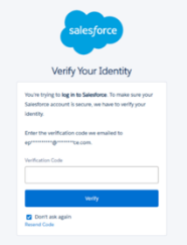
Dear NSp user,

Salesforce, the platform provider for our Naming Services portal (NSp), is implementing stronger security measures to protect customers and will begin rolling out access and integration changes on the way they authenticate users. As a result, NSp users may be required to take an additional step to authenticate their login device. This enhancement will further limit unauthorized account access and builds on earlier security updates released last year.

As part of your login flow, you may be required to verify your identity before accessing the system. Here is an example screenshot of the request:



We suggest clicking the box to “Do not ask again” and enter the code received in your email (check for spam folder). Once verified, you will be able to access the application as usual.

If you have any questions or need help accessing NSp, please reach out to globalsupport@icann.org.

Thank you for your attention to this matter.

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