
Domain Reseller User Guide

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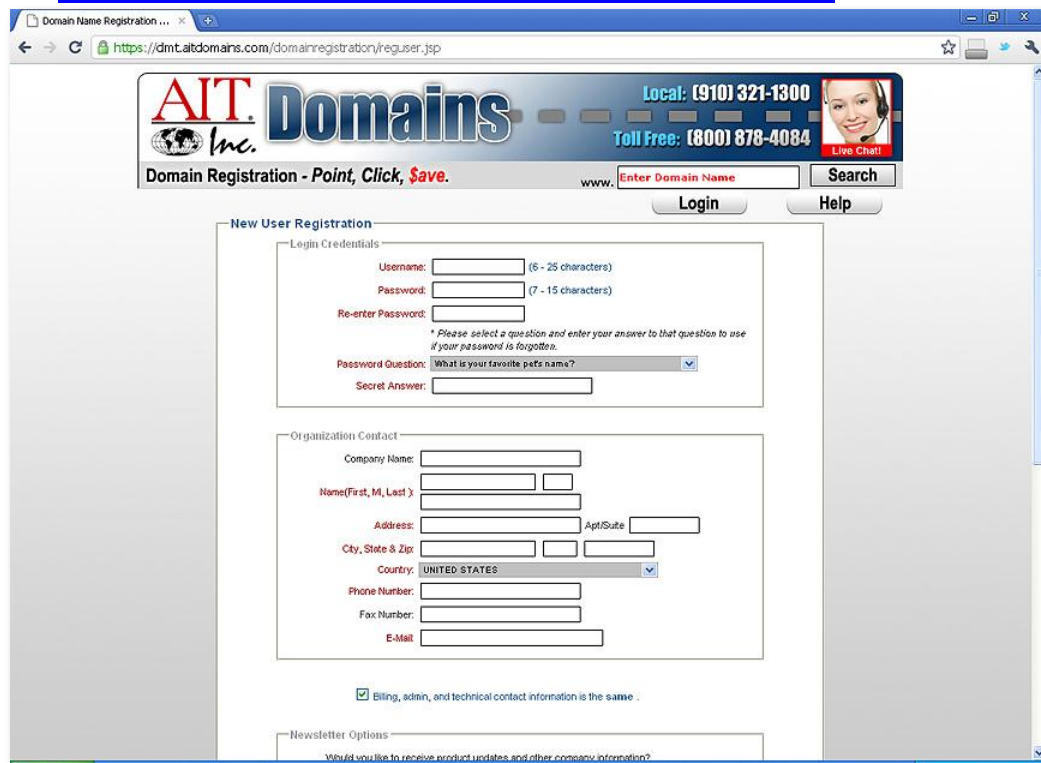
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Creating Accounts

User Registration

In order to have a domain name in the system, you need a domain registration account. The contact information for an account is the WhoIS information for the domain names owned by that account.

Users (including resellers) that do not have an account can create one at:
<http://dmt.aitdomains.com/domainregistration/reguser.jsp>



The screenshot shows a web browser window displaying the "New User Registration" form on the AIT Domains website. The browser's address bar shows the URL <https://dmt.aitdomains.com/domainregistration/reguser.jsp>. The website header includes the AIT Domains logo, contact information (Local: (910) 321-1300, Toll Free: (800) 878-4084), and a "Live Chat" button. Below the header is a search bar with the text "Enter Domain Name" and a "Search" button, along with "Login" and "Help" buttons. The main form is titled "New User Registration" and is divided into several sections:

- Login Credentials:** Includes fields for Username (5 - 25 characters), Password (7 - 15 characters), Re-enter Password, Password Question (a dropdown menu with "What is your favorite pets name?" selected), and Secret Answer.
- Organization Contact:** Includes fields for Company Name, Name (First, M, Last), Address, Apt/Suite, City, State & Zip, Country (a dropdown menu with "UNITED STATES" selected), Phone Number, Fax Number, and E-Mail.
- A checkbox labeled "Billing, admin, and technical contact information is the same" is checked.
- Newsletter Options:** A section with a question: "Would you like to receive product updates and other company information?"

Creating an Account for a Customer

Before you are able to register domain names for customers, you must become a Domain Reseller. There are two ways to create an account for a customer.

From Your Domain Reseller Login Page

1. Go to your login page by typing in the host name that you specified in your Domain Reseller application. It will be something like "desiredhostname.nameservices.net" (desiredhostname is determined by you). Click on the "Register" option to go to the user registration page.
2. Enter the desired information for the account. If you have the same contact information for billing, administrative and technical purposes, click the button that says "Billing, admin, and technical contact information is the same." Indicate if you "would you like to receive product updates and other company information," receive HTML or text emails, and if you want your contact information available to others (this is not referring to WhoIS, which is required). If you have read and are in agreement with the service agreement(s), press "Submit."

NOTE: The user name must be unique. The challenge question will be used for authentication purposes as well as to log into the account if you have forgotten the password. The organization contact is the registrant.

3. Verify the information for the account and press "Submit." You will be informed when the account has been successfully created and an email will be sent to the organization contact that was entered to register initially.

From Within Your Domain Reseller Account

1. Go through the steps of registering a domain name for your customer from your account at the base rate (II a).

Domain Reseller Account Application

In order to apply for a Domain Reseller account (to resell domain names), you must have domain registration account. If you already have an account, simply go to:

<http://dmt.aitdomains.com/domainregistration/vrsignup.jsp>

Domain Name Registration ...

https://dmt.aitdomains.com/domainregistration/vrsignup.jsp

Local: (910) 321-1300
Toll Free: (800) 878-4084

Domain Registration - Point, Click, \$ave.

www.

New to AIT Domains? [Click here.](#)

Virtual Registrar Registration

Rate Information

* Enter the prices you would like to charge for each type of service. If you would like to disable Back Ordering or Monitoring, uncheck the checkbox beside their heading. ** Rates may not drop below the AITDomains defined minimum values as shown in the boxes below.

	com	net	org	info	us	biz	
Our Price	6.78	4.83	10.00	10.00	9.52	9.52	
ICANN & REG Surchage	0.67	0.67	0.18	0.18	0.18	0.18	
Registration	<input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/>	<input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/>	<input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/>	<input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/>	<input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/>	<input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/>	<input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/> <input type="text" value="10.18"/>
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Payment Information

* Credits or debits to your account will be made only per the online Virtual Registrar service agreement.

Routing Number (9-digit number appears in the lower left corner of your checks)

Account Number (set of numbers following the routing number - do not include check number)

TRANSIT SYMBOL

Email Information

* Enter the email address that your customers can reach you at and the signature file for your emails. (This email address will be the reply to email address in the confirmation email messages sent.

From Address

Signature Line

- Specify the rates you would like to resell the domain services as. Then provide your bank account and routing information (in order to retrieve your customer's payments). The following section is your virtual signature that is used on every system email sent to your customers from your account. Edit the text to what you would like to be shown. Choose your desired host name that you would like to use for access to your domain reseller account (i.e. <http://EXAMPLE.nameservices.net>). The header/footer section allows you to input HTML in order to customize the look and feel of your domain reseller account. Finally, submit your credit card information used to process fees incurred with domain registrations.
- Verify the information you have submitted is correct and press the "Submit" button.
NOTE: You will be informed that your application has been successfully submitted and an email will be sent to the organization contact email address on file.
- Print out the appropriate Domain Reseller service agreement. If you want to receive commission payments via ACH, go to the following link. This is only for

US bank account holders - <http://www.aitdomains.com/vrprogram/VR Service Agreement - ACH.pdf>

If you do not have a US bank account, commission payments will be sent by check. However, you will need to complete this agreement - <http://aitdomains.com/vrprogram/VR Service Agreement - Check.pdf>

4. Complete the agreement and fax back to (910) 401-1040 or (910) 321-1390.
NOTE: Domain Reseller applications are processed within 2 business days.

Domain Management

Register Domains

This is the option for registering domain names. As a Domain Reseller, you will be able to register domain names for yourself and/or your customers all from your account. When registering domain names through your account, regardless if it is for you or for your customers, you will be charged your buy rate. To register domain names at the retail rate (which you decide), you must login to their account.

Registering Domain Names for Yourself

1. When logged into your account, click on “Domain Management” and then “Register Domain Name”.



The screenshot shows the Virtual Registrar Website interface. The main heading is "Virtual Registrar Website". Below the heading, there is a navigation menu with options: "Manage Accounts", "Domain Management", "Account Management", "Transfer Management", "Support", and "Logout". The "Domain Management" menu is expanded, showing options: "Register Domain", "Renew Domain", "List Domains", "Nameserver Management", "Domain Information", "Change Domain Owner", and "Lock/Unlock Domain". The "Register Domain" option is selected, and the corresponding form is displayed. The form includes a search bar for domain names, a "Registration Period" dropdown set to "1" year, "Number of Domains" and "Amount Due" input fields, and checkboxes for "Register Domain for Customer" (with a dropdown menu set to "livedemo") and "Register this domain for a new customer". A "Submit" button is at the bottom of the form.

2. Enter the domain names you wish to register in the domain name field without using "http://" or "www."
Example of how to input domain names:
domain1.com
domain2.com
domain3.com
3. Indicate the number of years you would like the domain names registered and click "Submit".
4. Enter the name server information for the domain names. Do not include the IP addresses of the name servers. The system will automatically pull the IP addresses of the name servers from the registry.
NOTE: You can set default name servers that can be automatically populated in the name server fields.
5. Enter the credit card information you would like to use for the registration and click "Submit".
NOTE: You can set default payment information for your account to avoid having to re-enter your information each transaction.
6. Verify the domain name, name server information, number of years and the total amount due for the registrations. Check the box to indicate you have read and accepted the registration service agreement(s) before submitting the registration.
7. A confirmation email will be sent to the registrant.

Registering Domain Names for Your Customers

There are two ways to register domain names for your customers – from your account or from your customer's account.

From Your Account (Registering at Base Rate)

1. When logged in, click on "Domain Management" and then "Register Domain Name".
2. Enter the domain names you wish to register in the domain name field without the "http://" or "www."
Example of how to input domain names:
domain1.com
domain2.com
domain2.com
3. Indicate the number of years you would like to register the domain names for. Under "Register Domain for Customer," indicate which customer account you want to register the domain names for by checking "I would like to register this domain for a customer" and choosing the account from the drop down box.

If your customer does not have an account, check "I would like to register this domain for a new customer" (this will allow you to create an account for your customer). Click on "Submit".

4. If you clicked on "I would like to register this domain for a customer" and chose one of your customer accounts, you will go through the same steps for registering a domain name for yourself.
 - a. Enter the name server information
 - b. Enter the credit card information you would like to use for the registration and click "Submit"
 - c. Verify the domain name, the nameserver information, number of years, total amount due for registrations and check the box indicating you have read and accepted the domain registration service agreement(s) before submitting registration
 - d. Print out the "successful registration" page for your records
5. If you clicked "I would like to register this domain for a new customer", you will go through creating a new account for your customer before going through the steps outlined in Step #4

From Your Customer's Account (at Retail Rate)

Follow the same steps as registering names yourself but log into your customer's account.

NOTE: A confirmation email will be sent to the registrant.

Common Problems: Cause – Fix

1. Invalid domain name error
 - Unsupported TLD extension
 - "www" included in domain name
 - Illegal characters – Provide valid domain name
2. Unable to check the availability of the domain name
 - Connection to registry is down – Try again at a later time
3. Invalid name server error
 - Name servers provided are not registered at appropriate registry – Have name servers registered
4. User already exists, error when creating a new account for customer
 - User name provided is already used by another account – Repeat whole process with a different user name

Renew Domains

This is the option for renewing domain names. As a Domain Reseller, you will be able to renew domain names for yourself or for your customers from your

account. When renewing domain names through your account, regardless if it is for you or for your customers, you will be charged your buy rate. To renew domain names for your customers at the retail rate, you must log into your customer's account.

Renewing Domain Names for Yourself or for Your Customers at Buy Rate

1. When logged into your account, click on "Domain Management" and then "Renew Domain". You will be able to see all the domains within your Domain Reseller account.



The screenshot shows the Virtual Registrar Website interface. The browser address bar displays <https://demo.nameservices.net/domainregistration/renewdom.jsp>. The page title is "Virtual Registrar Website". The navigation menu includes "Manage Accounts", "Domain Management", "Account Management", "Transfer Management", "Support", and "Logout". The "Domain Management" menu is expanded, showing options: "Register Domain", "Renew Domain", "List Domains", "Nameserver Management", "Domain Information", "Change Domain Owner", and "Lock/Unlock Domain". The "Renew Domain" option is selected. The main content area displays a table of domains for renewal:

Domain Name	Renewal Period	Renewal Date	Total
<input type="checkbox"/> imhip.com	1	04/06/2012	\$8.00

Below the table is the "Payment Information" section, which includes fields for "Payment Method" (Mastercard), "Card Number", "CVV2", "Expires" (January 01, 2011), "Cardholder Name", "Billing Address", "City", "State", and "Zip". There are "Submit" and "Cancel" buttons at the bottom of the form.

2. Indicate the domain names you wish to renew by checking on the check box to the left of the domain name, specify the number of years for the renewal, provide the payment information for the renewal, and click "Submit".
NOTE: The drop down box for the number of years will only contain the number of years you can renew the domain name(s).
NOTE: If you are renewing your domain name for 10 years before the domain name is expired, you will receive an error message. Please retry your transaction using only 9 years.

3. Verify the domain name, the name server information, the number of years, total amount due for the renewals, and click on the check box to indicate that you have read and accepted the domain registration service agreement before submitting the renewal.
4. Print the "Successful Renewal" page for your records.
NOTE: A confirmation email will be sent to the registrant.

Renewing Domain Names for Your Customers at Retail Rate

Same steps as renewing domain names for yourself but you must be logged into the customer's account.

NOTE: You will be able to see only the domains owned by that account. A confirmation email with also be sent to the recipient.

Common Problems: Cause – Fix

1. Unable to renew the domain names:
 - Connection to registry is down – Try again at a later time

List Domains

This is where you can list all the domain names in your account with the renewal dates, created dates, domain status and the account holder (owner of domain name). This is also where you can set auto-renewals and modify name server information for domain names.

Viewing Domains from Your Account

When logged into your account, click on "Domain Management" and then "List Domains." You will be able to see all of the domain names within your Domain Reseller account.

NOTE: If you have over 50 domain names in your account, you can list by 25, 50, 75, or 100 domain names at one time. You can also sort the domain names by alphabetical order, their renewal dates, and by account holder.



Viewing Domains from Your Customer's Account

Follow the same steps as viewing domains in your account but start by logging into your customer's account.

NOTE: You will be able to see only the domain names owned by that account.

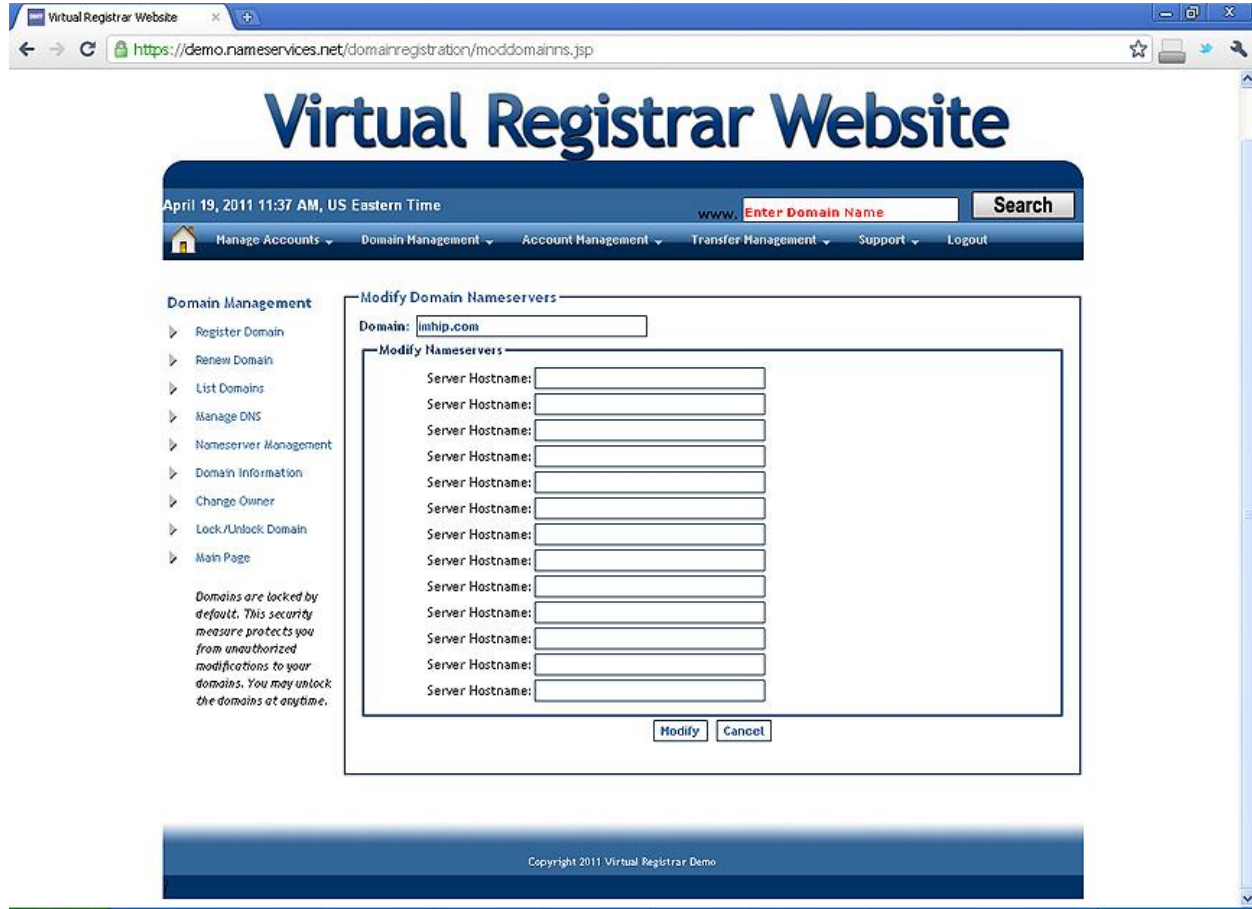
Modifying Name Server Information for Domains from Your Account

1. When logged into your account, click on "Domain Management" and then "List Domains." You will be able to see all the domain names within your Domain Reseller account. Indicate which domain names you want to modify by clicking on the check box to the left of the domain name and click "Modify Nameservers".

NOTE: You can "check/uncheck" all the domain names by clicking on "Check ALL" and Uncheck ALL."

2. If you checked only one domain name, the current name server information will be shown. Replace with the new information and then click "Modify".
3. If you checked several domain names, the current name server information for the domain names will not be displayed. Verify the domain names to be modified, enter the new nameserver information and then click "Modify".

NOTE: You will be informed if the modification was successful and a confirmation email will be sent to the registrant.



Modifying Nameserver Information for Domains from Your Customer's Account

Follow the same steps as modifying nameserver information for domains in your account but log into your customer's account.

NOTE: You will be able to see only the domain names in that account. A confirmation email will be sent to the registrant.

Setting Auto-Renew for Domains within Your Account

When logged into your account, click on "Domain Management" and then "List Domains." Indicate which domain names you want to auto-renew by clicking on the check box to the right of the domain name and clicking "Update Auto-Renew".

NOTE: You can "check/uncheck" all the domain names by clicking on "Check ALL" and "Uncheck ALL." You will not be able to set auto-renew on domains names that have already expired because the auto-renew is carried out 7 days before the domain name expires. You will be informed if the "auto-renew" update was successful.

NOTE: You must have valid credit card information for this function to work properly.

Setting Auto-Renew for Domains from Your Customer's Account

Follow the same steps as setting "auto-renew" for domains in your account but log into your customer's account.

NOTE: You will be able to see only the domain names in that account.

Common Problems: Cause – Fix

1. Failed to modify domain nameservers error message:
 - Connection to registry is down (will receive unique error ID) – Try again later
 - Domain name is on lock or hold status – Set domain name to active; name server(s) provided not registered with appropriate registry
 - Invalid attribute (old value or value not unique) – Contact support to synchronize local DB information and registry information
2. Unable to set auto-renew:
 - Domain is already expired – Renew domain manually

Nameserver Management

This is where you can register, modify and delete nameservers. This is where AIT's IMHIP class resellers can register their VDNS nameservers. However, the domain name must be registered through us. For example, in order to register the name server ns1.example.com, example.com must be registered with us. Nameservers will be listed only in the account from which it was registered. So if a nameserver is registered through your customer's account, you will not be able to see it from your account.

Registering a Nameserver from Your Account

1. When logged into your account, click "Domain Management" and then "Nameserver Management"
2. Enter the nameserver host name, the IP address(es) for the nameserver, and click "Register Nameserver".

NOTE: You will be informed if the nameserver registration was successful and a confirmation email will be sent to the registrant.

Registering a Nameserver from Your Customer's Account

Follow the same steps as registering a nameserver from your account but log into your customer's account.

Modifying a Nameserver from Your Account

1. When logged into your account, click on “Domain Management” and then “Nameserver Management”
2. Click on the name server you want to modify, make your changes, and then click "Update".

NOTE: You will not be able to change the host name of a name server. You can only change the IP address or add more IP addresses. You will be informed if the modification on the name server was successful and a confirmation email will be sent to the registrant.

Modifying a Nameserver from Your Customer’s Account

Follow the same steps as modifying a nameserver from your account but log into your customer’s account.

Deleting a Nameserver from Your Account

1. When logged into your account, click on “Domain Management” and then “Nameserver Management”
2. Indicate the nameserver you want to delete by clicking on the check box to the left of the nameserver and then click on "Delete Nameserver"

NOTE: You will be informed if the name server deletion was successful and a confirmation email will NOT be sent to the registrant.

NOTE: Active name servers can’t be deleted.

Deleting a Nameserver from Your Customer’s Account

Follow the same steps as deleting a nameserver from your account but log into your customer’s account.

Common Problems: Cause – Fix

1. Failed to register/modify/delete nameservers error message
 - Nameserver is already registered at the registries – Contact support to have record added to your account
 - Information for nameserver in the local database does not match with information at the registry – Contact support to have information manually updated so they match

Domain Information

This is where you can view the information for all domain names in your Domain Reseller system. This is also where you can lock user accounts. This option is only available in the Domain Reseller account.

Viewing the Domain Names of a Specific Account

1. When logged into your account, click on "Domain Management" and then "Domain Information"
2. Select the user name you want to search from the drop down box and click on the "Search" button. You will see all the domain names owned by that account

NOTE: You can sort the domain names by domain name or expiration date

Viewing the Information for a Domain Name of a Specific Account

1. When logged into your account, click on "Domain Management" and then "Domain Information"
2. Select the user name you want to search from the drop down box and click "Search". You will see all the domain names owned by that account.

NOTE: You can sort the domain names by domain name or expiration date

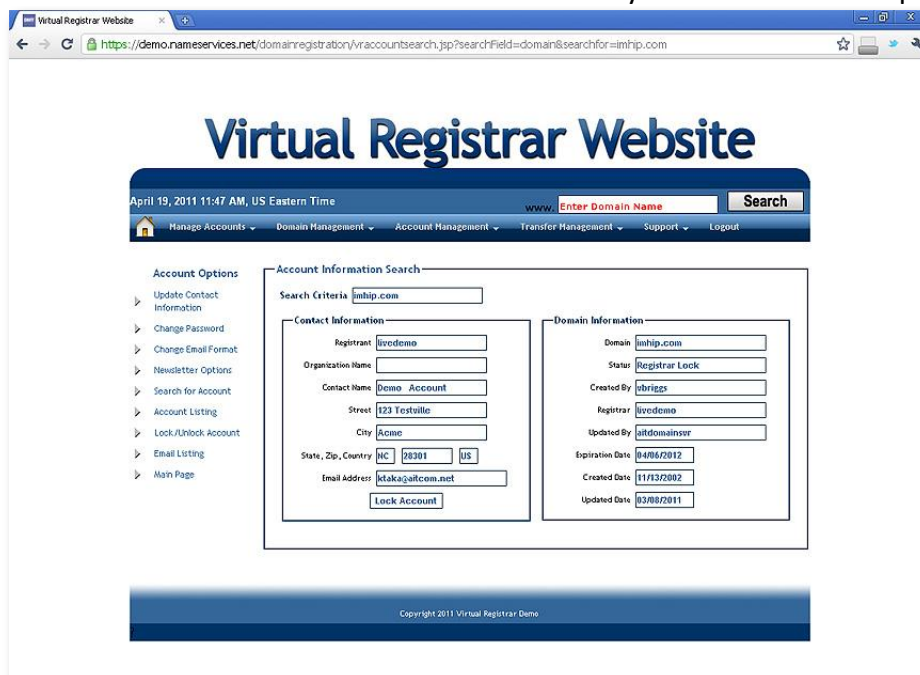
3. Click on the domain name to pull its information

NOTE: The information includes the domain name's registrant contact; the created date, expiration date, updated date, current nameservers and status

Locking/Unlocking an Account

1. When logged into your account, click on "Domain Management" and then "Domain Information"
2. Select the user name you want to search from the drop down box and click "Search". You will see all the domain names owned by that account.

NOTE: You can sort the domain names by domain name or expiration date.



The screenshot shows a web browser window displaying the Virtual Registrar Website. The page title is "Virtual Registrar Website" and the URL is "https://demo.nameservices.net/domainregistration/vraccountsearch.jsp?searchField=domain&searchfor=imhip.com". The page features a navigation menu with options like "Manage Accounts", "Domain Management", "Account Management", "Transfer Management", "Support", and "Logout". The main content area is titled "Account Information Search" and contains a search criteria field with "imhip.com" entered. Below this, there are two columns of information: "Contact Information" and "Domain Information".

Contact Information	Domain Information
Registrant: <input type="text" value="jroedemo"/>	Domain: <input type="text" value="imhip.com"/>
Organization Name: <input type="text" value=""/>	Status: <input type="text" value="Registrar Lock"/>
Contact Name: <input type="text" value="Demo Account"/>	Created By: <input type="text" value="lbriggs"/>
Street: <input type="text" value="123 Testville"/>	Registrar: <input type="text" value="jroedemo"/>
City: <input type="text" value="Acme"/>	Updated By: <input type="text" value="bitdomainsvr"/>
State, Zip, Country: <input type="text" value="NC 28301 US"/>	Expiration Date: <input type="text" value="04/06/2012"/>
Email Address: <input type="text" value="ktaka@aitcom.net"/>	Created Date: <input type="text" value="11/13/2002"/>
<input type="button" value="Lock Account"/>	Updated Date: <input type="text" value="03/08/2011"/>

3. Click on the domain name you select. If the account is not locked, you will see a “Lock Account” button. If the account is already locked, you will see an “Unlock Account” button.

NOTE: Your customers will not be able to log into their account if it is locked.

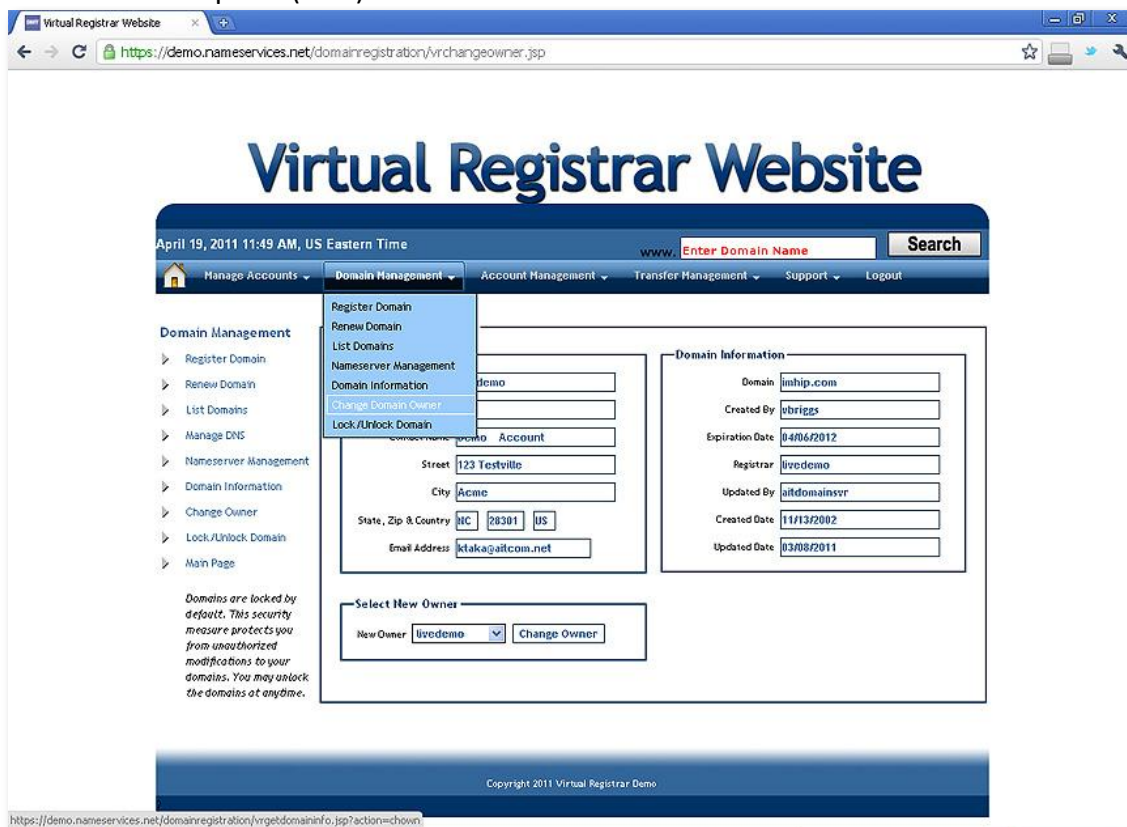
Change Owner

This is the option to move domain names within your Domain Reseller account from one account to another, basically giving you the ability to change the ownership of domain names. This is also only available in the Domain Reseller account.

Changing the Ownership of a Domain Name

1. When logged into your account, click on “Domain Management” and then “Change Owner”
2. Select the domain name you want to move from the drop down box and click on “Search”. The current information for the domain name will be displayed on the next page.

NOTE: This is the same information from the “Domain Information” search option (1 – 5)



The screenshot displays the Virtual Registrar Website interface. The main heading is "Virtual Registrar Website". Below it, the date and time are shown as "April 19, 2011 11:49 AM, US Eastern Time". A search bar is present with the text "Enter Domain Name" and a "Search" button. The navigation menu includes "Manage Accounts", "Domain Management", "Account Management", "Transfer Management", "Support", and "Logout". The "Domain Management" menu is expanded, showing options like "Register Domain", "Renew Domain", "List Domains", "Nameserver Management", "Domain Information", "Change Domain Owner", "Lock/Unlock Domain", "Account", "Street", "City", "State, Zip & Country", and "Email Address". The "Change Domain Owner" option is highlighted. The "Domain Information" section shows details for the domain "jship.com", including "Created By" (jbriggs), "Expiration Date" (04/06/2012), "Registrar" (livedemo), "Updated By" (aitdomainsvr), "Created Date" (11/13/2002), and "Updated Date" (03/08/2011). The "Select New Owner" section shows a dropdown menu with "livedemo" selected and a "Change Owner" button. A note at the bottom left states: "Domains are locked by default. This security measure protects you from unauthorized modifications to your domains. You may unlock the domains at anytime." The footer includes "Copyright 2011 Virtual Registrar Demo" and a URL: "https://demo.nameservices.net/domainregistration/vrgetdomaininfo.jsp?action=chown".

3. Select the account you want to move the domain name into from the drop down box and click "Change Owner"
4. Verify the new information is correct and press "Confirm Change Owner" to move the domain name
NOTE: The new information is the account contact information of the new owner

Lock/Unlock Domains

The lock/unlock option is commonly used to protect domain registrations from being transferred to another registrar. Locks/unlocks can be carried out from your account or your customer's account.

Locking/Unlocking Domain Names from Your Account

1. When logged into your account, click on "Domain Management" and then "Lock/Unlock Domain". You will see all of the domains within your Domain Reseller account (including customer domain names).
2. Select the domain name you want to lock/unlock from the drop down box and click "Search". Then click on the "Lock/Unlock" button on the next page.
NOTE: You will be informed if the lock/unlock was successful. Locks and unlocks set from your account can be overridden from your customer's account and vice versa. Domains that are on lock can't be modified (DNS information) nor can they be renewed.



Locking/Unlocking Domain Names from Your Customer's Account

Follow the same steps as locking/unlocking a domain name from your account but log into your customer's account.

NOTE: You will be able to see only the domains owned by that account.

Common Problems: Cause – Fix

1. Failed to lock/unlock domain name error message
 - The status of the domain name in the local database does not match the status at the registry – Contact support to have information manually updated so they match

Transfer Domains

Transfer Domains

This is where you submit a transfer request for a domain name that is currently with another registrar. As a Domain Reseller, you will be able to submit transfer requests for yourself or for your customers from your account. When submitting transfer requests through your account regardless if it is for you or for your customers, you will be charged your buy rate. To transfer a domain name at the retail rate, you must log into your customer's account.

Submitting a Transfer Request for Yourself

1. When logged into your account, click on "Transfer Domain"
2. Read the transfer guidelines, enter the domain name to be transferred, provide the payment information for the renewal, and click "Submit".

NOTE: You may not be able to transfer your .ORG domain names depending on your current registrar. They have to be EPP compliant for .ORG domain names.
3. Verify the domain name, the amount due for the transfer request and click on the check box to indicate that you have read and accepted the registration service agreement before submitting the transfer request.
4. Print out the "transfer request submitted successfully" page for your records.

Submitting a Transfer Request for Your Customer

There are two ways to submit a transfer request for your customers – from your account or from your customer's account.

From Your Account

1. When logged into your account, click on "Transfer Domain"

2. Read the transfer guidelines, enter the domain name you are transferring for your customer and under "Transfer Domain for Customer," indicate which customer account you are wanting to submit the transfer request for by checking "I would like to transfer this domain for a customer" and choosing the account from the drop down box.
If your customer does not have an account, check "I would like to transfer this domain for a new customer" (this will allow you to create an account for your customer). Click "Submit".
3. If you clicked on "I would like to transfer this domain for a customer" and chose one of your customer accounts, you will go through the same steps for transferring a domain name for yourself.
 1. Verify the domain name, the amount due for the transfer request and click on the check box to indicate that you have read and accepted the registration service agreement before submitting the transfer request.
 2. Print out the "transfer request submitted successfully" page for your records.
4. If you clicked on "I would like to transfer this domain for a new customer," you will go through creating a new account for your customer before going through the steps outlined in #3.

From Your Customer's Account

Same steps as submitting a transfer request for yourself but log into your customer's account.

Confirm Domain Transfer

This is the option to confirm a transfer request that has been submitted. Confirmation must be done from the account for which the transfer request was submitted (from your account if the transfer request was for you, from your customer's account if the transfer request was submitted for your customer's account).

Confirming a Transfer Request from Your Account

1. When logged into your account, click on "Transfer Domain" and then "Confirm Domain Transfer".
2. Choose the domain name in the drop down box, enter the confirmation code, enter the "authorization information", choose whether the domain name is .ORG/.US/.BIZ/.INFO and click "Submit".
NOTE: Pending transfer requests will be in the drop down box. The confirmation code is sent to the current administrative contact listed with

the current registrar. For .ORG/.US/.BIZ/.INFO domain names, the current registrant of the domain name can request the “auth info” from the current registrar.

3. Print out the “Transfer Request Submitted Successfully” page for your records.

NOTE: A confirmation email will be sent to the organization contact of the account for which the request was submitted.

Confirming a Transfer Request from Your Customer’s Account

Follow the same steps as confirming a transfer request for yourself but log into your customer’s account.

View Pending Transfers

This is where you view the status of pending transfer requests in your Domain Reseller system. You will be able to list the pending requests, when they were submitted, when the confirmation code was sent, the email address the confirmation code was sent and the number of days remaining for the current registrar to respond to the request.

Viewing Pending Transfers

1. When logged into your account, click “Transfer Domain” then “View Pending Transfers”.

NOTE: The “Confirmation Sent” date and “Email Address” will show the latest date and email address if the confirmation code was sent multiple times. The current registrar has 5 days to respond to a request. The 5 days do not begin until the request is confirmed. If the current registrar does not respond, the transfer is automatically approved. However, most registrars will not let this happen.

Common Problems: Cause – Fix

1. Domain requested for transfer is not a registered domain name
 - The domain name provided is not a valid domain name – Check domain name and resubmit request
2. Failed to confirm request error message
 - Connection to registry is down – Try again at a later time
3. Incorrect confirmation/Authorization code error message
 - The confirmation code is incorrect – Double check the confirmation/authorization code, contact support to have confirmation code resent and/or contact current registrar to confirm authorization code

Payment History

Payment History

This is where you view all the payment transactions submitted through your account. You can sort the domain names in alphabetical order or by payment date. As a Domain Reseller, you will be able to list the payment transactions of your account as well as your customer accounts, the dates of the transactions, the amount for the transactions, the type of credit card that was used, and the last four digits of the credit card.

Viewing the Payment History of Your Account

When logged into your account, click on "Account Management" then "Payment History". You will be able to see all the transactions submitted through your Domain Reseller system.

You are also able to "View Receipts" to see the exact invoice sent to your customers.

NOTE: Transactions that were not submitted through your Domain Reseller system will not be displayed. For example, if a domain name was registered through an account under another Domain Reseller and moved to an account under your Domain Reseller system, you will not see the domain name in that account's payment history.

The screenshot shows the Virtual Registrar Website interface. The main heading is "Virtual Registrar Website". Below the heading, there is a search bar and a navigation menu. The "Payment History" section is active, showing a table of transactions for the domain "imhip.com".

Domain Name	Payment Date	Amount Paid	Card Type	Card Number	Receipt
imhip.com	08/10/2011	\$6.00	Discover	****0068	View
imhip.com	03/30/2004	\$30.00	Discover	*****1257	View
imhip.com	02/07/2009	\$0.00	Discover	*****1111	View
imhip.com	03/08/2011	\$0.00	Discover	*****1111	View

Viewing the Payment History of Your Customer's Account

When logged into your customer's account, click on "Account Management" then "Payment History". You will be able to see only the transactions submitted through that account.

Add/Modify Payment Information

This is where you add, modify, or remove payment information for your account, which is used for "auto-renewals" and the convenient "auto-filling" of payment information for registrations, renewals, transfers, and synchronizations. No emails are sent when payment information is added, modified, or removed.

Adding Payment Information for Your Account

1. When logged into your account, click on "Account Management" then "Payment History". Then choose "Add Payment Information".



The screenshot shows a web browser window with the URL <https://demo.nameservices.net/domainregistration/chgpymt.jsp>. The page title is "Virtual Registrar Website". The navigation menu includes: Home, Manage Accounts, Domain Management, Account Management, Transfer Management, Support, and Logout. The "Add Payment Information" form is displayed, featuring a sidebar with "Payment Options" (Payment History, Add Payment Information, Domain Payment Information, Main Page) and a main form area. The form includes a disclaimer: "* This payment information is not required. This information is used for checkout and automatically renewing a domain name. When registering a domain, you can elect to enter different payment information upon checkout." The form fields are: Payment Method (dropdown menu set to Mastercard), Card Number (text input), Expires (dropdown menu set to January (01) and 2011), Cardholder Name (text input), Billing Address (text input), City (text input), State (checkbox) and Zip (text input). There are "Submit" and "Cancel" buttons at the bottom of the form. The footer of the page reads "Copyright 2011 Virtual Registrar Demo".

2. Enter the credit card information you would like to use for "auto-renewals" and for "auto-filling" of payment information for future transactions from your account then click "Submit".

Adding Payment Information for Your Customer's Account

Follow the same steps as adding payment information for your account but log into your customer's account.

Modifying Payment Information for Your Account

1. When logged into your account, click on "Account Management" then "Payment History", then "Modify Payment Information".
NOTE: "Modify Payment Information" will not be visible unless you have payment information in the account.
2. Change the information and click "Submit".
NOTE: You will be informed the payment information was successfully modified.

Adding Payment Information for Your Customer's Account

Follow the same steps as adding payment information for your account but log into your customer's account.

Removing Payment Information from Your Account

1. When logged into your account, click on "Account Management" then "Payment History", then "Modify Payment Information".
NOTE: "Modify Payment Information" will not be visible unless you have payment information in the account.
2. Check the box to the left of "Click here to remove payment information", then click "Submit". Confirm that you are sure you want to remove the information.
NOTE: You will be informed if the payment information was successfully removed.

Removing Payment Information from Your Customer's Account

Follow the same steps as removing payment information from your account but log into your customer's account first.

Domain Payment Information

This is where you view the payment details of a specific domain name. Since the payment history only shows the transactions submitted through your Domain Reseller system, payment information for domain names that were not registered, renewed, transferred, or synchronized from your system, this option enables you to view the details of the last payment. This option is available only in your account.

Pulling a Domain's Latest Payment Information

1. When logged into your account, click "Account Management" then "View Payment History". Then click "Domain Payment Information" and choose the domain from the drop down box.
2. Choose the domain name from the drop down box and click "Search".
NOTE: Details from "Domain Information" is also displayed through this option.

Account Information

Update Contact Information

This is where you update the contact information for your account as well as all your customer's accounts. The contact information of an account is the WhoIS information for the domain names owned by that account.

Updating Contact Information on Your Account

1. When logged into your account, click "Account Information"
2. Make the necessary changes and click "Submit"
NOTE: You will be informed if the modification was successful and a confirmation email will be sent to the registrant.

Updating Contact Information on Your Customer's Account

As a Domain Reseller, you can update your customer's contact information from your account or from their account.

From Your Account

1. When logged into your account, click "Account Information"
2. Check the box to the left of "Click here if you would like to modify contact information for a customer" and choose the customer account you wish to modify.
3. Make the necessary changes and click "Submit".
NOTE: You will be informed if the modification was successful and a confirmation email will be sent to the registrant.

From Your Customer's Account

Follow the same steps as updating contact information for yourself from your account but log into your customer's account first.

Change Password

There are three ways you can change the password for an account. The first way requires the current password for your account. The other two ways should be used only if you do not have the current password.

Changing Password While Logged Into Your Account

1. When logged into the account, click “Account Information” and then “Change Password”.
2. Enter the current password for the account in the “Old Password” then the new password in the “New Password” and “Verify New Password” fields, then click “Submit”.

NOTE: You will be informed if the password has been successfully changed.



The screenshot shows a web browser window with the URL <https://demo.nameservices.net/domainregistration/chgpass.jsp>. The page title is "Virtual Registrar Website". The page content includes a navigation menu with options like "Manage Accounts", "Domain Management", "Account Management", "Transfer Management", "Support", and "Logout". A search bar is present with the text "Enter Domain Name" and a "Search" button. The main content area is titled "Change Password" and contains the following form:

Account Options

- Update Contact Information
- Change Password
- Change Email Format
- Newsletter Options
- Search for Account
- Account Listing
- Lock/Unlock Account
- Email Listing
- Main Page

Change Password

Username: **livedemo**

Old Password:

New Password:

Verify New Password:

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Changing Password by Logging in with Your Account Challenge Question

1. Go to your Domain Reseller system login page and click the “If you can’t remember your login, click here” link.

NOTE: This is right below the “Login” button

2. Enter the user name OR domain name in the appropriate field and click "Send Email"

NOTE: You will be notified if the password was sent successfully. The system will reset the password for the account associated with the user name OR domain name provided and send it to the organization contact email address for that account.

Changing Password Using the "Send Password" Tool

1. Go to your Domain Reseller system login page and click "If you can't remember your login, click here" link.
NOTE: This is right below the "Login" button.
2. Click the "Click here to login using your question and answer" link.
NOTE: This is right below the "Send Email" button.
3. Enter the user name of the account and click "Submit". You will be prompted with the challenge question for the account. You will be logged into the account if you provide the correct answer.

Change Email Format

This is where you change the format of emails that you receive from the system. You must be logged into that account in order to change the email format.

1. When logged into the account, click "Account Information" then "Change Email Format".
2. Choose either "HTML" or "Text" by clicking the appropriate radio button and clicking "Update Email Format".

Newsletter Options

This is where you subscribe or unsubscribe from the newsletter list. As a Virtual Domain Registrar, you will be able to pull the email addresses of your customers that have subscribed to your newsletter list.

Subscribe or Unsubscribe Your Email Address

1. When logged into the account, click "Account Information" then "Search for Account".
 2. Indicate if you "Would like to receive product updates and other company information?" by clicking on the appropriate buttons and clicking "Update".
-

Search for Account

This is where you search for accounts within your Domain Reseller system. You can search for the accounts in your system through your account. Searches can be done by domain name, user name, or email address.

Searching For an Account by Domain Name

1. When logged into the account, click “Account Information” then “Search for Account”.
2. Enter the domain name in the “Search Criteria” field, click the radio button on the left of “Domain Name” and hit “Search”.

NOTE: This is the same information displayed from the “Domain Information” search option.

Searching For an Account by User Name

1. When logged into the account, click “Account Information” then “Search for Account”.
2. Enter the user name in the “Search Criteria” field, click on the radio button to the left of “User Name”, and click “Search”.

NOTE: This will display some of the information displayed from the “Domain Information” search option.

Searching For an Account by Email Address

1. When logged into the account, click “Account Information” then “Search for Account”.
2. Enter the email address in the “Search Criteria” field, click on the radio button to the left of “Email Address”, and click “Search”.
3. The next page will display accounts that have the email address you provided as the organization contact address, the status of the account, the organization name and the organization contact.

NOTE: If you click on the account user name, the same information from searching for an account by user name will be displayed.

Account Listing

This is where you can list all the accounts within your Domain Reseller system. Domain Resellers that do not have too many accounts should use this instead of the “Search for Account” by user name.

1. When logged into the account, click “Account Information then “Account Listing”.
2. The next page will display your account as well as your customer accounts.

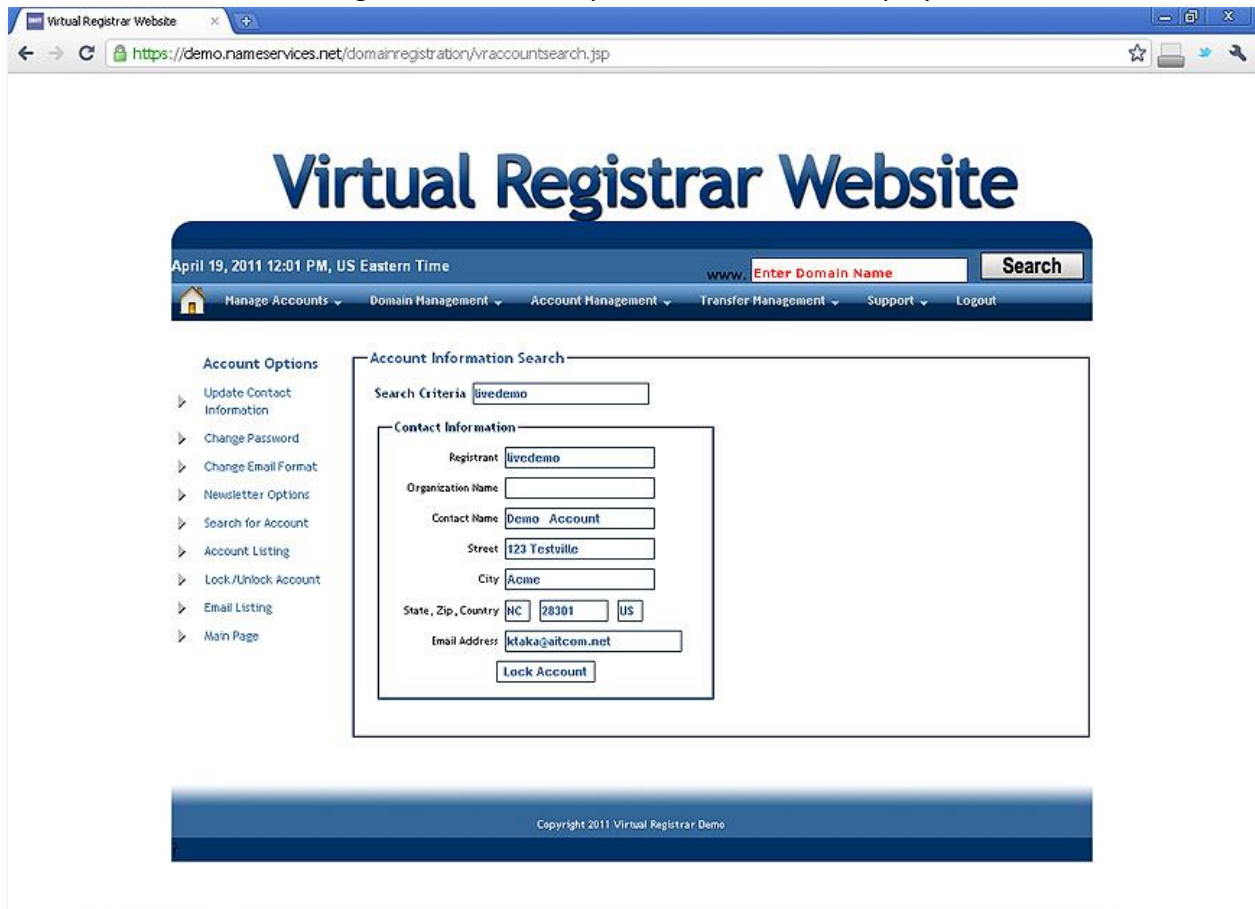
NOTE: If you click on the account user name, the same information from searching for an account by user name will be displayed.

Lock/Unlock Account

This is another area where you can lock or unlock accounts. As a Domain Reseller, you will be able to lock or unlock your customer accounts from your account. If an account is locked, you will not be able to log into the account.

Locking an Account

1. When logged into the account, click “Account Information” then “Lock/Unlock Account”.
 2. Select the account you want to lock from the drop down box and click “Search”.
 3. Verify the information of the account you are locking and click “Lock”.
- NOTE:* You will be informed if the account was successfully locked. You can only lock an account if it is currently unlocked. The same information from searching for an account by user name will be displayed.



The screenshot shows a web browser window with the URL <https://demo.nameservices.net/domainregistration/vraccountssearch.jsp>. The page title is "Virtual Registrar Website". The main content area features a search form titled "Account Information Search". The search criteria is "livedemo". The form includes fields for Contact Information: Registrant (livedemo), Organization Name, Contact Name (Demo Account), Street (123 Testville), City (Acme), State, Zip, Country (NC 28301 US), and Email Address (ktaka@aitcom.net). A "Lock Account" button is visible at the bottom of the form. A left sidebar contains "Account Options" such as Update Contact Information, Change Password, Change Email Format, Newsletter Options, Search for Account, Account Listing, Lock/Unlock Account, Email Listing, and Main Page. The footer of the page reads "Copyright 2011 Virtual Registrar Demo".

Unlocking an Account

1. When logged into the account, click “Account Information” then “Lock/Unlock Account”.
 2. Select the account you want to unlock from the drop down box and click “Search”.
 3. Verify the information of the account you are unlocking and click “Unlock”.
NOTE: You can only unlock an account if it is currently unlocked. The same information from searching for an account by user name will be displayed.
-

Email Listing

This is where you can pull the email addresses of customer accounts within your Domain Reseller system. You can select the type of email address to retrieve – organization/registrar, administrative, technical and billing.

1. When logged into the account, click “Account Information” then “Email Listing”.
 2. Indicate which contact email addresses you want to pull (organization/registrar, administrative, technical and/or billing) by clicking on the checkbox beside the corresponding contact and click “Get Email Listing”.
NOTE: You can pull the email addresses of more than one contact type.
-

VR Settings

Rate Settings

This is where you view the current rates of your services as well as submit a retail rate change request. When a retail rate change request is submitted, a security confirmation code is generated and sent to your organization contact email address on file.

1. When logged into your account, click “Manage Accounts”, “VR Management”, and then “Rate Setting”.
2. Make your desired rate changes on your services and click “Update”.
NOTE: You will be informed the rate request change has been received. Retail rates can’t be set lower than the assigned base rate.

Virtual Registrar Website

April 19, 2011 12:03 PM, US Eastern Time

www.

Manage Accounts | Domain Management | Account Management | Transfer Management | Support | Logout

VR Management

VR Report

Rate Settings

Confirm Rate Change

Update Account Info

Email Settings

Header/Footer

Upload Images

Default Nameservers

Main Page

Rate Setting

Confirm Rate change

Update Account Information

Update VR Email Settings

Update Header/Footer file

Upload Images

Default Nameservers

Enter Rates

	com		net		org		info		us		biz	
	Retail	My Cost	Retail	My Cost	Retail	My Cost	Retail	My Cost	Retail	My Cost	Retail	My Cost
Registration	11.53	10.11	11.53	10.11	11.53	9.68	11.53	9.68	11.53	9.20	11.53	9.20
Renewal	13.03	12.04	13.03	12.04	13.03	12.04	13.03	12.04	12.04	11.94	12.04	11.94
Transfer	10.11	9.68	10.11	9.68	10.11	9.68	10.11	9.68	9.70	9.20	9.70	9.20

Update Reset

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Confirm Rate Change

This is where you confirm retail rate changes you are requesting. The new retail rate does not take effect until the rate change request is confirmed with the security confirmation code that was generated and sent to the organization contact email address on your account.

1. When logged into your account, click "Manage Accounts", "VR Management" and then "Confirm Rate Change".
2. Enter the code you received in the email into the "Confirmation Code" field and click "Submit"

NOTE: You will be informed the rate changes were successfully confirmed.

Update Account Information

This is where you view and/or modify the bank account and routing number for your Domain Reseller account. This information is required for Domain Resellers that will receive commission payments via ACH payment.

1. When logged into the account, click “Manage Accounts”, “VR Management” and then “Update Account Information”.
2. Make the necessary changes in the “Routing Number” and/or “Account Number” fields and click “Update”

NOTE: You will be informed the account information has been successfully modified.

Email Settings

This is the option to view and/or modify the reply to email address and signature file for system notification/confirmation emails sent to your customers. As a Domain Reseller, you will be able to set yourself as the sender of all system generated emails sent to your customers.

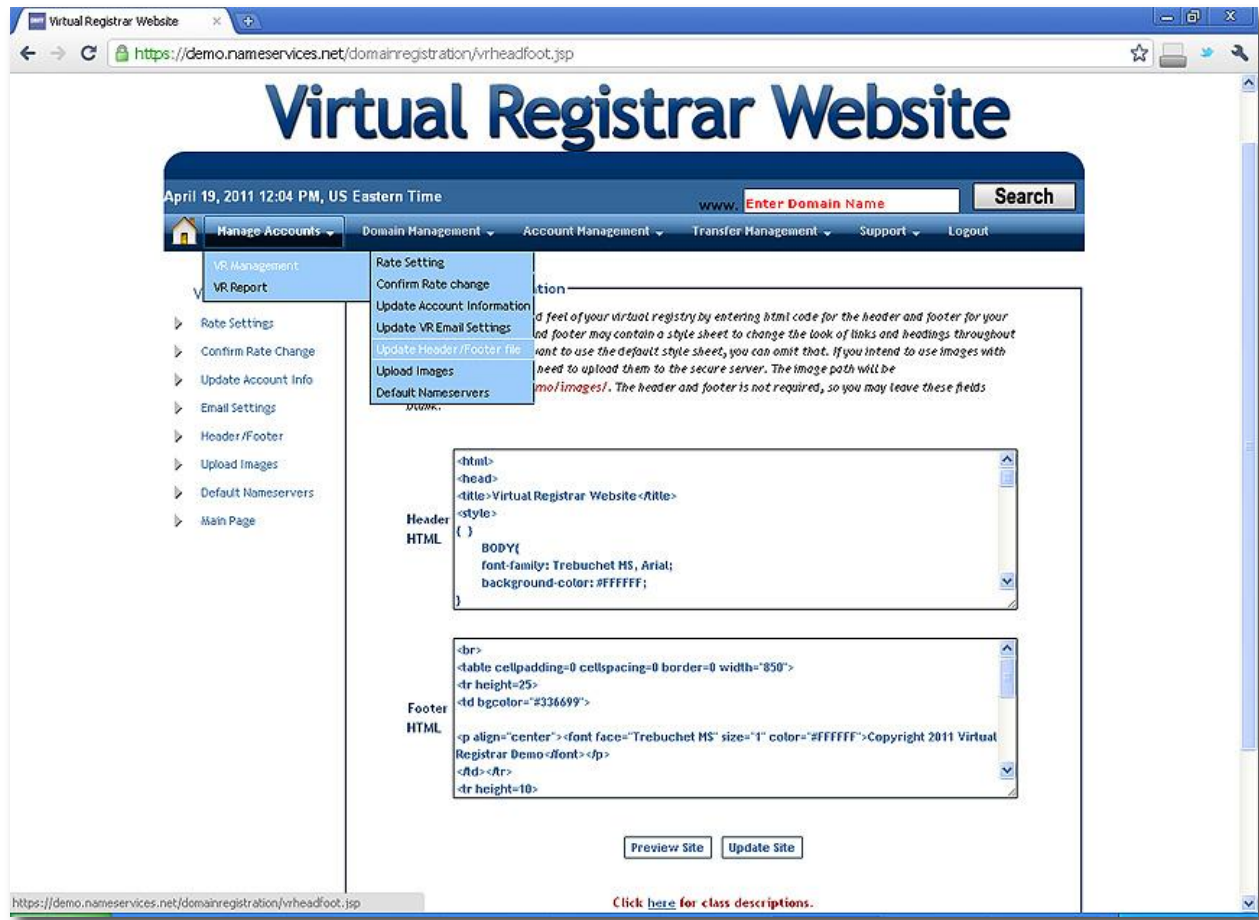
1. When logged into your account, click “Manage Accounts”, “VR Management” and then on “Email Settings”.
 2. Make your desired changes on the “From Address” to change the reply-to email address on the system emails that are sent to your customers and on the “Signature Line” for the signature file that is appended to these emails.
-

Header/Footer

You can customize the look and feel of your Domain Reseller site by modifying the HTML code in the header/footer files and embedding a style sheet within the header/footer file.

1. When logged into your account, click “Manage Accounts”, “VR Management” and then on “Header/Footer”.
2. Make the necessary changes in the “Header HTML” and/or “Footer HTML” fields and click “Update Site”

NOTE: For class description, click the link right below the preview and update buttons. The source for images you want on your header/footer is “*configurations/YOUR_USERNAME/images/*”.



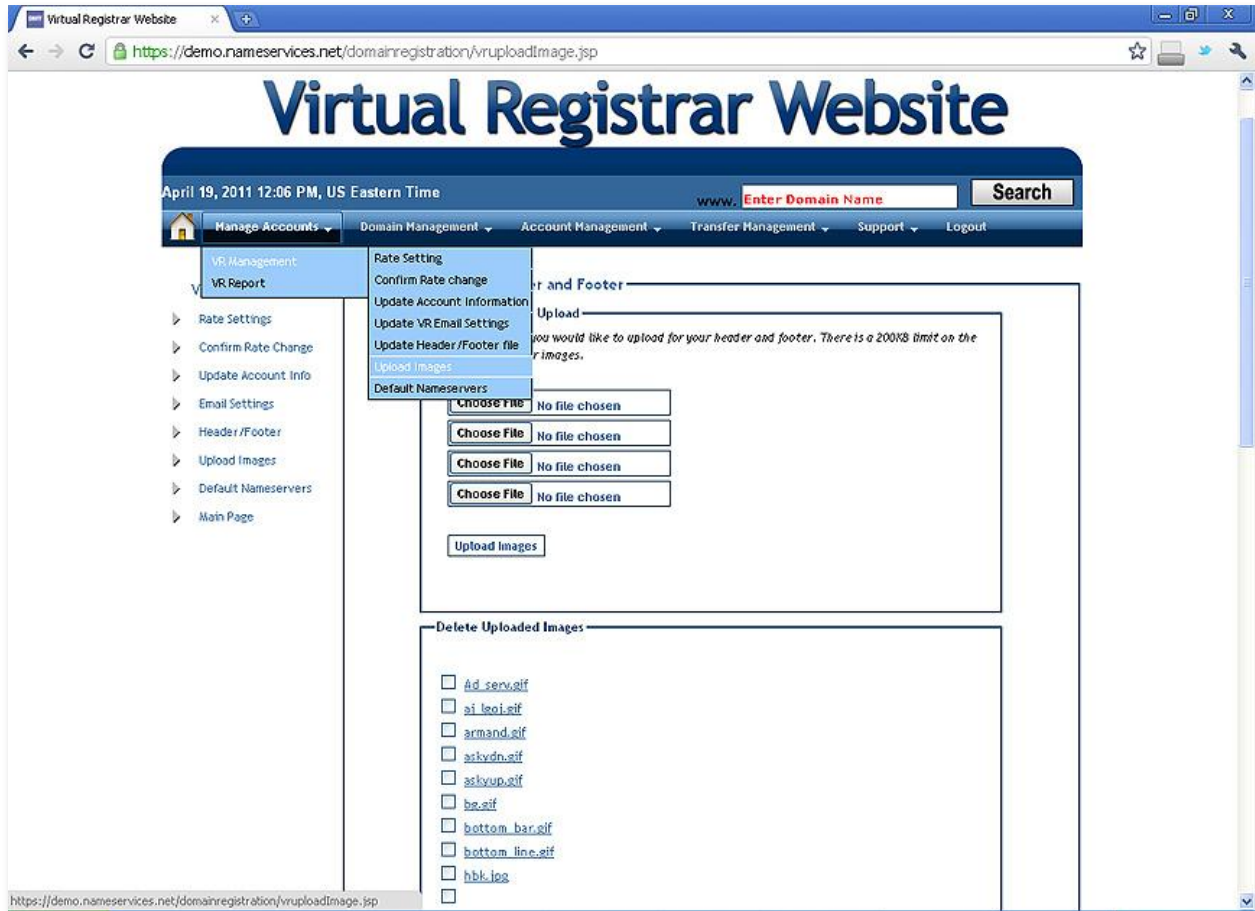
Upload Images

This is where you can upload images to your Domain Reseller account and view the images that are currently there. The images specified in your header and/or footer files do not have to be called from “*configurations/YOUR_USERNAME/images/*” but it must be called securely or users of your site will be displayed a warning that some items on your pages are not secure.

Uploading Images to Your Account

1. When logged into your account, , click “Manage Accounts”, “VR Management” and then on “Upload Images”.
2. Upload the image(s) by clicking on “Browse”, specifying the location of the image file on your local computer, and clicking “Upload”.

NOTE: You can upload up to four images at one time. You can't have more than 200K worth of images. The total size of all the images you have uploaded in your account will be displayed at the bottom of the page.



Viewing and/or Deleting Images in Your Account

1. When logged into your account, click on “Manage Accounts”, “VR Management” and then click “Upload Images”.
2. You will be able to see the images that have been uploaded in your account. To delete them, click on the check box to the left of the images you want to delete and then click “Delete Selected Images”.

NOTE: You will be informed if the image(s) were deleted successfully.

Default Nameservers

This is where you can set default nameserver information for your Domain Reseller system. As a Domain Reseller, you can set your nameservers to be automatically provided for new domain name registrations by you or your customers.

Adding/Modifying/Deleting Your Default Nameservers

1. When logged into your account, click on “Manage Accounts”, “VR Management” and then click “Default Nameservers”.

2. Enter the nameservers you would like to have pre-filled into the nameserver portion of the domain registration process and click "Submit".
NOTE: If you do not have any default nameservers, the fields will be blank. If you have already placed default nameservers, they will be listed in the "Nameserver" fields.



Generate Report

Batch Reports

This is where you can pull all the transactions submitted through your Domain Reseller account within a specified time period. It shows the type of transactions, domain name, expiration date, current status of the domain name, owner, payment date and the payment amount charged.

1. When logged into your account, click "Manage Accounts", "VR Report" then "Generate Reports" and then click "Batch Reports".

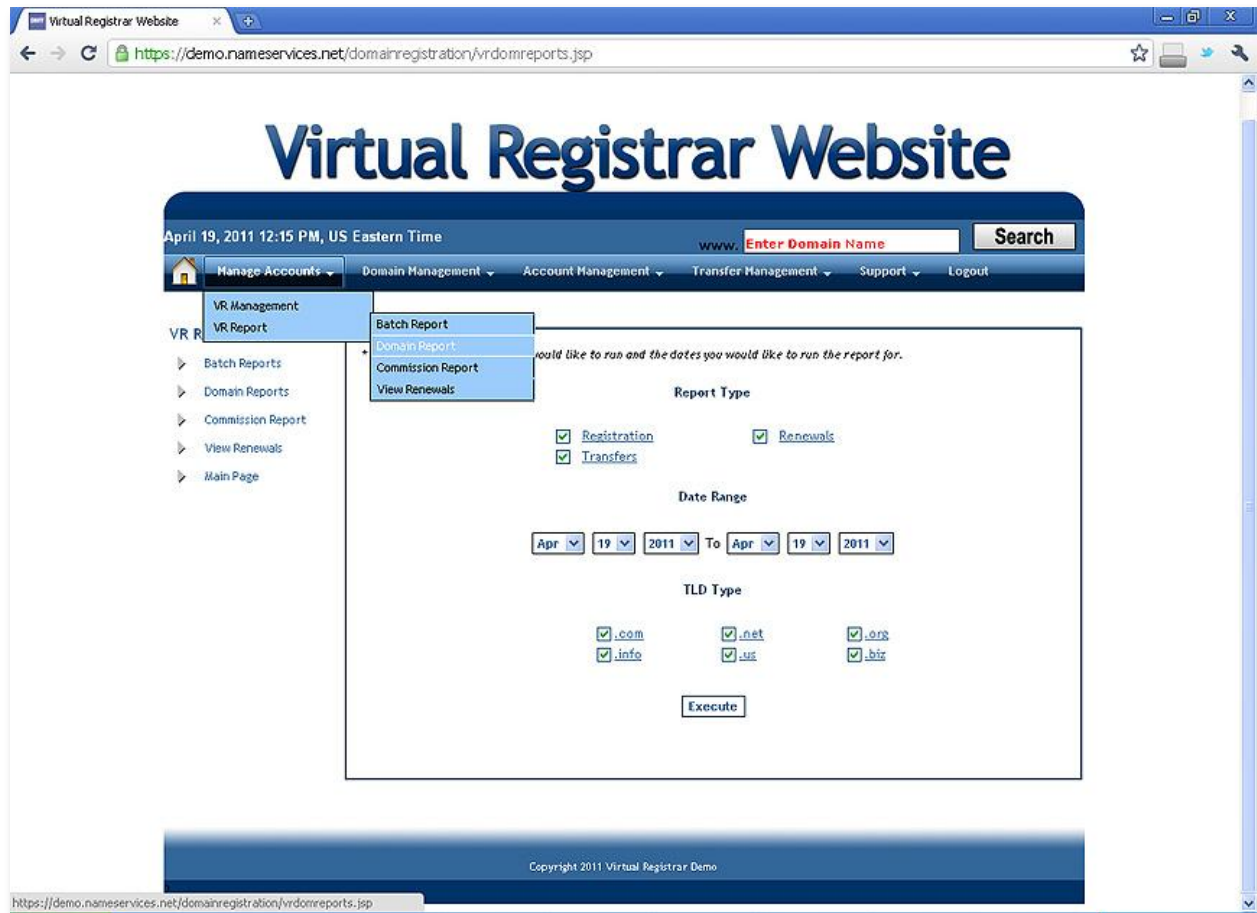


2. Indicate the time period you want to generate the report for by choosing the month/day/year of the begin date and the month/day/year of the end date. Hit "Execute".
NOTE: The default date range is the current day.

Domain Reports

This is where you can perform more specific reports for the transactions submitted through your Domain Reseller account. Reports can be broken down by transaction and TLD type.

1. When logged into your account, click "Manage Accounts" – "VR Report" – "Domain Report".



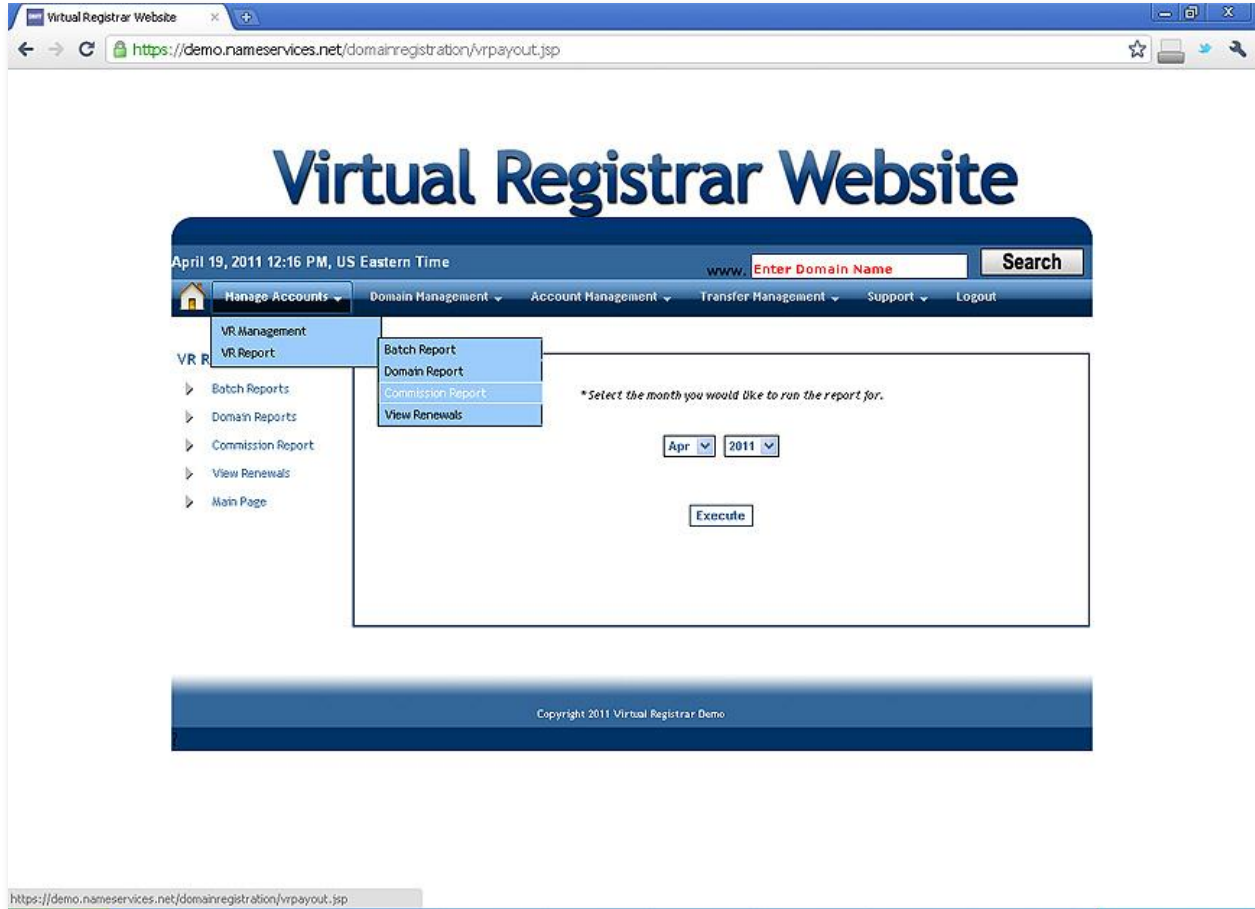
2. Select the type of report you want to generate by choosing the transaction types, TLD and date range you want for the report then click "Execute".
NOTE: By default, all transaction and TLD types are selected and the date range is the current day.

Commission Reports

This is where you can view the current commission amount in your Domain Reseller account. It includes the transaction dates, transaction IDs, transaction type, the total or retail rate, the cost or base rate, the margin or commission, the balance forwarded from the previous month, the total for that month, the \$150 reserve amount, and the commission due as of that month.

1. When logged into your account, click "Manage Accounts" – "VR Report" – "Commission Report".
2. Specify the month and year you want to run into the drop down boxes and click "Execute"

NOTE: You can view the details of a transaction by clicking on the transaction ID.

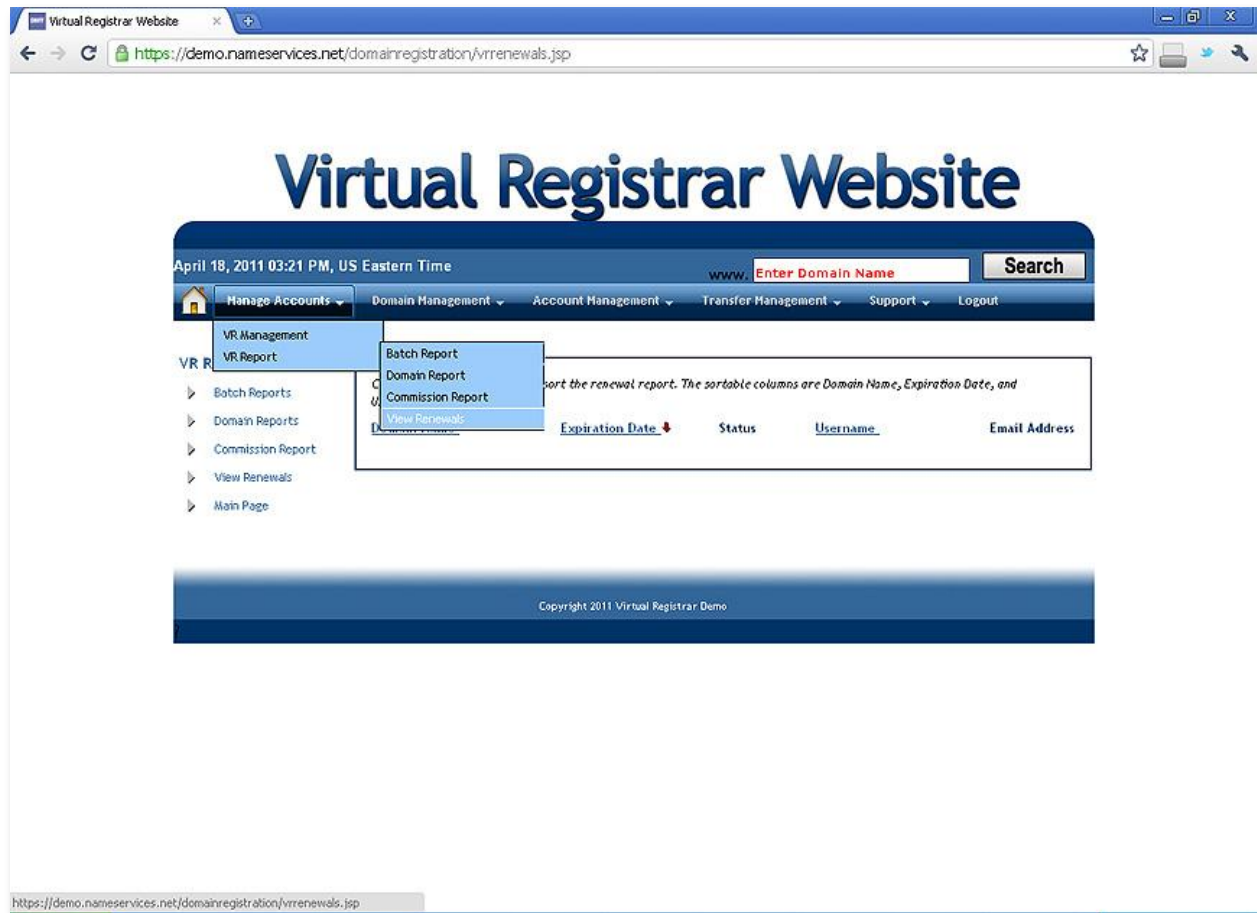


The screenshot shows a web browser window with the URL <https://demo.nameservices.net/domainregistration/vrpayout.jsp>. The page title is "Virtual Registrar Website". The main content area features a navigation menu with "Manage Accounts" expanded to show "VR Report", which is further expanded to show "View Renewals". The "View Renewals" option is highlighted. Below the menu, there is a form with a dropdown menu for the month (set to "Apr") and a dropdown menu for the year (set to "2011"), followed by an "Execute" button. The text "*Select the month you would like to run the report for." is displayed above the dropdowns. The footer of the page reads "Copyright 2011 Virtual Registrar Demo".

View Renewals

This is where you view domain registrations in your Domain Reseller system that are within 60 days of expiring and/or past the expiration date.

1. When logged into your account, click "Manage Accounts" – "VR Report" – "View Renewals".



2. You will see a list of domain names with their expiration date, status, account holder and registrant email address.
NOTE: You can sort the list in ascending or descending order by domain name, expiration date or account holder.

Support

FAQ's

This is where you can view the answers to commonly asked questions. The entries are categorized under the following categories – General, Registrations, Administration and Nameserver modification. This option is also available from the login page.

1. When logged into your account, click “Support” – “FAQ’s”. Click on the question to view the answer.

Sitemap

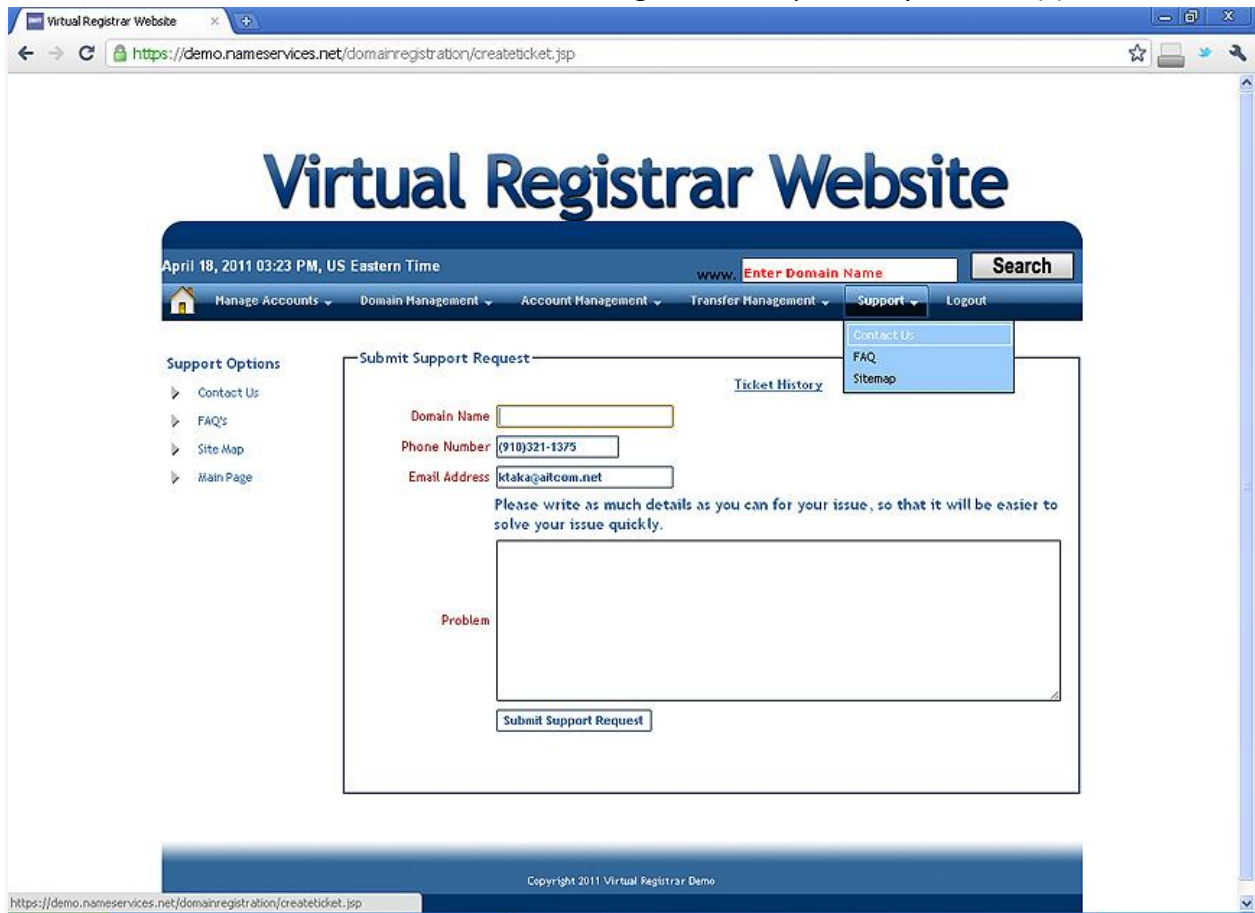
This allows you to view all the options in your account and go directly to a particular function under those options.

1. When logged into your account, click “Support” – “Sitemap”. Click on a link to go directly to the page for that option/function.

Contact Us

This allows you to contact AITDomains support directly. Use this option for Return Authorization Code’s as well as any other account related issues. You are also able to view your “Ticket History” by clicking the corresponding link.

1. When logged into your account, click “Support” – “Contact Us”. Enter your domain name in the field and give a description of your issue(s).



The screenshot shows a web browser window displaying the "Virtual Registrar Website" support page. The page title is "Virtual Registrar Website" and the URL is "https://demo.nameservices.net/domainregistration/createticket.jsp". The page features a navigation menu with options like "Manage Accounts", "Domain Management", "Account Management", "Transfer Management", "Support", and "Logout". The "Support" menu is open, showing "Contact Us", "FAQ", and "Sitemap". The "Contact Us" page has a "Submit Support Request" form with fields for "Domain Name", "Phone Number" (910)321-1375, and "Email Address" ktakaga@com.net. A "Problem" text area is provided for the user to describe their issue. A "Submit Support Request" button is at the bottom of the form. The page also includes a "Ticket History" link and a footer with "Copyright 2011 Virtual Registrar Demo".

Virtual Registrar Website AIT Working Ticket Message

https://order.aitoom.net/aitdomains-support/view-Customer-message.aspx?a=W8FshAgeXm4=&z=M40FsP+6Ccl=&cmd=view

Information	
Ticket # :	[972573]
Domain :	imhip.com
Email :	admin@ait.com
Phone :	
Date received :	4/19/2011 12:22:58 PM
Status :	Open
Action :	Click here to close Ticket

Sequence : 1 Request on 4/19/2011 12:22:58 PM Topic : AITDomains.com Registration

I cannot seem to access my Domain Management Tool. Can you please assist with my login information?
Submitted By : Unknown Unknown

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