

RESELLER ACCESS TO USERNAMES AND PASSWORDS

Overview

You now have access to your customers' usernames and passwords for domains through the ReselleOne system to allow you to manage information on their behalf. Choose from the following two options, depending on the nature of information required.

1. Individual Domain Username and Password
2. All Usernames and Passwords

The following outlines the steps to follow for each one of these options.

Option 1 – Individual Domain Username and Password

1. From the RWI main menu, under **Domain Management**, enter the domain name that you want to retrieve the username and password for and click **Query**.



The screenshot shows a web interface titled "Domain Management". It features a search bar with the text "rhysworld.com" and a "Query" button. Below the search bar, there are three bullet points: "View Domain: rhysworld.com", "Search Domains", and "Add Nameserver to All Foreign Registries".

2. You will then be brought to the domain name information screen. At the top of the screen, there is a section entitled **View Registrant Username and Password**. Click the button to retrieve username and password information for that domain.

rhysworld.com Standard English

Expiration Date: 2003-05-03 14:15:23

[View Domain Notes \(1\)](#)

View Registrant Username and Password

View Registrant Username and Password

3. You will see the following results:

rhysworld.com Standard English

Expiration Date: 2003-05-03 14:15:23

[View Domain Notes \(1\)](#)

View Registrant Username and Password

Registrant Username: kphelan

Registrant Password: pennyp

Option 2 – All Usernames and Passwords

1. From the RWI main menu, under **Profile Management**, click **Request Bulk Registrant Access Info**.



2. This will prompt the Resellone system to send an email to the **Tech Contact** that you have listed on your Reseller account within 24 hours. It will contain a complete list of all your Registrants' usernames and passwords in CSV format.



Note: You can only request this information once in a 24 hour time period.



Access Restrictions

You will not be able to obtain a username and password for a domain that is part of a **Grouped Domain Profile**, if that domain belongs to another Reseller.