

ICANN CZDS Naming Services portal User Guide

Version 1.0

ICANN Product Team
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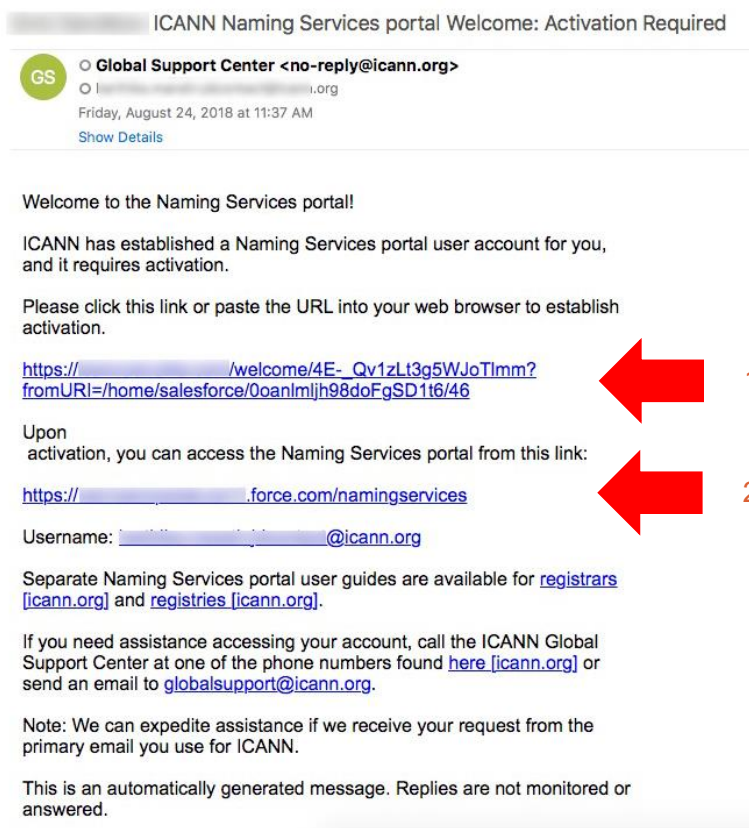
1 Logging into the CZDS Naming Services portal

If you already have a Naming Services portal account, skip to [Section 2 Accessing the CZDS Persona](#).

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 example.

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

1.2 Set Up Multi-Factor Authentication

After you have clicked the link in step 1.1 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 (from the Naming Services portal)
3. Choose the appropriate 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.
6. Once you have completed the setup process, 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 portal.

1.3 Sign In

7. On your computer, open a browser and navigate to <https://portal.icann.org>.
8. Enter your username and password and click **Sign In**.
9. 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.

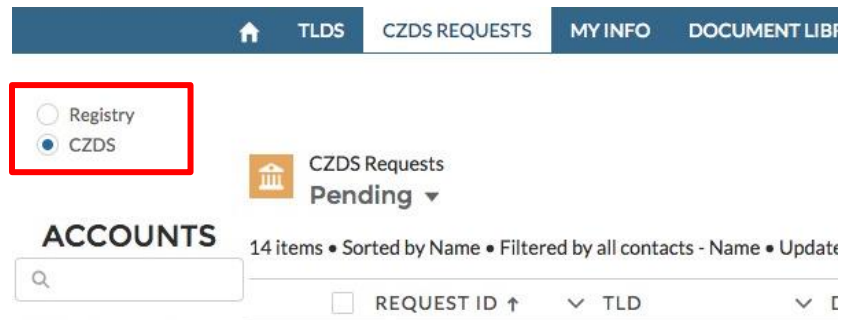
1.4 Basic CZDS Naming Services portal Terminology

The following terms are used in the CZDS Naming Services portal.

Term	Description
Account	Company or Organization – such as a registry operator.
Contact	The individuals associated with accounts who do not have login credentials.
List View	A list of records within a tab filtered by common record type (e.g., Pending, Expired, Denied).
Subtab	The navigation groups under a main tab or within a case (e.g., Detail, User Detail, Related).
Tab	Used to navigate between objects in the Naming Services portal (e.g., Home, TLDs, My Info, Document Library, CZDS Request).

2 Accessing the CZDS Persona

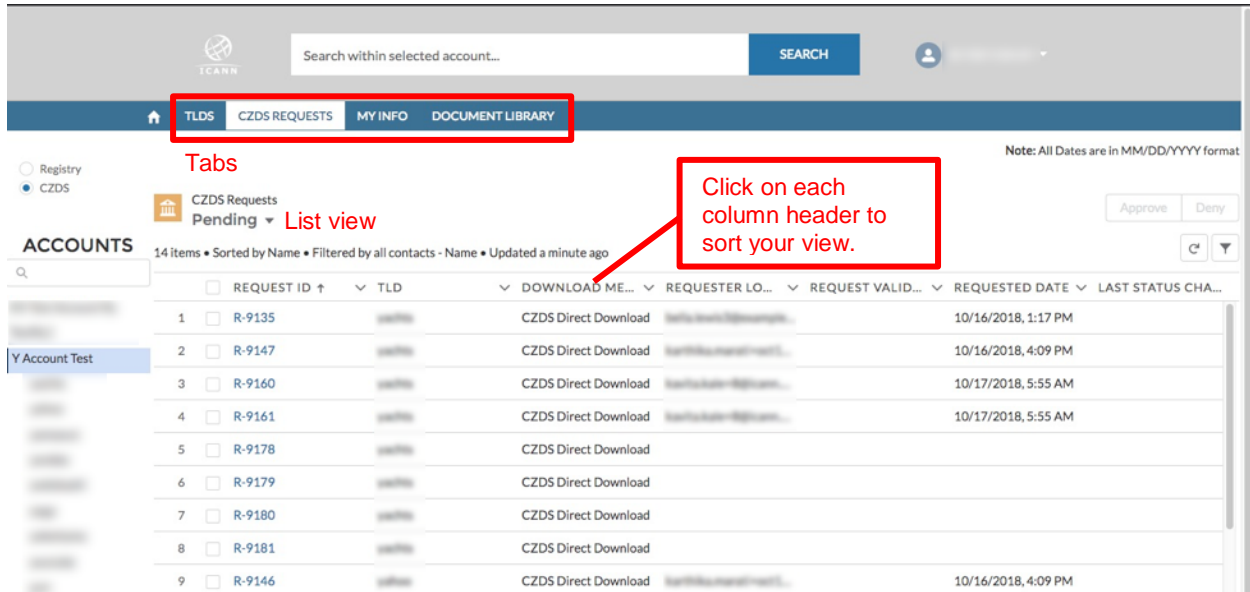
If you have both Registry and CZDS permissions, select the **CZDS** radio button to access the CZDS functionality.



Note: If you only have CZDS permissions, then you will not see radio buttons since you only have access to one account.

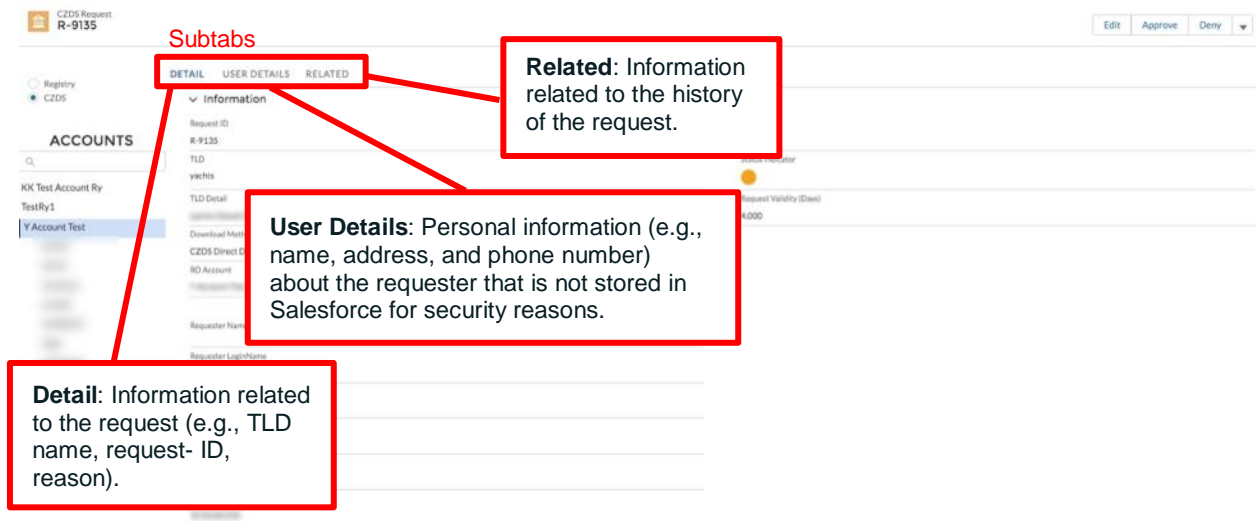
3 Home Page

After you have logged in, the default landing page is the **Pending** (requests) list view under the **CZDS Requests** tab for all TLD accounts selected in the Accounts Pane on the left.



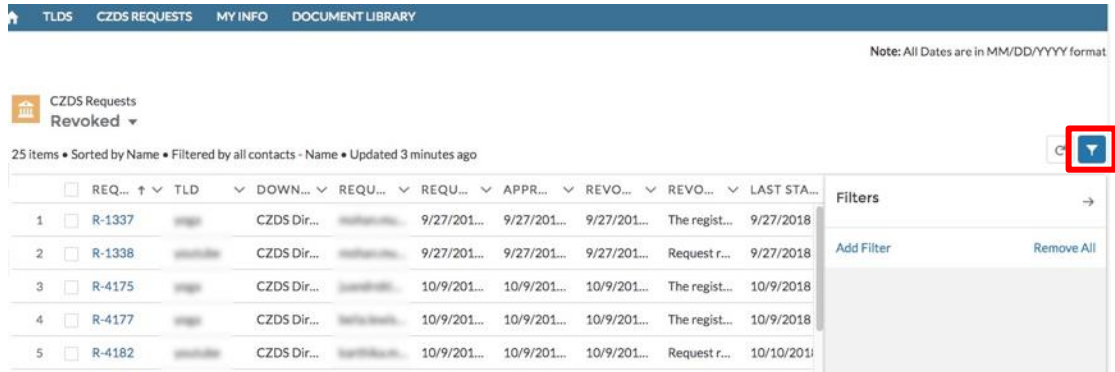
3.1 Request Layout Subtabs

Once you click on the Request ID from the list view page (above) you are taken to the CZDS Request Record. Here you find three subtabs: **Detail**, **User Details**, and **Related**.

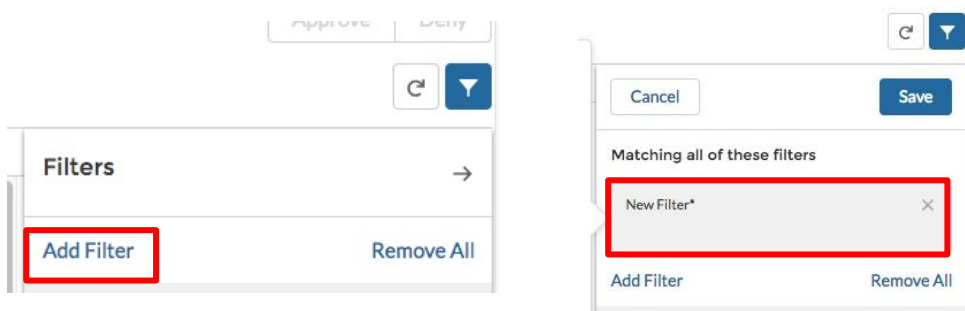


4 Filtering List View Results

Within a list view, click the funnel icon to filter records based on the download method, request ID, requester login, requester name, or TLD.



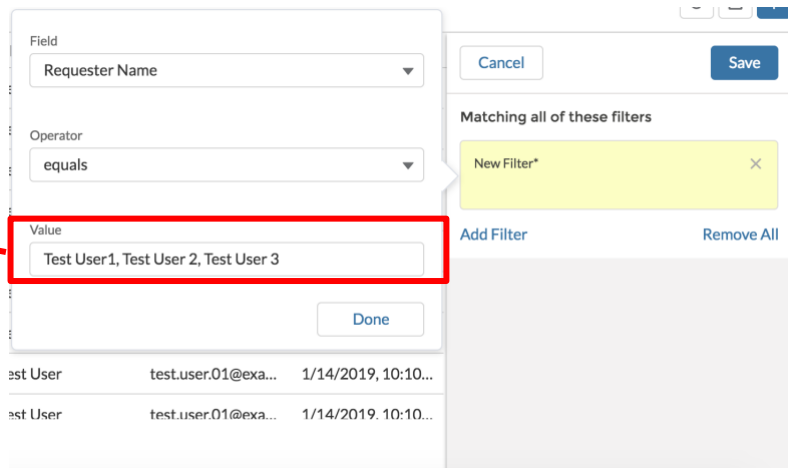
1. Click **Add Filter**, then click inside the New Filter* box.



2. Select the field you want to filter and the operator. In the **Value** field, enter the search terms and click **Done**. You can create multiple filters to drill down your results. The list view automatically refreshes once you click **Done**.

The search terms are not case sensitive, but must match the field values used in the portal. This means you cannot type "CZDS" if you are looking for "CZDS Direct Download."

Use commas to search for multiple terms: gov, edu, com.

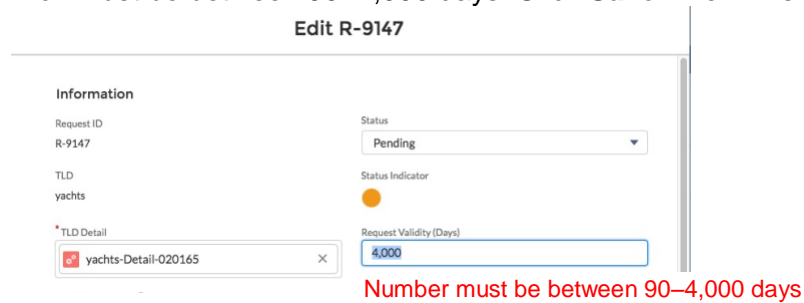


5 Editing Requests

Only pending or approved requests can be edited. The three action buttons are **Edit**, **Approve**, and **Deny**.

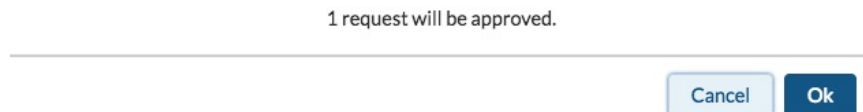


Edit the number of days the request is valid. The TLD sets the default value, but users can modify the number, which must be between 90–4,000 days. Click **Save** when finished.



5.1.2 Approve

In the **Pending** list view, click **Approve** in the upper right corner to authorize a request. On the confirmation screen, click **Ok**.



5.1.3 Deny

In the **Pending** list view, click **Deny** and a separate screen appears to reject the request. Select a Denial Reason(s), type the Denial Explanation, and click **OK**.

Deny Pending CZDS Requests

1 request will be denied.

*Select Denial Reason(s)

Available

- The requester did not provide correct or legitimate credentials (explain why)
- The Registry Operator reasonably believes the user will violate the terms of Section 2.1.5. of Specification 4 of the

Selected

*Denial Explanation

Cancel OK

The request has been completed when the status indicator is red. Notice that the action buttons have disappeared from the upper right corner because the request is no longer editable.

DETAIL USER DETAILS RELATED

Information

Request ID	R-9147	Status	Denied
TLD	yachts	Status Indicator	●
TLD Detail	yachts-Detail-020165	Denied By	
Download Method			

5.1.4 Revoke

In the approved record (in the **Approved** list view), click **Revoke** in the upper right corner.

CZDS Request R-9155

Revoke FTP Credentials

Registry

CZDS

ACCOUNTS

Q

OK Test Account Ry

estRy1

Account Type

DETAIL USER DETAILS RELATED

Information

Request ID	R-9155	Status	Approved
TLD		Status Indicator	●
TLD Detail		Request Validity (Days)	4,000

A confirmation screen appears requiring you to select a reason and provide an explanation.

1 request will be revoked.

* Revocation Reason:

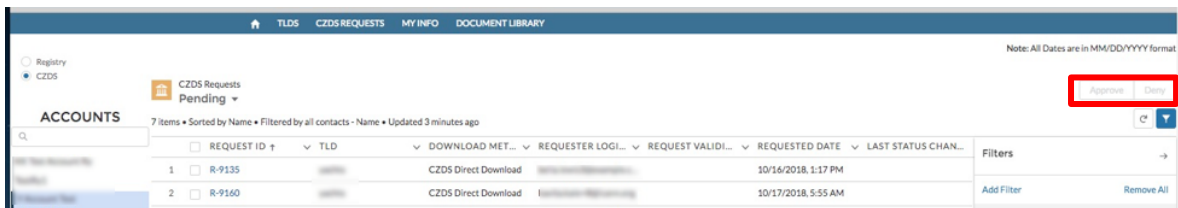
* Revocation Explanation

The request is complete when the Status Indicator turns red.

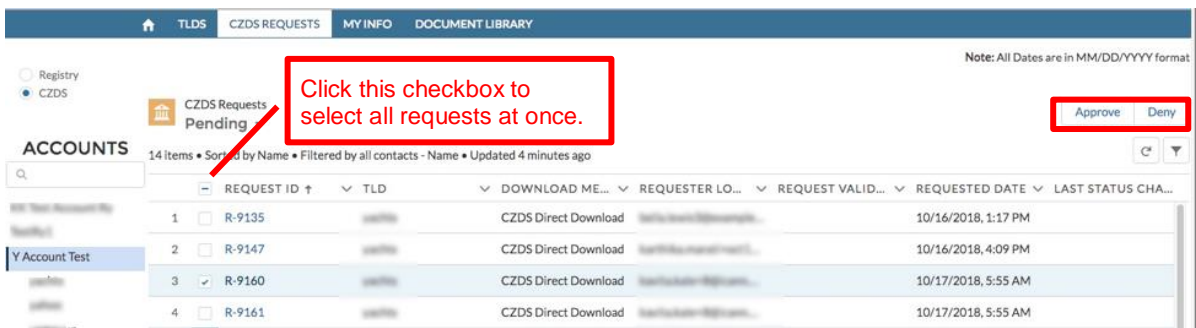
DETAIL	USER DETAILS	RELATED
Information		
Request ID	R-9155	Status Revoked
TLD	yokohama	Status Indicator ●

5.2 Editing Multiple Requests

You can quickly approve, deny, or revoke multiple requests *only in the Pending or Approved list views*. Notice that when no boxes are checked in the **Pending** or **Approved** list views, the top right action buttons (**Approve** and **Deny**) are inactive.



1. Click the check box to the left of one or multiple records, and the action buttons (**Approve** and **Deny**) will be enabled.



5.2.1 Bulk Approve

In the **Pending** list view, click **Approve** and a separate screen confirms approval of the requests. Click **OK** to authorize the selected requests.

5.2.2 Bulk Deny

1. In the **Pending** list view, click **Deny** and a separate screen prompts you to Select Denial Reason(s) and Denial Explanation.

Deny Pending CZDS Requests

1 request will be denied.

*Select Denial Reason(s)

Available

- The requester did not provide correct or legitimate credentials (explain why)
- The Registry Operator reasonably believes the user will violate the terms of Section 2.1.5. of Specification 4 of the

Selected

*Denial Explanation

You must complete the Denial Explanation to submit the request.

Cancel OK

2. When you have completed the required fields, click **OK**.
3. Once you have submitted the request, choose the **Denied** list view to see all requests you have denied.

Registry

CZDS

CZDS Requests

Denied

LIST VIEWS

- Approved
- ✓ Denied
- Expired
- Pending
- Revoked

ACCOUNTS

58 items

Updated a few seconds ago

DOWNLOAD ...

CZDS Direct Dow...

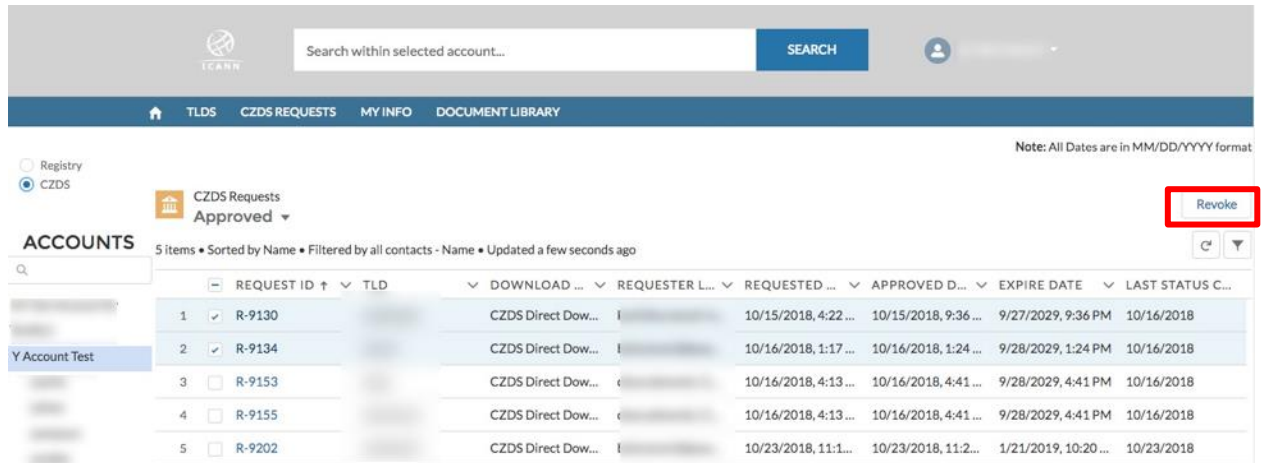
CZDS Direct Dow...

CZDS Direct Dow...

CZDS Direct Dow...

5.2.3 Bulk Revoke

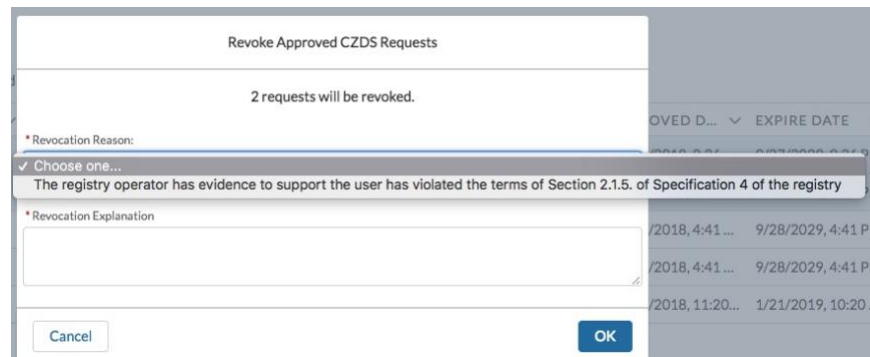
1. In the **Approved** list view, select multiple requests to revoke before their expiration date. Click **Revoke**.



The screenshot shows the ICANN CZDS Requests portal. At the top, there is a search bar and navigation tabs for TLDS, CZDS REQUESTS, MY INFO, and DOCUMENT LIBRARY. Below the navigation, there are radio buttons for 'Registry' and 'CZDS'. The main content area displays 'CZDS Requests Approved' with a 'Revoke' button highlighted in a red box. Below this, there is a table of requests with columns for REQUEST ID, TLD, DOWNLOAD, REQUESTER, REQUESTED, APPROVED D., EXPIRE DATE, and LAST STATUS. The table contains 5 rows of data, with the first two rows selected.

	REQUEST ID	TLD	DOWNLOAD	REQUESTER L...	REQUESTED	APPROVED D...	EXPIRE DATE	LAST STATUS C...
1	✓ R-9130		CZDS Direct Dow...		10/15/2018, 4:22 ...	10/15/2018, 9:36 ...	9/27/2029, 9:36 PM	10/16/2018
2	✓ R-9134		CZDS Direct Dow...		10/16/2018, 1:17 ...	10/16/2018, 1:24 ...	9/28/2029, 1:24 PM	10/16/2018
3	□ R-9153		CZDS Direct Dow...		10/16/2018, 4:13 ...	10/16/2018, 4:41 ...	9/28/2029, 4:41 PM	10/16/2018
4	□ R-9155		CZDS Direct Dow...		10/16/2018, 4:13 ...	10/16/2018, 4:41 ...	9/28/2029, 4:41 PM	10/16/2018
5	□ R-9202		CZDS Direct Dow...		10/23/2018, 11:1...	10/23/2018, 11:2...	1/21/2019, 10:20 ...	10/23/2018

2. Select a revocation reason and provide an explanation to revoke the request.

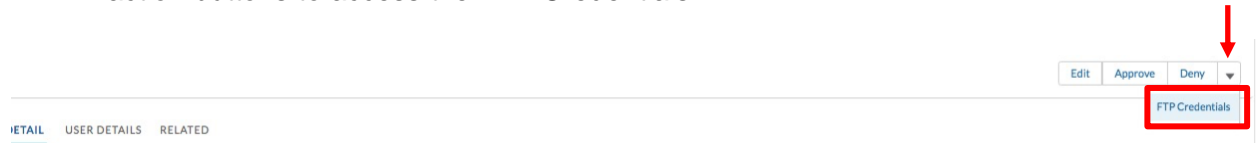


The screenshot shows a dialog box titled 'Revoke Approved CZDS Requests'. It displays '2 requests will be revoked.' Below this, there is a dropdown menu for 'Revocation Reason' with the selected option 'The registry operator has evidence to support the user has violated the terms of Section 2.1.5. of Specification 4 of the registry'. There is also a text field for 'Revocation Explanation' and buttons for 'Cancel' and 'OK'.

3. Click **OK**, and your request will appear in the **Revoked** list view.

6 Approving FTP Requests for Registry Operator Provided TLDs

1. In a pending request (from the **Pending** list view), click on the arrow at the end of the action buttons to access the FTP Credentials.



2. Enter the username and password for the end user to download the file. Click **Submit FTP** and you will be prompted to approve the request.

7 Bulk Update CZDS Settings for TLDs

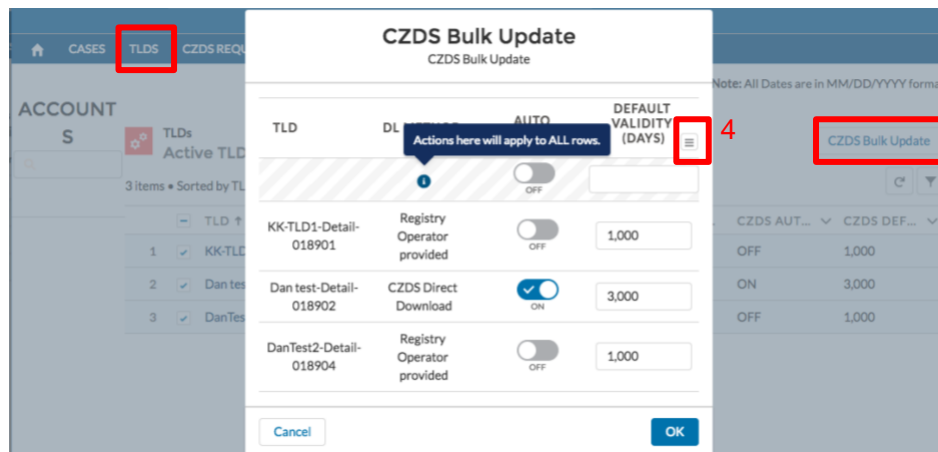
You can update the CZDS settings (Auto Approve and Validity) for multiple TLDs.


Auto Approve: Sets the system to automatically approve all future CZDS requests.

Validity: The number of days the request is valid.

1. Click the **TLDs** tab.
2. Under the **Active TLDs** list view, select the TLDs you want to update.
3. Click the **CZDS Bulk Update** button in the upper right corner.

Note: This button becomes active only when one or more TLDs are selected.



4. To apply the same settings to all TLDs selected in the previous screen, click the menu button .

Default Validity: In the top row, enter the number of days and the same value will be applied to all selected TLDs.

Auto Approve: Toggle the switch to the desired position to apply the same setting to all selected TLDs.

If desired, you can also manually enter different settings for individual TLDs.

8 CZDS Download Method

CZDS offers two download methods: CZDS Direct Download (default) and Registry Operator provided. To update this setting, contact ICANN Global Support Center.

To change this setting a request must be submitted via ICANN Global Support. Warning: All previously approved end-user access will be revoked, and requesters will lose access to zone files!

CZDS Method ⓘ


CZDS Direct Download

Test TS

Operating RO


Test TS

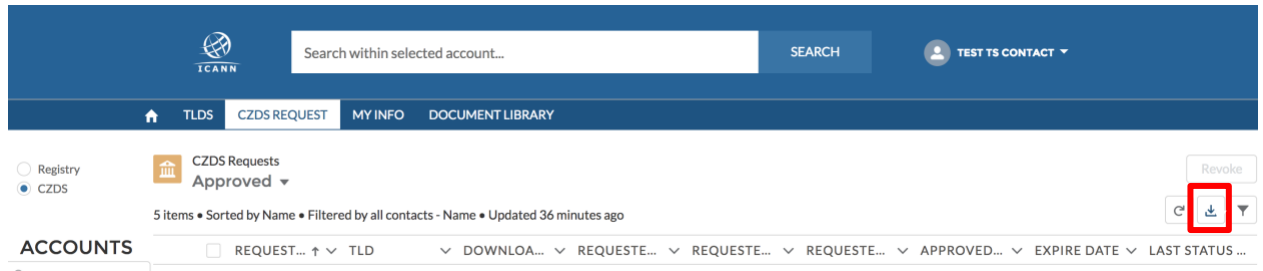
Registry Operator SFTP Server ⓘ

1.1.1.1.1 

9 Download List View as a CSV file

You can download CZDS requests from the list view in increments of 200 as a CSV file. For example, if the list view contains 890 records and you only want to download 450 of them, scroll to record 400, and 599 records will be downloaded. To capture all 890 records, keep scrolling down until the last desired record is displayed.

1. From a list view, click the download icon  on the right.



2. Enter a file name and click **Download**.

A screenshot of a dialog box titled 'Continue Download?'. The text inside reads: 'You're about to download 5 records. If you wish to continue, please enter a file name below and hit download.' Below the text is a text input field labeled 'File Name:' containing the text 'records'. To the right of the input field is a small label '(.csv)'. At the bottom right of the dialog box are two buttons: 'Cancel' and 'Download'. A red box highlights the 'File Name:' input field.

3. Confirm save location and click **Save**.

10 Revision History

Version	Date	Changes
1.0	2019-01-25	Creation of first version.

