.ie TITAN

FREQUENTLY ASKED QUESTIONS
GUIDE FOR REGISTRARS

Contents

Launch and Preparations

1. **What is TITAN?**
   TITAN is the new registry and domain management platform being introduced at .ie in November 2020. It will replace the existing API, Console and CRS ticketing systems. TITAN's API will be EPP compatible (industry standard), and TITAN will also feature a user portal.

   Separately, the Registry is also introducing a third party ticketing and communication system called Deskpro. This will support the management of tickets relating to new registrations and registrant transfers (where validation of the Registrant's connection to Ireland is required), in addition to being used by the Registry to handle general support queries.

2. **When will TITAN be launched?**
   TITAN will go-live on 16 November 2020.
   We will share details of our migration plans over the coming weeks.
   Some details are set out within this document. See question 34 below for more information.

3. **Is there a test environment I can use?**
   Yes, to access the portal or EPP test environment, please contact titan@weare.ie.

4. **Are there any training materials available?**
   Yes, all Registrars have been provided with the TITAN portal user-guide, this FAQ, and infographics detailing how key processes will work. Registrars should note that an interactive edition of the TITAN portal user-guide is embedded within TITAN in the help centre.

TITAN FAQ - Version 1

Registrars are welcome to use our test environment for EPP and portal to experience TITAN's functionality. To access the portal or EPP test environment, please contact titan@weare.ie.

5. **What will be changing?**

There are a number of operational procedures changing in TITAN, along with many significant procedural enhancements, which will simplify how Registrars register and manage .ie domains.

All Registrars have been provided with detailed process flow diagrams explaining what changes can be expected (and what is staying the same). If you require a copy of these materials, please contact titan@weare.ie.

Many of the changes are also explained within this document.

6. **Are any .ie Policies changing?**

Yes, a number of changes are being made to the following .ie Policies:
- Registration and Naming Policy
- WHOIS Services Policy
- Data and Document Retention Policy
- Privacy Policy

Policy change requests relating to these Policies were submitted to the .ie Policy Advisory Committee (PAC) earlier this year, and were considered in accordance with the .ie Policy Development Process.

The PAC provided its recommendation for the implementation of the requested changes, which largely relate to updating terminology and operational information within the Policies, to appropriately reflect the language and functionality within TITAN.

We are working with the accredited Registrar representatives on the PAC to establish consensus for the necessary text edits, and will circulate the final policy texts to the channel in the coming weeks. If Registrars have any questions relating to these upcoming Policy changes, please contact policy@weare.ie.

7. **Will a new Registrar Agreement be required?**

Yes, all Registrars have been provided with a copy of the redline Registrar Agreement, for review. We will circulate the final edition for digital signing in October 2020. If Registrars have any questions relating to the changes to the Registrar Agreement, please contact policy@weare.ie.

Registration

8. **How do I register a .ie domain in portal?**

Registrars should navigate to the "Domain" tab in TITAN, select "Create Domain", and populate the registration form as required.

Registrars must add new contacts, or link to existing contacts to act as the Registrant and Administrative Contact, and should add DNS information in the Hosts area. Once the required information has been populated, select "Create Domain". TITAN will run a number of automated checks to determine if manual validation of the Registrant's connection to Ireland is required (see question 12 for further information).

9. **Will Registrants still be required to provide evidence of a connection to Ireland?**
Yes, all Registrants will continue to be required to provide evidence of their connection to Ireland. This information can be provided to us in a number of ways.

If evidence of a connection to Ireland is being provided with a trading number (such as a CRO, VAT, RBN or trademark number), these can be added in TITAN or Deskpro. Note that there is now a dedicated field for CRO numbers in TITAN (see question 12 below for further information).

Documentary evidence of a Registrant's connection to Ireland can be uploaded via the public uploader on our website, or via a new ticketing support tool, Deskpro (see question 11 below for further information).

10. **Are there any changes being made to what is considered valid evidence of a connection to Ireland?**
No, the same types of evidence of a connection to Ireland will be accepted.

11. **What is Deskpro?**
Deskpro is a third party ticketing and communication system, which will support the management of tickets relating to new registrations and registrant transfers after their submission in TITAN (where validation of the Registrant's connection to Ireland is required). The Registry will also use TITAN to handle general support queries.

Each Registrar will be given access to the Deskpro portal, which will give Registrars the ability to communicate with the Registry, and to view the status of, and latest Registry response to, pending registration and registrant contact transfer requests (those requests that are undergoing review with our Registration Services team). Registrars can also upload supporting documentation via Deskpro, if they choose.

Registrars will be supplied with login credentials for this system during the migration process to TITAN. After logging in, a Registrar will see a notice, indicating what tickets are awaiting their review (e.g. requests the Registry has responded to seeking clarification or further information).
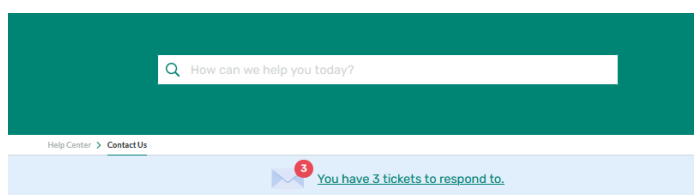
Tickets will show the Registrant name. When a Registrar selects a ticket to review, the Registry's response will appear, and a document uploader tool.

Note that a Registrar can also view the latest Registry response to these requests in TITAN by viewing the Registrant contact information.

12. **What changes are being made to the registration process?**

Importantly, contact information must now be provided for Registrants in the dedicated Registrant Contact role. There are a few other important process and procedural changes happening to the registration process.

- **Auto-validation – Returning Customer**

We are introducing an updated, express registration process for returning customers that already hold a .ie domain. This will replace the existing "fastpass" process.

A request to register an additional .ie domain will be automatically approved and go live at the next zone reload, if the request includes either the existing Registrant Contact ID, or the same Registrant name, email address and registrant type as used on the existing registration.

- **Auto-validation - Company**

We are introducing an express registration process for Irish companies that hold an active CRO number. When applying for a .ie domain, the Company application type just needs to be selected, the CRO number entered into the appropriate field, and the Registrant name entered correctly.

TITAN will run an automated lookup of the Company Registration Office database to verify that company information is valid and active. If this lookup is successful, the domain will go live at the next zone reload.

- **Payment of registration fees**

Registration fees will be deducted from the Registrar current account at the time a request to register a domain is submitted. If the registration request is unsuccessful, the registration fee will be automatically refunded to the Registrar current account after the request is deleted or expires.

- **Charity registration**

If availing of waived registration fees for an eligible registered Charity under the .ie Charity Policy, Registrars should note that a registration fee will be deducted at the time the registration request is submitted. Registrars will automatically receive a refund for this fee once the registration request has been accepted, or expires, or is manually cancelled.

- **Creation date and Expiry date**

For new domains registered in TITAN after launch, the creation date and time will be the date and time on which the request to register the .ie domain was submitted. The expiry date is linked to this, and will be the creation date and time, plus the registration period. Note that times are recorded within TITAN by hour, minute and second.

- **Uploading evidence of a connection to Ireland**

If you are providing a trading number that is verifiable online, this should be provided in the CRO number or supporting number fields, as appropriate, when creating the Registrant Contact in TITAN. You can update this number if needed during the application process.

Documentary evidence of a connection to Ireland can be provided via the public uploader on our website, or by Registrar staff via Deskpro. Documents uploaded via Deskpro are also visible to Registrar staff.

Registrars can instruct their clients to send documentation to the Registry directly, via our public uploader. If using the public uploader to send us documentation, the relevant Deskpro ticket ID is required. This is sent to Registrars when a Deskpro ticket is created by TITAN (where a request needs to be manually reviewed by our Registration Services team). The number is also available within the relevant Contact record on TITAN, and can be obtained by using the search function in Deskpro also.

Ticket status

Awaiting Agent

Ticket ID

20200911-NVRVNA

Ticket Remark

Ticket Remark

Validation Status

Pending

- **Creating contact IDs**

Contacts must be created by the Registrar for the Domain Contacts when registering a .ie domain, and requesting a registrant transfer. Note that all .ie domains must have a Registrant Contact and the Administrative Contact, in accordance with the rules set out within the Registration and Naming Policy on our website.

In the past, the Registry systems have automatically assigned a nic-handle ID to each contact created. In TITAN, Registrars will need to assign the ID to the contact at creation. This should be between 3 and 16 characters in length. Registrars are free to assign any naming convention they choose (and may use their customer ID reference from their own system).

- **Refunds**

Registrars can request the deletion of .ie domain in TITAN within 14 days of registration acceptance to obtain a refund of the corresponding registration fee which was deducted from the Registrar's current account (formerly deposit account). All refunds will be processed to the Registrar's current account, and a credit will appear on the Registrar's next invoice.

Renewal

13. **Why is .ie moving to auto-renewal?**

When designing TITAN, we wanted to make core processes simpler and faster. We also wanted to protect Registrants from the accidental deletion of their domain, about which we sometimes receive complaints.

We undertook analysis of renewal rates in the .ie zone, and found that 88% of .ie domains typically renew. This analysis strongly supported the move to an auto-renewal mechanism at .ie, and will protect Registrants from inadvertently losing their .ie domain. Note that the Registrars will also be protected from a Registrant's failure to pay their Registrar for the auto-renewal, or from instances where the Registrant transfers to another Registrar, within 45 days of auto-renewal. In these instances, Registrars can avail of the automated refund functionality, which will be available to Registrars within TITAN.

14. **What happens if an auto-renewal is processed, and the Registrant fails to pay the Registrar for this renewal?**
Registrars can submit a delete request in TITAN within 45 days of auto-renewal to obtain a refund of the corresponding auto-renewal fee. This fee will be automatically refunded to the Registrar's current account (formerly deposit account).

15. **Can I continue managing my domains with explicit renewal rather than auto-renewal?**
It is not possible to deactivate auto-renewal for your Registrar account. All .ie domains must be renewed via auto-renew. Note that it is possible to explicitly renew a domain before its expiry date (the date on which auto-renew occurs), should a Registrar wish to submit a premature, or multi-year, renewal.

TITAN FAQ - Version 1

Registrant Transfer

16. How can I change the Registrant of a .ie domain?

All changes to the Registrant of a .ie domain must be submitted via the Registrant Transfer process (also formerly known as the Secondary Market process). This process will require the submission of a single request, which must be submitted by the Registrar managing the domain.

The new Registrant's connection to Ireland will be validated (automatically or manually). Once validated, the Registrant Transfer will take effect at the next zone reload.

In TITAN, Registrars can request a change of Registrant by removing the existing Registrant Contact from the domain registration, and adding or linking to a new Registrant Contact. See the user-guide or help centre within TITAN for further information on how to process a contact update.

17. What is the cost for submitting a Registrant Transfer?

If the new Registrant's connection to Ireland is validated automatically, (see clarification on auto-validation under question 12), the request will be processed free of charge.

Where manual validation of the new Registrant's connection to Ireland is required, a single fee of €14 ex VAT will be deducted from the Registrar's current account (formerly deposit account). This fee is strictly non-refundable.
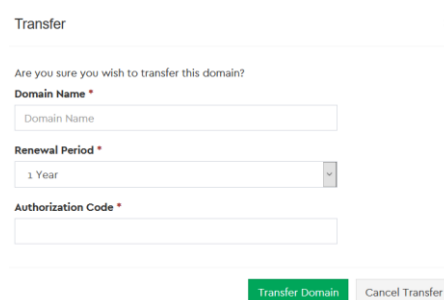
18. Will there still be a three-day delay (cooling off period) after the Registrant Transfer request is approved before the registration is updated?

No, the registration record will update at the zone reload following the approval of the request.

Registrar Transfer (formerly Billing Transfer)

19. How can I transfer a domain into my management account?

Registrars can transfer a domain into their account for management purposes by navigating to the "Domain" tab in TITAN, and entering the relevant domain name into the search field. An option to "Transfer Domain" will be available on screen, and once selected, the following panel will appear, requesting the renewal period (minimum of 1 year required), and the authorisation code (available to the existing Registrar in the domain record on TITAN).

Deletion

20. How can I request the deletion of a .ie domain?

A domain can be entered into the deletion process in TITAN by navigating to the "Domains" tab, selecting the domain to be deleted, and using the "Delete Domain" feature on screen.

TITAN FAQ - Version 1

Using this feature will transition the domain into the Redemption Period. During this time, the domain will be removed from the zone, and can be restored for 30 days. The domain will delete 35 days after the deletion request has been submitted.

21. **Will .ie domains still delete at midday?**

Under the existing non-renewal process, domains delete at midday on their designated deletion date. In TITAN, if a Registrar submits a deletion request for a .ie domain, the deletion will occur 35 days later, at the hour, minute, and second that the deletion request was submitted. If a domain is deleted because it has failed to auto-renew (due to insufficient funds in a Registrar's current account), the deletion will occur 80 days after the expiry date and time.

Finance Related Questions

22. **What is the Registrar current account?**

This feature was formally known as a Registrar deposit account. Registrars must use this payment facility for all .ie transactions. Registrars will need to add funds to the current account to cover transaction costs in TITAN. Note that funds can be added to the Registrar current account by credit card (or bank transfer), however it will no longer be possible to pay for individual transactions directly by credit / debit card, as it was in the past.

Registrars should ensure that they have sufficient funds on this current account to cover upcoming transaction costs, including those relating to .ie domains auto-renewing.

23. **Can I still pay for transactions individually by credit card?**

It will not be possible to pay for specific / individual transactions by credit card. Registrars will need to add funds to their Registrar current account as outlined in question 24.

24. **How can I add funds to my Registrar current account?**

Funds can be added to the Registrar current account by navigating to the "Admin" tab, and selecting "Registrar Settings". An option will appear on screen to "Add Funds" (see image below). Registrars can add funds to their account in this way using a credit card. Registrars may also add funds to their account by sending a payment to the Registry by bank transfer. In this instance, the Registry will manually apply the funds to your account after the payment has been received.
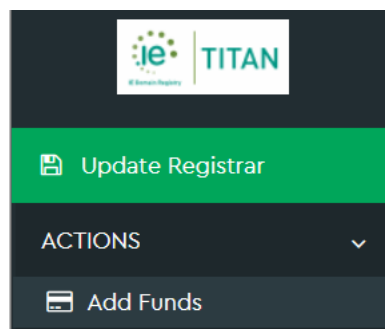
25. **Where can I review transaction details for my Registrar current account?**

Transaction details are available for download within the TITAN portal.
These can be accessed by navigating to the "Admin" tab, and selecting "Registrar Settings".

An "Export" option will appear on screen, as shown below:
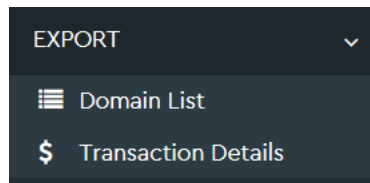
Selecting the "Transaction Details" option will then prompt the user to enter the desired date range. The data will then download in a CSV file.

26. **When will I receive invoices?**
Invoices will be issued to Registrars on a monthly basis. This contrasts with existing practices, whereby invoices are issued daily, at 23:00 hours.

Invoices in TITAN will be generated based on the transactions for that month, running to midnight on the last day of that month. The invoice will be made up of all transaction types and will also reflect all refunds, including those for cancelled/failed transactions and charity registrations. As outlined in question 25, transaction details can be reviewed at any time in TITAN.

27. **When are registration fees deducted from my Registrar current account?**
Fees are deducted at the time of request submission (e.g. at the time a domain create request is submitted). This contrasts with current operations, where the required fee is deducted at the time of request approval. If the related request fails, Registrars will receive an automatic refund for this fee to the Registrar current account.

28. **What happens if there are insufficient funds in my Registrar current account to cover transaction costs?**
Registrars will be unable to submit requests if there are insufficient funds in the Registrar current account to cover the required fees. If a domain under a Registrar's management is due to auto-renew, and insufficient funds are in the Registrar current account, TITAN will re-attempt payment daily for 45 days after the expiry date.

If sufficient funds aren't added to the Registrar current account during this period to cover the auto-renew payment, the domain will enter the Redemption Period, and be removed from the zone. The Registrar can restore the domain during the next 30 days. Otherwise, the domain will delete 35 days after entering the Redemption Period (80 days after the expiry date).

29. **How are refunds processed?**
Registrars will have the ability to request the deletion of a domain for an automatic refund in certain scenarios, i.e. within 14 days of registration acceptance, and 45 days of auto-renewal. Submitting a delete request will result in an automatic refund being credited to the Registrar current account. Registrars will also receive an automatic refund where a domain transfers to another Registrar within 45 days of auto-renewal taking place.

30. **How are charity registrations handled?**
Charities registered within the island of Ireland will continue to be able to avail of waived registration and renewal fees as provided for under the .ie Charity Policy. When submitting a registration request for a .ie domain on behalf of an eligible Charity, the Charity registrant type should be selected, and standard registration fee is deducted from the Registrar current account. This fee will be automatically refunded to the Registrar current account when the related request is accepted, fails or cancelled. Note that renewal fees for Charity registrations will not be charged (as the Charity is already setup within the .ie database with the appropriate waived billing status).

TITAN FAQ - Version 1

31. **Are there any changes to the registry locking service?**

There are some changes to the operation of this service. For example, registry locking service will renew on the domain expiry date, along with the auto-renewal fee. The registry locking service fee will not change (it is still charged at €50 ex VAT), and remains non-refundable. The fee will automatically be deducted from the Registrar current account when payment falls due on the domain expiry date.

If a Registrar wishes to cancel the registry locking service, a request to remove the service should be submitted in TITAN before the relevant domain expiry date.

Note that where insufficient funds are available for the combined auto-renewal and locking fee, TITAN will re-attempt payment daily for 45 days. If the combined renewal and lock payment fails for 45 days, the domain will enter the Redemption Period, be removed from the zone, and the locking service will deactivate.

Registrar Account User Permissions

32. **What user permissions can I setup for my Registrar account?**

Following strong interest from the channel for the Registry systems to accommodate user access management functionality, we are delighted to confirm that TITAN supports multiple user access levels for Registrar account access. The following user permissions are available:

- Admin – this user can manage Registrar information, Registrar contacts, and the Registrar account users. This user cannot manage domains, contacts, or hosts
- EPP – this user has access to the EPP interface to execute commands
- Finance – this user can view Registrar information and Registrar financial reports, and can top up account balances with a credit card
- Read-Only – this user can view Registrar information domains, contacts, hosts, but cannot change any settings
- Support – this user can manage Registrar information, domains, domain-contacts and hosts. It cannot manage Registrar users.

33. **How can I change the user permissions for my Registrar account?**

Registrars can setup, alter and remove access for users by navigating to the "Admin" tab, and selecting the "Users" option. Here, you can create a user, edit an existing user's permissions, or delete a user from being able to access your Registrar account.

The security of the namespace is a critical priority for the Registry. For account security reasons, Registrars must ensure that appropriate user permissions are setup for their account. Furthermore, in line with our on-going efforts to ensure the continued security of the .ie namespace, Registrars will be required to ensure that two-factor authentication is always used for their user accounts.

Migration Related Information

34. **When can I expect details of the migration plan?**

We will be sharing some details of our migration plan and how it will impact Registrars in the coming weeks. Importantly, for a brief period before and during migration, Registrars will be asked to stop transacting in the existing .ie technical systems (Console and API).

Registrars should note that pending applications to register .ie domains will not be migrated into TITAN. This will ensure Registrars can avail of the benefits of TITAN, such as the refund functionality, from launch.

We will ensure that all domains applications which have pending registration requests at the time of migration will be reserved in TITAN, so that only the Registrar managing the application prior to TITAN launch can re-apply for it initially after go-live. This will ensure that Registrars' clients do not lose their opportunity to show their connection to Ireland.

Once TITAN launches, Registrars will need to re-submit those registration requests that were pending before launch. Registrars will have 27 days to complete this request after migration. After this period, the relevant domains will become available through the normal registration process.

All existing .ie domains that have not been renewed, and those with pending deletion requests, which are already in the non-renewal process, will also be transitioned during the migration. This is explained below:

- Domains with overdue renewals, 0-40 days past their renewal date, will be auto-renewed at launch. Registrars will be able to submit a deletion request for the domain in TITAN to obtain a refund of the auto-renew fee, where for example, a Registrant fails to pay the Registrar for this renewal. Otherwise, if the domain is transferred to another Registrar, TITAN will automatically refund the auto-renewal fee to that former Registrar.

  If a Registrar is aware that a Registrant does not intend to renew the domain, it can be entered into the deletion process before the migration, to avoid the domain being auto-renewed.

- Domains which have pending, voluntary deletion requests, that were submitted within the last 40 days prior to migration, will be pushed into pending delete state, and will delete 5 days after TITAN launches. It will not be possible to restore these domains (remove them from the deletion process), once TITAN launches.

- Domains that are suspended at the time of migration, i.e. renewal is more than 40 days overdue, or a domain voluntary deletion request was submitted more than 40 days ago, will be pushed into pending delete state, and will delete 5 days after TITAN launches. It will not be possible to restore these domains (remove them from the deletion process), once TITAN launches.

We will be providing further information to Registrars in the coming weeks, as we approach TITAN's launch date. We will also be providing Registrars with frequent updates throughout the migration process.

Questions

We will be happy to answer any questions you have. Email us at titan@weare.ie