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DNS MANAGEMENT SELF SERVICE WEB PORTAL USER GUIDE

Purpose and Objectives

The DNS Management Self Service Web Portal enables you to manage your domain names changes.

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DNS Management Portal Functionality

The DNS Management Self Service Web Portal enables you to manage your domain names changes. It can be launched from the Verizon Enterprise Centre portal at http://www.verizonenterprise.com/

Or you can access directly at: https://service.online-manager.net

Customers with DNS Management Self Service access can:

- Grant customer access on customer DNS Management Self Service

- Delete customer access

- Reset customer password

- Modify Domain Name records

- Add Domain Name records

Customers with DNS Management Self Service access cannot:

- Register a new Domain Name (contact your account manager)

- Delete a Domain Name (contact your account manager)

Requesting Web Portal Access

Who Can Request Access?

Customers based in the United Kingdom, Ireland, Netherlands, Germany, Luxemburg, Belgium, and France can request access to DNS Management Self Service Web Portal to perform DNS modifications. The company technical DNS POC is authorized to be granted access by Verizon.
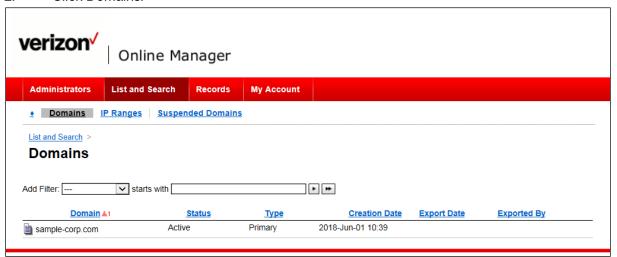
How to Request Access?

The customer DNS technical POC should send an email to the DNS Repair support team using your country specific email address available at the end of this document.
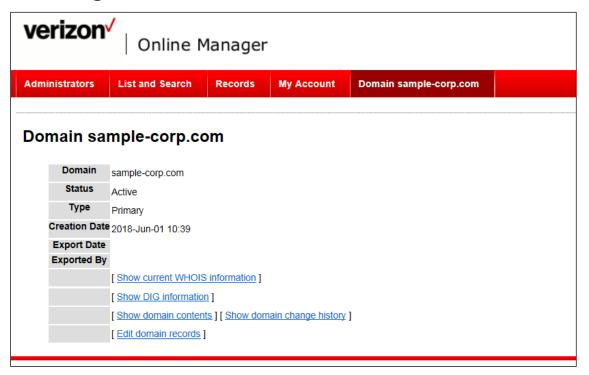
Finding a Domain Name

1. Click the List and Search tab at the top of the page.
2. Click Domains.

3. Enter search criteria to locate a specific domain. Any domains that match your search criteria appear.
4. Click on the icon in front of a domain to display the domain name information.
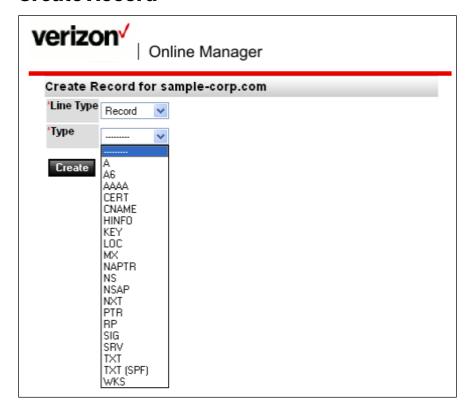
Viewing Domain Name Information

1. Click Show domain contents to display domain name records.
2. Click Show domain change history to display domain name change history.
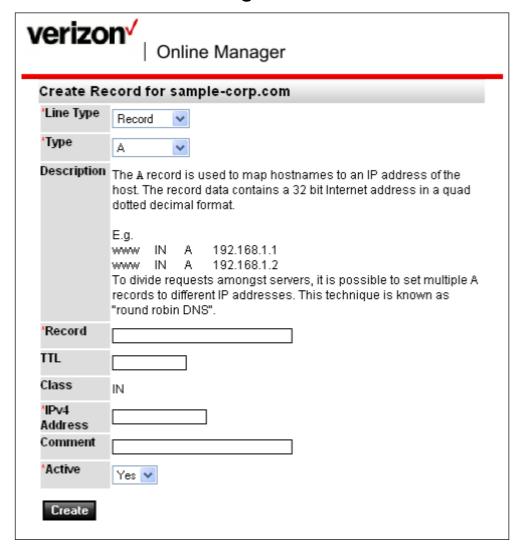3. Click Edit domain records to edit a record.

Zone File Change

There are two steps to create a new zone file record: add the record, and then create the record configuration.

Create Record

Create the Record Configuration
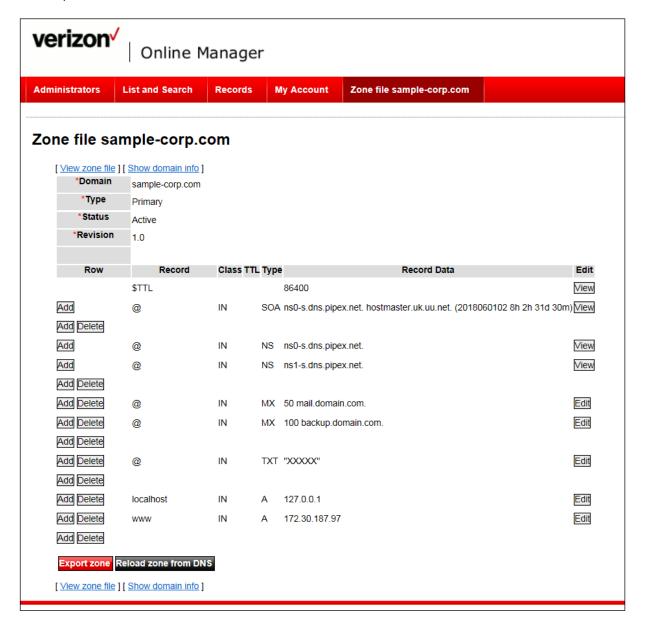

Unauthorized Special Characters

WARNING - Special characters are unauthorized when a submitting comment to explain the change. DNS Management Self Service prevents the completion of a change if special characters are included. You will receive an error message (e.g., 'quotes are likely unbalanced').

Commit a Zone File Change

Once a change is made (add, modify, or delete a record), the change needs to be exported to commit to the DNS Verizon server.

How to proceed:

1. Once record changes are complete, click the Export Zone button to commit changes to the DNS Server.
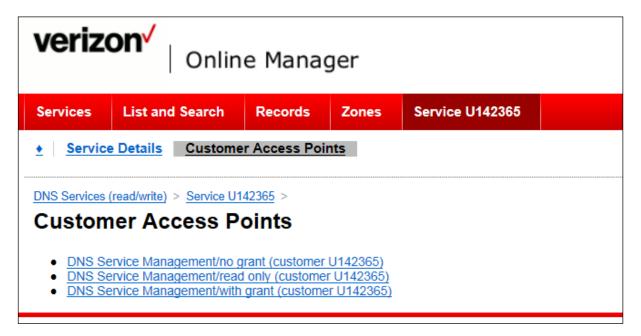
Other Self-Service Access
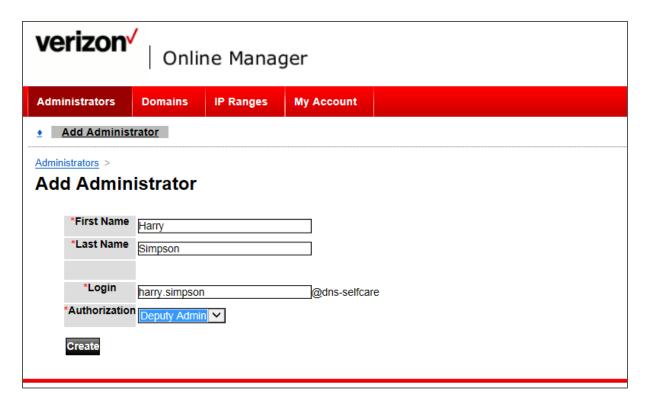
Admin Login

You can create an additional administrative login as a backup.

1. Click the **Services** tab.
2. Click **Customer Access Points**.

3. Select an access point. The *Add Administrator* screen appears.
    You can create three levels of user access:
    - **No Grant** – write access without administrator access.
    - **Read Only** – read-only access.
    - **With Grant** – can create other user access and reset password. The password is random and generated automatically.
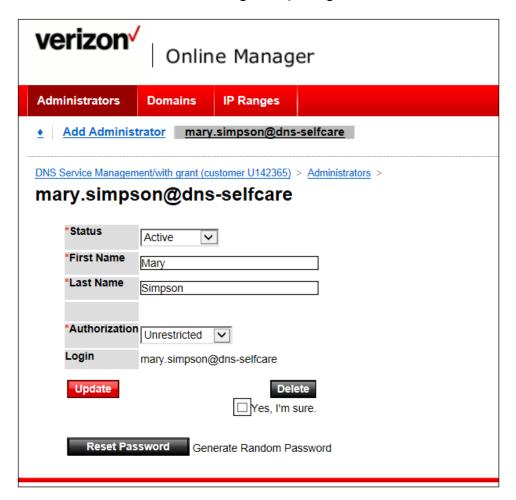
4.   Enter the *First Name, Last Name*, and *Login*.
5.   Select the authorization level from the drop-down list.
6.   Click **Create**.

Reset Password

You can reset other users' password.

1. Click the **Service** tab.
2. Click **Customer Access Points**.
3. Click **DNS Service Management/with g**rant... The *Add Administrator* screen appears.

4. Click **Reset Password**. A new random password is generated.

![Verizon logo]

Delete a User

You can remove user access.

1. Click the **Service** tab.
2. Click **Customer Access Points**.
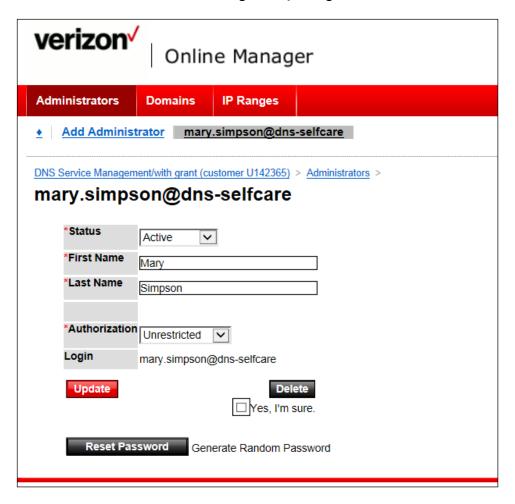3. Click **DNS Service Management/with grant**... The Add Administrator screen appears.

4. Check the **Yes, I'm sure** option under the Delete button.
5. Click **Delete**. User access is removed immediately.

Questions/ Problems

What To Do If a Domain Name Is Missing?

If a domain name is missing from your access list, contact your DNS support team by sending an email during office hours to your country specific email address available at the end of this document.

The support team will perform a check and then add the missing domain name to your profile.

Any Questions?

For any questions, contact your DNS support team by sending an email to your country specific email address available at the end of this document.

DNS Support Email Addresses

Austria: dns-support@at.verizon.com

Belgium: dns-support@be.verizon.com

Denmark: dns-support@dk.verizon.com

Finland: dns-support@fi.verizon.com

France: dns-support@fr.verizon.com

Germany: dns-support@de.verizon.com

Ireland: dns-support@ie.verizon.com

Italy: dns-support@it.verizon.com

Netherlands: dns-support@nl.verizon.com

Norway: dns-support@no.verizon.com

Portugal: dns-support@pt.verizon.com

Spain: dns-support@es.verizon.com

Sweden: dns-support@se.verizon.com

Switzerland: dns-support@ch.verizon.com

UK: dns-support@uk.verizon.com

Service Assurance User Guides Library

Documents can be found on the Service Assurance User Guides page.
The latest version of this document can be always found here.

General Customer Training Information

Go to our Customer Training Portal* to enroll in training or to download other user and reference guides.
*Registration is required

Verizon Enterprise Center

The Verizon Enterprise Center portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page here.

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