

ICANN Naming Services Portal Quick Start Guide for Registries and Registrars

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Introduction

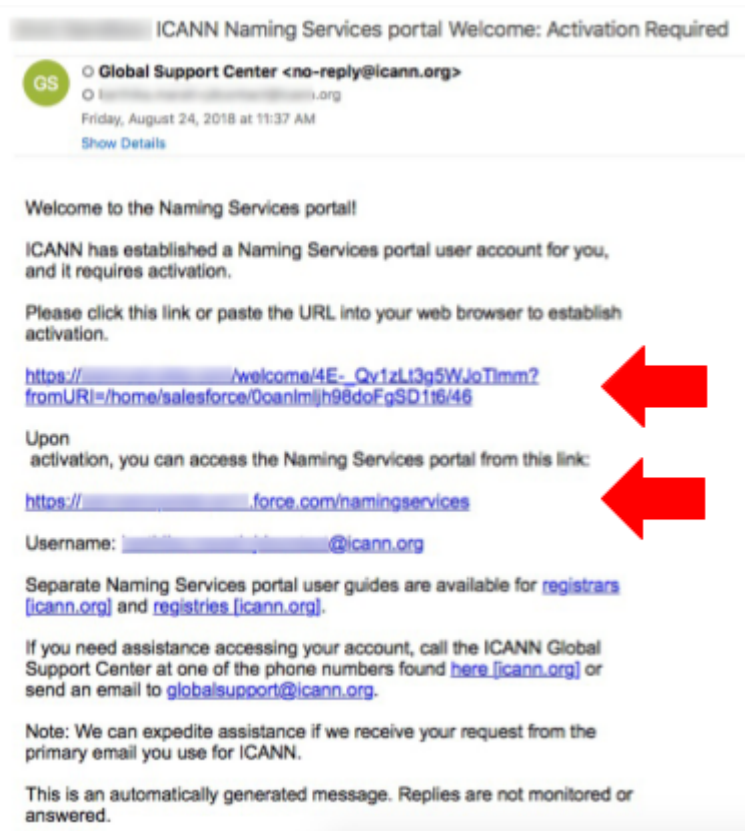
The Naming Services portal is an online service that streamlines the way contracted parties (registries and registrars) conduct business with ICANN organization. The system has been re-designed with a strong focus on flexibility, security, and scalability for a better user experience.

1 Log into the Naming Services portal

1.1 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 sample.

1. Click the embedded activation link to set up your password with multi-factor authentication.
2. Bookmark <https://portal.icann.org> to log directly into the portal.

1.2 Set Up Multi-Factor Authentication

After you have clicked the link in Step 1 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 to set it up. You can choose from three options:
 - Google Authenticator
 - Okta Verify
 - Voice Call Authentication
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.

Once you are set up, 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 site.

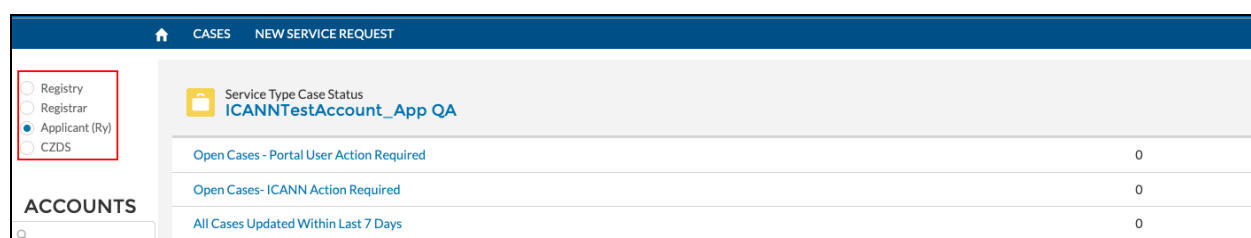
1.3 Sign In

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.

2 Persona (Registry/Registrar/CZDS) Switcher

If your user has Registry, Registrar, Applicant, 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 detailed instructions on how to use NSp for registrars, visit: <https://www.icann.org/resources/pages/nsp-registrars-2018-03-26-en>.

For detailed instructions on how to use NSp for registry operators, visit: <https://www.icann.org/resources/pages/nsp-registry-operators-2020-08-04-en>

For detailed instructions on how to use the CZDS portal and the CZDS User Guide for Registries, visit: <https://www.icann.org/resources/pages/czds-2014-03-0>

3 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 when you click on My Info displays your primary email, primary phone number, and secondary phone number.

3.1 Home

Directs you to the Naming Services portal home page.

3.2 My Info

Lists your primary email and phone number. You can also view any related email addresses and accounts.

My Accounts – Displays all accounts the user can access (Registry, Registrar, CZDS).

My Email Addresses – Lists the different email addresses tied to an account.

Note: You cannot update the information in **My Accounts** or **My Email Addresses**. Create a new case to make any changes.

3.3 Document Library

View and download documents common to all portal users (e.g., the Naming Services Portal User Guide for Registrars, Important Resources for Registry Operators, Frequently Asked Questions, etc.). Select the appropriate list view to see all documents relevant to that group (e.g., registrar documentation is under the **All Registrars** and registry documentation is under the **All Registries** list view).

3.4 Support

Provides access to the Global Support Center telephone numbers and the option to change your account settings (password, type of multi-factor authentication).

3.5 Logout

Choose this option when you are finished with your session to securely exit the portal.

4 Naming Services portal Terminology

The following terms are used in the Naming Services portal.

Term	Description
Account	Company or organization, such as a registry operator.
Contact	The individual associated with one or more accounts.
Credentialed User or User	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 12.1.1, Create a General Inquiry Case).
List View	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).
Role	A set of responsibilities assigned to a contact or user for a TLD (e.g., Billing Contact, Emergency Contact, or Registry Primary Contact).
Subtab	The navigation groups under a main tab or within a case.
Tab	Used to navigate between objects in the Naming Services portal (e.g., Home, Cases, TLDs, New Case).

5 Add a Credentialed User to Your Account

5.1 Registries

Only Registry or Registrar Primary Contacts can request credentialed users to be added to the account. Send an email from the primary email to globalsupport@icann.org, and ICANN org's Global Support Team will reply with the information needed to process the request.

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 cases.
- Managing roles and contacts.
- Viewing all cases including attachments, emails, and comments related to cases.
- Viewing IANA ID or TLD details.

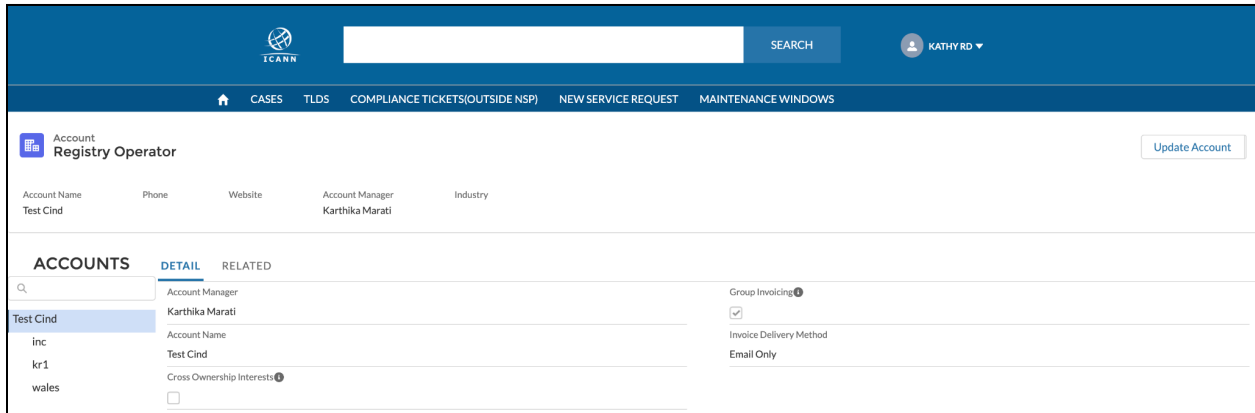
Click on the account name in either of the dashboards on the home screen. There are two subtabs under Registries.

- **Detail** – Includes the following fields.
 - a. **Account Manager** - ICANN contact for the account
 - b. **Account Name** - Name of the account

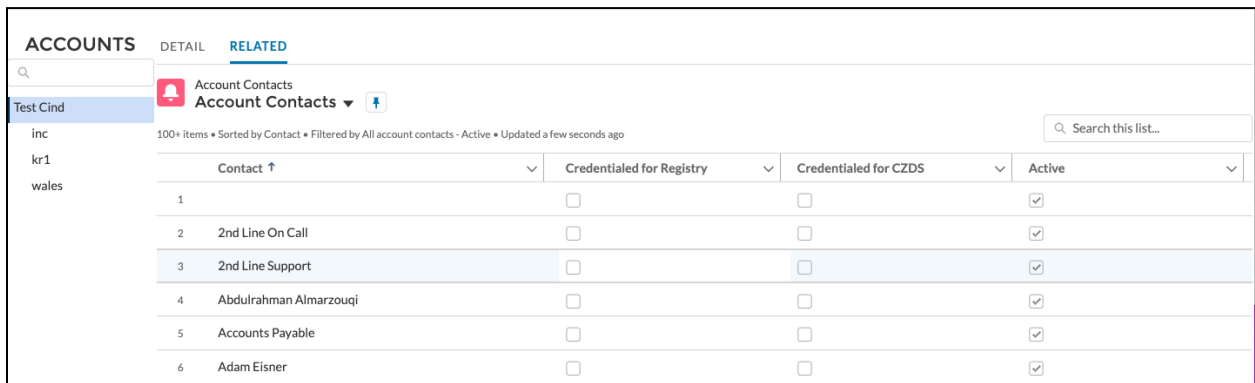
- c. **Cross-Ownership Interests** - If checked, indicates that the account has cross-ownership with other entities.

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.



- o **Related** – Provides information on contacts associated with the account and their level of access. This is where you can check which contact is active and credentialed.



5.2 Registrars

Click on the account name in the Compliance Case dashboard on the home screen to view the account summary. There are three subtabs under Registries.

- o **Detail** – Includes the following fields.
 - a. **Account Name** - Name of the account.

The screenshot displays the 'IANA Detail' page for the account '565-Detail-LXGYAS'. At the top, there are buttons for 'Edit' and 'Manage RDAP URL'. Below this, a table lists account details: Status (Active), Registrar Name (Kr Rr), RAA Effective Date, RDEA Effective Date, and Account Manager (Karthika Marati). A prominent orange warning banner states: 'RDAP Base URL Missing. Please provide the publicly accessible production-ready URL of your RDAP service using the "Manage RDAP URL" button on the top right before making any changes.' The main content area is divided into 'DETAIL', 'RELATED', and 'IANA ROLES' tabs, with 'DETAIL' selected. Under 'General Information', fields include Account Manager (Karthika Marati), Registrar Name (Kr Rr), and Portal Access Group (Kr Rr grp). A right-hand column shows IANA Detail (565-Detail-LXGYAS), Status (Active), and a search icon. On the left, an 'ACCOUNTS' section features a search input and a list of results including 'Kr Rr grp' and '565'.

6 Helpful Links

Use the Document Library in the [Naming Services portal](#) to find important documentation, including important registrar and registry operator resources, description of roles, and the general operation handbooks for registrars and registry operators.

- ICANN Contractual Compliance team compliance@icann.org
- ICANN Global Support contact email globalsupport@icann.org
- ICANN Naming Services Portal User Guide for CZDS <https://www.icann.org/resources/pages/czds-2014-03-03-en>
- ICANN Naming Services Portal User Guide for Registrars <https://www.icann.org/resources/pages/nsp-registrars-2018-03-26-en>
- ICANN Naming Services Portal User Guide for Registries <https://www.icann.org/resources/pages/nsp-registry-operators-2020-08-04-en>
- 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>