



Accessing TAS and the CSC Portal

Disclaimer: This user guide is for information purposes and might not exactly match the functionality and display of the Citrix XenApp Remote Desktop, the TLD Application System, and the CSC Portal (which are subject to change). This guide is not intended to modify the Applicant Guidebook or any other aspect of the ICANN New gTLD Program. If any information provided here appears to be inconsistent with any information published elsewhere by ICANN, please do not rely on this information without confirmation or clarification from ICANN.

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Overview

The TLD Application System (TAS) and CSC Portal can only be accessed through Citrix XenApp Remote Desktop (Citrix). Citrix is a virtualized instance of Microsoft Windows implemented to increase the level of security surrounding TAS and the CSC Portal.

TAS is the system that applicants use to view submitted application materials, withdraw applications, or complete assigned tasks such as clarifying questions.

The Customer Service Center (CSC) Portal is the system that applicants use to submit and view the status of inquiries.

This document provides information on how to:

- A. [Log into Citrix](#)
- B. [Log into TAS](#)
- C. [Log into the CSC Portal](#)
- D. [Request a Password Reset for Citrix and TAS](#)
- E. [Request a Password Reset for the CSC Portal](#)

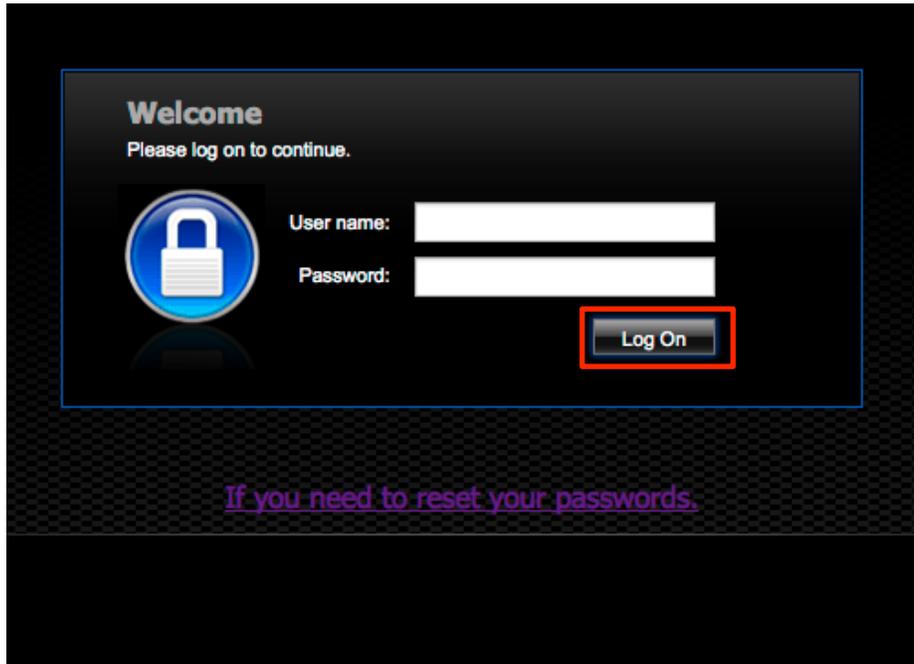
For the complete TAS user guide, see <http://newgtlds.icann.org/en/applicants/tas/user-guide-11jan12-en.pdf>.

A. Log into Citrix

You must first log into Citrix before accessing TAS or the CSC Portal. To log into Citrix, navigate to <https://gtldapp.icann.org/vpn/index.html>.



Enter your username and password in the appropriate boxes, and then click the **Log On** button.



NOTE	Your username is the same for Citrix, TAS, and CSC Portal login. However, your password for each of the 3 applications may be different.
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B. Log into TAS

Once you have logged into Citrix, you will see two icons in the tray, one for TAS and one for the CRM. The customer relationship management (CRM) tool is the CSC Portal. To access TAS, click on the TAS icon.



The TAS login screen will come up. Enter your username and password, and then click the **Sign In** button.



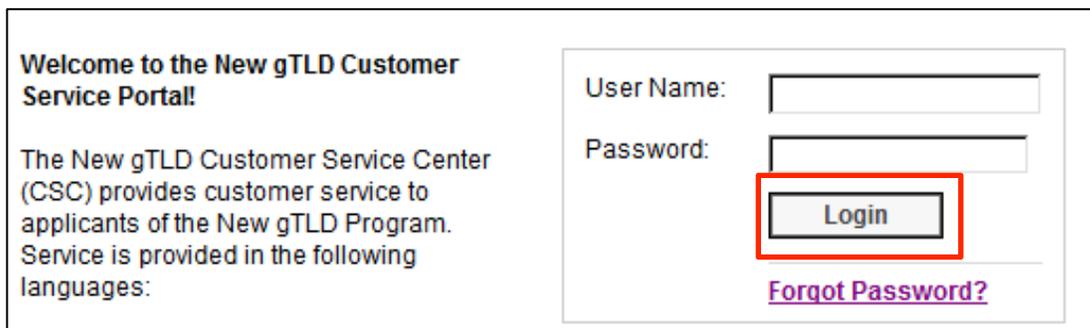
The image shows a login form for NewgTLDs. At the top, the text "NewgTLDs" is displayed in orange and blue. Below this, there are two input fields: "Username:" and "Password:". At the bottom right of the form, there is a button labeled "Sign In" which is highlighted with a red rectangular border.

C. Log into the CSC Portal

To log into the CSC Portal, first log into Citrix, then click the CRM icon.



Enter your username and password, and then click the **Login** button.



The image shows the login screen for the New gTLD Customer Service Portal. On the left, there is a welcome message: "Welcome to the New gTLD Customer Service Portal!" followed by a paragraph: "The New gTLD Customer Service Center (CSC) provides customer service to applicants of the New gTLD Program. Service is provided in the following languages:". On the right, there is a login form with two input fields: "User Name:" and "Password:". Below the input fields, there is a button labeled "Login" which is highlighted with a red rectangular border. At the bottom right of the form, there is a link labeled "Forgot Password?" in purple text.

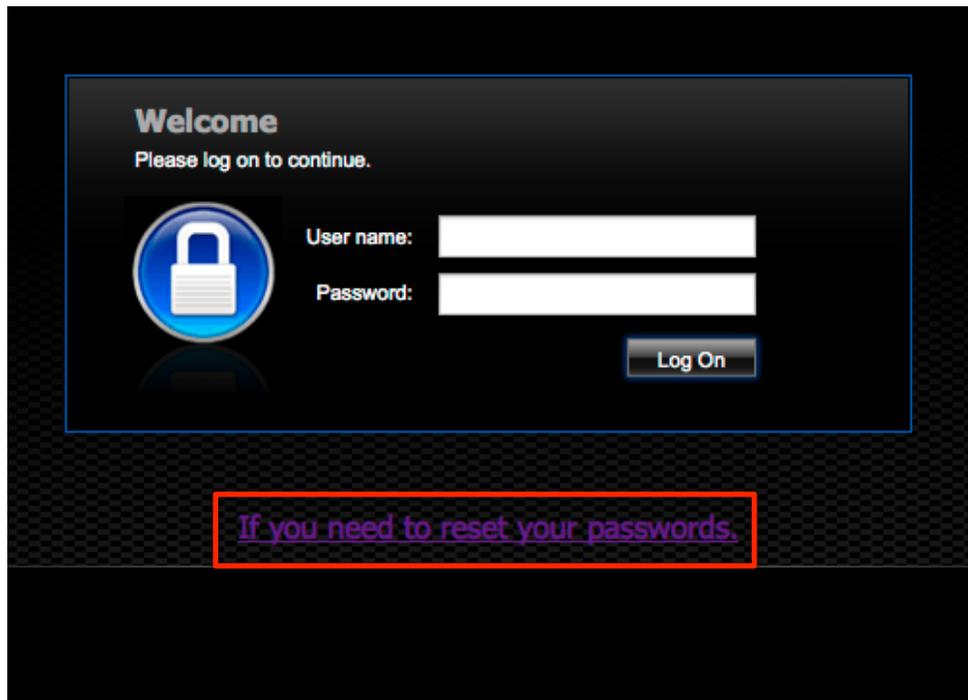


D. Request a Password Reset for Citrix and TAS

When you request a password reset for Citrix, the system will initiate the password reset process for both Citrix and TAS at the same time even though there are separate passwords for each of these 2 applications. When resetting your passwords, it is recommended that you create unique passwords for Citrix and TAS. Note that if the temporary passwords expire before they are used, the existing passwords will remain unchanged and the password reset process must be initiated again.

NOTE	Citrix passwords expire after 90 days. If your Citrix password does not work, you will need to reset it.
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Step 1: Click on the “If you need to reset your passwords” link on the Citrix login page <https://gtldapp.icann.org/vpn/index.html>.



Step 2: Enter your email address and the verification code on the screen that appears. Click the **Continue** button.

Reset Your Password

Please enter your Email and Captcha to reset your passwords. This process will reset both your terminal server and your TAS account passwords.

You will be required to correctly answer your security questions in order to complete the process.

* Email:

* Captcha: 

Please enter the verification code from the image above.

Continue

Step 3: You will receive three system emails:

3	<input type="checkbox"/>	do-not-reply@gtld.icann.org	TAS Temporary Password	4:29 PM
2	<input type="checkbox"/>	new gTLDs	Temporary Password - Terminal Server	4:28 PM
1	<input type="checkbox"/>	new gTLDs	Password Reset Requested	4:27 PM

Email 1 with the subject “Password Reset Requested” confirms that you have submitted a password reset request.

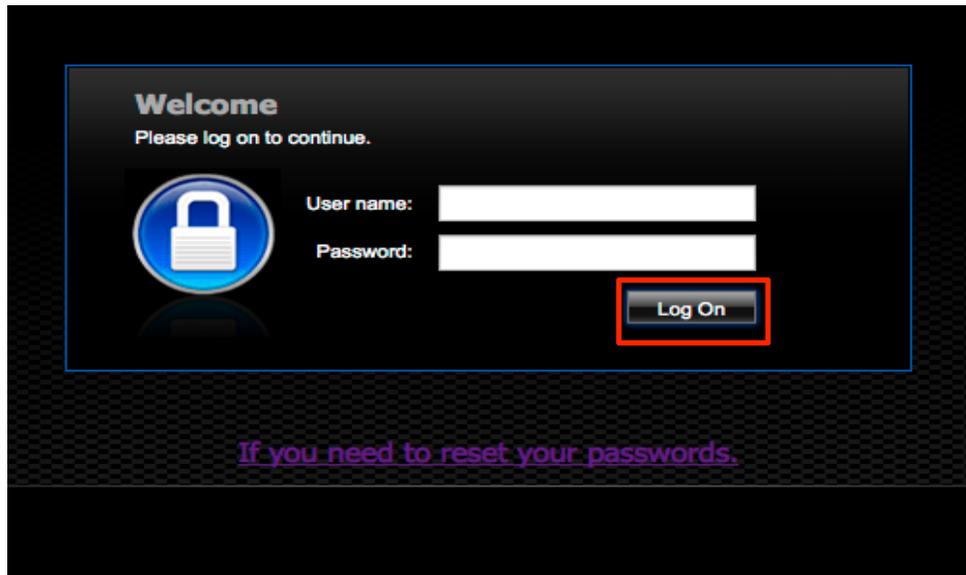
Email 2 with the subject “Temporary Password – Terminal Server” provides the temporary Citrix password.

Email 3 with the subject “TAS Temporary Password” provides the temporary TAS password.

NOTE	The temporary Citrix/TAS passwords expire after 24 hours.
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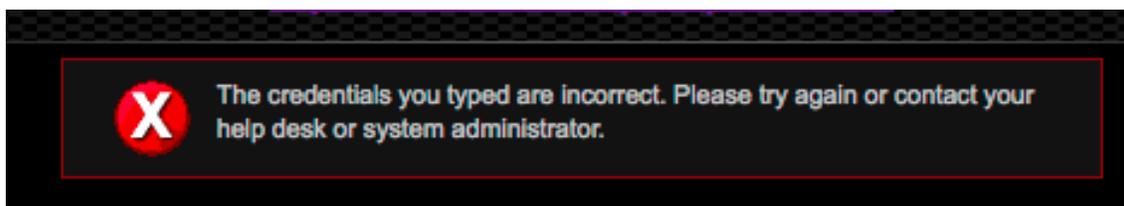
Click on the link provided in email 1 “Password Reset Requested” <<https://gtldapp.icann.org>>. This will launch the Citrix login screen.

Step 4: Enter your username and the temporary Citrix password provided in email 2 “Temporary Password – Terminal Server.” To continue, click on the **Log On** button.

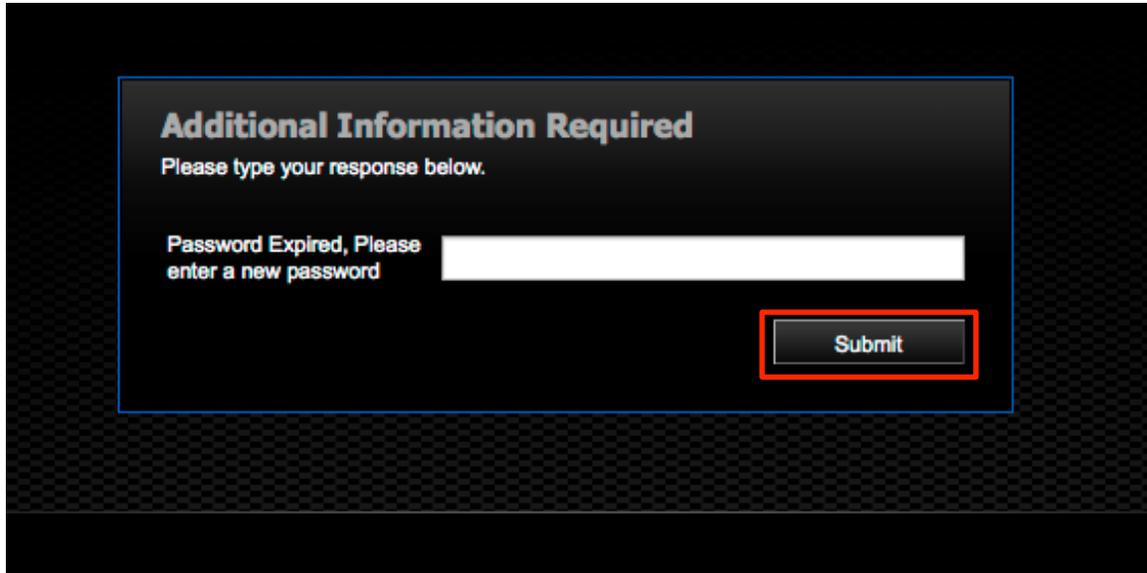


TIP	Copy and paste the temporary password to minimize data entry errors.
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If the username and password do not match, you will receive the following error message:



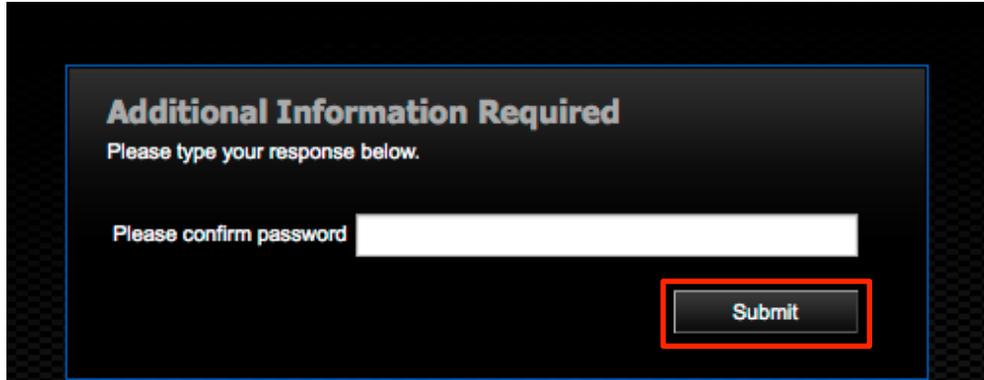
Step 5: If you have entered the correct username and temporary password combination, you will see the screen below. Simply enter a new password and click on the **Submit** button to proceed.



Note: The “Password Expired” message on this screen means that your temporary password was successfully used.

REMINDER	<p>Password requirements are as follows:</p> <ul style="list-style-type: none"> • A password change is required every 90 days • A password must contain at least 8 characters • A password must contain all of the following: <ul style="list-style-type: none"> ○ Uppercase or lowercase letters (i.e., A-Z and/or a-z) ○ Numerical digits (i.e., 0-9) ○ Special character (e.g., ~`!@#\$()_*+ ,/ ; < = > ? [\] ^ &) • A new password cannot be the same as the previous 4 passwords
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Step 6: Confirm your new password by entering it a second time on the next screen and click on the **Submit** button.



Once Citrix confirms that the second entry of your new password matches the first entry, it will log you into Citrix.

Step 7: Click on the TAS icon in the tray.



Step 8: The TAS login screen will display. Enter your username and the temporary TAS password from email 3 “TAS Temporary Password” and click on the **Sign In** button.



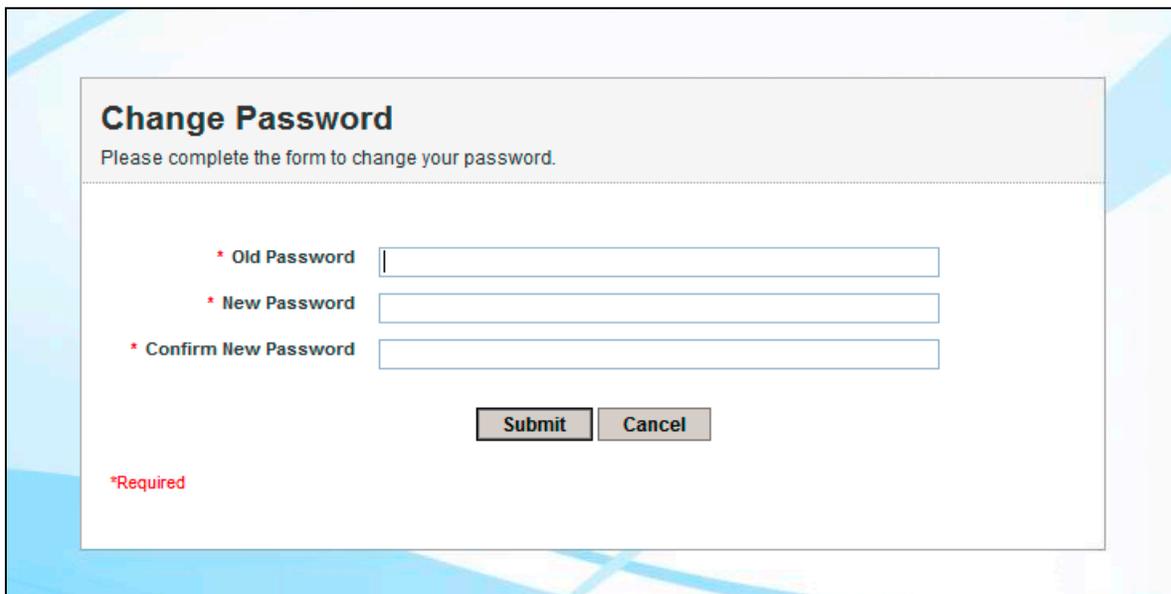
NewgTLDs

Username:

Password:

Sign In

Step 9: Enter the TAS temporary password in the “Old Password” field. Then enter a new TAS password in the “New Password” field and confirm it in the “Confirm New Password” field. Then click on the **Submit** button.



Change Password

Please complete the form to change your password.

* Old Password

* New Password

* Confirm New Password

Submit **Cancel**

*Required

Once TAS accepts the new password, you may be prompted to log in again.



E. Request a Password Reset for the CSC Portal

Your password for the CSC Portal is reset independently from the Citrix/TAS password reset process described in section E above.

To reset your CSC Portal password, click on the “Forgot Password?” link on the CSC Portal login screen.

Welcome to the New gTLD Customer Service Portal!

The New gTLD Customer Service Center (CSC) provides customer service to applicants of the New gTLD Program. Service is provided in the following languages:

User Name:

Password:

Login

[Forgot Password?](#)

The Forgot Password? screen will display. Enter your username and email address, and click on the **Submit** button.

Forgot Password?

Please enter your username or email address.

User Name:

Email Address:

You will then be prompted to answer a security question. Provide the answer to the security question that you chose when creating your TAS user profile, and click the **Submit** button.



Security Question

Question: What is your favorite (or least favorite) food?

If your answer matches the record in the system, a temporary password will be emailed to you. The temporary password will expire after 24 hours.

Once you have received the temporary password, log in using the temporary password. You will then be prompted to create a new password.

REMINDER	<p>Password requirements are as follows:</p> <ul style="list-style-type: none">• A password change is required every 90 days• A password must contain at least 10 characters• A password must contain all of the following:<ul style="list-style-type: none">○ Uppercase or lowercase letters (i.e., A-Z and/or a-z)○ Numerical digits (i.e., 0-9)○ Special character (e.g., ~`!@#\$()_*+ ,/ ; < = > ? [\] ^ &)• A new password cannot be the same as the previous 4 passwords
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