

Registration Data Request Service (RDRS) User Guide for Requestors

Version 1.2

ICANN Engineering & IT Team
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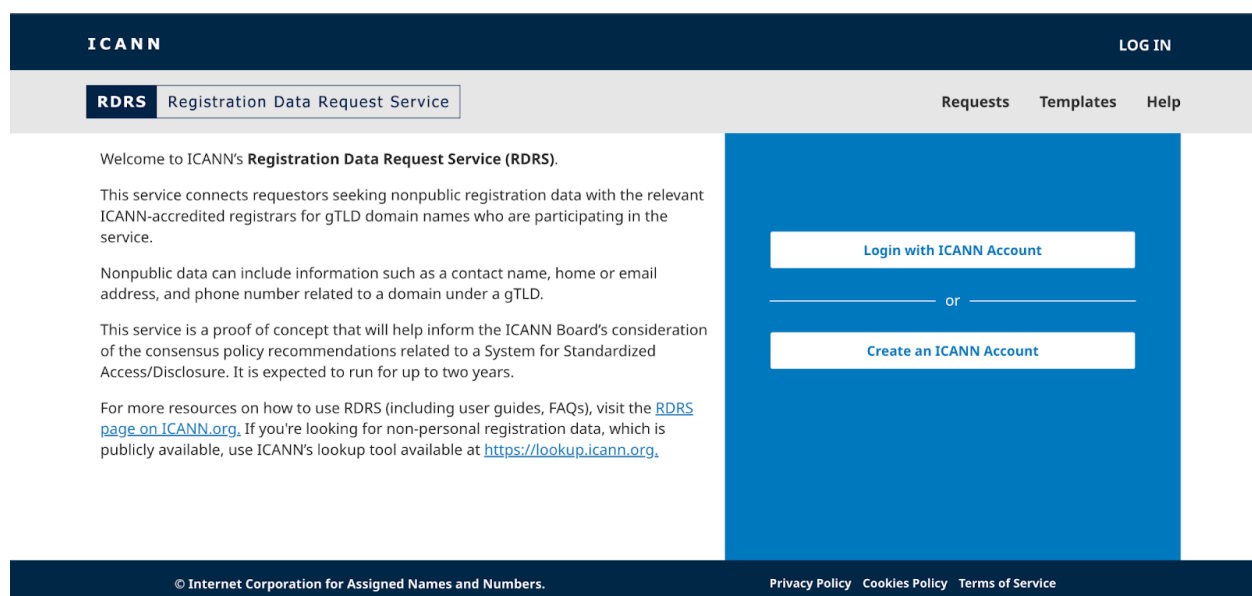
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1. Logging into the RDRS

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.



The screenshot shows the ICANN RDRS website interface. At the top, there is a dark blue header with the ICANN logo on the left and a 'LOG IN' button on the right. Below the header is a navigation bar with a 'RDRS' tab selected, and links for 'Requests', 'Templates', and 'Help'. The main content area is split into two columns. The left column contains text: 'Welcome to ICANN's Registration Data Request Service (RDRS). This service connects requestors seeking nonpublic registration data with the relevant ICANN-accredited registrars for gTLD domain names who are participating in the service. Nonpublic data can include information such as a contact name, home or email address, and phone number related to a domain under a gTLD. This service is a proof of concept that will help inform the ICANN Board's consideration of the consensus policy recommendations related to a System for Standardized Access/Disclosure. It is expected to run for up to two years. For more resources on how to use RDRS (including user guides, FAQs), visit the [RDRS page on ICANN.org](#). If you're looking for non-personal registration data, which is publicly available, use ICANN's lookup tool available at <https://lookup.icann.org>.' The right column is a blue sidebar with two white buttons: 'Login with ICANN Account' and 'Create an ICANN Account', separated by the word 'or'. At the bottom of the page is a dark blue footer with copyright information and links for 'Privacy Policy', 'Cookies Policy', and 'Terms of Service'.

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.

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](#)

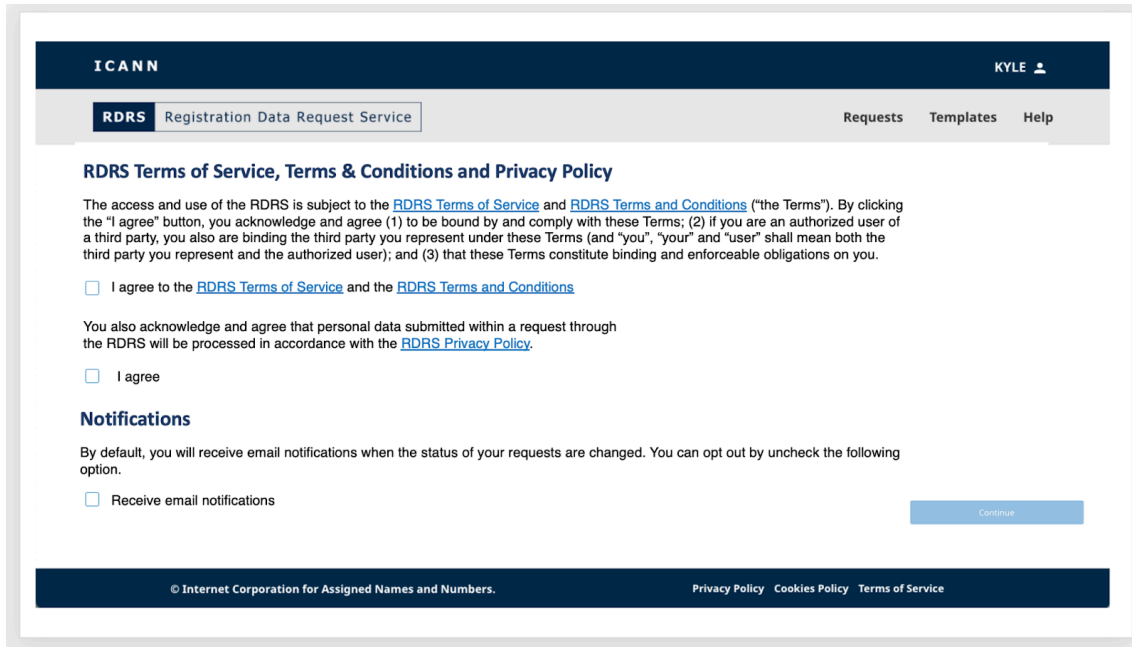
By submitting my personal data to create and manage an ICANN Account, I agree that my personal data will be processed in accordance with the ICANN [Privacy Policy](#) and ICANN [Cookies Policy](#), and agree to abide by the electronic [Terms of Service](#).

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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.

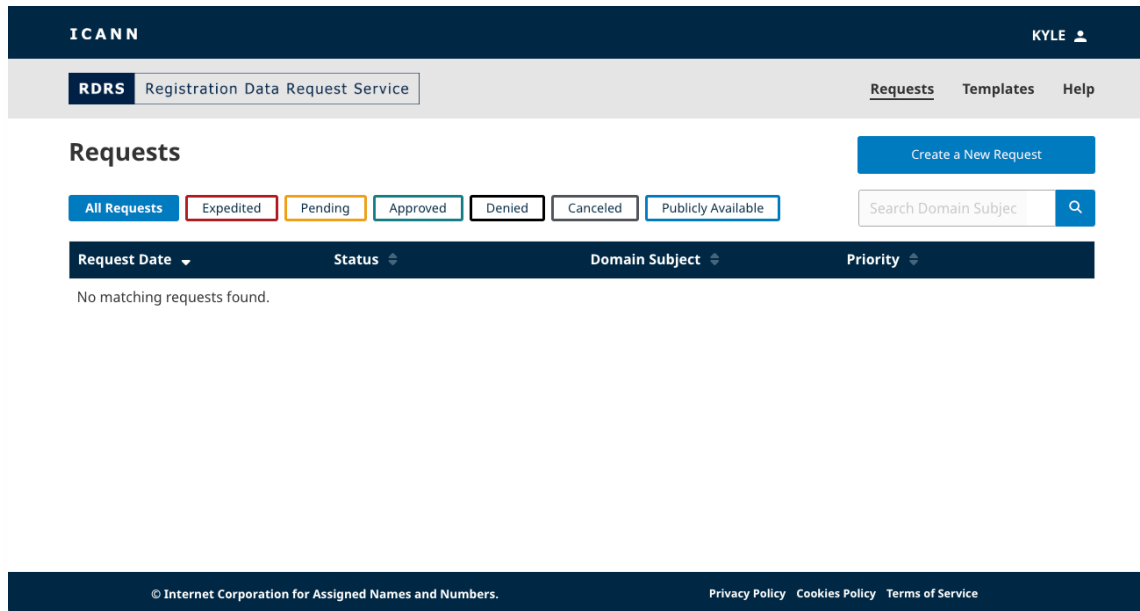


1. By default, RDRS users are set to receive email notifications about the statuses of their requests. If you prefer to not receive these emails, unselect the Notification box. You will be able to easily update this setting once in the RDRS.
2. If you agree to the Terms of Service, Terms and Conditions, 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.

ICANN KYLE

RDRS Registration Data Request Service [Requests](#) [Templates](#) [Help](#)

[Requests](#) » Create New Request

Request for nonpublic registration data

1 — 2 — 3

All fields required unless marked as optional

Provide full domain name subject to the request. The data entered must be a fully qualified domain name matching the format *icann.org*. Please note that only domain names registered in **generic top-level domains (gTLDs) active in the root zone are supported**, which exclude .edu, .gov, .int, .mil, .arpa, and country code top-level domains (ccTLDs).

Fully qualified domain name matching the format *icann.org*

Requestor First and Last Name
Kyle Requestor

Requestor Email Address
Kyle.Requestor@email.com

Additional Contact Details: Postal Address (optional)

Address 1

Address 2

City State/Province Zip/Postal Code Country Code

Additional Contact Details: Telephone Number (optional)
Must include country code starting with a plus (+). For example +1 310 301 5800

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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.

ICANN KYLE

RDRS Registration Data Request Service Requests Templates Help

Requests » Create New Request

Request for nonpublic registration data

1 — 2 — 3

All fields required unless marked as optional

Request Category

Identify your request priority level.

Priority Setting Disclaimer: Please note that the registrar has the ability to change the priority level if they determine your request does not meet the priority level you have selected.

Standard Request
All requests are set to standard by default.

Expedited Review Request

Disclaimer: Expedited Review Request Clarification
Please be advised that selecting the "Expedited" option for your request does not obligate the Registrar to provide an expedited response. The "Expedited" designation primarily signifies your view that the nature of your request warrants a faster processing time, but it does not guarantee an accelerated resolution.

Do not rely on this Expedited Review Request functionality in emergency situations such as but not limited to an imminent threat to life, serious bodily injury, critical infrastructure (online and offline), or child exploitation. In these circumstances you should contact the Registrar directly for immediate assistance. For the Registrar's contact information, please refer to this page.

Please exercise caution and discretion when selecting the "Expedited" option, as it is not a substitute for direct communication in emergency situations, and it is not necessary for all requests. If you select "Expedited Review Request", provide an explanation in the box below.

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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.

[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 AmericaIssue Description This test request will look great in the user guideLaw Enforcement Request Issued NoParty Representation I am submitting this request on my own behalfAsserting Legal Basis NoAdditional 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.

The screenshot displays the ICANN RDRS interface. At the top, the user is logged in as 'KYLE'. The main navigation includes 'RDRS Registration Data Request Service', 'Requests', 'Templates', and 'Help'. The breadcrumb trail is 'Requests » Request Details'. The 'Request Status' section shows 'Current Status: Denied'. The 'Request Details' section lists: Domain Subject: icann.org, Registrar Associated: GoDaddy.com, LLC, Request Type: Research (non-security), Priority Level: Standard Request, Requested Information: Registrant Name, Registrant Email, Registrant Org, Registry Registrant ID, Tech Email, Tech Name, Registry Domain ID, and Approved Information. The 'History' section contains a table with the following data:

Date	Action	Reason(s)	Explanation
2023-07-25	Request status change to Submitted		
2023-07-25	Request status change to Pending		
2023-08-01	Request status change to Denied	- Other	no consent from registrant

At the bottom, the footer includes '© Internet Corporation for Assigned Names and Numbers.', 'Privacy Policy', 'Cookies Policy', and 'Terms of Service'.

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.

The screenshot shows the ICANN Registration Data Request Service interface. At the top, there is a dark blue header with the ICANN logo on the left and the user name 'KYLE' with a dropdown arrow on the right. Below the header, the page title is 'Registration Data Request Service'. A breadcrumb trail shows 'Home » Request Details'. The main content area is divided into three sections: 'Request Status', 'Request Details', and 'History'. In the 'Request Status' section, the 'Current Status' is 'Submitted' with a radio button, and there is a blue 'Cancel Request' button. The 'Request Details' section lists: Domain Subject: icann.org; Registrar Associated: GoDaddy.com, LLC; Request Type: Other; Priority Level: Standard Request; Requested Information: Tech ID, Registrant Name, Registrant Email, Registrant Org, Tech Email, Registry Domain ID, Registry Registrant ID, Tech Name; Approved Information: (empty). The 'History' section contains a table with one entry: Date: 11 Jul 2023; Action: Request status change to Submitted; Reason(s): -; Explanation: (empty). At the bottom, a dark blue footer contains copyright information for ICANN and links to Privacy Policy, Cookies Policy, and Terms of Service.

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.

Created Date	Template Name	Template Description	Priority	Action
2023-10-25	Expedited Requests	Template to no longer see Urgent	Expedited Review Request	New Request

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.

The screenshot shows the ICANN RDRS 'Create New Template' form. The header includes the ICANN logo, the user name 'KYLE', and navigation links for 'Requests', 'Templates', and 'Help'. The breadcrumb trail is 'Templates >> Create New Template'. The main heading is 'Request for nonpublic registration data'. Below this is a paragraph explaining the form's purpose: 'This form is used to save a template relating to user requests for non-public registrant data. Not all fields are available for use in a template. Once a template is created, you can access your templates via the homepage and start a new request using a template you have created. Templates can be updated at anytime.' The form contains three input fields: 'Template Name', 'Template Description', and 'Additional Contact Details: Postal Address (optional) Address 1'. The footer contains copyright information for ICANN and links to 'Privacy Policy', 'Cookies Policy', and 'Terms of Service'.

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

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- 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.

Templates

[Create a New Template](#)

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

The screenshot shows the ICANN RDRS account settings page. The top navigation bar includes the ICANN logo, the user name 'KYLE', and a user profile icon. Below the navigation bar, there are tabs for 'RDRS Registration Data Request Service', 'Requests', 'Templates', and 'Help'. The main content area is titled 'Account Information and Settings' and is divided into two columns. The left column is 'Account Details' with an 'Edit' link, showing fields for Username (Kyle.Requestor@email.com), Email Address (Kyle.Requestor@email.com), Name (Kyle Requestor), and Password (masked with asterisks). The right column is 'Notifications' with an 'Edit' link, containing a paragraph about default email notifications and a checked checkbox for 'Receive email notifications - Yes'. The footer contains copyright information for ICANN and links to Privacy Policy, Cookies Policy, and Terms of Service.

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.