

Frequently Asked Questions (FAQ): Naming Services portal (NSp) for Registries and Registrars Version 1.0

Access

1. What is the URL for the Naming Services portal?

<https://portal.icann.org>. We recommend that you bookmark this link and save the activation email for future reference.

2. How do I access my account?

If you have never used the NSp, you will receive an activation email from ICANN. The link in the email expires after seven (7) days. If your link expires, contact Global Support at globalsupport@icann.org to receive another activation link.

If you are already using the Naming Services portal, then nothing changes for you. Once logged in, click the desired persona (Registry, Registrar, or CZDS)* in the upper left corner to access the appropriate functions. (**Only applicable if you are authorized for those functions.*)

3. Does the activation link have a time limit?

Yes. Activation links are available for seven (7) calendar days, but we recommend that you initiate action within 24 hours.

4. Who receives the activation emails?

Group admins and primary contacts for registry, registrar, CZDS, and applicant accounts will receive the activation email.

5. Will I be asked for multi-factor authentication every time I log in?

Yes. For your protection, you will be prompted to enter both your username and password and a secondary form of authentication each time you log in. Secondary forms of identification include the Google Authenticator smart phone app, the OKTA Verify smart phone app, or an automated call to your mobile device.

6. How do I reset my password and/or multi-factor authentication?

Click your user icon (your name) in the top right and click on **Support** to find instructions for resetting your password and changing your multi-factor authentication.

7. I can't log in using multi-factor authentication because I lost access to my old email/mobile phone and I haven't updated the NSp to include my new email/mobile phone. What do I do?

Send an email to globalsupport@icann.org.

8. What if I forget my password to the portal?

Click **Forgot Your Password?** on the login page to receive a password reset email.

9. Will I get locked out of my account if I don't enter the correct password?

Yes. You have three attempts before the system locks you out. After that, you may either click the **Forgot Your Password link?** on the login page or email globalsupport@icann.org to reset your password.

10. Are email addresses used as user IDs?

Yes.

11. Can the same user ID be associated with more than one account?

Yes, you can access different accounts with the same user ID.

12. Can additional users gain access to the new portal?

Yes, group admins and primary contacts can authorize additional portal users.

Registries: Create a new general inquiry case via the NSp to request access for additional team members. Or, refer to the instructions on the [Registry Resources page](#).

Registrars: To authorize new users, refer to the instructions on the [Registrar Contact Updates page](#).

13. Is there a limit on the number of authorized users for the NSp?

No. However, our policy specifies that only a registry or registrar primary contact (RPC) can request access for additional members.

14. Do I need to download an app for the multi-factor authentication (OKTA and Google Authenticator) options?

Yes. You can download these for free from your app store.

15. Is OKTA a Salesforce plugin?

Yes. OKTA is a third-party application that integrates with Salesforce to provide multi-factor authentication.

16. Have OKTA or Google authenticator been modified for ICANN use and if so, are there terms and conditions available to read?

No, they have not been modified.

17. What is the preferred browser I should use?

The latest version of Google Chrome.

General Questions

1. Do I need to load information in my NSp account or will it be pre-populated?

Current NSp users will have their accounts pre-populated. Those users will receive an activation email.

2. Will invoices and payment status be available on the NSp?

No. However, if you have questions regarding invoices and payment, submit a general inquiry case via the NSp.

3. What information is available in “My Info”?

You can view all information related to your personal contact and reset your multi factor authentication method. If you need to update this information, contact ICANN staff via a general inquiry case or email globalsupport@icann.org. Remember to include the information listed above.

Registry-Specific Questions

1. Does my new account have TLDs that do not have access to the current portal?

Yes, previously assigned TLDs will now be accessible in the NSp and accounts will be pre-populated.

2. As a new user, do I have to add my accounts in the NSp?

Registry primary contacts can authorize additional users to access the portal and one or more accounts. Click the **New Service Request** tab to create a new general inquiry case in the NSp.

3. Do different teams handle general inquiries and registry service requests?

Yes, the Global Support Center (GSC) handles general inquiry cases. Service requests are directly sent to the Service Delivery team via the NSp.

4. Will all contact information be on the new portal?

Yes, all available registry contacts will be moved to the NSp and you will be able to review that information.

5. If I have pending applications in the name of an entity other than the Registry Operator entity, will I have two accounts?

Yes, the applicant account has a slightly different menu than the registry operator account. You can choose which account to access using the persona switcher in the upper left corner of your screen.

6. How does the portal handle an RSEP that covers multiple TLDs?

You may select multiple TLDs when creating the RSEP request.

7. Is a webinar/walkthrough of the portal available?

Two recordings for registry functionality are here:

<https://participate.icann.org/p2so4aunti4>

<https://participate.icann.org/p259wbkbbwz/>

Registrar-Specific Questions

1. How do I change the primary contact for my registrar?

Follow the instructions on the [Registrar Contact Updates page](#).

2. What is a Group Admin and how do I change it?

A group admin is the primary contact for several registrars. To change the group admin, refer to the instructions on the [Registrar Contact Updates page](#).

3. What happened to the RADAR system? Is RADAR still the authoritative system of record?

RADAR is a legacy system that has been retired. The NSp is the replacement and will be the authoritative system of record going forward.

4. What happened to my data in the RADAR system?

All historical data will be migrated from the legacy system to the new NSp.

5. Where can I provide Registrar Information Specification (RIS) information?

Follow the instructions on the [Registrar Contact Updates page](#).

6. How often is the list of Contractual Compliance tickets updated?

The list is updated every Sunday between 01:00 and 04:00 UTC based on the information in ICANN's Contractual Compliance ticketing system.

7. Is a webinar/walkthrough of the portal available?

The recording for registrars is [here](#).

Compliance-Specific Questions

1. Will all compliance cases be migrated to the new portal?

No, the NSp portal will only include compliance cases created after 14 August 2020. All existing open cases (those received before 14 August 2020) and cases related to technical monitoring activities (e.g., SLA alerts, data escrow) will continue to be handled through compliance-tickets@icann.org until they are closed or until the legacy system is retired.

2. How will I know whether compliance cases are pending my attention if they are not displayed in NSp?

Within the NSp, click the "Compliance Tickets (Outside NSP)" tab at the top of your screen. Here, registrars can view their active tickets within the legacy system. This list is for informational purposes only; you cannot reply to these tickets within the portal.

Registries will not see the list of tickets. Instead, only a message indicating where to locate active legacy tickets and how to respond to them will be provided. If you are unsure which cases are from the prior ticketing system, email compliance@icann.org.

3. Can I see all the complaint types in my dashboard?

Yes. All complaint types relevant to registrars and registry operators appear in the dashboard. If a specific complaint type has no ongoing cases, then the total will be '0'.

4. Why don't I recognize the names of certain complaint types in my dashboard?

The latest release of the NSp has changed the names of the complaint types. Below is a table for your reference.

New Name	Former Name
Domain Suspension	Domain Deletion
Generic Registrar	Registrar Other
Generic Registry	Registry Other
Registration Data Inaccuracy/Format/Down	WHOIS Inaccuracy/Format/Unavailable

5. How do I differentiate whether a notification informs me that a case has been created or that a comment has been added from the actual compliance inquiry/notice?

While both the case creation and comment added notifications include details of the case (such as complaint type and due date), the compliance notice or inquiry contains a list of items needed to demonstrate compliance with the relevant ICANN policy or agreement.

6. Which contact receives the notifications for case creation, comment added, and compliance?

The Compliance Contact listed in the portal receives the notifications. Third inquiries/notices, escalated notices, breach notices, suspension, and termination notices will also include the Primary Contact and Legal Contact, where applicable.

7. Is the compliance process changing with the migration to the NSp portal?

No. While we are continuously adding new functionalities to the NSp portal, [ICANN’s Contractual Compliance approach and process](#) has not changed.

8. How can I reply to compliance cases?

You can reply from your email. However, we encourage you to log into the portal to see all the details pertaining to the complaint. Within each case, click the **Comments** subtab to respond to cases.

9. How do I know which party (ICANN Compliance or my registrar/registry operator) is responsible for the next response?

If the case status is “ICANN – In Progress,” then it is pending ICANN’s review and response. If the status is “Portal User Action Required,” then it is pending your response.

10. Do I need additional access to view compliance cases?

All credentialed users will have access to Compliance cases. Information on how to credential a new user is in the quick start guide.

Help, Feedback, and Support

1. Where can I find documents to help me use the system?

Click your user icon (your name) in the top right and click **Document Library** to find:

- [Naming Services portal User Guide for Registries](#)
- [Naming Services portal User Guide for Registrars](#)
- [Naming Services Quick Start Guide for Registries and Registrars](#)

2. How do I report bugs/issues?

Send an email to globalsupport@icann.org or open a general inquiry case.

3. Whom should I contact if I need assistance?

- Send an email to globalsupport@icann.org.
- Registries can create a general inquiry case within NSp.
- Registrars can email registrar@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>