



New Generic Top-Level
Domains

Customer Service Portal
User Guide
April 2013

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1.0 Getting Started

1.1 Logging In

To log into the customer service portal, enter your username and password in the appropriate fields on the portal login page. When logging into the portal for the first time, you will use the temporary password provided by Salesforce.com. Once you have logged into the portal, you will be prompted to create a new password.

The screenshot shows the login page for the ICANN New Generic Top-Level Domains customer service portal. The page features a header with the ICANN logo and the text "New Generic Top-Level Domains". Navigation links include "About", "Applicants", "Program Status", and "News & Media". The main content area contains a "Secure Customer Login" form with fields for "User Name" and "Password", a "Login" button, and a "Forgot your password?" link. The footer includes the copyright notice "© 2013 Internet Corporation For Assigned Names and Numbers".

ICANN APPLICANT GUIDEBOOK TAS CUSTOMER SERVICE

ICANN New Generic Top-Level Domains

About Applicants Program Status News & Media

Secure Customer Login

User Name

Password [Forgot your password?](#)

Login

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1.2 Retrieving your Password

If you forget your password, you may retrieve it by clicking the “Forgot Password” link located on the portal login page. When requesting a new password, the portal will automatically generate and email a temporary password, which will need to be changed upon logging into the portal.

The screenshot shows the ICANN New Generic Top-Level Domains portal. At the top left is the ICANN logo. To its right is the text "New Generic Top-Level Domains". Further right are navigation links: "About", "Applicants", "Program Status", and "News & Media". At the top right are links for "ICANN", "APPLICANT GUIDEBOOK", "TAS", and "CUSTOMER SERVICE". The main content area is titled "Secure Customer Login" and contains a form with two input fields: "User Name" and "Password". Below the "Password" field is a link labeled "Forgot your password?". A red box highlights this link, and a red arrow points to it from the right. Below the form is a "Login" button. At the bottom of the page is the copyright notice: "© 2013 Internet Corporation For Assigned Names and Numbers".

1.3 Navigating the Portal

After successfully logging into the portal, you will be defaulted to the “Cases” page. On this page, you will be able to view recently accessed cases, search any cases, submit a note on an existing case, or create a new case.

If you wish to view the application information associated with your login credentials, you can click on the **Applications** link.

To log out of the portal, click on the **Logout** link, which is visible from any portal page.

The screenshot shows the ICANN New Generic Top-Level Domains portal. At the top left is the ICANN logo. To its right is the text "New Generic Top-Level Domains". In the top right corner, it says "Greetings, Jane Doe" and "Logout" with the email address "jane.doe.icannuat@gmail.com". Below the header, there are two tabs: "Cases" (selected) and "Applications".

The main content area is divided into several sections:

- Search:** A search box with a "Search All" dropdown, a "Go!" button, and a link to "Advanced Search...".
- Cases Home:** A section with the text "Select the cases you want to view from the dropdown." and a "View:" dropdown menu set to "My Open Cases" with a "Go!" button.
- Recent Cases:** A table with columns "Case Number", "Subject", "Status", and "Date/Time Opened". It includes a "Create New Case" button and a "Recently Viewed" dropdown.
- Recent Items:** A list of three items: "1-777-6666", "00001160", and "00001130", each with a folder icon.

At the bottom of the page, it says "2013 Internet Corporation For Assigned Names and Numbers".

2.0 Managing Cases

2.1 Viewing Cases

The cases homepage is defaulted to show your recently created/accessed cases. For other view options, click on the down arrow in the View drop down menu. Once you have selected your desired view, click the **Go** button.

The screenshot displays the ICANN New Generic Top-Level Domains Cases Home page. The page header includes the ICANN logo and the text "New Generic Top-Level Domains". The user is logged in as "jane.doe.icannuat@gmail.com". The page is divided into several sections:

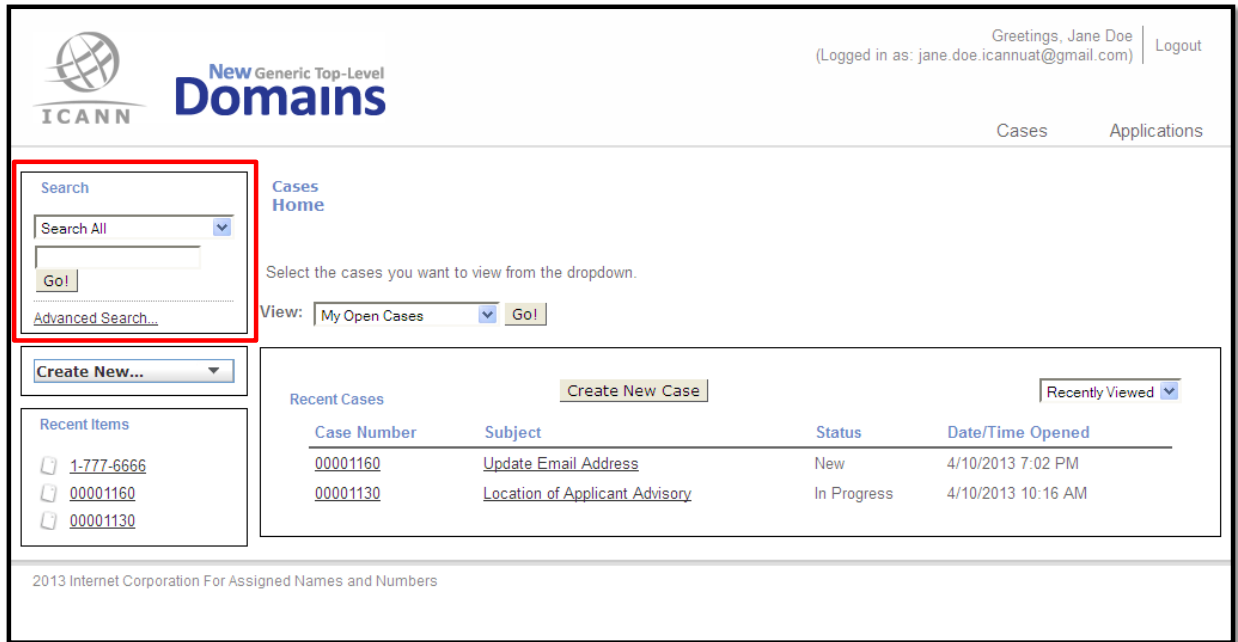
- Search:** A search bar with a "Search All" dropdown, a "Go!" button, and an "Advanced Search..." link.
- Recent Items:** A list of recent items with domain names: 00001160, 1-777-6666, and 00001130.
- View:** A dropdown menu showing "Recently Viewed Cases" (selected), "All Cases", "All Open Cases", "Canceled Cases", "Closed Cases", "My Open Cases", "Open Cases", and "Recently Viewed Cases". A "Go!" button is next to it.
- Table:** A table with columns "Subject", "Status", and "Date/Time Opened". The table contains two rows of data:

Subject	Status	Date/Time Opened
00001160 Update Email Address	New	4/10/2013 7:02 PM
00001130 Location of Applicant Advisory	In Progress	4/10/2013 10:16 AM

Note that your recent cases will always appear in the "Recent Items" section of the left panel.

2.2 Searching an Existing Case

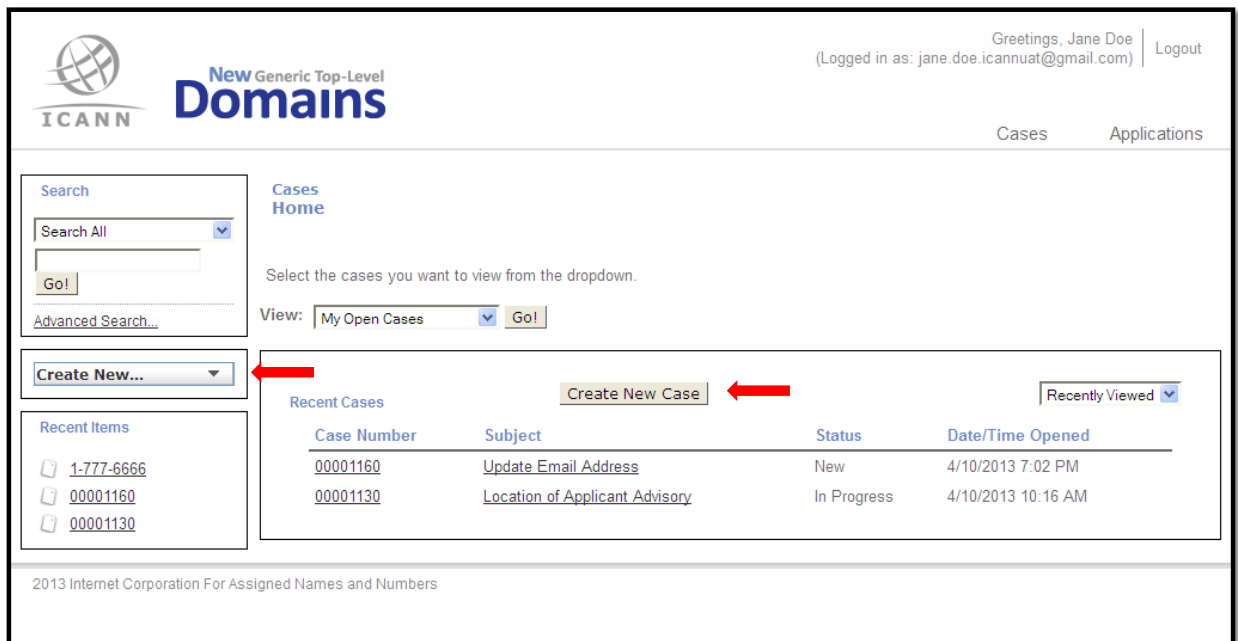
The best way to search for an existing case is to select “Case” from the **Search All** option from the Search drop down menu in the left panel, and click on the **Go** button.



The screenshot shows the ICANN Domains interface. At the top, there is a header with the ICANN logo, 'New Generic Top-Level Domains', and a user greeting: 'Greetings, Jane Doe | Logout (Logged in as: jane.doe.icannuat@gmail.com)'. Below the header, there are navigation links for 'Cases' and 'Applications'. The main content area is titled 'Cases Home' and includes a search section with a dropdown menu set to 'Search All', a text input field, and a 'Go!' button. A 'View:' dropdown is set to 'My Open Cases' with another 'Go!' button. Below this is a 'Recent Cases' table with columns for Case Number, Subject, Status, and Date/Time Opened. The table lists two cases: Case Number 00001160 (Update Email Address, New status, 4/10/2013 7:02 PM) and Case Number 00001130 (Location of Applicant Advisory, In Progress status, 4/10/2013 10:16 AM). A 'Create New Case' button and a 'Recently Viewed' dropdown are also present. On the left, there is a 'Create New...' dropdown menu and a 'Recent Items' list with three items: 1-777-6666, 00001160, and 00001130. The footer contains the text '2013 Internet Corporation For Assigned Names and Numbers'.

2.3 Creating a New Case

You can create a new case from the “Cases” page, or from an application’s detail page. To create a new case from the “Cases” page, click either the **Create New Case** button or select **Case** from the “Create New...” drop down menu in the left panel.



This screenshot is identical to the one above, but with two red arrows highlighting the 'Create New Case' button and the 'Create New...' dropdown menu in the left panel.

The “Case Edit” page will appear.

Step 1: If your case is regarding a specific application, click the **Lookup** icon next to the “Application ID” field. If your case is not regarding a specific application, skip to Step 3.

The screenshot displays the ICANN New Generic Top-Level Domains Case Edit interface. At the top left is the ICANN logo and the text "New Generic Top-Level Domains". At the top right, it says "Greetings, Jane Doe" and "(Logged in as: jane.doe.icannuat@gmail.com) Logout". Below the header are links for "Cases" and "Applications".

On the left side, there is a "Search" section with a "Search All" dropdown, a "Go!" button, and an "Advanced Search..." link. Below that is a "Create New..." dropdown menu. Underneath is a "Recent Items" section listing three items: "00001160", "1-777-6666", and "00001130".

The main content area is titled "Case Edit" and "New Case". It contains a "Case Edit" form with buttons for "Submit", "Submit & Add Attachment", and "Cancel". The form is divided into "Case Information" and "Description Information" sections.

Case Information:

- Contact Name: Jane Doe
- Application ID: [Empty field with a red border and a "Lookup" icon]
- Status: New (dropdown menu)
- Account Name: UAT Names, Inc.

Description Information:

- Subject: [Empty text area]
- Description: [Empty text area]

At the bottom of the form are buttons for "Submit", "Submit & Add Attachment", and "Cancel".

At the bottom of the page, it says "2013 Internet Corporation For Assigned Names and Numbers".

Step 2: In the “Search” field in the “Lookup” window, type the Application ID number associated with your case and then click the **Go** button. If you do not know the Application ID number, enter “*” in the “Search” field to pull up your applications where you are the Primary Contact. When you have located the application, click the Application ID.

The screenshot shows the ICANN New Generic Top-Level Domains Customer Portal. The user is logged in as Jane Doe. A search window is open, displaying a 'Lookup' section with a search field and a 'Go!' button. Below the search field, there is a table titled 'Recently Viewed Applications' with the following data:

App. ID	String (Q13)	Applicant (Q1)	Primary Contact (Q6a)	Secondary Contact (Q7a)
1-777-6666	uat	UAT Names, Inc.	Jane Doe	James Bond

The search window also includes a 'Search All' dropdown, a 'Go!' button, and a 'Recent Items' list with the following items:

- 00001160
- 1-777-6666
- 00001130

Step 3: On the “Case Edit” screen, enter the subject of your case in the “Subject” field.

Step 4: Enter a detailed description in the “Description” field.

Step 5: To add an attachment to your case, click the **Submit & Add Attachment** button and follow the instructions outlined on the “Attach File to Case” page. If you are not including an attachment with your case, proceed to Step 6.

Step 6: Click the “Submit” button.

NOTE: If you need to add a comment to the case after you have submitted the case to our New gTLD Customer Service Center, please see section 2.4 of this user manual.

The screenshot displays the ICANN New Generic Top-Level Domains Case Edit interface. At the top left is the ICANN logo and the text "New Generic Top-Level Domains". The top right shows the user's name "Greetings, Jane Doe" and a "Logout" link. Below the header are links for "Cases" and "Applications". The main content area is titled "Case Edit" and "New Case". It features a search bar on the left with a "Go!" button and an "Advanced Search..." link. Below the search bar is a "Create New..." dropdown menu and a "Recent Items" list containing three entries: "00001160", "1-777-6666", and "00001130". The central form is divided into two sections: "Case Information" and "Description Information". The "Case Information" section includes fields for "Contact Name" (Jane Doe), "Application ID", "Status" (New), and "Account Name" (UAT Names, Inc.). The "Description Information" section includes fields for "Subject" and "Description". The "Subject" field is highlighted with a red vertical bar and a blue circle numbered 3. The "Description" field is highlighted with a red vertical bar and a blue circle numbered 4. At the top of the form are buttons for "Submit", "Submit & Add Attachment", and "Cancel". At the bottom of the form are buttons for "Submit", "Submit & Add Attachment", and "Cancel". The "Submit" button at the bottom is numbered 6, and the "Submit & Add Attachment" button is numbered 5. The page footer reads "2013 Internet Corporation For Assigned Names and Numbers".

2.4 Updating a Case

Changes to a case may only be made from the case edit screen. To make updates or changes to a case, such as adding comments, attachments, or even cancelling a case, you must locate and select the case (see section 2.2). You cannot update “Closed” cases.

The figure below illustrates which buttons on the case edit screen can be used to add a comment, attach a file, and cancel a case.

The screenshot displays the ICANN New Generic Top-Level Domains case edit interface. At the top, the user is logged in as Jane Doe. The page is divided into several sections:

- Search:** A sidebar with a search box and a 'Go!' button.
- Case Detail:** The main section for case 00001160. It includes a 'Cancel Case' button (callout A) and a table of case information:

Contact Name	Jane Doe	Status	New
Contact Email	jane.doe.icannuat@gmail.com	Account Name	UAT Names, Inc.
Application ID	1-777-6666		
- Description Information:** A section with a 'Subject' of 'Update Email Address' and a 'Description' of 'Please change the secondary contact email address to jane.doe@gmail.com'. It also shows the 'Date/Time Opened' as 4/10/2013 7:02 PM and a 'Cancel Case' button.
- Case Comments:** A section with an 'Add Comment' button (callout B) and a single comment: 'Created By: Jane Doe (4/10/2013 7:03 PM) comment'.
- Attachments:** A section with an 'Attach File' button (callout C) and a table of attachments:

File Name	Size	Last Modified	Created By
View Del jane-doe-file.docx	21KB	4/10/2013 7:18 PM	Jane Doe
View Del jane-doe-file.docx	21KB	4/10/2013 7:03 PM	Jane Doe

A. Canceling a Case

Cases that are not closed (case status field is not “Resolve” or “Closed”) may be canceled directly in the portal, simply by clicking the **Cancel Case** button located on the case edit page. Once cases are canceled, you will be unable to make any further edits to these cases.

B. Adding a Comment

After submitting a case through the portal, you can add a comment to the case simply by clicking the **Add Comment** button located on the case detail page. Upon clicking the **Add Comment** button, you will be taken to the “Comments” page where you can add detailed comments that you would like the customer service team to review. Once you have added your comment, click the “Save” button to submit the comment.



Search

Search All

[Advanced Search...](#)

Create New...

Recent Items

- 00001160
- 1-777-6666
- 00001130

Comments
Case 00001160

Case Comment Edit

Case Details ! = Required Information

Subject	Update Email Address
Description	Please change the secondary contact email address to jane.doe@gmail.com.

Comment Details

Comment

Case Comments

[Comment](#)

Created By: Jane Doe (4/10/2013 7:03 PM)
comment

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

C. Attaching a File

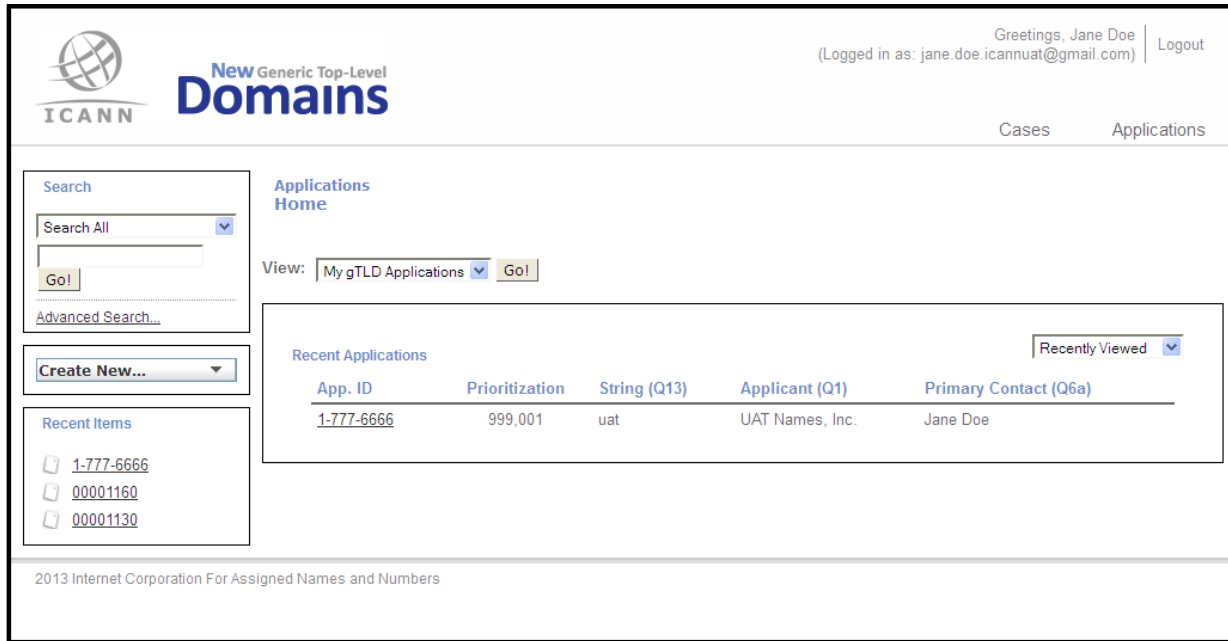
Files may be attached to cases that are open by clicking the **Attach File** button on the case edit page. You will be taken to the following page where you can browse and attach files to your case:

The screenshot shows the 'Attach File to Case' page for case 00001160. The page header includes the ICANN logo, 'New Generic Top-Level Domains', and user information: 'Greetings, Jane Doe | Logout (Logged in as: jane.doe.icannuat@gmail.com)'. Navigation links for 'Cases' and 'Applications' are present. On the left, there is a search box with a 'Go!' button and a 'Recent Items' list containing '00001160', '1-777-6666', and '00001130'. The main content area is titled 'Attach File to Case 00001160' and contains three numbered steps: 1. Select the File (with a 'Browse...' button), 2. Click the 'Attach File' button (with an 'Attach File' button), and 3. Click the Done button to return to the previous page (with a 'Done' button). The footer reads '2013 Internet Corporation For Assigned Names and Numbers'.

3.0 Managing Applications

3.1 Searching and Viewing Applications

To search and view your applications, open the “Applications” page by clicking the **Applications** link located at the top-right corner of your portal. You will be taken to the “Applications” home page where you can view your recently accessed applications.



The screenshot shows the ICANN Domains Applications Home page. The page header includes the ICANN logo, the text "New Generic Top-Level Domains", and a user greeting: "Greetings, Jane Doe (Logged in as: jane.doe.icannuat@gmail.com) Logout". There are navigation links for "Cases" and "Applications".

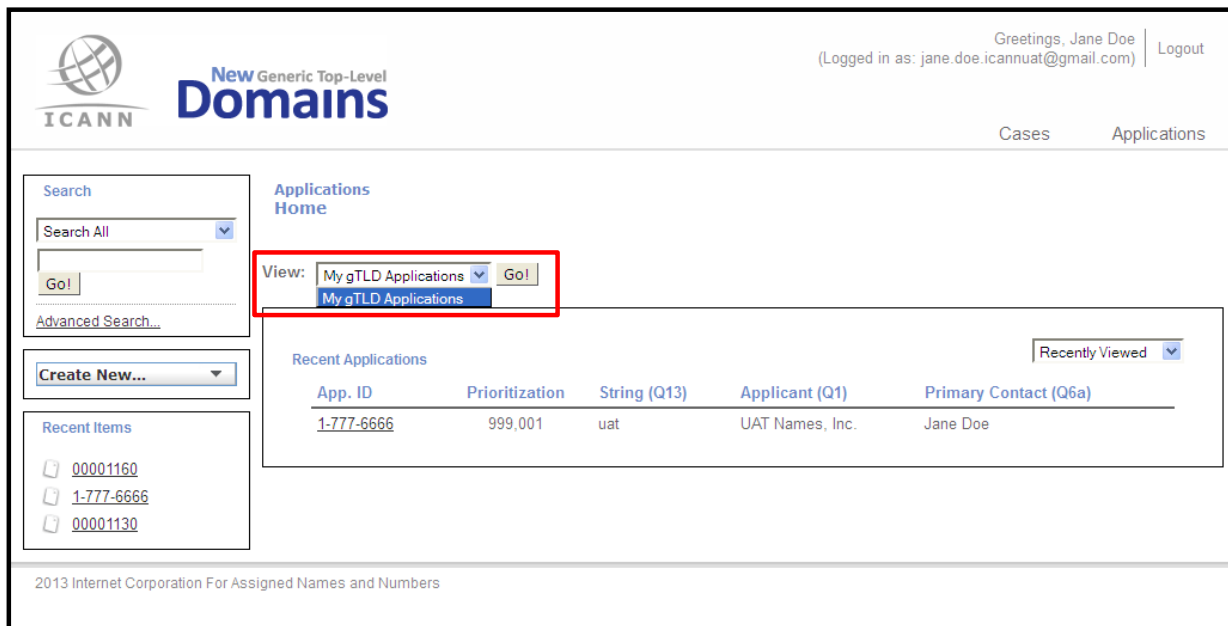
The main content area is titled "Applications Home". It features a search bar with a "Search All" dropdown and a "Go!" button. Below the search bar is a "Create New..." dropdown and a "Recent Items" list containing three items: "1-777-6666", "00001160", and "00001130".

The "View:" dropdown menu is set to "My gTLD Applications" and has a "Go!" button next to it. Below this is a table of "Recent Applications" with a "Recently Viewed" dropdown. The table has the following columns: "App. ID", "Prioritization", "String (Q13)", "Applicant (Q1)", and "Primary Contact (Q6a)".

App. ID	Prioritization	String (Q13)	Applicant (Q1)	Primary Contact (Q6a)
1-777-6666	999,001	uat	UAT Names, Inc.	Jane Doe

At the bottom of the page, it says "2013 Internet Corporation For Assigned Names and Numbers".

To view all of your New gTLD applications, select **My gTLD Applications** from the “View” drop down menu and then click the **Go** button.



This screenshot is identical to the one above, but with a red box highlighting the "View:" dropdown menu. The dropdown menu is open, showing "My gTLD Applications" as the selected option. The "Go!" button is also visible next to the dropdown.

3.2 Creating a Case from the Application Detail Page

You can also create a new case from the "Application" detail page. By creating a case from a specific application, the "Application ID" field on the Case detail page will be auto-populated. To create this case directly from the application, click the "New Case" button located at the bottom of the Application details page.

The screenshot shows the ICANN Domains application detail page for application 1-777-6666. The page is titled "Application 1-777-6666" and includes a search bar, a "Create New..." button, and a "Recent Items" list. The main content area displays the application details, including the application ID, string, status, and IE Pass. It also lists applicant details, primary contact information, and secondary contact information. At the bottom of the application details section, a "New Case" button is highlighted with a red box. Below this button is a table of cases, with the first row showing a case number of 00001160, subject "Update Email Address", status "New", and date/time opened "4/10/2013 7:02 PM".

App. ID	1-777-6666	Status	IE Pass
String (Q13)	uat	Prioritization	999,001
Applicant Details			
Applicant (Q1)	UAT Names, Inc.	Legal Form (Q8a)	Corporation
Business Address (Q2)	123 Main St Los Angeles, CA - 90094 USA	Jurisdiction Law (Q8b)	State of California
Phone Number (Q3)	(555) 555-5555	Stock Exchange/Symbol (Q9a)	NYSE / UAT
Website (Q5)	www.uatnamesinc.com	Venture Partners (Q9c)	None
Fax Number (Q4)	(555) 555-5550		
Primary Contact Details			
Primary Contact (Q5a)	Jane Doe	Primary Contact Phone (Q6d)	(555) 555-5555
Primary Contact Title (Q6b)	President	Primary Contact Fax (Q6e)	(555) 555-5550
Primary Contact Address (Q6c)	123 Main St Los Angeles, CA - 90094 USA	Primary Contact Email (Q6f)	jane.doe.icannuat@gmail.com
Secondary Contact Details			
Secondary Contact (Q7a)	James Bond	Secondary Contact Phone (Q7d)	(555) 555-5555
Secondary Contact Title (Q7b)		Secondary Contact Fax (Q7e)	(555) 555-5550
Secondary Contact Address (Q7c)	123 Main St Los Angeles, CA - 90094 USA	Secondary Contact Email (Q7f)	

Case Number	Subject	Status	Date/Time Opened
00001160	Update Email Address	New	4/10/2013 7:02 PM