BRENDA BREWER:	Good morning, good afternoon, good evening. Welcome to the Not-for-Profit Operational Concerns Webinar #7 on the 14th of April 2021 at 14:00 UTC.
	Today's webinar is recorded. Kindly have your phones and microphones on mute until questions are taken. I will turn the webinar over to Raoul Plommer. Thank you.
RAOUL PLOMMER:	Thanks, Brenda. Hello, everyone. Welcome to the last session of NPOC webinars. As the constituency chair, I'm very happy to have seen so many interested people during these sessions and we've been able to cover many topics, especially relevant to not-for-profit organizations but the to the wider ICANN community as well. I think many ICANNers would actually benefit from this webinar series. And I think everyone who has participated has learned something new. I certainly have. Now I'll turn it to Adam.
ADAM PEAKE:	Thank you, Raoul. Hi, everybody. Yes, it's the last webinar in our series. What we're going to do today is give a quick review of some of the topics that we've discussed in the previous six editions of this, and take any questions you have, provide a general review. We also want to focus a little bit on to two topics. One, Brian will review the Transfer Policy. We have discussed this but there's a policy development process just starting in the GNSO now and the NCSG is taking volunteers to

participate in that process, so we think this is a good one to review. I will give a quick introduction to Universal Acceptance, which I think we'll go into what the issue is but, really, it's one that goes to the core of getting people online, helping use the Domain Name System and use the Internet in local languages, and I think that's a core issue for the NPOC in your community we want to reach. And then after that, we'll go into a review of the previous webinars. So questions, please, and think of those. Over to you, Brian, to kick this off. Thank you very much, everyone.

BRIAN GUTTERMAN: Thank you, Adam. Thank you, Raoul and Brenda, for getting us started here. Good morning. Good afternoon, evening, everyone. We always seem to have people joining as we go here, which is great. I just wanted to give a few reminders at the top here as we have done each webinar about the wealth of resources that are available beyond these presentations. We've gotten everything archived up to this point, the previous six webinars, and the decks are there for NPOC members, for newcomers, for everybody in the community to access on the wiki page. So thank you to leadership and to Maryam and others who have gotten that stuff up.

We'll cover this at the end again, but we wanted to reiterate that there is a wealth of knowledge on ICANN Learn. You've heard about ICANN Learn before. But please, if you have not yet done so and you're interested in more details on all the topics we've covered pretty much, go there and register and check out the library of information, I think you'll be very pleased. In particular, there's a lot of translated content

there so you can go over this content much a bit in your own native language. Icann.org, our homepage, our website, including icann.org/registrants, it's where most of the register content is. Please go there. A lot of that content is translated as well. Remember that these are just snapshots, sort of the beginning, tip of the iceberg of the content and the learning materials that are available to you all to really learn more about the DNS, about the industry, and about how nonprofits, in particular, can responsibly securely register, manage domain names and such.

With that, we are going to begin our sort of review of what we've covered so far with one particular topic which I covered in webinar 3 and 4, I believe. So you can go back for more details on that. I'm not going to go through everything we already covered because that would be redundant. What we wanted to do—and what I mentioned during the previous webinar—was that this topic of the Transfer Policy and upcoming PDP that Adam mentioned, and many of you have seen this through your NCSG NPOC lists that there's a call for volunteers to join a PDP that's about to start to review the Transfer Policy. We thought this was a good way to make a connection between what we are learning about here and something that NPOC and the community can all apply their knowledge into updating this important policy, a policy that's important for all parts of the community, but in particular, for registrants because it's the registrant that has the right to decide if they do want to transfer the domain name. And while it would seem maybe at the surface level to somebody who didn't know about this stuff that this would be something that would be easy to do, there's more than that behind it. It's a bit complicated and I think that some of the goals are to

get it updated with GDPR now with Transfer Policy because there's some complications there that the community and the contracted parties have been dealing with over the last couple of years, obviously. We want to make it easier for registrants but we want to do it in a way that's secure and safe. So it's striking that balance which is actually what the community tries to do as you all know with all the PDPs and policies.

With that, I will ask Brenda to go on to the next slide. I do see a hand raised. It would be fine if we want to take a question. So, Poncelet?

PONCELET ILELEJI: Yes. Thank you, Brian. I have a quick question in terms of reviews in this current PDP process that's about to start. What will you advise someone to start a [batch] review on if the person wants to get involved in this review? What review will you advise them, what documents, before they decide?

ADAM PEAKE: I can try and take that. Poncelet, there's an e-mail that went out, I think it was two days ago, to the NCSG list from Rafael. He's forwarding information from Philippe Fouquart, the chair of the GNSO. It's the call for volunteers for this group. And that explains many of the issues that the group will be considering. Brian will go through some of the details and I will in a moment, but as Brian has just said, it's a very complicated review. It gets into the heart of a registrar's operations, so it is quite specialized. There would be a lot of reading to get up to speed on this one, but we're giving it, really, as an example of an opportunity that's coming up. I think it's going to be a complicated one for the NCSG, so

the NCUC and NPOC, to participate in because of the expertise. But the opportunity is there, not just to be a full member but also as an observer. So there's an opportunity for supporting your NCSG colleagues and a learning opportunity at the same time. I think I can't provide a link to NCSG e-mail but it should be in all your e-mail boxes. I think you probably received that.

PONCELET ILELEJI: We have received that.

ADAM PEAKE: We can make sure that it gets to the NPOC list anyway. Okay. With that, Over to you, Brian. Thanks, Poncelet.

BRIAN GUTTERMAN: Thanks, Poncelet, for that question. Okay. We're going to go over quickly what we went over in the previous webinar. Recalling now that, as a domain name registrant, it is actually one of your rights to transfer your domain name to another registrar or registrant and to have access to the necessary information from your registrar regarding the process for making the transfer, should you wish to do so. This is a right. It's a privilege. Once you register a domain name, if you are unhappy for whatever reason, you want to switch your domain name to a registrar that's more local to you, that is more conducive to your needs, for whatever reason, it is actually your right to do so. Just a couple of rules to start here. This is part of the Transfer Policy, which is the policy that dictates how transfers can be made. And it's a policy obviously that

impacts the registrant first but also the whole industry, the registrars, registries, the resellers, etc.

To protect against unauthorized transfers—so that's another big part of the Transfer Policy and something we try and emphasize to registrants is that, unfortunately, there are times when your domain name can fraudulently be transferred without your consent. So you must be the registrant of record or the administrative contact with the domain name in order to initiate the transfer process. Again, a reminder here—and we'll do more of this in our review—but another reason why it's important to keep your contact information of your registration up to date at all times and to always be vigilant and proactive in checking this information to ensure that you're able to make a transfer, if you wish to do so. Next slide, please.

Okay. So here's the policy in 25 words or less. "Consistent with ICANN's obligation to promote and encourage robust competition in the domain name space, the Transfer Policy," as it reads today, "aims to provide a straightforward procedure from domain name holders to transfer their names from one registrar to another, should they wish to do so. The policy also provides standardized requirements for registrar handling such transfer requests from domain name holders." So that's the operational side. And all of this that you are reading here, this is what's going to be reviewed in this PDP. Next slide, please.

So if you'll recall, we went over a couple of rules from the registrant perspective in our previous webinar about transfers. Again, we wanted to reiterate this because this is sort of a look into the kind of things that will be discussed ad nauseam in great detail by all parts of the

community during the PDP. So you can think about this bit about transfers the same sorts of details about the process of what the registrant has to do, what the roles of the registrars and the registries are. A seemingly simple operation like a transfer of a domain name but you can think about this when you register that the other policies we've talked about, the WHOIS data reminder policy, renewals, things like that, sort of the basic core, sort of domain name management tasks that are dictated by ICANN policies, this is what the community is charged with discussing when we have these PDPs and we look at these policies to review them to make sure they are fair and agreeable to everybody in the community.

A couple of these rules that you might recall. That first rule is you cannot transfer a domain name to a new registrar or registrant within 60 days of making a change to the registered name holder or administrative contact information. So this is a rule that's in place to protect the registrants from having somebody fraudulently accessing their registration details, changing them, and then transferring that name away from the registrar. Thus, unfortunately, sometimes the registrant can lose the domain name there. Again, here's a rule that's sort of in place now and the whole policy will be reviewed in the PDP. Next slide, please. Thank you.

Registrars also have the option of denying a transfer request submitted from the first 60 days of the initial registration of a domain name or within 60 days from when you last transferred it. Again, a reminder and we'll go over this stuff in the review, another reason why it's really, really important for registrants to review the terms and conditions carefully of your registration agreements before you register, so you understand

what policies your registrar have in place, in addition to the consensus policies that are there. The second rule is they have to be a registered name holder or administrative contact for the domain name in order to initiate a transfer request. We went over that earlier. Next slide, please.

Actually, I'll pause here. I do see Judith's hand up. Judith?

JUDITH HELLERSTEIN: Sorry, I'm late. I know there's a lot of also people who signed up with a registrar, a wholesaler through dot com, and the registrar doesn't inform them of their rights under the agreements. They don't get informed about renewals, they don't get informed about anything, and then it's stolen by a host, by a reseller, and they are left in the dark. Is there anything that consumers can do in these situations when the party registrar is not abiding or the wholesaler is not abiding by the rules?

BRIAN GUTTERMAN: Thanks for that question. I went over that a little bit before but—

JUDITH HELLERSTEIN: I missed that.

BRIAN GUTTERMAN: No, no, no. Thank you, Judith. It's a good thing. This is one of the reasons why the policy has been reviewed. I don't know if, Patrick or Adam, you had any immediate reactions to that question. I would just say some of the things we emphasize or, to be proactive, read the

Registration Agreement. These are the sort of the tips that we give to potential registrants before they register, to read the terms of your agreement, to understand what you're getting into when you register a domain name, and to be proactive in communicating with your registrar. And if there is a lack of communication channel there, maybe then you think about changing registrars. Adam or Patrick, I don't know if you have a reply to Judith.

ADAM PEAKE: Well, I think we discussed this a little bit last week, but you're right, Brian. Part of this series has been talking about what to do to make sure that you're getting a registrar that does provide good service, and there have been some examples of that in previous webinars. Overall, the situation you described, Judith, shouldn't happen because this is a violation of the Registrar Agreement, and the agreement that would then be passed on to the reseller. If, and this is perhaps more likely, it's not just the reseller, it's actually somebody who is a consultant ICT-type of provider acting as reseller's reseller, if you like. Then that's when the contracts get problematic and it's difficult. But some of these issues will be addressed in the PDP that we'll come up to in a moment, but it's getting into a very granular issue that the best way to avoid it is actually being thoughtful when you're choosing a registrar, and this is something that we hope will come from the NPOC in the advice that they will be able to give when they're presenting to various NGO communities around the world and it's the sort of thing that will work on after this series of webinars. Thank you.

JUDITH HELLERSTEIN: Yeah. Of course, it's all true that a lot of small businesses don't know this. They want to set up their website for that company and they go resell one, and they don't know what to look for. That's the thing and then get in a situation—and do they file a complaint? But it's a reseller's reseller and so it's like it's all removed because the harm is already done and they lost their site to one of these people who just buy up domains for no reason to resell at higher prices. It's true.

ADAM PEAKE: Right. I hope that the situation you're describing is extremely unusual. I do believe it does happen. And that is, as we're saying, one of the many reasons for doing this series of webinars is to try and help an organization like NPOC be able to create a better informed consumer, if you like, and the consumer in this case would be the not-for-profit organizations that the NPOC is serving. But I do agree with you and we'll try to address it as we go on in the future. I think we better get back to you, Brian, because we don't have too much time on this final webinar. So thanks, Judith.

BRIAN GUTTERMAN: Thank you. Thank you, Judith. Thanks for raising this. The situations you described generally, another good reason for NPOC and NCSG and others in the community to stay engaged with all aspects of what ICANN is doing to try and help these small businesses and whatnot that might be having problems, as you described.

Moving on with the slides here, you'll recall this AuthInfo code, something you need as a registrant to make a transfer its unique code to

identify who the domain name holder is, the registrant, to help prevent unauthorized transfers. Again, I believe the PDP will be looking at this to see if there are ways to do this better, to do this more securely, to do this easier for all parties involved. Just, again, recalling something that's in place now that they're going to be looking at in the PDP. Next slide, please.

Okay. Again, we wanted to give an example of a topic that we went over that will be reviewed. As we've said, there is an upcoming chance for NPOC to participate in this important PDP working group, the Council has recently initiated a PDP to review the Transfer Policy, as we said. There were a couple of sessions on this during ICANN70. The PDP is intended to review key aspects related to inter-registrar and inter-registrant domain name transfers like the Auth code, like I just mentioned, sometimes referred to as the keys to a domain name, change of registrant requirements and Form of Authorization requirements, including compliance to data privacy laws. Again, we wanted to flag this, hope you're all aware, and we encourage you all to get involved in this, if you are able to. Next slide, please.

Again, many of the changes are necessary in response to GDPR, as I mentioned. Our changes needed to improve the ease, security, and efficacy of inter-registrar and inter-registrant transfers. So again, in terms of the ease, security, efficacy, this is the kind of balance that is really everybody is kind of going for in these PDPs, and this is how the multistakeholder model works, that these different expertise and perspectives and views are brought together. Some are looking for security first, some are looking for ease first, some are looking for

operational efficacy. That's why your participation and the whole community's participation is so important.

So the call for volunteers is open now. We encourage you to get in touch with your leadership, if you're interested. Get in touch with ICANN staff with more questions. So I hope that was useful. Next slide, please. I think we may be moving to Adam. Adam? Brenda, thank you.

ADAM PEAKE: I'm sorry. How embarrassing, I was muted. I managed to go through six webinars so far without doing that. So yeah, thank you very much, Brian. What we wanted to do now is to give a quick review of Universal Acceptance. I think this may even be a topic that in the future we want to cover as a standalone topic. There's a lot of interest here and it's very relevant to the NPOC and your members. The next slide, please.

What is Universal Acceptance and the Acceptance Program? The vision, as it says here, is that all domain names and e-mail addresses should work in all software applications. The impact here is to promote consumer choice in the availability of different types of domain names, those domain names that we saw emerging in 2012 with the longer names and different choices of names. And very importantly, also the internationalized domain names where we see the e-mail addresses and URLs for websites in scripts other than ASCII and other than English. So it's incredibly important for people to be able to access content in their own languages and scripts. We're thinking very much about where the next billion, the current billions getting online and using the Internet effectively in their own languages. And there's a URL here for

information about a program, which is the Universal Acceptance Steering Group, and this is a project that ICANN supports but it is pretty much independent with volunteers and staff support and trying to make all of these things work. Next slide, please.

We'll talk about what are we really talking about here? These are the types of domain name that you'll see that are being affected by Universal Acceptance. The effect here is that in some way, they're not being recognized and you can't use them as effectively as you would do a standard ASCII e-mail address like icann.org.

So the examples here are newer type names. You've got here example.sky, where sky is short, it's just three characters, but it's new. In some cases, this might not be recognized by different types of applications and services.

And then there's another example of a newer type of domain name, where it's longer than the traditional three or perhaps four characters that you would see historically in a domain name. Here you have example.abudhabi, where Abu Dhabi used the top level domain name, and of course it's got there nine characters.

And then we have internationalized domain names. The example here is actually in Hindi script, and it says example.india. Don't ask me to pronounce it in Hindi, but I show you that's what it's saying.

Then we see a mixture of internationalized e-mail addresses. Here you see you have ASCII, which is the sort of typical English script, marc@société.org. So we have the European use of accents and so on in the second level name here.

Then there's unicode, which is the encoding for how we represent the scripts in the name itself. So here it's e-mail in Hindi @example.com. So that's the Hindi for the translation to e-mail.

Then you have Unicode. Again, the translation to the internationalized domain name. And this is a coding called punycode, which translates into a system that allows the DNS to recognize these characters. So what you have is Unicode, the representation of the script @ what is example.india again in Hindi. So unicode at IDN.

Then unicode plus an IDN but in a right to left script. This, of course, is for many of the Arabic languages. The example here, instead of being adam@icann.org, it's right to left. So what you're seeing is the top level domain name, the second level domain name, @, and then the address of the person. So what it is moqa.example@e-mail. Anyway, the point is that it's right to left for the Arabic script here and it's not always recognized by different types of programs and applications on the Internet.

So if you imagine you going to a website and you wanted to enter your e-mail address, and you wanted to enter your URL and perhaps your physical address, and so on, and you are using the Hindi script, the first thing that the form has to be able to do is accept it. It has to recognize that you can actually type that into the form itself. The process on that website would then have to validate it. It would have to accept that it's real, it's recognized, and it would have to process it, it has to be able to just store it. Processing being, if you're ordering something, then you have to actually process that order. You need to store it and you need to be able to display it. And all of these things become problems because

people haven't essentially written the programs to accept these different types of scripts and languages. The next slide, please.

Thank you. This is an example of the acceptance of how the e-mail addresses are being accepted in websites globally. This is a survey that the Universal Acceptance team carried out. And you can see that if you are writing right to left, Arabic.arabic@arabic—remembering it's the other way around from how we would typically represent this—the acceptance is actually very low. It's getting a bit better but it's still only around 10%. If you are having chinese@chinese.chinese, again, this is the typical left to right approach, how we would represent myname@icann, for example. This is only a little bit better.

It improves as we go down. So you can see that the new long names are a little bit better and the work is being done as improving this. And then the same with the ascii@ascii with the new short, which was that example of the first one we saw of example.sky. It's almost getting perfect there. But again, it's not perfect, so there is a lot of work to be done and I think you can recognize that this is something that the not-for-profits around the world are going to be interested in, particularly getting their content online and being able to communicate in the languages that are their languages that are their birthright. Next slide, please.

The focus of the work that's being done in ICANN, and this is very much a set of professionals with corporate partners from around the world, all of the domain technology companies that you could think of are participating in this, whether it's Apple or Mozilla and Microsoft, and also many small consultancies and expert working groups, and so on and

so forth. I think there are well over 100 organizational partners involved in this, and of course many volunteers as well. The At-Large Advisory Committee is active in this. The Governmental Advisory Committee is active in this in the form of working groups to try and support the work of Universal Acceptance. It's part of the ICANN strategic plan and we, as the organization, ICANN Org, is supporting this financially and with staffing. The Board oversees the work of the IDNs and the Universal Acceptance Working Group.

So you can see, it is a very significant priority for ICANN, for the staff, the Board, and the community. I think it's going to be an issue that is increasingly important as we go forward, particularly as we think about another round of possible new top level domain names. So it is very much a priority. The next slide, please.

So the people who are involved and we're focusing on to try and get these problems sorted out. Technology enablers, which are the standards making bodies and so on; the developers who are involved in developing and directing applications and how these services are developed so that they can be Universal Acceptance compliant. Organizations and individuals providing software and services. So it's not just for an organization like ICANN becoming compliant itself, it's also all the supply chain of organizations who help us with our IT provision. So, for example, we use spam filters and phishing and security software. It's not just ICANN systems that have to be compliant, it's also our contractors. So this is a chain of organizations that have to all be following acceptable standards. And then government policy makers are incredibly important.

There's some great examples from India where we're seeing government services being pushed out, first through the cities and towns and now into the villages, and they're making information available in all of the Indian scripts. I forget how many there are in total but I think it might be—it's either 9 or 11. So you're seeing a lot of different information from governments, very important information being made available. And when a government makes sure that its services are UA ready, then it's a great boost to making sure that the companies and organizations that are providing those services through procurement are also being UA compliant. So there are a lot of stakeholders involved in this. The next slide, please.

This is where NPOC comes in. As I said, perhaps we would like to think about a webinar in the future where we can get the UA team coming in and talking more about it and the opportunities for you to learn and share information. It's about raising awareness, of course, about the technical problems within different communities. Even help organize training sessions to help fix the problem. There are the different types of work that the community can do, and I think NPOC could be extremely valuable contributor to this.

There are also local initiatives and Universal Acceptance ambassadors. In the GNSO, you might have seen Mark Datysgeld. He's a GNSO councilor and he's also a UA ambassador. He's been an ICANN Fellow and ICANN NextGen. He's from Brazil. As I said, he's on the GNSO Council, so close to you as a GNSO constituency. So there's plenty of places to go and talk to people about how to get involved and for more information. So let's think about how we can take this issue forward in NPOC. The next slide, please, Brenda.

This is how we can get involved. You can look at the documents. They're all on the website, uasg.tech. So they're using a new top level domain name, slightly longer than the legacy but it works. There's a wiki page, of course. There's a way to subscribe to mailing lists and how to register for working groups, and you can get more information from the e-mail addresses you see there. We will talk to the NPOC leadership about a possible future webinar on this. We'll give you a break so there's not another one following next week, but I think this is a good topic to try and follow on from.

Brenda, I think the next slide and we will probably be back to the review unless there are any quick questions on Universal Acceptance. If not, we can move on. Next slide, please.

BRENDA BREWER: There is no next slide.

ADAM PEAKE: Oh, okay. In that case, Brian, my leader, I'm going to pass that over. Where should we go here? Are there any general questions, I suppose, so far from anybody on the call? I will go to my notes and we can take a look at the series as we went through them. So perhaps that's what I can start off with.

BRIAN GUTTERMAN: Brenda, if you could review by topic. Here we are. So, Adam, maybe you can go through the next couple of here, and we'll go quite quickly through this review because obviously we have everything archived and

everything is available, and the full decks and the presentations from the past webinars. So we wanted to go through everything just to remind everyone what we've covered. So, Adam, why don't you take the next couple? Next slide, please, Brenda.

ADAM PEAKE: Thank you. So it was in the other deck. Thank you very much. Sorry about that. So this is essentially how we began. We were talking about an introduction to ICANN and what it is, what we do, and how we do it. I don't think we need to review that. I think you know that it's the multistakeholder community. It's the centralized functions of the assignment of unique names and addresses. In our globally distributed network of tens of thousands of networks around the world, this function is really the main centralized function. It's the thing that makes as a user, the Internet looks to us as if it's a single network, but it's the addressing system, as we heard, is what holds everything together and gives us that seamless global Internet, whether us accessing a website or communicating with a friend or colleague.

Patrick spoke about how the DNS works and DNS resolution systems, how a name is resolved from an Internet Protocol address, which the computers and networks across the Internet use to the domain names that we've been discussing, the names that are memorable for us like npoc.org rather than a more complicated IP address, whether it's shorter IP address like IPv4 or much more complicated and absolutely non-memorable IPv6 address.

Brian spoke as it gave us an introduction to the Registrant Program. Then we looked at ICANN's multistakeholder model and NPOC's place and role as a constituency of the GNSO. Your role as a constituency, alongside the Non-Commercial Users Constituency, the NCUC, in the Non-Commercial House at the GNSO. Your role in policymaking, which, of course, is critical to ICANN, the GNSO being where most of the policy work happens and where the policies that govern the contracted parties and how we use and get our domain names are developed. And that's where we spoke about consensus policies, but we mentioned the picket fence. The consensus policies, being those that the contracted parties have to abide by. An example of that was the Transfer Policy. That's why it's incredibly important. These are policies that will give you consumer protection examples, that will give you consumer protection because you'll be able to retrieve your name, hopefully. The example from Judith notwithstanding, but the idea is that there are policies there to protect you and your rights online, whether it's the right to use a domain name, to hold a domain name and retain it, and for your intellectual property and other things. So these are the consensus policies that bind the contracted parties and the NPOC is part of the process to make sure that these policies are developed in the interest of the global community. The next slide. And if there's anything anybody wants to mention, please stop me. I'm just running through them and trying to give a little bit of an overview. So, trying to watch for any hands that pop up.

This was really the section that Brian led on. I don't know if you want to just quickly bounce through these, Brian, and talk us through a few.

BRIAN GUTTERMAN:	Sure. I'm happy to do that. What I'll do is after we're finished with this sort of rapid review, I think we'd like to give the floor back to Raoul and Ioana and others, and let all you members sort of steer this and let us know where you want it to go.

Again, this is what we went over. Registrant rights and responsibilities, how to register domain names and things to think about when registering. And once you have a domain name, maintaining and managing it securely. If you want to renew it, you will need to renew it depending on the terms of your agreement. And then we learned about some of the consensus policies, rights protection mechanisms included that impact registrants, specifically, and things you should all know. So you'll recall that we covered UDRP, the URS, WDRP, Transfer Policy, ERRP, and other policies. There will not be a test about all these acronyms at the end, but these are some of the policies you should keep an eye on. And again, as we said earlier, the Transfer Policy, a real live example of something that's being reviewed now in a way that you can get involved. Protecting and securing domain names. Next slide, please.

I've put in a few slides here but recalling—and I'd actually encourage you, I'm going to have Brenda just go through these quite quickly because all of these slides can be accessed on your wiki to go back and do more homework and do more research on these things. So we talked about who is a registrant. Next slide, please.

Registrants have rights and responsibilities. Here are the rights and responsibilities. But it's important to note, something we wanted to emphasize, that registrant rights and responsibilities are actually written

into the RAA. And so it's a contractual obligation, the registrars, to grant you these rights and responsibilities. Next slide, please.

So when you register a domain name—"Oh, your website?" Oftentimes registrants, most of the registrants, are confused. They don't know what the differences are. So your domain name registration is not the same as a website or a URL. Again, some of the reminders, again, go back if you want to recall more of this and access the previous decks. We encourage you to do so. Next slide, please.

Some best practices. We went through a lot. Keeping your contact information associated with your domain name registration up to date. Just doing that simple thing can save a lot of headaches later for registrants. So as you're talking to nonprofit registrants, leaders, you can go over some of these things. If you want them to have only two or three takeaways if you're talking to them, whatever, if you're on Zoom or you're participating in an event at a School of Internet Governance, regional or local IGF, and you're talking about these things to registrants who might be participating in those, you can raise some of these things. So understand the terms of your Registration Agreement. Remember, you don't own a domain name, you're just registering it. It's like a lease. You need to renew it before it expires. Next slide, please.

You need to be proactive and vigilant in managing your domain names. We encourage you to be in close touch and have a good communication channel with your registrar. Next slide, please.

Then there's a lot of things you can do to protect it to make it more secure because, unfortunately, there are bad actors in the ecosystem

looking to hijack or transfer your domain name without your consent. So, some tips there specifically about security. Our colleagues from OCTO, David Huberman and Patrick as well, went over some of these things with us. So register with an e-mail address that is not connected to your domain name. Okay. Next slide, please.

Create strong and unique passwords. Sometimes these things seem obvious but they are not. I know I'm a victim of that. Or not a victim but I sometimes use the same passwords for multiple things. Keep your passwords secure, use strong and unique passwords, do not share them. Next slide, please.

Transfer lock. It's something you can ask your registrar about. And be smart about your online behavior, about what you're clicking. Remember that domain name registrants actually are part of the first line of defense of domain name abuse, which is a topic that the whole community is talking about these days. Next slide, please.

Protecting yourself from phishing. So we went over phishing. Carefully review every e-mail you receive. So please go back and look at what we talked about when it comes to phishing. This is more information that I think would be very useful to nonprofit registrants when you are out there representing NPOC as part of the ICANN community, talking to these folks who are managing domain names for nonprofits. Next slide, please.

Again, here's some measures for additional protection. As I mentioned before, being proactive, being careful in treating these domain names as real assets, which is what they are. Next slide.

Okay. I don't know. Maybe, Patrick, you want to just skim through the rest of the topics that we covered the last few weeks.

PATRICK JONES:
Yeah, sure. David Huberman and I provided an overview of DNS privacy and some of the newer protocols such as DNS-over-HTTPS and DNS-over-TLS. We spent some time giving an overview of DNS security extension, so DNSSEC, and how ICANN offers training and support for DNSSEC deployment, and some of the other newer privacy-related technologies that are being developed at the Internet Engineering Task Force. Go to the next slide.

Again, this is a selection of the courses that are available on ICANN Learn. We have some suggested courses that you could continue for your own education for NPOC members. These include Registrant Basics, DNS Fundamentals, Getting to Know the GNSO, Writing for Policy and Public Comment, and an overview of our Organizational and Specific Reviews. These are at learn.icann.org. Next slide, please.

One last new event that is on the calendar, this will be the ICANN DNS Symposium led by our Office of the CTO. This will be on +2 UTC time zone. So if you're in Europe or Africa, it's actually a great time for you to watch this virtual event. It will be from the 25th to the 27th of May. And for this year's theme, it's the "DNS Ecosystem Security: We're all in this together."

Now, these talks are usually brief and highlight new research, very practical issues. While they may be aimed at a technical audience, anyone is welcome to participate and register. Registration is open now

on the ICANN website. If you go to icann.org/ids, you can see the registration link. We look forward to your participation. I think that is it. I will turn it back to Adam. There's a few minutes left for some discussion by NPOC.

ADAM PEAKE: Thank you very much, Patrick. Thank you, Brian. I hope you'll take a look at the courses on ICANN Learn. One I'd like to mention is that there's a policy writing course, how do you contribute to a PDP. This, of course, is again something that NPOC would be wanting to do because you want to contribute to the policy development process. The other thing about this is that it was actually a course that was initiated and created by the NCSG and they did so through support from an Additional Budget Request. Now, the Additional Budget Request process—you're probably aware of, and I'm sure the leadership is—is a way to get support for activities and projects. So it's not open at the moment, it'll start towards the end of the year. It's well worth keeping an eye on and thinking about other courses that you would like to develop for your community, something that you can put into ICANN Learn, it might be based on what we're doing here. But it's a way of promoting, of course, NPOC as the owner of these types of materials, but also working with staff, working with others, your own team, your own members, so then you can develop content that's relevant directly to your community. So that might be something, again, we can we can take forward, Raoul, Ioana, and Caleb in particular. Also we'd be very interested in your thoughts about the Universal Acceptance. But generally, any questions? Thank you very much. This has been a really enjoyable set of webinars to work

on with everybody. So yeah, thank you. Any questions anybody? Any comments, Raoul and team?

RAOUL PLOMMER: I think Ioana was going to wrap up the session and tell us a little about the certificates.

IOANA STUPARIU: Hi, everyone. Nice to see and hear you again. I've been watching and listening, this is the last webinar. I'm very excited about what we've done and I'm happy to see that there's the same people that attended all seminars. I know for sure that some of those that cannot or could not attend live some of the series have watched them on the wiki, so I'm very glad that they were useful for participants.

I think on behalf of NPOC, I can say that we are very happy with the result. I think this was a good series of webinars, useful for the members. We want to thank you very much for all your help and support because I think that's the most important. You are here, you supported us. You are very responsive to our needs, our questions. Thank you.

We look forward to organizing the next series as soon as we decided it's time to do that, of course, because what will happen next is that we will have an internal review, we will consult with the members on what other topics they would like to get covered, whether there's some adjustment that needs to be done to the format, I don't know, maybe

have shorter series or every two weeks. We're going to see how to best serve the needs of our community.

And of course, I know that we've discussed this, how to use all these great webinars later on, because they will be posted on the wiki but we would also like to get some materials done from the content of it. We are going to continue the conversation separately on this so that we don't overburden now the group and the list.

On the certificates part, because I know that some people have been asking us about it. We promised from the beginning that those that have attended all the seminars will receive a certificate of completion, because this was thought and designed from the beginning as a full series. If there's anyone that has done all the webinars or would like to receive a certificate even if you've done only six of them, for instance, we have an e-mail address that I encourage you to write to us so that we can prepare the certificates for you using your correct spelling of the name so that we don't make any mistakes. It's important that it's something that's correct, so please just write us a very short e-mail, "Hi, it's me. I wanted the certificate to be delivered for this person. This is the full name and the organization," and that's it.

I'm going to write now in the chat—and hoping that the chat will be saved, and I know from the past webinars that they are saved—this is the e-mail address. Just in case you don't get this but those watching us will see it, you can also write to any of us to me, to Raoul, to Caleb. I'm sure that if you contact any of us, we will direct you to the right person. So this is about the certificates. We are going to have them done and get back to you with the certificates.

Meanwhile, if you have any questions, any feedback, other concerns, you know where to find us. If not, on the NPOC mailing list, at this e-mail address, or just contact any of us and we will make sure that your concerns or feedback are addressed.

I'm wondering if my colleagues would also have anything to add, because if not, we are almost at the end of our session and of our series. I have Adam here. Yes, I see a hand up. Hi, Adam, and thanks for closing this.

ADAM PEAKE: Yeah. Thanks, Ioana. Thank you very much. I've enjoyed it. And I think there might be a last slide just to finish off, I'm not sure. It's really just to say thank you. Thank you particularly to Brenda for making everything happen, it's been superb. Thanks for your support, to Maryam. To David Huberman, who can't join us today, he was going to join and got a call to a session. It conflicts that he has to chair, I'm afraid. To Jonathan Denison, Brian's colleague. And thank you to all of you for joining. So thank you very much. Perfect timing on the last one. We've got about no seconds left. So, thank you, everybody, and we look forward to the follow up. Thank you and goodbye. Thank you.

BRIAN GUTTERMAN: Thank you, everyone.

ADAM PEAKE: Cheers. Thank you. Bye.

RAOUL PLOMMER: Bye.

ADAM PEAKE: And I'll put my hand down.

UNIDENTIFIED MALE: Thank you all. Bye. Brilliant.

ADAM PEAKE: Thank you. Bye.

[END OF TRANSCRIPT]