Registration Data Request Service (RDRS) User Guide for Requestors

Version 1.2

ICANN Engineering & IT Team
23 April 2024

![ICANN logo]
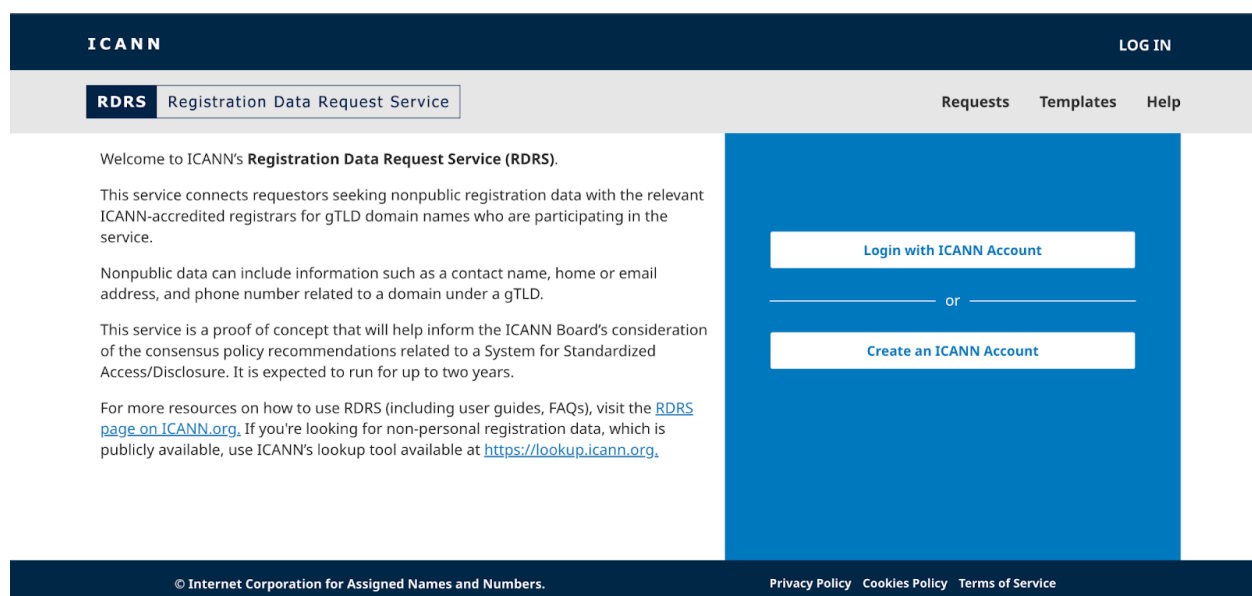
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1. Logging into the RDRS

In order to access the Registration Data Request Service (RDRS), users will need to have an ICANN Account. If you have signed up for an ICANN Public Meeting or another ICANN service, you likely already have an existing ICANN Account profile.

1.1 Creating an RDRS Account

Navigate to https://rdrs.icann.org and click the Create an ICANN Account button. You will be taken to the ICANN Account page where you will have access to various ICANN applications such as the RDRS.

1. Create an ICANN Account. Fill out the "Create an ICANN Account" form and click **Create an ICANN Account**. An activation email will be sent from *no-reply@icann.org*. Check your spam filter if you do not see the email in your inbox within a few minutes. The email contains a link to create your password, which may only be used once and expires in 48 hours.
Note: The email address you use to create your ICANN Account also becomes your permanent username for the RDRS service.
2. Activate Account. Clicking on the activation link in the email you receive will direct you to a password creation page. Make sure your password adheres to all the requirements and click **Activate Account**.
3. Sign in to your Account. Once you have successfully activated your account, sign in again and you will be directed to your ICANN Account application selection screen. Click the RDRS icon to launch the service.
4. ICANN Account Terms. First time users must check a box to acknowledge they've read the privacy and cookies policies and that they agree to the ICANN Account terms of use before clicking the **Submit** button and being taken to the RDRS Disclaimer page.

1.2 Log In Using Existing Credentials

If you already have an ICANN Account profile, navigate to https://rdrs.icann.org and click the **Login with ICANN Account** button. You will be taken to the ICANN Account Login page which will authenticate you for the RDRS application.

1. Enter the email address used for ICANN Account and click the **Next** button.
2. The password field will then become visible. Enter your password and click the **Login** button.

1.3 RDRS Privacy for First-time Users

Upon logging into the requestor portal for the first time, users will be prompted to acknowledge the Terms of Service, Terms & Conditions, and Privacy Notice. They'll also be able to set their email notifications preference.
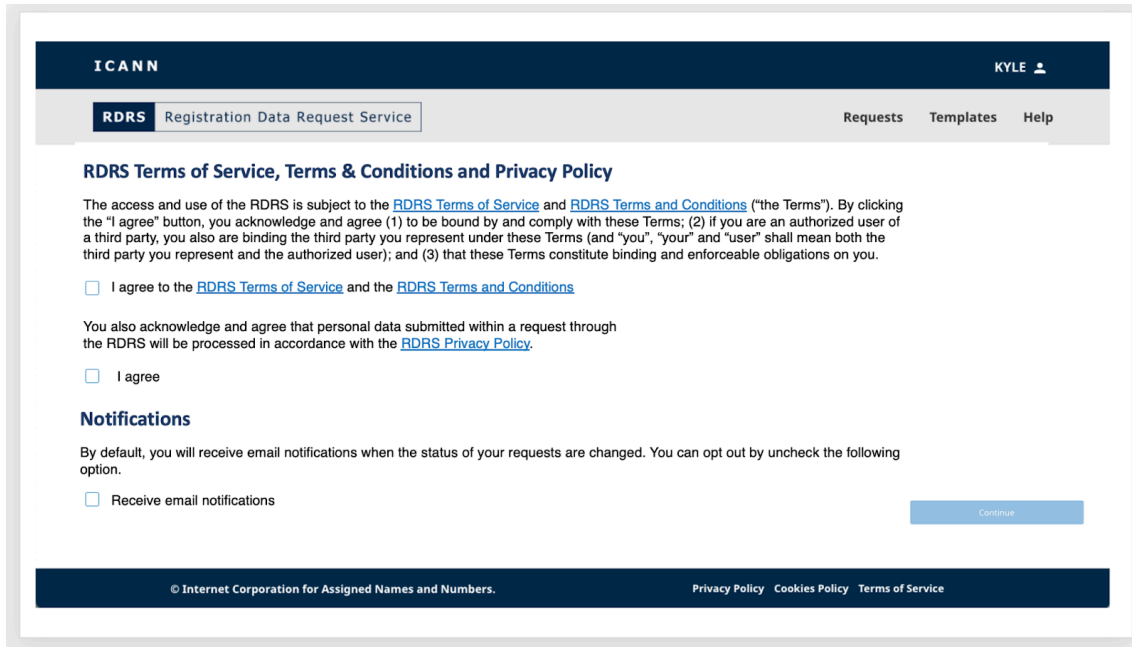
1. By default, RDRS users are set to receive email notifications about the statuses of their requests. If you prefer to not receive these emails, unselect the Notification box. You will be able to easily update this setting once in the RDRS.
2. If you agree to the Terms of Service, Terms and Conditions, and the Privacy Policies for RDRS, click on the corresponding checkboxes to unlock the **Continue** button. This will bring you to the RDRS landing page.

2. Navigating Requests

2.1 RDRS Requests Landing Page

The RDRS landing page is the first thing you see once logged in. It includes a list of all nonpublic registration requests that you have made, as well as the current status of those requests. The first time you visit this page, it will be empty because you have not created any requests yet. Your requests and their statuses will populate into a list view format as you submit them.
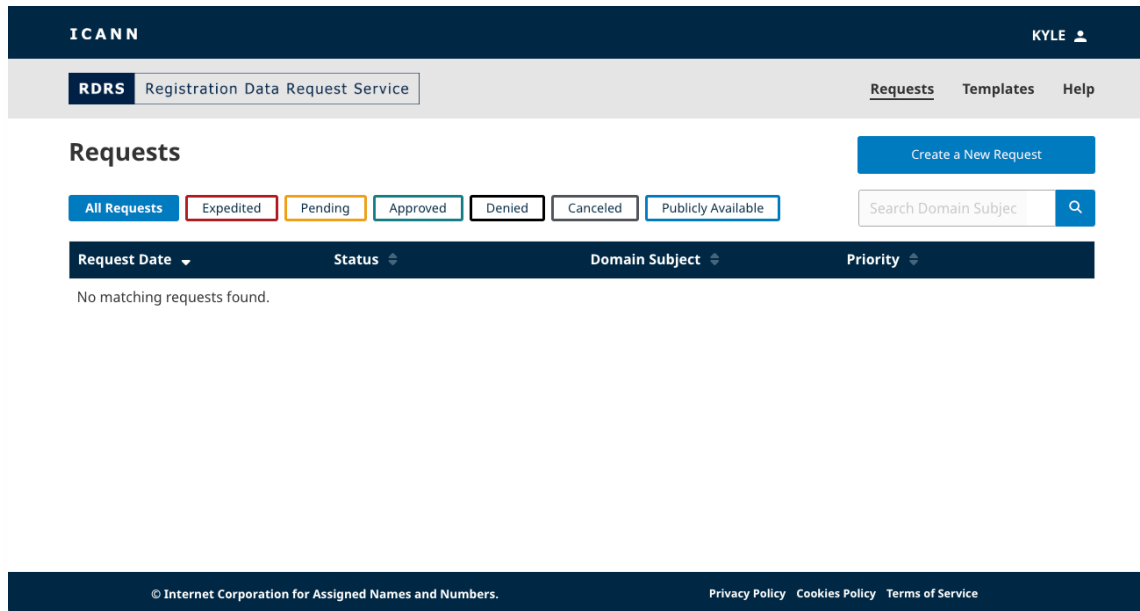
Statuses

Click the different status buttons to quickly filter your requests:

- **All Requests** – All requests made.
- **Submitted** –A brief status that indicates the request is on its way to the registrar.
- **Pending** – Any requests awaiting registrar approval.
- **Approved** – Any approved requests.
- **Partially Approved -** Requests that are partially approved.
- **Denied** – Any requests rejected by the participating registrar.
- **Canceled** – Rescinded requests, canceled by you.
- **Publicly Available Data** – Registration data is publicly available.
- **Registrar Terminated** – Registrar is no longer participating in the service and is unavailable to fulfill the request. Note: there is no filter for this status.

Landing Page Columns

Click the heading for each column to sort it (ascending or descending).

- **Request Date** – Date (DD, MM, YYYY) that you made the request.
- **Status** – Reflects the current status of each request.
- **Domain Subject** – Reflects the domain name of the request. Note: the RDRS only supports second and top-level domains (e.g.: icann.org).
- **Priority** – Reflects whether the request is marked as Expedited Review or Standard.

2.2 Creating a New Request

The request form displays in three simple pages: a page to provide the domain name and any additional contact information, a page to provide what you're requesting and any supporting documentation, and a page to review before exporting and/or submitting the request.

1. Click the **Create a New Request** button towards the top right corner of the Landing Page to open the first page of the request.

2. Enter a domain name with a second-level domain* (example.exampleTLD). Note: The RDRS does not support country code top-level domains (ccTLDs) or special infrastructure or sponsored TLDs (e.g., .arpa, .edu, .gov, .int, .mil). Requestors can find

out who operates a ccTLD by going to https://www.iana.org/domains/root/db and can contact them directly.

The list of supported generic top level domains (gTLDs) in RDRS are available in the gTLDs JSON Report found here. The report provides a list of all gTLDs that have signed contracts with ICANN org, indicating specific contract attributes and the dates in which the TLDs have been included in the root zone.

*Third-level domain names (first.second.exampleTLD) requests are only supported for participating registrars in the following gTLDs: .museum, .name, and .pro.

3. You can enter optional contact information on this page and click **Next**. Your name and email address are populated from when you were authenticated through ICANN Account and cannot be changed.

4. Enter your request information and the specific data elements of the registration data the registrar should approve.

When entering your request category, you must choose a category type: law enforcement, security researcher, computer security incident response team (CSIRT), cybersecurity incident response team (non-CSIRT), consumer protection, research (non-security), domain investor, IP holder, dispute resolution service provider, litigation/dispute resolution (non-IP), or other.

Please note that it is a violation of [ICANN's Terms of Service](#) to provide content on the RDRS that would be named in a manner that misleads others into thinking that you are another person or company. This would include, but is not limited to representing yourself as law enforcement if you are not employed by or an official representative of a law enforcement agency. Pursuant to the same Terms of Service, ICANN has the right to, in its sole discretion, cancel any registration or account to use the RDRS, or terminate or deny access to and use of the RDRS. Please refer to the [ICANN Terms of Service](#) and the [RDRS Terms of Service](#) for more details.

If you believe that the nature of the request necessitates faster processing, you may mark your request with "Expedited Review Request" to notify the registrar that the nature of the request requires faster processing. The registrars will immediately be notified of this expedited review request and be asked, to the extent possible, to prioritize the requests for expedited handling. Note that this feature should not be used for emergency situations.

If the registrar determines that the "expedited" classification is not appropriate for the requests, the registrar may reclassify the requests and provide rationale for doing so. Note: when 'law enforcement' is selected as the Request Category, an option to request confidentiality from the registrar will appear.

5. Depending on how you answer a particular question, you may be prompted to provide a supporting file. The RDRS only accepts PDF files and up to five attachments, with a maximum size of 5MB per file.

6. Once all required fields are completed, the Review button will unlock for you to click.

ICANN

RDRS Registration Data Request Service   Requests   Templates   Help

Requests » Create New Request

Request for nonpublic registration data

①————②————③

Review Contact Information

Requestor First and Last Name	Kyle Requestor
Requestor Email Address	Kyle.Requestor@email.com
Additional Contact Details: Postal Address	
Additional Contact Details: Telephone Number	

Review Request Information

Domain Subject	test.info
Request Category	Security Researcher
Priority Level	Standard Request
Data Elements Requested	Registry Domain ID Registry Registrant ID Registrant Name Registrant Org Registrant Email Tech Email
Country/Territory or countries/territories for Data Processing	United States of America
Issue Description	This test request will look great in the user guide
Law Enforcement Request Issued	No
Party Representation	I am submitting this request on my own behalf
Asserting Legal Basis	No
Additional Materials	certified-awesome PDF.pdf [139.9KB]

☐ I agree that the request is, to the best of my knowledge, complete and accurate, and that such request is submitted in good faith.

☐ I affirm that any personal data received in response to this request will be processed and transferred in compliance with any applicable data protection law, and shall not be stored, transferred, or otherwise shared in contravention with any applicable data protection law. Where applicable data protection law requires a registrar to enter into contractual safeguards for the cross-border transfer of personal data, I agree that entering into such agreement with the registrar may be required before the registrar will disclose the requested data.

Date

2023-10-26

*If you wish to keep this request form for your record, you may click the **Export PDF** button. Please note, you will still need to click the **Submit** button for your request to be routed to the registrar.*

Back	Export PDF	Submit

7. Confirm that the information entered is correct. After you verify the information, check the first confirmation box. You must also check the second confirmation box noting you agree to comply with applicable data protections laws.
8. After both confirmation boxes have been checked, you can click **Export PDF** to generate and download a copy of the request, or click **Submit** to send the request to the registrar for approval.

2.3 Request Data Detailed View

From the Request list view, you can click on any of the requests to dive into a more detailed view. The RDRS currently displays a summary of the ticket: the current status, what was requested, and a history of the request. There will also be a link above the history button that allows you to see the complete details of each request, similar to the Review page on the request form.

Reasons for the registrar's denial of some or all of the data requested can be found in the **History** section displayed above. Registrars may select as many denial reasons as are applicable. They are encouraged to provide a full explanation for each denial reason chosen, so that the requester has a clear understanding of why some or all of the data requested was denied. The full list of denial reasons the registrar can choose from is below:

- The request fails to comply with any provision of the RDRS legal terms
- Contracted party cannot disclose the data due to applicable law
- Other corrective action is required before request can be processed

- Domain name was transferred to another registrar/is not managed by the registrar identified in the request (change of control, domain hopping etc.)
- Request is incomplete/more information is required before the request can be processed/requestor did not respond to request for additional information
- Other*
- Requested data is publicly available in RDDS

  *The registrar is required to provide an explanation when selecting this reason.

2.4 Cancel a Data Request

While viewing the details of a registration data request in "Pending" status, you have the option to cancel the request. Click on the **Cancel Request** button next to the request status, and then click **Yes** in the confirmation window.

3. Navigating Templates

3.1 RDRS Templates Landing Page

You can navigate to the RDRS Landing page by clicking on the **Templates** link towards the top right of the screen. Requestors have the ability to create and manage their templates from this screen. This screen will be empty until a template is created, at which time they will appear in

a list view format.

Template Landing Page Columns

Click the heading for each column to sort it (ascending or descending).

- **Generated Date** – Template creation date (YYYY-MM-DD). This data is not modified when the template is updated.
- **Template Name** – The template name provided when creating the template.
- **Template Description** – The brief description provided when creating the template.
- **Priority** – Displays priority if "Expedited Review" or "Standard" was selected when saving the template.
- **Action** – This column will contain a **Make Request** link that will open the selected template you'll use when ready to submit a request.

3.2 Create Request Template

The request template feature allows requestors to save time by pre-populating request information, eliminating the need to re-enter the same data for each request. For information

security purposes, and because attachments are specific to each request, supporting attachments will not be stored in the RDRS templates.

From any page in RDRS, click on the **Templates** link towards the top right of the screen. This will take you to a list view of your templates; you will be able to save and store multiple reusable templates here.

1. From here, you can click on any of the request templates you have already made, or click the **Create a New Template** button.

2. The template will look like the request form, but there are now fields for Template Name and Description instead of a name and an email address. Provide a name for your template and brief description.

3. Populate content you wish to re-use for other requests. Click **Save Template** to save your created request template.

61/1000 (minimum 50) characters.

Has a Law Enforcement request for data such as subpoena, court order, warrant or any other form of legal request been issued requesting the disclosure of the requested data?

( ) Yes

(●) No

Party representation: Select one of the options below.

(●) I am submitting this request on my own behalf

( ) I am authorized to act on behalf of a third party in submitting this request

Are you asserting a legal basis under which you would process the requested data pursuant to the European Union General Data Protection Regulation or other applicable law?

( ) Yes

(●) No

| Cancel | Save Template |

4. Once you have a template created, it will appear on the Template list view. Clicking on a created template will allow you to open that pre-populated request where you can make revisions and **Cancel**, **Save as a New Template**, or **Update Template**.

3.3 Submit a Request from Template

Once you have created a reusable template, it will appear in the list view on the Template landing page. You can submit requests using a template from this page.

Created Date ▾	Template Name ⇕	Template Description ⇕	Priority ⇕	Action
2023-10-26	Typical Request	Not an expedited request	Standard Request	New Request
2023-10-25	Expedited Requests	Template for Expedited Review	**Expedited Review Request**	New Request

1 - 2 of 2 results

1. From the Templates landing page, find the reusable template you'd like to use, and click **New Request** from the corresponding Action column to open up a request.

2. Fill out any remaining pertinent information for the request (e.g., the domain name), and any supporting PDF attachments you would like to submit. Depending on how you answer a particular question, you may be prompted to provide a supporting file. The RDRS only accepts PDF files and up to five attachments, with a maximum size of 5MB per file.

3. Once all required fields are completed, the **Review** button will unlock for you to click.

4. Confirm that you correctly entered the content of your request. Once you've agreed that the data is correct to the best of your ability, check the first confirmation box. If you agree to comply with any applicable data protection laws, then check the second confirmation box.

5. Once both confirmation boxes are checked, click **Export PDF** to generate and download a copy of the request, or click **Submit** to send the request to the registrar.

4. Email and Notification Settings

Requestors are set, by default, to receive an RDRS email whenever the state of their request changes. Registrars will communicate and provide requested data (if approved) outside of the RDRS, and then mark the request's status in the Naming Services portal. Unless disabled, requestors will receive the following email notifications, if applicable:

- Request Submission Confirmation
- Registrar Concluded Review
- Priority Change
- Registrar Terminated
- Request Canceled

4.1 Changing Account Details and Notifications

1. Click on your user ID in the top right corner of the ICANN banner. This will take you to the Account Information and Settings page.
2. Click **Edit** next to the Notifications section and uncheck the box to stop receiving notifications.

OR

3. Click **Edit** next to the Account Details section to change any of your ICANN Account information.

5. Contact Global Support

Please note that if a request was denied, in part or in full, because the request was missing some supporting documentation, you will need to either resubmit a request after having corrected the issue or work directly with the registrar.

Still have questions? Please check out https://www.icann.org/rdrs-en for more information, or send your inquiry to globalsupport@icann.org.