

# • PLATFORM USER GUIDE MY.LU/ONLINE



You have chosen online management offered by the Restena Foundation's registrar for your .lu domain name(s) and we thank you for your trust!

Before going any further, we recommend that you follow these tips to help you manage your account.

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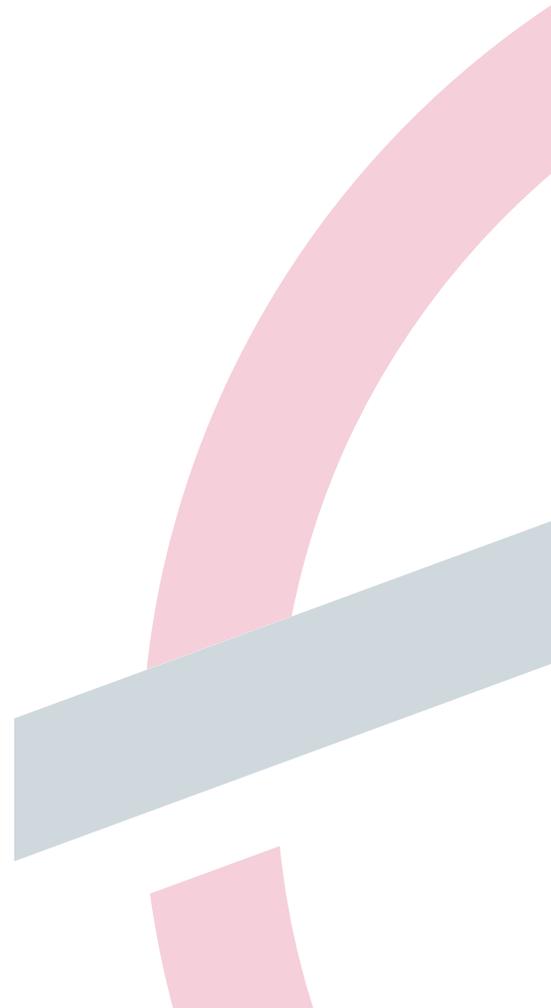
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# GENERALITIES

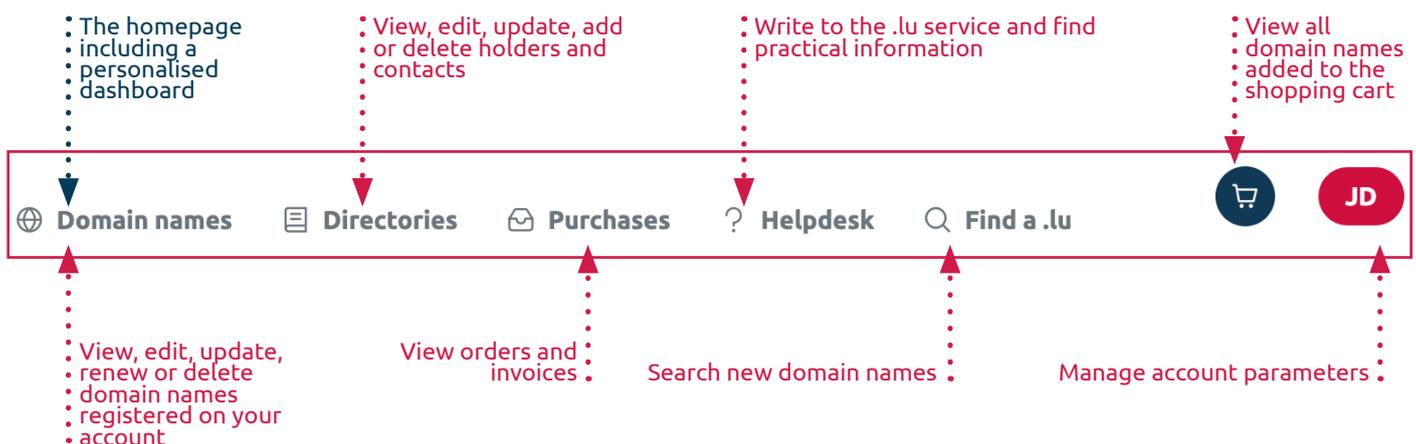
## Role of an account manager

As an account manager on the online .lu domain names registration and management platform, you have a crucial role.

- You register and manage via your account domain names on behalf of one or more domain name holders.
- You register, edit data and assign to every domain name registered on your account, the holders and any administrative, technical and invoicing contacts.
- You register and guarantee the accuracy of the technical data required for the correct operation of the domain names registered on your account.
- You register and guarantee the accuracy of the data related to your account.
- You receive all email notifications sent by the platform (renewal notices, reminders, technical errors, etc.)
- You pay all fees relating to domain names registered on your account.

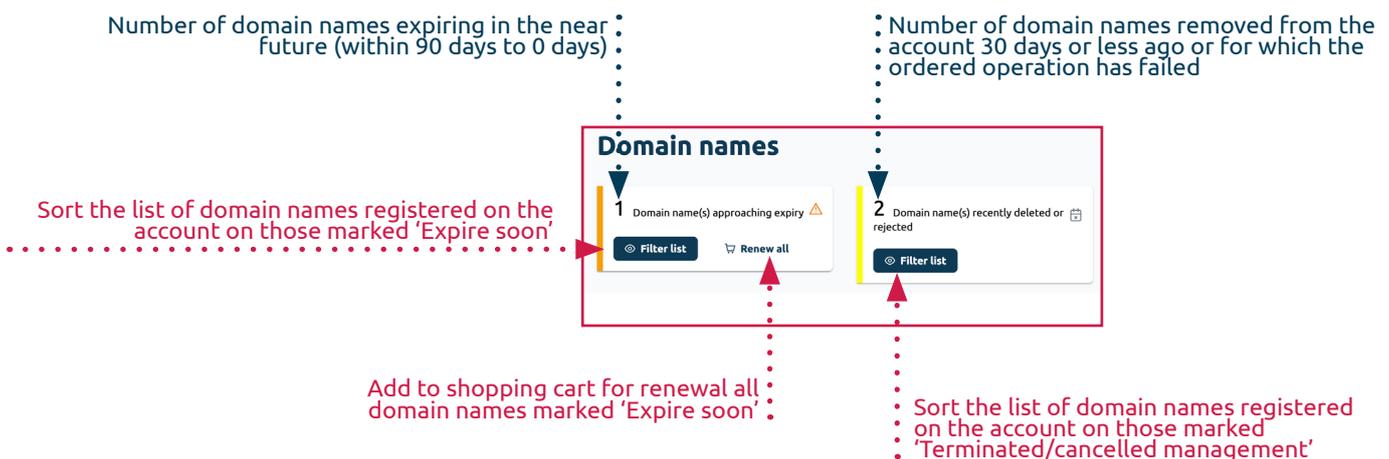
A manager centralises all needs for the account management, related domain names, holders and registered contacts.

## Account composition



## Account dashboard

The section 'Domain names' is the homepage when connecting to an account. This webpage includes a dashboard highlighting domain names that require special attention.



## Operations on an account

Detailed procedures for each of these operations can be found on the my.lu website, in the Online Management section.

### • Operations on a domain name

<https://my.lu/en/online-management/my-domain-name>

- **Registration (chargeable operation):** registering a .lu domain name for one or two years.
- **Activation / Deactivation:** making your domain name available or 'hidden'.
- **Renewal (chargeable operation):** renewing your .lu domain name's registration when it expires for one or two years.
- **Deletion:** releasing a .lu domain name before its expiry.
- **Restoration (chargeable operation):** recovering ownership of a .lu domain name within 30 days after its deletion, including a one-year registration.
- **DNSSEC protection:** securing a .lu domain name by implementing DNSSEC technology.
- **Trade (chargeable operation):** changing the holder of one of a .lu domain name or becoming the holder of a .lu domain name held by someone else, including a one- or two-year registration.
- **Transfer (chargeable operation):** transferring the management of a .lu domain name to Restena's registrar including a one- or two-year registration.

### • Operations on DNS information

<https://my.lu/en/online-management/my-dns-information>

- **Zone hosting:** connecting the authoritative name servers offered by the .lu registry to your domain name.
- **Server configuration:** configuring at least two DNS servers connected to your .lu domain name.

### • Operations on holders and contacts

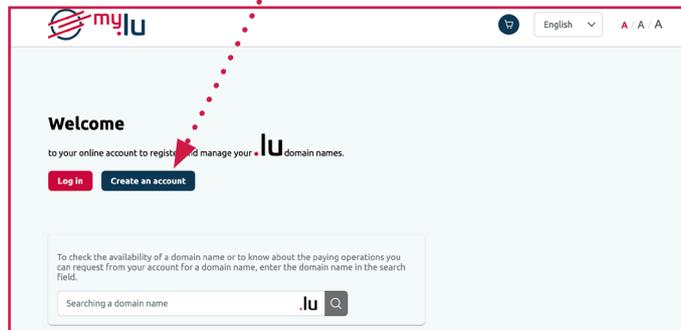
<https://my.lu/en/online-management/my-holders-and-contacts>

- **Modification / mise à jour de contacts:** changing contact information or replacing administrative, technical or invoicing contacts in a .lu domain name.
- **Modification / mise à jour de titulaire:** changing entered contact details for a .lu domain name holder (change of telephone number, email or physical address).

# CREATE AN ACCOUNT

Account creation uses two-factor authentication. Access to the account requires two proofs of identity: the first is based on the last username and password combination and the second is based by default on a one-time code sent by email. That second proof can be replaced by one of the other authentication methods offered on the platform (see page 10).

- From the my.lu/online webpage, click on 'Create an account'.



- On the page 'Create your account', fill in the appropriate fields:

- .. your first name,
- .. your last name,
- .. your email address.

Then define and enter in the appropriate fields:

- .. your username,
- .. your password.

When you have finished, click on 'Creation'

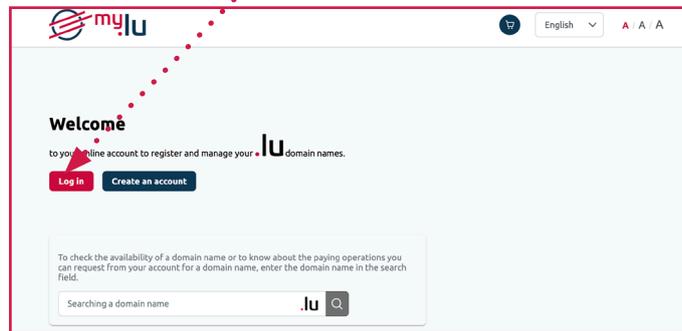
- Read the terms and conditions of the online platform for the registration and management of .lu domain names, and, if you agree, click on the button 'Accept and continue with account creation'.

- A window is displayed. You are asked to go to your mailbox, corresponding to the email address you provided earlier. Go to your mailbox and click on the link to verify your email address, or copy and paste it into your browser.

- Your account is personal!**  
To avoid fraudulent identity theft, do not use generic email addresses such as info@.
- Do you manage domain names for several customers and want to have one account per customer?**  
You can create and manage as many accounts as you like from a single email address. There is no limit to the number of accounts you can create for an email address on the platform, only the user's last name must be unique.
- Protect the access to your account!**  
Do not pass on your account details and keep them confidential.

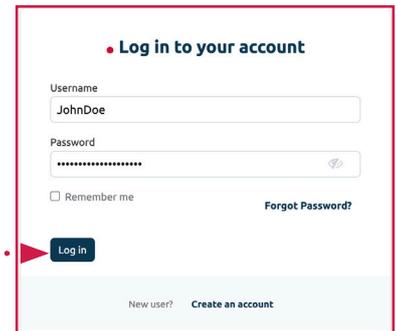
# LOG IN TO AN ACCOUNT

- From the my.lu/online webpage, click on 'Log in'.



- On the page 'Log in to your account', fill in the appropriate fields:
  - .. your user name,
  - .. your password.

When you have finished, click on 'Log in'.

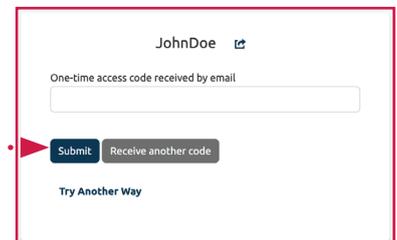


- **If you have not configured additional authentication (so called two-factor authentication)**

**Your account is secured by a one-time code sent by email (default security)**

.. A window opens and requires you to enter a one-time access code received by email. This code is sent to the email address you provided when you created your account.

.. Go to your mailbox and copy or paste the code into the appropriate field, then click on 'Submit'.

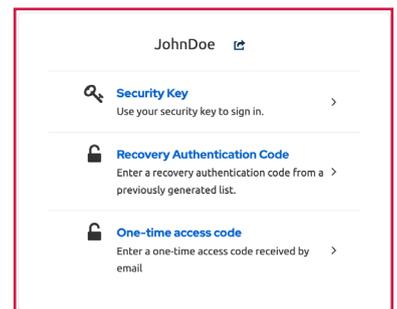


- **If you have configured additional authentication (so called two-factor authentication)**

You need to log in using one of the authentication methods you want to use.

.. A window opens and lists the authentication(s) you have configured for your account.

- .. Click on the authentication method you want to use.
- .. Follow the instructions on your screen.



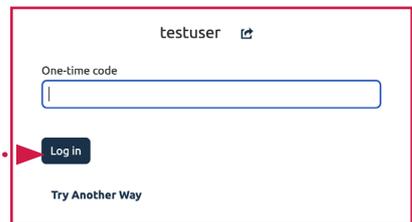
**. If your account is secured by a temporary code generated by an application (TOTP)**

- .. Open the authentication application specified on your account:
  - ... Google Authenticator,
  - ... Microsoft Authenticator,
  - ... Free OTP.

.. Get the temporary code displayed in the application (the code generation process being specific to each application, it is not detailed in this guide).

.. Enter the temporary code in the 'One-time code' field.

.. Click on 'Log in': .....

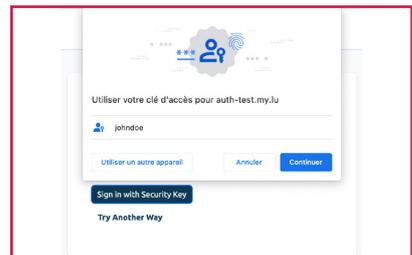


**. If your account is secured by a security key**

Logging in to your account depends on the hardware on which you have configured your security key:

- .. your phone or tablet,
- .. your computer,
- .. a USB security key.

The login process is therefore not detailed in this guide.



**. If you want to use one of your recovery codes**

.. Recover the recovery authentication codes from the safe place where you saved them when you generated them.

.. Copy the required recovery authentication code and paste it in the field 'Recovery code #1'.

.. Click on 'Log in'. .....



# VIEW AND MANAGE ACCOUNT INFORMATION

The details and settings of a management account are listed and can be modified via the red button at the top right of the navigation bar (next to the shopping cart).

## Manage account data and settings

At a glance, you can view the manager data and display settings for your account. Only the display settings can be changed directly on your account.

The screenshot shows the account management page for John Doe. Annotations include:

- Account manager's initials:** JD
- First name and last name of the account manager:** John Doe
- Go to the authentication settings for your account:** Managing my authentication
- Account manager identifier:** Identifier: johndoe
- Primary email address of the account manager:** Primary email address: john.doe@email.lu
- Secondary e-mail address of the account manager - if provided - Information not required:** Secondary email address: No secondary e-mail address has been provided
- To delete or modify account data, contact Restena via the 'Messages' subsection.** (Note in a blue box)
- Select the language in which your account is displayed (English or French):** Language: English
- Select the character size from the three available options:** Font size: A / A / A
- Log out of your account:** Log off

Two callout boxes provide additional information:

- Dark blue circle:** The registrar uses the primary and secondary e-mail addresses to send you all automatic notifications needed for domain names management.
- Red circle:** Send a message to the registrar via your account's messaging system (see page 31) to change or delete your account details (identifier, primary and secondary e-mail addresses).

## Manage account authentication

The settings specific to the account are to be modified via an external interface – outside the management account – specifically designed for authentication purposes. This interface can be accessed via the 'Managing my authentication' button.

The screenshot shows the 'My account management' page with three main sections:

- Personal information:** Manage your basic account login information: email address, first name, last name and display language. Annotation: Manage your account details used for authentication to your account.
- Account security:** Control your password and account access. Sub-sections include Signing in and Device activity. Annotations: View your authentication method and change it if needed; View the activity of devices connected to your account and disconnect them if desired.
- Helpdesk:** Find out why and how to change your login details using two-factor authentication. Annotation: Get information on the interface and authentication methods.

## • Modifying your personal information

In the 'Personal information' section, manage your personal information used for authentication to your account.

Account username *(required to log in to your account)*

Change the email address *(needed to log in to your account)*

Change your first name

Change your last name

Select the language for displaying emails and your account login screens *(English or French)*

The screenshot shows the 'Personal information' page. On the left is a navigation menu with 'Personal information', 'Account security', and 'Helpdesk'. The main content area is titled 'Personal information' and includes instructions: 'Manage your basic account login information: email address, first name, last name and display language.' Below this, it states 'All fields are required.' The form has five input fields: 'Username' with the value 'johndoe', 'Email address' with 'john.doe@email.lu', 'First name' with 'John', 'Last name' with 'Doe', and a dropdown for 'Language for displaying emails and login screens' set to 'English'. At the bottom are 'Save' and 'Cancel' buttons.

## • Modifying your account security

By default, the second authentication factor assigned to your account is the one-time access code. This second factor can be changed at any time in the 'Account security' section, sub-section 'Signing in'. There you can also configure your recovery codes.

The screenshot shows the 'Signing in' page under 'Account security'. It has a sub-section 'Signing in' with the instruction 'Set up authentication methods to access your account.' There are four main sections: 
 1. 'Basic authentication' with a 'Password' section showing 'My password' and 'Created May 16, 2023 at 4:50 PM' with an 'Update' button.
 2. 'Additional authentication (a.k.a. two-factor authentication)' with a 'Temporary code generated by an application (TOTP)' section and an 'Add' button.
 3. 'Recovery authentication codes' with an 'Add' button.
 4. 'Security key' with an 'Add' button.
 Red dotted arrows from external text point to the 'Update', 'Add', 'Add', and 'Add' buttons respectively.

Update the account's access password

Configure an authentication application

Generate recovery codes

Configure a security key

• The **one-time access code sent by email** is automatically configured and generated. You don't need to do anything to configure this option.

• **You want to configure a temporary code generated by an application (TOTP)**

.. The 'Mobile Authenticator Setup' page opens on your screen, do not close it.

.. Open (and install if necessary) the authentication application of your choice.

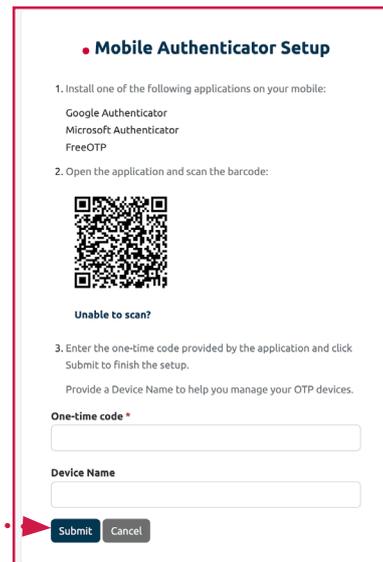
.. Using your authentication application, scan the QR code displayed on the screen on the 'Mobile Authenticator Setup' page. (If you are unable to scan, click on 'Unable to scan' and follow the on-screen instructions).

.. Follow the instructions provided by your application until you receive a temporary code.

.. Enter the temporary code in the 'One-time code' field.

.. Enter the name of the device on which you manage access to your account under 'Device name'.

.. When you have finished, click on 'Submit'.



• **You want to configure a security key**

.. From the page 'Security Key Registration', click on 'Creation'.

The process of creating a security key is subject to information transmitted by, and specific to, your browser. They are therefore not detailed in this guide

*You can repeat this process for as many security keys as you want to associate with your account.*

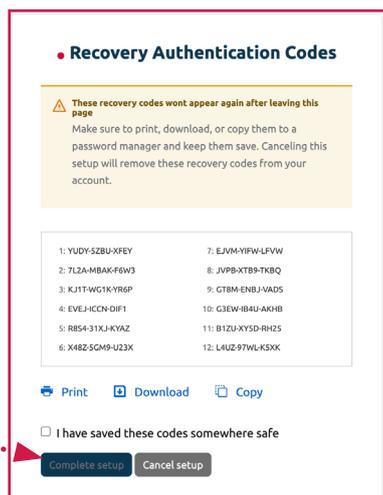
• **You want to configure recovery authentication codes**

.. From the 'Recovery Authentication Codes' page, print, download or copy (and paste) the recovery authentication codes in a safe place, such as a password manager.

.. Tick the box 'I have saved these codes somewhere safe'.

.. Click on 'Complete setup'.

*You can regenerate new recovery authentication codes at any time.*



You can configure some or all of the authentication methods and, for some of the methods, configure several types of authentication.

## Two-factor authentication options

- **One-time access code sent by email** (default option): the manager receives a one-time access code sent by email.
- **Temporary code generated by an application (TOTP)**: the manager scans a barcode via an authentication application (Google Authenticator, Microsoft Authenticator or Free OTP).
- **Recovery authentication code** (in the event of loss of access to the other second factor): the manager uses one of the 12 one-time emergency codes generated on demand and valid only once.
- **Security key**: the manager encodes a physical security key on his phone, tablet, computer and/or USB security key (Yubikey, TouchId, Passkey, etc.)



## DELETE AN ACCOUNT

An account can only be deleted if the list of domain names is empty and if all orders have been finalised.

To delete your account, contact the Restena Foundation's registrar directly via your account messaging system.

Before deleting your account, make sure you have downloaded all the invoices generated on your account!

# VIEW AND MANAGE DOMAIN NAMES

All the domain names registered on your account are listed in the 'Domain names' section. There you can view, edit, update, renew or delete your domain names.

## Domain name list

The list of domain names displays important, evolving, and personalised information for each of the domain names registered on the account up to 30 days after the end of their management via the online account.

The screenshot shows the 'Domain names' section of a web interface. At the top, there are two summary cards: '1 Domain name(s) approaching expiry' and '0 Domain name(s) recently deleted or rejected'. Below these are search and filter options, including a search bar and a 'Sort by' dropdown set to 'Domain name - ascending order'. The main list contains two entries:

Domain name	Holder	Registration status	Expiration date	Alert
monnomdedomaine.lu	Titulaire Du Nom / A private person (natural person)	Active	10 Dec 2023	Expire soon
unautrenomdedomaine.lu	Doe Jane / A private person (natural person)	Reserved Pending	21 May 2024	

Annotations with arrows point to various elements:

- Search a domain name in the list (points to the search bar)
- The domain name (points to the domain name in the list)
- The holder assigned to the domain name (points to the holder information)
- The domain name delegation status ('Active' or 'Reserved' status only) (points to the status icon)
- The expiration date of the domain name (points to the expiration date)
- An alert on a domain name (if relevant) (points to the 'Expire soon' alert)
- The domain name registration status (points to the 'Reserved Pending' status)

## Domain name delegation status

- **Active:** the domain name is accessible on the Internet.
- **Hosted-zone:** the domain name is accessible on the Internet using the DNS servers (name servers) provided on the platform (zone hosted on the authoritative DNS servers of Restena).
- **Reserved:** the domain name is not accessible on the Internet.

## Domain name registration status

- **Registered:** the domain name is registered and managed by the manager on her/his account.
- **Rejected:** the ordered operation has failed (the transfer and/or trade failed, or another person registered the domain name before you were able to finish your transaction).
- **Deleted:** the domain name has been removed from the online account (i.e. you have expressly deleted the domain name or the administrative contact has validated a transfer request to another account or registrar).
- **On hold:** there is an ongoing dispute regarding the domain name, its management is limited by the registrar.
- **Pending:** the changes made to the domain name are being registered, traded or transferred.

## Individual management of domain names

From the list of domain names, you can individually manage each of the domain names registered on your account. To do this, click on the domain name you want to edit or simply view.

The screenshot shows the management page for the domain **unautrenomedomaine.lu**. The interface includes a header with the domain name, a status bar showing 'Reserved' and 'Pending', and a table with columns for 'First registration' (23 Oct 2023) and 'Expiration date' (21 May 2024). Below this are tabs for 'Contacts', 'Delegation', 'DNS Zones', 'Orders', and 'Management'. A right-hand panel displays the 'Holder' information for 'Doe Jane', including address and email, with a 'See holder details' link and a 'Change the holder (ordering a trade)' button.

Annotations with arrows point to various elements:

- The expiration date of the domain name**: points to the 'Expiration date' field.
- The date of first registration of the domain name in the account**: points to the 'First registration' field.
- The holder assigned to the domain name**: points to the 'Holder' section.
- View and edit the holder's detailed contact information**: points to the 'See holder details' link.
- The domain name delegation status**: points to the 'Reserved' status.
- The domain name registration status**: points to the 'Pending' status.
- View and edit the administrative, technical and invoicing contacts assigned to the domain name**: points to the 'Contacts' tab.
- View and edit server and delegation information for the domain name**: points to the 'Delegation' tab.
- View all orders and invoices related to the domain name**: points to the 'Orders' tab.
- View and edit DNS zones assigned to the domain name (if the zone is hosted on the platform)**: points to the 'DNS Zones' tab.
- Manage the life cycle of the domain name**: points to the 'Management' tab.
- Change the holder assigned to the domain name ('trade' operation)**: points to the 'Change the holder (ordering a trade)' button.

When the 'Expire soon' alert is assigned to a domain name in the list of domain names, a selection of administration options is displayed on the domain name page.

The screenshot shows the management page for the domain **monnomdedomaine.lu**. The status is 'Hosted-zone'. The 'First registration' is 10 May 2023 and the 'Expiration date' is 10 Dec 2023. Below the status bar, there is a 'Change domain name status' link and two buttons: 'Renew this domain name' (with a shopping cart icon) and 'Let expire'.

Add to shopping cart the 'Renewal' operation for the domain name

Inform the registrar that you do not want to receive emails inviting you to renew the domain name.

## Domain name alerts

- **Expire soon**: the domain name expires within 90 days to 0 days. The account manager can renew it by clicking on the 'shopping cart' button displayed next to the alert.
- **Terminated/cancelled management**: the domain name has been removed from the account less than 30 days ago or the registration has failed. In the first case, the account manager can potentially restore it. To be sure, the manager needs to view the domain name details. If the 'Restore the domain name' button is displayed, the domain name can be renewed by clicking on it.

## • Contacts assigned to a domain name

On the 'Contacts' tab, accessible from a domain name, view and edit the administrative, technical and invoicing contacts assigned to the domain name.

The administrative contact assigned to the domain name

Assign another administrative contact to the domain name from the contacts registered on the account

Access the details of the administrative contact assigned to the domain name

The technical contact assigned to the domain name

Assign another technical contact to the domain name from the contacts registered on the account

Access the details of the technical contact assigned to the domain name

The invoicing contact assigned to the domain name

Assign another invoicing contact to the domain name from the contacts registered on the account

Access the details of the invoicing contact assigned to the domain name

Save the changes you have made

Assign an administrative contact not registered yet on the account to the domain name (create a contact)

Assign a technical contact not registered yet on the account to the domain name (create a contact)

Assign an invoicing contact not registered yet on the account to the domain name (create a contact)

Contacts created via the 'Contacts' tab of a domain name are automatically added in the 'Directories' section (see page 21).

## • Servers and delegation of a domain name

On the 'Delegation' tab, accessible from a domain name, view and modify the server and delegation information for the domain name.

Switch the delegation status of the domain name to 'Active'

Switch the domain name delegation status to 'Reserved'

Switch the domain name delegation status to 'Hosted-zone' (only if the domain name is activated)

Enter the details of your own DNS servers (only if the domain name is not 'Hosted-zone')

Check that your DNS servers are working properly (only if the domain name is not 'Hosted-zone')

Add an additional DNS server (name server) (only if the domain name is not 'Hosted-zone')

Confirm DNSSEC authentication of the domain name

Enter the DS record already assigned to the domain name

Add an additional DS record already assigned to the domain name

Save the changes you have made

A domain name hosted on Restena's authoritative servers automatically benefits from the configuration of its DNS servers and DNSSEC protection.

monnomdedomaineen.lu

Reserved First registration 16 May 2023 Expiration date 11 Jun 2024

Change domain name status

Holder: Doe Jane (A private person (natural person))

Boîte postale Rue et numéro du titulaire 4865 Esch-sur-Alzette Luxembourg janedoe@email.lu

See holder details

Change the holder (ordering a trade)

Contacts Delegation DNS Zones Orders Management

DNS server and DNSSEC record configuration not enabled. If entered, no details of your DNS servers (name servers) and Delegation Signer - DS registrations are enabled.

Do you want to activate monnomdedomaineen.lu?

Yes, I want to communicate as soon as possible through this domain name

No, I don't want to go online immediately

Do you want to host your zone on Restena's authoritative DNS servers (name servers)?

Yes, I want to connect my domain name to the DNS servers provided on the platform

No, I already have DNS servers to link to the domain name

Fill in the details of your DNS servers (name servers)

DNS server (name server) #1

DNS server (name server)

DNS server (name server) #2

DNS server (name server)

+ Add another DNS server (name server) Check the DNS servers (name servers)

Do you want to configure DNSSEC records?

Yes, I use DNSSEC authentication to protect my domain name and would like to fill it in

No, my domain name is neither signed nor protected by DNSSEC.

Enter your Delegation Signer - DS registrations

Delegation Signer - DS #1

Delegation Signer - DS

+ Add another Delegation Signer - DS

Do you really not want to protect the DNS content related to your domain name?

DNSSEC technology is one of the most advanced technologies for protecting your domain name against, in particular, attacks to hijack domain names.

Are you sure your domain name is not already DNSSEC signed? Without this information, you run the risk of experiencing an interruption to do not benefit from the protection offered by DNSSEC.

Have you ever considered implementing the DNSSEC protocol on the infrastructure hosting your DNS servers? You would benefit from additional security against fraud risks, particularly services, and data transmitted over your domain name are sensitive.

Save

**DNSSEC technology is one of the most advanced technologies for protecting your domain name against, in particular, attacks to hijack domain names.**

DNSSEC (Domain Name System Security Extensions) technology authenticates DNS records using cryptographic keys to ensure that each domain fits perfectly into a trusted chain within the tree of the Internet-based naming system. It offers a solution to guarantee data integrity, so the legitimacy and non-alteration of the outcome of the resolution process.

The root zone of the .lu is updated 24/7 – at each full hour.

## • DNS Zones of a domain name

On the 'DNS Zones' tab accessible from a domain name, view and edit the DNS records related to the DNS servers assigned to a domain name, except for two NS registrations and one SOA registration, automatically configured by the registrar for every domain name.

### • If the domain name is not hosted on the platform (delegation status 'Active' or 'Reserved')

The 'DNS Zones' tab only allows you to prepare your data for possible future hosting on the platform. The zone assigned to your domain name is managed directly by your current DNS host, if you have one.

### • If the domain name is hosted on the platform (delegation status 'Hosted-zone')

The 'DNS Zones' tab is where you can add, then edit and delete the additional registrations required for the domain name to function properly.

DNS record Time to Live (TTL) : DNS record data

DNS records automatically configured by the registrar cannot be edited or deleted.

DNS record type

The name of the DNS record

The status of actions processed on the DNS record

Edit or delete a DNS record

Add a new DNS record

Export all DNS records associated with the domain name in .txt format

Publish changes made to DNS records

monnomdedomaineen.lu

Reserved | First registration 16 May 2023 | Expiration date 11 Jun 2024

Change domain name status

Contacts | Delegation | **DNS Zones** | Orders | Management

DNS records configuration not enabled. The configured DNS records will only be valid if you associate the domain name with the DNS servers (name servers) provided on the platform.

Label	Record type	Time to Live (TTL)	Data
@	NS	86400	nspub-eu.dns.lu.
@	NS	86400	pdns-test.dns.lu.
@	SOA	43200	pdns-test.dns.lu. domreg@dns.lu. 16901896...
@	TXT	43200	Ce nom est a Jane Do

Added

+ Add another DNS records | Export DNS records

Why it is important to configure DNSSEC records?

You are hosting your zone on Restena's authoritative DNS servers (name servers). A DNSSEC key is automatically generated and new related DS records is automatically entered into your account after the successful confirmation of your hosting. However, if you already use DNSSEC authentication to protect your domain name, do not forget to ensure the continuity of DNSSEC protection! To do this, integrate your existing DS record(s) and keep them for at least two days (48 hours).

Publish

## Status of actions for DNS records

- **Added:** the DNS record has been added to the zone file but has not yet been published in the DNS.
- **Changed:** one or more data entries regarding the existing DNS record in the zone file has been changed, but the changes have not yet been published in the DNS.
- **Deleted:** the DNS record has been deleted from the zone file but has not yet been unpublished from the DNS.

• **Purchases linked to operations on a domain name**

On the 'Orders' tab accessible from a domain name, view orders and invoices related to the domain name.

The order amount (including VAT) for the domain name :

The order status of the domain name :

The order date for the domain name

The order number for the domain name

The invoice date for the domain name

The invoice number for the domain name

The invoicing contact – as recorded in the account when the order was placed – on whose behalf the invoice for the domain name is addressed

The invoice status for the domain name

The invoice amount, including VAT, for the domain name

**monnomdedomainee.lu**

Reserved | First registration: 16 May 2023 | Expiration date: 11 Jun 2024

Change domain name status

Contacts | Delegation | DNS Zones | **Orders** | Management

**Order(s) related to this domain name**

12 Jun 2023 DNSLU-0735	€74.37	Closed
08 Jun 2023 DNSLU-0713	€24.79	Failed
22 May 2023 DNSLU-0629	€74.37	Closed
16 May 2023 DNSLU-0593	€24.79	Closed

**Invoice(s) related to this domain name**

16 May 2023 DNS101305/2023/1611	Doe John Luxembourg	€24.79	Paid
26 May 2023 DNS101305/2023/4075	Doe John Luxembourg	€99.16	Paid

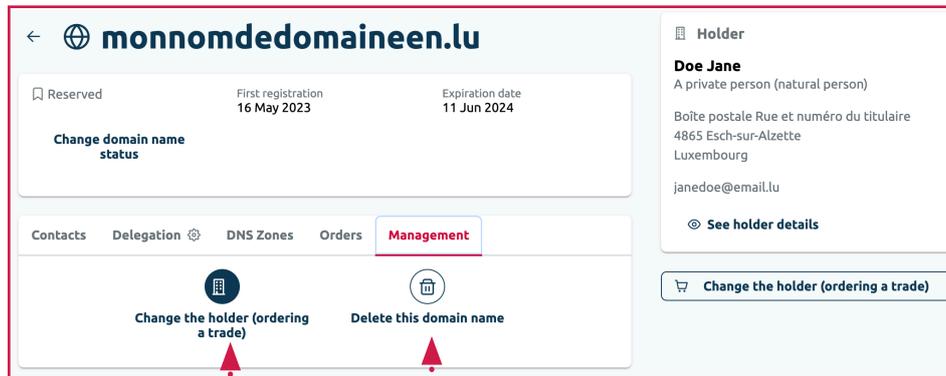
**Holder**  
Doe Jane  
A private person (natural person)  
Boite postale Rue et numéro du titulaire  
4865 Esch-sur-Alzette  
Luxembourg  
janedoe@email.lu

See holder details

Change the holder (ordering a trade)

## • Managing the lifecycle of a domain name

On the 'Administration' tab accessible from a domain name, manage the life cycle of the domain name.



Change the domain name holder

Delete the domain name

### Administration options for a domain name

- **Change the holder (order a trade):** the manager can change the holder assigned to the domain name.
- **Renew this domain name:** if the domain name expires in 90 days or less, the manager can renew it.
- **Delete this domain name:** the manager can delete the domain name from their account (only if the domain name's status record is not 'Deleted', 'Pending' or 'On hold').

# VIEW AND MANAGE CONTACTS

All the contacts registered on your account are listed in the 'Directories' section, sub-section 'Contacts'. There, you can view, edit, update, add or delete your contacts.

There are three contact roles on the management platform: the administrative contact, the invoicing contact and the technical contact.



## Administrative contact

- They are legal representatives of the [domain name](#) holder
- They appoint the technical and invoicing contacts
- They validate management transfer operations.



## Invoicing contact

Their contact details are listed on invoices.



## Technical contact

They ensure the compliance of technical requirements needed for the proper functioning of the [domain name](#).

## Contact list

The contact list displays the contact information and gives access to the option of creating a new contact.

Search for a contact on the list

Add a new contact to the account

The name of the company/organisation associated with the contact (if specified)

The contact's last name and first name

## Individual management of contacts

From the contact list, you can manage each contact registered on your account individually. To do this, click on the contact you want to edit or view.

The contact's last name and first name

Manage the contact according to the available operations

View and edit all contact data

View the domain names and contact roles (administrative, invoicing or technical) for which the contact has been assigned

**Keep your contacts up to date and check them regularly.**

When registering a domain name, you represent and warrant that all data entered during the registration process is accurate and complete.

## • Contact details

On the 'Details' tab accessible from a contact, view and change all contact data at any time.

.....  
The contact's last name

.....  
The contact's first name

.....  
The name of the organisation represented by the contact (if the contact is registered on behalf of a company/organisation)

.....  
The contact's street and number

.....  
The contact's PO box

.....  
The contact's ZIP code/postcode

.....  
The contact's city

.....  
The contact's country (to be selected from the list)

.....  
The contact's email address

.....  
The contact's phone number

.....  
The contact's fax number

.....  
The contact's VAT Identification Number

.....  
Save changes

←
📞
Doe John

Details
Domain names
Management

**Personal details**

Last name

First name

Organisation name (Not required)

**Postal address**

Street and number (Not required)

PO box (Not required)

ZIP code

The ZIP code must be written in capital letters and be between two and 16 characters (a-z, 0-9, space or ASCII dash) depending on the country of the address. The expected format is defined by the .lu registry. For more information, please visit [dns.lu website](https://dns.lu/website).

City

Country  × ▾

**Contact details**

Email address

**Phone number** (Not required)

Prefix  Number

**Fax** (Not required)

Prefix  Number

VAT Identification Number (Not required)

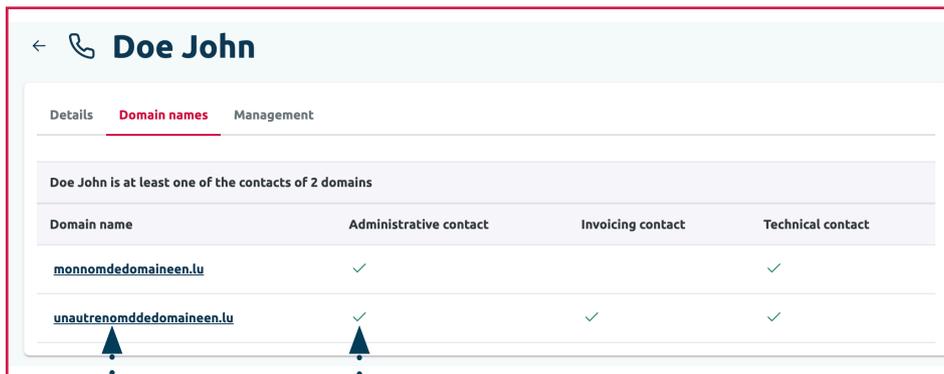
The VAT Identification Number consists of the country code followed by a block of numbers or characters. Its structure is country-specific. To ensure the correct format of the VAT number, please refer to the rules in force in the country where the company is registered.

I do save my changes

Make sure that all the people to whom you assign a role as administrative contact, technical contact and/or billing contact are notified and aware of the role(s) they must play on behalf of the domain name holder.

## • Domain names assigned to a contact

On the 'Domain names' tab, accessible from a contact, view all the domain names for which a role has been assigned to the contact.

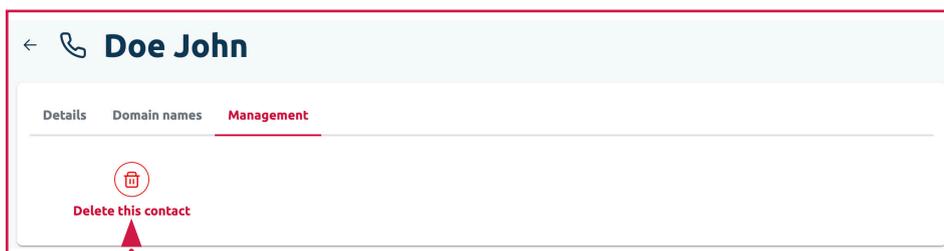


The domain name registered on the account and assigned to the contact:

The green tick indicates the role assigned to the contact for the domain name

## • Administration options for a contact

On the 'Administration' tab accessible from a contact, manage your contact lifecycle.



Delete the contact

### Administration options for a contact

• **Delete this contact:** the manager can delete the contact from her/his account (only if no domain name is assigned to her/him).

## Create a new contact

You can add a new contact to your account via the button 'Create new' available from the contact list or directly during the order process of a domain name.

In both cases, the creation options are identical to the information displayed and modifiable on the 'Details' tab of a contact (see page 22).

# VIEW AND MANAGE HOLDERS

All the holders registered on your account are listed in the section 'Directories', sub-section 'Holders'. There, you can view, edit, update, add or delete your holders.



## Domain name holder

They own the rights to the domain name(s) assigned to them.

## Holder list

The holder list displays the simplified information of every holder registered on the account and provides access to the option of creating a new holder.

Search for a holder on the list

Add a new holder on the account

**Directories**

Directories

- Contacts
- Holders ✓

**Holders**

Searching for a holder

Incognito SARR

Last Name

+ Create new

The identity of the holder

- . last name and first name for a private person
- . company/organisation details for a legal person

## Individual management of holders

From the holder list, you can individually manage every holder registered on your account. To do this, click on the holder you want to edit or view.

The holder's last name and first name

Manage the holder according to the available operations

View and edit the holder's personal details, postal address and contact details

View the domain names to which the holder is assigned

← Doe Jane

Details Domain names Management

## • Holder details

On the 'Details' tab accessible from a holder, view all the data of a holder and change her/his postal address and contact details.

The information under 'Personal details' cannot be changed.

These changes are considered a change of holder. In this event, the domain name may be traded to a new holder.

• The holder's status

←

### Doe Jane

Details   Domain names   Management

**Personal details**

Profile type  
Private person (natural person)

Last name  
Doe

First name  
Jane

**Postal address**

Street and number (Not required)

PO box (Not required)

ZIP code

The ZIP code must be written in capital letters and be between two and 16 characters (a-z, 0-9, space or ASCII dash) depending on the country of the address. The expected format is defined by the .lu registry. For more information, please visit [dns.lu website](#).

City

Country  
 X ▾

**Contact details**

Email address

**Phone number (Not required)**

Prefix      Number  
     

**Fax (Not required)**

Prefix      Number

I do save my changes

• The holder's last name and first name (if private person)

• Details and identifier of the company or organisation represented by the holder (if legal person)

• The holder's number and street

• The holder's PO box

• The holder's ZIP code/postcode

• The holder's city

• The holder's country (to be selected from the list)

• The holder's email address

• The holder's phone number

• The holder's fax number

• Save changes

### Holder profiles

- **A private person:** a natural person
- **A company/organisation:** a legal person

## • Domain names assigned to a holder

On the 'Domain names' tab accessible from a holder, view all the domain names for which the holder role has been assigned to the holder.

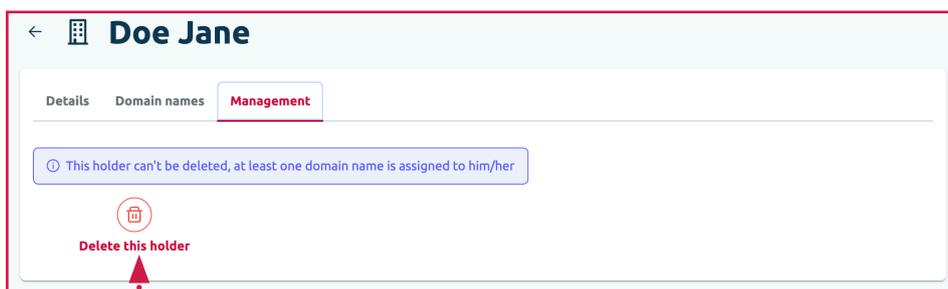


The domain name registered on the account and for which the holder is expressly designated as the domain name holder by the manager

The green tick specifies the role of holder of the domain name

## • Administration options for a holder

On the 'Administration' tab accessible from a holder, manage the lifecycle of your holder.



Delete the holder

### Administration options for a holder

- **Delete this holder:** the manager can delete the holder from her/his account (only if no domain name is assigned to her/him).

## New holder creation

A new holder can be added to an account during the order process of a domain name, or directly via the 'Create new' button available from the holder list.

In both cases, the creation options are identical to the information displayed and modifiable in the 'Details' tab of a holder (see page 25). The holder's status must be selected at this stage.

**When a holder has been created, the corporate name and/or legal forms cannot be changed on the online account.**

The holder(s) of the domain name(s) concerned by this update must provide supporting documentation for such changes to the registrar.

# VIEW ORDERS

All orders placed from an account are listed in the section 'Purchases', sub-section 'Orders'. There you can also view current orders.

## Order list

The order list displays key information on each order.

Search an order in the list

The order amount including VAT

The order date

The order number

The order status

### Order status

- **Failed:** All ordered operations failed (the order was voluntarily cancelled or could not be completed).
- **Pending:** The order is confirmed and all or part of the ordered operations are being analysed by the .lu registry.
- **In progress:** The payment is yet to be received and invoice(s) generated.
- **New:** The order is confirmed but the payment has yet to be made.
- **Closed:** The order has been taken into account by the registrar.

## Individual view of orders

For more details on a specific order, click on the order you want to view.

The date of the last payment related to the order

The order number

The payment status of the invoice related to the order

The order status

The order date

View the list of the domain name(s) attached to the order, and, for each of them, the ordered operation and status

View the list of paid invoice(s) related to the order, and their payment status

### The invoice payment status related to the order

- **Authorized:** the payment operator chosen has authorised the payment of the invoice.
- **Processed:** the payment is ready to be debited.
- **Completed:** the manager has paid the invoice and all ordered operations have been successfully completed.
- **Timeout:** the payment attempt was unsuccessful (the time limit of one hour after the order confirmation was exceeded or an error occurred during the payment).
- **New:** a payment authorisation is being executed.

## • Order details

On the 'Details' tab of an order, you can view all the information related to a specific order.

The amount excluding VAT of the ordered operation for the domain name :  
 The order's line status for the domain name :  
 The amount including VAT of the ordered operation for the domain name :  
 The domain name :  
 Access to domain name details :  
 The chargeable operation, and its duration, ordered for the domain name :  
 The order's VAT amount :  
 The order's amount including VAT :  
 The order's amount excluding VAT :

### Order line status

- **Failed:** the requested operation for the domain name has failed (i.e. in the event of a trade and/or transfer request, the administrative contact for the domain name has not approved the request within the given deadline).
- **Pending:** the requested operation for the domain name is in progress.
- **Closed:** the operation requested for the domain name has been successfully processed, including payment.
- **New:** the requested operation for the domain name has not yet been processed.
- **Rejected:** the requested operation for the domain name has been rejected (i.e. in the case of a trade or transfer request, the administrative contact for the domain name has refused the request).
- **Completed:** the requested operation for the domain name has been processed, but payment has not yet been charged because at least one other simultaneously ordered operation has not yet been processed.

## • Invoices related to the order

On the 'Invoices' tab of an order, you can view all the invoices related to a specific order.

The invoice date :  
 The invoice number :  
 The invoicing contact – as registered on the account at the time of the order – in whose name the invoice is addressed :  
 The invoice amount including VAT :  
 The invoice status :

# VIEW INVOICES

All invoices paid from your account are listed in the section 'Purchases', sub-section 'Invoices'. There, you can also view and download paid invoices.

## Invoice list

The invoice list displays key information on each invoice.

**Purchases**

**Invoices**

Searching for an invoice

16 May 2023 DNS101305/2023/1611	Doe John Luxembourg	€24.79	✔ Paid
17 May 2023 DNS101305/2023/1613	Doe John Luxembourg	€49.58	✔ Paid

### Invoice status

- **Paid:** the invoice has been paid in full.
- **Paid by credit note:** at least one line of the invoice was reimbursed after purchase (i.e. the line corresponding to a chargeable operation, such as a trade or transfer, was not approved).
- **Open:** at least one line of the invoice has not been paid (i.e. an operation is still being validated).

## Individual view of invoices

To find out more about a specific invoice, click on the invoice you want to check. There you can also download an invoice.

**Invoice DNS101305/2023/1613**

Download invoice

✔ Paid  
On: 17 May 2023

Invoice date  
17 May 2023

Payment method  
Credit card

€49.58 incl. taxes  
€42.74 excl. taxes

**Invoicing contact**  
**Doe John**  
Rue et numéro du contact  
5622 Esch-sur-Alzette  
Luxembourg  
johndoe@email.lu

Details Order

## • Invoice details

On the 'Details' tab of an invoice, view all the information related to a specific invoice.

The amount excluding VAT of the ordered operation for the domain name

The amount including VAT of the ordered operation for the domain name

The domain name

The invoice line status

The invoice's VAT amount

Access domain name details

The chargeable operation ordered for the domain name

The invoice amount including VAT

The invoice amount excluding VAT

### Invoice line status

- **Paid:** the costs corresponding to the ordered operation for the domain name have been charged.
- **Not paid:** the costs corresponding to the ordered operation for the domain name have not yet been charged.

## • Orders related to the invoice

On the 'Order' tab of an invoice, view the order related to the invoice..

The order date

The order number

The order status

The order amount including VAT

# CONTACT THE REGISTRAR

Directly contact the registrar in the 'Helpdesk' section, sub-section 'Messaging'.

If you have one or more unread messages, a red dot indicating the number of unread messages will be displayed on your account in the 'Helpdesk' section.

## List of messages/conversations

The list of messages displays as conversations with all the messages created and received via the messaging system integrated into the account. There, you can communicate directly with the Restena .lu service, the service managing the registrar, and follow all the conversations related to the day-to-day management of your domain names.

Any reply sent by the registrar in the messaging system is also notified to the email address associated to your account.

The screenshot shows the 'Helpdesk' interface with a 'Messages' section. A search bar is labeled 'Finding a message'. A '+ Create new' button is present. Below are two message entries with columns for 'Last message', 'From', 'Subject', and 'Category'. Annotations with dotted lines point to these elements:

- Search a message/conversation in the list (points to the search bar)
- The subject of the message/conversation (points to the 'Subject' column)
- Start a new conversation in the messaging system (points to the '+ Create new' button)
- The date of the last message in the conversation (points to the 'Last message' column)
- The last name of the sender of the last message in the conversation (points to the 'From' column)
- The category assigned to the message/conversation (points to the 'Category' column)

### Message/conversation categories

- **Rejected information:** the manager has a problem validating the data entered in the account.
- **Payment issue:** the manager has difficulty paying for one or more of his operations.
- **Migrating domain name(s) between accounts:** the manager wants to migrate all her/his domain names to another account.
- **Generic support:** the manager has a request that does not fall into one of the three previous cases.
- **Notification:** an automatic notification is sent by the registrar when an ordered operation succeeds or fails (this category cannot be selected by the manager).

### Prefer messaging from your account to direct emails!

Restena recommends you use the messaging system from your account for better identification and authentication of the author of the request and to provide you with a targeted and accelerated response.

## Individual management of messages/conversations

From the list of messages, you can view and reply individually to every message sent and received via the account messaging system. To do this, click on the message you want to read.

The date on which the first message in the conversation was sent

The subject of the message/conversation

The date on which the last message in the conversation was sent

The last name of the sender of the last message in the conversation

The category assigned to the message/conversation

The content of the initial message, including the sender's last name and the date and time sent

The content of the reply message, including the sender's last name and the date and time sent

Enter the reply message

Send the reply message

Delete the content of the reply message

**Re: Carte inconnue**

Category: Payment issue

First message: 30 May 2023

Last message: 30 May 2023

Last sender: support

you

Message pour le bureau d'enregistrement > Catégorie 'Problème de paiement'

Merci,  
John

30 May 2023 at 15:33

support

Les cartes inconnues sont à clarifier avec les banques émettrices.

> Message pour le bureau d'enregistrement > Catégorie 'Problème de paiement'

Meilleures salutations,

30 May 2023 at 15:47

**Reply**

Your message

Send Cancel creation

## Creating a new message/conversation

You can add a message to your messaging system directly via the 'Create new' button available from the list of messages/conversations.

Select the message category for your request

Enter the subject of your request (100 characters maximum)

Write the message (65,535 characters maximum)

Send the message

Delete the content of the message

**Create new message**

Category: Select a message category

Subject:

Your message:

Send Cancel creation

# ORDER CHARGEABLE OPERATIONS

## The domain name is not managed on the account

From the section 'Find a .lu', also accessible from other pages on the platform, view the availability of a domain name and get information on the chargeable operations that can be requested from your account.

### Find a .lu

To check the availability of a domain name or to know about the paying operations you can request from your account for a domain name, enter the domain name in the search field.

 .lu

• Enter the domain name you want to manage

• Click on the zoom button to confirm your search

### The special case of migration.

If you want to migrate to online management a domain name you are already managing via classic management, you have to request migration for all domain names belonging to the same holder. A dedicated form to download and complete is provided in the search results.

### • The domain name is available for registration

- You are asked to register it. To do so, click on the button 'Add to the shopping cart'.
- The domain name is automatically added to the shopping cart with the 'Registration' operation for one year.

 Add to the shopping cart

### • The domain name is not available for registration

The search result explains the status and, if possible, suggests other operations to add to the shopping cart for the domain name you are searching.

## The domain name is already managed on the account

For domain names registered on an account, a chargeable operation can only be added to the shopping cart via the 'Domain names' section, in the individual management of domain names (see page 14).

### Chargeable operations to add to the shopping cart (upon availability)

- **Trade (changing the holder):** the manager trades the domain name already registered on her/his account to a new holder (another legal or natural person).
- **Registration:** the manager registers the domain name, in accordance with the general principles set out by the .lu registry for one or two years.
- **Renewal:** the manager renews the domain name management already registered on her/his account at the end of the subscription period, for a new subscription period of one or two years.
- **Restoration (recovering ownership):** the manager recovers and re-registers the domain name already registered on her/his account on behalf of the last domain name's holder name, if he/she has not renewed the domain name at the end of its subscription period. The manager has only 30 days after its expiration date to proceed with the restoration on her/his account ('quarantine period'), if, during the same period, the restoration was not processed by another registrar.
- **Transfer (moving to Restena's registrar):** the manager requests to transfer, to Restena's registrar, the management of a domain name currently registered with another accredited registrar for .lu.
- **Transfer and trade (moving to Restena's registrar and change of holder):** the manager requests to transfer, to Restena's registrar, the management of a domain name currently registered with another accredited registrar for .lu and intends, at the same time, to trade the domain name to a different holder (another legal or natural person).
- **Transfer and restoration (moving to Restena's registrar and recovering ownership):** the manager requests to transfer, to Restena's registrar, the management of a domain name currently registered with another accredited registrar for .lu during the quarantine period of the domain name (30 days after its deletion) on behalf of the last holder of the domain name.

## Shopping cart display

As soon as you perform a chargeable operation on a domain name, an order line is added to the shopping cart section of your account. There, you can preview and possibly change a few final minor elements before moving on to the order process.

The screenshot shows a shopping cart with two items and a summary panel. Annotations point to specific parts of the interface:

- Change - if desired - the registration period for the chosen domain name) (one year per default):** Points to the registration period selection (1 year / 2 years) for the first item.
- The domain name in the shopping cart:** Points to the domain name ".monnomdedomaineen.lu".
- The ordered operation for the domain name:** Points to the "Trade (Changing the holder)" label.
- Delete the domain name from the shopping cart:** Points to the "Remove" button.
- The amount including VAT and excluding VAT of the operation ordered for the domain name:** Points to the price breakdown (€24.79 incl. taxes, €21.37 excl. taxes).
- The ordered domain name, and its registration period:** Points to the domain name and registration period in the summary panel.
- The ordered operation for the domain name:** Points to the "Registration" label in the summary panel.
- The amount including and excluding VAT for the ordered operation:** Points to the price breakdown for the registration operation in the summary panel.
- The order amount including and excluding VAT:** Points to the total price breakdown (€49.58 incl. taxes, €42.74 excl. taxes).
- Confirm the shopping cart:** Points to the "Continue with my order" button.

**Shopping cart**

**.monnomdedomaineen.lu** €24.79 incl. taxes  
€21.37 excl. taxes  
Trade (Changing the holder)  1 year  2 years  
Remove

**.àlarecherchedun.lu** €24.79 incl. taxes  
€21.37 excl. taxes  
Registration  1 year  2 years  
Remove

**Add another domain name**

To check the availability of a domain name or to know about the paying operations you can request from your account for a domain name, enter the domain name in the search field.

Searching a domain name  .lu

**summary**

Registration  
àlarecherchedun.lu - 1 year  
€24.79 incl. taxes  
€21.37 excl. taxes

Trade (Changing the holder)  
monnomdedomaineen.lu - 1 year  
€24.79 incl. taxes  
€21.37 excl. taxes

**€49.58 incl. taxes**  
€42.74 excl. taxes

**Continue with my order** →

Available payment options

PayPal, Mastercard, VISA, AMERICAN EXPRESS



# IMPRESSUM

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