

Contractual Onboarding for RyDE v1.0.1

May 2021

[Start here →](#)



Content

Welcome	3
Overview	3
1. Customer Service Portal Account.....	3
2. General Information	3
3. TLD´s.....	4
4. Change of Data Escrow Agent (DEA).....	4
5. Contract Data.....	5
6. DocuSign.....	5
7. Onboarding part one completed.....	5
I - Contact and Support.....	6

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 describes the onboarding process to our system through our Customer Service Portal.

During the onboarding process you will always have the menu on the left side with the next steps. A completed step has a checkmark. All steps must be completed.

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. General Information

The general information section consists of three pages to prepare your account and the contract. Through three pages company information will be collected to prefill further forms.

Please fill in the VAT identification number if your company resides in the European Union.

Please only choose a Backend Operator (BERO) if you don't upload with your own account.

General Information

General Details

Full Registry Operator Name*

Contact Person*

Street*

ZIP Code*

City*

Country
Afghanistan

* Required Fields

Next

General Information

TLD's

Change of Escrow Agent

Contract Data

3. TLD's

Under this step you can add one or more TLD's. The original delegation date is needed for the contract with ICANN.

- General Information
- TLD's
- Change of Escrow Agent
- Contract Data

TLD's

Contact for Support: escrow@denic-services.de

Please add all TLD's which you would like to include to our Data Escrow Service.

TLD Name

Delegation Date

Add TLD

4. Change of Data Escrow Agent (DEA)

To start the Data Escrow Agent Change, a change request must be sent to ICANN.

Please use <https://portal.icann.org/> and provide us here the correct dates.

- General Information
- TLD's
- Change of Escrow Agent
- Contract Data

Change of Escrow Agent

To start the Escrow Agent Change, a change request must be sent to ICANN.

Please use: <https://portal.icann.org/>

Once you have sent the Change Request, please confirm below and fill in the data.

Change Request has been sent

Termination of current Escrow Agent contract

Planned start date at DENIC Services

No current Escrow Agent

Save

5. Contract Data

In addition to your company details the place of jurisdiction is a mandatory information to complete the contract. This can be chosen in the section Contract Data. There are two options to choose from:

- Alternative 1 - by the competent courts in Frankfurt/Main, Germany, with the proceedings to be conducted in German
- Alternative 2 - by arbitration, held in Geneva, Switzerland. such arbitration to be conducted in the English language through the Swiss Chambers' Arbitration institution

General Information	<input checked="" type="checkbox"/>
TLD's	<input checked="" type="checkbox"/>
Change of Escrow Agent	<input checked="" type="checkbox"/>
Contract Data	<input type="checkbox"/>

Contract Data

Support Contact: escrow@denic-services.de

Please choose your place of jurisdiction.
Once all missing data is completed, the process of signing the contract will start.

Frankfurt/Main, Germany

Alternative 1 - by the competent courts in Frankfurt/Main, Germany, with the proceedings to be conducted in German

Alternative 2 - by arbitration, held in Geneva, Switzerland. such arbitration to be conducted in the English language through the Swiss Chambers' Arbitration institution

[Next](#)

6. DocuSign

The contract will be prepared via DocuSign, where it will be signed electronically. Once the documents are completed - PDF documents will be sent out.



7. Onboarding part one completed

After the contract is signed, we will inform you that you may continue with the next steps of the onboarding, which is the technical onboarding. There is a dedicated manual for these steps.

General Information	<input checked="" type="checkbox"/>
PGP Key	<input type="checkbox"/>
SSH Keys	<input type="checkbox"/>
Deposit Upload	<input type="checkbox"/>
Naming Services Portal	<input type="checkbox"/>

General Information

Welcome to Data Escrow by DENIC Services.

Thank you for submitting all general information. This step is completed.
You may now continue completing the steps on the left menu.

I - Contact and Support



DENIC Services GmbH & Co. KG
Heinrich-Hertz-Str. 6
64295 Darmstadt
Germany



Phone +49-6151-62 92 710



Fax +49-6151-62 92 711



E-Mail escrow@denic-services.de



Internet <https://www.denic-services.de/en>