Customer Service Portal for BERO v1.0.1

May 2021

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Welcome

Welcome to our Data Escrow Service. We are DENIC Services, a fully owned subsidiary of DENIC eG and rely on 20 years of experience in Internet technology.

As a Designated Escrow Agent for ICANN accredited Registrars and Approved Escrow Agent for gTLD Registries we fulfil all specifications. We are fully GDPR compliant, ISO certified for information security and business continuity management. Further our Data Escrow Service won the eco://award for innovation in domain name business.

Overview

This manual lists and describes the features of the Customer Service Portal for our Data Escrow service. The Customer Service Portal supports you with:

- Reporting
- Maintenance
- Communication
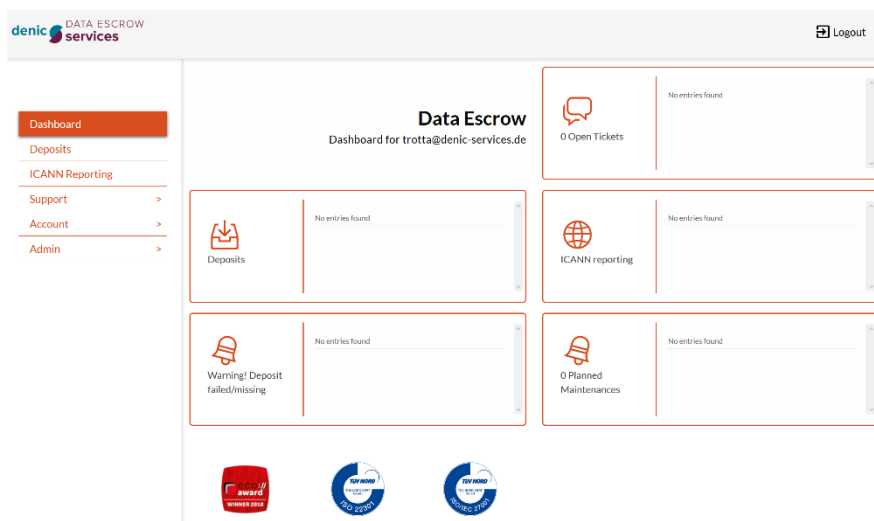
1. Customer Service Portal Account

Our main contact will receive an admin-account for our customer service portal. The credentials will be sent by mail as a one-time-link. By clicking on the link a password reset will be forced. This process is protected by a second factor through your provided mobile phone number. This is your master account which can add more users over the admin section described later. In any cases regarding the portal this account will be contacted.

2. Dashboard

The Dashboard provides a quick overview of all different topics. The icons in the Dashboard are clickable and lead to the according details page.

- Open Tickets
- Deposits
- ICANN reporting
- Missing and failed Deposits
- Planned Maintenances

3. Deposits

Here all recent deposits are listed with the according date, status and reporting. The report can be downloaded as PDF file. The deposits can be sorted and searched by with the TLD. You may choose from a dropdown or write into the searchbox.

4. ICANN Reporting

Here all recent reportings to ICANN are listed with the according date and status. The reports can be sorted and searched by with the TLD. You may choose from a dropdown or write into the searchbox.

5. Support

In the Support section different ways to communicate and information about planned maintenance are provided.

5.1. Tickets

Here you will find an overview and information on all open tickets. Only the tickets for the actual logged in user are shown.

5.2. Maintenance

Here you will see all planned maintenances.

5.3. How To

Here you can find different manuals and information.

5.4. Contact

Here you will find all different options to get in contact with us.

6. Keys

In the Keys section you can change your different public keys.

6.1. SSH Key

Here you can see and edit your SSH key(s). You can add more than one SSH key. The SSH key is used to login to our SFTP Server.

6.2. PGP Key

Here you can see and edit your PGP key. The PGP key is used to sign your deposit.

7. My Account

In the Account section you can change see and change credentials.

7.1. Credentials

Here you can change your password for the login.

8. Admin

In the Admin section you can adjust who has access to which sections of the CSP.

8.1. User Management

Here you can add or remove users for the CSP.

8.2. Permissions

Here you can adjust what the different users can see or edit and you can create additional admins.

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I - Contact and Support

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