



ICANN Join: New User Instructions

ICANN is now fielding enrollments through a new centralized application called “**ICANN Join**”, which allows **ICANN Account**-holders to observe and participate in various community groups. The following step-by-step Instructions are divided into two Parts:

Part I: Initial Set-up

0. [How to Create your ICANN Account](#)
1. [How to Access ICANN Join](#)
2. [How to Update your Information](#)

Part II: ICANN Join Enrollment

3. [How to Enroll in Groups](#)
4. [How to Track your Cases](#)



Part I: Initial Set-up

Step 0: Create your ICANN Account

(NOTE: if you already have an ICANN Account, skip to [Step 1](#) on page 8)

1. Visit: <https://account.icann.org>
2. Click “Create an account”

ICANN | ACCOUNT

HELP | LOG IN

Welcome to ICANN Account

Email Address or Username*

Next

[Forgot Your Password?](#)

Are you a new user? [Create an account](#)

By submitting my personal data to create and manage an ICANN Account, I agree that my personal data will be processed in accordance with the ICANN [Privacy Policy](#) and ICANN [Cookies Policy](#), and agree to abide by the electronic [Terms of Service](#).

Continued on next page ➡

3. Fill in your **Primary Email Address, First Name, and Last Name**
 - a. **NOTE:** your **Username** will automatically match your Primary Email Address, and CANNOT be changed after Account creation

ICANN | ACCOUNT
[HELP](#) | [LOG IN](#)

ICANN Account Setup (Step 1 of 2)

1 Create Account and Verify Identity
2 Set Password and Complete profile

Create Account and Verify Identity

A message will be sent to your email address to verify your identity

1 Primary Email Address*

Username*

2 First Name*

3 Last Name*

4 ☒ By submitting my personal data to create and manage an ICANN Account, I agree that my personal data will be processed in accordance with the ICANN [Privacy Policy](#) and ICANN [Cookies Policy](#), and agree to abide by the electronic [Terms of Service](#).

5 ☒ I'm not a robot


6

[Back to Log In](#)



4. Check the box agreeing to ICANN's [Privacy Policy](#), [Cookies Policy](#), and [Terms of Service](#)
5. Complete the CAPTCHA
6. Click **"Submit"**
 - a. The below screen will then appear, informing you that a [confirmation link](#) has been sent to your email address (the primary email address provided).

ICANN | ACCOUNT[HELP](#) | [LOG IN](#)

ICANN Account Setup (Step 1 of 2)

1 Create Account and Verify Identity

2 Set Password and Complete profile

Request Submitted

✓

A confirmation link has been sent to your email address. Please click the link to activate your account.

Didn't receive an email? [Resend activation email.](#)

7. Check your inbox for an email from no-reply@icann.org with the Subject line: **"Activate your ICANN Account"**
 - a. If you did not receive the below activation email, Check your Spam filter/inbox, otherwise Click **"Resend activation email"** on the screen

Welcome, Example User:

Thank you for creating an ICANN Account. Finish setting up your account by clicking the link below or pasting it into your browser.

<https://accounts-uat.icann.org/account/activate/7r7fh11rb7s73z>

This link will take you to a page where you can set your password. The link can only be used once and will expire in 48 hours.

If you don't want an ICANN Account, please disregard this message.



8. Click the **activation link**

- a. If you do not click the activation link within 48 hours, the link will expire and you will need to repeat Steps 1-8

9. Create and Confirm your **Password**

- a. The password requirements will turn **green** when they are satisfied

ICANN | ACCOUNT

[HELP](#) | [LOG IN](#)

ICANN Account Setup (Step 2 of 2)

1 Create Account and Verify Identity

2 Set Password and Complete profile

Enter Password*

.....

Confirm Password*

.....

Your password must include all of the following:

- A minimum of 12 and a maximum of 70 characters in length.
- A minimum of one uppercase and lowercase letter.
- a minimum of one number.
- A minimum of one symbol (examples: @\$%^&*)
- Not contain more than two repeated characters in a row
- Not contain part of your username, email, first name, or last name

10. Complete your **Profile** information:

- a. Provide your **Preferred Name** (if different)
- b. Select your **Country or Territory**
- c. Select the **ICANN Supporting Organization or Advisory Committee** you are affiliated with (if applicable)
- d. Select the **Regional or Constituency Group** you are affiliated with (if applicable)



Complete Your Profile

Preferred Name

Country or Territory

Select

▼

Are you affiliated with an ICANN Supported Organization or Advisory Committee?

Select

▼

Regional or Constituency Group

Select

▼

11. Select your **ICANN Communication Preference**

a. You may only select one option

ICANN Communication Preference*

- ☒ I would like to receive emails about ICANN outreach and engagement opportunities, such as ICANN Newsletters, and emails about upcoming meetings and other events. Please note that ICANN will not sell or share your name or email address to a third party for commercial or marketing purposes. Please also note that you can withdraw your consent at any time with effect for the future. For more information about how ICANN org processes personal information, please visit [ICANN's Privacy Policy](#).

- ☐ I do not wish to receive marketing communications from ICANN org.

Activate Account

Clear



12. Click “Activate Account”

- a. You will then be redirected to the ICANN Account Login page (<https://account.icann.org/login>), with a message indicating that you have successfully activated your account

ICANN | ACCOUNT

HELP | LOG IN

Welcome to ICANN Account

✓ You have successfully activated your account.

Email Address or Username*

Next

[Forgot Your Password?](#)

Are you a new user? [Create an account](#)

By submitting my personal data to create and manage an ICANN Account, I agree that my personal data will be processed in accordance with the ICANN [Privacy Policy](#) and ICANN [Cookies Policy](#), and agree to abide by the electronic [Terms of Service](#).

Continue to the next page to learn **How to Access ICANN Join** ➡



Part I: Initial Set-up

Step 1: Access ICANN Join

1. Visit: <https://account.icann.org>
2. Enter your **ICANN Account Username** or **Email Address**
 - a. Your *Username* is the same as the *Primary Email Address* you entered when creating your ICANN Account.
 - b. If you DO NOT have an ICANN Account yet, refer to [Step 0](#) (page 2)

A screenshot of the ICANN Account login page. The page has a dark blue header with "ICANN | ACCOUNT" on the left and "HELP | LOG IN" on the right. The main content area is white and titled "Welcome to ICANN Account". Below the title is a login form with a label "Email Address or Username*" and a text input field containing "example@example.com". The form is highlighted with a green border. Below the input field is a blue "Next" button and a blue link "Forgot Your Password?". Below the button and link is a link "Create an account" preceded by the text "Are you a new user?". At the bottom, there is a paragraph of text: "By submitting my personal data to create and manage an ICANN Account, I agree that my personal data will be processed in accordance with the ICANN Privacy Policy and ICANN Cookies Policy, and agree to abide by the electronic Terms of Service." with links to "Privacy Policy", "Cookies Policy", and "Terms of Service".

3. Click **"Next"**

Continued on next page ➡



4. Enter your **ICANN Account Password**

ICANN | ACCOUNT[HELP](#) | [LOG IN](#)

Welcome to ICANN Account

Email Address or Username*

Password*

[Forgot Your Password?](#)

Are you a new user? [Create an account](#)

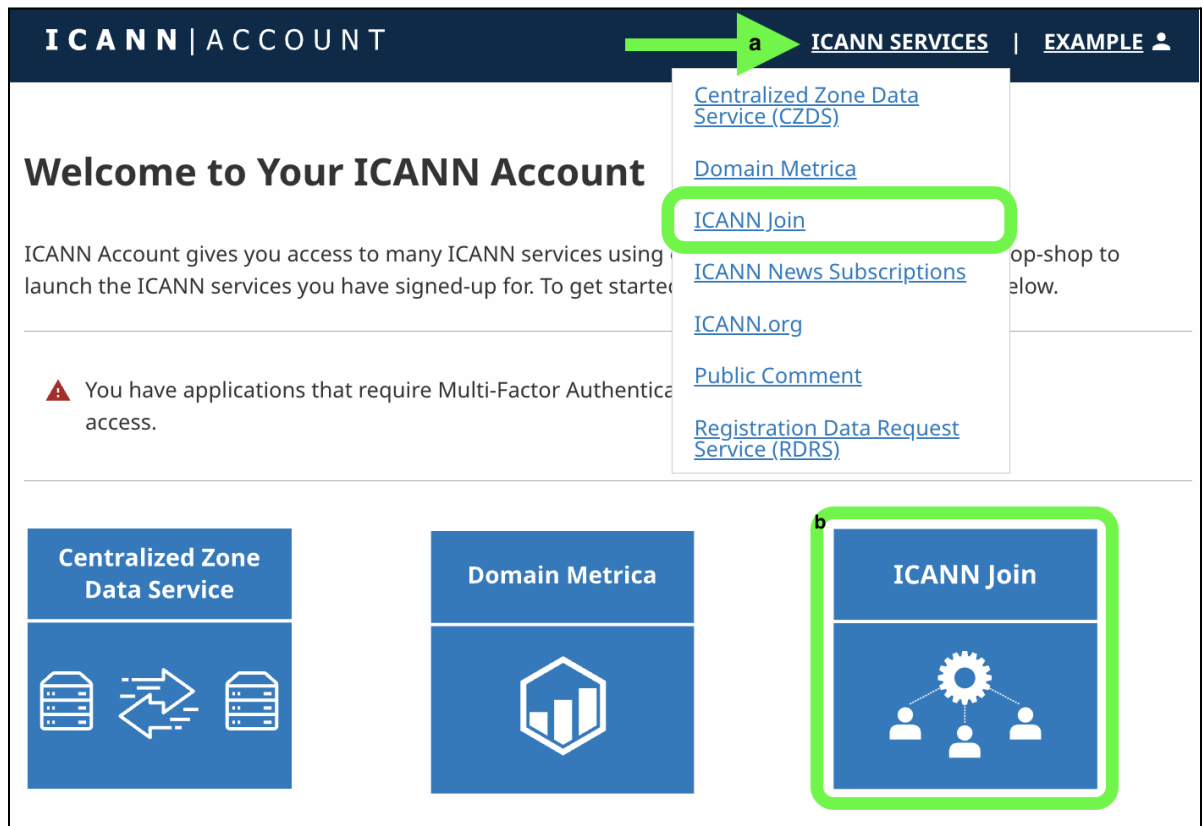
By submitting my personal data to create and manage an ICANN Account, I agree that my personal data will be processed in accordance with the ICANN [Privacy Policy](#) and ICANN [Cookies Policy](#), and agree to abide by the electronic [Terms of Service](#).

IF you Forgot your Password...

- I. Select "Forgot Your Password?"
- II. Enter your ICANN Account Username or Email Address
- III. Complete the CAPTCHA
- IV. Click "Send verification email"
 - A. IF you do not have access to your Primary Email Address AND you designated a Recovery Email Address in your ICANN Account, Click "Send to Recovery Email Address"
- V. Check your relevant inbox for the Password Reset email
 - A. IF you are unable to receive the Password Reset email to neither your Primary Email Address or Recovery Email Address (if provided), contact globalsupport@icann.org for help
- VI. Click the password reset link
- VII. Create your new ICANN Account password and return to Step 1



5. Click “Log In”
6. From the **ICANN Account Home** page, access ICANN Join in one of two ways:
 - a. Hover your cursor over “**ICANN SERVICES**” in the top right corner and Select “**ICANN Join**” from the dropdown menu; OR
 - b. Click the blue square **ICANN Join** tile on the right



7. You should now have access to the **ICANN Join Home** page.

IF you DO NOT see the “ICANN Join” menu option or tile...

- I. Contact gnso-secs@icann.org and request access to ICANN Join (please provide your ICANN Account Username/Email in your communication)
- II. ICANN staff will respond once the ICANN Join tile is made visible to you
- III. Repeat Step 1, tasks 1-7 and inform ICANN if you encounter any further issues

Continue to the next page to learn **How to Update your Contact Information** ➡



Part I: Initial Set-up

Step 2: Update your Information

(This step only needs to be completed once – prior to your first group enrollment)

1. Access ICANN Join (per [Step 1](#), pg 8)

The screenshot shows the ICANN | JOIN user dashboard. At the top, the header includes the logo and the user name 'Example User'. A navigation bar contains four tabs: 'Home' (selected), 'Join Groups', 'My Contact Information', and 'My Cases'. The main content area has a welcome message and instructions. Below this, there are two sections: 'MY GROUPS (ACTIVE)' and 'MY GROUPS (INACTIVE)'. Each section has a table with columns for 'Community Group Name', 'Participant Type', 'Group SOI', and 'Participation Start Date'. Both sections indicate that the user has no active or inactive groups at this time. A callout box on the right side of the 'MY GROUPS (ACTIVE)' section prompts the user to click on the 'Join Groups' tab to explore new groups, with a 'Finish' button.

Community Group Name	Participant Type	Group SOI	Participation Start Date
You do not have any active groups at this time			

Community Group Name	Participant Type	Group SOI	Participation Start Date
You do not have any inactive groups at this time			

2. Click **My Contact Information** from the top bar (or from “≡” symbol at the top left, if applicable)

This screenshot is similar to the previous one, but the 'My Contact Information' tab in the navigation bar is highlighted with a green rectangle, indicating the next step in the process.



3. Check that your **Name, ICANN Account Email, and Country / Territory of Residence on file** are correct. If all is correct, then proceed to Step 4
 - a. If changes are needed, select your name in the top right corner and select “Return to ICANN Account”
 - b. Once in ICANN Account, select your name in the top right corner again and select “Manage Account”
 - c. Select “Profile” and then make the necessary changes
 - d. Re-enter the ICANN Join application and you should see your updated details under “My Contact Information”

MY CONTACT INFORMATION

To update your Name, ICANN Account Email, My Community Email and Country, please navigate back to ICANN Account to make the appropriate changes. Select your name in the top right and select “Return to ICANN Account” and then select “Manage Account”. Once changed, reenter the ICANN Join application and you should see your information updated.

Name
Example User

ICANN Account Email
example1@example.com

My Community Email (ICANN Account Email)
example1@example.com

Country / Territory of Residence on File - Afghanistan

4. Update your **secondary and tertiary email addresses**, IF you intend to use an email address other than your ICANN Account Email on file

My Community Email 2

example2@example.com

My Community Email 3

example3@example.com

5. Update your **Current Employer**

a. Employer will be “Independent” by default

b. IF different, select the second bubble and complete the fields

Please identify your current employer

☒ Employer on file - Independent

☐ My employer is different than the one listed above

☐ I do not have a current employer

Please identify your current employer

☐ Employer on file - Independent

☒ My employer is different than the one listed above

☐ I do not have a current employer

Current employer name

Example Inc.

Current title

Example title

6. Select your **Timezone**, IF none / different on file. This field is **required**.

Timezone on File -

* New Timezone

- Select -

Continued on next page 



7. Add your **SOI Descriptor(s)** and **SOI Hyperlink(s)**, IF applicable
 - a. SOI Descriptor = Name/Description of your Statement of Interest (e.g. “GNSO SOI”)
 - b. SOI Hyperlink = URL linking to your SOI
 - c. Add up to 3 different SOIs

SOI Descriptor: Example SOI	SOI Hyperlink: https://example.com
SOI Descriptor: 	SOI Hyperlink:
SOI Descriptor: 	SOI Hyperlink:

8. Click “**Next**” at the bottom of the page

By submitting your personal data, you agree that your personal data will be processed in accordance with the [ICANN Privacy Policy](#), and agree to abide by the website [Terms of Service](#).

9. Click “**Finish**” from the following page, and Return to the Join home page

Your contact information has been updated.

Continue to the next page to learn **How to Enroll in a Community Group** ➡



Part II: ICANN Join Enrollment

Step 3: Enroll in a Group

1. Access **ICANN Join** (per [Step 1](#), pg 8)

ICANN | JOIN Example User

Home Join Groups My Contact Information My Cases

Welcome to your group participation management console. This area of the application presents you with groups that you currently participate in as well as, a list of closed groups where you previously participated or observed. A summary of your participation type, and the date you joined are displayed for convenience.

Should you choose to upgrade or downgrade how you participate in the groups for which you are currently enrolled, the form to the right allows you to submit that request. It will be processed by the administration team as required and a notification will be sent to you once it is complete.

MY GROUPS (ACTIVE)

Community Group Name	Participant Type	Group SOI	Participation Start Date
You do not have any active groups at this time			

MY GROUPS (INACTIVE)

Community Group Name	Participant Type	Group SOI	Participation Start Date
You do not have any inactive groups at this time			

Please click on the Join Groups tab to explore groups accepting new participants.

Finish

2. Click **Join Groups** from the top bar (or from “≡” symbol at the top left, if applicable)

ICANN | JOIN Example User

Home **Join Groups** My Contact Information My Cases

Welcome to your group participation management console. This area of the application presents you with groups that you currently participate in as well as, a list of closed groups where you previously participated or observed. A summary of your participation type, and the date you joined are displayed for convenience.



3. Select the **Group** you are interested in joining (under “**Group Name**”)
 - a. You may use the hyperlinks under “Family Name” to see all active Groups (with enrollment available via ICANN Join) hosted by a particular ICANN Supporting Organization or Advisory Committee
 - b. You may use the links under “Website” or “Wiki Page” to learn more details about a particular Group

Home	Join Groups	My Contact Information	My Cases
JOIN ACTIVE COMMUNITY GROUPS			
Family Name	Group Name	Website	Wiki Page
At-Large	At-Large Advisory Committee (ALAC)	https://atlarge.icann.org/alac	https://community.icann.org/displa...
At-Large	Consolidated Policy Working Group (CPWG)	https://atlarge.icann.org/working_g...	https://community.icann.org/x/jYDpB
ccNSO	cc Policy Development Process 4 - Internationalized Domain Names Working Group	https://ccnso.icann.org/en/working...	https://community.icann.org/x/ZoBIC
ccNSO	ccNSO Council	https://ccnso.icann.org/en/about/co...	https://community.icann.org/catego...
ccNSO	ccNSO Policy Development Working Group on Retirement	https://ccnso.icann.org/en/working...	https://community.icann.org/x/IsTR...

4. Choose whether to join the Group as a **Member** (participant) or as an **Observer - Email Only**. Enrollment options vary depending on the Group.
 - a. **Member**: To join as a Member (participant) of a Group, you will need to Select this option and Input the “**Community Group Code**”. On the Next page, you will provide your **Reasoning for Joining** and your **Timezone**.
 - i. IF you do NOT have the Community Group Code, please request it via email to gnso-secs@icann.org (or submit a New Case per [Step 4](#), task 5) providing your ICANN Account Username/Email.



- ii. IF you do NOT have a Timezone on file, you will first need to update your Timezone from the “My Contact Information” tab in ICANN Join (per [Step 2](#), task 6).

JOIN GNSO Council

This is a restricted group formed as part of managing the GNSO Council. Only members of the GNSO Council will be allowed to register with an appropriate enrollment code. "Observer - Email Only" registrations are welcomed to the full ICANN Community.

* Would you like to join as an Observer - Email Only?

☒ No
☐ Yes

* Community Group Code

Example_Community_Group_Code

Next

JOIN GNSO Council

This is a restricted group formed as part of managing the GNSO Council. Only members of the GNSO Council will be allowed to register with an appropriate enrollment code. "Observer - Email Only" registrations are welcomed to the full ICANN Community.

* How do you wish to participate (select only one option)?

☒ Member

Members are formally placed by their represented community group and are expected to attend conference calls, actively participate in online discussions, and formally participate in consensus calls (or in the case of decision-making bodies, vote on resolutions).

☐ Observer - Email Only

An "Observer - Email Only" enrollment will allow you to follow the group's mailing list (without posting rights) and to monitor the group's deliberations and event notifications for event recordings. In some instances you may be able to join active calls where Webinar formats are used.

What is your reasoning for joining the group?

Example reasoning text

Timezone on File (if value is blank, please update it on the "My Contact Information" tab first):

(GMT-00:00) Azores Summer Time (Atlantic/Azores)

PreviousNext



- b. **Observer - Email Only:** Select this option to join as an Observer to the Group's emailing list

JOIN GNSO Council

This is a restricted group formed as part of managing the GNSO Council. Only members of the GNSO Council will be allowed to register with an appropriate enrollment code. "Observer - Email Only" registrations are welcomed to the full ICANN Community.

* Would you like to join as an Observer - Email Only?

☐ No

☒ Yes

Next

- c. Choose your **Email Address**.
- i. IF you need to update your secondary or tertiary email addresses, you can do so from the "My Contact Information" tab in ICANN Join (per [Step 2](#), task 4)

JOIN GNSO Council

Which email address would you like to add to this group's mailing list?

☒ My Community Email 1: example@example.com

☐ My Community Email 2: example2@example.com

☐ My Community Email 3: example3@example.com

If you would like to use a different email address, please go to the My Contact Information tab and add it before joining this group.

By submitting your personal data, you agree that your personal data will be processed in accordance with the [ICANN Privacy Policy](#), and agree to abide by the website [Terms of Service](#).

Further, by participating in this community group, you also agree to abide by the [ICANN Expected Standards of Behavior](#) and the [ICANN Community Anti-Harassment Policy and Terms of Participation](#).

Previous Next

5. Click "**Next**" at the bottom of the window
6. Click "**Finish**" from the following page, and Return to the Join home page

Continue to the next page to learn **How to Track your Cases** ➡



Part II: ICANN Join Enrollment

Step 4: How to Track your Cases

(This step is not required for Group enrollment, but will enable you to track the status of your enrollment requests and related inquiries)

1. Access ICANN Join (per [Step 1](#), pg 8)

The screenshot shows the ICANN Join dashboard for a user named 'Example User'. The top navigation bar includes links for Home, Join Groups, My Contact Information, and My Cases. The main content area contains a welcome message, instructions on upgrading/downgrading participation, and two sections for group management: 'MY GROUPS (ACTIVE)' and 'MY GROUPS (INACTIVE)'. Both sections show a table with columns for Community Group Name, Participant Type, Group SOI, and Participation Start Date, and both indicate that the user has no active or inactive groups at this time. A 'Finish' button is located in the bottom right of the active groups section.

Community Group Name	Participant Type	Group SOI	Participation Start Date
You do not have any active groups at this time			

Community Group Name	Participant Type	Group SOI	Participation Start Date
You do not have any inactive groups at this time			

2. Click **My Cases** from the top bar (or from “≡” symbol at the top left, if applicable)

This screenshot is similar to the previous one, but the 'My Cases' tab in the top navigation bar is highlighted with a green box, indicating it is the selected option.



3. Under “**Open Cases**”, you will see your open Cases (enrollment requests or general inquiries) currently in process with ICANN

Home

Join Groups

My Contact Information

My Cases

Open Cases

Closed Cases

MY OPEN CASES

Case Number	Subject	Status	Date/Time Opened
00034042	New Enrollment	New	05.09.2025 22.15

4. Click the hyperlinked **Case Number** or **Subject** to view your Open Case.
 - i. Below is an example of what an Open Case looks like:

Home Join Groups My Contact Information My Cases			
	Case New Enrollment		
Description Example User has enrolled in GNSO Council. Their participant record is P-009423 and participation start date is 2025-09-05			
Resolution		Status New	
Date/Time Opened 5 September 2025 22:15 UTC		Date/Time Closed	

Continued on next page ➡



5. IF you have a **general inquiry or request** regarding ICANN Join or Group enrollments, you may Submit a **New Case** under the “My Cases” tab
 - a. Provide the **Subject** and a **Description** of your inquiry/request
 - b. Click “**Next**” to submit your New Case

New Case

* Subject

* Description

Next

- c. Click “**Finish**” to submit your New Case

Thank you for submitting your request regarding Example Inquiry.

We will contact you shortly. Please refresh your screen.

Finish

6. Await an **email from ICANN** confirming or denying your enrollment, or answering your general inquiry.
 - a. ICANN may send additional information or instructions relevant to your enrolled Group (e.g. regarding the Group’s mailing list)
 - b. You should receive an email from ICANN within 5 business days
 - c. Once your enrollment/inquiry is complete, your Case will be **Closed**.



7. Under “**Closed Cases**”, you will see your closed Cases (enrollment requests or general inquiries) which have been completed.

Home

Join Groups

My Contact Information

My Cases

Open Cases

Closed Cases

MY CLOSED CASES

Case Number	Subject	Status	Date/Time Opened
00034042	New Enrollment	Closed	05.09.2025 22.15

8. Click the hyperlinked **Case Number** or **Subject** to view your Closed Case
i. Below is an example of what a Closed Case looks like:

Home Join Groups My Contact Information My Cases			
 Case New Enrollment			
Description Example User has enrolled in GNSO Council. Their participant record is P-009423 and participation start date is 2025-09-05			
Resolution Your enrollment in GNSO Council has been completed		Status Closed	
Date/Time Opened 5 September 2025 22:15 UTC		Date/Time Closed 5 September 2025 23:29 UTC	

9. If you have any questions or would like to follow-up regarding an Open or Closed Case, you may Submit a **New Case** (per task 5 above) and reference the Open/Closed case number within your inquiry.