

Customer Service Portal for ccTLD v1.0.1

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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
- Billing
- Maintenance
- Communication

The screenshot shows the 'Data Escrow' dashboard for user 'trotta@denic-services.de'. The dashboard includes a sidebar menu with options: Dashboard, TLD's, Deposits, Support, Billing, Account, and Admin. The main content area features several widgets: '0 Open Tickets', '0 New Invoices', '0 Deposits', 'Warning! Deposit failed/missing', and '0 Planned Maintenances'. Each widget displays 'No entries found'. At the bottom, there are three award logos: 'eco://award WINNER 2018', 'TUV NORD ISO 22301', and 'TUV NORD ISO/IEC 27001'. A 'Logout' button is located in the top right corner.

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
- New Invoices
- Deposits
- Missing and failed Deposits
- Planned Maintenances

3. TLDs

In the TLD section all information regarding your TLD(s) is collected.

3.1. TLD Overview

Here you can see your TLD(s) with some information and add new TLD's. New TLD's are set to the status pending until the new agreement is signed.

4. 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.

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. Billing

In the Billing section you will find all related topics.

6.1. Invoices

Here you will find an overview of the invoices and you can download them.

6.2. Payment Options

Here you can see the different payment options and change your actual method.

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.

I - Contact and Support



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