



# **DNS MANAGEMENT SELF SERVICE WEB PORTAL USER GUIDE**

## **Purpose and Objectives**

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



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## DNS Management Portal Functionality

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

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

### **Customers with DNS Management Self Service access can:**

- Grant customer access on customer DNS Management Self Service
- Delete customer access
- Reset customer password
- Modify Domain Name records
- Add Domain Name records

### **Customers with DNS Management Self Service access cannot:**

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

## Requesting Web Portal Access

### **Who Can Request Access?**

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

### **How to Request Access?**

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

## Finding a Domain Name

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

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Administrators | List and Search | Records | My Account

Domains | IP Ranges | Suspended Domains

List and Search >

**Domains**

Add Filter: --- starts with [ ]

Domain	Status	Type	Creation Date	Export Date	Exported By
sample-corp.com	Active	Primary	2018-Jun-01 10:39		

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

## Viewing Domain Name Information

Online Manager

Administrators | List and Search | Records | My Account | Domain sample-corp.com

### Domain sample-corp.com

Domain	sample-corp.com
Status	Active
Type	Primary
Creation Date	2018-Jun-01 10:39
Export Date	
Exported By	
	[ <a href="#">Show current WHOIS information</a> ]
	[ <a href="#">Show DIG information</a> ]
	[ <a href="#">Show domain contents</a> ] [ <a href="#">Show domain change history</a> ]
	[ <a href="#">Edit domain records</a> ]

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



## Zone File Change

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

### Create Record

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Create Record for sample-corp.com

\*Line Type

\*Type

Create

- A
- A6
- AAAA
- CERT
- CNAME
- HINFO
- KEY
- LOC
- MX
- NAPTR
- NS
- NSAP
- NXT
- PTR
- RP
- SIG
- SRV
- TXT
- TXT (SPF)
- WKS

## Create the Record Configuration

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**Create Record for sample-corp.com**

\*Line Type

\*Type

**Description** The A record is used to map hostnames to an IP address of the host. The record data contains a 32 bit Internet address in a quad dotted decimal format.

E.g.

```
www IN A 192.168.1.1  
www IN A 192.168.1.2
```

To divide requests amongst servers, it is possible to set multiple A records to different IP addresses. This technique is known as "round robin DNS".

\*Record

TTL

Class IN

\*IPv4 Address

Comment

\*Active

**Create**

## Unauthorized Special Characters

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



## Commit a Zone File Change

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

How to proceed:

**Zone file sample-corp.com**

[ [View zone file](#) ] [ [Show domain info](#) ]

*Domain	sample-corp.com
*Type	Primary
*Status	Active
*Revision	1.0

Row	Record	Class	TTL	Type	Record Data	Edit
	\$TTL		86400			<a href="#">View</a>
<a href="#">Add</a>	@	IN		SOA	ns0-s.dns.pipex.net. hostmaster.uk.uu.net. (2018060102 8h 2h 31d 30m)	<a href="#">View</a>
<a href="#">Add</a> <a href="#">Delete</a>						
<a href="#">Add</a>	@	IN		NS	ns0-s.dns.pipex.net.	<a href="#">View</a>
<a href="#">Add</a>	@	IN		NS	ns1-s.dns.pipex.net.	<a href="#">View</a>
<a href="#">Add</a> <a href="#">Delete</a>						
<a href="#">Add</a> <a href="#">Delete</a>	@	IN		MX	50 mail.domain.com.	<a href="#">Edit</a>
<a href="#">Add</a> <a href="#">Delete</a>	@	IN		MX	100 backup.domain.com.	<a href="#">Edit</a>
<a href="#">Add</a> <a href="#">Delete</a>						
<a href="#">Add</a> <a href="#">Delete</a>	@	IN		TXT	"XXXXX"	<a href="#">Edit</a>
<a href="#">Add</a> <a href="#">Delete</a>						
<a href="#">Add</a> <a href="#">Delete</a>	localhost	IN		A	127.0.0.1	<a href="#">Edit</a>
<a href="#">Add</a> <a href="#">Delete</a>	www	IN		A	172.30.187.97	<a href="#">Edit</a>
<a href="#">Add</a> <a href="#">Delete</a>						

[Export zone](#) [Reload zone from DNS](#)

[ [View zone file](#) ] [ [Show domain info](#) ]

1. Once record changes are complete, click the Export Zone button to commit changes to the DNS Server.



## Other Self-Service Access

### Admin Login

You can create an additional administrative login as a backup.

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

The screenshot shows the Verizon Online Manager interface. At the top left is the Verizon logo. To its right is the text "Online Manager". Below this is a red navigation bar with tabs: "Services", "List and Search", "Records", "Zones", and "Service U142365". Underneath the navigation bar, there is a breadcrumb trail: "Service Details" (with a dropdown arrow) and "Customer Access Points" (highlighted in a grey box). Below the breadcrumb trail, there is a dotted line and the text "DNS Services (read/write) > Service U142365 >". The main heading is "Customer Access Points". Below this heading is a list of three links:

- [DNS Service Management/no grant \(customer U142365\)](#)
- [DNS Service Management/read only \(customer U142365\)](#)
- [DNS Service Management/with grant \(customer U142365\)](#)

3. Select an access point. The *Add Administrator* screen appears. You can create three levels of user access:
  - **No Grant** – write access without administrator access.
  - **Read Only** – read-only access.
  - **With Grant** – can create other user access and reset password. The password is random and generated automatically.

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**Administrators** | Domains | IP Ranges | My Account

[Add Administrator](#)

[Administrators](#) >

### Add Administrator

\*First Name

\*Last Name

\*Login @dns-selfcare

\*Authorization

**Create**

4. Enter the *First Name*, *Last Name*, and *Login*.
5. Select the authorization level from the drop-down list.
6. Click **Create**.

## Reset Password

You can reset other users' password.

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

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Administrators Domains IP Ranges

Add Administrator mary.simpson@dns-selfcare

[DNS Service Management/with grant \(customer U142365\)](#) > [Administrators](#) >

### mary.simpson@dns-selfcare

\*Status: Active

\*First Name: Mary

\*Last Name: Simpson

\*Authorization: Unrestricted

Login: mary.simpson@dns-selfcare

Update Delete

Yes, I'm sure.

Reset Password Generate Random Password

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

## Delete a User

You can remove user access.

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

The screenshot shows the Verizon Online Manager interface. At the top, there is a navigation bar with tabs for Administrators, Domains, and IP Ranges. Below this, there is a breadcrumb trail: [DNS Service Management/with grant \(customer U142365\)](#) > [Administrators](#) > **mary.simpson@dns-selfcare**. The main content area displays the user's details in a form:

- \*Status**: Active (dropdown menu)
- \*First Name**: Mary (text input)
- \*Last Name**: Simpson (text input)
- \*Authorization**: Unrestricted (dropdown menu)
- Login**: mary.simpson@dns-selfcare (text input)

Below the form, there are three buttons: **Update** (red), **Delete** (black), and **Reset Password** (black). To the right of the **Delete** button is a checkbox labeled "Yes, I'm sure." Below the **Reset Password** button is a link that says "Generate Random Password".

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



## Questions/ Problems

### What To Do If a Domain Name Is Missing?

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

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

### Any Questions?

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

## DNS Support Email Addresses

Austria: [dns-support@at.verizon.com](mailto:dns-support@at.verizon.com)

Belgium: [dns-support@be.verizon.com](mailto:dns-support@be.verizon.com)

Denmark: [dns-support@dk.verizon.com](mailto:dns-support@dk.verizon.com)

Finland: [dns-support@fi.verizon.com](mailto:dns-support@fi.verizon.com)

France: [dns-support@fr.verizon.com](mailto:dns-support@fr.verizon.com)

Germany: [dns-support@de.verizon.com](mailto:dns-support@de.verizon.com)

Ireland: [dns-support@ie.verizon.com](mailto:dns-support@ie.verizon.com)

Italy: [dns-support@it.verizon.com](mailto:dns-support@it.verizon.com)

Netherlands: [dns-support@nl.verizon.com](mailto:dns-support@nl.verizon.com)

Norway: [dns-support@no.verizon.com](mailto:dns-support@no.verizon.com)

Portugal: [dns-support@pt.verizon.com](mailto:dns-support@pt.verizon.com)

Spain: [dns-support@es.verizon.com](mailto:dns-support@es.verizon.com)

Sweden: [dns-support@se.verizon.com](mailto:dns-support@se.verizon.com)

Switzerland: [dns-support@ch.verizon.com](mailto:dns-support@ch.verizon.com)

UK: [dns-support@uk.verizon.com](mailto:dns-support@uk.verizon.com)



## Service Assurance User Guides Library

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

### General Customer Training Information

Go to our [Customer Training Portal](#)\* to enroll in training or to download other user and reference guides.  
\*Registration is required

### Verizon Enterprise Center

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

### Getting started on Verizon Enterprise Center

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



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