

# Registrar Contact Changes

Presenter

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**AsiaPacific**  
Regional Event of ICANN-Accredited Registrars and gTLD Registries

I C A N N T O K Y O | 2 6 - 2 7 A U G U S T 2 0 1 0

# https://radar.icann.org



Welcome to Radar

Home > GURID Home > Welcome

## ICANN Registrar Database

### Radars Login

Login:

Password:

[Forgot your password?](#)

### ICANN Registrar Database

Welcome to the ICANN gTLD Registrar online database. You can use this system to update contact listings, addresses, telephone numbers, billing information, and other key information used to facilitate communication concerning your ICANN accreditation and information displayed in ICANN's public listings of accredited registrars.

#### FIRST TIME USERS

If you have never logged into your registrar account online you will need two pieces of information:

1. The registrar's GURID (IANA ID) number. If you do not know your GURID number go to <http://www.iana.org/assignments/registrar-ids> to find it.
2. The Password assigned to you by ICANN. Please contact ICANN at [RADARAdmin@ICANN.org](mailto:RADARAdmin@ICANN.org) for password.

Once you have logged in, you will be prompted to input your own password for future access. On the subsequent screen, you will be prompted to select a security question and answer that can be used if needed to retrieve your password.

#### RETURN USERS

Log in using your GURID number and the password you created.

- Login = IANA id
- Password = a temporary password is given to the registrar Primary Contact when it gets accredited.
- If no password, use the “Forgot your password” link or send an e-mail to [radaradmin@icann.org](mailto:radaradmin@icann.org)

# Registrar Account Management

- Edit your contacts with ICANN and third parties
- Request further gTLDs to your accreditation
- Set the languages supported by your registrar

The screenshot displays the ICANN Registrar Database interface. At the top, the ICANN logo is on the left, and the text 'ICANN Registrar Database' is on the right. Below the logo is a navigation menu with options: Home, View All Registrars, Search Registrars, User Guide, Whois Utility, My Profile, and Logout. A 'Registrar Admin Menu' is also visible, containing Manage Users, Create User, Manage Registrars, and Batch Change. The main content area is titled 'Registrar View' and shows 'Registrar Information' for 'ICANN Test' with GURID 9999. The URL is www.icann.org. A blue arrow points to the 'Public Contact' link in the right-hand sidebar, which is highlighted in orange. A red text box next to the arrow contains the instruction: 'Click on a contact to edit it (except the primary)'. The sidebar also includes links for Abuse Contact, Billing Contact, Complaint Contact, Data Escrow Contact, Primary Contact, Transfer Contact, UDRP Dispute Contact, and Whois Contact. Below these are sections for Description & Logo, gTLDs, Internic Preview, Languages, IPs for Whois Whitelisting, Port 43 Whois URL, and View Change History.

# Edit a Contact

- Fill in the fields
- Choose the country
- If applicable, select the other contacts you want the updates to apply to (except the primary)
- Save your changes

ICANN Registrar Database

Abuse Contact

This contact will receive Abuse Problem Reports and other communications concerning domain abuse issues.

First Name:

Last Name:

Email:

Secondary Contact:

Secondary Email:

Address 1:

Address 2:

Town/City:

Province/State:

Postal Code/Zip Code:

Country:

- Billing
- Complaint
- Data Escrow
- Public
- Transfer
- UDRP Dispute
- Whois

Save

# Updating the Primary Contact

## Primary Contact

You cannot change the Primary Contact using RADAR.

Because the Primary Contact is the party that receive notices under the RAA, changes must be made in writing and faxed or sent to ICANN as explained in Section 5.11 of the RAA.

To facilitate making such changes, please use the form located [here](#). The appropriate registrar representative should complete, sign, and date the form then fax it to the number shown.



**FAX**

To: ICANN From: \_\_\_\_\_  
Fax: 1-310-823-8649 Pages: 1  
Phone: 1-310-823-9358 Date: \_\_\_\_\_  
Re: Registrar Primary Contact Update Form

I, the undersigned, hereby declare that I legally represent the ICANN-accredited registrar \_\_\_\_\_ [Registrar company name] bearing the IANA ID # \_\_\_\_\_ and request ICANN to update the primary contact information for this registrar as follows:

First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Phone (with International prefix): \_\_\_\_\_  
Cell Phone (with International prefix): \_\_\_\_\_  
Fax (with International prefix): \_\_\_\_\_  
Email: \_\_\_\_\_  
URL: \_\_\_\_\_

**Mailing** Address: (Must be main operational and physical office location. PO Box, incorporation address, mail-drop, and mail-forwarding locations will not be acceptable.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I attest that the information contained in this is true and accurate and that I have the corporate authority to make this change.

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

*To update other contact information, such as Public, Billing, Whois Problem Report, Inter-Registrar Transfer, or UDRP Contact, please log into your registrar's RADAR account at <https://radar.icann.org>. For help with RADAR, please email [radaradmin@icann.org](mailto:radaradmin@icann.org). For questions regarding this form, please email [registrarupdates@icann.org](mailto:registrarupdates@icann.org).*

Primary Contact Update Form

# Billing Contact

This is where ICANN's invoices to the registrar are sent

# Primary Contact

- Contractual contact with ICANN
- Receives notice under the RAA
- Shared with the registries



# Public Contact

- Available to the public via <http://www.internic.net/regist.html> and <http://www.icann.org/en/registrars/accredited-list.html>
- Determines the country of listing for the registrar

# Transfer Contact

- Used for transfer issues
- Available to all other registrars

# Transfer Contact



## ICANN Registrar Database

Welcome, ICANN Test

Home > GURID 9999 Home > View Registrars

- Home
- View All Registrars
- Search Registrars
- User Guide
- Whois Utility
- My Profile
- Logout

Registrar Admin Menu

- Manage Users
- Create User
- Manage Registrars
- Batch Change

### View Registrars

Download CSV

Next 1 2 3 ... 64

GURID	Registrar	Transfer Contact Email	IPs for Whois Whitelisting	Whois Domain Server
2	Network Solutions, LLC	transfer-issues@networksolutions.com	null	whois.networksolutions.com
9	Register.com, Inc.	legal@register.com	null	null
13	Melbourne IT Ltd	transfers@melbourneit.com.au	null	null
14	France Telecom	domaine-admin@list.orange-ftgroup.com	null	null
15	CORE Internet Council of Registrars	secretariat@corenic.org	195.253.23.130 195.253.23.160 195.253.23.163	whois.corenic.net
30	NameSecure L.L.C.	Namesecureregistrar@namesecure.com	null	whois.namesecure.com
31	DSTR Acquisition PA I, LLC dba DomainBank.com	dtransfers@registerapi.com	null	null
48	eNom, Inc.	transfers@enom.com	null	null
49	GMO Internet, Inc. d/b/a Onamae.com	kanae@gmo.jp	null	null
52	Abacus America, Inc. d/b/a Names4ever	lschofield@nb.hostopia.com	null	whois.names4ever.com
53	A Technology	support@namesystem.com	null	null



# UDRP Contact

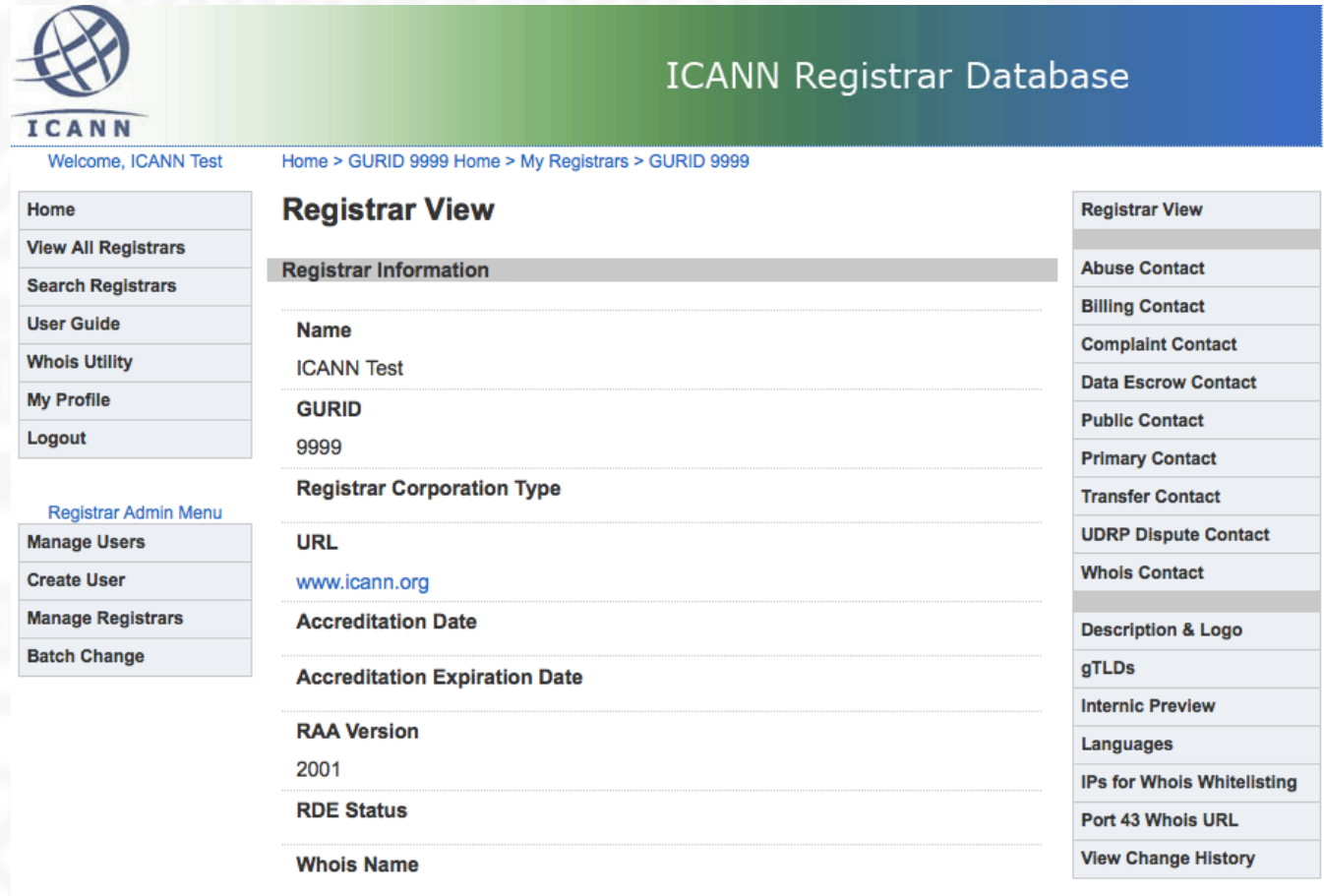
- Used for sending UDRP notices
- Shared with the Dispute Resolution Service Providers

# Whois Contact

- Used for Whois data issues
- Inaccurate data reported via the Whois Data Problem Report Form (<http://wdprs.internic.net/>) are forwarded to that contact's e-mail

# Add a gTLD

- Edit your contacts with ICANN and third parties
- Request further gTLDs to your accreditation
- Set the languages supported by your registrar



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# Add a gTLD

## gTLDs

Checked boxes indicate current TLDs available through this registrar. Click additional boxes to initiate the process of adding TLDs. In some instances sponsored TLDs reserve the right to prior approval. All approved TLDs available through the registrar will be listed on the InterNIC site ([www.internic.net](http://www.internic.net)) and at <http://www.icann.org/registrars/accredited-list.html>

- .aero
- .asia
- .biz
- .cat
- .com pending request
- .coop
- .info
- .jobs
- .mobi
- .museum pending request
- .name
- .net
- .org pending request
- .pro
- .tel
- .travel

Save

# Updates to Registries

- Changes to Primary Contact will be communicated to the registries by ICANN
- Changes to UDRP contact will be included in reports sent to UDRP providers
- Important! It is the registrar's responsibility to maintain accurate contact information with ICANN and with each registry



# Other Changes

- Changes in ownership require special handling and must be communicated to ICANN and to the registries
- Contact ICANN for details about other types of changes, including corporate type or jurisdiction changes ([accredit@icann.org](mailto:accredit@icann.org))
- Transfers of accreditation require application approval by ICANN