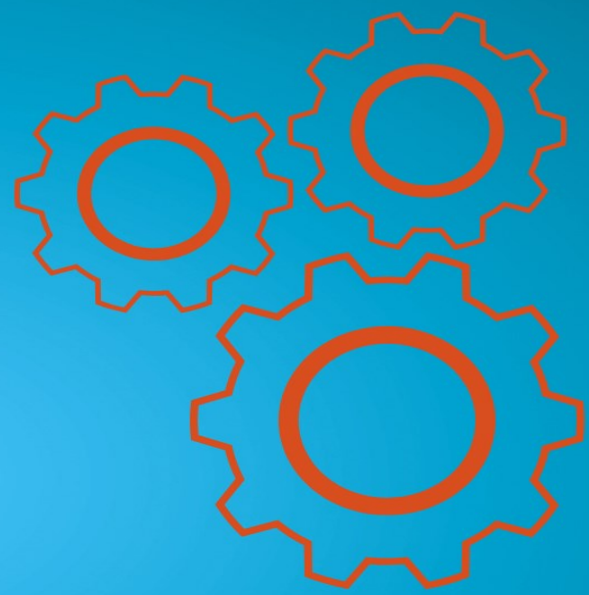


CONTRACTUAL ONBOARDING FOR RDE V3.0



<https://denic-services.de>

Content

Overview.....	3
1. Welcome Email	3
2. Control Center Administrator (CC Admin)	3
3. General Information	4
4. Dispute Alternative	5
5. DocuSign.....	6
6. Contractual Onboarding completed.....	7
I - Contact and Support.....	7

Version	Date	Author	The change	Release
		DENIC	Publish: Further Instructions	DENIC
2	8 Nov. 2019	Fabio Trotta	Creation Revision	
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1.0.1	7 May 2021	Fabio Trotta		Dilek Imseytöglu
3	21 Aug. 2023	Ralf Schneider, Jörg Topel	Creation Revision	Ralf Schneider

Overview

This manual describes the onboarding process to our system through our **Control Center (CC)**. This is the first part, contracting.

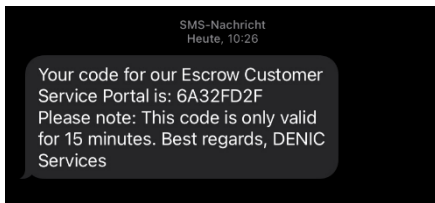
During the onboarding process, you will always have the menu on the left side with the next steps. A completed step has a checkmark. All steps must be completed.

1. Welcome Email

Your Primary Contact transmitted from ICANN will receive a Welcome Email where we ask for information about your Administrator User to our Control Center (CC Admin). This User is your master user, which will be responsible for the whole onboarding. In any case regarding the portal, this account will be contacted.

As soon as the onboarding is completed the CC Admin can add more users, assign them rights and more over the admin section described in the Control Center Manual.

2. Control Center Administrator (CC Admin)



The CC Admin will receive an email with a one-time link to our CC. This link is valid for 48 hours. By clicking on the link, a password reset will be forced. This process is protected by a second factor (2FA) through the provided mobile phone number.

If you did not receive the SMS please click "I haven't received the SMS" code. Then you have to confirm your mobile no. (Schema: +123456789). If your number is valid, we offer Google Authenticator as a second factor. In case your number is not valid please contact the support and submit your mobile no you like to use for 2FA. We will change your mobile no and you will receive a new Welcome Email.

Reset password

Contact for Support: escrow@denic-services.de

We've sent you an SMS code to your mobile number .

Please wait for the SMS code to arrive.

As soon as you set your CC password, you will be redirected to the regular login page: <https://escrow.denic-services.de>. Note: Your email address is your username.

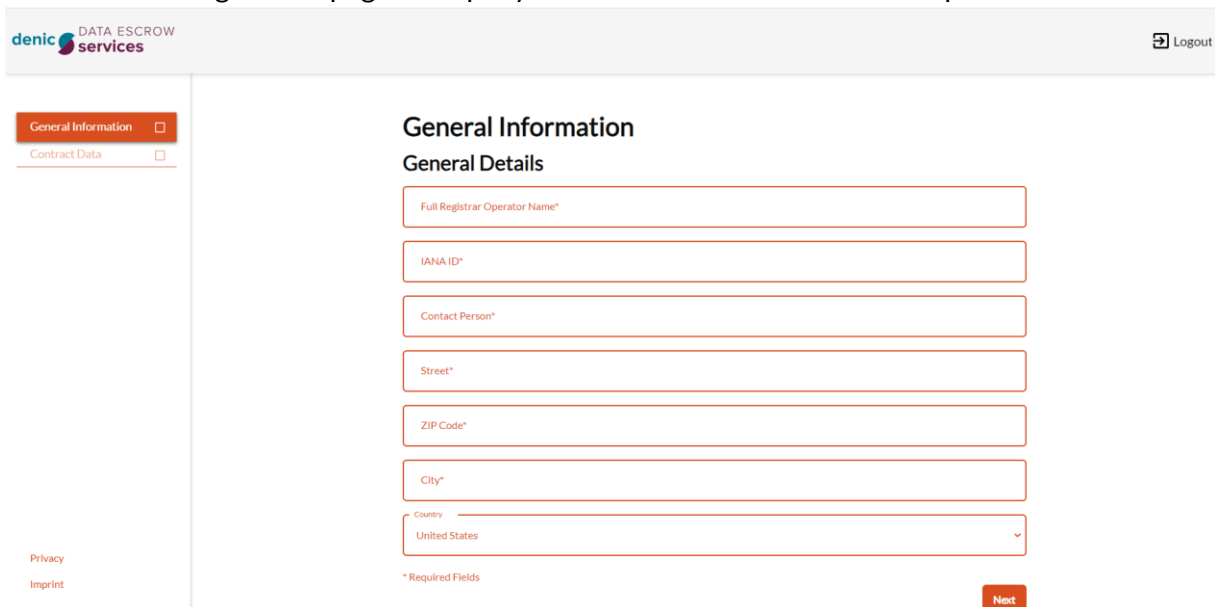
Reset password

Contact for Support: escrow@denic-services.de

Your password has been successfully reset. You will be redirected to the login page after 8 seconds.
Your email address is the username for login.

3. 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.



denic DATA ESCROW services Logout

General Information

Contract Data

Privacy
Imprint

General Information

General Details

Full Registrar Operator Name*

IANA ID*

Contact Person*

Street*

ZIP Code*

City*

Country
United States

* Required Fields Next

The Contractual Partner is the person who is the Registrar's signee of the RDEA. The information is needed for the mandatory DocuSign process.

General Information

General Details

E-Mail*

Phone*

Fax

Contractual partner - Name and family name*

Contractual partner - Position or title*

Contractual partner - E-mail address *

Next

The email address for Deposit Notifications (Notify Email Address) and the email address for our Maintenance Announcements should be from the uploader of your deposits. We will report back any event by email and in the CC.

Deposit Notification subject line:

[RDE][{iana_id}][{date time}] Deposit Report -{succes or failed or missing}

Maintenance Announcements subject line:

Maintenance {optional information }- Start: {Date Time} UTC+2 / End: {Date Time} UTC+2

Please only choose a Back-end Provider/Operator if you do not upload deposits with your own account.

General Information

Technical Details

Technical Partner (Department or Person)*

E-Mail For Deposit Notifications*

E-Mail For Maintenance Informations*

Current Data Escrow Agent

Backend Operator

Backend Operator Contact

Backend Operator Contact E-Mail

* Required Fields

Done

4. Dispute Alternative

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

Contract Data

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

5. DocuSign



The RDE Agreement (RDEA) will be prepared via DocuSign, where it will be signed electronically.

Once the documents are completed a PDF document will be sent out.

Von: DENIC Services via DocuSign
An: Data Escrow Support
Betreff: Please DocuSign: [IAN: [REDACTED]]

Unformatierte Ansicht | Drucken | Teilen | Umleiten | Weiterleiten | Antworten

DocuSign

DENIC Services sent you a document to review and sign.

REVIEW DOCUMENT

DENIC Services
escrow@denic-services.de

Dear Sir or Madam,

Please find the prefilled Registrar Data Escrow Agreement (RDEA) according to process step "RDEA Execution" of the Registrar Data Escrow Agent Change Process[1] attached.

Please do not hesitate to contact us if you have any further questions how to proceed.

[1] <https://www.icann.org/resources/pages/registrar-data-escrow-agent-change-2018-05-14-en>

Best regards,
Data Escrow

6. Contractual Onboarding completed

After the RDEA 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"/>

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



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