CSC Domain Manager℠ User Guide

Account Administration

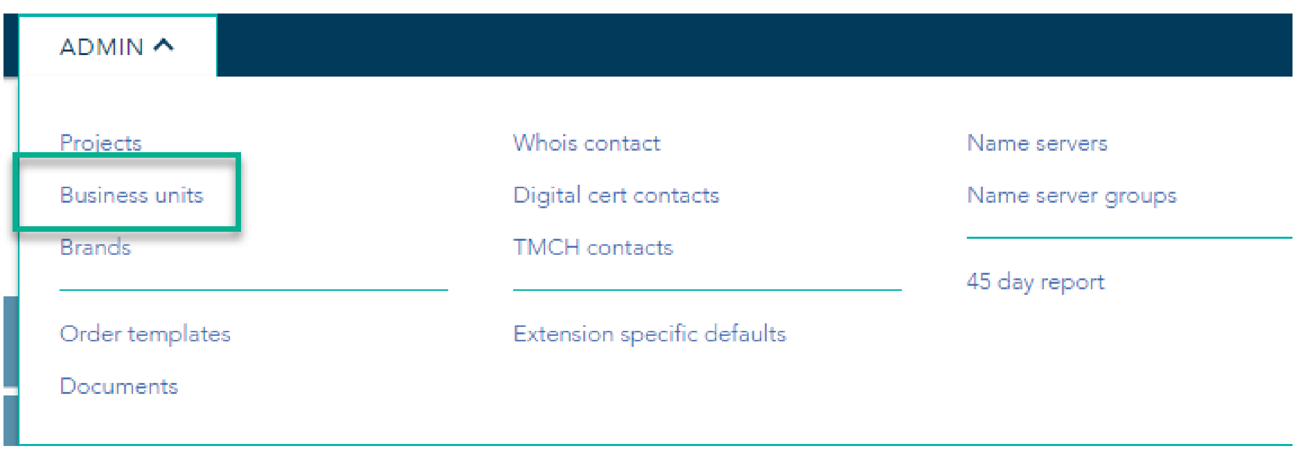
This document is intended to be a guide for assistance while navigating through Account Administration.

1. Accessing Account Administration

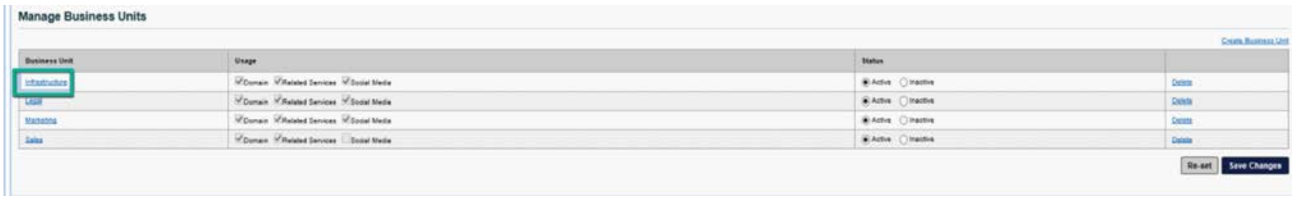
- Click on ADMIN from the selection tab.

2. Manage Business Units

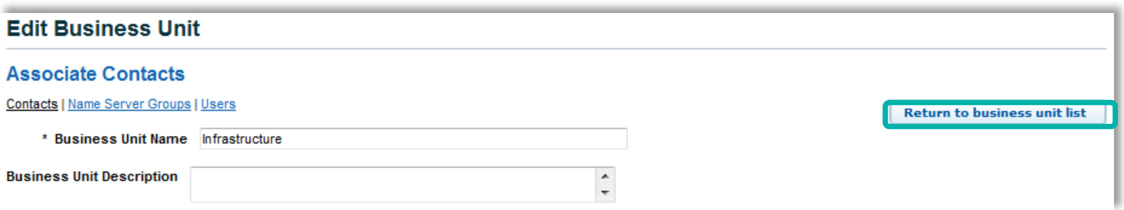
- Click on BUSINESS UNITS.



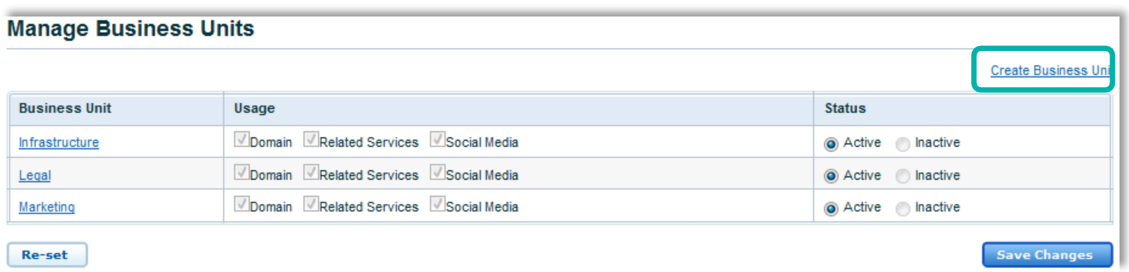
- All business units for the account will be listed. To view the details of an existing business unit, click on the name of the business unit link on the left of the page.



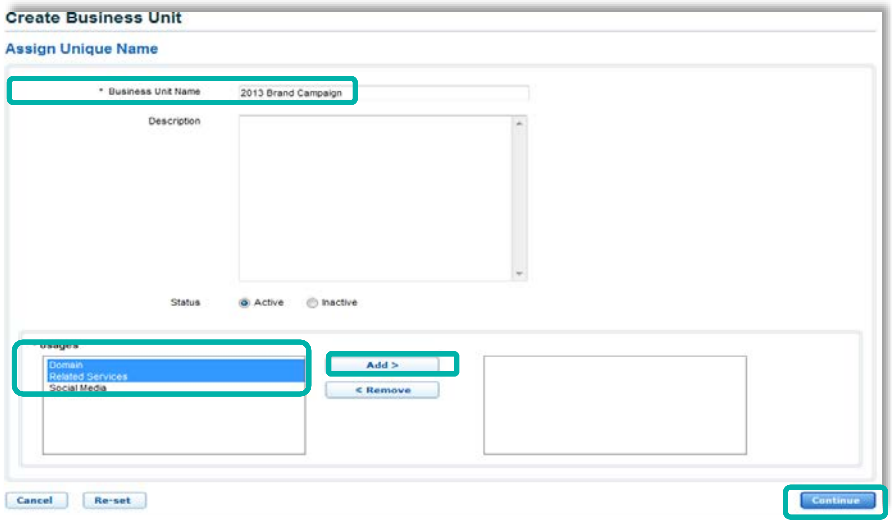
- Clicking on the desired business unit will take you to the edit business unit screen. Clicking on the "Return to business unit list" will return you to the Manage Business Unit List



- To create a new business unit, click the "Create Business Unit" link in the upper right of the page.



- The next page is the "Assign Unique Name" page. Enter a unique business unit name and a description (optional). Select the usages for the business units that apply individually by clicking on the desired usage. "CTRL-click" will allow you to select multiple usages. Once selected, click "Add" and click "Continue".



- The next page is the "Associate Contacts" page. This page will allow you to select your default contacts that are associated with your business unit

Associate Contacts

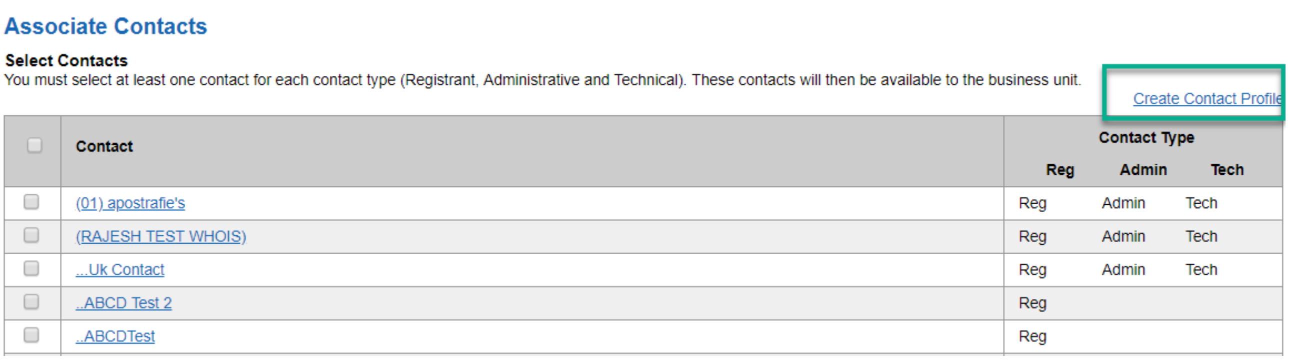
Select Contacts
You must select at least one contact for each contact type (Registrant, Administrative and Technical). These contacts will then be available to the business unit.

Create Contact Profile

	Contact	Contact Type		
		Reg	Admin	Tech
☐	(01) apostrafie's	Reg	Admin	Tech
☐	(RAJESH TEST WHOIS)	Reg	Admin	Tech
☐	...Uk Contact	Reg	Admin	Tech
☐	..ABCD Test 2	Reg		
☐	..ABCDTest	Reg		

- On the next page, all associated contacts are listed. To view the details of a contact, “mouse-over” the name and the details will be shown in a separate window.

- If your desired contact is not in your list, you may add a new contact profile by creating a new contact. Click the “Create Contact Profile” link.



Associate Contacts

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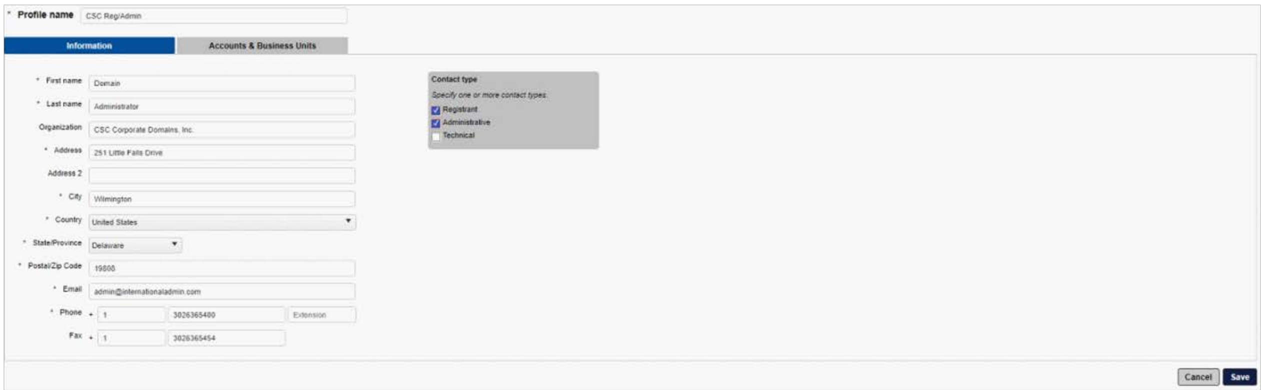
Create Contact Profile

	Contact	Contact Type		
		Reg	Admin	Tech
	(01) apostrafie's	Reg	Admin	Tech
	(RAJESH TEST WHOIS)	Reg	Admin	Tech
	...Uk Contact	Reg	Admin	Tech
	..ABCD Test 2	Reg		
	..ABCDTest	Reg		

- The next page is the “Create Contact Profile” screen. On this screen you should populate the fields with your provided information for the contact.



- The asterisk (*) indicates a required field. However, you should note that the required fields will change depending on the selection you choose for country
  - *Profile Name – You are creating default contacts to use in this account. This field should contain Default/Name of the Company. This will make the contact unique and easy to identify during selection.
  - Select Profile – If this contact has the same contact information, such as address, phone or email, you may select it from the drop-down and it will auto-populate that information into the below fill-in.
  - *First Name – For individuals, this should be the first and middle name(s) of the person. For roles, this should be the first name of the role (DNS Administrator, Technical Advisor, Domain Manager).
  - *Last Name – For individuals, this should be the last name(s) of the person. For roles, this should be the last name of the role (DNS Administrator, Technical Advisor, Domain Manager).
  - Organization – While this field is not required, you should enter the name of the company that the contact is associated with. Failure to add something in this field will result in your contact, publicly showing on the WHOIS as an individual or role. If the contact is used for a registrant (owner of the domain), your domain could be accidentally registered and legally owned by a person. Generally, it will be the same company name that you have named your profile.

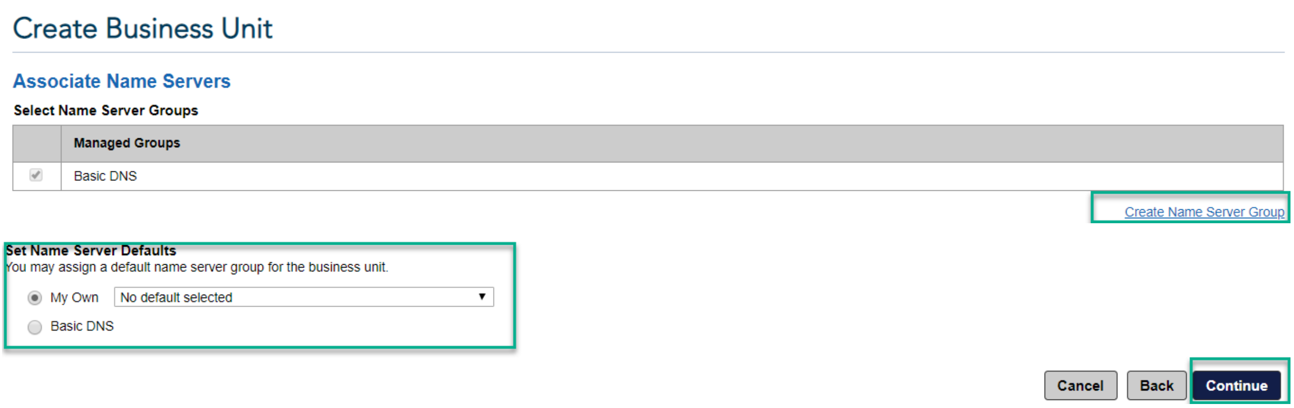
- *Address – Street address
- Address 2 – Suite, Building or Department,
- *City – City or Town
- *Country – Listed alphabetically. For UK, please select GB for Great Britain.
- *State/Province – Depending upon the selection you have chosen for country, this field will remain mandatory or change to no longer required. For some countries, you will receive a drop-down menu to select your state, province, etc. (e.g. Australia, Canada, Germany, Great Britain, Mexico, United States)
- *Postal/Zip Code – Most countries use postal codes. However if your country does not (e.g. Hong Kong, Ireland), you may enter 00000 to fill in this required field.
- *Email – The email address of the contact. Role emails are better to use than an individual's email in case an individual leaves the company. If you would like, you may use CSC's role email address: admin@internationaladmin.com
- *Phone – You will notice that the country dialling code is pre-populated based on the country you selected. This is due to the requirement from most country-code top-level domain registries that the phone and fax be located in the same country as the contact. Simply enter the phone number.
- Fax – Not a required field, however you should complete this section, as some country-code top-level domain registries require a fax. Failure to do so will result in delays with your orders. If no fax number available, please copy the phone number into this field.
- *Contact Types – Which WHOIS contact will you use this for:
  - Registrant – Owner of your domain
  - Administrative – Requests changes
  - Technical – Responsible for DNS

- You must select at least one default contact for each contact type. To set a default, check the box of each contact you would like to use for your default.

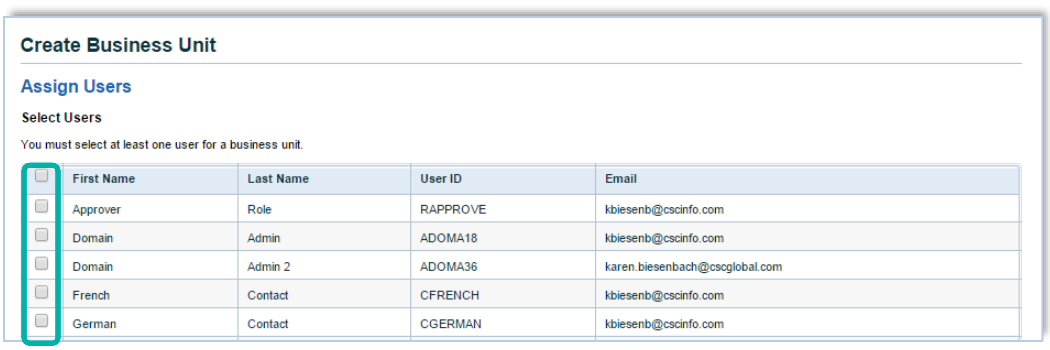
- Once you have selected contacts, they will become available to select from the drop-down. Simply, select the desired contact from the drop-down list. After selecting contacts for Registrant, Administrative and Technical, click "Continue".

- CSC Basic DNS servers will be associated with the account (CSC Advanced will be listed and available only if the account has been setup with an Advanced DNS agreement).
    - To create a new name server group, click the "Create Name Server Group"
    - Once this link is clicked, you must first click the link labelled "Create Nameserver" and enter each name server and IP Address and Save.
    - Once all name servers are added, you may then click the link to "Create Nameserver Group" and you must select your newly added servers from the drop-down list and select the Business Unit(s) and click save.

- You can select default servers as well. Defaults are not mandatory, and you can elect to not make a selection. Once you have made your selections, click "Continue".



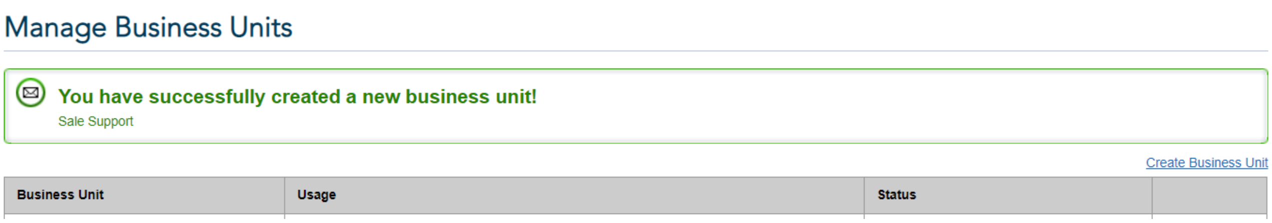
- Select at least one user to have access to the business unit (you can select all with the upper-most check box).



	First Name	Last Name	User ID	Email
	Approver	Role	RAPPROVE	kbiesenb@cscinfo.com
	Domain	Admin	ADOMA18	kbiesenb@cscinfo.com
	Domain	Admin 2	ADOMA36	karen.biesenbach@cscglobal.com
	French	Contact	CFRENCH	kbiesenb@cscinfo.com
	German	Contact	CGERMAN	kbiesenb@cscinfo.com

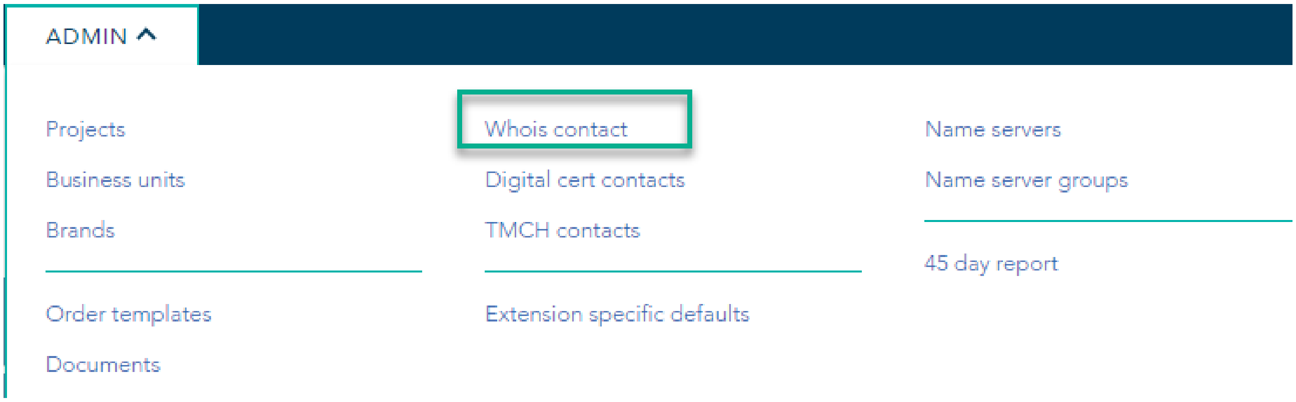
- Of the users assigned, you must select at least one to be the renewal contact. This person will receive the monthly notification email for accessing the renewal report. If Digital Certificates are associated with this business unit, you must select at least one to be the renewal contact for Digital Certificates. Once you have made your selection from the drop-down, click the “Create Business Unit” button in the lower right of the page.

- You will return to the Manage Business Units page, with a confirmation message and your new business unit displayed.

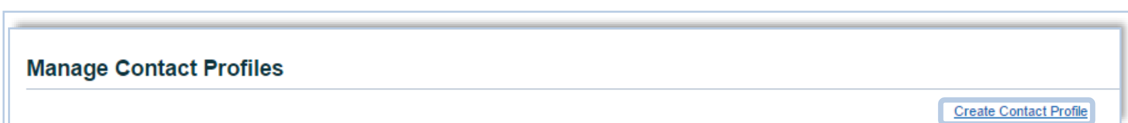


3. Manage Whois Contacts

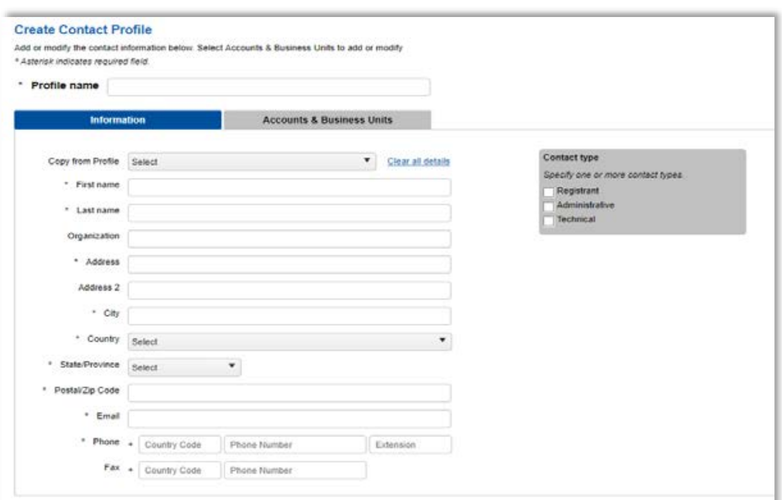
- From the ADMIN screen, click on ‘Whois contact’.



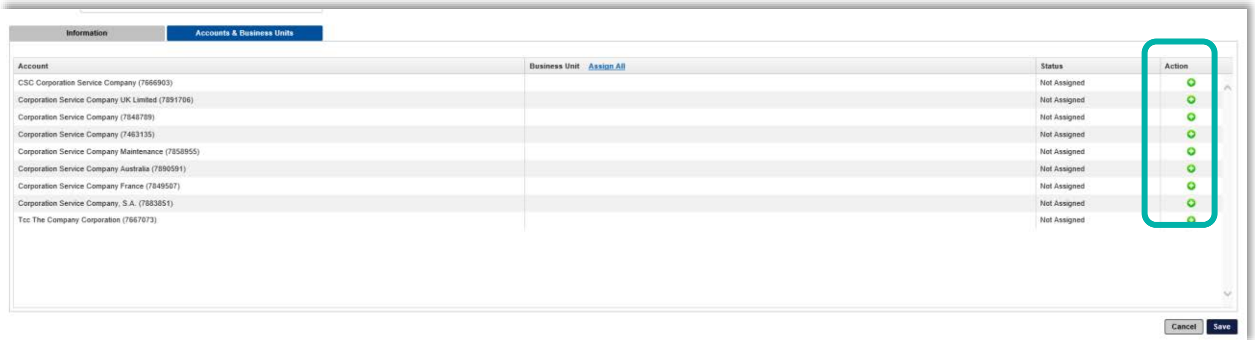
- All WHOIS contacts will be listed here. To create a new one, click the “Create Contact Profile” link in the upper-right of the page.



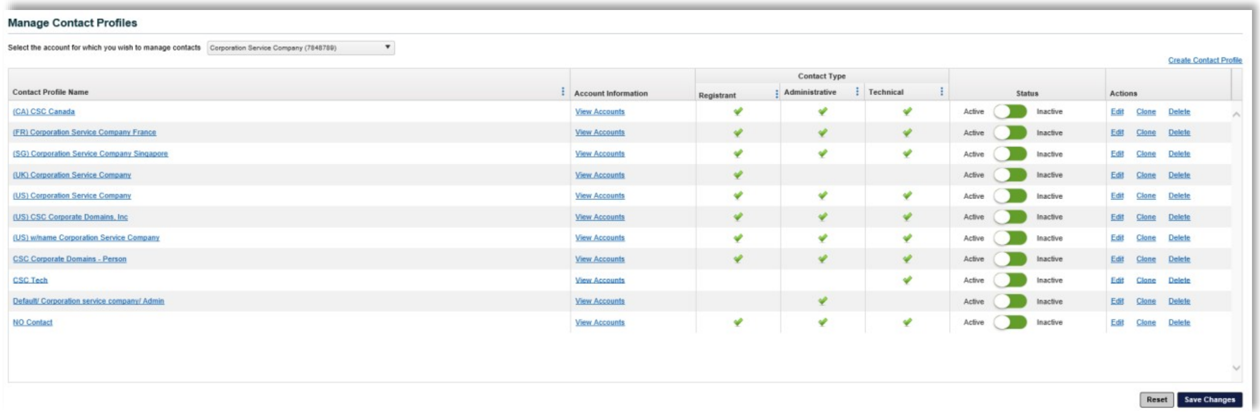
- Enter a unique profile name, following established naming conventions, and enter all the required fields (refer to page 5 and 6 for assistance). You can also select the contact type. Any contact must be associated to at least one contact type, but can be assigned to two or all three by selecting the proper check boxes.



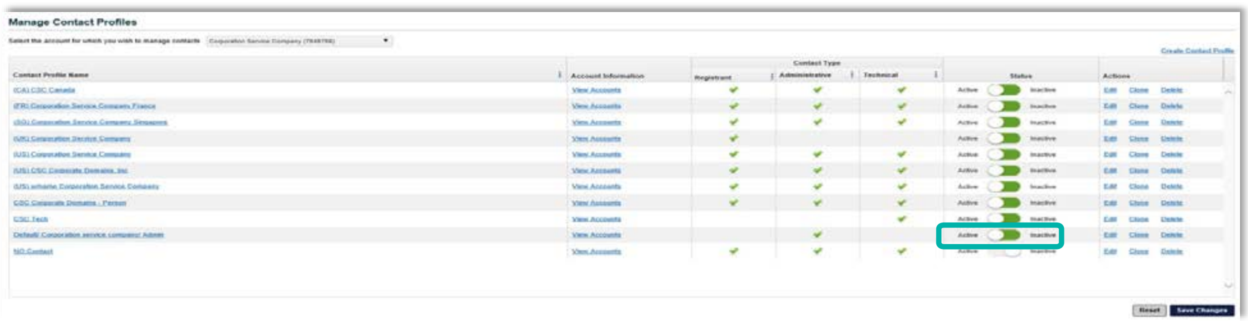
- On the second tab, you can associate your contact to business units. You must associate the contact to at least one business unit, but can select any or all using the selection buttons. Once you have completed your selections, click the Save button in the lower right corner of the page.



- Your newly created contact will now be displayed on the Manage Contact Profiles page (sorted alphabetically by default).



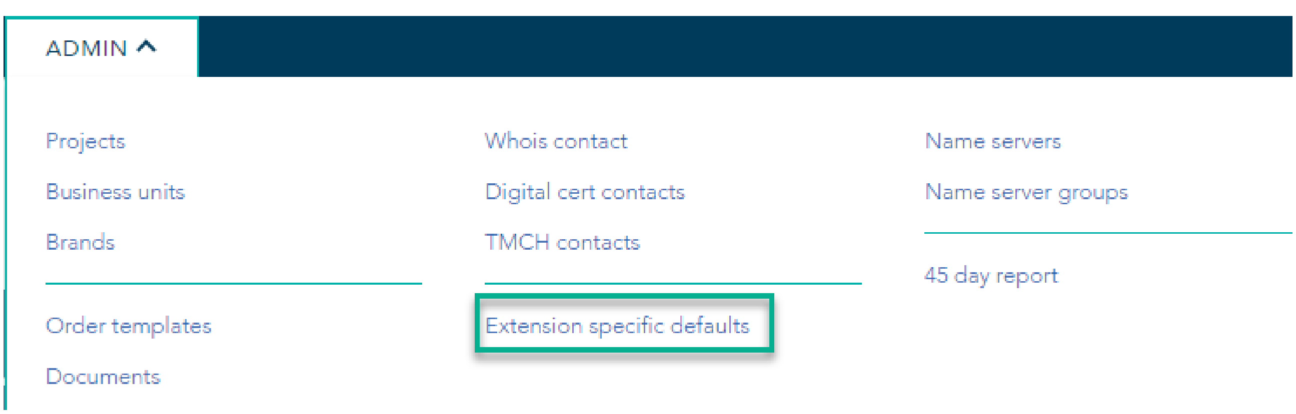
- Making a contact inactive will make it unavailable in all contact drop-down lists within Domain Manager. This will not affect any open orders. From the Manage Contact Profiles page, simply select the "Inactive" radio button, and then click the "Save Changes" button.



4. Manage Extension Specific Defaults

- Important Note: Before creating an extension specific default, be aware that these defaults will override any other defaults that you have established for individual business units for the account. These defaults are applied at the account level, and will be for all orders for that specific extension.

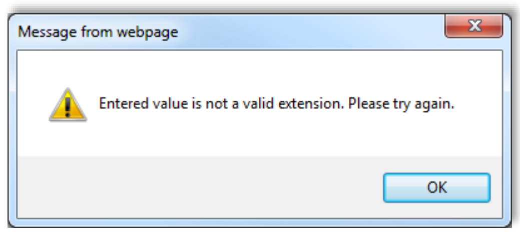
- From the ADMIN screen, click on EXTENSION SPECIFIC DEFAULTS.



- Any defaults that are created will appear here. To create a new default, click the "Create Extension Specific Defaults" link in the upper right of the screen.

- Enter the extension, and click the “Go” button to the right.

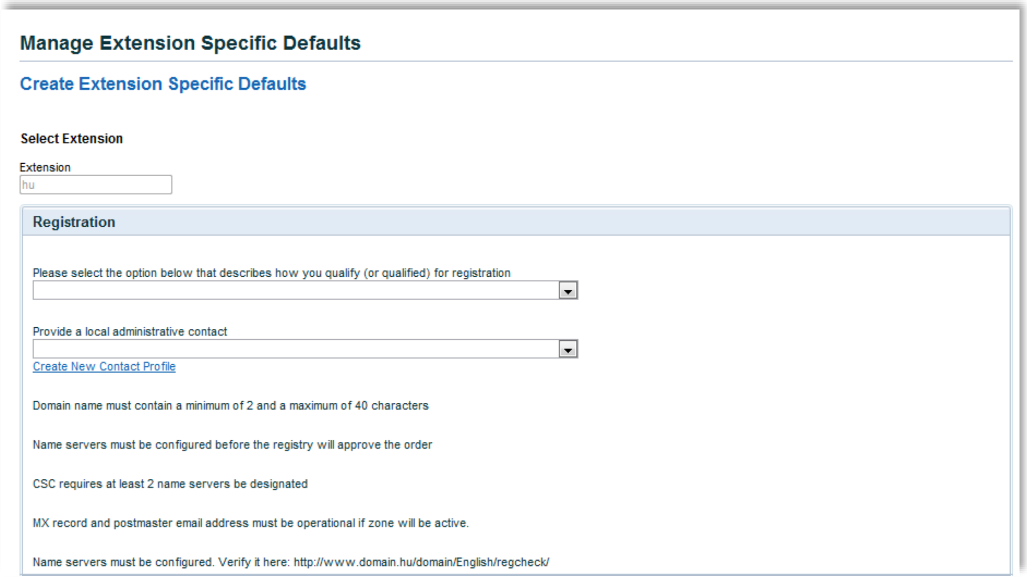
- The system does have a listing of all active and current extensions. If you enter something invalid, you will be prompted.

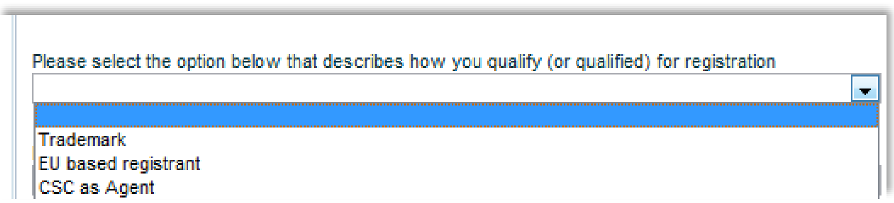


- The rules responses for each type of order for the extension you have selected will appear. These will vary by extension, and list all the rules and requirements. If a local contact or specific requirement is needed, select them from the drop-down lists. If an authorization code or other entry is required, add it in the field provided.

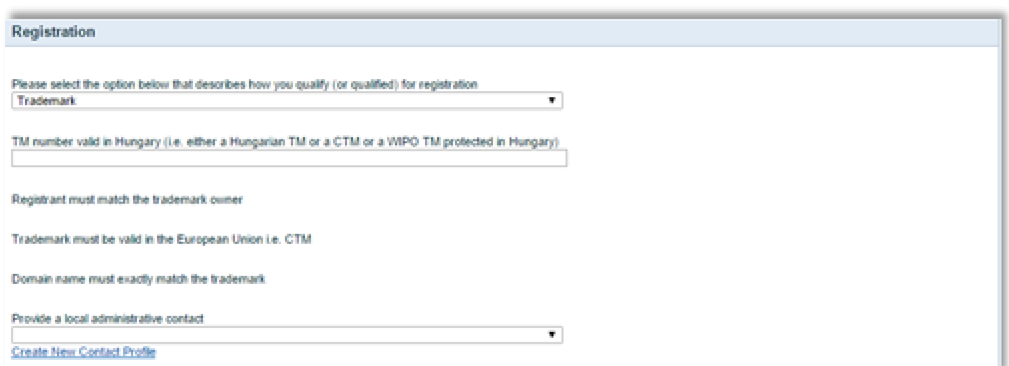
- Note: It is not necessary to complete all fields or sections to create an extension specific default. You will always have the option of updating the default selections within the workflow of an order, and you can setup defaults for as many or as few fields as necessary for each extension.

- For a registration on a restricted extension, you may be required to provide country specific requirements such as a local contact or local qualifications such a trademark or local office. In this extension, specific default setup the registry allows you to base your registration on one of below qualifications.

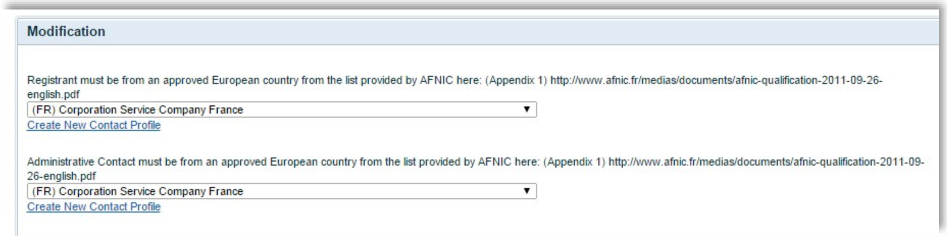




- We have selected the basis of a trademark. We are now prompted to enter that trademark number, and provide a local registrant. Enter the trademark number and select the local registrant contact from the drop-down list.



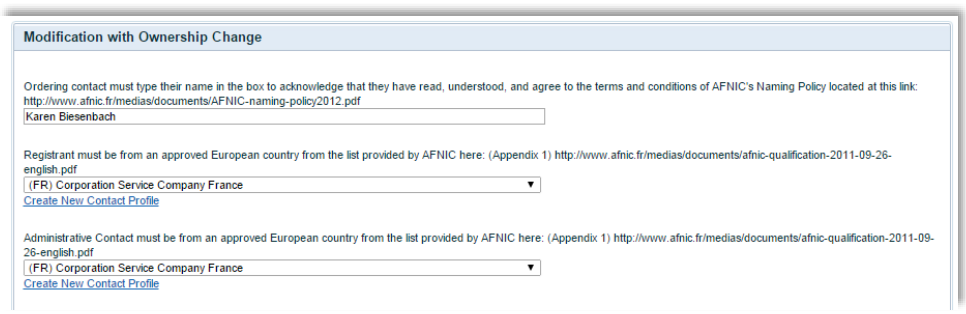
- In this example, we are setting up extension specific defaults for an .fr modification and we only need to provide a local admin contact. Select one from the drop-down list.


Modification

Registrant must be from an approved European country from the list provided by AFNIC here: (Appendix 1) http://www.afnic.fr/medias/documents/afnic-qualification-2011-09-26-english.pdf
(FR) Corporation Service Company France
Create New Contact Profile

Administrative Contact must be from an approved European country from the list provided by AFNIC here: (Appendix 1) http://www.afnic.fr/medias/documents/afnic-qualification-2011-09-26-english.pdf
(FR) Corporation Service Company France
Create New Contact Profile

- For modification with ownership change, the current owner field can be left blank. Typically, each domain would be dealt with on a case-by-case basis, and could have varying information. We would still fill in the new owner default qualifications and contacts.

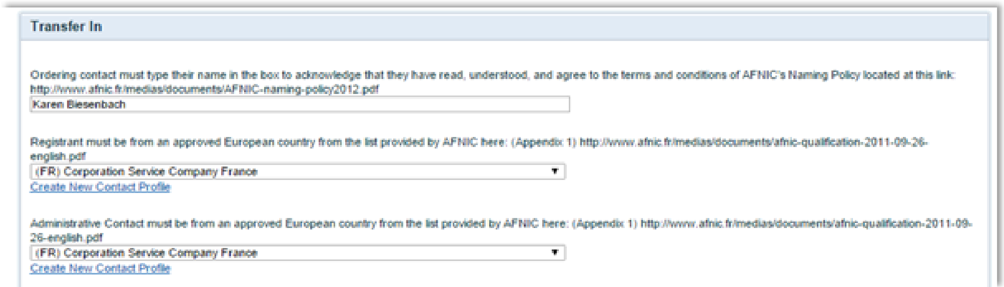

Modification with Ownership Change

Ordering contact must type their name in the box to acknowledge that they have read, understood, and agree to the terms and conditions of AFNIC's Naming Policy located at this link: http://www.afnic.fr/medias/documents/AFNIC-naming-policy2012.pdf
Karen Biesenbach

Registrant must be from an approved European country from the list provided by AFNIC here: (Appendix 1) http://www.afnic.fr/medias/documents/afnic-qualification-2011-09-26-english.pdf
(FR) Corporation Service Company France
Create New Contact Profile

Administrative Contact must be from an approved European country from the list provided by AFNIC here: (Appendix 1) http://www.afnic.fr/medias/documents/afnic-qualification-2011-09-26-english.pdf
(FR) Corporation Service Company France
Create New Contact Profile

- For this transfer in example when setting up extension specific defaults you are requested to select the local admin from the drop-down as part of the requirements. Although the system has a field for the authorization code, these are typically unique to each domain being transferred. If there is a common authorization code or password for all .fr domains for a customer, you could enter that here. Otherwise, you can leave this field blank.



Transfer In

Ordering contact must type their name in the box to acknowledge that they have read, understood, and agree to the terms and conditions of AFNIC's Naming Policy located at this link: http://www.afnic.fr/medias/documents/AFNIC-naming-policy2012.pdf

Karen Biesenbach

Registrant must be from an approved European country from the list provided by AFNIC here: (Appendix 1) http://www.afnic.fr/medias/documents/afnic-qualification-2011-09-26-english.pdf

(FR) Corporation Service Company France

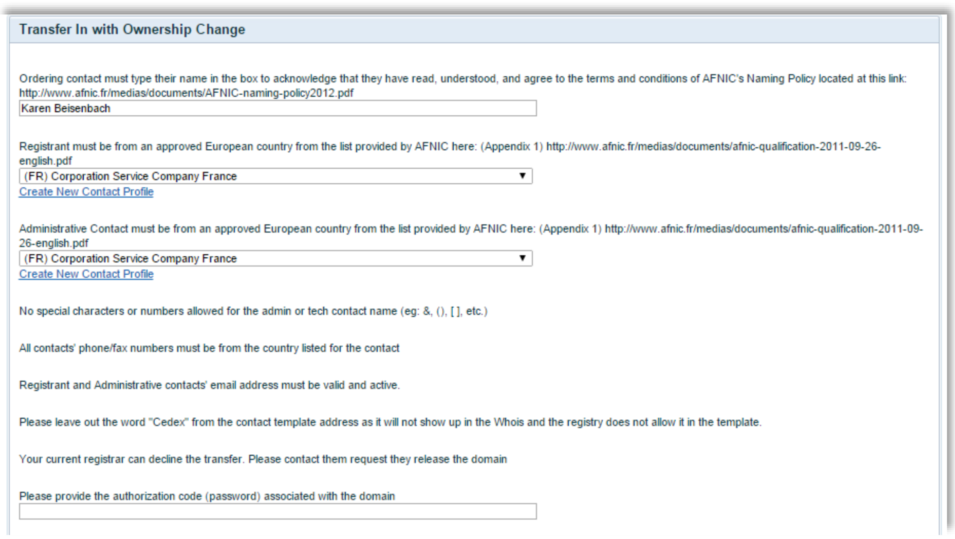
Create New Contact Profile

Administrative Contact must be from an approved European country from the list provided by AFNIC here: (Appendix 1) http://www.afnic.fr/medias/documents/afnic-qualification-2011-09-26-english.pdf

(FR) Corporation Service Company France

Create New Contact Profile

- For Transfer In with ownership change, the current owner field can be left blank. Typically, each domain would be dealt with on a case-by-case basis, and could have varying information. Fill in the new owner default qualifications and contacts, and leave the authorization code field blank.



Transfer In with Ownership Change

Ordering contact must type their name in the box to acknowledge that they have read, understood, and agree to the terms and conditions of AFNIC's Naming Policy located at this link: http://www.afnic.fr/medias/documents/AFNIC-naming-policy2012.pdf

Karen Beisenbach

Registrant must be from an approved European country from the list provided by AFNIC here: (Appendix 1) http://www.afnic.fr/medias/documents/afnic-qualification-2011-09-26-english.pdf

(FR) Corporation Service Company France

Create New Contact Profile

Administrative Contact must be from an approved European country from the list provided by AFNIC here: (Appendix 1) http://www.afnic.fr/medias/documents/afnic-qualification-2011-09-26-english.pdf

(FR) Corporation Service Company France

Create New Contact Profile

No special characters or numbers allowed for the admin or tech contact name (eg: &, (), [ ], etc.)

All contacts' phone/fax numbers must be from the country listed for the contact

Registrant and Administrative contacts' email address must be valid and active.

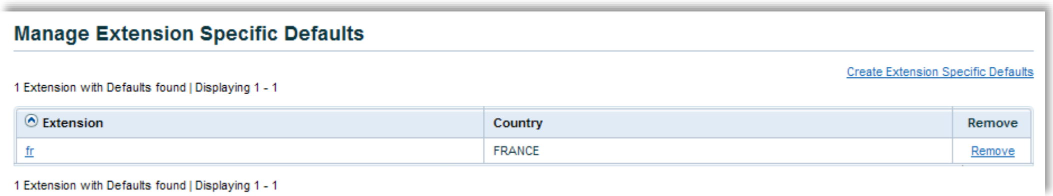
Please leave out the word "Cedex" from the contact template address as it will not show up in the Whois and the registry does not allow it in the template.

Your current registrar can decline the transfer. Please contact them request they release the domain

Please provide the authorization code (password) associated with the domain

- Once you have double-checked all your selections and entries are accurate for all sections, click the "Save Changes" button in the lower-right corner of the page.

- Once completed, your extension specific default will be displayed on the main page, listing the extension and country.

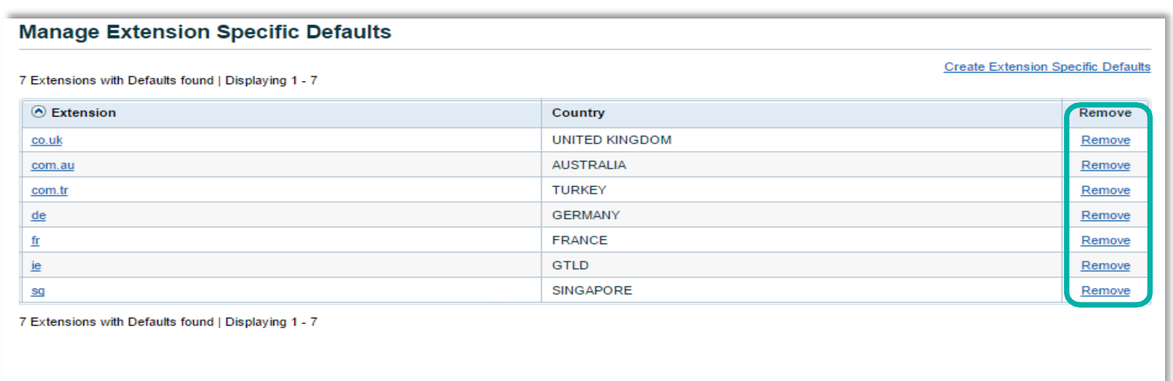


Extension	Country	Remove
fr	FRANCE	Remove

- It is worth reiterating that an extension specific default will override the default contacts and input selected for any given business unit for the customer. Once the extension specific default is created, all orders for that extension will be populated with the selections designated.

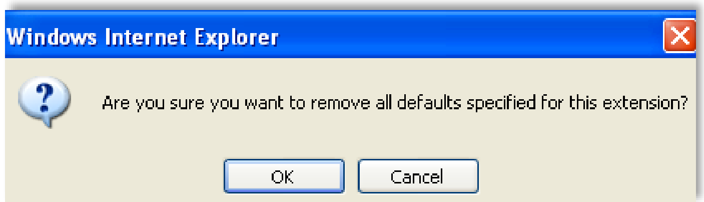
5. Editing and Removing Extension Specific Defaults

- To remove an extension specific default, click the "Remove" link on the far right of the extension you wish to remove.



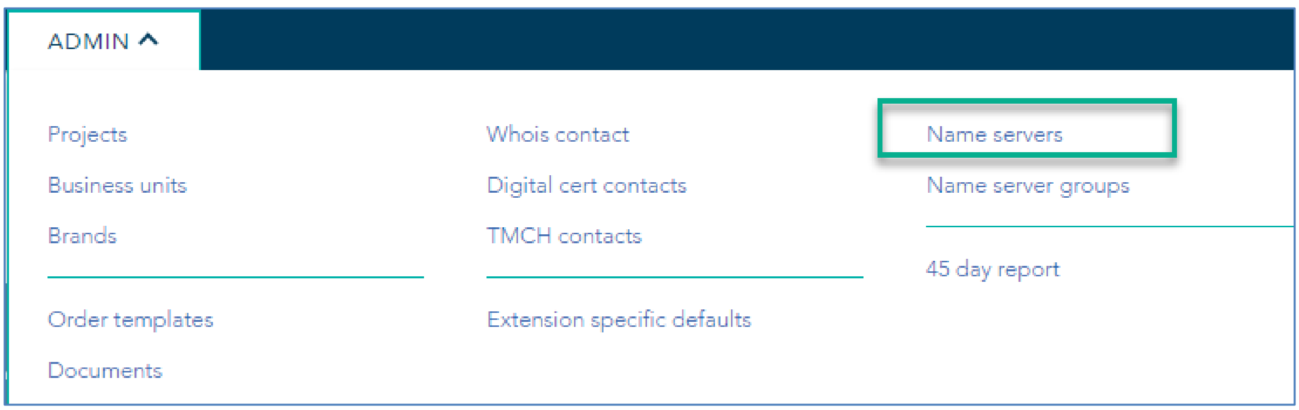
Extension	Country	Remove
co.uk	UNITED KINGDOM	Remove
com.au	AUSTRALIA	Remove
com.tr	TURKEY	Remove
de	GERMANY	Remove
fr	FRANCE	Remove
ie	GTLD	Remove
sg	SINGAPORE	Remove

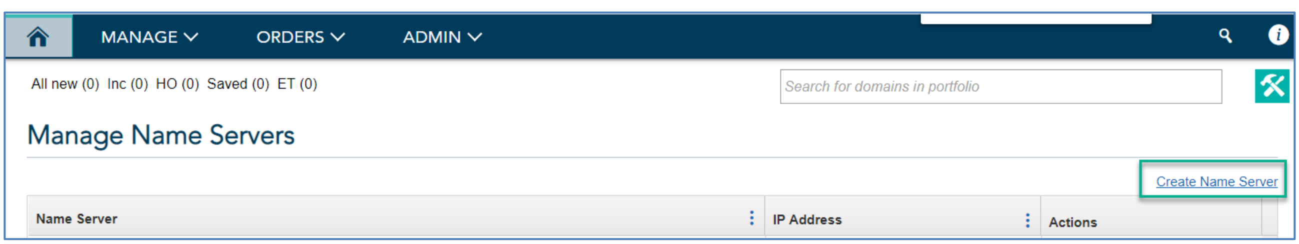
- If you click the “Remove” link, you will be prompted to confirm. Once you click “OK” the extension default will be removed and no longer appear in the list.



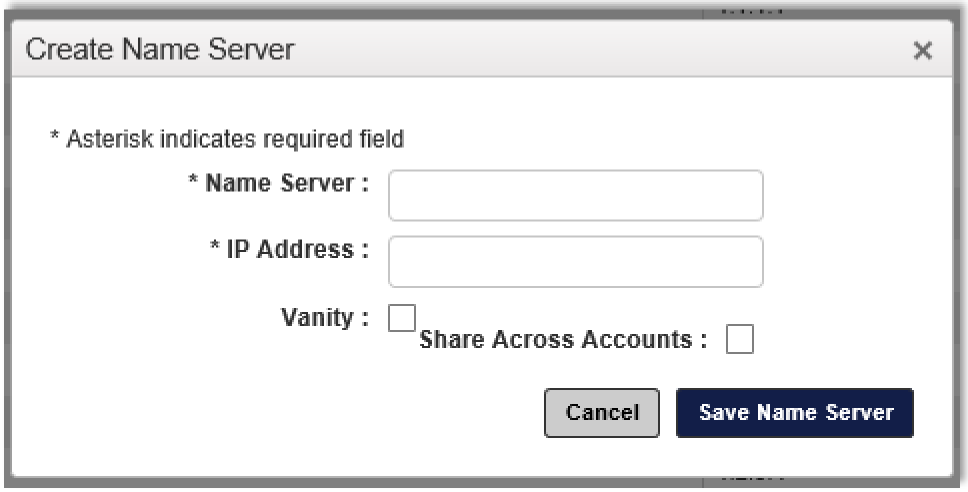
6. Manage Name Servers

- From the ADMIN menu, click on NAME SERVERS. The “Manage Name Servers” screen will appear. Click on the “Create Name Server” link.

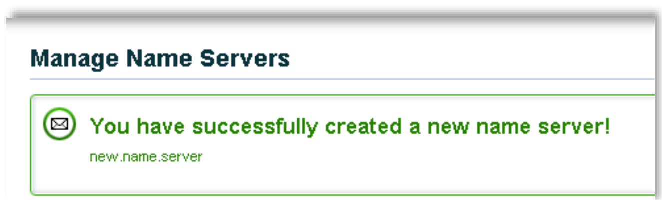




- You will see a pop up window, enter the Name Server and the IP Address, the Status will default to "Active". Once you have entered this information, click "Save Name Server."
- Repeat this step for each name server that is to be added to your account.

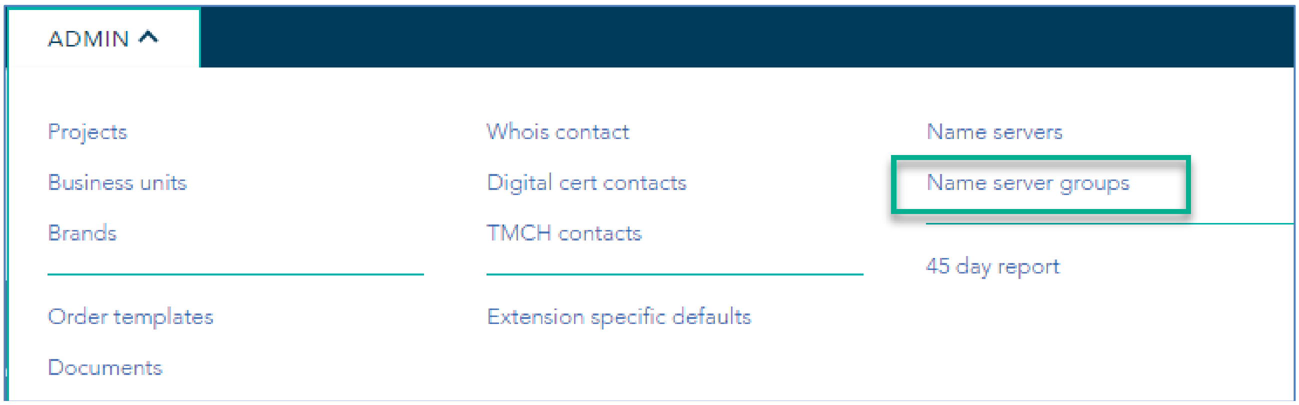


- You will be taken back to the Manage Name Servers Screen, and will see the below message stating that you have successfully created the new Name Server.



7. Manage Name Server Groups

- From the ACCOUNT ADMIN menu, click on NAME SERVER GROUPS. The “Manage Name Server Groups” screen will appear. Click on the “Create Name Server Group” link.



- On the Manage Name Server Groups Screen, you will see all of the Name Server Groups that are associated with this account. If you need to create a new group, click on “Create Name Server Group” in the upper right hand corner.

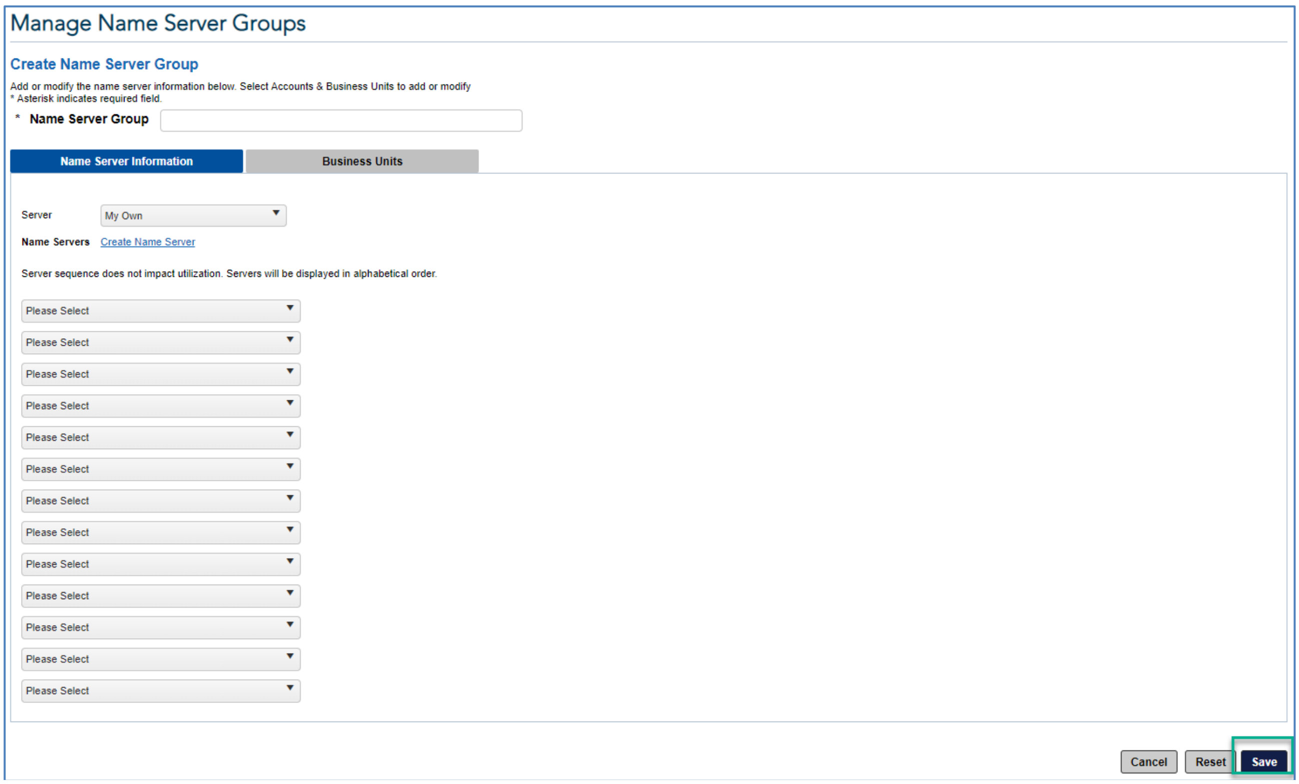
- On this screen, you will create your new Name Server Group. Enter a name for this group on the upper section of the screen. We suggest using the following naming conventions:
  - Default Name Server Group at the account level = Default/Org. Name
  - Default Name Server Group for a Business Unit = Default/BU Name
  - Variations by server name – using the root domain as an identifier
  - Servername.com (ns1 & ns2)
  - Servername.com (ns1-ns4, pdns1 & pdns2)
  - Two distinctly different servers are listed
  - Servername.com (ns1) & nameofserver.com (dns1)

- Combinations of the above, structure as follows:
  - Servername.com (ns1 & ns2) & nameofserver.com (dns)

- Select the DNS you would like to be a part of this group from the drop-down menus. The IP Address will show next to the servers.

- In the Business Units tab, select which Business Units you would like the Name Server Group to apply to.

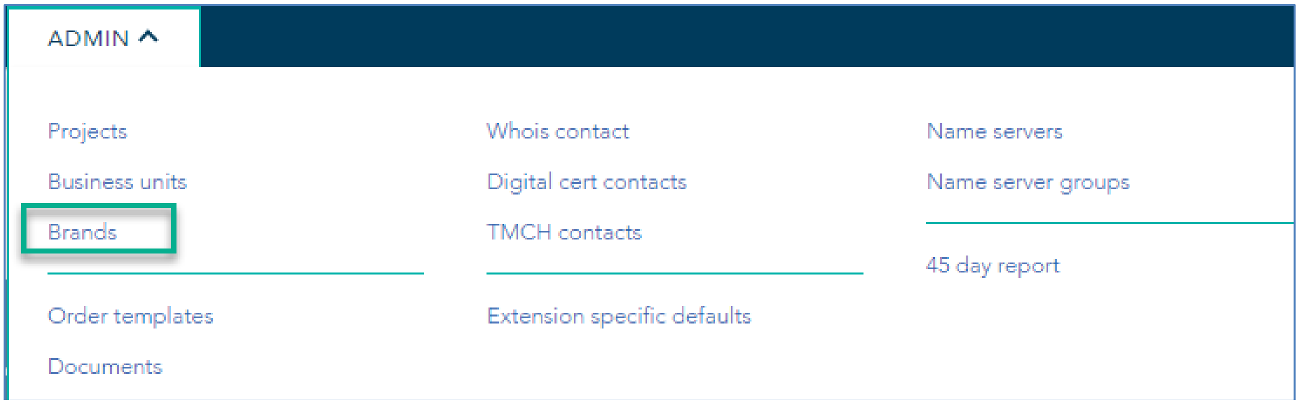
- Once you have entered all of the information, click ‘Save’ in the lower right-hand corner of the screen.



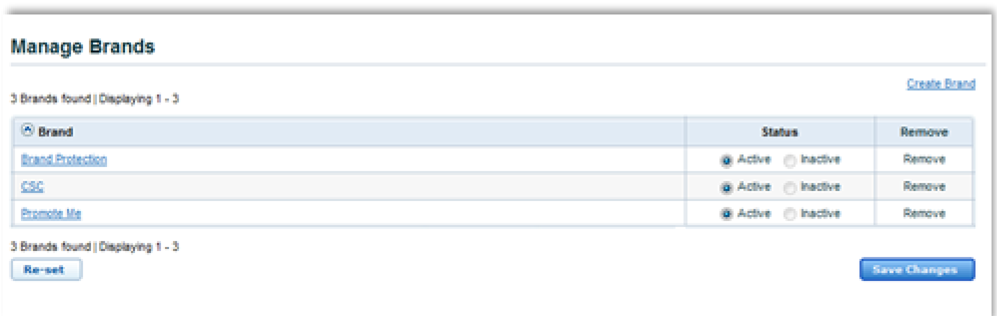
- Upon saving, you will be taken back to the Manage Name Server Groups screen and you will see the new Name Server Group that you have created.

8. Manage Brands

- From the ADMIN menu, click on BRANDS. The “Manage Brands” screen will appear.



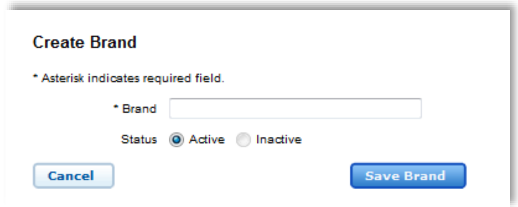
- The Manage Brands page will list any brands created for the account, as well as their status (active or inactive).



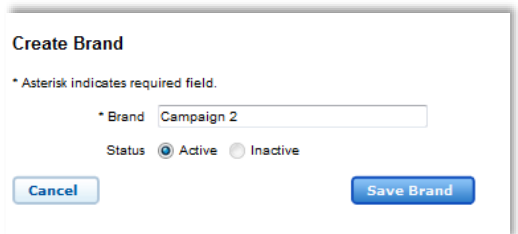
- Brands are an additional way to identify certain domains with a specific brand or trademark you own. This is an optional addition, and the field isn’t mandatory when raising an order.

- To create a brand, click the “Create Brand” link in the upper right of the page.

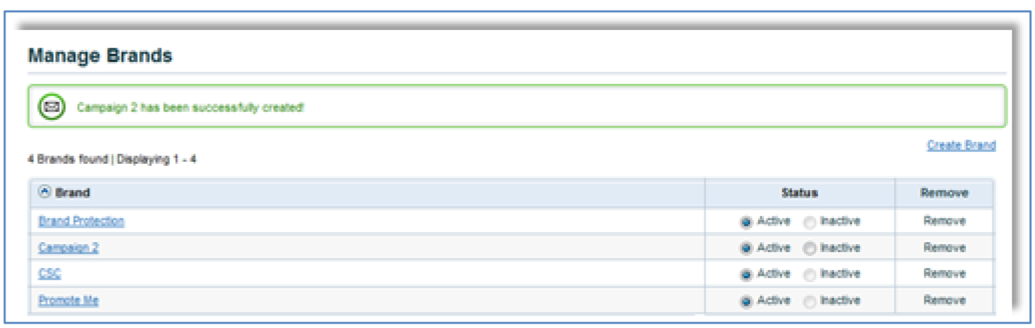
- A pop-up window will appear, and require you to enter the Brand, which is the name of the brand or client-specified title.



- Since you are creating a new brand, the status will default to “Active”. Click the “Save Brand” button in the lower right.

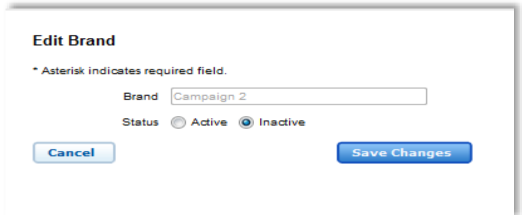


Your newly created brand will be added to the list, and you will see the confirmation message in green in the upper left of the screen.

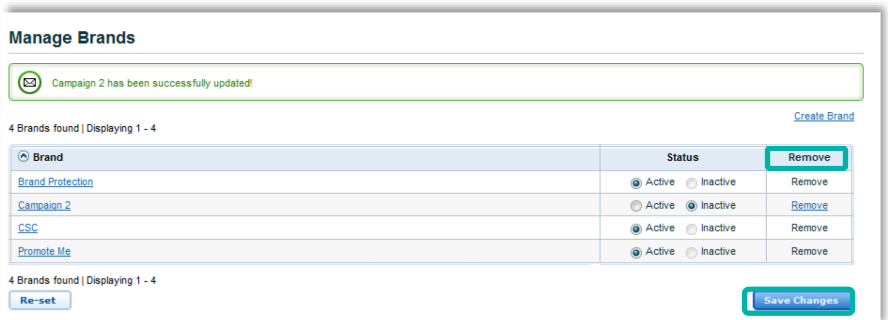


- To edit a brand, click on the brand name link. This will display the details in a pop-up window, similar to when you create a brand. The brand name is not editable, but the other details can all be changed by selecting from the drop-down lists.

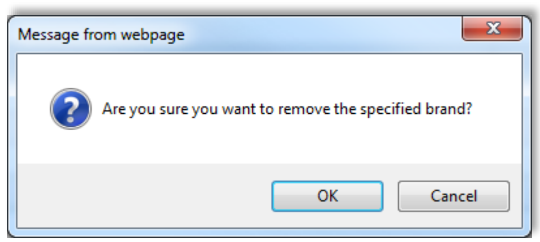
- To make a brand inactive, select the “Inactive” radio button, and then click the “Save changes” button.



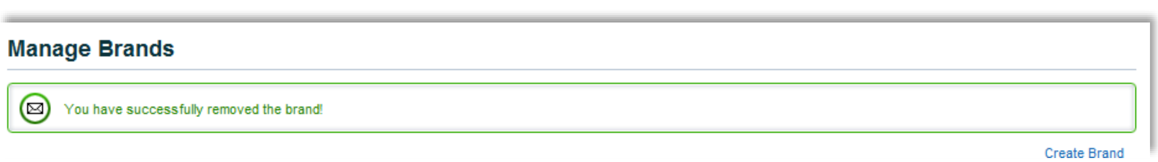
- To remove a brand, you will first need to make it inactive. Once the brand has been made inactive, click the “Remove” link will that is now available on the right of the screen.



- You will be prompted to confirm the removal of the brand. Click “OK”.

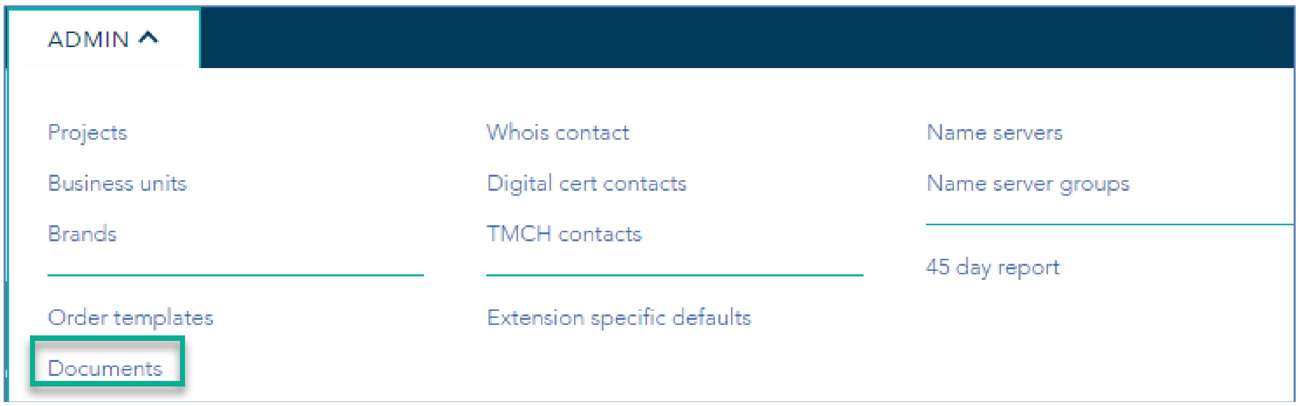


- The brand will be removed from the list, and you will receive a confirmation message in green in the upper left of the page.



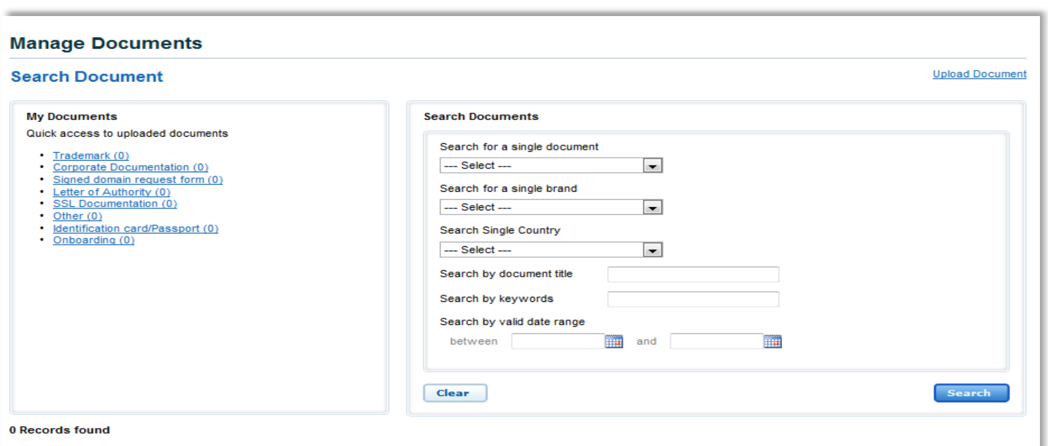
9. Manage Documents

- From the ADMIN menu, click on DOCUMENTS. The “Manage Documents” screen will appear.

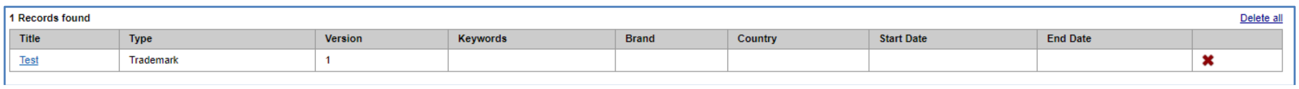


- You will be taken to the Search Documents screen. On the left, you will see all of the document types available and a number indicating how many of each document have been uploaded into the account. To see the documents by type, click on the type.

- If you want to perform a broader search, you can use the drop-down fields on the right to search by document type, brand, country, title, keywords, or dates. Click “Search” when ready.



- Your search results will appear at the bottom of the screen, if you want to view the document, click on the Title link and your document will open in a new window

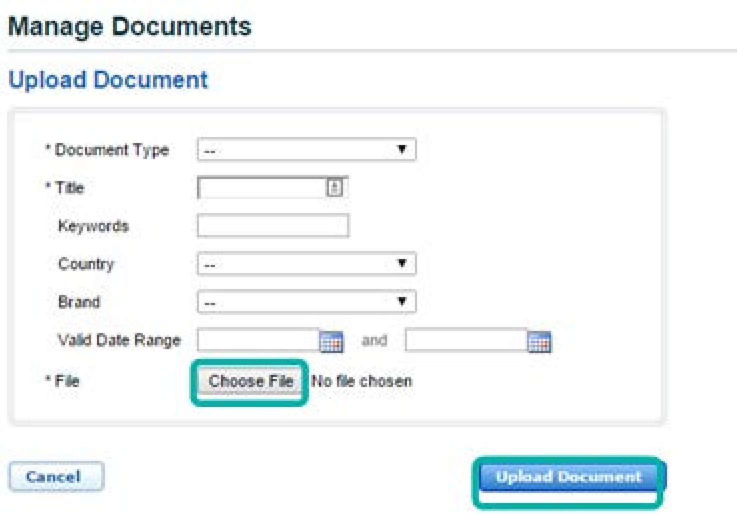


1 Records found Delete all

Title	Type	Version	Keywords	Brand	Country	Start Date	End Date	
Test	Trademark	1						✖

- If you need to attach a new document to this account, click on "Upload Documents" in the upper right hand corner of the screen.

- You will be taken to the Upload Documents screen. You must enter both a document type and a title. All of the other fields are optional but will assist your search for documents in the future. To attach your document, click "Choose File" and find the file you wish. When ready, click "Upload Document."



You will receive a message stating that your document was successfully uploaded. You can attach additional documents from this screen.