

ICANN CZDS Naming Services portal User Guide

Version 4.0

ICANN Engineering & IT Team
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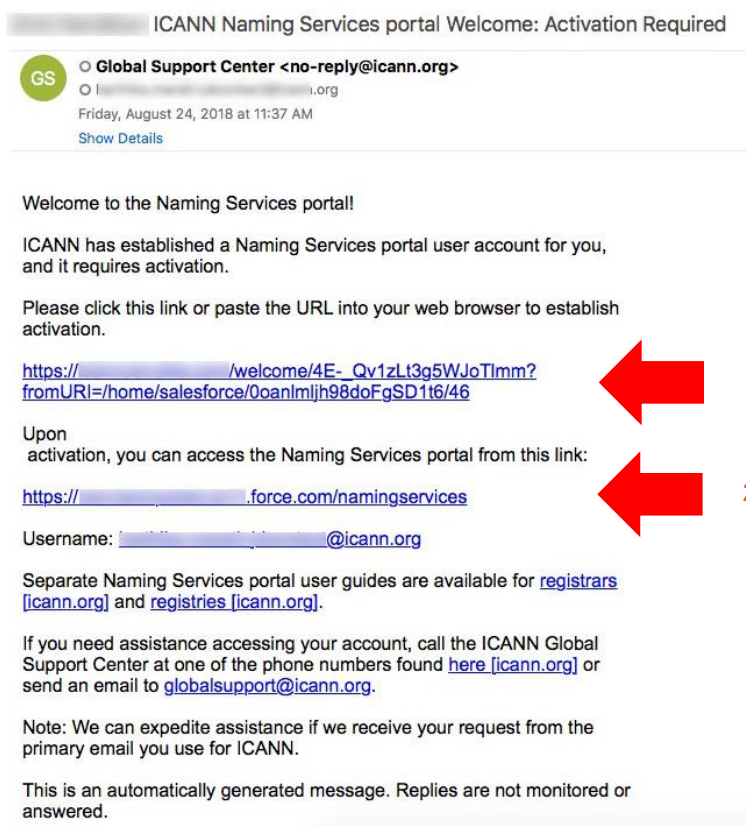
1 Logging into the CZDS Naming Services portal

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

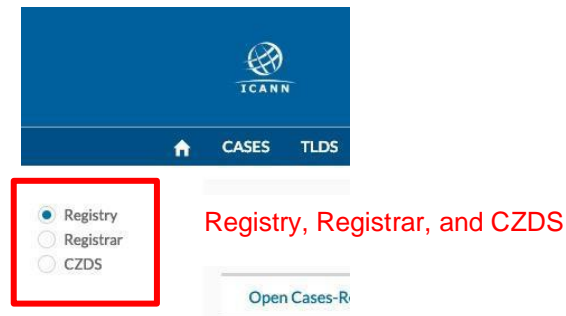
The following terms are used in the CZDS Naming Services portal.

Term	Description
Account	Company or organization, such as a registry operator.
Contact	The 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, email globalsupport@icann.org .
List View	A list of records within a tab filtered by common record type (e.g., Active, Pending).
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, TLDs, CZDS Request).

2 Persona (Registry/Registrar/CZDS) Switcher

If your user has registry, registrar, 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 the registrar portal, visit:
<https://www.icann.org/resources/pages/nsp-registrars-2018-03-26-en>.

For detailed instructions on how to use the registry portal, visit:
<https://www.icann.org/resources/pages/registry-resources-2017-09-22-en>.

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 displays your primary email, primary phone number, and secondary phone number.

3.1 Home

Directs you to the Naming Services portal home page.

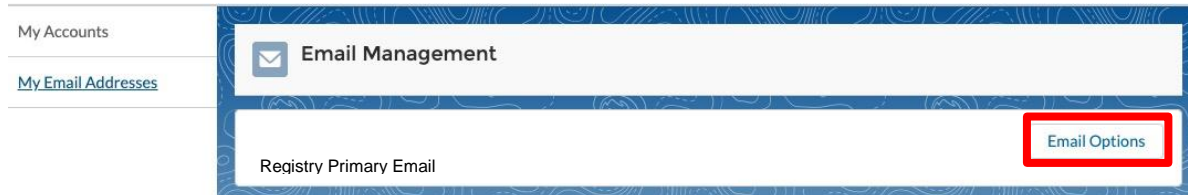
3.2 My Info

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

- ⊕ **My Accounts** – Displays all accounts associated with the user. The checked boxes indicate what accounts the user can access.



- ⊙ **My Email Addresses** – Lists the different email addresses tied to an account. Click **Email Options** to see all accounts linked to one email address.



Note: You cannot update the information in **My Accounts** or **My Email Addresses**. To make any changes, see the Naming Services portal User Guide for Registries Section **Error! Reference source not found.**, **Error! Reference source not found.**

3.3 Document Library

View and download documents common to all credentialed users (e.g., the Naming Services portal’s User Guide for Registries, Frequently Asked Questions, etc.) Select the appropriate list view to see all documents relevant to that account (e.g., registry documentation is under the **All Registries** list view).

3.4 Support

Provides access to Global Support 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 Email Notifications

The system can notify users with CZDS account privileges of zone file access requests received for TLDs under their TLD accounts. Notifications are sent in a single email with a summary listing the details of all requests received on the previous day (UTC) that require the registry operator's review to approve or deny.

Please note that for TLD(s) configured for automatic approval of zone file access requests, the daily summary will not be sent. You may request to enable or disable CZDS email notifications for your user account by sending a general inquiry to Global Support.

5 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.

The screenshot shows the ICANN CZDS portal interface. At the top, there is a search bar and a user profile icon. Below the search bar, there are two tabs: 'TLDS' and 'CZDS REQUEST', with 'CZDS REQUEST' being the active tab. On the left side, there is a sidebar with 'Registry' and 'CZDS' options, and a section for 'ACCOUNTS' with a search bar. The main content area displays a table of 'CZDS Requests' in a 'Pending' status. The table has columns for 'Request ID', 'TLD', 'Download Method', 'Requester Name', 'Requester Login', and 'Requested'. The 'Requested' column is sorted in descending order. A red box highlights the 'List View' button in the top right corner of the table. Another red box highlights the 'Requested' column header with the text 'Click on each column header to sort your view.' Below the table, there are 'Approve' and 'Deny' buttons, and a note that all dates are in MM/DD/YYYY format.

Request ID	TLD	Download Method	Requester Name	Requester Login	Requested ↓
1		CZDS Direct Download			12/6/2019, 02:35 AM
2		CZDS Direct Download			12/6/2019, 02:35 AM
3		CZDS Direct Download			12/5/2019, 08:24 PM
4		CZDS Direct Download			12/5/2019, 08:24 PM
5		CZDS Direct Download			12/5/2019, 07:20 PM
6		CZDS Direct Download			12/5/2019, 07:20 PM

By clicking on the list view name, you will see the different list views to select which requests to display. A list view is available to filter requests based on each status:

- **Approved:** View all zone file requests that are currently approved.
- **Approved - Extension requested:** View approved requests near expiration, for which the requester has asked to extend validity and access for another term.
- **Canceled:** View all requests that were withdrawn by the requester before being approved or denied by the registry operator.
- **Denied:** View all requests that were denied by the registry operator.
- **Expired:** View requests that expired after the validity days have passed.
- **Pending:** (Default list view) This list view will show all received requests that must be reviewed to approve or deny access to the corresponding TLD zone file.
- **Revoked:** View all requests that were approved but then revoked by the registry operator.

Requests in "Pending" status and "Approved - Extension Requested" status require action from the registry operator to approve or deny access to the zone file.

Please note that when the corresponding TLD has the "CZDS Auto Approve" option enabled, new requests and extension requests will be automatically approved by the system at the time they are received without any user interaction.

5.1 Request Layout Subtabs

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

The screenshot shows the CZDS Request Record for request ID R-9135. At the top, there are three subtabs: **DETAIL**, **USER DETAILS**, and **RELATED**. A red box labeled "Subtabs" points to these three tabs. Three callout boxes provide descriptions for each tab:

- Detail:** Information related to the request (e.g., TLD name, request- ID, reason).
- User Details:** Personal information (e.g., name, address, and phone number) about the requester that is not stored in Salesforce for security reasons.
- Related:** Information related to the history of the request.

The **Related** subtab will show the history of updates for the selected request including the date and user that applied each update.

Updates applied to requests automatically by the system (upon registry operator's approval or for automatic events such as expiry dates) are shown in the history as applied by ICANN's CZDS Integration user.

[Revoke](#)
[FTP Credentials](#)
[Terms and Conditions](#)

[DETAIL](#)
[USER DETAIL](#)
[RELATED](#)

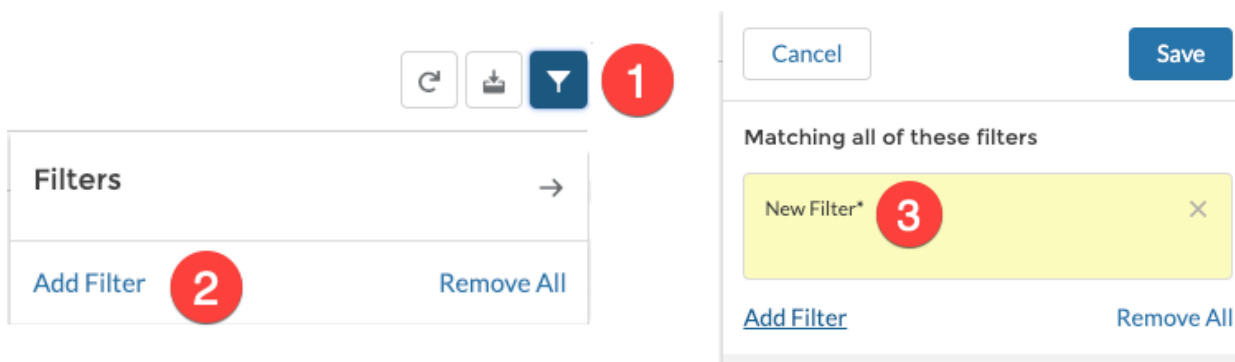
CZDS Request History					
Date	Field	User	Original Value	New Value	
6/1/2022 1:13 PM	Status	Tester1nsp CP	Approved - Extension Requested	Approved	
5/31/2022 3:39 PM	Status	CZDS Integration	Approved	Approved - Extension Requested	
5/31/2022 3:39 PM	Latest Extension Request Received	CZDS Integration		2022-05-31 22:39:48	
5/31/2022 3:35 PM	Status	Tester1nsp CP	Pending	Approved	

[View All](#)

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

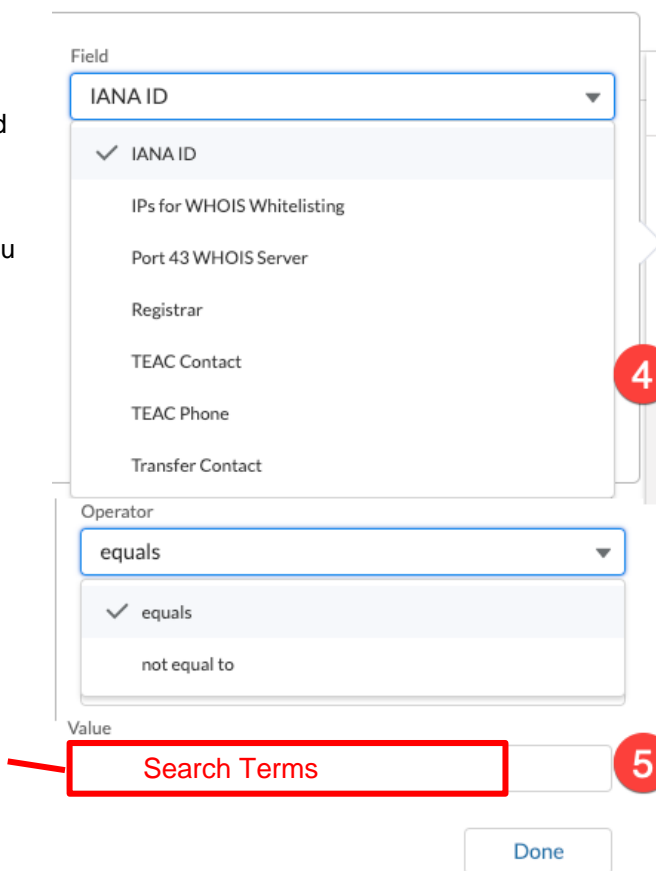


4. Select the field you want to filter and the operator.
5. In the **Value** field, enter the search terms and click **Done**. You can create multiple filters to refine your results.

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

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.



7 Editing Requests

Only pending or approved requests can be edited. Different action buttons will be available depending on the request status.

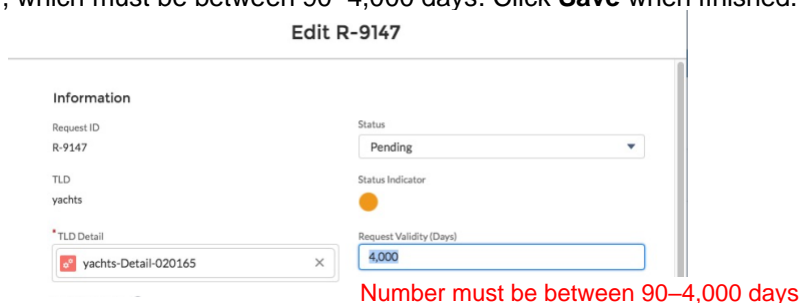
Request Status	Available actions
Pending	Edit, Approve, and Deny
Approved	Revoke
Approved – Extension Requested	Extend and Deny



7.1 Editing Individual Requests

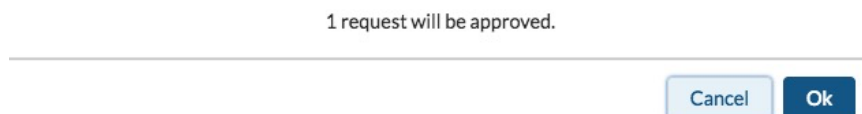
7.1.1 Edit

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.



7.1.2 Approve

When viewing a request in **Pending** status, click **Approve** in the upper right corner to authorize a request. On the confirmation screen, click **Ok**.



7.1.3 Deny

When viewing a request in **Pending** status, 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

An option must be selected

* Denial Explanation

Cancel OK

When a request is denied, the status indicator becomes dark 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

TLD: yachts

TLD Detail: yachts-Detail-020165

Download Method

Status: Denied

Status Indicator: ●

Denied By:

7.1.4 Revoke

When viewing a request in **Approved** status, click **Revoke** in the upper right corner.

CZDS Request R-9155

Revoke FTP Credentials

Registry

CZDS

ACCOUNTS

Request ID: R-9155

TLD: [blurred]

TLD Detail: [blurred]

Status: Approved

Status Indicator: ●

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:
Choose one...


* Revocation Explanation

Cancel Ok

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	


7.1.5 Extend Request Validity

When viewing a request in **Approved - Extension Requested** status, click **Extend** in the upper right corner.

Extend Deny Terms and Conditions

DETAIL USER DETAIL RELATED

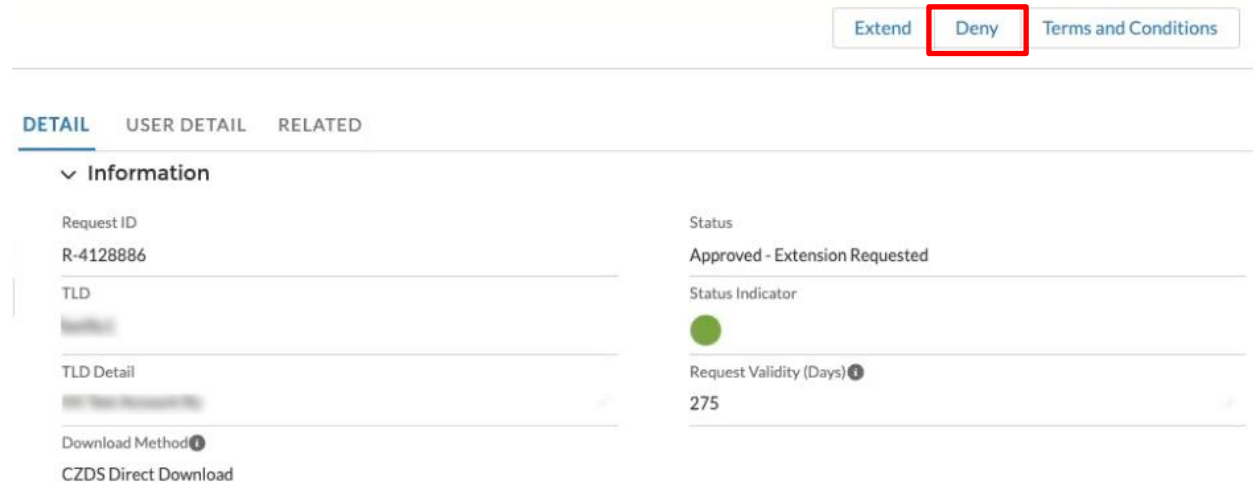
Information

Request ID	R-4128886	Status	Approved - Extension Requested
TLD	...	Status Indicator	
TLD Detail	...	Request Validity (Days)	275
Download Method	CZDS Direct Download		

On the confirmation screen, click **OK**. This will extend the current expiration date of the request by adding another term as defined in the request validity days and return it to the **Approved** status.

7.1.6 Deny Extension

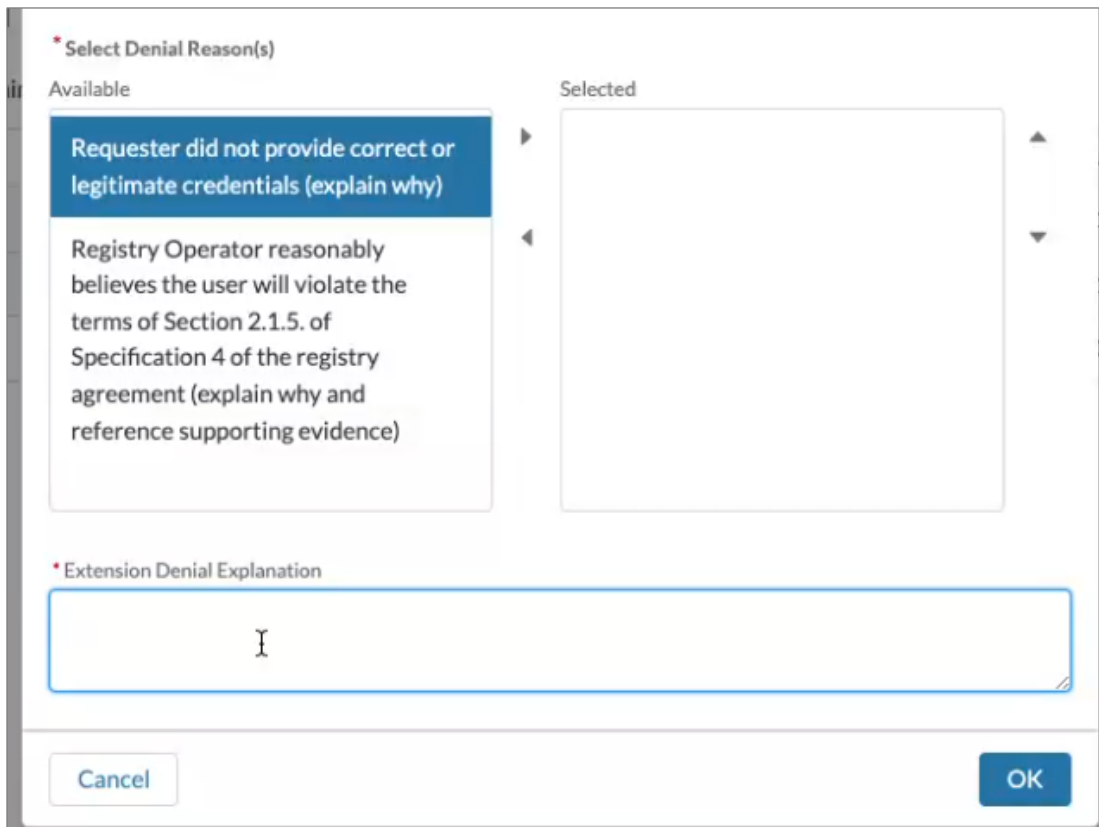
When viewing a request in **Approved - Extension Requested** status, click **Deny** in the upper right corner.



The screenshot shows the top right corner of a web interface with three buttons: "Extend", "Deny", and "Terms and Conditions". The "Deny" button is highlighted with a red rectangular border. Below this, the "DETAIL" tab is selected, showing a summary of request information:

Information	
Request ID	R-4128886
TLD	[Redacted]
TLD Detail	[Redacted]
Download Method	CZDS Direct Download
Status	Approved - Extension Requested
Status Indicator	●
Request Validity (Days)	275

A confirmation screen appears requiring you to select a denial reason and to type a Denial Explanation message to share with the requester. To deny the extension request click **OK**.



The screenshot shows a modal window titled "Select Denial Reason(s)". It features two columns: "Available" and "Selected".

- Available:**
 - Requester did not provide correct or legitimate credentials (explain why)
 - Registry Operator reasonably believes the user will violate the terms of Section 2.1.5. of Specification 4 of the registry agreement (explain why and reference supporting evidence)
- Selected:** (Empty)

Below the columns is a text input field labeled "Extension Denial Explanation" with a cursor. At the bottom are "Cancel" and "OK" buttons.

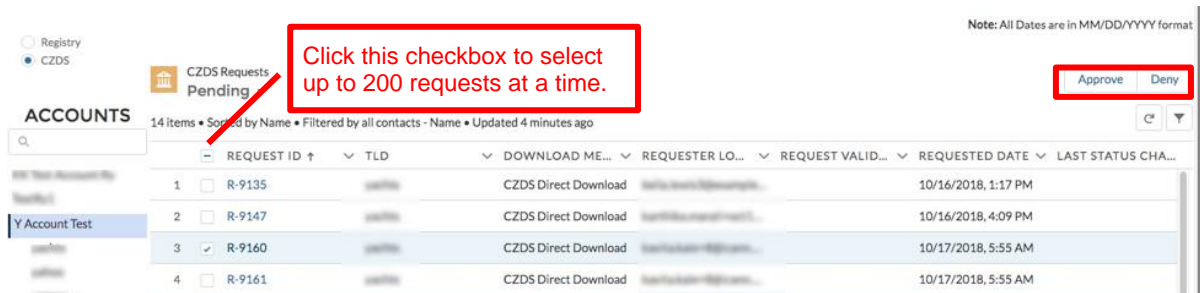
This will return the request to the **Approved** status, without updating the original expiration date.

7.2 Editing Multiple Requests

You can quickly update multiple requests to approve, deny, extend, deny extension, or revoke *when in the **Pending, Approved or Approved - Extension Requested** list views*. Notice that when no boxes are checked in the list views, the top right action buttons are inactive.



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



7.2.1 Bulk Approve

In the **Pending** list view, select one or more requests and click **Approve**. A separate screen will require you to confirm approval of the requests. Click **OK** to authorize the selected requests.

7.2.2 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

An option must be selected

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 ▾

ACCOUNTS 58 items

		LIST VIEWS	
		Approved	Updated a few secc
1	✓	Denied	DOWNLOAD ...
2		Expired	CZDS Direct Dow...
3		Pending	CZDS Direct Dow...
4		Revoked	CZDS Direct Dow...

7.2.3 Bulk Revoke

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

Note: All Dates are in MM/DD/YYYY format

Registry
● CZDS

CZDS Requests
Approved

ACCOUNTS
5 items • Sorted by Name • Filtered by all contacts - Name • Updated a few seconds ago

REQUEST ID	TLD	DOWNLOAD	REQUESTER L...	REQUESTED ...	APPROVED D...	EXPIRE DATE	LAST STATUS C...
1 <input checked="" type="checkbox"/>	R-9130	CZDS Direct Dow...	I	10/15/2018, 4:22 ...	10/15/2018, 9:36 ...	9/27/2029, 9:36 PM	10/16/2018
2 <input checked="" type="checkbox"/>	R-9134	CZDS Direct Dow...	I	10/16/2018, 1:17 ...	10/16/2018, 1:24 ...	9/28/2029, 1:24 PM	10/16/2018
3 <input type="checkbox"/>	R-9153	CZDS Direct Dow...	e	10/16/2018, 4:13 ...	10/16/2018, 4:41 ...	9/28/2029, 4:41 PM	10/16/2018
4 <input type="checkbox"/>	R-9155	CZDS Direct Dow...	e	10/16/2018, 4:13 ...	10/16/2018, 4:41 ...	9/28/2029, 4:41 PM	10/16/2018
5 <input type="checkbox"/>	R-9202	CZDS Direct Dow...	I	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 selected requests.

Revoke Approved CZDS Requests

2 requests will be revoked.

* Revocation Reason:
✓ Choose one...
The registry operator has evidence to support the user has violated the terms of Section 2.1.5. of Specification 4 of the registry

* Revocation Explanation

Cancel OK

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

7.2.4 Bulk Extend Validity

In the **Approved - Extension Requested** list view, select one or more requests, and click **Extend**. A separate screen will require you to confirm approval of the extension requests. Click **OK** to extend the expiration date for another term and the selected requests will now appear in the **Approved** list view.

2 extension requests will be approved.

Cancel OK

7.2.5 Bulk Deny Extension

1. In the **Approved – Extension Requested** list view, select multiple requests to deny the extension request. Click **Deny**.

Registry
● CZDS

Note: All Dates are in MM/DD/YYYY format

CZDS Requests
Approved - Extension Requested

Extend Deny

ACCOUNTS

3 Items • Sorted by Requested • Filtered by • Updated 6 minutes ago

Request ID	TLD	Download Method	Requester Name	Requester Login	Requested ↓	Approved	Expired	Last Change
1	R-4128886	CZDS Direct Download			9/21/2021, 10:00 AM	9/22/2021, 01:30 PM	6/24/2022, 01:30 PM	9/22/2021
2	R-4128885	CZDS Direct Download			9/19/2021, 11:51 PM	9/20/2021, 04:00 PM	6/22/2022, 04:00 PM	9/20/2021
3	R-4128786	CZDS Direct Download			9/15/2021, 02:30 PM	9/19/2021, 02:03 PM	6/21/2022, 02:03 PM	6/1/2022

2. Select a reason and provide an explanation for rejecting the request extensions.

2 extension requests will be denied.

* Select Denial Reason(s)

Available

- Requester did not provide correct or legitimate credentials (explain why)
- Registry Operator reasonably believes the user will violate the terms of Section 2.1.5. of Specification 4 of the registry agreement (explain why and reference supporting evidence)

Selected

* Extension Denial Explanation

Cancel OK

3. Click **OK**, and the selected requests will now continue to appear in the **Approved** list view without extending the original expiration dates.

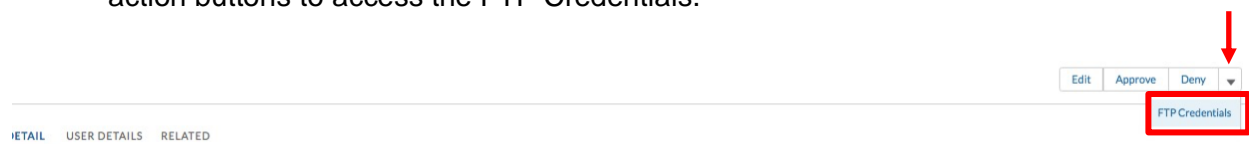
8 Approving FTP Requests for Registry Operator Provided TLDs

There are two methods for registries to provide their zone files to publicly.

The first method is **CZDS Direct Download**, which allows registry operators to review and process all requests in CZDS. Once a request is approved, end users can download zone files from CZDS directly for TLDs that use the CZDS Direct Download method. This method requires no additional credentialing by the registry operators, thus preferred by almost all registry operators.

The second method is **Registry Operator Provided**. This second method also requires the registry operator to review and process all requests in CZDS, but requires the end users to download zone files from a File Transfer Protocol (FTP) server maintained by the registry operator. When using the second method, registry operators must provide access to the end user on their FTP servers and submit the required credentials through CZDS as below.

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.

9 Bulk Update CZDS Settings for TLDs

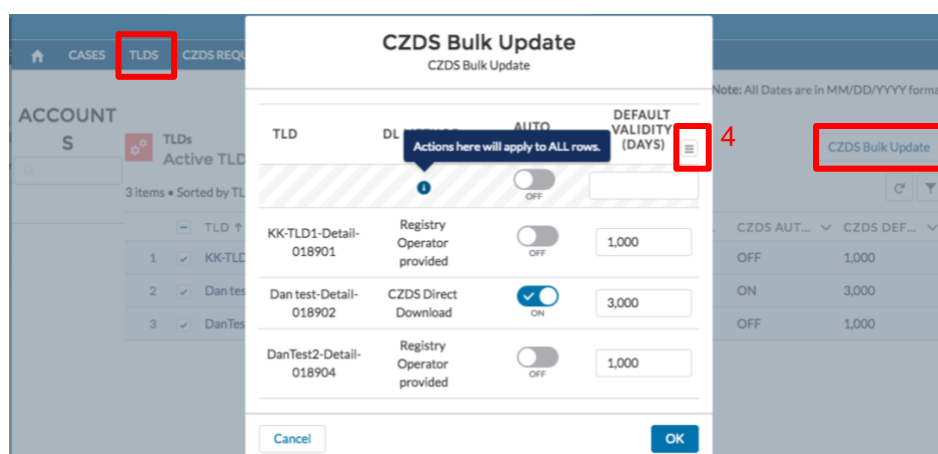
You can update the CZDS settings (Auto Approve and Validity) for multiple TLDs.

Auto Approve: Sets the system to automatically approve all future access requests and extension 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. Please note that enabling the Auto Approve option for a TLD will not affect existing requests that are already in **Pending** status or **Approved - Extension Requested** status.

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

10 CZDS Download Method

CZDS offers two download methods: CZDS Direct Download (default) and Registry Operator provided. This setting cannot be updated within CZDS. To update this setting, please 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

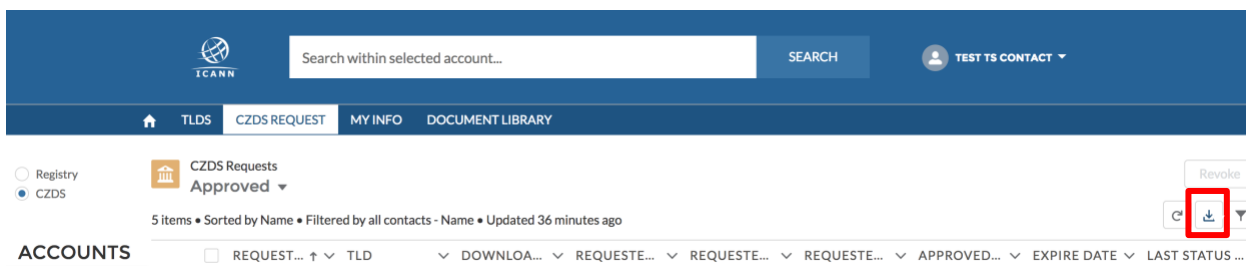
Registry Operator SFTP Server ⓘ

1.1.1.1.1 

11 Download List View as a CSV file

The download feature allows downloading CZDS requests that are displayed in the list view, which are limited to 200 when page is displayed initially. To increase the number of requests to download, you must scroll down to the bottom of the list to retrieve the next set of 200 requests. 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 before clicking the download button.

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 the dialog says: '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 are two buttons: 'Cancel' and 'Download'. A red box highlights the 'File Name:' input field.

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

12 Helpful Links

- ⦿ 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/registry-resources-2017-09-22-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>

