_____

From: ICANN Global Support <noreply-globalsupport@icann.org>
Date: Thursday, September 14, 2017 at 5:07 PM
Subject: Transition to the Naming Services Portal for New gTLD Applicants

Dear [First Name Last Name],

As communicated on 6 September 2017, the ICANN organization is replacing the Global Domains Division (GDD) and New gTLD Applicant portals. The new Naming Services portal will streamline the way you conduct business with ICANN as a new gTLD applicant and/or a registry operator.

On **21 September 2017 at 00:00 UTC**, ICANN plans to shut down the current portals and begin the transition to the Naming Services portal. Once the transition to the Naming Services portal begins, ICANN will be _unable to accept requests and inquiries_ until the transition is complete. **In between the shutdown of the Applicant portal and the launch of the Naming Services portal, all New gTLD services for applicants will be suspended to maintain data integrity.** Incoming emails will be queued and delivered to ICANN once the Naming Service portal has been activated. We appreciate your waiting to submit new service requests until the Naming Services portal has been activated. We apologize for any inconvenience this may cause and thank you for your understanding and cooperation.

Access to the new portal is planned for **25 September 2017.** An activation email will be sent to each application primary contact with instructions for account registration and activation. At this time, you will be required to setup a new password with two-factor authentication. **The activation email will expire in seven days.**

Please note the username for new gTLD applicants will differ from registry operators. New gTLD usernames will consist of the applicant primary contact's email address appended with the abbreviation for application (email address + ".app"). Registry operator usernames will not be appended in this manner. There are some differences between the interface for registry operators and applicants.

When logged into your application profile in the Naming Services portal, you will no longer see your application information. However, you will have access to historical cases and be able to create new general inquiry cases. All questions and service requests pertaining to your application should be made as general inquiry cases.

As noted above, application information will not be available in the Naming Services portal. Should you wish to download a copy of your application before the Application portal is replaced, you can do so by navigating to your application and selecting the 'Download Application' button before **21 September 2017 at 00:00 UTC.**

We invite you to attend either of the upcoming webinars, which will be held on 20 September 2017 at 00:00 - 01:30 Coordinated Universal Time (UTC) and 17:00 - 18:30 UTC (time zone support here).

- *Join via Adobe Connect*
- *View Dial-In Information*
- *Participant Code: 1429847649*

The webinars will be recorded and made available on icann.org. These webinars will provide information about the Naming Service portal and other key activities, including:

- *How to access the new portal*
- *Features and functionality of the new portal*
- *Changes to expect after the new portal is available*

If you have any questions, please contact Global Support.

Kind Regards,

Neeraj Sood
Sr. Manager, ICANN Product Management