

IDP

Safenames

User Manual

v3.0

Section 1: Account Management

www.safenames.net

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Account Management

Login & Logout

The International Domain Portal (IDP) can be accessed directly from any web browser at <https://idp.safenames.com>

Or can be accessed by clicking “Client Login” hyperlink in the top right hand corner of our main website at <http://www.safenames.com>

Enter your username and password and click login.

- Please note IDP usernames and passwords are case sensitive.
- If you attempt to login with an invalid user name or password, multiple times we will lock your user account for security purposes and require you to contact Safenames customer support to be validated and have your account unlocked.
- If you chose to add 2 factor authentication to your account for an additional layer of security, you will also be required to login from an authorized IP address that you have provided to Safenames.

If you have lost either your username or password click the “Forgot password” link to take you to the username and password recovery page.

5 Level Account Access Feature

Access to an account in the IDP and the ability to perform functions such as registration, renewal, transfers, WHOIS contact modifications, DNS changes and invoice payments can be customized through a 5 level account access feature that may be configured by the account administrator. Each access level is designed to meet the needs of the main functional departments within a company that are responsible for overseeing a domain portfolio by giving the appropriate access to the IDP, while blocking the ability to perform tasks not related to their role. This feature provides an account with added security and allows the administrator to have more control over an account. Departments or individuals within a company can be assigned account access to the IDP account of a company based on their job responsibilities.

- When creating a new user login to your account you are required to assign a security level to the user.
- Every account will have by default a single level 1 user.
- Every account must have configured a valid email address in order to receive lost password reminders.

LEVEL	ACCESS	TYPICAL USER
Level - 1	(All of level 2 – 3 – 4 and 5 Access) Level 1 offers full access to an account in the IPD and should only be provided to individuals who have the highest security level at a company. A Level 1 user can perform any function in the IDP and access any page in the IDP for the associated account.	Domain Administrator OPS Manager
Level - 2	(All of Level “5 Access) PLUS – Level 2 allows users to access the Search and Order functions and the transfer’s page. This allows the user to register new domains or transfer domain, however, Level 2 users are restricted from accessing the My Accounts page. Additionally, Level 2 users will not be able to view invoices or any account information.	Registrations Team Marketing Manager
Level - 3	(All of Level 5 Access) PLUS – Level 3 is designed for an Accounts Payable Department and can view the Invoices section, the My Accounts page, the search page to see if domains are available, and view the status of domains in the account. Level 3 access restricts users from transferring domains, accessing domain configuration/DNS and from ordering domains.	Accounts Department
Level - 4	(All of Level 5 Access) PLUS - Level 4 allows users to access the Domain Configuration areas and enable the ability to modify the Name Servers or edit DNS records. When a Level 4 user logs into the account they will be automatically directed to Domain Configuration page. Level 4 user cannot access other pages within the IDP such as those which allow users to register, renew or transfer domains.	Technical Team DNS Manager

Level - 5	A level 5 user will only have the ability to 'view' information. I.e.: they can view domain status, statistics and search for domain availability, but they cannot transfer, order or renew any domains. Additionally, they cannot view account information or make change to the DNS or Name Servers.	Remote Offices, to track changes C-Level Executives
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Two Factor Authentication

To add an additional layer of security to your IDP account and provide even a higher level of authentication protection, Safenames offers the ability to enable Two-factor authentication on your account.

Two-Factor Authentication uses an additional credential supplied by the user that will identify and authorize access to your IDP account in addition to your user name and password.

Currently we support two methods of providing the Two-factor Authentication.

- A one-time use PIN generated by a Secure ID token – each user will be required to enter a pin during each login attempt
- Dedicated IP address List – Identify each workstation in your organization that accesses the IDP and load its IP address into your IDP portal

By using Two-Factor authentication your account can be protected from:

- Phishing attacks
- Malicious Employees
- Interception of emails containing usernames and passwords

Forgotten Password / Locked Account

To receive a password reminder to your accounts registered email address; enter your IDP username and the image verification code on the forgotten password page.

You will receive your password reminder via e-mail with 5 minutes. If you do not receive your password reminder at the e-mail address listed on the account, please contact Safenames Customer Support for additional assistance.

Forgotten username, or no access to registered email address.

If you have lost your username, you will need to send a fax to us containing your identification document to +44 1908 325192. A passport, driving license or national identity card is required, and the fax must be sent on company letter-headed paper. Once we have established your identification we will issue a new username and password.

Change account password or registered email address

From your IDP home page click “Users”

Home | WHOIS | Help | Logout

Account Domain Management Search & Order Support Resources

Account: Guest Company Ltd | User: guest | Security level: 1 Cashpot balance: \$0.00 | Wire Transfer | Top-Up | History

Home > Account > Home

Search & Order
Check the availability of a domain in over 700 extensions worldwide

Search

Top 50 Extensions Top 50 Country Codes
 All Extensions All Generic Extensions

Custom Domain Search IDN Domain Search
Bulk Domain Search Order An SSL Certificate

More SSL Certificate choices now available from Safenames
Select from the top SSL Certificate authorities to secure your site and gain the trust of your customers
as low as \$49/year*
* available on purchases with qualified term and volume commitments

Send Us Feedback
Have a question or comment regarding the new website?
Email our customer service department and we'll be in touch.

Send

Renewals Renew My Domains
0 domain names expiring within 60 days.

Domain Names View My Domains
4 registered domain names, 0 pending. Search My Domains
SSL Certificates

Web Redirects & DNS Modify Nameservers
You have 1 web redirect. Edit DNS Records
Web Redirects

Transfers Transfer In
2 pending transfer in, 0 pending transfer out. Transfer Out
Pending Transfers In

Account Account Profile
You have 2 sub-accounts. Users
Sub-accounts

Invoices Invoices
1 outstanding invoice. Pay Outstanding Invoices

Select the account you wish to modify from the drop down menu

Home | WHOIS | Help | Logout

Account Domain Management Search & Order Support Resources

Account: Guest Company Ltd | User: guest | Security level: 1 Cashpot balance: \$0.00 | Wire Transfer | Top-Up | History

Home > Account > Users

Users

Add, edit, and delete users for your IDP clients.

Select from the list the client you want to manage users for. The account you're logged in with is already selected.

Security Levels

Level 1 - Administrator The administrator user has access to all areas of the IDP.

Level 2 - Registrations Manager User

Select Client: Guest Company Ltd (Logged In) Select

Guest Company Ltd
Client of Safenames Ltd

guest Status: Active
hostmaster@safenames.net Edit User
Security level 1 Delete User

guest-L1 Status: Active
hostmaster@safenames.net Edit User
Security level 1 Delete User

Add New User

And click the Select button to load your user profiles for that client.

Update your password or email address and click “Update User” to make your changes permanent

- Passwords should be a minimum of 6 characters and a maximum 20
- Passwords should contain both letters and numbers for additional security
- Passwords are case sensitive

To create a new user account, fill out the details in the Add New User section at the bottom of this screen.

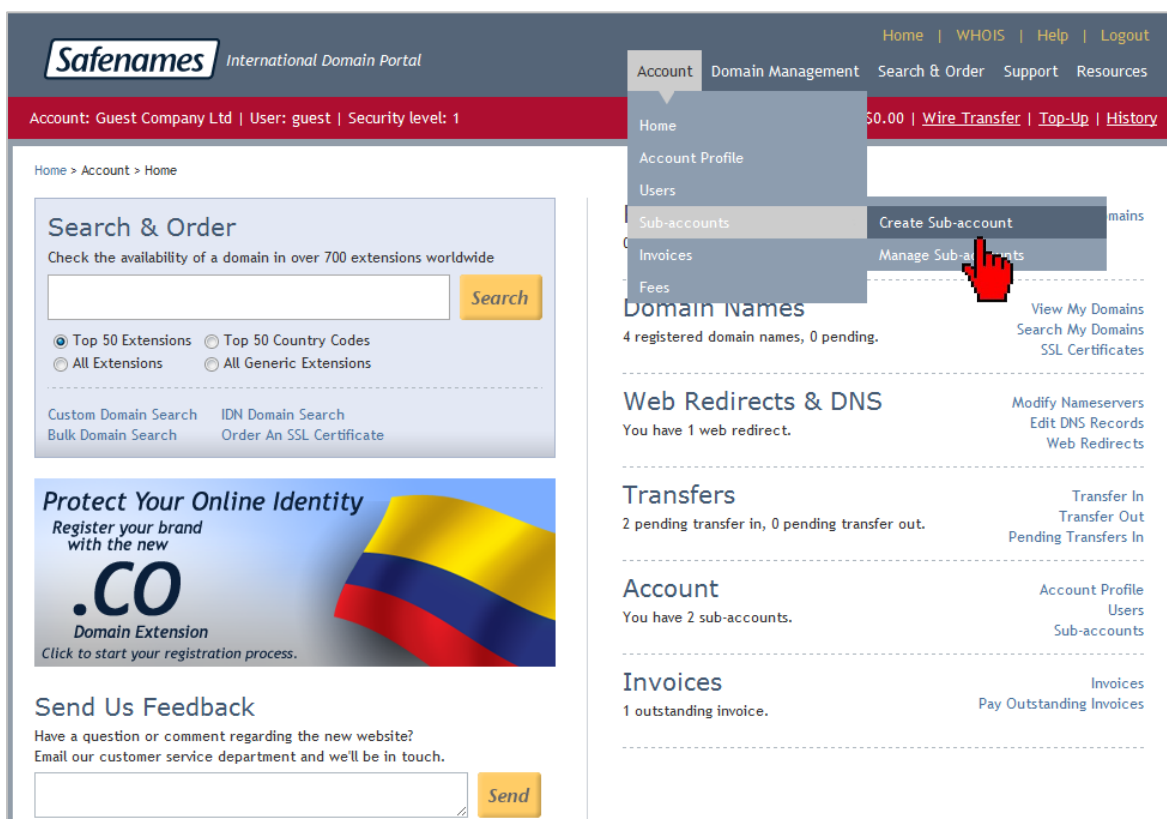
If you try to enter a username that is already in use by one of our customers, you will receive an error and will have to choose a different username.

Create New Sub-Account

Sub-accounts accounts enable you to offer your branch offices, subsidiaries or clients the ability to have access to their own account in the IDP and to order domains and other related services. By using sub-accounts associated with your master account, you can act as a reseller of Safenames Ltd, or if you are a central corporate organization you can create sub-accounts for any of your business units to enable remote offices to manage domains or receive invoices specific to their location. Additionally, you can create a sub-account with an address of one of your registered international offices to allow you to meet the local contact requirements of a country code domain.

- Maintain overall full control over all sub-accounts
- Set fees for your sub-accounts clients
- Receive copies of all modifications and purchases made by your sub-accounts
- Meet Local Contact Requirements with registered international offices

To create a new sub-account to your IDP, click “Create Sub-account” from the home page.



Complete the Organization details. This information will be used in your WHOIS record for the registrant (domain owner details).

You have the option to specify a different registrant name from your company name. This is to enable larger organizations with lots of different business units to use one single group name on the WHOIS record but identify the domains internally within the IDP to the correct business unit.

So for example, Safenames (Nordic) and Safenames (Australia) would be the business unit company name, but the registrant name would be the group name of Safenames Ltd.

Home | WHOIS | Help | Logout

Account Domain Management Search & Order Support Resources

Account: Guest Company Ltd | User: guest | Security level: 1 Cashpot balance: \$0.00 | Wire Transfer | Top-Up | History

Home > Account > Sub-accounts > Create Sub-account

Account Profile

Create a sub-account

Create a new sub-account in your IDP here. You can use sub-accounts as your Local Contact or Company Formation Provider when registering domain names. You can also login to the IDP using sub-accounts.

Create Sub-account

Sub-Account will be created under Guest Company Ltd, or change Parent Account in Account Settings.

Organization Contact

- * Organization Name: Guest Company Ltd 1
- Registrant Name (Will show on WHOIS): Guest Company Ltd 1
- * Contact Name: Hostmaster
- * Address Line 1: Safenames House
- Address Line 2: Sunrise Parkway
- * City: Milton Keynes
- State/Province: Bucks
- * Zip/Postcode: MK14 6LS
- * Country: United Kingdom
- * Tel No. (dialing codes): +44.1908200022
- Fax No. (dialing codes):
- * Email: hostmaster@safenames.net

Once all details have been entered correctly you will receive a success message, your new sub-account can be accessed and will be functional.

Home | WHOIS | Help | Logout

Account Domain Management Search & Order Support Resources

Account: Guest Company Ltd | User: guest | Security level: 1 Cashpot balance: \$0.00 | Wire Transfer | Top-Up | History

Home > Account > Account Profile

Account Profile

Manage your profile

Manage your account profile, and your sub-account profiles. You can:

- Update Organization Contact details that show on WHOIS

Select Account: Guest Company Ltd 1 [Select]

Account created successfully.

Guest Company Ltd 1
Sub-account of Guest Company Ltd

[View domain names in this account](#)

Once your sub-account is created, configure the profile to match your registration needs. The information set in your sub-account profile will be used in your domain registrations and transfers.

The following type of information can be set-up in the sub-account profile.

- Organization details – Used as the registrant contact on the WHOIS
- Admin details - Used as the admin contact on the WHOIS
- Technical details – Used as the tech contact on the WHOIS
- Nameserver details – Default Name Servers to be used on all new registrations
- Default DNS records for new zones – Default A, Default WWW, Default MX
- Invoice address details – Where Safenames billing invoices should be sent
- Account details – Account number, VAT numbers, and Company registrations numbers to be used upon registration of a domain name where applicable.
- Account settings – Default currency settings (dollar, euro, pound supported)