



# THE OARC PORTAL

A quick 'Crash Course' Guide

A basic guide to navigation and best uses of the Portal for your Organization

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**DNS-OARC**

Domain Name System Operations Analysis and Research Center

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## Introduction

The Portal is an online tool maintained by OARC and available only to current OARC Participants (Members and Supporters). This guide is provided as a reference on Portal use and to provide context on the importance of keeping your information current.

As the *cornerstone* of your OARC Participation, the Portal has many essential functions relating to your benefits and access to Membership Benefits by:

- Allowing OARC Members to view their Membership status and tier on demand.
- Managing technical and business contact information.
- Provisioning Member benefits and services to Member Contacts automatically.
- Driving the OARC Contact directory for Member-to-Member communication.

We welcome Participant input so we may continually evolve the Portal to increase its value to Members and Supporters. Please feel free to give OARC your feedback and suggest/request a feature via email at [admin@dns-oarc.net](mailto:admin@dns-oarc.net).

## Portal Terminology

### Administrator

OARC Staff with portal administrative privileges, reachable via [admin@dns-oarc.net](mailto:admin@dns-oarc.net).

### Contacts

Individuals listed in your Organization's Contact list. Contacts may be Organization Managers, Administrative Only, and Normal based on your needs and policies. The maximum number of available Contacts is dictated by your membership tier with one exception (see *Administrative Only Contact* below).

#### Organization Manager

The Organization Manager or *Org Manager* is typically a Lead or Senior individual, Manager, Dept. head, or a Product/Project Manager. This role is responsible for maintaining the Organization profile and grants the ability to add, change or disable contacts.

Only an OARC Administrator can grant Org Manager status.

There are no limits on how many contacts you may request be designated as Org Managers, but we recommend as few as possible. This user has access to all services and can view their entire Organization's profile including all their Contacts' information.

#### Normal (contact)

Normal in Portal refers to Standard Contacts in your organization that are not designated Org Managers but are valid contacts the Member community can contact. Normal users can make limited updates to their user accounts but cannot make changes to the overall Organization's Profile.

Normal users may be added by your Org Manager; however, designating them as Org Manger must be requested via email [admin@dns-oarc.net](mailto:admin@dns-oarc.net).

This role has access to OARC Member Benefits

#### POC

*Point of Contact*. This highlights the folks who are considered a first point of contact. This may be used in combination with the *Details* Text box to instruct other OARC Participants how to contact your organization or other essential information you wish to convey to the OARC Members and Supporters.

### Administrative Only Contact

This designation removes access to services for this contact type and causes the contact to be ignored for the purposes of calculating active contacts for your organization.

The designation is intended for contacts who are only in the portal to manage the organization's membership with DNS-OARC. For example, a senior manager (or their assistant) who needs to be the Organization Manager but is not otherwise engaged with DNS issues.

Must be designated by an OARC Admin and requested by existing Organization Manager(s).

### Contact List

The contacts that are visible to other OARC Member Orgs in the Contact Directory (under services, and accessible by other Current OARC Participants).

Your Contact List should reflect the individuals you wish to be contacted in times when the community needs a response to DNS issues. It is especially important that this information is always current to enable fast contact and response times.

This is viewable only to other Current OARC Members and Supporters.

### Voting Representative

The contact with this designation is responsible for voting in the annual election of OARC's Board of Directors.

The designation is made by the Org Manager and must be a Contact in the Portal.

### Other contacts

These are business contacts OARC will interact with during your Membership.

These business contacts are:

- *Billing Contact*: An Accounts Payable person
- *Primary Contact*: a person who has budgetary responsibility and is intimately familiar with the Membership terms and associated benefits.
- *Signatory Contact*: a designated signer for Membership agreements and subsequent upgrades.

## Logging in to the Portal

Access is via browser. The URL is <https://portal.dns-oarc.net>.  
Access granted in one of two ways:

1. OARC adds you at the request of your Org Manager.
2. Your designated Org Manager adds you.

You will receive a welcome email with instructions, and a copy will be sent to your Org Manager as confirmation of the new Contact.

The welcome letter contains very brief instructions to join the OARC Portal, Mattermost Chat & Analysis servers. These are Member Only benefits that allow you to maximize the value of your Membership. You may also refer to <https://dns-oarc.net/oarc/newmember> for more detailed instructions and suggestions for maximizing your Membership immediately.

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*Rule: As an OARC Participant, the email used for the OARC portal MUST match the Mattermost (<https://chat.dns-oarc.net>) Sign-in email address for future automation and security purposes. We recommend that your work email is used for easier identification purposes to further facilitate open communication among participants.*

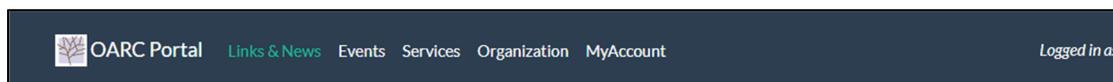
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## Lost/forgotten Password

Navigate to <https://portal.dns-oarc.net/> and click the Log In button at the top of the page. Then click *Forgot your password?* to set a new one and follow the instructions in the subsequent email you receive.

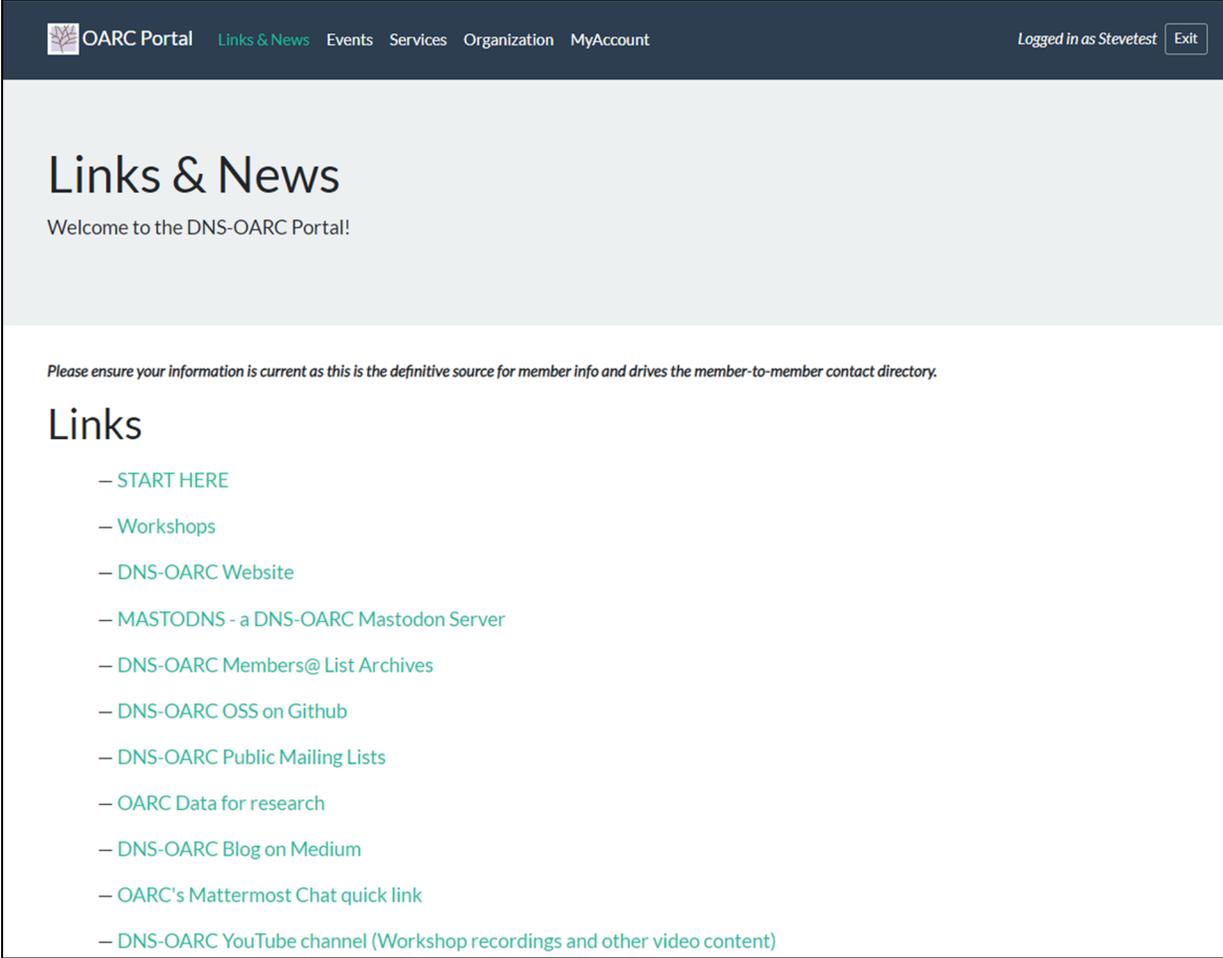
## Portal navigation

This is done via the tabs at the top of your screen and active links and buttons throughout. Below is a description of each tab and related functions.



## [Links & News](#)

This tab provides quick links to other OARC resources including the Public Mailing lists, OARC Workshop pages and presentations, & Mattermost.



The screenshot shows the OARC Portal interface. At the top, there is a dark blue navigation bar with the OARC logo and the text "OARC Portal" on the left, and "Links & News", "Events", "Services", "Organization", and "MyAccount" in the center. On the right side of the navigation bar, it says "Logged in as Stevetest" next to an "Exit" button. Below the navigation bar, the main content area has a light gray header with the title "Links & News" and the subtitle "Welcome to the DNS-OARC Portal!". Below this, there is a note: "Please ensure your information is current as this is the definitive source for member info and drives the member-to-member contact directory." The main section is titled "Links" and contains a list of ten items, each preceded by a dash: "START HERE", "Workshops", "DNS-OARC Website", "MASTODNS - a DNS-OARC Mastodon Server", "DNS-OARC Members@ List Archives", "DNS-OARC OSS on Github", "DNS-OARC Public Mailing Lists", "OARC Data for research", "DNS-OARC Blog on Medium", "OARC's Mattermost Chat quick link", and "DNS-OARC YouTube channel (Workshop recordings and other video content)".

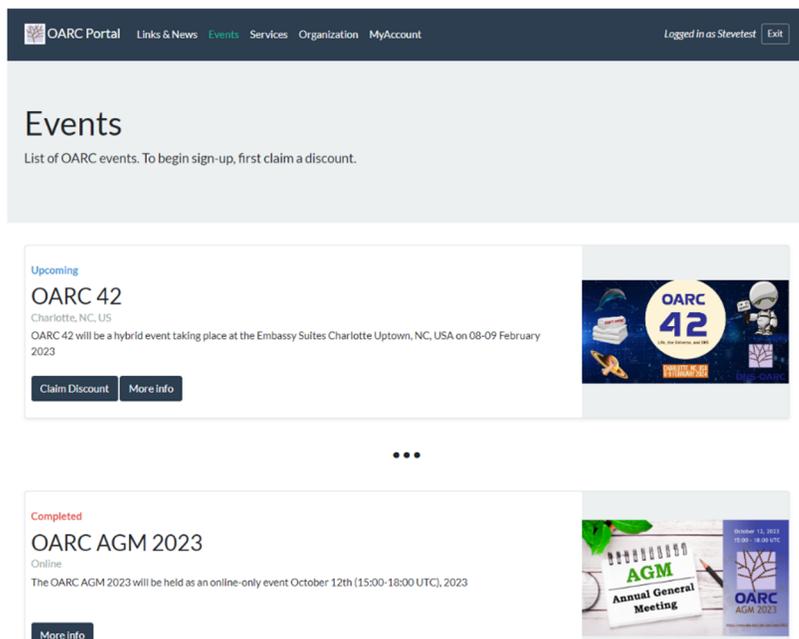
## [Events](#)

This tab is where current Member Contacts

- View current and past events held by DNS-OARC.
- Navigate to the Event Page in Eventbrite via the 'more information' button to learn more.
- Select Claim Discount to begin the registration process.

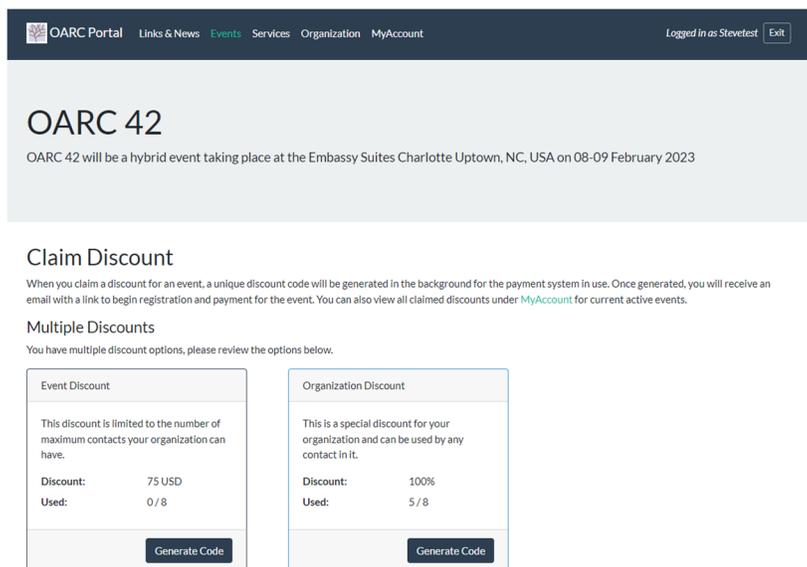
## Registering for an event

1. Begin on the *Events* tab by finding the event you wish to attend.
2. Select the *Claim Discount* button which takes you to the following screen to claim the discount. Members may see only one discount or multiple options depending on their membership status (currently participating on the Board or PC for example.)



3. Select Generate Code for the Discount you choose to employ. These can only be generated one at a time. For multiple discount codes, you will need to do this for each person.
4. You will receive an email confirming your discount is ready to be used with a link to register.
5. Once in Eventbrite, the code should have been automatically applied and you can follow the prompts for registration.

Alternatively, if you do not receive the email in a timely manner, you can also find all your claimed discounts under [MyAccount Details](#)



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Please report any issue with Portal to [admin@dns-oarc.net](mailto:admin@dns-oarc.net)

**OCCASIONALLY IT TAKES A MOMENT FOR THE EVENTBRITE SERVERS TO SYNC THE DISCOUNT CODES, WE'VE FOUND WAITING A FEW MOMENTS AND TRYING AGAIN ALLEVIATES THIS ERROR. IF IT DOES NOT, PLEASE CONTACT [admin@dns-oarc.net](mailto:admin@dns-oarc.net)**

## Services

This tab is where current Member Contacts

- Access the Contact directory and may search by Organization Name or by Contact Name.
- Confirm your subscription to the [members@dns-oarc.net](mailto:members@dns-oarc.net) mailing list.
- View more information about the Member mailing list.
- View the current OARC Board of Directors and of the current members of the Program Committee.

As new services are added, they will appear here.

OARC Portal Links & News Events **Services** Organization MyAccount Logged in as Stevetest Exit

## Services

List of DNS-OARC services, if available for your organization's tier you can also manage access to them here.

Service

### Contact Directory

Information about other organizations and their contacts.

Organizations Contacts

Service

### Member Mailinglist

OARC members mailing list.

More Information Manage

Service

### OARC Board

List of OARC Board Directors

List Board

Service

### OARC's Programme Committee

List of OARC's Programme Committee members

List PC

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## Organization

This tab is where Org Managers and Normal User Contacts can view their Organization Information and status of Membership. Org Managers will also use this tab to Manage your Organization Profile, Business Contacts and Technical contacts.

Only *Org Managers* will have editing privileges as pictured in the images below. *Normal Contacts* will only be able to view this information.

The information under the Organization Section is driven by Membership tier and Term and NOT user editable. Org Managers will be able to use the *Add Contact* button and *Change Voting Rep* button, the latter of which will ask you to choose from your list of Active Contacts.

This is also where Org Managers will see and manage discount codes for Events.

The *Details* section is editable by Org Managers in your current contact list. A suggestion here is to use it to instruct other members how your org wishes to be contacted or other useful directions to the OARC member Community as it is visible to other Members in the *Contact Directory* under the *Services* tab.

*Company Names* field allows you to associate other related brands or names that your Org has developed and acquired or to list all associated brands/companies that operate under the same parent organization.

It is critical for OARC to know up front if your Org *Requires a PO*, and if your Organization requires electronic submission of invoices to a *Supplier Portal* that is integrated with your back-end accounting.

## Other Contacts

This section contains your Organization's Billing and Mailing Addresses. It is editable by your Org Manager as are the current business Contacts for OARC Membership business dealings.

### Mailing Address

Address: 6151 Central Ave  
Suite 115

State: IN

City: Indianapolis

Postal: 46220-1838

Country: United States

### Billing Address

Address: 1025 Alameda de las Pulgas,  
#736

State: CA

City: Belmont

Postal: 94002

Country: United States

[Edit Mailing Address](#) [Edit Billing Address](#)

### Billing Contact

Name: None

Job Title:

Email: billing@dns-oarc.net

Phone(s): None

### Primary Contact

Name: Steve Sullivan

Job Title: Membership Coordinator

Email: stevos@dns-oarc.net

Phone(s): 1 949 303 3953

### Signatory Contact

Name:

Job Title: President

Email:

Phone(s):

[Edit Billing Contact](#) [Edit Primary Contact](#) [Edit Signatory Contact](#)

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The information in Your *Billing Contact*, is extremely important and should be up to date to avoid unnecessary delays in renewal, possible late fees, and potentially a suspension of access.

Please do your best to keep this information current as these are OARC’s contacts for billing issues and to conduct OARC Member business with.

### My Account Details

All users use this tab to manage their own user account. On this tab, you may change your password, update your email address, phone number, make yourself a POC, and add your personal SSH key for analysis server access.

### Event Discounts

This is where you can locate and use any event discounts that have been claimed. If you cannot find the email sent when claiming a discount on the Events tab in Portal, this is where you find the code and click the ‘Use’ link to direct you to the online registration.

- Scroll to the *Event Discounts* section and locate the corresponding line item for the current Workshop Event
- Select ‘Use’ to be redirected to Eventbrite

OARC Portal Links & News Events Services Organization MyAccount Logged in as Stevetest

## My Account Details

Management of account details, services and SSH/PGP keys.

### Details

Access: Organization Manager  
 Name: Stevetest  
 Email: stevo@c  
 Organization: OARC  
 Point of Contact: No  
 Voting Representative: No  
 Phone Number(s): Mobile: 1 949 303 3953

Change Password Change Email Edit Details

State: Active Only visible to Organization Managers  
 Created: 2018-05-30 21:13:45.739689  
 Modified: 2023-11-27 20:54:34.984924

### Event Discount(s)

Information is synced from external registration system every 2 hours, if you recently claimed or used a code it might take a while to update here.

Showing last 5 created discount codes for active events, click "All Discounts" to show all.

#	Event	Discount	Code	Status	Action
1	OARC 42	100%	[REDACTED]	Available	Use

All Discounts

### Service(s)

Enabled Service(s): Member Mailinglist

Manage Service(s)

### SSH and PGP key(s)

NOTE: PGP keys can not be added through the Portal yet, if you wish to add one please [contact OARC](#).

SSH key(s): None  
 PGP key(s): None

Manage Key(s) Add SSH Key

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## Add SSH Key

You will need to add your SSH key to your profile to get access to OARC's analysis servers. The *Add SSH Key* button will take you to the screen below, and once added, SSH keys will be displayed to you and your Org Managers under *Manage Keys*.

## Analysis Server Account setup

After adding your SSH key, email [admin@dns-oarc.net](mailto:admin@dns-oarc.net) to request account creation. Include the words "*analysis access*" as part of your subject line. If you wish to request a preferred UNIX username, please include it in your email, and we will try to accommodate you. ***Sign-on sharing is not permitted.***

## PGP Keys

PGP keys may be added and are displayed openly in the Contact directory to other members to further encourage secure member communication. Currently, your PGP Keys must be added manually by an OARC administrator. Please email your PGP key to [admin@dns-oarc.net](mailto:admin@dns-oarc.net) to add it yours.

## Adding/Managing contacts (for Organization Managers)

Management of your Organization's Contacts occurs in the *Organization Tab* using the *Manage Contacts* button shown in the Organization Section. Clicking *Manage Contacts* will take you to the existing list of contacts.

**Add SSH Key**  
Add a SSH key to your account.

SSH Key  
Please add your key here and email [admin@dns-oarc.net](mailto:admin@dns-oarc.net) with "data access" in the subject.

Title  
Title (optional)  
If left blank then title will be taken from the comment of the SSH key below.

Key  
Begins with ssh: ...

Only one key can be added at a time.

Submit Cancel

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**Organization**

Category:	Member
Tier:	Gold
Legal Entity Name:	DNS-OARC
Display Name:	OARC
Participation Agreement:	Signed
Data Sharing Agreement:	Not signed
Agreement Version:	2008-12-12
Current Term Start:	3098-12-30
Current Term Expiry:	3099-12-31
Available Service(s):	Member Mailinglist OARC Board Contact Directory OARC's Programme Committee
Contacts:	9 / 8 (Maximum number of contacts reached, can't add more) 0 hidden, 0 administrative only, 9 disabled and 1 marked for deletion
Voting Representative:	Jane Doe

List Contact(s) Manage Contact(s) Event Discount(s) Add Contact Change Voting Rep

You will then be taken to your Org's Contact list where you may choose the Contact you wish to change using the *Manage* button.

Org Managers can set/change user passwords, email addresses and other details in their Member Profile.

**OARC contact(s)**  
Manage organization contact(s).

Showing 11 - 19 of 19

#	Name	Email	Access	State	Action
11	Phil Regnauld		Normal	Active	Manage
12	Rebecca Petro		Normal	Active	Manage
13	Shg Graves		Normal	Disabled	Manage
14	Steve Sullivan		Organization Manager	Active	Manage
15	Stevetest		Normal	Active	Manage

*Note: A callout box points to the Email column with the text: "The email you have here should match in Mattermost"*

Edit Details button allows Org Managers to designate users as a POC and add a phone number that is displayed to other Members for ease of Member-to-Member communication in the Contact Directory.

Administrative Only Contacts can also use Event Discount codes from this screen to register a contact within their Org for a workshop.

**ONLY OARC Administrators can designate users as *Org Managers* or *Administrative Only Contact* and must be requested via [admin@dns-oarc.net](mailto:admin@dns-oarc.net).**

Org Managers and

**Contact Details**  
Contact details for Steve Sullivan, including enabled services and list of SSI I/PGP keys.

**Details**

Access: Administrator  
 Name: Steve Sullivan  
 Email: stevos@...  
 Organization: OARC  
 Point of Contact: No  
 Voting Representative: No  
 Phone Number(s): Mobile: +1 949 303 3953

Change Password | Change Email | Edit Details

State: Active Only visible to Administrators and Organization Managers  
 Created: 2021-06-21 14:27:52.568538  
 Modified: 2023-09-11 05:28:34.817222  
 Pinged: 2023-09-11 05:28:34.816835

Change State | Impersonate | Move Contact | ChangeLog | Auth Log

**Event Discount(s)**

Information is synced from external registration system every 2 hours, if you recently claimed or used a code it might take a while to update here.

Showing last 5 created discount codes for active events, click "All Discounts" to show all.

#	Event	Discount	Code	Status	Action
1	OARC-42	100%	6-756-x0CfbxtuSpX00u_SstKIdg-KSa_3_E09H	Used	Use

All Discounts

**Service(s)**

Enabled Services: Member Mailinglist  
 Manage Service(s)

**SSH and PGP key(s)**

SSH key(s): None  
 PGP key(s): None

Manage Key(s) | Add SSH Key | Add PGP Key

To add a new contact, click *Add Contact* on the Organization tab in the Organization Section as shown in the previous page.

**New Contact**  
Create a new contact, additional details can be added later.

**New Contact**

Name  
Steve Sullivan

Email  
stevo@dns-oarc.net  
Will be lowercase.

Confirm Email  
stevo@dns-oarc.net

Password  
Password (optional)  
If no password is specified the contact must perform a password reset to be able to use the account. Minimum password length is 12 if entered.

Confirm Password  
Confirm Password (optional)

Submit Cancel

*Please Note:*

*OARC recommends that Organization Managers DO NOT set a password for new Contacts, as they can simply use the Lost Password process.*

*The New Contact form is also where you will find a reminder of the who can view the information entered and the Opt-in language pictured in the image below and resized to be readable in his document.*

**Email Reminders and [members@dns-oarc.net](mailto:members@dns-oarc.net)**

OARC wishes to keep the number of reminder emails to a minimum, but because open communication is critical to both the mission of OARC and among Members of OARC’s Community, all *Org Managers* and *Normal Contacts* will receive quarterly reminder emails to keep information in the Portal up to date.

OARC recommends disabling *Contacts* as soon as they have moved into a non-DNS related role or change jobs.

Active *Contacts* will receive messages periodically with important news, events and other Member-only information from [members@dns-oarc.net](mailto:members@dns-oarc.net). This is the only method we have to contact all OARC Member contacts for these important announcements.

Please be sure to check your spam and add [@dns-oarc.net](mailto:@dns-oarc.net) to your allow list to ensure you are receiving these messages.

**Personal Information**

Please note that the personal information you supply in this OARC Portal, including full name, email address, and phone number(s), are used for OARC to contact you in regards to accessing the Portal or other OARC systems and services, OARC Portal or service maintenance, or for other OARC related business.

As part of OARC's goal of creating a safe community to discuss DNS operations topics, and in order to permit one-to-one discussions of topics too sensitive or not appropriate for a public mailing list, personal information you supply is visible to other OARC Members and Supporters.

Members and Supporters are reminded that the Participation Agreement restricts how personal information gained from other OARC Participants through OARC activities can be used. Personal information of other Participants gained through the OARC Portal must not be shared outside of OARC without explicit permission.