

# Naming Services portal Webinar



Neeraj Sood  
ICANN Product Management

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# Objectives

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Provide clear directions and support to transition to the new Naming Services portal

- **Equip All RPC/APCs with accurate information**
  - Support during shutdown
  - New account activation
  - Support after Go-Live
- **Support**
  - Key contacts with email and telephone numbers
  - Access to quick start guide, webinar, user guide and FAQs
- **Q&A session**
  - Webinar sessions are being recorded
  - Questions can be asked in the chat room
  - Presentation and webinar posted on Naming Services portal in the document library and Registry Services Resources page

# Introduction: Naming Services portal

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- **What is the Naming Services portal?**
  - Salesforce-based application built to streamline the way contracted parties conduct business with the ICANN organization.
  - Will be used for account management, inquiries and service requests
  - Will replace the Global Domains Division (GDD) and Applicant portals
- **What will this change bring?**
  - Flexible and scalable, more secure architecture
    - Introduction of multi-factor authentication
    - Mobile responsive
  - Solid foundation
    - Extensible to other contracted parties in the future
    - Upcoming services - CZDS and Registrar
  - Easily leverage new Salesforce updates as they become available

# Key Features

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- **Legacy and assigned TLDs will now have portal access**
- **Allows multiple users portal access**
  - Eliminates the need to share credentials
- **Improved user experience**
  - Reduced paper forms
  - Centralized communication via portal
  - Clear call to action on requests
- **PDF forms eliminated**
  - Functionality for collecting data is directly in the portal
- **Elimination of legacy systems**
  - Registry Request Service (RRS) is no longer needed for RSEP requests
  - Expedited Registry Security Review (ERSR) requests can now be opened in the portal
- **Interactive experience**
  - Guidance text is available through each service request
  - Structured workflows - Service Requests can be saved throughout submission process
  - Data validation ensures complete submissions

# Shutdown Period

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## TRANSITION TO NEW NAMING SERVICES PORTAL

- **WHEN:**
  - **Planned start: Thursday 00:00 UTC, 21 September 2017**
  - GDD and Applicant portal access will cease
  - New portal login details sent via email beginning 25 September 2017
- **WHY:**
  - Data migration from old to new Naming Services portal
  - Three to four days downtime given the volume and change in architecture
- **WHAT to expect during downtime:**
  - All GDD and Applicant services will be suspended to maintain data integrity
  - RSEP RRS, ERSR system will be online (functionality replaced by Naming Services portal)
  - Limited support via phone for inquiries regarding shutdown
  - New requests via email will be processed post migration to Naming Services portal



# LIVE DEMO

## How-to Provide Feedback

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- **Submit feedback directly from portal:**
  - Click on Contact Support and click "Submit Feedback"
  - Direct link, <https://namingservices.ideas.aha.io/ideas/new>
  - Create a new General Inquiry case with details
- **Contact ICANN Global Support:**
  - Email Global Support at [globalsupport@icann.org](mailto:globalsupport@icann.org)
  - Call Global Support at phone numbers listed at <https://www.icann.org/resources/pages/customer-support-2015-06-22-en#global-support-centers>



# Getting Started

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- **Activation Email**
  - Look for an activation email on 25 September 2017
  - Setup password and multi-factor authentication
  - Email [globalsupport@icann.org](mailto:globalsupport@icann.org) for any portal access issues
- **Naming Services portal – production environment**
  - Bookmark <https://portal.icann.org> for direct portal access
  - Current GDD and Applicant portal will have a popup and redirect message
- **Support Documentation**
  - Quick-start guide
  - Naming Services portal user guide
  - Terms-of-Use document
  - FAQs
  - Presentation and webinar demonstration recording

# Getting Started

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- **What you need to do first:**
  - Verify you are credentialed or have access to correct account
  - Confirm contact information is accurate
    - Your own contact,
    - Other contacts listed on the account and,
    - Confirm all TLD contact roles including Billing, Compliance, Emergency and Legal
  - Verify Onboarding Information Request (ONBIR) information is accurate
  - Uniform Rapid Suspension System (URS) password is updated
    - If not changed since April 2017, please change
- **What to do if any information is incorrect:**
  - Contact ICANN global support team immediately by creating a new General Inquiry case from the portal

# Frequently Asked Questions (FAQs)

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## **How will I access my account?**

You will receive an activation email from ICANN to the email address you have provided.

## **What is URL for Naming Services portal?**

Click on the link, <https://portal.icann.org>, please bookmark link, save the activation email for future reference.

## **What is the preferred browser to use?**

The recommended browser is Google Chrome for the best user experience.

## **Will I be asked for multi-factor authentication every time I log in?**

Yes, the system requires multi-factor authentication each time you login to the portal. This includes username and password plus another form of identification such as Google Authenticator, OKTA push, automated mobile phone call.

## **How do I reset my password and/or second form of authentication?**

Click on Contact Support link in the portal. You will be presented with an OKTA dashboard. Changes can be made under the Mysettings drop down menu located on the top right.

## **What if I forget my password to the portal?**

Click on the Forgot password link on the login page to receive a reset password email.

## **How do I authorize additional users to access the portal?**

Create a new General Inquiry case via the Naming Services portal to request access for additional team members

# Frequently Asked Questions (FAQs)

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## What information can I edit as part of self-service?

You can manage and update all information related to your personal contact, except for the following fields:

- First and last name, Primary email, Legal email

*Please contact ICANN staff via a General Inquiry case if you need to update this information.*

## What support documentation is available?

Support documents are nested in the Documents Library Tab on the Naming Services portal including:

- Naming Services portal user guide
- Quick start guide
- FAQs
- Webinar slides/recording

## How do I report bugs/issues?

Click on the Submit Feedback button under Contact Support, or open a General Inquiry case.

## Who should I contact for assistance?

Contact ICANN staff using one of these three methods:

- Create a new General Inquiry case via the Naming Services portal
- Email Global Support at [globalsupport@icann.org](mailto:globalsupport@icann.org)
- Call ICANN at the phone numbers listed here: <https://www.icann.org/resources/pages/customer-support-2015-06-22-en#global-support-centers>

# Question and Answer

**Q & A**

