operated by **Restena**

. 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.

SUMMARY

4 • GENERALITIES

- 4 • Role of an account manager
- 4 • Multiple access to an account
- 4 • Account composition
- 5 • Account dashboard
- 5 • Operations on an account

6 • CREATE AN ACCOUNT

7 • LOG IN TO AN ACCOUNT

9 • VIEW AND MANAGE ACCOUNT INFORMATION

- 9 • Manage account data and settings
- 10 • Manage data and account managers
- 11 • Manage account authentication

14 • DELETE AN ACCOUNT

15 • VIEW AND MANAGE DOMAIN NAMES

- 15 • Domain name list
- 16 • Individual management of domain names

22 • VIEW AND MANAGE CONTACTS

- 22 • Contact list
- 22 • Individual management of contacts
- 24 • Create a new contact

25 • VIEW AND MANAGE HOLDERS

- 25 • Holder list
- 25 • Individual management of holders
- 27 • New holder creation

28 • VIEW ORDERS

- 28 • Order list
- 28 • Individual view of orders

30 • VIEW INVOICES
30 • Invoice list
30 • Individual view of invoices
32 • CONTACT THE REGISTRAR
32 • List of messages/conversations
33 • Individual management of messages/conversations
33 • Creating a new message/conversation
34 • ORDER CHARGEABLE OPERATIONS
34 • The domain name is not managed on the account
34 • The domain name is already managed on the account
35 • Shopping cart display
35 • Payment of chargeable operations

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.

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

. 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 specify one or two email addresses to which email notifications issued by the platform are sent (renewal notices, reminders, technical errors, etc.)

. You pay all fees relating to domain names registered on your account.

Multiple access to an account

• The account management is shared among several managers

Several account managers may have access to the same management account. Only account manager(s) with the additional management option 'Invitation/Revocation' (see page 10) can:

. authorise one or more designated account managers to manage the account and its content with the same rights as himself/herself;

. authorise one or more designated account managers to view the content of her/his management account.

• An account manager accesses several accounts

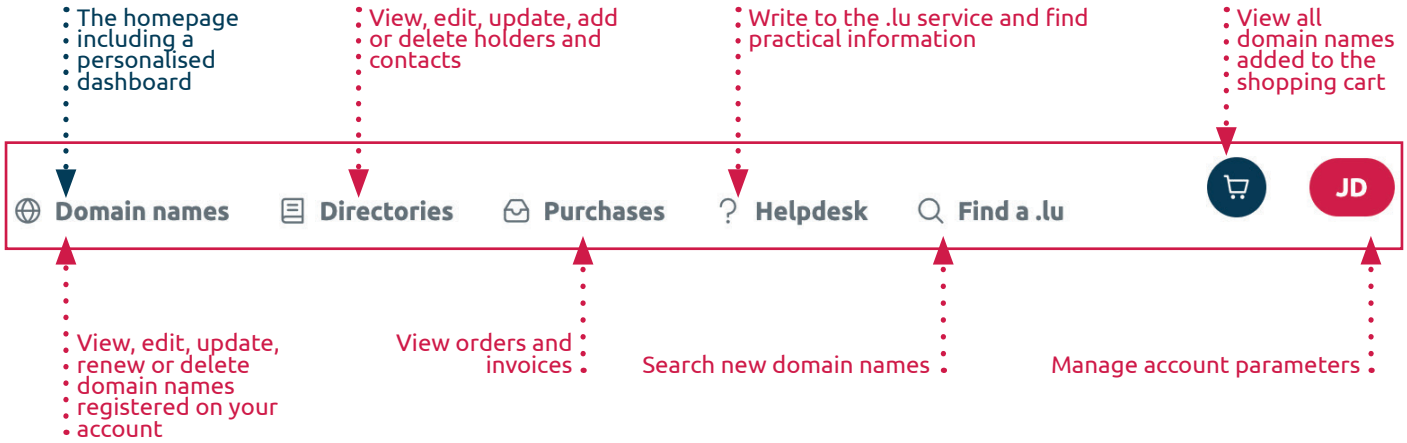
An account manager may be involved in the management of several management accounts.

. He/She can manage the management account he-she created.

. He/She can manage one or more management accounts for which he/she has been invited to co-manage the content.

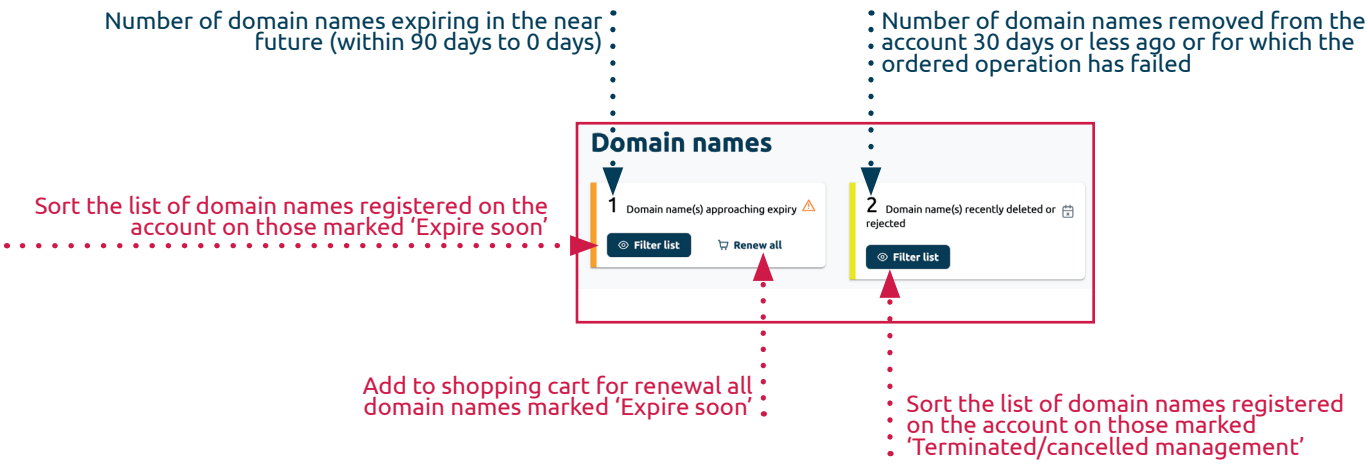
. He/She can have read-only access to one or more management accounts for which he/she has been invited to view the content.

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

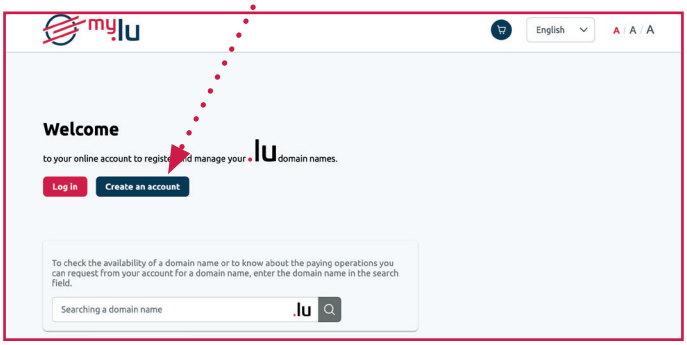
. **Modification / mise à jour de contacts**: changing contact information or replacing administrative, technical or invoicing contacts in a .lu domain name.

. **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 11).

- 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,

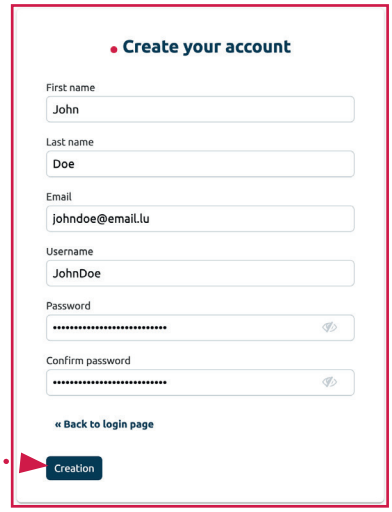
  .. your email address.

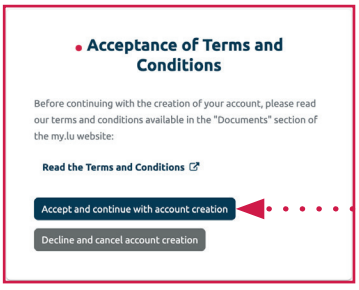
Then define and enter in the appropriate fields:

  .. your username,

  .. your password.

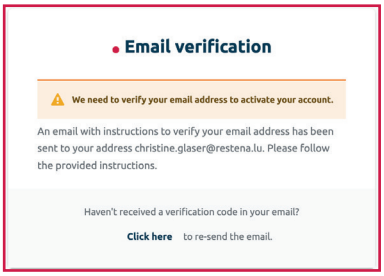
When you have finished, click on 'Creation'





- 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?

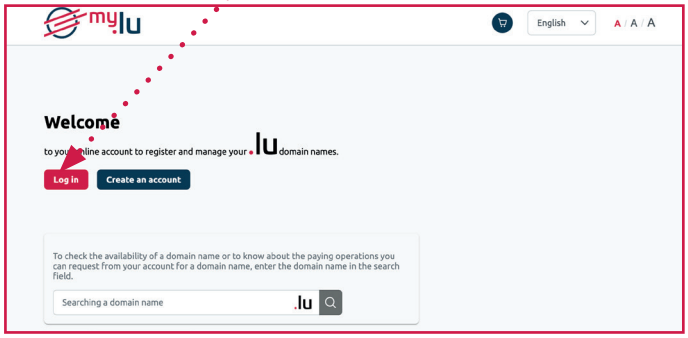
You can create and manage as many accounts as you like from a single email address. There is no limit to the number of accounts you can create for an email address on the platform, only the user's last name must be unique.

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’.

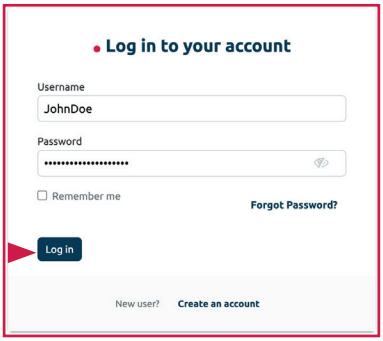


- On the page ‘Log in to your account’, fill in the appropriate fields:

.. your user name,

.. your password.

When you have finished, click on ‘Log in’.

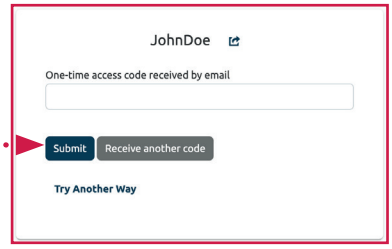


• If you have not configured additional authentication (so called two-factor authentication)

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’.



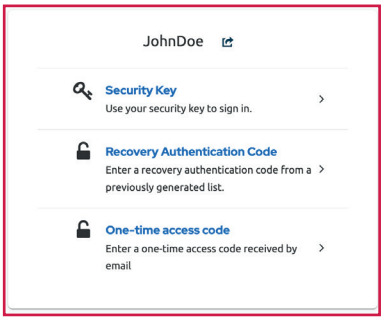
• If you have configured additional authentication (so called two-factor authentication)

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 #'.

.. Click on 'Log in'.

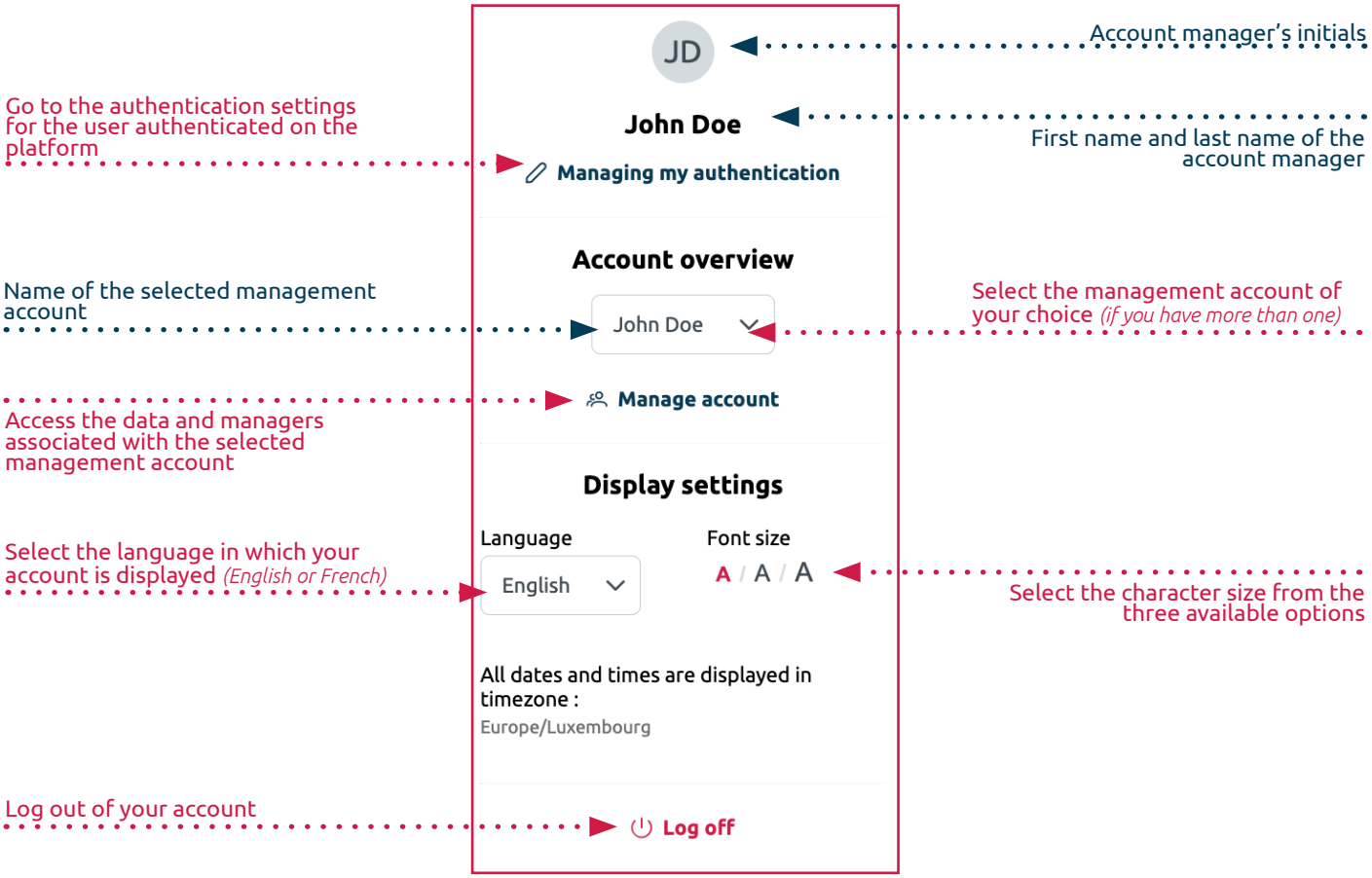


VIEW AND MANAGE ACCOUNT INFORMATION

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.

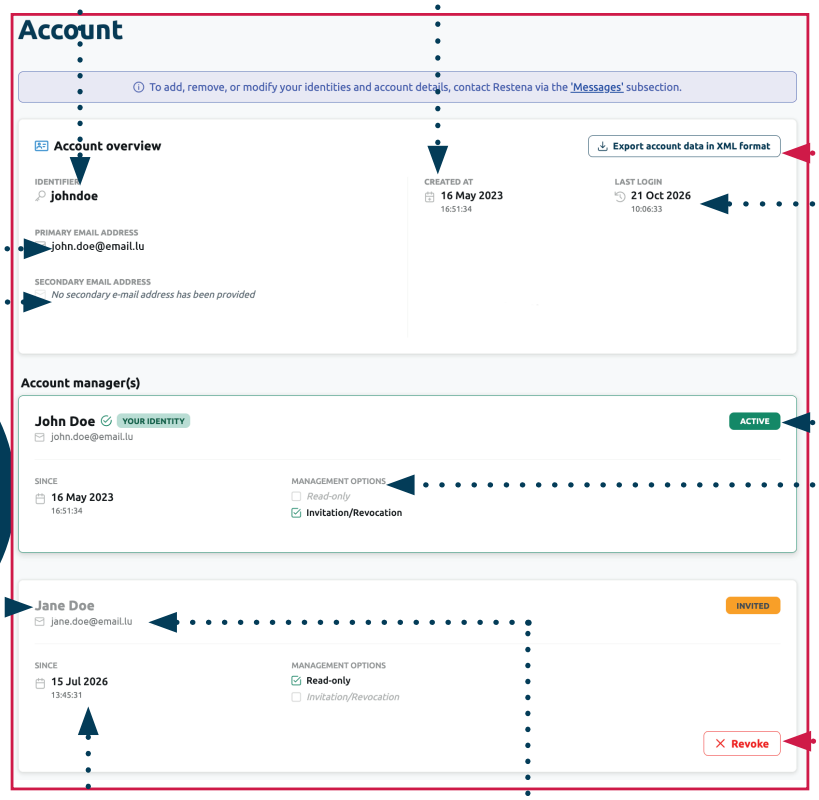


Do you have access to several management accounts? Be aware of the risk of errors!

Before placing any orders or changing any data, please ensure that the management account selected in the settings, under 'Account details', is indeed the one you want to manage.

Manage data and account managers

Account data and identity of managers with access to a management account can be viewed and edited after selecting the management account in the account settings.



Management account identifier

Management account creation date

Primary email address assigned to the management account

Export the data saved in the management account

Secondary e-mail address assigned to the management account - if provided - *Non-mandatory information*

Date of last login to the management account

The registrar uses the primary and secondary e-mail addresses to send you all automatic notifications needed for domain names management.

Status of access to the management account

Additional management options
(Options that cannot be combined – the option is ticked if allocated)

First name and surname of the account manager, as specified at the time access to the management account was granted

The account manager's email address, as specified when access to the management account was granted

Revoke the account manager's access
(only if the 'Invitation/Revocation' additional management option has been assigned to your own management account)

Date on which access to the management account was granted to the account manager

To change or delete the management account data (identifier, primary and secondary e-mail addresses) and invite or revoke account managers, send a message to the registrar via your account's messaging system (see page 32).

Additional management options

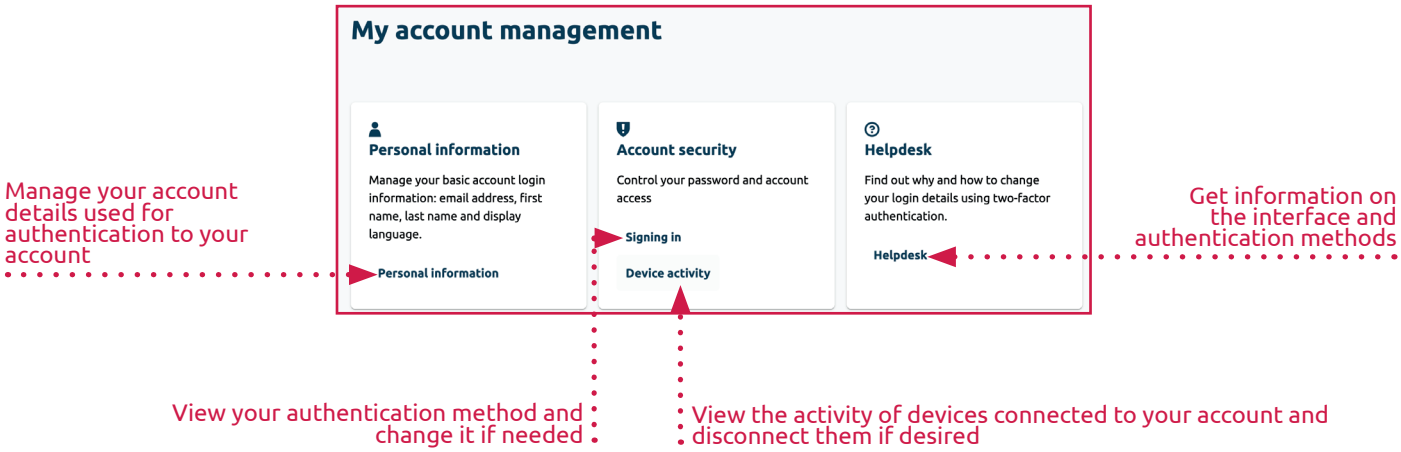
- **Invitation/Revocation** : The account manager can invite other managers to co-manage the account and can revoke co-managers.
- **Read-only**: Management rights over domain names, contacts, holders, orders and invoices are limited to view-only access. The account manager can only view and navigate within the management account.

Status of access to the management account

- **Active** : The manager has access to the management account.
- **Invited** : The manager has been invited to access the management account but has not yet logged in.

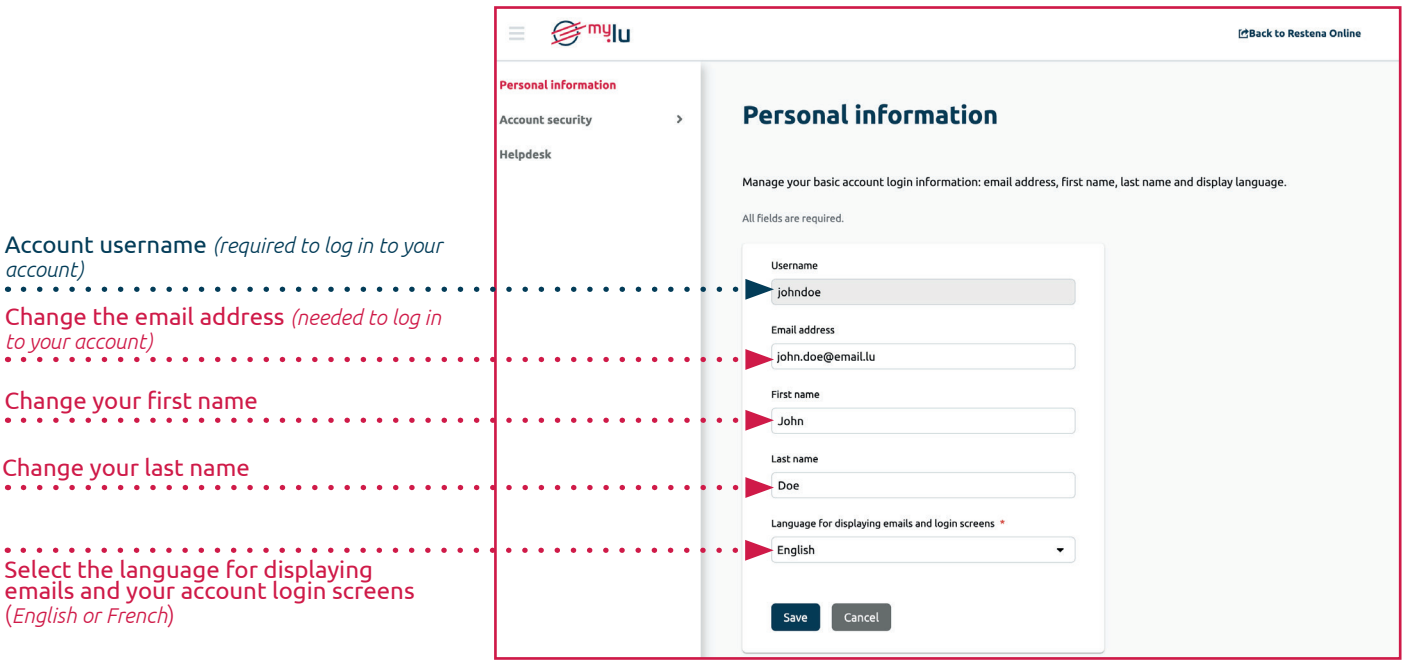
Manage account authentication

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.



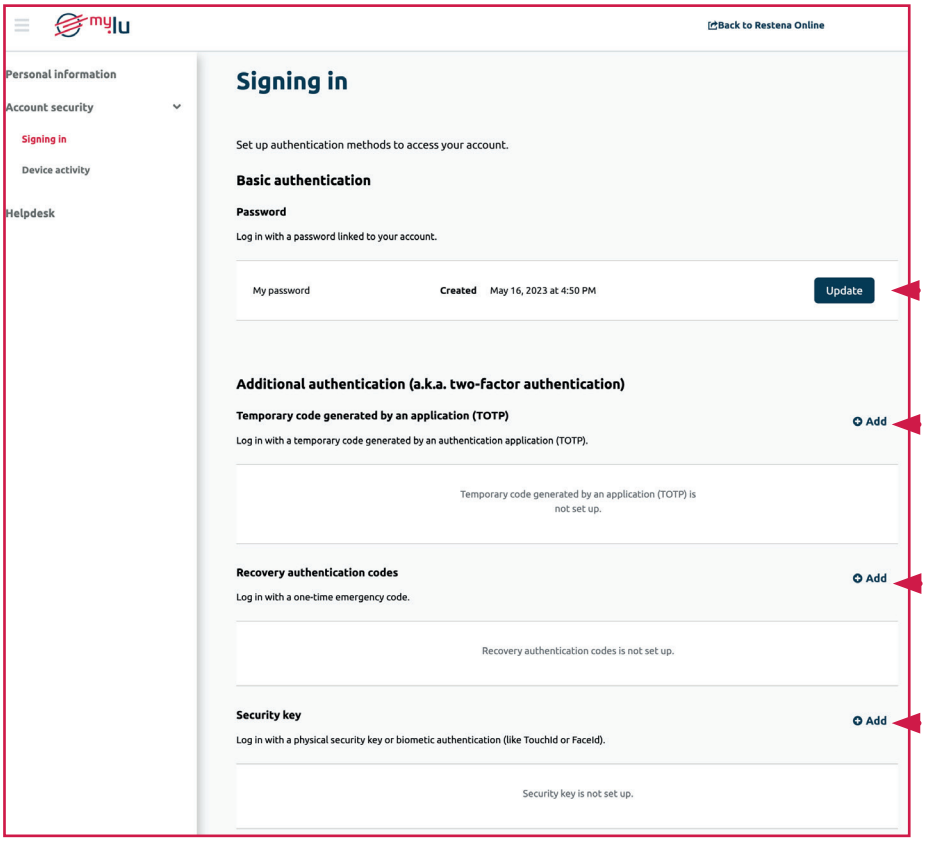
Modifying your personal information

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



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.



Update the account's access password

Configure an authentication application

Generate recovery codes

Configure a security key

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.)

. 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.

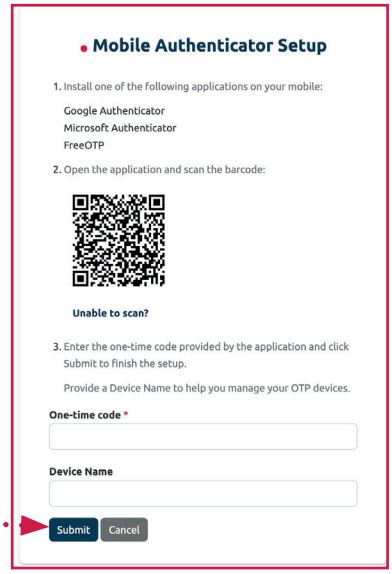
.. Using your authentication application, scan the QR code displayed on the screen on the 'Mobile Authenticator Setup' page. (If you are unable to scan, click on 'Unable to scan' and follow the on-screen instructions).

.. 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.



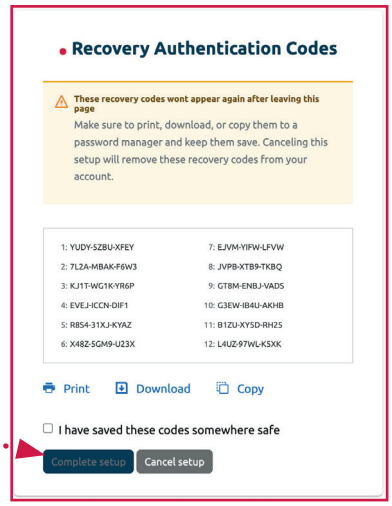
. **You want to configure recovery authentication codes**

.. 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'.

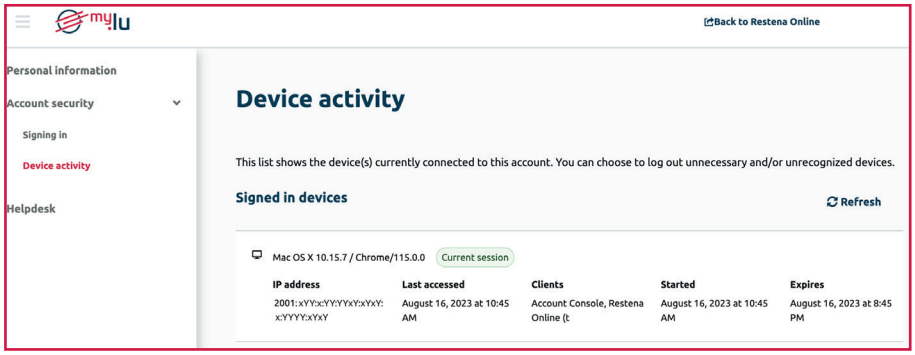
.. Click on 'Complete setup'.

You can regenerate new recovery authentication codes at any time.



. Managing the devices connected to an account

In the 'Account security' section, sub-section 'Device activity', you can view all devices connected to your account. This feature allows you to identify if more than one session is open at the same time and, if you want, to log out devices that you do not use or do not recognise.



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.

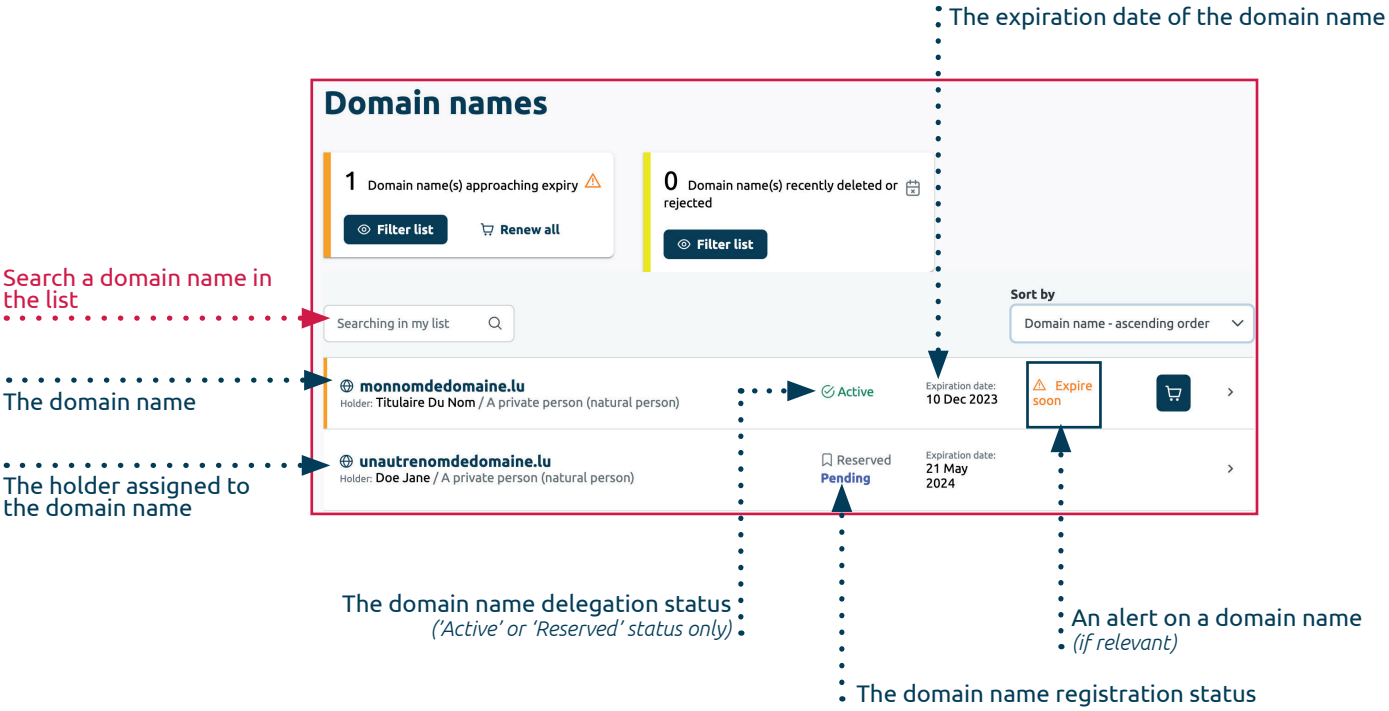
Before deleting your account, make sure you have downloaded all the invoices generated on your account!

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.



Domain name delegation status

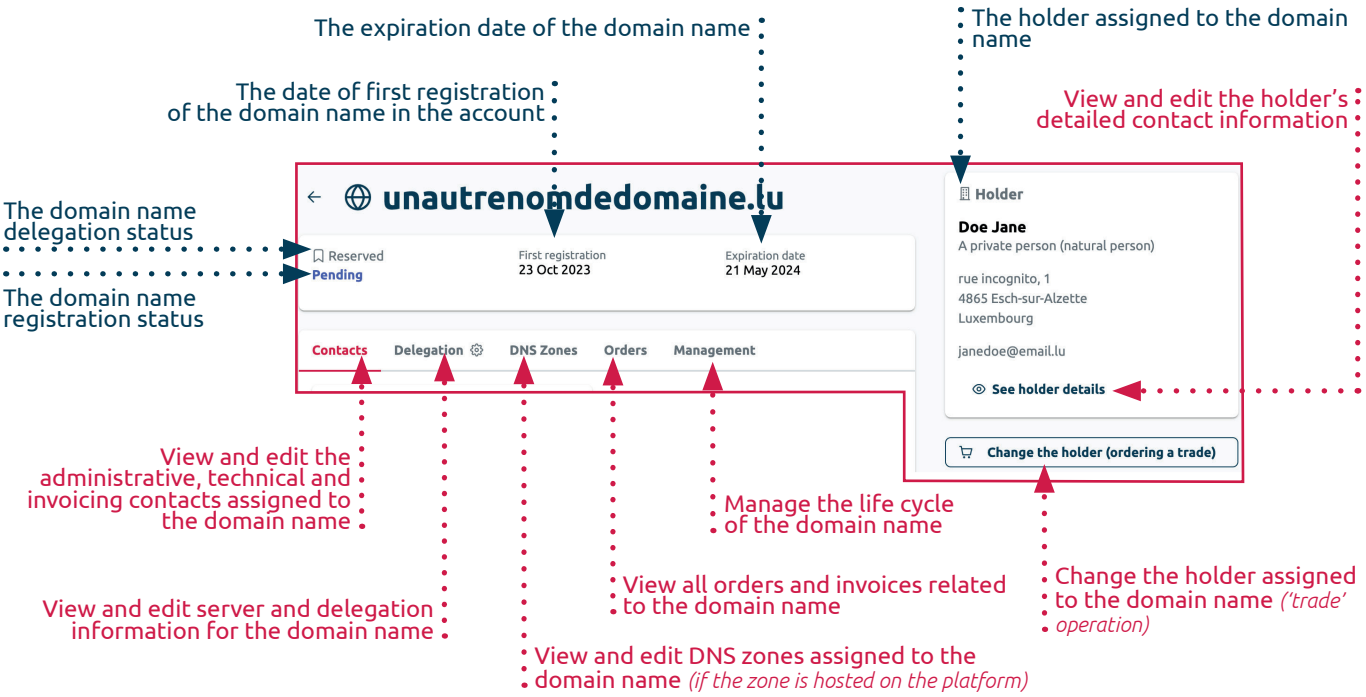
- **Active**: the domain name is accessible on the Internet.
- **Hosted-zone**: the domain name is accessible on the Internet using the DNS servers (name servers) provided on the platform (zone hosted on the authoritative DNS servers of Restena).
- **Reserved**: the domain name is not accessible on the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



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.

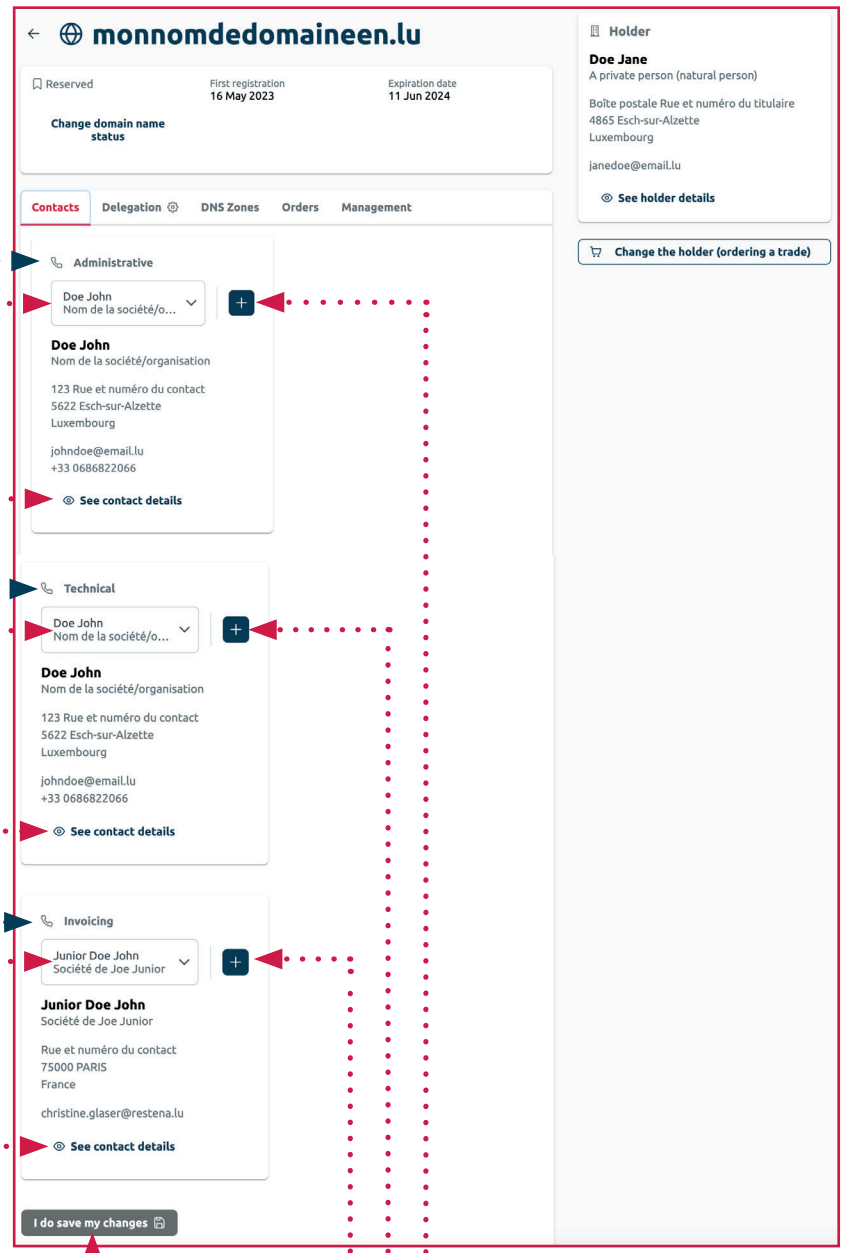


Domain name alerts

- **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

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)*

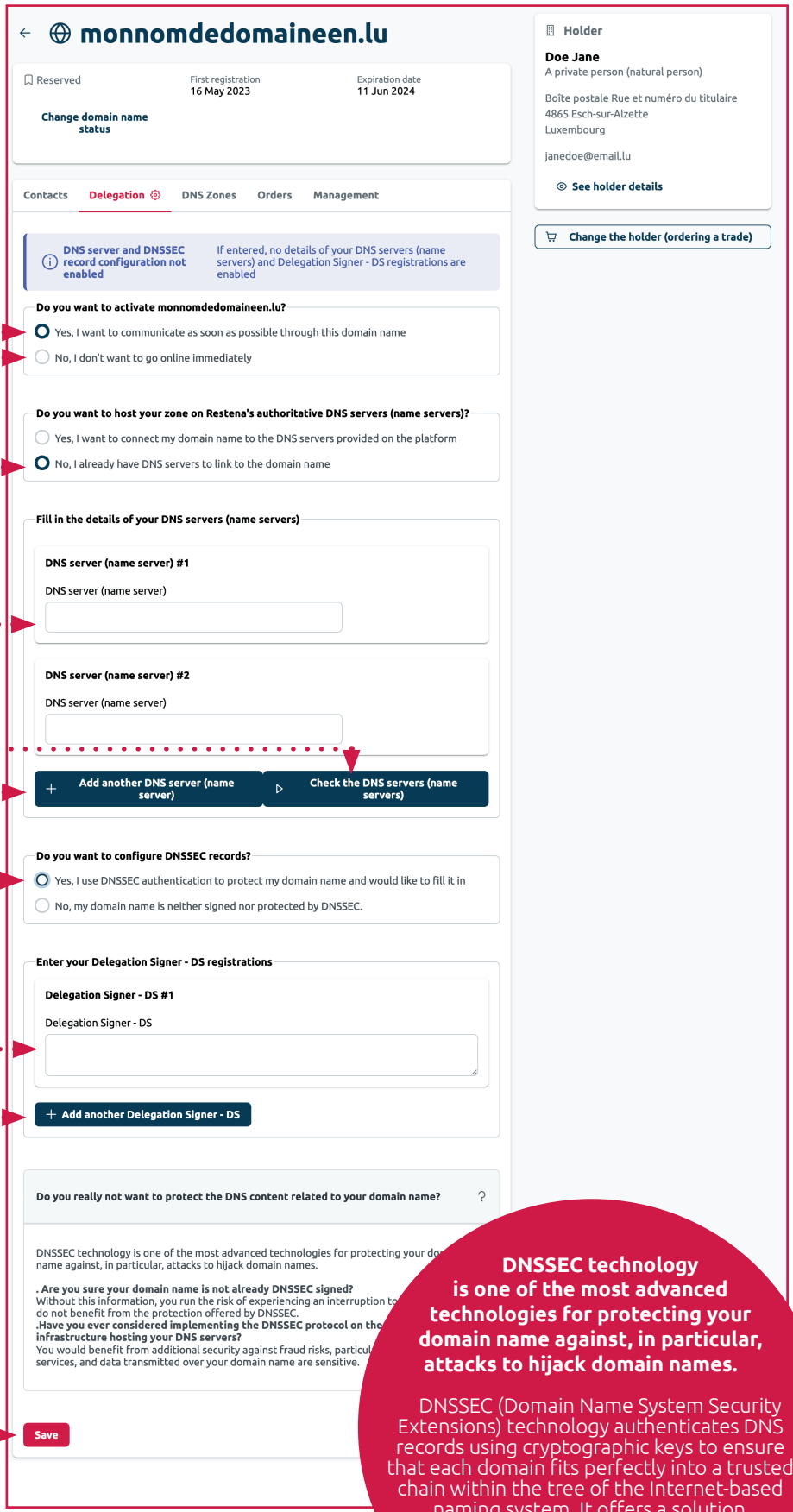
Assign an invoicing contact not registered yet on the account to the domain name *(create a contact)*

Save the changes you have made

Contacts created via the 'Contacts' tab of a domain name are automatically added in the 'Directories' section (see page 22).

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.

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.

To find out how best to configure records and servers, please refer to the user guide 'Configuring your name servers on my.lu/online', that can be downloaded from my.lu, under the 'Documents' section.

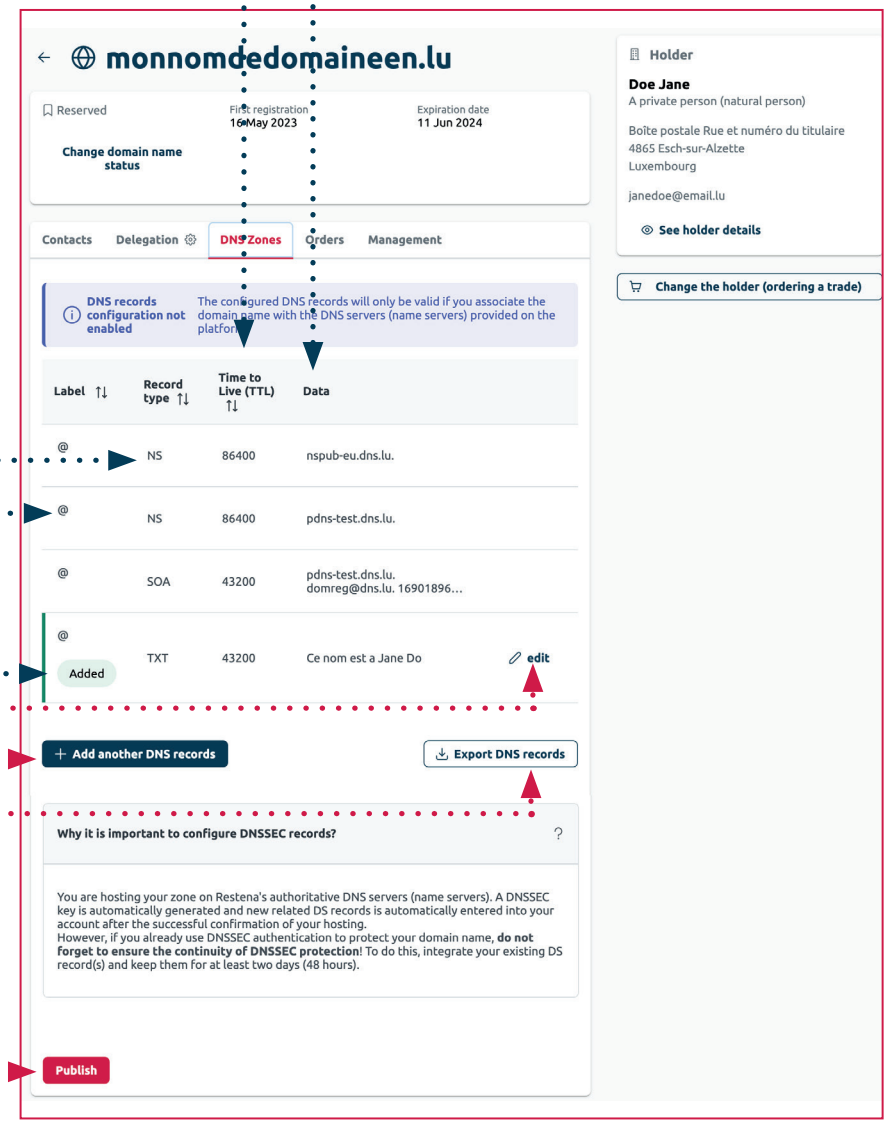
If the domain name is not hosted on the platform (delegation status 'Active' or 'Reserved')

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

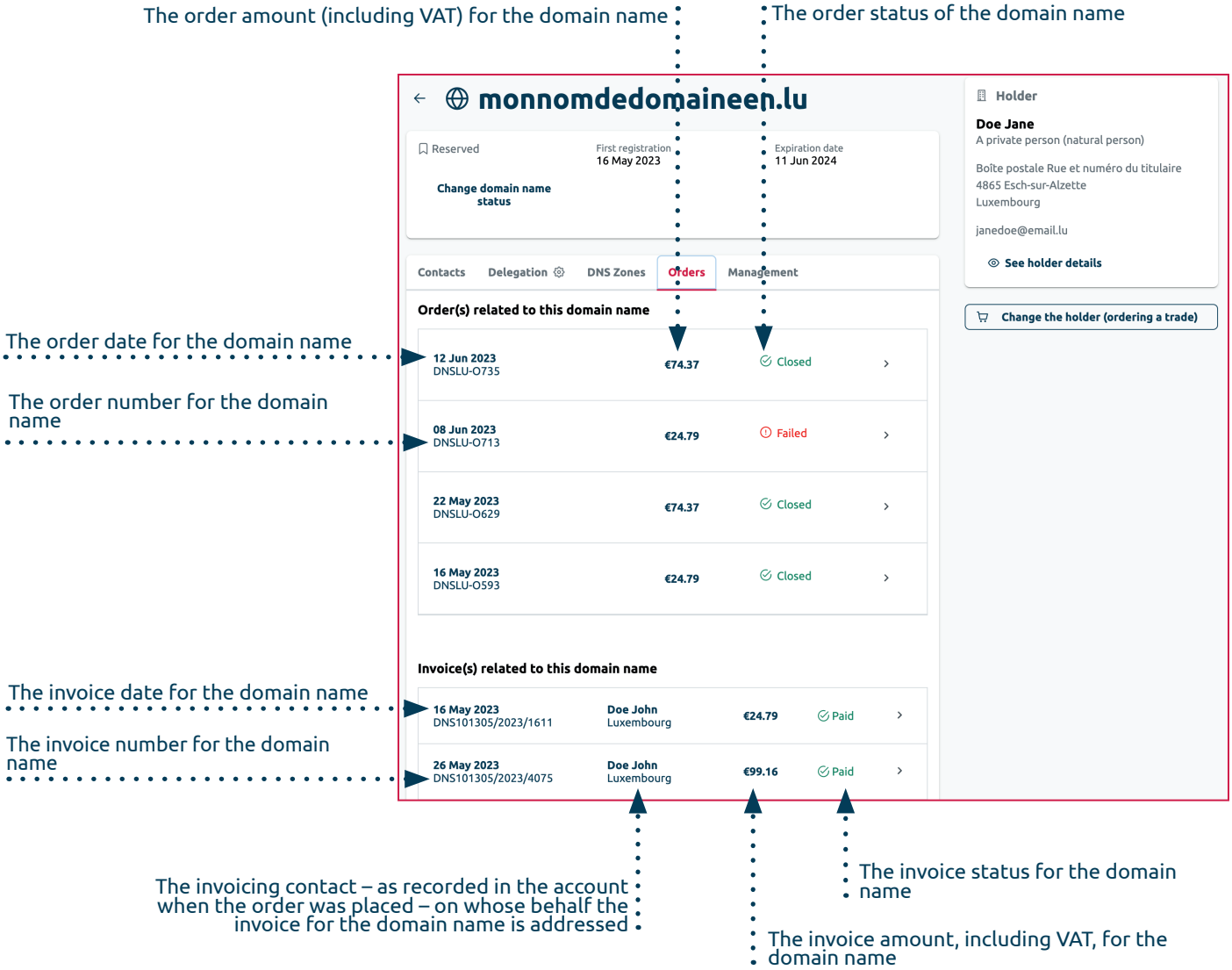


Status of actions for DNS records

- **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.

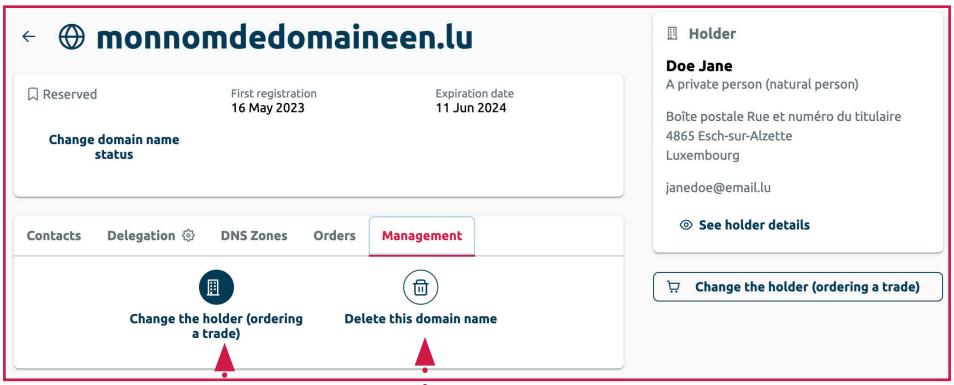
Purchases linked to operations on a domain name

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



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

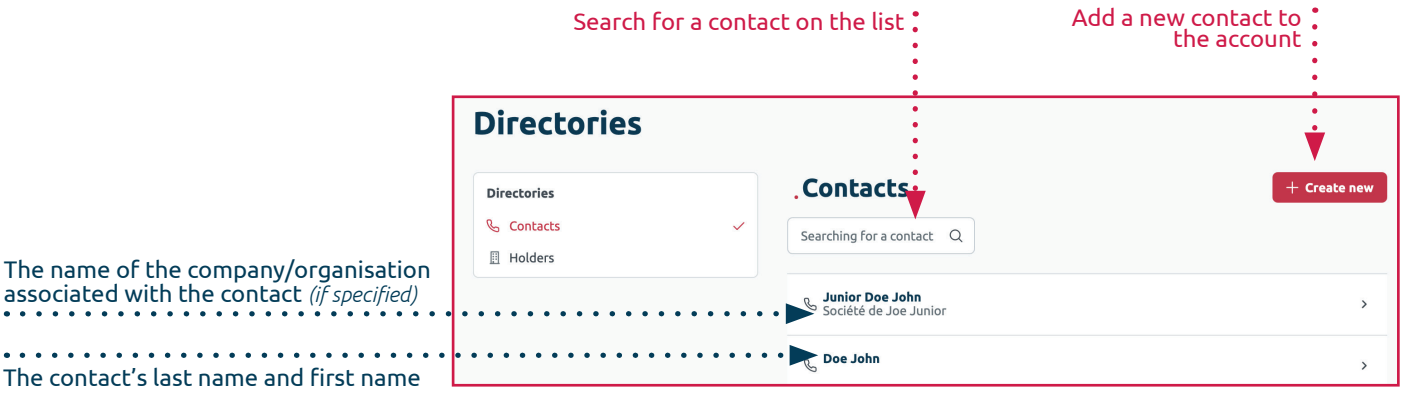
Their contact details are listed on invoices.

Technical contact

They ensure the compliance of technical requirements needed for the proper functioning of the domain name.

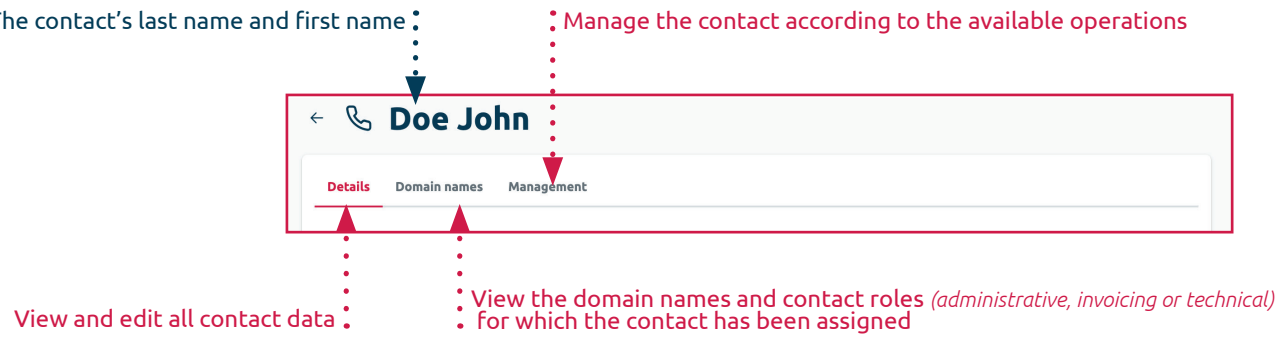
Contact list

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



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.

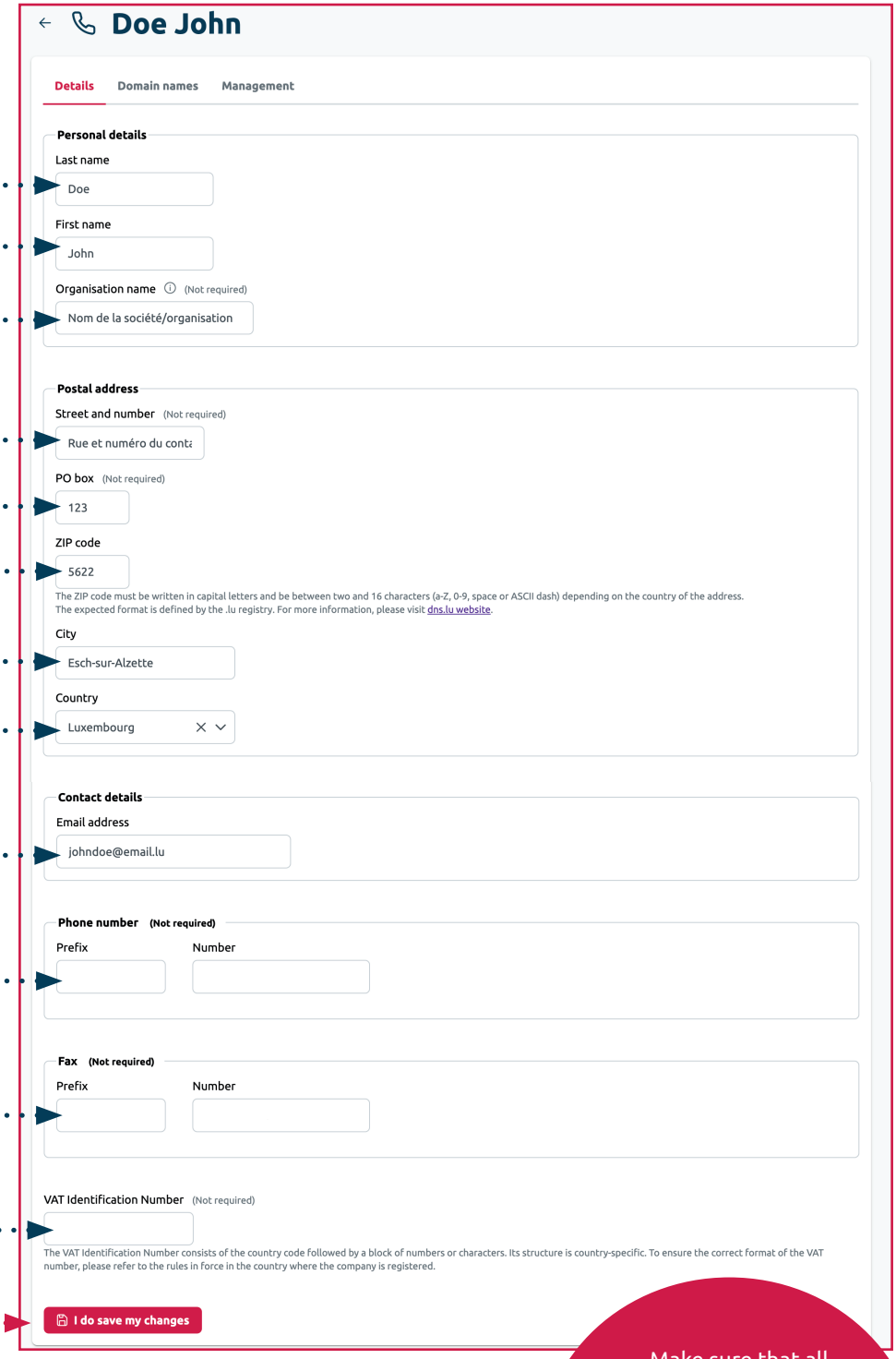


Keep your contacts up to date and check them regularly.

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

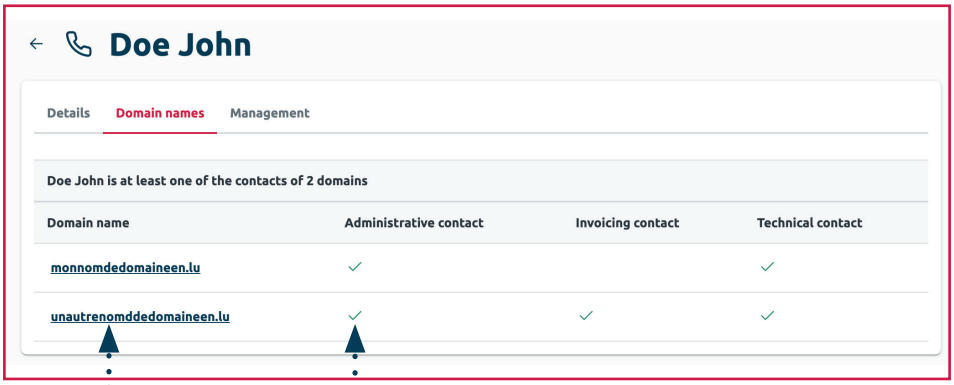
The contact's VAT Identification Number

Save changes

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.

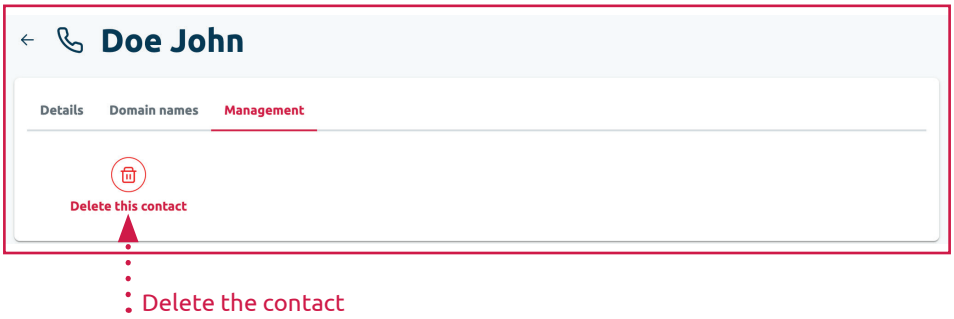
Domain names assigned to a contact

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



Administration options for a contact

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



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 23).

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.

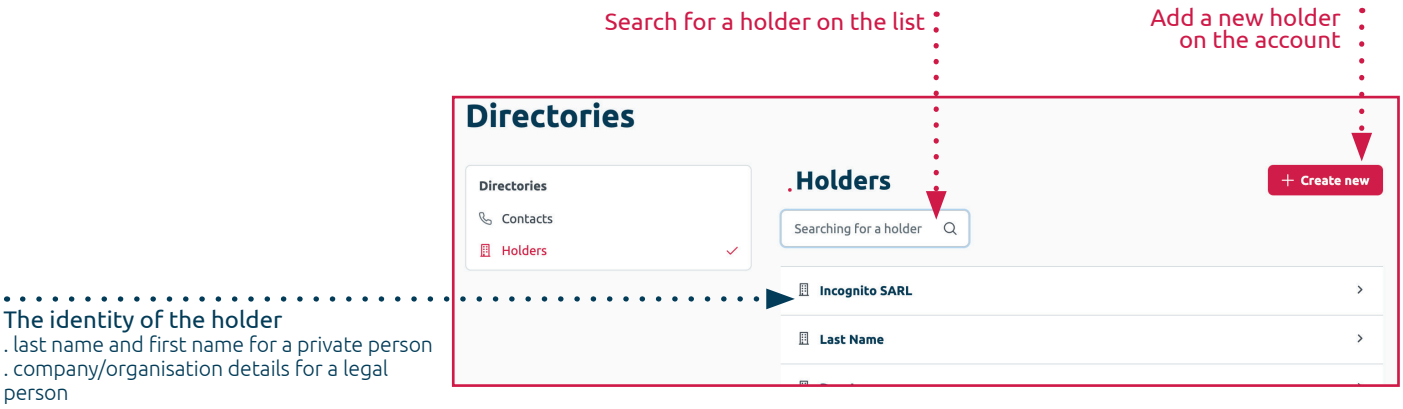


Domain name holder

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

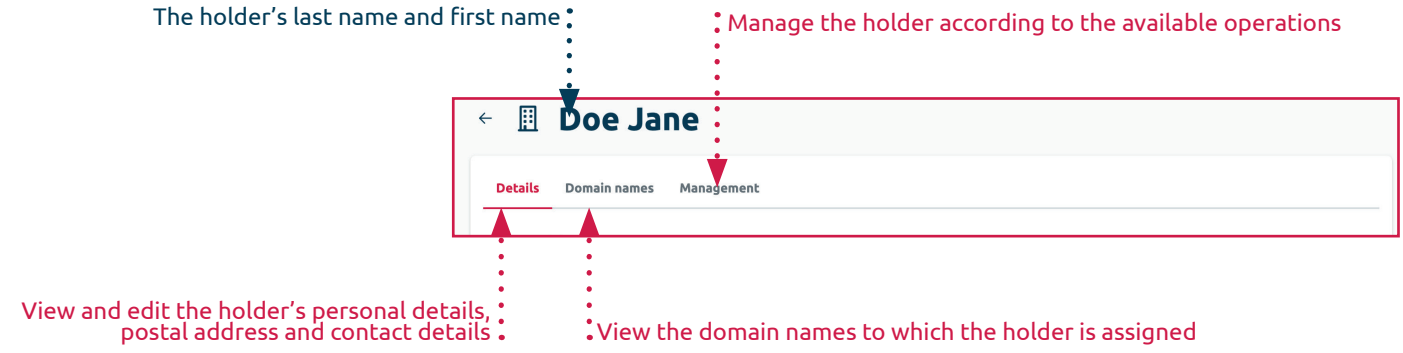
Holder list

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.



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.

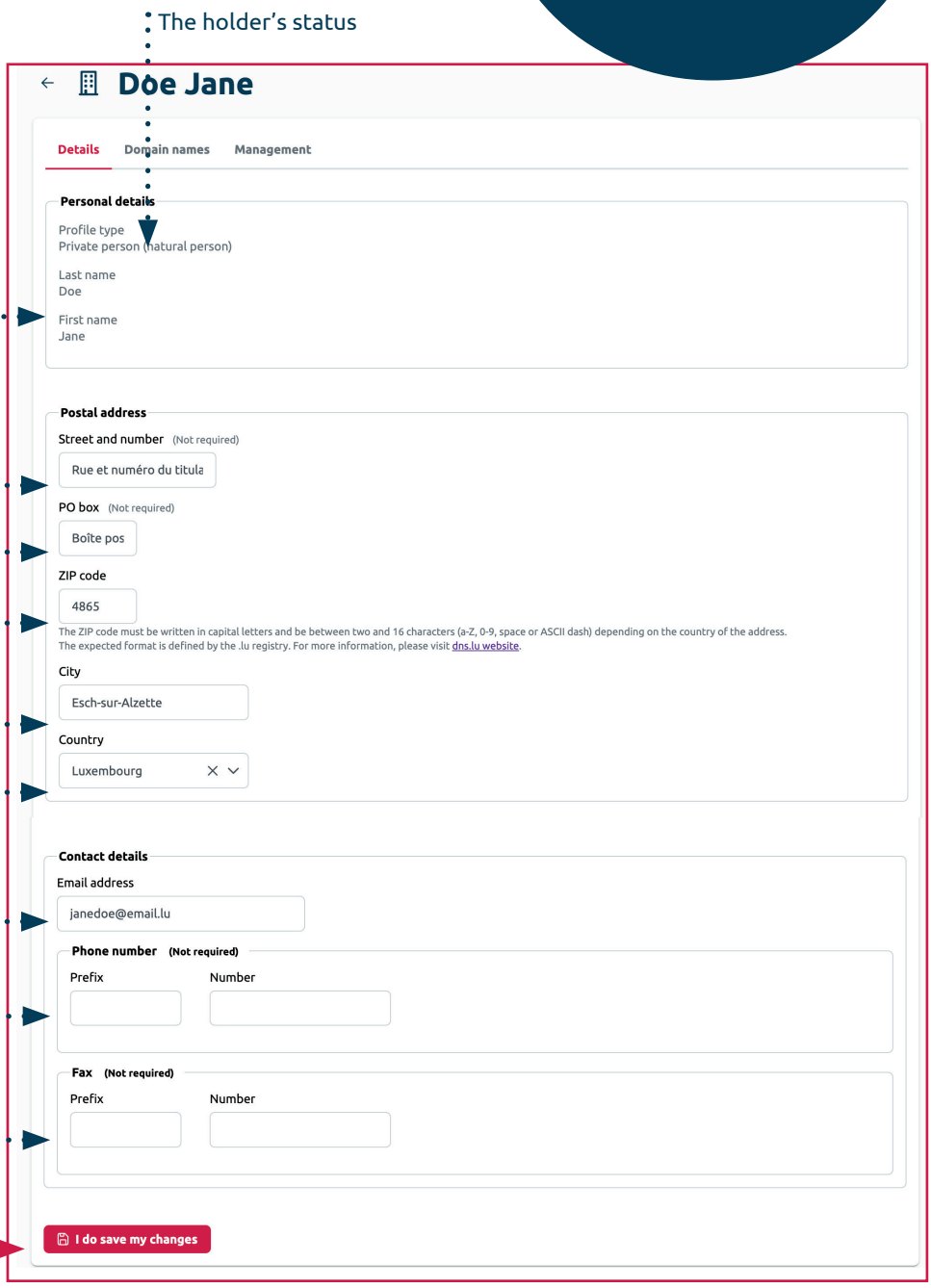


Holder details

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 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

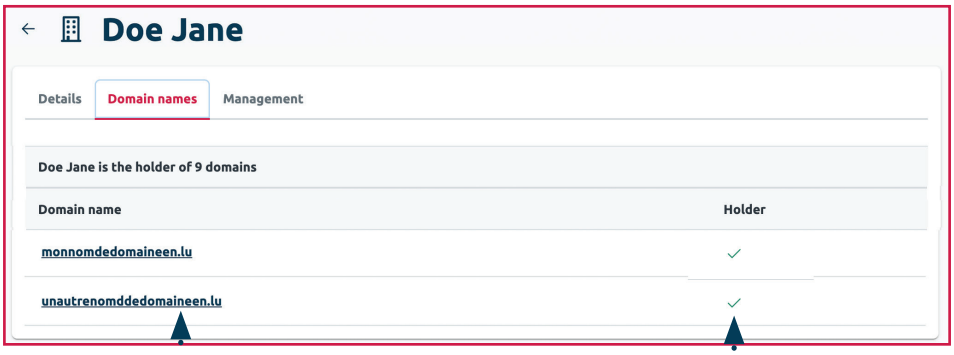
Save changes

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 26). 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.

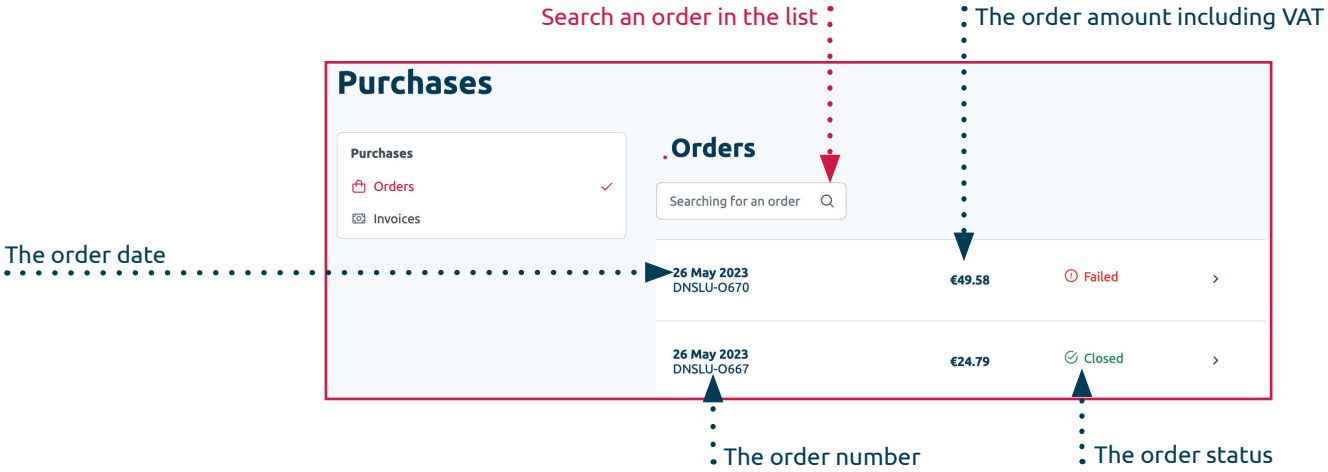
The holder(s) of the domain name(s) concerned by this update must provide supporting documentation for such changes to the registrar.

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.

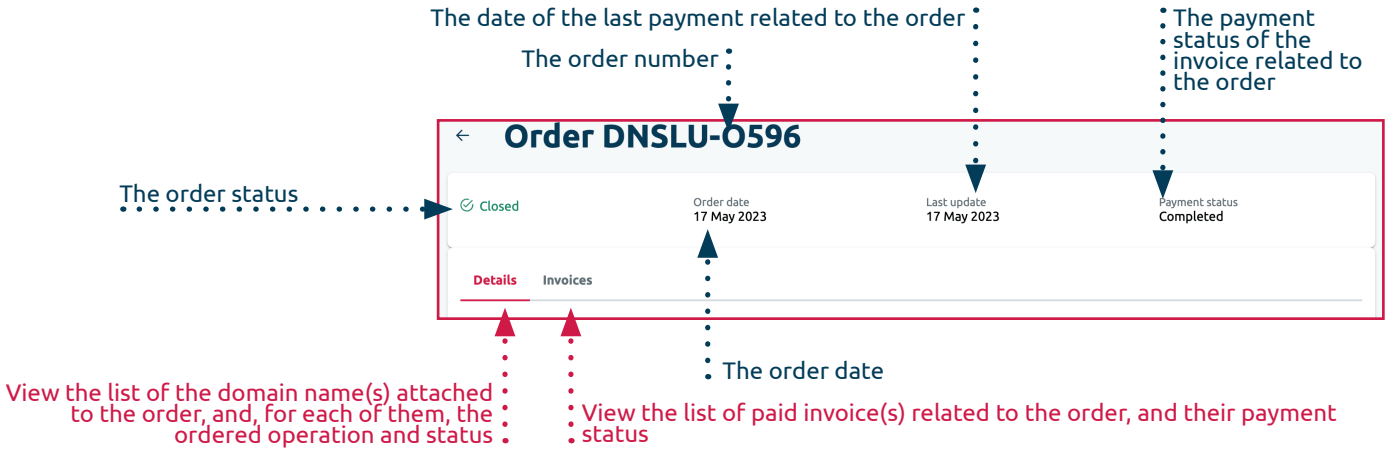


Order status

- **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.

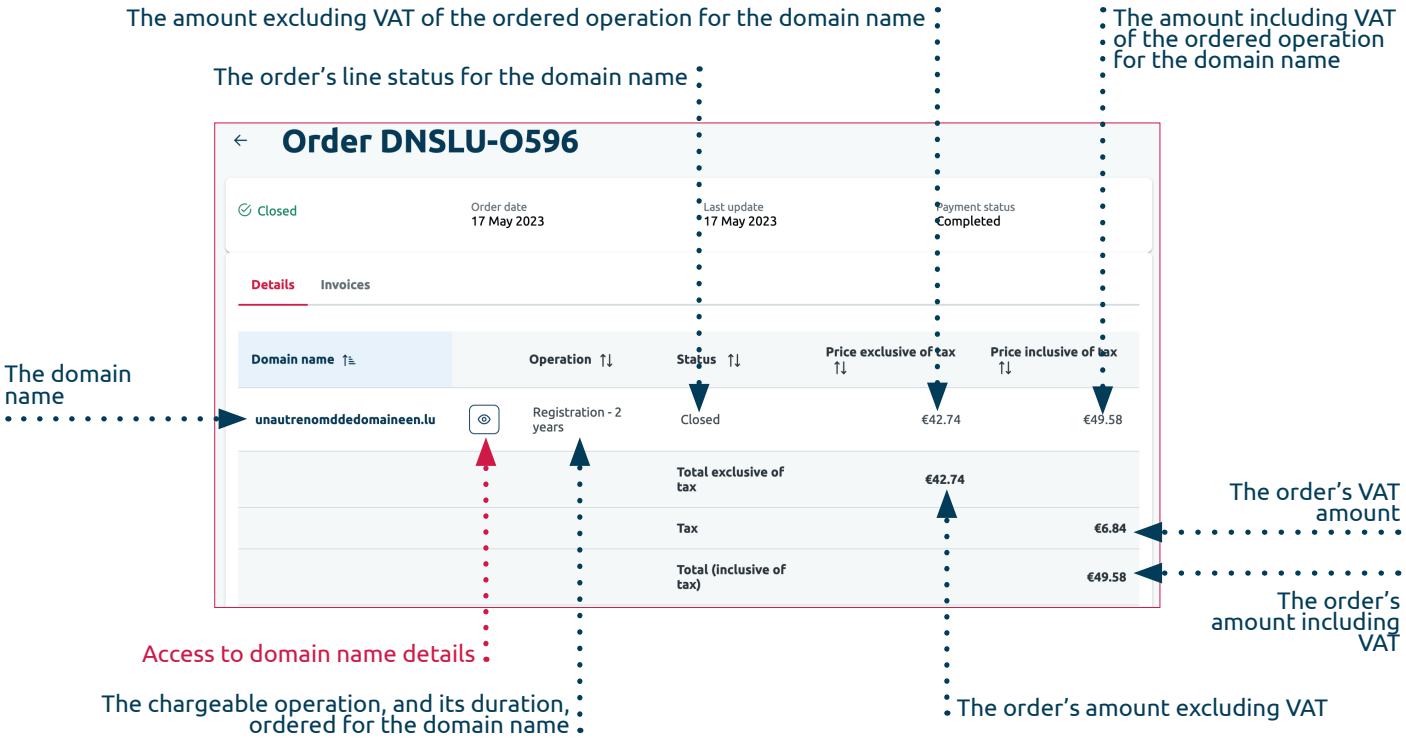


The invoice payment status related to the order

- **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.



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.

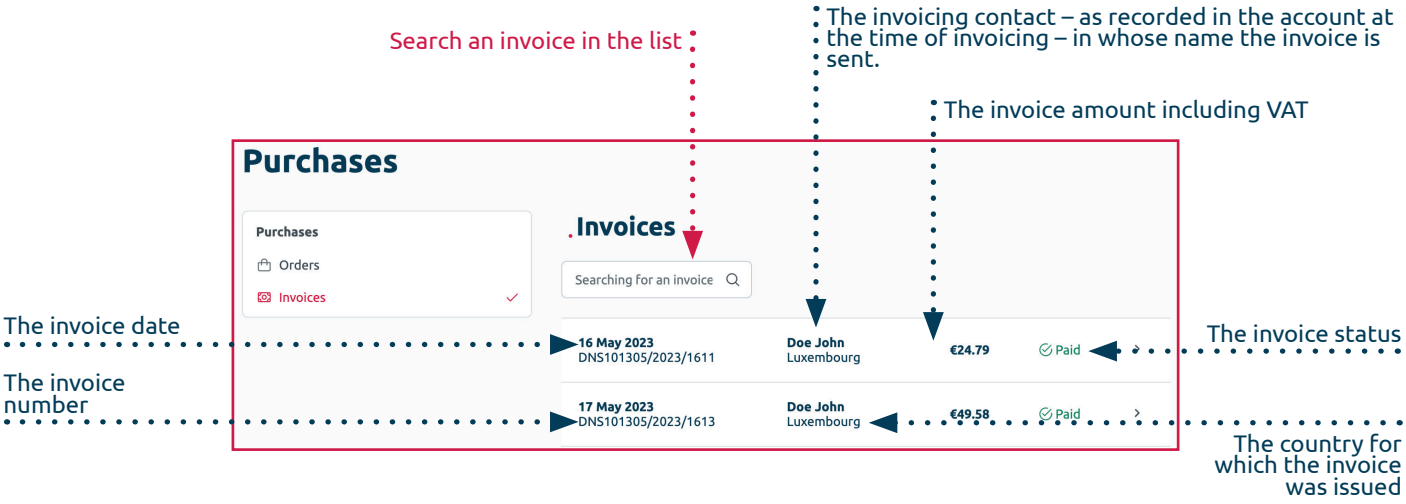


VIEW INVOICES

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.

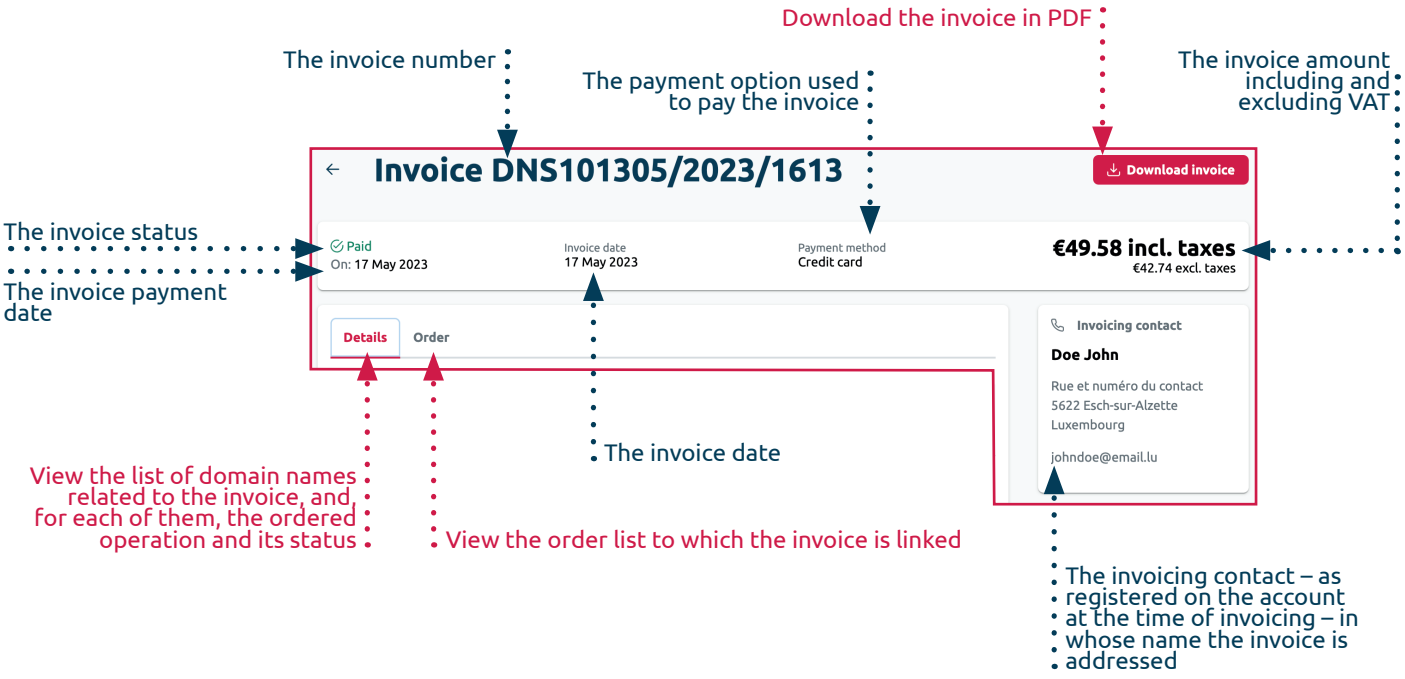


Invoice status

- **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).

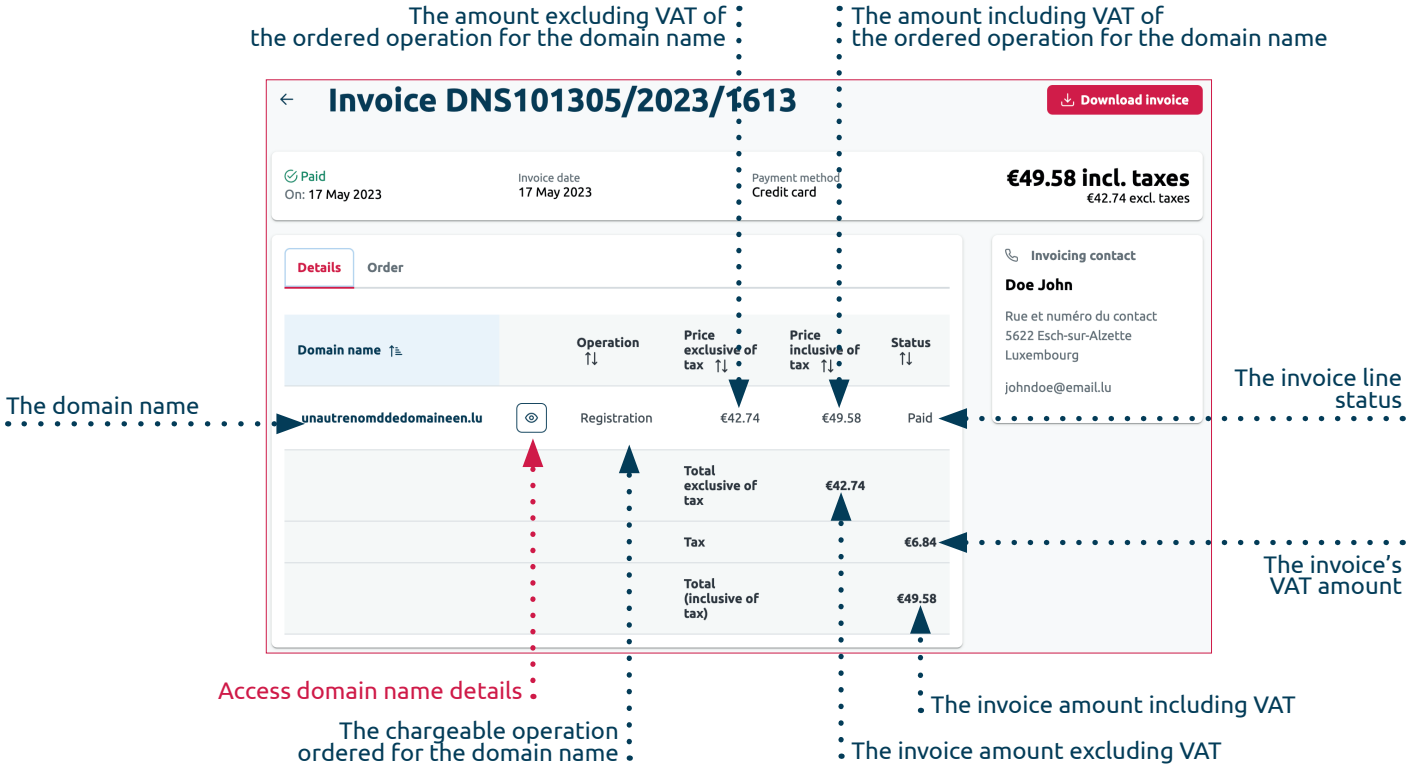
Individual view of invoices

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



Invoice details

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

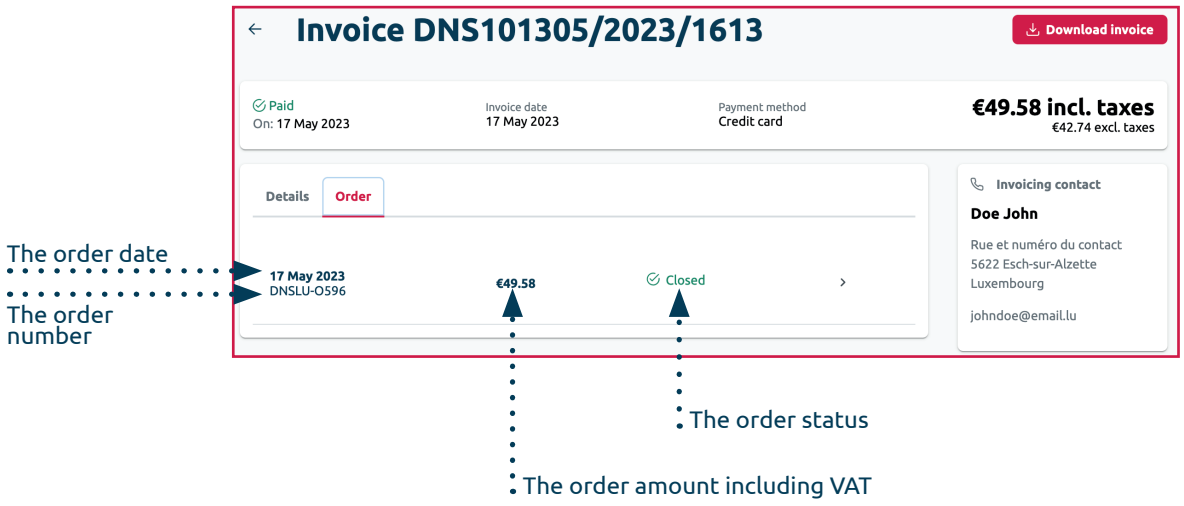


Invoice line status

- **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..



CONTACT THE REGISTRAR

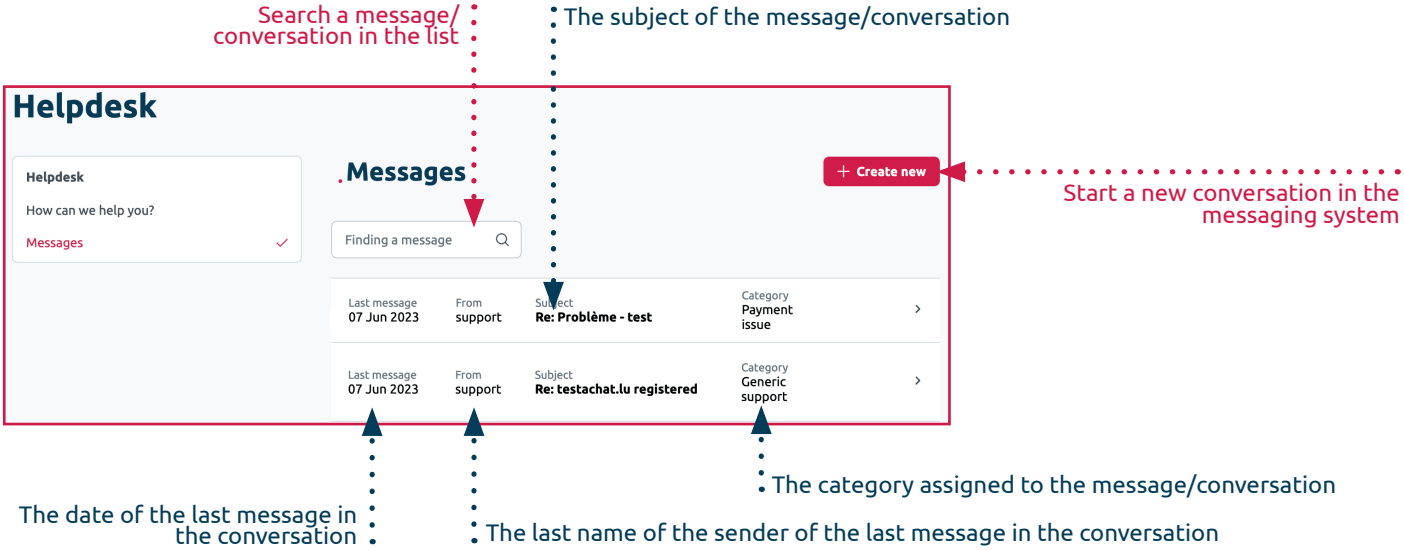
Directly contact the registrar in the 'Helpdesk' section, sub-section 'Messaging'.

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.



Message/conversation categories

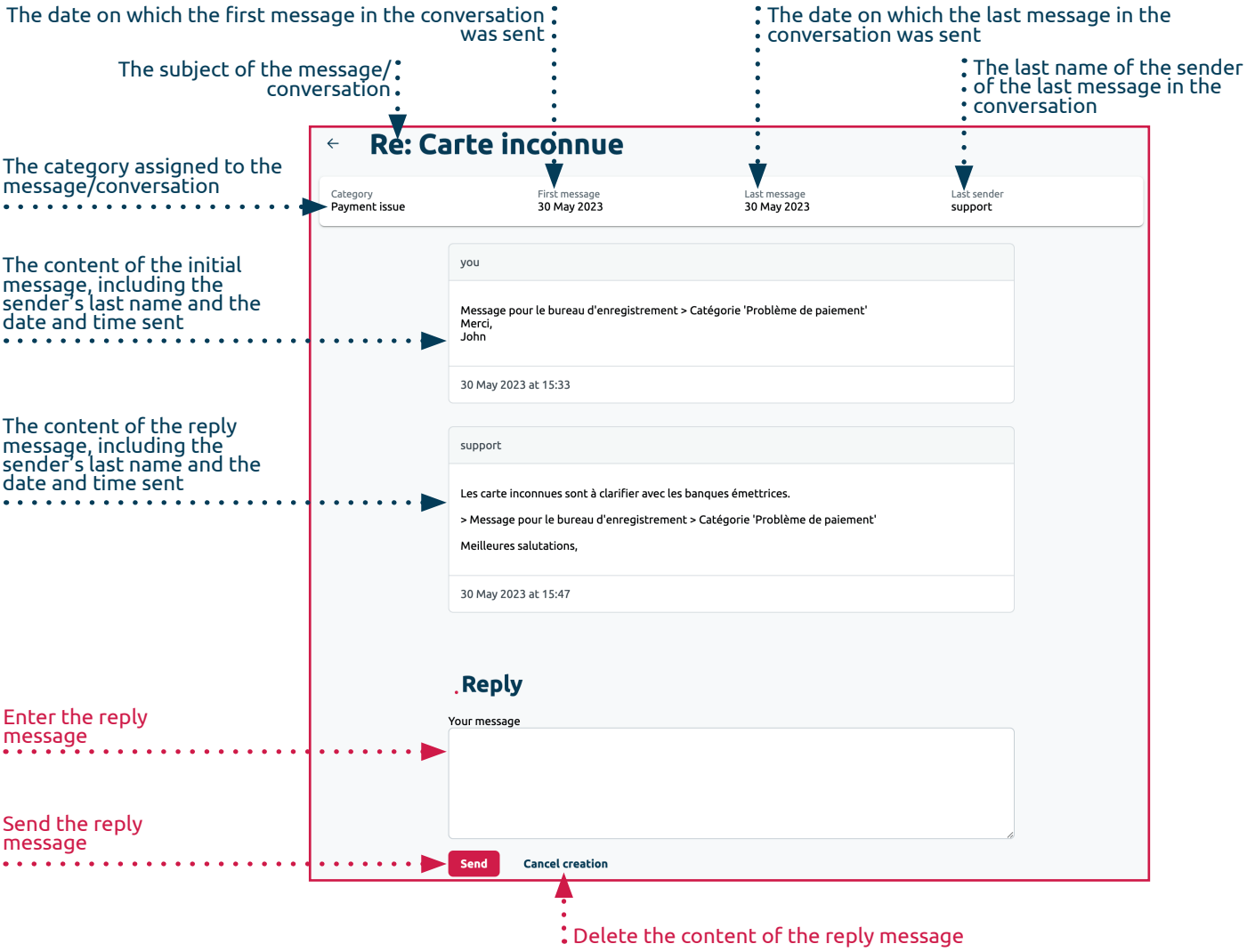
- **Rejected information**: the manager has a problem validating the data entered in the account.
- **Payment issue**: the manager has difficulty paying for one or more of his operations.
- **Migrating domain name(s) between accounts**: the manager wants to migrate all her/his domain names to another 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.

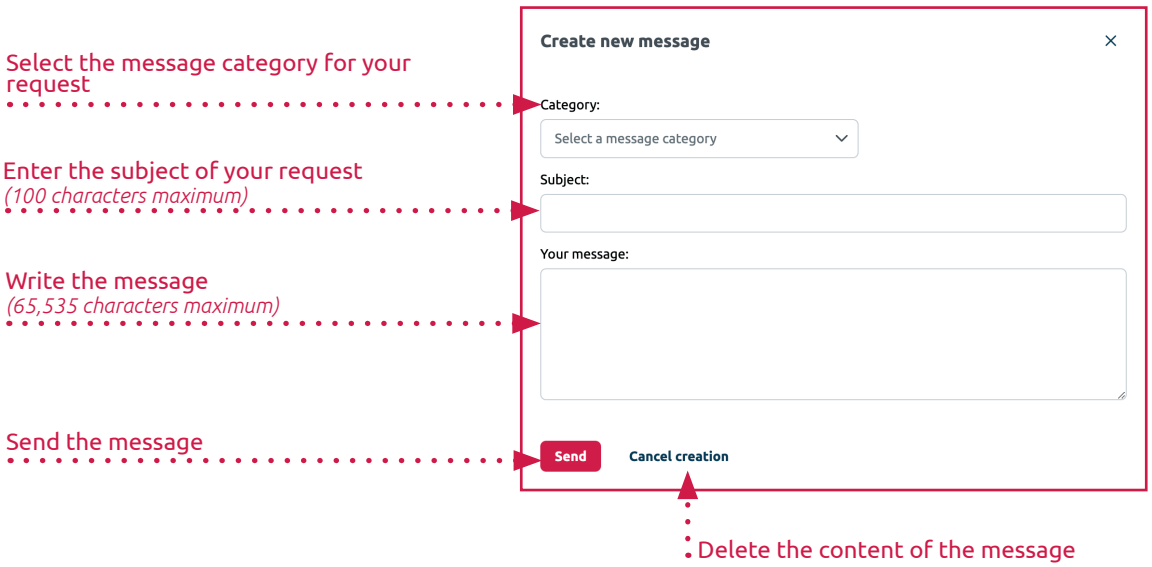
Individual management of messages/conversations

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.



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.



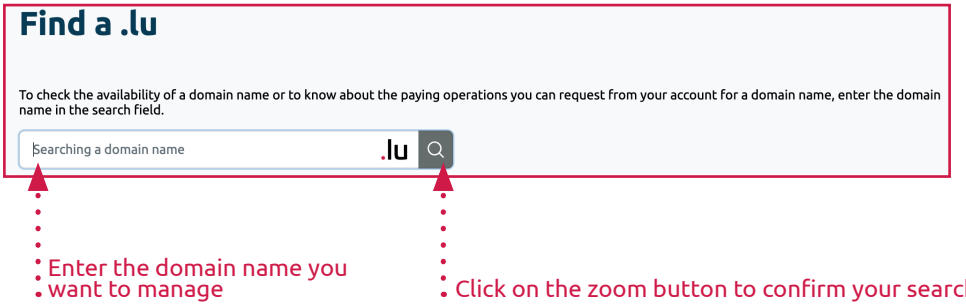
ORDER CHARGEABLE OPERATIONS

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.

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.



Enter the domain name you want to manage

Click on the zoom button to confirm your search

• 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.

• 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

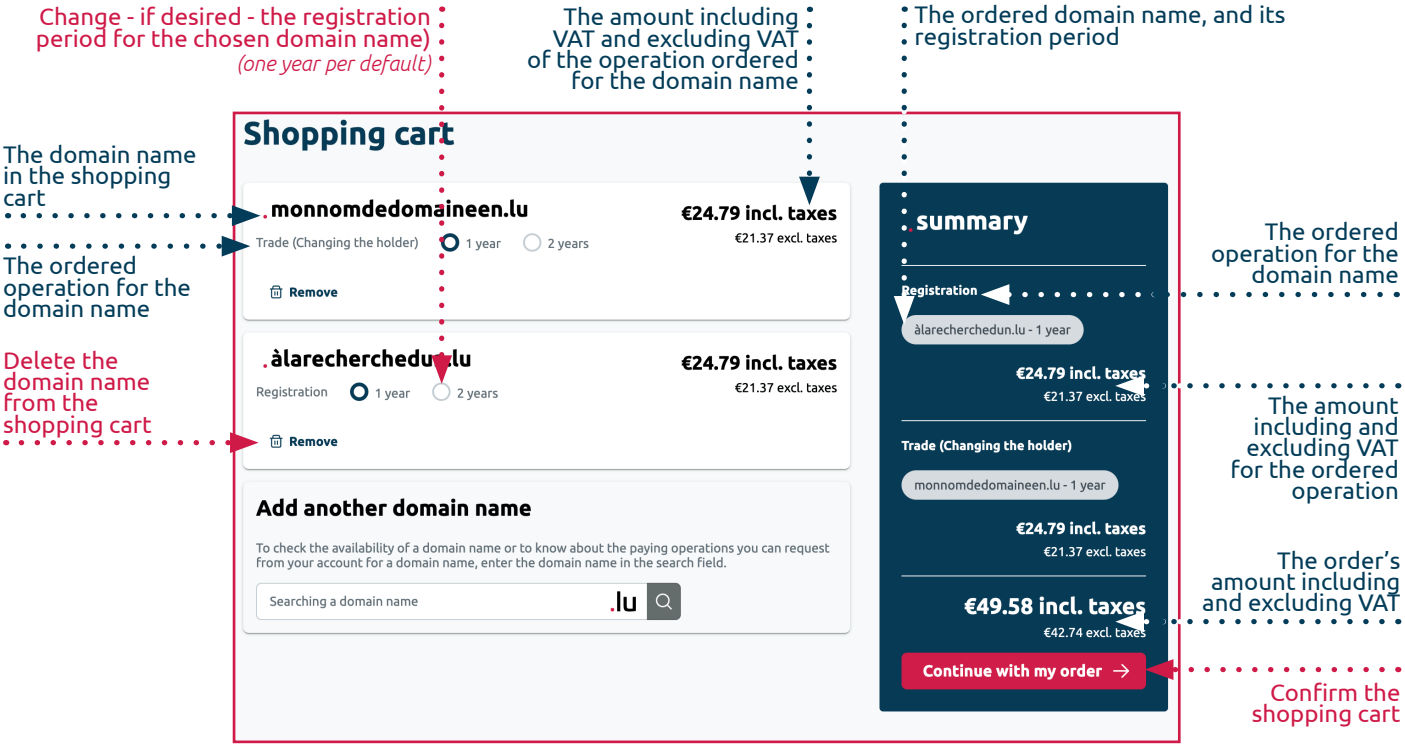
For domain names registered on an account, a chargeable operation can only be added to the shopping cart via the 'Domain names' section, in the individual management of domain names (see page 15).

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.

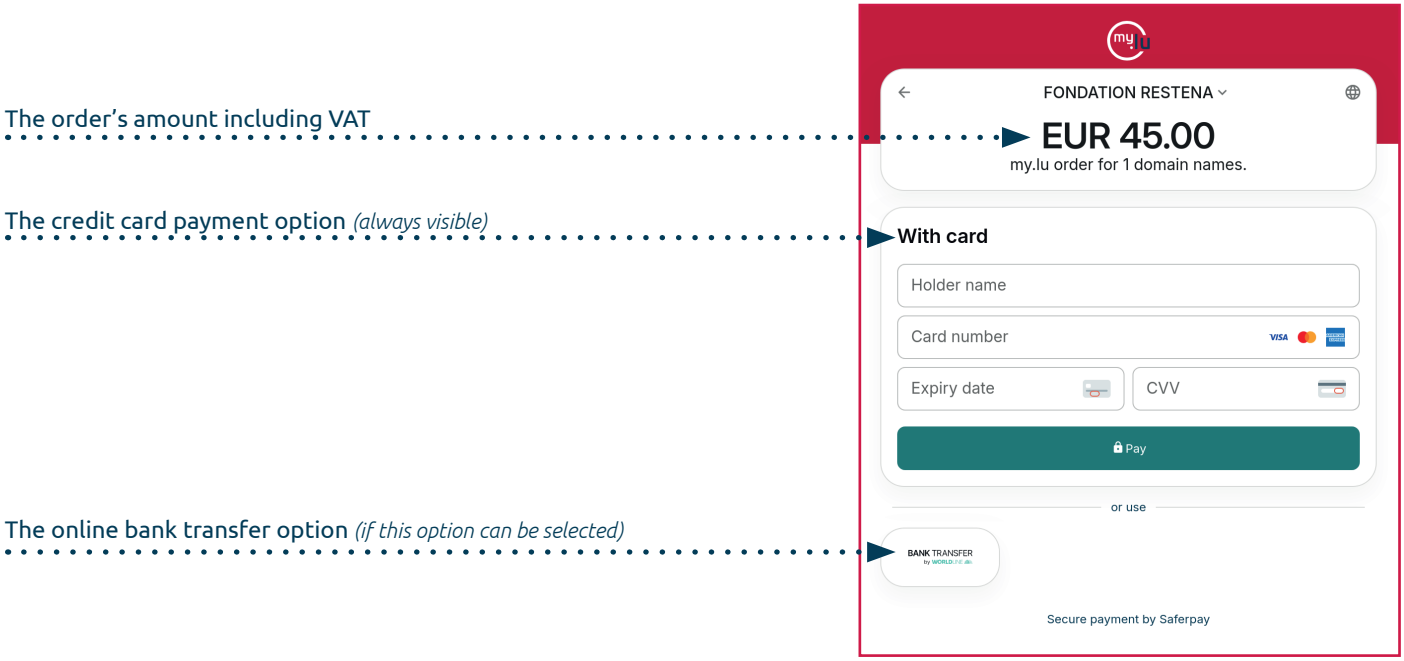
Shopping cart display

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.



Payment of chargeable operations

At the end of the order process, payment is to be made by credit card such as MasterCard, Visa or American Express or, in some cases, by online bank transfer. Payment options are only available after clicking on the "Confirm my order and go to payment" button.



• Payment by credit card

You can pay by credit card for any chargeable operations. The amount paid by credit card is only debited once the transaction(s) requested at the time of ordering have been successfully completed. The payment status of the invoice linked to the order is then 'completed' (see page 29).

Only MasterCard, Visa or American Express credit cards are accepted for payment.

• Payment by bank transfer

In some cases, you can make an online bank transfer. This option is only visible after clicking on the "Confirm my order and go to payment" button at the end of the order process.

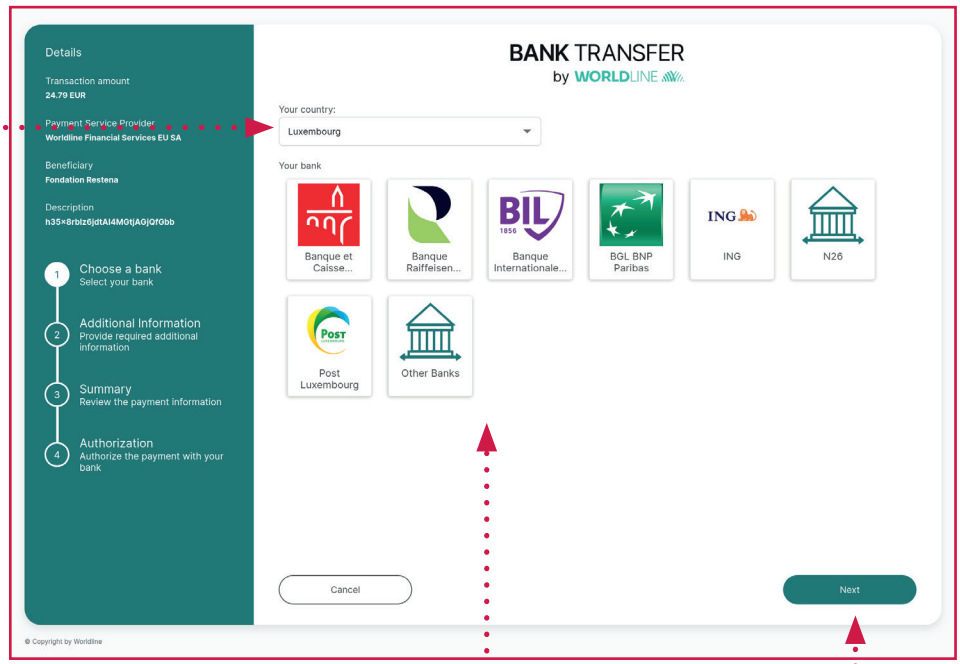
The online bank transfer - supported by the WorldLine payment solution - is only possible in the following cases:

.. The shopping cart contains only chargeable renewal and restoration operations (see page 34).

.. The banking institution authorises online bank transfers via WorldLine.

The MultiLine Luxembourg banking solution does not allow you to pay by bank transfer directly from your my.lu account.

Select the country in which your bank is domiciled



Online bank transfers are only possible if your banking institution is part of the Single Euro Payments Area (SEPA): Austria, Belgium, Croatia, France, Germany, Italy, Luxembourg, the Netherlands, Poland, Slovenia, Slovakia, Spain.
(list subject to change)

Select your banking institution

Confirm your choice and proceed to payment

The banking institutions that allow online bank transfers via WorldLine vary from country to country. In the Greater Region, for example, online bank transfers are *(list subject to change)*:

.. In Luxembourg, via Banque et Caisse d'Épargne de l'État, Banque Raiffeisen, Banque Internationale à Luxembourg (BIL), BGL BNP Paribas, ING, N26, Post Luxembourg.

.. In Germany, via Commerzbank, Deutsche Bank, HypoVereinsbank, ING, Norisbank, Postbank, Sparkassen, Volks und Raiffeisenbank.

.. In Belgium, via Belfius, BNP Paribas Fortis, Crefan, ING Belgium, KBC.

.. In France, via Banque Populaire, BNP Paribas, Caisse d'Épargne, CIC, Crédit Agricole, La Banque Postale, Société Générale.

IMPRESSUM

Editor: Restena Foundation
November 2026

All rights reserved
Author: Restena Foundation
Layout: Restena Foundation

Image credits: Restena Foundation

Fondation **Restena**
Service **.lu**

2, place de l'Université
L-4365 Esch-sur-Alzette
+352 42 44 09-1 — info@my.lu

dns.lu ***my.lu***