

Member Information Update Guide

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1.Introduction

The AFRINIC WHOIS Database is an important source of reference for the Internet community as it contains information such as the Internet number resources registration, routing information, reverse DNS delegations, abuse contact information and more.

As per "Article 2(d) & (g)" of the Registration Service Agreement, AFRINIC members shall comply with maintaining the accuracy of their organisation's details in AFRINIC database. ALL members should ensure that their registration information is accurate and up to date at all times, and therefore it is highly recommended that registered contacts conduct regular verification of the following:

- Organisation legal name
- General & billing addresses
- Phone numbers and general contact emails
- Registered contact information: Admin, Technical and Billing
- Admin/Technical WHOIS contacts for the organisation object

2. Benefits of having up to date information on MyAFRINIC



Receive important notices by email and be reachable by phone



Courier hand delivery to your physical address



Receive Invoices and settle payments on time

- Avoid Penalty fees
- Avoid Account closure



Board Elections voting

- Only admin contacts can vote online or onsite



Avoid delays in requests processing

- Only registered contacts can request for additional resources or other updates to a member's account

3. How to get the details verified on MyAFRINIC?

Step 1: Log on to MyAFRINIC, you shall see a blue banner saying "Please click here to verify contacts for your organisation."

The screenshot shows the MyAFRINIC website interface. At the top right is the MyAFRINIC logo. Below it is a navigation menu with links: Home, My Account, Billing, Resources, Elections, Meetings, Help & Support. A secondary menu includes: My Organisation, My Contact Info, User Administration, BPKI, Password, Options, [Sign-Out]. The user is identified as 'Daheda Andrianarivlo @ African Network Information Center - (AfrINIC Ltd)' and the version is 'V1.2017.1.7.1'. A breadcrumb trail shows 'You are here: Home > My Account > Organisation Information'. A blue banner at the top of the main content area says 'Please click [here](#) to verify contacts for your organisation'. The main content area is titled 'Organisation Information' and displays the following details:

Name:	African Network Information Center - (AfrINIC Ltd)
Industry:	Regional Internet Registry
Org-Type:	RIR
Billing Category:	LIR Very Small
WHOIS NIC:	ORG-AFNC1-AFRINIC
Reg Date:	2004-05-17
General Address:	11th Floor, Standard Chartered Tower 19, Cybercity Ebène Mauritius
Billing Address:	11th Floor, Standard Chartered Tower 19, Cybercity Ebène Mauritius
E-mails:	avinash@afinic.net (Billing) avinash@afinic.net (Technical) avinash@afinic.net (General)
Phone(s):	+230 466 6758 (Fax) +230 403 5100 (General)
Contacts:	CTO AFRINIC (CA15-AFRINIC) avinash@afinic.net (General) racha.rampul@afinic.net (Administrative) +230 403 51 00 (General) 11th Floor, Standard Chartered Tower 19, Cybercity Ebène Mauritius
	CEO AFRINIC (CA25-AFRINIC) avinash@afinic.net (General) +230 4035100 (General) 11th Floor, Standard Chartered Tower 19, Cybercity

On the left side, there are sections for 'PUBLICATIONS', including 'AFRINIC Service Level Commitment' and 'Registration Services Guidebooks'.

3. How to get the details verified on MyAFRINIC?

Step 2: Click on 'here' on the banner to display your organisation details.

The screenshot shows the MyAFRINIC user interface. At the top right is the MyAFRINIC logo. Below it is a navigation menu with items: Home, My Account, Billing, Resources, Elections, Meetings, Help & Support. A secondary menu includes: My Organisation, My Contact Info, User Administration, BPKI, Password, Options, [Sign-Out]. The user is identified as 'Daheda Andrianarivo @ African Network Information Center - (AfrINIC Ltd)' and the version is 'V1.2017.1.7.1'. A breadcrumb trail reads: 'You are here: Home > My Account > contacts > Verify Contact Information'. On the left, there are sections for 'PUBLICATIONS' including 'AFRINIC Service Level Commitment' and 'Registration Services Guidebooks'. The main content area is titled 'Verify Contact Information' and contains a warning: 'For each contact informations, if you are sure for all the informations, please click "Confirm" to validate it. Instead, click "Notify" to notify the contact to modify his informations.' Below this is a table of contact details for 'African Network Information Center - (AfrINIC Ltd)(ORG-AFNC1-AFRINIC)'. The 'Last-verified' status is 'Not yet Verified'. The contact details include General Address, Billing Address, E-mails (avinash@afinic.net), and Phone(s) (+230 466 6758 (Fax), +230 403 5100 (General)). There are 'Edit' and 'Confirm' buttons. Below this is a list of 'Contacts' including 'CTO AFRINIC (CA15-AFRINIC)' and 'CEO AFRINIC (CA26-AFRINIC)', both with 'Not yet Verified' status and their respective contact details and 'Notify'/'Confirm' buttons.

3. How to get the details verified on MyAFRINIC?

Step 3: Check accuracy of your organisation details

- 3.1. After you have checked your organisation and the registered contacts' details and you are sure they are correct, click on **'Confirm'**.
If you require to update the Organisation details, please contact us at service-support@afrrinic.net.

Verify Contact Information

ⓘ For each contact person, if you are sure of the information accuracy, please click "Confirm" to validate it. Otherwise, click "Notify" to notify the contact to modify his information.

Name:	AFRINIC RPKI Test 2(ORG-ART1-AFRINIC)
Last-verified:	Not yet Verified
General Address:	TEST ORG Ebene Mauritius
Billing Address:	THIS IS A TEST FOR RPKI Ebene Mauritius
E-mails:	✉ contact@afrrinic.net (General)
Phone(s):	☎ +230 403 5127 (General)
	<input type="button" value="Edit"/> <input type="button" value="Confirm"/>
Contacts:	<div style="border: 1px dashed gray; padding: 5px;"><p>⊕ Yogesh Chadee (YC5-AFRINIC) Contact type :</p><p>Not yet Verified</p><p><input type="button" value="Notify"/> <input type="button" value="Confirm"/></p></div>

3. How to get the details verified on MyAFRINIC?

3.2. The 'Not Yet Verified' will be changed to 'Verified by email address of the contact & date'.

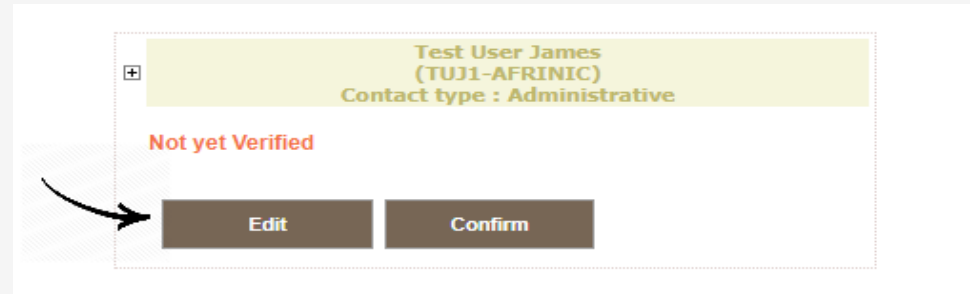
Verify Contact Information

ⓘ For each contact person, if you are sure of the information accuracy, please click "Confirm" to validate it. Otherwise, click "Notify" to notify the contact to modify his information.

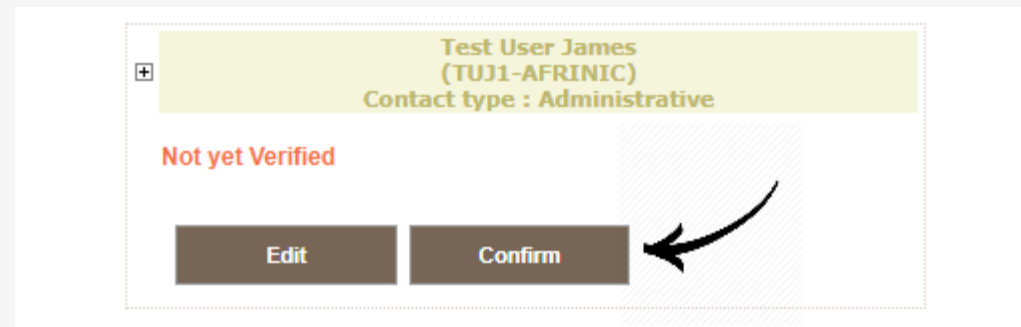
Name:	AFRINIC RPKI Test 2(ORG-ART1-AFRINIC)
Last-verified:	Verified by [REDACTED] on 10-Jan-2020
General Address:	TEST ORG Ebene Mauritius
Billing Address:	THIS IS A TEST FOR RPKI Ebene Mauritius
E-mails:	✉ contact@afinic.net (General)
Phone(s):	☎ +230 403 5127 (General)
	<input type="button" value="Edit"/> <input type="button" value="Confirm"/>
Contacts:	<div style="border: 1px dashed gray; padding: 5px;"><div style="background-color: #f0f0f0; padding: 2px;"><p>⊕ Yogesh Chadee (YC5-AFRINIC) Contact type :</p></div><p>Verified by [REDACTED] on 10-Jan-2020.</p><div style="text-align: center;"><input type="button" value="Notify"/> <input type="button" value="Confirm"/></div></div>

3. How to get the details verified on MyAFRINIC?

3.3. If your details need amendments, click on **'Edit'** to do the necessary changes.



After having updated your information, click on **'Confirm'**.



3. How to get the details verified on MyAFRINIC?

3.4. Each contact person can **'Notify'** the other contact(s) to edit their details. The person will receive a notification email to update his/her details.

The screenshot displays three contact entries in a list. Each entry is enclosed in a dashed border and contains the following information:

- Contact 1:** Cedrick Mbeyet (CM41-AFRINIC), Contact type : Administrative. Status: Not yet Verified. A button labeled 'Notify' is highlighted with a grey background and a black arrow pointing to it.
- Contact 2:** David Njuki (DN20-AFRINIC), Contact type : Administrative. Status: Not yet Verified. A button labeled 'Notify' is highlighted with a grey background and a black arrow pointing to it.
- Contact 3:** Amreesh Phokeer (AP15-AFRINIC), Contact type : Administrative. Status: Not yet Verified. A button labeled 'Notify' is highlighted with a grey background and a black arrow pointing to it.

Each contact entry also includes a 'Confirm' button next to the 'Notify' button.

4. FAQs

➤ What if I do not verify my details on MyAFRINIC?

AFRINIC will send yearly reminders to members who do not get their details verified.

If AFRINIC still does not have accurate and updated registered contacts and details, it is a non-compliance to the Contractual Obligations Check; hence support requests shall not be provided until you rectify the situation.

Secondly, it is also a breach of the Registration Service Agreement (RSA).

➤ My organisation name has changed, and I can not update it.

AFRINIC can only change organisation name after verification of the documentation justifying the change. Please send an email to service-support@afnic.net providing the documentation you have in hand.

➤ Why can't I edit the country under general address?

Changing the country for an organisation is restricted on MyAFRINIC unless verified by AFRINIC Staff. Please contact us on service-support@afnic.net with the reason on why you want to have it changed.

➤ Why can't I edit my organisation's details - general address, billing address, phone number & email address?

If your organisation's details require changes, please send an email to service-support@afnic.net providing the correct information. The Member Services team shall do the needful.

4. FAQs

- How do I remove obsolete registered contact(s)?

Log onto MyAFRINIC.

Go to My Account > User Administration

You can dissociate contacts from your account by clicking the delete (X) button. If the contact is not referenced in any objects, it will be automatically removed from your account.

Otherwise, you will be requested to fill in the 'Delete Contact Request Form' which will generate a ticket for AFRINIC action.