

# ICANN Naming Services Portal User Guide for Registrars

Version 4.2

ICANN Engineering & IT Team  
13 July 2023



## TABLE OF CONTENTS

<b>1 NAVIGATION</b>	<b>3</b>
<b>1.1 Tabs</b>	<b>3</b>
<b>1.2 Account Search and Global Search</b>	<b>4</b>
<b>1.3 Accounts Column</b>	<b>4</b>
<b>1.4 Account Details</b>	<b>4</b>
<b>1.5 List Views</b>	<b>6</b>
<b>2 HOME/LANDING PAGE AND DASHBOARD</b>	<b>7</b>
<b>2.1 Compliance Dashboard</b>	<b>7</b>
<b>3 CASES TAB</b>	<b>8</b>
<b>3.1 Cases Subtabs</b>	<b>8</b>
<b>3.2 Case Status Descriptions</b>	<b>9</b>
<b>3.3 Compliance Status Descriptions</b>	<b>9</b>
<b>4 IANA IDs TAB</b>	<b>10</b>
<b>4.1 Detail Subtab</b>	<b>10</b>
<b>4.2 Related Subtab</b>	<b>11</b>
<b>4.3 IANA Roles Subtab</b>	<b>11</b>
<b>4.4 Buttons</b>	<b>12</b>
4.4.1 Edit	12
4.4.2 Manage RDAP URL	12
<b>5 NEW REQUEST TAB</b>	<b>13</b>
<b>6 TRANSFER DETAILS TAB</b>	<b>14</b>
<b>6.1 Download Action Button</b>	<b>14</b>
<b>6.2 Filter Action Button</b>	<b>14</b>
<b>7 ICANN WHOIS Tab</b>	<b>15</b>
<b>8 HELPFUL LINKS</b>	<b>16</b>

# Introduction

[The Naming Services portal](#) (NSp) is the official platform for information exchange between ICANN and contracted parties (registry operators and registrars). The NSp for registrars replaces the former RADAR system. The new portal has multi-factor authentication for increased security. ICANN recommends that all contracted parties use and implement multi-factor authentication in their systems.

The NSp is not only a communication tool but also a platform where contracted parties can submit requests, view various information such as contacts and technical information that was provided to ICANN, and respond to requests from ICANN, among other information exchanges.

Contracted parties can also monitor and reply to contractual compliance cases within the NSp. The portal includes a dashboard which groups each contracted party's compliance cases in three different categories: action type, status, and complaint type (e.g., Abuse, Data Escrow or Transfer).

Contracted parties are encouraged to use this platform for unofficial information exchanges to ask questions and receive support about various topics from ICANN. By submitting a question through a General Inquiry Case with relevant information, contracted parties can ensure that their question will be answered quickly by ICANN Global Support or directed to an ICANN expert.

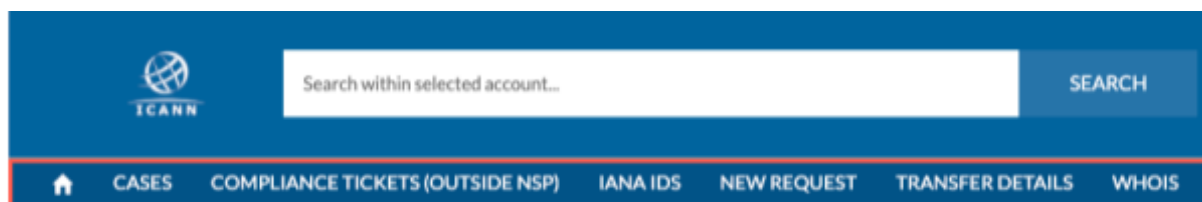
For details on how to log in to the Naming Service portal please reference the [NSp Quick Start Guide for Registries and Registrars](#).

If a portal user loses access to the NSp, they can submit a General Inquiry case by sending an email to [globalsupport@icann.org](mailto:globalsupport@icann.org) from the email address that is in ICANN's records for the portal user.

## 1 Navigation

### 1.1 Tabs

The landing page contains the home icon and six tabs: **Cases**, **Compliance Tickets (Outside NSp)**, **IANA IDs**, **New Request**, **Transfer Details**, and **WHOIS**.



Tabs

## 1.2 Account Search and Global Search

The NSp contains two search bars. The far-left column contains a search panel that returns information for the accounts selected in that column. This is different from the global search bar at the top of the screen, which searches all Internet Assigned Numbers Authority (IANA) details, compliance tickets, and documents within the selected account on the left.

The screenshot displays the ICANN NSp interface. At the top, there is a blue header with the ICANN logo and a 'Global Search' input field with a 'SEARCH' button. Below the header is a navigation bar with links for 'CASES', 'COMPLIANCE TICKETS(OUTSIDE NSP)', 'IANA IDS', 'NEW REQUEST', 'TRANSFER DETAILS', and 'WHOIS'. The main content area shows 'IANA Detail 565-Detail-LXGYAS' with a table of account information:

Status	Registrar Name	RAA Effective Date	RDEA Effective Date	Account Manager
Active	Kr Rr			Karthika Marati

Below the table, there are radio buttons for 'Registry', 'Registrar' (selected), 'Applicant (Ry)', and 'CZDS'. To the left, under 'ACCOUNTS', there is a search bar labeled 'Account Search' and a list of accounts: 'Kr Rr grp' and '565'. The '565' account is highlighted. To the right, under 'DETAIL', there are tabs for 'DETAIL', 'RELATED', and 'IANA ROLES'. The 'DETAIL' tab is active, showing 'General Information' and 'Technical Details' sections. A red box highlights the 'Global Search' input field and the 'SEARCH' button, with a red box containing the following text:

To use global search:

1. Select an account on the left.
2. Click inside the Global Search box, type your search terms, and click **Search**

Global search encompasses IANA details, compliance tickets and all documents

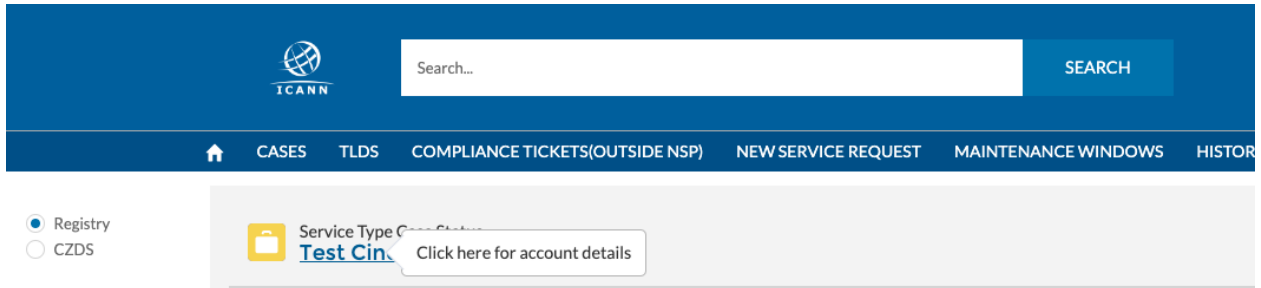
## 1.3 Accounts Column

Portal users can access all accounts displayed in the far-left column. Each account contains at least one corresponding IANA detail.

Once you have selected the account, click the IANA detail to view its information.

## 1.4 Account Details

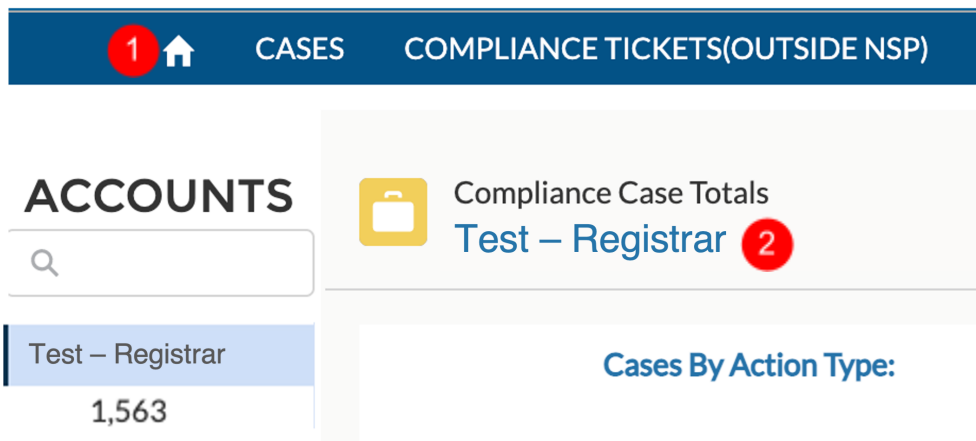
Click on the Account name under the Service Type Requests to view the account summary. There are two subtabs:



- **Detail** – It has the following fields:
  - a. Engagement Manager – ICANN contact for the account
  - b. Account Name – Name of the account
  - c. Cross-Ownership Interests – If checked, indicates that the account has cross-ownership with other entities.

Click on the Update Account button on the top right to update these fields:

- d. **Invoice Delivery Method** – choose whether your invoices are delivered by email only, print only, or both. The default setting is email only.
  - e. **Invoice Grouping** – choose whether multiple invoices are combined into a single file or emailed individually.
- **Related** – provides information on contacts associated with the account, their level of access, and any shared files. Users can also download and view the files.



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

- To change invoicing preferences:**
1. Click **Home**.
  2. In the case dashboard, click the account name.
  3. Click **Update Account**.
  4. Check the box under **Group invoicing** if you would like all invoices for the account delivered

### Update Account

---

\*Account Name

Group Invoicing  4

\*Invoice Delivery Method

--None--

✓ Email Only Email Only 5

Print Only

Both Email and Print 6

---

## 1.5 List Views

A list view is a predefined group of records. Click the **List View** drop-down arrow “▼” to filter cases based on status.

**Cases**  
**Open Cases-Requester Action Required** ▼

0 items

**RECENT LIST VIEWS**

- All Cases Open
- All Cases Updated Within Last 7 Days
- Closed Cases-Closed Within Last 30 Days
- COMP Open Cases - ICANN Action Req

## 2 Home/Landing Page and Dashboard

The landing page is a dashboard that gives you quick access to your compliance cases.

Click **Home** at any time to view your case summaries.

The screenshot shows the ICANN Compliance Case Dashboard for the account 'Test Internet - 1'. The dashboard is divided into three main sections: 'Cases By Action Type', 'Open Cases By Status', and 'Open Cases By Complaint Type'. On the left, there are navigation options for 'Registry', 'Registrar', 'Applicant (Ry)', and 'CZDS', with 'Registrar' selected. Below these are 'ACCOUNTS' with a search bar and a list of accounts, including 'Test Internet 1' which has 83 cases. The main content area shows the following data:

Cases By Action Type:		Open Cases By Status:		Open Cases By Complaint Type:	
Open Cases - Requester Action Required	2	Suspension	0	Abuse	1
Open Cases - ICANN Action Required	4	2nd Notice	0	Registrar Data Escrow	0
All Cases Updated Within Last 7 Days	0	1st Notice	0	Generic Registrar	0
Closed Cases-Closed Within Last 30 Days	0	Breach	0	Domain Suspension	0

### 2.1 Compliance Dashboard

The landing page is a dashboard for the selected account on the left that groups your compliance cases in three different categories: action type, status, and complaint type. Click the desired hyperlink within each category to see all cases in that filter.

**Cases by 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 more information about compliance case statuses, 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:

- |                           |                                  |
|---------------------------|----------------------------------|
| Abuse Contact             | Generic Registrar                |
| Audit                     | Domain                           |
| BRDA                      | Suspension                       |
| Bulk ZFA                  | Privacy/Proxy                    |
| Code of Conduct           | URS                              |
| Generic Registry          | Registrar Data Escrow            |
| Registration Data         | Registrar Fees                   |
| Disclosure of gTLD        | Registration Data Inaccuracy     |
| Registration Data         | Registration Data (Service Down) |
| Domain Renewal/Redemption | Transfer                         |

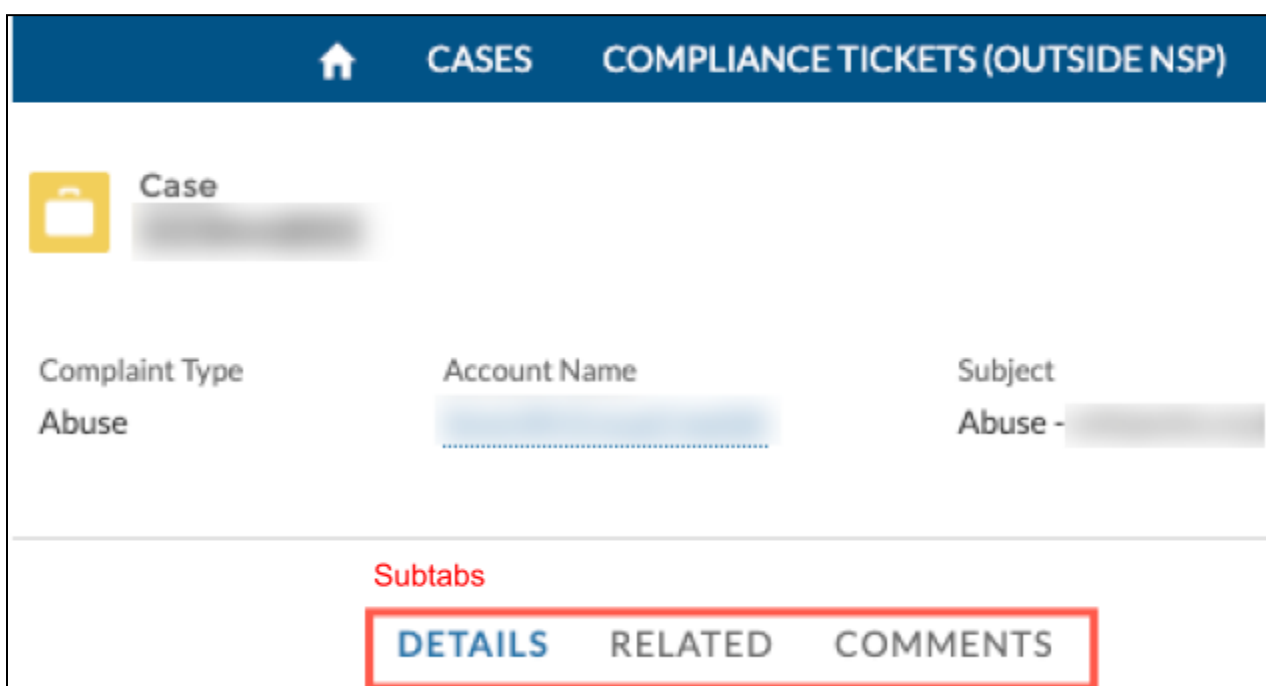
## 3 Cases Tab

The **Cases** tab displays all of your compliance cases for the account grouped into pre-defined list views. Click (🔍) search for a particular view or to see all available list views. Click on the case to view all the details regarding the case.

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.

### 3.1 Cases Subtabs

Information about the case is organized into subtabs, which are the navigation groups under a main tab. Compliance cases have three subtabs, defined below.



Subtab	Description
<b>Detail</b>	Contains the information about the complaint (e.g., the case number, the case reporter, summary, status, type of contracted party, etc.).
<b>Related</b>	Displays information pertaining to the case (e.g., history of the domain, complaint categories, related files).
<b>Comments</b>	<b>This is the main area for registrars to interact with ICANN org's Contractual Compliance team.</b> This section allows you to provide input on your case(s), ask questions, post a comment, request changes, and/or upload files.  If you reply to a case via email, the conversations are appended to its Comments section in the portal.



## 3.2 Case Status Descriptions

Each case is assigned a status, defined below.

Status	Description
<b>New</b>	After you complete all the information and click <b>Submit</b> , the case status changes to <b>New</b> .
<b>ICANN – In Progress</b>	ICANN org has taken ownership of the case and is working on it.
<b>Portal User Action Required</b>	ICANN org is requesting information or is requiring action from you.
<b>Canceled</b>	ICANN org has canceled the case.
<b>Closed</b>	Case has been resolved and closed.

## 3.3 Compliance Status Descriptions

Compliance cases have their own statuses, which are separate from the case status. For a description of all compliance statuses, visit

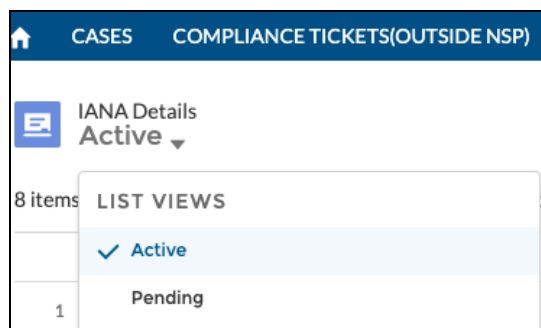
<https://www.icann.org/resources/pages/approach-processes-2012-02-25-en>.

The screenshot shows a web interface for 'Cases' with the title 'COMP Open Cases - Portal User Action Req'. It displays a table with 16 items, sorted by Alert and filtered by all cases. The table has columns for Alert, Case ID, Case Contact, Subject, Current Compliance Status, and Case Status. The 'Current Compliance Status' and 'Case Status' columns are highlighted with a red box. The 'Case Status' column is also highlighted in red in the header.

Alert ↑	Case ...	Case Contact	Subject	Current Compli...	Case 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

## 4 IANA IDs Tab

The **IANA IDs** tab contains technical and nontechnical registrar details. The two list views are **Active** and **Pending**. Click the specific IANA detail to view its information.



### 4.1 Detail Subtab

The **Detail** subtab contains general registrar information. You can change any fields that have a pencil icon on the right side. Some fields may not be editable but instead have an information icon. Hover over the icon for instructions on how to change the information.

**Note:** If your country does not use postal codes, check the box next to **No Billing Postal Code**. The portal contains rules to validate if you have this option. For example, registrars in the United States cannot check this box since the United States utilizes postal or ZIP codes.

#### SAVED VIEWING PREFERENCES FOR IANA DETAILS

The IANA details information is grouped into sections: General Information, Technical Details, Data Escrow Details.

Click “V” or “>” to the left of each section header to expand or collapse it.

The portal remembers your selections even after you sign out of the system. The next time you sign in or open another IANA detail, the sections will be expanded or collapsed as you last left them.

Status	Registrar Name	RAA Effective Date	RDEA Effective Date	Account Manager
Active	KR Rr	5/10/2023	5/11/2023	Karthika Marati

Registry  
 Registrar  
 CZDS  
 RDRS

**ACCOUNTS**

KR RrGrp  
 119  
 363  
 767

[DETAIL](#) | [RELATED](#) | [IANA ROLES](#)

**General Information** Expanded Section

Account Manager	IANA Detail
Miles Graham	767-Detail-KJNIAA
Registrar Name	Status
KR Rr	Active
Portal Access Group	
KR RrGrp	

**Technical Details** Collapsed Section

- > Data Escrow Details
- ∨ Contracts

RAA Effective Date	RDEA Effective Date
5/10/2023	5/11/2023

## 4.2 Related Subtab

The **Related** subtab contains any linked compliance tickets and files.

## 4.3 IANA Roles Subtab

The **IANA Roles** subtab allows you to assign different roles to contacts. Note that the roles can be modified only if the contacts exist in the account. For instructions on how to add new contacts to your account, visit the [Registrar Contact Updates page](#).

Some fields, such as the **Registrar Primary Contact**, are grayed out and cannot be modified. For instructions on how to update these fields, visit the [Registrar Contact Updates page](#).

To change a contact:

1. If an existing name is in the field, click “x” on the right of the contact field.
2. Type the first few letters of the name and a dropdown will display all matching results.
3. Select the desired contact name, and that contact will be placed in the role.

**Note:** If the contact has multiple email addresses, the same name will repeat with different email addresses. Make sure you select the contact with the correct email address.

4. Click **Save** at the bottom of the screen.

For a full description of all roles, please see the [Helpful Links](#) section below for instructions on retrieving roles descriptions from the Document Library in the Naming Service portal.

## 4.4 Buttons

### 4.4.1 Edit

The **Edit** button is in the upper right of each **IANA IDs** subtab. Clicking on **Edit** displays a popup window that allows you to update all editable fields at once. Fields that cannot be modified are read-only.

### 4.4.2 Manage RDAP URL

The **Manage RDAP** (Registration Data Access Protocol) **URL** button allows you to edit two fields under Technical Details:

- **Sponsored Domain for Testing** – the domain ICANN checks against.
- **RDAP Base URL** – address specifying the protocol, host, and port of the service.

Information in these fields follow a specific format:

- **Sponsored Domain for Testing** must only include the domain and TLD (e.g., nic.info).
- **RDAP Base URL** must start with “https://” and end with “/”.

Note that the **RDAP Base URL** field is required, but the **Sponsored Domain for Testing** field is not. Registrar portal users will not be able to make changes in the system until a value has been provided for each IANA ID.

Once you have entered information in both fields, click **Confirm** and the NSp performs two validations:

1. The RDAP base URL format is checked.
2. A set of tests designed by IANA to ensure that the supplied server is operational and conformant in providing an RDAP service.

Upon successful validation, the new information will automatically be saved. The validation checks for:

- RDAP Base URL Not Provided
- RDAP Base URL Not Found (domain does not exist)
- RDAP Base URL Not Formatted Correctly (correct format: <https://rdap.org/> )
- RDAP Base URL Formatted Correctly but Domain not Registered Under \* Base URL Provider. See:  
<https://int.iana.org/rdap/api/v1/validate?baseurl=https://rdap.org/&domain=aaaaa.bbbb>
- Domain Formatted Correctly (correct format: test.info) but RDAP Base URL not Formatted Correctly

## 5 New Request Tab

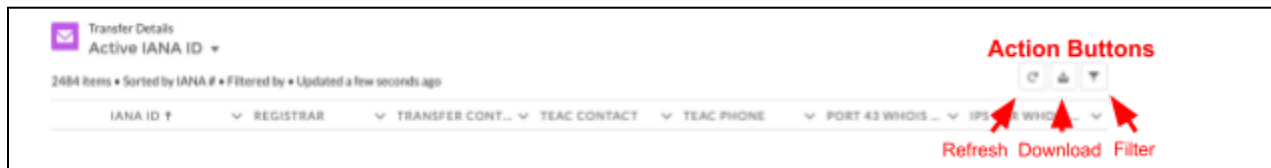
The **New Request** tab contains instructions on how to submit various new requests. These include how to perform bulk updates, change existing accreditation, manage contacts, change Data Escrow Agents (DEA), control portal access, and any other requests.

<p><b>Bulk Updates</b> To request a bulk update, email <a href="mailto:registrarupdates@icann.org">registrarupdates@icann.org</a>.</p>
<p><b>Changes to Existing Accreditation</b> For information on making changes to an existing ICANN-Accreditation, refer to: <a href="https://www.icann.org/resources/pages/updates-2012-02-25-en">https://www.icann.org/resources/pages/updates-2012-02-25-en</a>.</p>
<p><b>Contact Management</b> For information on how to add, remove, or edit contacts, update your registrar primary contact information, or notify ICANN of changes to information contained in the <a href="#">Registrar Information Specification</a>, refer to: <a href="https://www.icann.org/resources/pages/registrar-contact-updates-2015-09-22-en">https://www.icann.org/resources/pages/registrar-contact-updates-2015-09-22-en</a>.</p>
<p><b>Data Escrow Agent</b> For information on how to change your Data Escrow Agent or for contact information for your Data Escrow Agent, refer to: <a href="https://www.icann.org/resources/pages/registrar-data-escrow-2015-12-01-en">https://www.icann.org/resources/pages/registrar-data-escrow-2015-12-01-en</a>.</p>
<p><b>Portal Access</b> To request portal access for additional users, email <a href="mailto:globalsupport@icann.org">globalsupport@icann.org</a> from the registrar primary contact's credentialed email address.</p>
<p><b>Other Updates and Requests</b> For all other issues and requests, email <a href="mailto:registrar@icann.org">registrar@icann.org</a>.</p>

## 6 Transfer Details Tab

The **Transfer Details** tab allows you to view and download a list of all accredited registrars, domain transfer-related contact information, and transfer-related details. All information is read-only.

Within a list view, click each column header to sort the information.



Click the corresponding action button to refresh, download, or filter information.

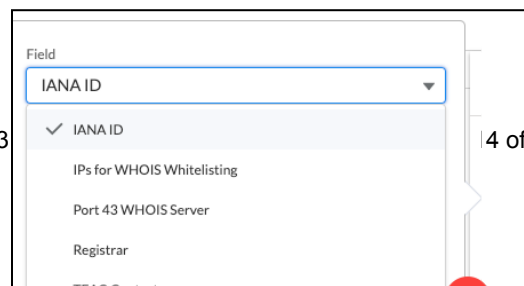
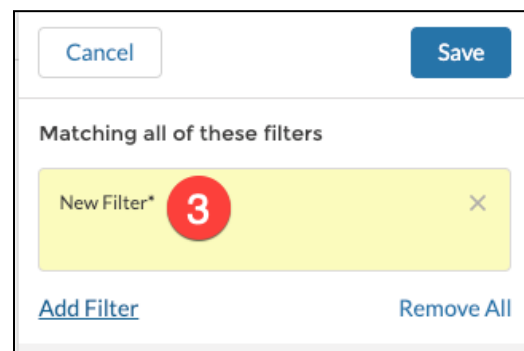
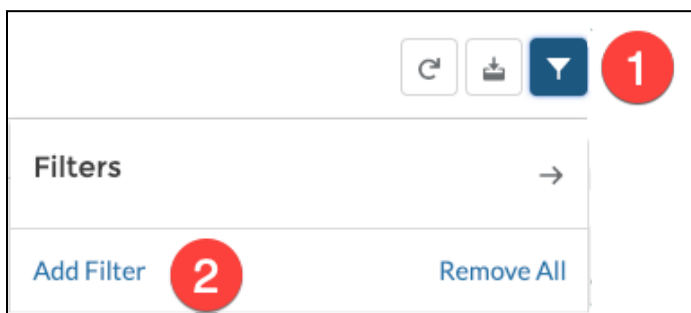
### 6.1 Download Action Button

Click **Download** to download a list of transfer-related contact information and details for ALL accredited registrars in either .csv or .xml format.

### 6.2 Filter Action Button

Click **Filter** (the funnel icon) to search for information under a specific heading or field (IANA ID, IPs for WHOIS Whitelisting, Port 43 WHOIS Server, Registrar, TEAC Contact, TEAC Phone, Transfer Contact) within a list view.

1. Click the funnel icon.
2. Click **Add Filter**.
3. Click inside the **New Filter\*** box.



4. Select the field you want to filter and the operator.
5. In the **Value** field, enter the search terms and click **Done**. You can create multiple filters to refine your results.

The list view automatically refreshes once you click **Done**.

## 7 ICANN WHOIS Tab

Clicking on the **WHOIS** tab redirects to ICANN org's [registration data lookup tool](#).

**ICANN | LOOKUP**

### Registration data lookup tool

Enter a domain name or an Internet number resource (IP Network or [ASN](#)) [Frequently Asked Questions \(FAQ\)](#)

By submitting any personal data, I acknowledge and agree that the personal data submitted by me will be processed in accordance with the ICANN [Privacy Policy](#), and agree to abide by the website [Terms of Service](#) and the [registration data lookup tool Terms of Use](#).

### About ICANN's registration data lookup tool

The ICANN registration data lookup tool gives you the ability to look up the current registration data for domain names and Internet number resources. The tool uses the Registration Data Access Protocol (RDAP) which was created as a replacement of the WHOIS (port 43) protocol. RDAP was developed by the technical community in the [Internet Engineering Task Force \(IETF\)](#).

RDAP has several advantages over the WHOIS protocol, including more secure access to data, a standardized and user-friendly format, support for

### A note about our privacy policies and terms of service:

We have updated our privacy policies and certain website terms of service to provide greater transparency, promote simplification, and align with recent changes in privacy laws applicable to us. [Learn more](#).

This site uses cookies to deliver an efficient user experience and to help us see how the site is used. [Learn more](#)

# 8 Helpful Links

Use the Document Library in the [Naming Service portal](#) to find important documentation, including [description of roles](#), important registrar resources, and the general operations handbooks for registrars. The documents can be found by selecting **All Registrars** in the list views.

