



## Frequently Asked Questions – .CA Domain Names

### Who can register a .ca domain name?

To be eligible to register a .ca domain name, the .ca domain account holder must be a registered Canadian business or organization, a Canadian trademark holder, a citizen of Canada, have permanent residency in Canada, or otherwise qualify under the Canadian Presence Requirements. When purchasing a .ca domain name, you must identify which Canadian Presence Requirement the .ca domain account holder meets. A complete list of the Canadian Presence Requirement types is available at the link below:

[https://partners.networksolutions.com/en\\_US/help/ca-legal-presence-type-popup.html](https://partners.networksolutions.com/en_US/help/ca-legal-presence-type-popup.html)

### The .ca domain account holder's Canadian Presence Type has changed? How do I update it?

You may update the .ca domain account holder's Canadian Presence Type by logging into Partner Portal and following the instructions below:

- 1) Log in to Partner Portal at: <https://partners.networksolutions.com>
- 2) Click on the "Manage Accounts" tab.
- 3) On the "Manage Accounts" page click on "View/Update Account."
- 4) Enter the account holder's Customer ID or use the Advanced Search feature to find the account holder's Customer ID.
- 5) The "Edit Account Holder Contact" page will appear. Scroll down to the bottom of the page and find the "Registry Specific Requirements" section.
- 6) Click "Edit" to access the "Edit Registry Specific Requirements" page.
- 7) Click "Edit" next to the ".CA Registry Requirements (Canada)" text.
- 8) Select a Canadian Legal Presence Type from the menu and click "Go."
- 9) The updated Canadian Presence type will now appear on the "Edit Registry Specifics Requirements" page in the ".CA Registry Requirements (Canada)" section.

The admin contact (for individual customer accounts) or the legal contact (for business customer accounts) for the account holder will receive an email from the .ca Registry (CIRA) requesting that they log in to their CIRA account and approve the Canadian Presence Type change request. Once the request is approved the account holder's Canadian Presence Type will be completed.

### Who is CIRA?

CIRA is the Canadian Internet Registration Authority responsible for operating Canada's .ca Internet country code Top Level Domain (ccTLD).

### Who will receive emails from CIRA?

After purchasing a .ca domain name the account holder's admin contact (for individual customer accounts) or legal contact (for business customer accounts) will receive an email from CIRA containing their CIRA user ID and temporary password and the URL where they

must go to set up their CIRA account. The account holder must set up an account with CIRA within 7 days of registering a .ca domain name. Failure to do so will result in the .ca domain name being deleted. The .ca domain name will also not resolve until the CIRA account is set up. Once the account set up process is complete, the account holder's admin/legal contact will receive an email from CIRA with their permanent password.

CIRA also requires that the account holder log in to their CIRA account to approve critical changes to their .ca domain name and associated account information. Critical changes include but are not limited to:

- Changes to the account holder's address and contact information.
- Changes to the account holder's Canadian Presence Type

Finally, CIRA will periodically send the account holder's admin/legal contact email regarding their .ca domain name and their CIRA account, for example, renewal notices, any applicable policy changes, etc.

### Is action required on emails sent from CIRA?

Certain emails sent from CIRA to the .ca domain account holder require that the account holder log in to their CIRA account to take action. The emails requiring action are outlined below:

CIRA Email Description	Registrant Action Required
Complete .ca domain name registration/CIRA account set up	The .ca domain account holder must go to <a href="https://registrants.cira.ca/user">https://registrants.cira.ca/user</a> within seven days of registering their first .ca domain name and log in with their CIRA user ID and temporary password. The account holder must accept or reject the CIRA Registrant Agreement, confirm their contact information, and choose if they want to assign Change Without Authorization ability to Network Solutions®. See FAQ #14 for more information about Change Without Authorization. Note: if the account holder rejects the CIRA Registrant Agreement the .ca domain name will be deleted.
Confirm account information	CIRA may request that the .ca domain account holder confirm the accuracy of the information provided when registering a .ca domain name. CIRA will send the account holder's admin/legal contact an email requesting that they log in to their CIRA account to confirm or update their registration information (i.e. address, Canadian Presence Type, etc.). The account holder must confirm/update this

	information within 30 days of receiving the email otherwise their .ca domain name(s) may be suspended.
Confirm Canadian Presence Type change	If the .ca domain account holder's Canadian Presence Type is updated via the Partner Portal, CIRA will send the account holder's admin/legal contact an email requesting that they log in to their CIRA account to confirm this change. If the account holder does not approve this change within seven days, the change will be null and void at CIRA.

### **What is the process to set up a CIRA account?**

The .ca domain account holder must go to <https://registrants.cira.ca/user> within seven days of registering their first .ca domain name and log in with their CIRA user ID and temporary password. The account holder must accept or reject the CIRA Registrant Agreement, confirm their contact information, and choose if they want to assign Change Without Authorization ability to Network Solutions. See FAQ #14 for more information about Change Without Authorization.

Note: if the account holder does not agree to the CIRA Registrant Agreement their .ca domain name will be deleted.

### **How many days does the .ca domain account holder have to set up their CIRA account?**

The .ca domain account holder has seven days from the date their first .ca domain name was registered to set up their CIRA account otherwise their .ca domain name will be deleted. You may request a one time seven day extension via Partner Portal for the account holder to set up their CIRA account.

### **How do I request an extension to set up a CIRA account?**

You can request a one time seven day extension for the account holder to set up their CIRA account by following the instructions below:

- 1) Log in to Partner Portal at: <https://partners.networksolutions.com>
- 2) Click on the "Manage Services" tab.
- 3) On the "Manage Services" page click on "View/Update Domains."
- 4) Enter one of the .ca domain names associated with the account holder's account or use the Advanced Search to find one of the account holder's .ca domain names.
- 5) The "Domain Details" page for the domain you selected will appear. Find the section title "CIRA Account Information."
- 6) Click on the "Request Extension" button to submit the seven day extension request.

### **What happens if the account holder does not set up their CIRA account?**

The account holder's .ca domain name will be deleted if they do not set up their CIRA account within seven days of registering their first .ca domain name. You may request a one time seven day extension for the account holder to set up their account.

### How do I retrieve the account holder's CIRA user ID/temporary password?

If the .ca domain account holder has not set up their CIRA account, you may retrieve their CIRA ID and temporary password from Partner Portal by following the instructions below:

- 1) Log in to Partner Portal at: <https://partners.networksolutions.com>
- 2) Click on the "Manage Services" tab.
- 3) On the "Manage Services" page click on "View/Update Domains."
- 4) Enter one of the .ca domain names associated with the account holder's account or use the Advanced Search to find one of the account holder's .ca domain names.
- 5) The "Domain Details" page for the domain you selected will appear. Find the section title "CIRA Account Information."
- 6) The account holder's CIRA user ID and temporary password will appear in this section.

If the account holder has already set up their CIRA account, they must follow the instructions below to request their CIRA user ID and password:

- 1) Go to <https://registrants.cira.ca/user>
- 2) Click on "Forgot your Registrant User Account or password?" towards the bottom of the page.
- 3) Enter the .ca domain name and click "submit."
- 4) The account holder's CIRA user ID and password will be emailed to the admin contact (for individual customer accounts) or the legal contact (for business customer accounts) on file with CIRA for their .ca domain name.

### Under what circumstances would a .ca domain name be deleted?

The account holder's .ca domain name may have been deleted if they did not create an account with the .ca registry (CIRA) within seven days of registering their first .ca domain name. Failure to renew a .ca domain name or to complete a CIRA audit request may also result in the suspension and/or deletion of a .ca domain name.

### The link on the Domain Details page to access the CIRA Web site and to view the account holder's CIRA user ID and temporary password is no longer available, why?

Once the account holder has set up their CIRA account, the link on the Domain Details page in Partner Portal to access the CIRA Web site and to view the account holder's CIRA user ID and temporary password no longer displays.

### Why does an error appear when viewing the .ca domain name in a browser?

An error may appear when trying to view a .ca domain name in a browser if the account holder has not set up their CIRA account. The account holder must set up their CIRA account in order for their .ca domain name to resolve. Please see the **"What is the process to set up a CIRA account?"** FAQ for instructions on how to set up an account at CIRA.

## What is Change Without Authorization?

Change Without Authorization allows Network Solutions to make administrative contact updates at CIRA on the .ca domain account holder's behalf without expressed approval from the account holder. Changes can be made via Partner Portal or Customer Service to the account holder's .ca domain name.

For example, if you made a change to the .ca account holder's email address via Partner Portal, the processes below would be followed:

### **Network Solutions Assigned Change Without Authorization Ability**

- 1) Network Solutions updates our system with the account holder's new email address.
- 2) Network Solutions submits the request to CIRA.
- 3) CIRA sends a confirmation to Network Solutions stating that the request has been processed in the CIRA system.

### **Network Solutions Not Assigned Change Without Authorization Ability**

- 1) Network Solutions updates our system with the account holder's new email address.
- 2) Network Solutions submits the request to CIRA.
- 3) CIRA sends an email to the account holder's admin/legal contact requesting that they log in to their CIRA account to confirm the request.
- 4) Once the account holder confirms the request, CIRA sends a confirmation to Network Solutions stating that the request has been processed in the CIRA system.