

CLEARINGHOUSE



How to manage your standard TMCH **services**

Trademark Clearinghouse

30/09/2020

Version 1.2

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1. Introduction.

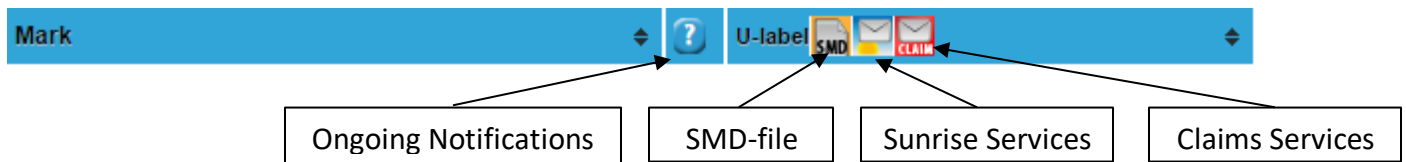
This document will guide TMCH users on how to manage their standard TMCH services. The following services are in scope of this document:

- Sunrise service
- Claims service
- Ongoing notifications

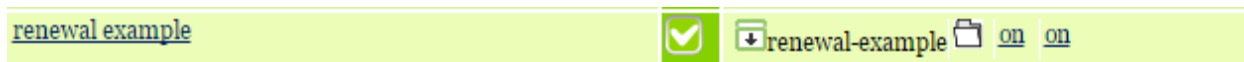
After logging into the Trademark Clearinghouse, you will automatically be redirected to the “Mark Overview” page. In order to have an overview on the status of these services, you can navigate to the “Services” tab and select “Standard services”.



After navigating to the “Services Overview”, a table with a header as pictured below will be shown. You can find an explanation of the icons in the header below.



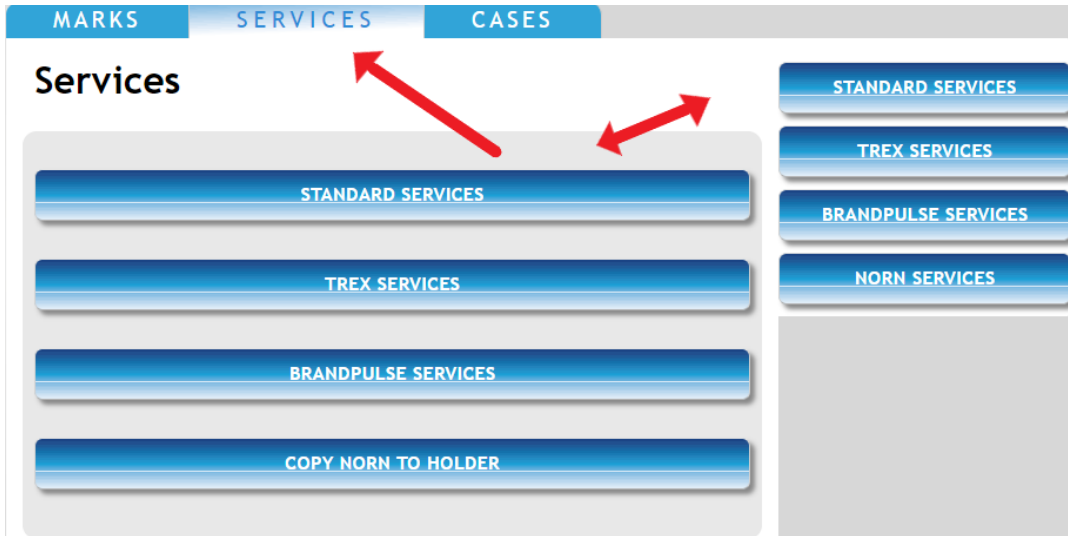
Please see below an example of a trademark record for which Sunrise service, Claims service and Ongoing notifications are activated:





2. Sunrise service

After signing in to the TMCH web interface, navigating to the “Services” tab and clicking on one of the “Standard services” buttons, you will find an overview of the Sunrise service, the Claims service and the Ongoing notifications.



In the “Services Overview” page, search for the trademark record for which you want to alter the Sunrise settings.



By clicking on the arrow in the U-label column, you will be able to see all labels related to the trademark record.





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. By clicking on “on”, you will toggle the Sunrise service setting.



After clicking on “on”, 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 toggling the SMD flag will revoke any existing files if present. When you toggle the sunrise flag on/off for a second time, your initial 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.



After you have clicked on “OK” in the pop up, your SMD file will be regenerated and the label(s) for which you have toggled “off” Sunrise service will be removed from the SMD file.





3. Claims service

After signing in to the TMCH web interface, navigating to the “Services” tab and clicking on one of the “Standard services” buttons, you will find an overview of the Sunrise service, the Claims service and the Ongoing notifications.



In the “Services Overview” page, search for the trademark record for which you want to alter the Claims service settings.



By clicking on the arrow in the U-label column, you will be able to see all labels related to the trademark record.

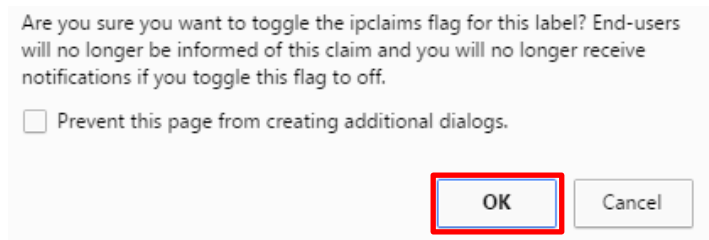




If you wish to stop receiving claims notifications for certain labels, click the “on” button in the Claims column, to toggle the Claims service setting.



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



After you have clicked on “OK” in the pop-up, the Claims service will be disabled for the selected label(s). The SMD file will not be regenerated.





4. Ongoing notifications

After signing in to the TMCH web interface, click on “My Account”, which can be found at the top of the page.



On the “My Account” page, navigate to the “Ancillary Services – Ongoing Notifications” section.

In order to activate Ongoing notifications, click on the “Activate” button **(A)**. You will see a message showing that “Ongoing notifications has been activated” **(B)**. Ongoing notifications will now be sent to the e-mail address linked to your TMCH account. You can add additional email addresses to your account by navigating to the “Additional email notifications” section on the “My Account” page and by clicking on “Configure additional email addresses” **(C)**. You will now be able to add additional email addresses.

ANCILLARY SERVICES - ONGOING NOTIFICATIONS

Ongoing Notifications is NOT active

ACTIVATE

A

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.

B

Ongoing Notification has been activated

C

ADDITIONAL EMAIL NOTIFICATIONS

CONFIGURE ADDITIONAL EMAIL ADDRESSES



If you wish to deactivate the Ongoing notifications, click on the “Deactivate” button **(A)**. You will see a message showing that “Ongoing notifications has been deactivated” **(B)**. Ongoing notifications will no longer be sent to the e-mail address(es) linked to your account.

ANCILLARY SERVICES - ONGOING NOTIFICATIONS

Ongoing Notifications is ACTIVE

A **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.

B Ongoing Notification has been deactivated

**Appendix: Version/Approval summary**

Major	Minor	Date	Description	Company	Author	Approval
	1.2	30/09/2020	Update	Deloitte	Ellen Peeters	
	1.1	10/05/2016	Update	Deloitte	xxx	
1.0		xx/xx/xxxx	Creation	Deloitte	xxx	