual Compliance tickets updated?**
    The list of Contractual Compliance tickets is updated every Sunday between 01:00 and 04:00 UTC based on the information in ICANN’s Contractual Compliance ticketing system.

13. **How do I reset my password and/or two-factor authentication?**
    Click your user icon (your name) in the top right and click on Support, and you will find instructions for resetting your password and changing your two-factor authentication.

    If you cannot access the portal (lost or new mobile device, computer, etc.) and need to reset your two-factor authentication, please contact Global Support at globalsupport@icann.org.

14. **What if I forget my password to the portal?**
    Click Forgot Your Password? on the login page to receive an email to reset your password.

15. **I can't login using two-factor authentication because I lost access to my old email/mobile phone and I haven't updated the NSp to include my new email/mobile phone. What do I do?**
    To change the contact information, follow the instructions on the Registrar Contact Updates page.

16. **Where can I find documents to help me use the system?**
    Click your user icon (your name) in the top right and click on Documents Library to find:
    - Naming Services portal User Guide for Registrars
    - FAQs
    - Demo Recording

17. **How do I report bugs/issues?**
    Send an email to globalsupport@icann.org.

18. **Whom should I contact if I need assistance?**
    Send an email to globalsupport@icann.org.