



## **How to manage your TMCH services**

Trademark Clearinghouse

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## Table of Contents

1. Introduction .....	3
2. Services .....	3

## 1. Introduction

This document will provide TMCH users with a guide on how to manage their TMCH services. The following services are in scope of this document:

- Sunrise Services
- Claims Services
- Ongoing Notifications

## 2. Services

### 2.1. Sunrise Services

After signing in to the TMCH web interface, navigate to the “services” tab.

In the services tab, search for the mark record for which you want to alter the Sunrise settings.



By clicking on the arrow, you will be able to see all labels attached to the mark record:



## Services overview

1 to 10 of 34 rows		10	1	Disable Pager
Mark	U-label	SMD	CLASH	
<a href="#">a sample</a>	asample	on	on	
	a-sample	on	on	

If you would like to exclude one or more labels from the SMD file and exclude the label from being used during a sunrise period of a new gTLD, click on the “on” button in the sunrise column, to toggle the services setting.

A message will pop up, explaining the impact of toggling the sunrise service:

Are you sure you want to toggle the sunrise flag for this label ? Please note that when you toggle the sunrise flag on/off, your SMD file will be revoked and you will receive a new SMD file. Please ensure that you use the new SMD file when you want to register a domain name as your old SMD file will no longer be valid.

OK

Cancel

After you click “ok” on the pop up, your SMD file will be regenerated and the label(s) for which you have toggled “off” sunrise services will be removed from the SMD file.

MARKS

SERVICES

CASES

Services overview

1 to 10 of 34 rows

10

1

Disable Pager

Mark	U-label	SMD	CLASH
<a href="#">a sample</a>	<a href="#">+ a sample</a>	<a href="#">on</a>	<a href="#">on</a>
	<a href="#">+ a-sample</a>	<a href="#">off</a>	<a href="#">on</a>



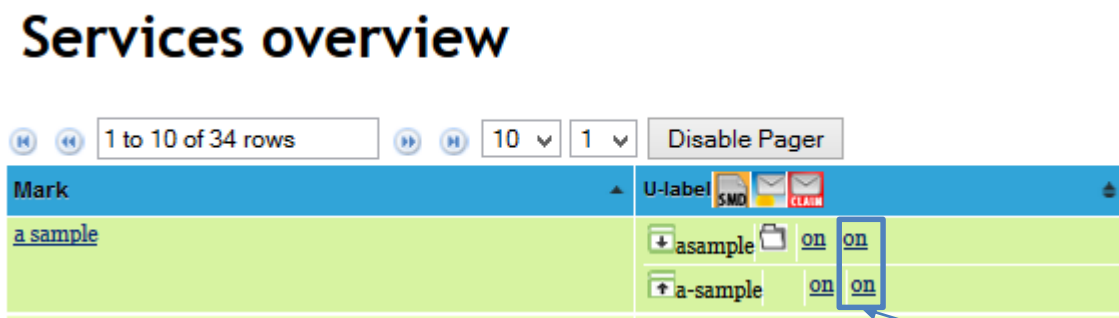
## 2.2. Claims services

After signing in to the TMCH web interface, navigate to the “services” tab.

In the services tab, search for the mark record for which you want to alter the Sunrise settings.



By clicking on the arrow, you will be able to see all labels attached to the mark record:



If you wish to stop receiving claims notifications for certain labels, click on the “on” button in the services column, to toggle the services setting.

A message will pop up, explaining the impact of toggling the claims service:

Are you sure you want to toggle the ipclaims flag for this label? End-users will no longer be informed of this claim and you will no longer receive notifications if you toggle this flag to off.

OK

Cancel



After you click “ok” in the pop-up the claims service will be disabled for the label(s). The SMD file will not be regenerated.

Mark	U-label	SMD	CLAIM
a sample	asample	on	off
	a-sample	off	on

### 2.3. Ongoing notifications

After signing in to the TMCH web interface, navigate to “my account”.

In My Account, navigate to the “Ancillary Services” section.

## My account

### CURRENT FINANCIALS

Prepay level	\$209.00
Status points	246

68 active marks in your portfolio.

Your contract is active and can not be terminated as long as there are active marks.

### ANCILLARY SERVICES

Ongoing Notifications is NOT active

**ACTIVATE**

By opting for these services, you agree that you would like to receive ongoing notifications. Please note that it is not possible, however, to guarantee that transmitting data electronically is totally secure, virus-free or without error and, hence, such transmissions may be intercepted, tampered with, lost, destroyed, delayed or rendered unusable. You and us hereby recognize that no systems or procedures can wholly mitigate such risks. You and we hereby confirm that we accept these risks, duly authorize the use of electronic communications and agree to use commercially reasonable means to detect the more widely known viruses prior to sending information by electronic means. Each party shall be responsible for the protection of its own systems and interests in respect of electronic communications, and neither party shall be held liable in any manner or form, whether on a contractual, criminal (including negligence) or any other basis, for any loss, error or omission resulting from or relating to the use of electronic communications between the parties.



In order to activate Ongoing Notifications, click on the “Activate” button. Ongoing notifications will now be sent out to the e-mail address linked to the account.

#### ANCILLARY SERVICES

Ongoing Notifications is ACTIVE

**DEACTIVATE**

By opting for these services, you agree that you would like to receive ongoing notifications. Please note that It is not possible, however, to guarantee that transmitting data electronically is totally secure, virus-free or without error and, hence, such transmissions may be intercepted, tampered with, lost, destroyed, delayed or rendered unusable. You and us hereby recognize that no systems or procedures can wholly mitigate such risks. You and we hereby confirm that we accept these risks, duly authorize the use of electronic communications and agree to use commercially reasonable means to detect the more widely known viruses prior to sending information by electronic means. Each party shall be responsible for the protection of its own systems and interests in respect of electronic communications, and neither party shall be held liable in any manner or form, whether on a contractual, criminal (including negligence) or any other basis, for any loss, error or omission resulting from or relating to the use of electronic communications between the parties.