

Wednesday, September 6, 2017 at 5:39 PM

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**From:** ICANN Global Support <[noreply-globalsupport@icann.org](mailto:noreply-globalsupport@icann.org)>

**Date:** Wednesday, September 6, 2017 at 5:39 PM

**Subject:** Changes to the GDD Portal



Dear [Fist Name Last Name],

The ICANN organization is introducing a new portal to replace the Global Domains Division (GDD) and New gTLD Applicant portals (the portals). The new Naming Services portal will streamline the way you conduct business with the ICANN organization as a registry operator. The Naming Services portal was built with a focus on ease-of-use and increased security. The flexible and scalable architecture allows for ongoing improvements and increased efficiencies to better serve registries and in the future, all of ICANN's contracted parties.

The Naming Services portal will include the following community-requested features:

- *Improved security with two-factor authentication*
- *Support for multiple portal users*
- *Centralized, on-line forms for change and service requests*
- *Improved user experience*
- *Real-time visibility for case status*

The ICANN organization will hold two identical webinars on **20 September 2017** to accommodate both Eastern and Western Hemispheres, 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](http://icann.org). These webinars will provide information about the Naming Service portal and other key activities, including:

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

On **21 September 2017 at 00:00 UTC**, the ICANN organization plans to shut down the current portals and begin the transition to the Naming Services portal. Data from the old portals will be extracted and loaded to the new portal – a process which is anticipated to take three to four days,

given the volume and change in data architecture. Access to the new portal is planned for **25 September 2017. In between these two dates, all GDD services for registry operators will be suspended to maintain data integrity.** Requests received before the GDD Portal shutdown will continue to be accepted and processed while the transition to the Naming Services portal is underway. More information about the transition will be provided in the coming weeks. We apologize for the inconvenience this may cause and appreciate your understanding.

Kind Regards,

Russ Weinstein  
Director, Registry Services and Engagement