



NEW GTLD PROGRAM

Customer Portal User Guide: Transition to Delegation

Version 0.8

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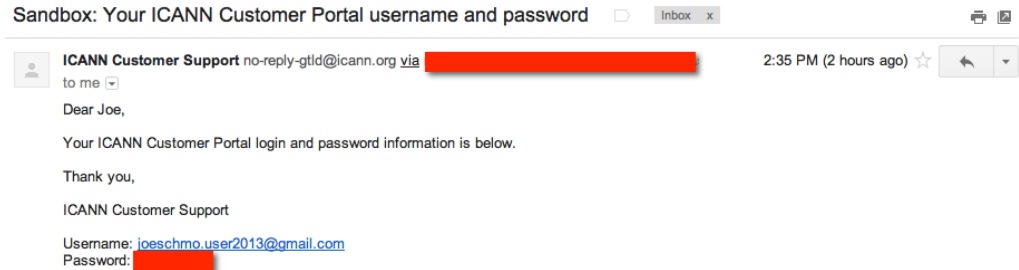
About this User Guide

This user guide is intended to provide applicants with information necessary to navigate through the Customer Portal for processing of their applications per Module 5 – Transition to Delegation of the gTLD Applicant Guidebook. This guide covers the following topics:

- Introduction to the Customer Portal
- Contracting
- Pre-Delegation Testing
- Transition to IANA

Introduction to the Customer Portal

To begin, for users who have not yet received their credentials, a personalized email from our customer service team will provide you access to your user name and password. First-time users will be prompted to create a new password upon logging in.

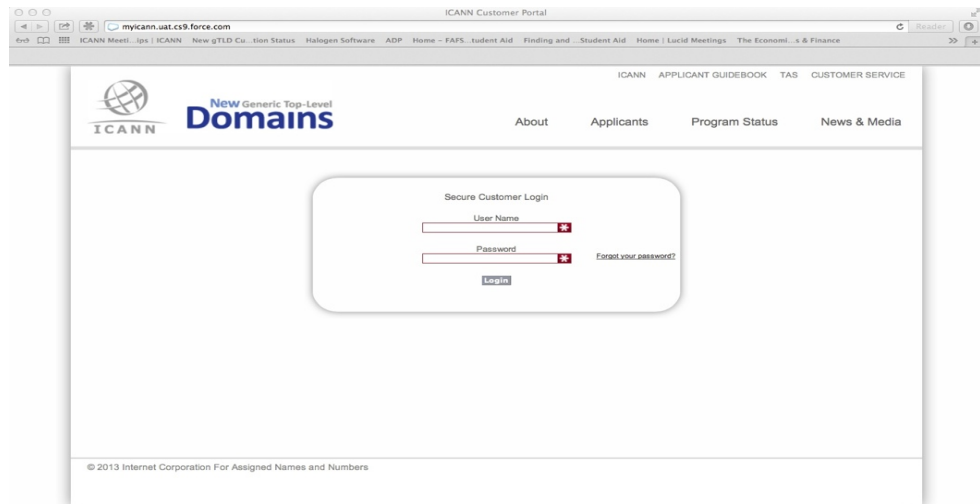


Now that you have your user name and new password, let's get started!

Logging in with your User Name and Password

Enter the following address in your web browser: <http://myicann.secure.force.com>
You will immediately be taken to the secure ICANN Customer Portal login page.

In the User Name and Password fields, please enter your given credentials. Then press **Enter** on your keyboard or click the **Login** button.



Notifications

The Salesforce Customer Portal will send information to your email address regarding new requests. If you find that you are not receiving these notices, please be sure to check your email spam filter and add ICANN Customer Support to your trusted contacts.

Accessing the Application Dashboard

The Application Dashboard contains all of your application information, including the Application Detail and associated cases. The Application Dashboard can be found by clicking on the **Applications** tab in the upper right hand corner of the page. The Applications Home dashboard and **Applications View:** dropdown menu is displayed. Clicking the respective **Application ID** from the list will allow you to access individual applications.

Cases **Applications**

Applications Home

View: **My gTLD Applications** Go!

Recent Applications Recently Viewed ▾

App ID	Prioritization	String (Q13)	Applicant (Q1)	Primary Contact (Q6a)
9-9999-99928	1,000,000,028	SCHMO	Schmo, Inc.	Joe Schmo
9-9999-99930	1,000,000,030	SCHMO2	Schmo, Inc.	Joe Schmo
9-9999-99931	1,000,000,031	SCHMO3	Schmo, Inc.	Joe Schmo

Upon clicking an Application ID, the application detail will be displayed.

Cases Applications

Application **9-9999-99928** Printable View

Application Detail

App. ID	9-9999-99928	Prioritization	1,000,000,028
String (Q13)	SCHMO		

Applicant Details

Applicant (Q1)	Schmo, Inc.	Legal Form (Q8a)	
Business Address (Q2)		Jurisdiction Law (Q8b)	
Phone Number (Q3)	(323) 123-4567	Stock Exchange/Symbol (Q9a)	
Fax Number (Q4)	(232) 123-4567	Venture Partners (Q8c)	
Website (Q5)		Business Id (Q10)	

Primary Contact Details

Primary Contact (Q6a)	Joe Schmo	Primary Contact Phone (Q6d)	(323) 123-4567
Primary Contact Title (Q6b)	President	Primary Contact Fax (Q6e)	(232) 123-4567
Primary Contact Address (Q6c)	123 Schmo St. Playa Vista, CA - 90040 US		
		Primary Contact Email (Q6f)	joeschmo.user2013@gmail.com

Secondary Contact Details

Secondary Contact (Q7a)	Lars Larsen	Secondary Contact Phone (Q7d)	(323) 123-4567
Secondary Contact Title (Q7b)	Lars	Secondary Contact Fax (Q7e)	
Secondary Contact Address (Q7c)	123 Larsen, St. Playa Vista		
		Secondary Contact Email (Q7f)	demouser1.user2013@gmail.com

Cases New Case

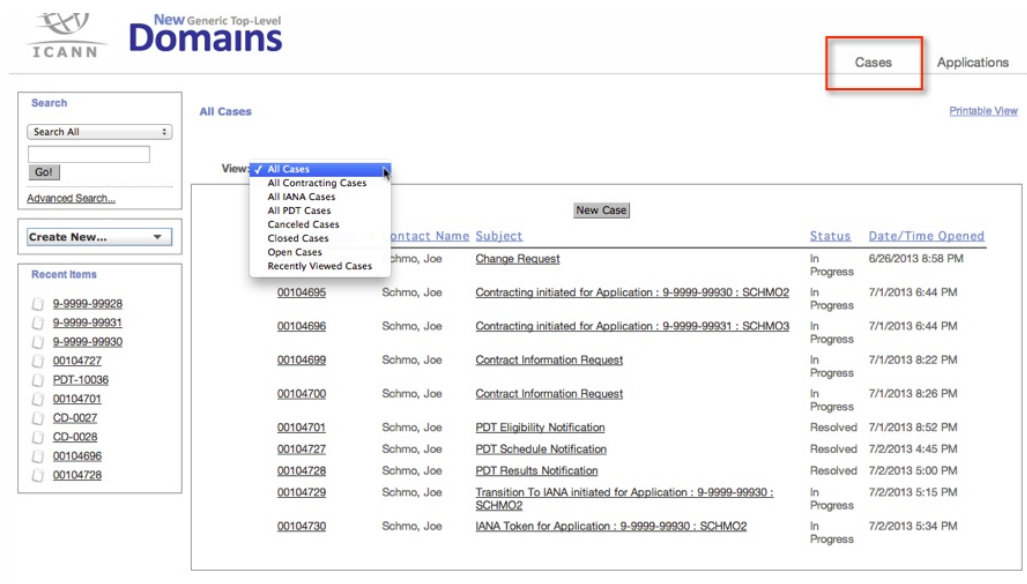
No records to display

To change application information, applicants are directed to initiate a [Change Request](#) per the published change request process. Information can be found at:

<http://newgtlds.icann.org/en/applicants/customer-service/change-requests>

Accessing Cases

Upon entering the Customer Portal, select the **Cases** tab in the upper right-hand section of the page. The Cases Home dashboard and **Cases View:** dropdown menu will appear. Click on a case to view the case details and to respond to that case. Select an option from the Cases View dropdown to apply a filter that displays the respective cases.



The screenshot shows the ICANN Domains Customer Portal interface. At the top, the ICANN logo and 'New Generic Top-Level Domains' are visible. A navigation bar includes a 'Cases' tab (highlighted with a red box) and an 'Applications' tab. Below the navigation bar, there is a search section with a 'Search All' input field and a 'Go!' button. To the left, there is a 'Create New...' dropdown menu and a 'Recent Items' list containing various case IDs. The main content area is titled 'All Cases' and features a 'View:' dropdown menu with options: 'All Cases' (selected), 'All Contracting Cases', 'All IANA Cases', 'All PDT Cases', 'Canceled Cases', 'Closed Cases', 'Open Cases', and 'Recently Viewed Cases'. Below the dropdown is a table of cases with columns for 'Contact Name', 'Subject', 'Status', and 'Date/Time Opened'. A 'New Case' button is located above the table.

Contact Name	Subject	Status	Date/Time Opened
Schmo, Joe	Change Request	In Progress	6/26/2013 8:58 PM
00104695	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/1/2013 6:44 PM
00104696	Contracting initiated for Application : 9-9999-99931 : SCHMO3	In Progress	7/1/2013 6:44 PM
00104699	Contract Information Request	In Progress	7/1/2013 8:22 PM
00104700	Contract Information Request	In Progress	7/1/2013 8:26 PM
00104701	PDT Eligibility Notification	Resolved	7/1/2013 8:52 PM
00104727	PDT Schedule Notification	Resolved	7/2/2013 4:45 PM
00104728	PDT Results Notification	Resolved	7/2/2013 5:00 PM
00104729	Transition To IANA initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/2/2013 5:15 PM
00104730	IANA Token for Application : 9-9999-99930 : SCHMO2	In Progress	7/2/2013 5:34 PM

For more information on creating & submitting **Cases** please see the Customer Portal Tutorials:

<http://newgtlds.icann.org/en/announcements-and-media/video/tutorials>

Contracting

Overview

New gTLD Applicants who are eligible for contracting after concluding the evaluation processes detailed in the Applicant Guidebook are required to go through a Contracting process to sign a Registry Agreement. This process is supported via the Customer Portal.

The Contracting Process

The Contracting process includes the following steps:

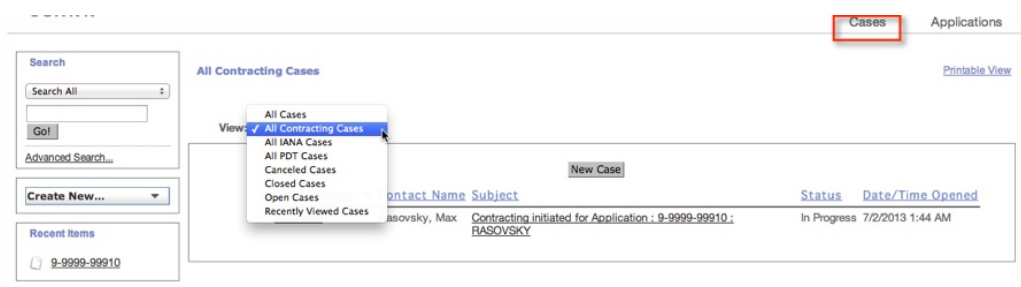
1. Access the Contracting Case
2. Complete the Contracting Information Request (CIR) Form
3. Reach an Agreement
4. Execute the Agreement

At the conclusion of the Contracting process, applicants with a signed registry agreement will be eligible for Pre-Delegation Testing (PDT). The process for completing PDT through the Customer Portal is discussed further in this document.

Access the Contracting Case

When your application is ready for Contracting, an automated email notification from ICANN Customer Support will be sent to your designated email address. Click the link included in the email to access the Customer Portal and log in with your user name and password credentials.

Upon entering the Customer Portal, select the **Cases** tab in the upper right-hand section of the page. The Cases Home dashboard and **Cases View:** dropdown menu will be displayed.



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Activate the dropdown menu by selecting the arrows on the **View:** toolbar that reads “All Cases.” Choose the “All Contracting Cases” option from the menu’s list. The list of Contracting cases will display as shown below, and the Case Number, Contact Name, Subject, Status and Date/Time Opened will be hyperlinked.

Cases Applications

All Contracting Cases [Printable View](#)

View: All Contracting Cases

Case Number	Contact Name	Subject	Status	Date/Time Opened
00104695	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/1/2013 6:44 PM
00104696	Schmo, Joe	Contracting initiated for Application : 9-9999-99931 : SCHMO3	Closed	7/1/2013 6:44 PM
00105601	Schmo, Joe	Contracting initiated for Application : 9-9999-99928 : SCHMO	In Progress	7/10/2013 11:42 AM
00105611	Schmo, Joe	Contracting initiated for Application : 9-9999-99929 : SCHMO1	In Progress	7/11/2013 4:56 PM
00105612	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/11/2013 6:54 PM
00105613	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/11/2013 6:54 PM
00105614	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/11/2013 6:54 PM

The **Status** field will read “In Progress” and the correct case will have a **Subject** field that reads “Contracting initiated for Application...” listed along with the respective application ID and string.

Complete the Contracting Information Request (CIR) Form

Click on the case number or subject field of the appropriate contracting case in order to view the case.

Case Number	Contact Name	Subject	Status	Date/Time Opened
00104695	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/1/2013 6:44 PM
00104696	Schmo, Joe	Contracting initiated for Application : 9-9999-99931 : SCHMO3	Closed	7/1/2013 6:44 PM
00105601	Schmo, Joe	Contracting initiated for Application : 9-9999-99928 : SCHMO	In Progress	7/10/2013 11:42 AM
00105611	Schmo, Joe	Contracting initiated for Application : 9-9999-99929 : SCHMO1	In Progress	7/11/2013 4:56 PM
00105612	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/11/2013 6:54 PM
00105613	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/11/2013 6:54 PM
00105614	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/11/2013 6:54 PM

In the **Description** section, as directed, click on the included link to open the Contracting Information Request (CIR) Form.

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Case **00104695** [Printable View](#)
 < [Back to List: Cases](#)

Case Detail			
Contact Name	Joe Schmo	Status	In Progress
Contact Email	joeschmo.user2013@gmail.com	Account Name	Schmo, Inc.
Application ID	9-9999-99930	Parent Case	
Description Information			
Subject	Contracting initiated for Application : 9-9999-99930 : SCHMO2		
Description	Please use Link below to navigate to Contract Details Entry form.		
	https://c.cs9.visual.force.com/apex/ContractDetails?id=a00K0000002FBoOIAS		
Date/Time Opened	7/1/2013 6:44 PM		

Case Comments [Add Comment](#)

No records to display

Attachments [Attach File](#)

No records to display

Follow the directions within the CIR Form and complete the respective checkboxes and informational fields, as required. You may obtain more information on the content of the CIR form by visiting the Contracting & Registry Agreement Microsite page or by reading the Contracting Information Request Guidance found here: <http://newgtlds.icann.org/en/applicants/agb/base-agreement-contracting>.

[Save](#) [Submit](#)

Click Save to save your progress. Click Submit to submit the completed form to ICANN.

Contracting Information Request (CIR) Form

All CIR responses must be submitted back to ICANN through the Customer Portal via the respective Contracting Eligibility Notification customer service case. The submitted CIR response must include this completed form and all related attachments.

To complete this CIR, please refer to the CIR Guidance located at:
<http://newgtlds.icann.org/en/applicants/agb/cir-guidance-21jun13-en.pdf>

Application Details

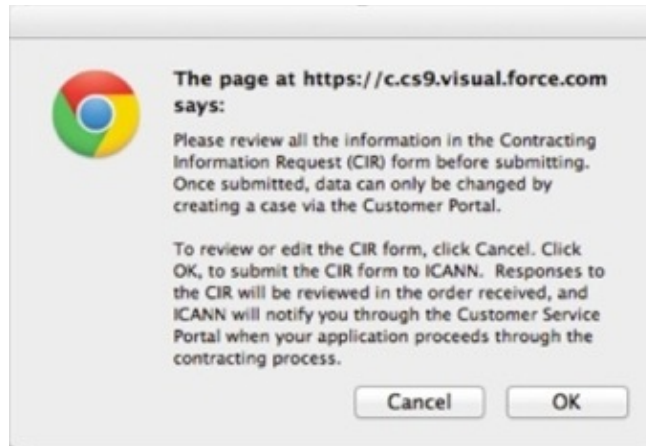
Application ID : 9-9999-99930
 Applicant Name : Schmo, Inc.
 Applied-for String : SCHMO2
 Application Priority : 1000000030

Contracting Information		
CIR Guidance Section	Directions	Check Box
1.A. Contracting Point-of-Contact	Please check the box if the Primary Contact in the Application will be your contracting Point-of-Contact. (If not, please provide the Contracting Point-of-Contact Information in the Additional Information section below.) For assistance go to CIR Guidance link above.	<input type="checkbox"/>
1.B. Authorized Signatory	Please check the box if the Authorized Signatory was named in Question 11 of the Application. Additionally, please provide the Authorized Signatory details in the Additional Information section below. For assistance go to CIR Guidance link above.	<input type="checkbox"/>
1.C. Notices Point of Contact	Please provide the Notices Point-of-Contact Information in the Additional Information section below. For	<input checked="" type="checkbox"/>

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If you wish to exit the form, click the **Save** button to save changes before closing. If you close the form without saving, all changes will be lost. To access an incomplete CIR, please follow the instructions above to access the respective case and CIR.

After you have completed the form, click the **Submit** button to release the completed form to ICANN for processing. Upon clicking **Submit**, a pop-up message will appear on your screen.



Click the **Cancel** button to return to the form. Click the **OK** button to release the information. Upon submission, the form will be locked and you will be directed to the read-only portion of the Contract Details section. Your CIR responses will be forwarded to the gTLD Contracting Team for review.

ICANN will review the submitted CIR response for the purpose of verifying compliance to requirements outlined in the CIR Guidance. If ICANN finds any deficiencies with the CIR response, ICANN will reach out to the applicant for corrections to the CIR form via a Customer Portal case. You will receive a notification accordingly and be required to log in to access the respective case.

Reach an Agreement

If the CIR response meets the requirements in the CIR Guidance, ICANN will proceed to create an initial draft of the Registry Agreement (RA) and will contact the Contracting Point of Contact as necessary.

As the Contracting Point of Contact may not have Customer Portal access, additional requests will be directed to the Contracting Point of Contact as email cases via the Customer Portal and will reference an Application ID and String for any application

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specific inquiry or submittal of information. Replies from the Contracting Point of Contact will be automatically associated with the case.

If the Contracting Point of Contact is different from the Primary Contact (and does not have Portal credentials) and wishes to direct an application-specific question to the gTLD Contracting Team, such inquiries should be submitted to the Customer Service Center via email in which the **subject references “Contracting”, and lists the respective Application ID and String. For example: “Contracting: 1-111-1111 .mystring”**. If not referenced appropriately, there may be a delay in routing the Contracting inquiry or information to the gTLD Contracting Team.

Where the Contracting Point of Contact is also the Primary Contact, if further information is required to complete the contracting phase of the application, a new case will be created and made available under the **Cases** tab in your Customer Portal. In addition, the Primary Contact will receive an email notification to inform them of a new case generated by ICANN.

The screenshot shows the 'Cases' tab in the Customer Portal. At the top right, there are tabs for 'Cases' and 'Applications'. Below the tabs, there is a 'Cases Home' link. A message says 'Select the cases you want to view from the dropdown.' Below this, there is a 'View:' dropdown menu set to 'All Cases' and a 'Go!' button. The main content area is titled 'Recent Cases' and includes a 'Create New Case' button and a 'Recently Viewed' dropdown. A table lists three cases:

Case Number	Subject	Status	Date/Time Opened
0104699	Contract Information Request	In Progress	7/1/2013 8:22 PM
00104696	Contracting initiated for Application : 9-9999-99931 : SCHMO3	In Progress	7/1/2013 6:44 PM
00104642	Change Request	In Progress	6/26/2013 8:58 PM

If additional information is requested, ICANN may ask you to **Add Comments** or **Attach Files** to add supporting documentation to the case in question.

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Case **00104700** [Printable View](#)

[Back to List: Cases](#)

Case Detail [Cancel Case](#)

Contact Name	Joe Schmo	Status	In Progress
Contact Email	joeschmo.user2013@gmail.com	Account Name	Schmo, Inc.
Application ID	9-9999-99930	Parent Case	

Description Information

Subject	Contract Information Request
Description	We require further information about your case.
Date/Time Opened	7/1/2013 8:26 PM

[Cancel Case](#)

Case Comments [Add Comment](#)

No records to display

Attachments [Attach File](#)

No records to display

Always show me [more](#) records per related list

Execute the Agreement

ICANN will facilitate the signing of the Registry Agreement (RA) either in hard copy or via digital signature. ICANN will work directly with the Contracting Point of Contact to execute the RA.

Pre-Delegation Testing in the Customer Portal

Overview

New gTLD Applicants who have executed a Registry Agreement with ICANN are eligible for Pre-Delegation Testing (PDT). Applicants must pass PDT prior to being eligible for transition to IANA for delegation. The PDT process is supported via the Customer Portal and The PDT System. This guide focuses on the process within the Customer Portal. A PDT System user guide is available on the PDT page of the gTLD Microsite at <http://newgtlds.icann.org/en/applicants/pdt#resources>

The PDT Process

The PDT process includes the following steps:

1. Access the PDT Case
2. Access and Complete the PDT Information Request
3. Access and view the PDT Dashboard
4. Access and review the PDT Results Report

Eligibility Notification

When your application is ready for PDT, an automated email notification from ICANN Customer Support will be sent to the Primary Contact's email address. Click the link in the email to access the Customer Portal and log in with your user name and password credentials.

Access the PDT Case

Upon entering the Customer Portal, select the **Cases** tab in the upper right-hand section of the page. The Cases dashboard and **Cases View:** dropdown menu will be displayed.

CUSTOMER PORTAL USER GUIDE: TRANSITION TO DELEGATION

The screenshot shows the 'Cases' page with a search bar on the left and a table of cases. A red box highlights the 'View: All Cases' dropdown menu. The table has columns for Case Number, Contact Name, Subject, Status, and Date/Time Opened. A 'New Case' button is visible above the table.

Case Number	Contact Name	Subject	Status	Date/Time Opened
00104642	Schmo, Joe	Change Request	In Progress	6/26/2013 8:58 PM
00104695	Schmo, Joe	Contracting initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/1/2013 6:44 PM
00104696	Schmo, Joe	Contracting initiated for Application : 9-9999-99931 : SCHMO3	Closed	7/1/2013 6:44 PM
00104699	Schmo, Joe	Contract Information Request	In Progress	7/1/2013 8:22 PM
00104700	Schmo, Joe	Contract Information Request	In Progress	7/1/2013 8:26 PM
00104701	Schmo, Joe	PDT Eligibility Notification	Resolved	7/1/2013 8:52 PM
00104727	Schmo, Joe	PDT Schedule Notification	Resolved	7/2/2013 4:45 PM
00104728	Schmo, Joe	PDT Results Notification	Resolved	7/2/2013 5:00 PM
00104729	Schmo, Joe	Transition To IANA initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/2/2013 5:15 PM

Activate the dropdown menu by selecting the arrows on the **View:** toolbar that reads “All Cases.” Choose the “All PDT Cases” option from the menu’s list. The case details will display center-page as shown below, and the Case Number, Contact Name, Subject, Status and Date/Time Opened will be hyperlinked.

The screenshot shows the 'All PDT Cases' view. A red box highlights the 'View: All PDT Cases' dropdown menu. Below it, a table displays a single case record with the Case Number '00104701' highlighted by another red box.

Case Number	Contact Name	Subject	Status	Date/Time Opened
00104701	Schmo, Joe	PDT Eligibility Notification	In Progress	7/1/2013 8:52 PM

Access and Complete the PDT Information Request

Click on the case number or subject field of the appropriate PDT case in order to view the case. In the **Description** section, select the link, as directed, to open the PDT Information Request Form.

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Cases Applications

Case
00104701 [Printable View](#)

[← Back to List: Cases](#)

Case Detail

Application ID	9-9999-99930	Status	In Progress
Contact Name	Joe Schmo	Account Name	Schmo, Inc.
Contact Email	joeschmo.user2013@gmail.com		

Description Information

Subject	PDT Eligibility Notification		
Description	Please use the following link to complete the required information to schedule PDT: https://cs9.salesforce.com/apex/pdtDetails?id=a0EK000004EmfcMAC Once the information is complete, a test date will be scheduled according to priority and confirmation will be sent via email. If you have questions or would like additional information, submit a case comment.		
Date/Time Opened	7/1/2013 8:52 PM		

Case Comments [Add Comment](#)

No records to display

In this form you will identify your PDT Contact and provide a date of your earliest availability to conduct PDT. After you have completed the form, click the **Submit** button to release the completed form to ICANN for processing.

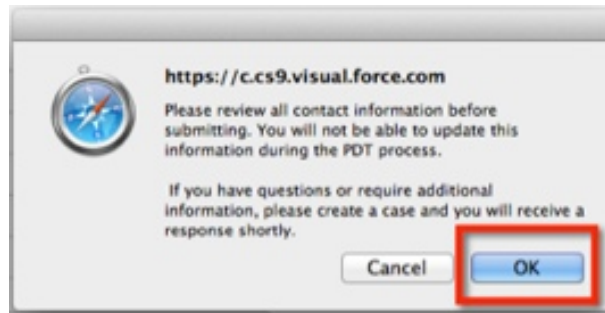
The screenshot shows a web form for entering PDT contact information. At the top, there is a 'Submit' button highlighted with a red box. Below it, a blue instruction reads: 'Please complete the form with the designated PDT Contact's information edited or updated.' The form fields are as follows:

- PDT Contact First Name: Joe
- PDT Contact Last Name: Schmo
- PDT Contact Email: joeschmo.user2013@gmail.com
- PDT Contact Phone No.: (310) 967-5309
- Registry Service Provider: Registries - R - Us
- PDT Contact Country: US (with a link for 'Country Code Help?')
- PDT Contact Time Zone: (GMT+14:00) Line Islands Time (Pacif)

Below the fields, another blue instruction reads: 'Please select the earliest date on which your registry system and PDT C submitted no later than the Friday, 11.59 UTC prior to the scheduled test'. The 'Select Test Date:' field is set to 7/2/2013. At the bottom of the form, there is another 'Submit' button highlighted with a red box.

Upon clicking Submit, a pop-up message will appear on your screen. Click the Cancel button to return to the form. Click the **OK** button to release the information.

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Upon submission, the form will be locked and you will be directed to the read-only portion of the PDT contact information section. Your responses will be forwarded to the gTLD PDT Team who will set a test appointment for your application.

When your PDT appointment has been scheduled, the Primary Contact and the identified PDT Contact will receive an email notification containing the scheduled date and additional instructions. The “**PDT Schedule Notification**” case will also be available in the Customer Portal (for the Primary Contact).

[Cases](#) Applications

All PDT Cases [Printable View](#)

View: All PDT Cases

[New Case](#)

Case Number	Contact Name	Subject	Status	Date/Time Opened
00104701	Schmo, Joe	PDT Eligibility Notification	Resolved	7/1/2013 8:52 PM
00104727	Schmo, Joe	PDT Schedule Notification	In Progress	7/2/2013 4:45 PM

Access and View the PDT Dashboard

Inside the “PDT Schedule Notification” case you will find a link to your PDT Dashboard. This dashboard will contain information about your Pre-Delegation Test and the status of PDT.

[Cases](#) Applications

Case **00104727** [Printable View](#)

[Back to List: Cases](#)

Case Detail

Application ID	9-9999-99930	Status	Resolved
Contact Name	Joe Schmo	Account Name	Schmo, Inc.
Contact Email	joeschmo.user2013@gmail.com		

Description Information

Subject	PDT Schedule Notification		
Description	You have been scheduled for PDT. Specific PDT information will be sent via email shortly. More details can be viewed at "https://cs9.salesforce.com/a0EK0000004EmfoMAC" . If you have questions or would like additional information, submit a case comment.		
Date/Time Opened	7/2/2013 4:45 PM		

Case Comments [Add Comment](#)

No records to display

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The PDT Dashboard contains your application information, as well as the PDT contact information and scheduled appointment date. To make any changes, please submit a case by selecting “New Case” in the PDT Cases box of the PDT Dashboard.

The **PDT Status** field may be displayed as one of the following: Scheduled, In Progress or Complete.

- “Scheduled” represents when a PDT appointment date has been established, but it is in the future.
- “In Progress” will be displayed from the date of a PDT appointment up until results are available.
- “Complete” will be reflected once the application results are available.

The screenshot displays the PDT Dashboard for case PDT-10016. On the left, there is a search bar and a list of recent items. The main content area is divided into sections: PDT Detail, PDT Contact Information Provided, and PDT Cases. The PDT Detail section shows application information including Application ID (9-9999-99905), Applicant Name (String WEINSTEIN), and PDT Status (In Progress). The PDT Contact Information Provided section lists contact details for Paul D. Thomas, including his email (pdtcontact2013@gmail.com) and phone number (1234567890). The PDT Cases section contains a table with the following data:

Case Number	Subject	Status	Date/Time Opened
00104580	PDT Eligibility Notification	Resolved	6/26/2013 10:27 PM
00104583	PDT Schedule Notification	Resolved	6/26/2013 10:59 PM

Actual testing will occur via the PDT System. The PDT Contact will receive separate communications regarding testing and in accordance with the scheduled test date. After testing is complete, a results report will be generated.

Access and View the PDT Results Report

Once Pre-Delegation Testing has been completed, a notification will be sent to the Primary Contact and a case containing the test results will be generated in the Customer Portal. The Primary Contact will need to log into the Customer Portal to access the case. Similar to the eligibility notification, click the “Case Number” or “Subject” to access the case.

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Cases Applications

All PDT Cases [Printable View](#)

View: All PDT Cases

Case Number	Contact Name	Subject	Status	Date/Time Opened
00104701	Schmo, Joe	PDT Eligibility Notification	Resolved	7/1/2013 8:52 PM
00104727	Schmo, Joe	PDT Schedule Notification	Resolved	7/2/2013 4:45 PM
00104728	Schmo, Joe	PDT Results Notification	In Progress	7/2/2013 5:00 PM

You will then be prompted to click the link under the description to access the PDT Dashboard where you can view your results.

ICANN Domains **Generic Top-Level** Cases Applications

Search [Printable View](#)

Case 00104665
Back to List: Cases

Case Detail

Application ID	9-9999-99905	Status	In Progress
Contact Name	Russ Weinstein	Account Name	Weinstein, Inc.

Description Information

Subject	PDT Results Notification
Description	Your PDT results have been uploaded and can be viewed at (" https://cs9.salesforce.com/a0EK0000004EhdvMAC "). If you have questions or would like additional information, submit a case comment.
Date/Time Opened	6/27/2013 4:07 PM

Case Comments [Add Comment](#)

No records to display

Always show me [more](#) records per related list

2013 Internet Corporation For Assigned Names and Numbers

Once results are available, in the PDT Dashboard, the **Test Result** field will be populated. The **Test Result** field will display one of the following: Passed, Failed, Retest.

To view a detailed Test Report scroll down to the **Notes And Attachments** section where your PDT Results Report will be available. This report will be in PDF format and can be downloaded from the Customer Portal.

**CUSTOMER PORTAL USER GUIDE:
TRANSITION TO DELEGATION**

Search

Search All

Go!

Advanced Search...

Create New...

Recent Items

- PDT-10016
- 00104583
- 00104580
- PDT-10030
- 00104666
- 00-0002
- 00104679
- 00-0000
- 00104575
- 00104681

PDT
PDT-10016

Portable View

PDT Detail

Application Information

Application ID: 9-9999-99905

Applicant Name: WEINSTEIN

PDT Status: Complete

Test Result: Passed

PDT Contact Information Provided:

If you need to make changes to the submitted information, please add a comment in the designated case comments section.

PDT Contact Name: Paul D. Thomas

PDT Contact Phone No.: 1234567890

PDT Contact Email: pdtcontact2013@gmail.com

Registry Service Provider: ICANN

PDT Contact Country: AU

Earliest Available Date: 6/28/2013

PDT Contact Time Zone: (GMT+10:00) Australian Eastern Standard Time (Australia/Sydney)

Scheduled Start Date: 7/1/2013

PDT Cases

New Case

Case Number	Subject	Status	Date/Time Opened
00104580	PDT Eligibility Notification	Resolved	6/26/2013 10:27 PM
00104583	PDT Schedule Notification	Resolved	6/26/2013 10:59 PM

Notes & Attachments

No records to display

New Note Attach File

Always show me more records per related list

Transition to IANA

Overview

The Internet Assigned Numbers Authority (IANA) is the ICANN department responsible for managing the process of delegation of any new gTLD into the root zone. The Transition to IANA process in the Customer Portal transitions successful applicants to IANA for delegation.

The Transition to IANA Process

The Transition to IANA process includes the following steps:

1. Access the Transition to IANA Case
2. Provide Delegation Point of Contact Information
3. Obtain IANA Token

Access the Transition to IANA Case

When your application has passed PDT and is ready for transition to IANA, a new case will be created in the Customer Portal. To select the respective IANA case, click on **Cases** in the top right-hand corner and select **All IANA Cases** in the **Views** filter.

Click on **Case Number** to view the details of your case.

The screenshot shows the Customer Portal interface. At the top right, there is a navigation bar with a tab labeled "Cases" (highlighted in red) and "Applications". Below this, there is a section titled "All IANA Cases" with a "Printable View" link. A dropdown menu is open, showing "View: All IANA Cases" (highlighted in red). Below the dropdown is a table with a "New Case" button. The table has columns for "Case Number", "Contact Name", "Subject", "Status", and "Date/Time Opened". The first row of the table is highlighted, with the "Case Number" "00104729" (highlighted in red) and "Subject" "Transition To IANA initiated for Application : 9-9999-99930 : SCHMO2".

Case Number	Contact Name	Subject	Status	Date/Time Opened
00104729	Schmo, Joe	Transition To IANA initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/2/2013 5:15 PM

Provide Delegation Point of Contact Information

Inside the case, click on the link in the description section to access the **Delegation Contact Entry Form**.

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Cases Applications

Case **00104729** [Printable View](#)
◀ [Back to List: Cases](#)

Case Detail

Contact Name	Joe Schmo	Status	In Progress
Contact Email	joeschmo.user2013@gmail.com	Account Name	Schmo, Inc.
Application ID	9-9999-99930		

Description Information

Subject	Transition To IANA initiated for Application : 9-9999-99930 : SCHMO2		
Description	Please use Link below to navigate to Delegation Contact Entry form.		
Date/Time Opened	https://c.cs9.visual.force.com/apex/DelegationContactEntry?id=a0CK00000039pUnMAI		

Case Comments [Add Comment](#)

No records to display

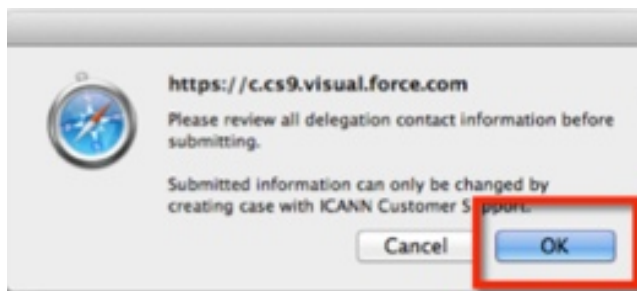
After you have completed the required contact information for the Delegation Point of Contact, click the **Submit** button to release the information to ICANN.

Cases Applications

Delegation Point-of-Contact Information

First Name *	<input type="text" value="Joe"/>	Last Name *	<input type="text" value="Schmo"/>
Title *	<input type="text" value="Executive CEO"/>	Email *	<input type="text" value="joeschmo.user2013@gmail.com"/>
Phone *	<input type="text" value="(310) 967-5309"/>		
Business Address *	<input type="text" value="123 Schmo St."/>	City *	<input type="text" value="Playa Vista"/>
State *	<input type="text" value="CA"/>	Postal Code *	<input type="text" value="90040"/>

Upon clicking **Submit**, a pop-up message will appear requesting that you confirm your information before submitting it. Click the **Cancel** button to return to the form. Click the **OK** button to release the information.



If you wish to exit the window, click the **Save** button to save changes before closing. If you close the window without saving, all changes will be lost. To access an incomplete Delegation Point of Contact Information window, please follow the instructions above to access the respective case.

Obtain IANA Token

After ICANN has received and validated the Point of Contact information, an email notification will be sent to the Primary Contact and an **IANA Token Case** will be created in the Customer Portal. To select the respective IANA case, click on **Cases** in the top right-hand corner and select **All IANA Cases** in the **Views** filter. You can also use the hyperlink within the email notification to access your specific case within the Customer Portal.

In the **All IANA Cases** view, select the **Case Number** or **Subject** to open the IANA Token case.

View: All IANA Cases

Case Number	Contact Name	Subject	Status	Date/Time Opened
00104729	Schmo, Joe	Transition To IANA initiated for Application : 9-9999-99930 : SCHMO2	In Progress	7/2/2013 5:15 PM
00104730	Schmo, Joe	IANA Token for Application : 9-9999-99930 : SCHMO2	In Progress	7/2/2013 5:34 PM

The token necessary for IANA delegation will be made available to you in the **Description** section of the case.

Case Detail

Contact Name	Joe Schmo	Status	In Progress
Contact Email	joeschmo.user2013@gmail.com	Account Name	Schmo, Inc.
Application ID	9-9999-99930		

Description Information

Subject	IANA Token for Application : 9-9999-99930 : SCHMO2
Description	Use the token below to log into IANA system. mf/L3UkrmvMqGx1UdRjv4X46uwLVkZAuMETUajmFBRL1SMkRYAYNoJtFVxbz5tetyPf2REVuv8YkCV/ALPgIBA==
Date/Time Opened	7/2/2013 5:34 PM

As this token is your key to initiate access to the IANA delegation system, please be sure to provide it to your Delegation Point of Contact in a secure manner. If you require a new token, you may request one through the Customer Portal. This information will only be provided directly to the Primary Contact.

The Delegation Point of Contact will be required to enter this token in order to initiate access to the delegation process, which is managed by IANA. **They must separately access the IANA system at <https://rzm.iana.org> to continue the process.**

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As the Delegation Point of Contact does not have Customer Portal access, all emails received by the Delegation Point of Contact via the Customer Portal will need to reference an Application ID, Applicant Name, and String for any application specific inquiry. If not, there may be a delay in routing the application inquiry to the appropriate ICANN staff.

If further information is required to complete this phase of your application, a new case will be created and made available under the **Cases** tab in your Customer Portal. In addition, the Primary Contact will receive an email notification to inform them of a new case generated by ICANN.

After the Delegation Point of Contact successfully logs into the IANA system, the Transition to Delegation process is complete.