

The Complaints Board for Domain Names

Kalvebod Brygge 45, 3. | DK-1560 København V
Telefon: 33361100 | Telefax: 33362100
E-mail: Sekretariat@domaeneklager.dk

Instructions for using the board's case portal

Any written inquiry concerning a case pending before the board, including submission of a defense, must be made via the case portal of the Complaints Board, cf. Section 2(3) of the Rules of Procedure for the Complaints Board.

These guidelines for the board's case portal include the following sections:

- How you as a party or party representative can access the board's case portal (section 1)
- Which information you can find in the board's case portal (section 2)
- How you can access new documents regarding a pending case in the board's case portal (section 3)
- How you can submit your comments and exhibits, etc. in a case pending before the board using the case portal (section 4)

If you have any queries concerning the board's case portal or a pending case, please contact the board's secretariat on (+45) 33 36 11 00.

1. Log on to the board's case portal

You can access the board's case portal via the complaints board's website www.domaeneklager.dk by clicking on **Case management portal**, **Case portal** in the website menu.

A login screen as shown below will then appear on the website. The board's case portal is available in Danish and English. You may switch language by clicking on the flag at the top.



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Standard login

Email

Password

Remember me

Sign in

[Forgot password](#)

If you have previously used the case portal as a party or party representative in a case before the board, but do not remember your password, you can use the "Forgot password"-function. You will then receive an e-mail with a link that will allow you to choose a new password for the case portal.

If you have not previously used the case portal as a party or party representative in a case before the board, you will receive an e-mail from the complaints board's secretariat with a link that will allow you to choose a password to the case portal.

Please note! If a party is represented by a lawyer or other party representative, all correspondence from the board's secretariat concerning the case will, as a point of departure, be sent solely to the party representative.

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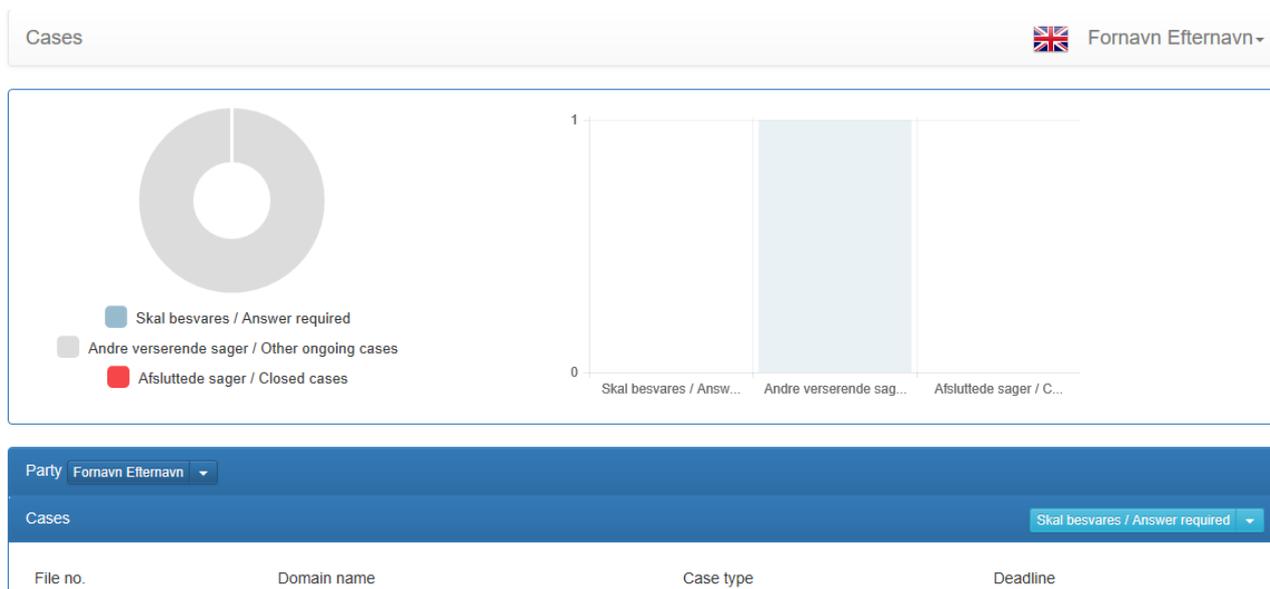
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2. The board's case portal - overview

The complaints board's case portal mainly consists of **Cases**, which will provide you with an overview of all cases as described below section 2.1, and a **case file** for each case, see below section 2.2.

2.1. Cases

In the complaints board's case portal, you can find an overview of cases in which you are involved as a party or party representative:



If you log on to the board's case portal via the complaints board's website, this will be the front page in the case portal.

If you log on to the board's case portal via a link in an e-mail from the board's secretariat concerning a pending case, the first page in the portal will be the **case file** concerning that case (the case file is explained in detail below in section 2.2). From the case file, you can go to the overview of cases by clicking on the light blue button "**Back to list**" at the top right corner of the page.

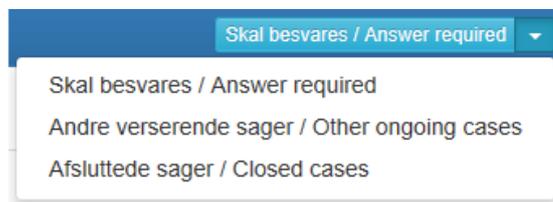
The overview of cases in which you are involved is divided into three categories:

- **"Answer required"**: Pending cases, in which the complaint board's secretariat has requested your reply within the deadline mentioned.
- **"Other ongoing cases"**: Other pending cases.
- **"Closed cases"**: Recently closed cases.

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To show a list of cases in each category, click the light blue button "Skal besvares / Answer required" (as shown to the right) and choose one of the three categories.



The bar chart at the top of the page shows how many cases are in each of the categories.

For most parties and party representatives there will be only one case, which will appear either in the category "Answer required" (if the complaint board's secretariat has requested your comments) or in the category "Other ongoing cases" (if a pending case e.g. is currently awaiting comments from another party or is awaiting a decision from the complaints board).

File no.

[2017-0009-R](#)

[2017-0063-R](#)

[2017-0037-R](#)

When you choose a category of cases, a list of the cases in which you are involved will appear.

Each case file on the list is a link to the **case file** for that particular case in the complaints board's case portal. The case file is explained in detail in section 2.2 below.

Please note: If you are involved in cases before the complaints board in capacities as a party and a party representative, respectively, you will be asked – when you log on to the case portal – to choose whether you want to access the cases in which you are a party or to access cases in which you are a party representative. After log on to the case portal, you can switch between these two capacities by clicking on this button:



Most parties and party representatives involved in cases before the complaints board have only one of these capacities, and then there will be only one option if you click this button.

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2.2. Case file (File no.)

The case file (File no.) shows information about a particular case. If you have clicked on a link in an e-mail from the complaints board to the complaints board's case portal, this will normally be the first page you will see in the board's case portal.

In the overview of **cases**, you can click on a case file number in the list of cases to access the case file for that particular case (as mentioned in section 2.1 above).

The case file looks like this:

The screenshot shows a web interface for a case file. At the top, there is a header with 'Cases' on the left and a search bar with a UK flag icon and the text 'Fornavn Efternavn'. Below this is a blue bar with 'File no. 2017-0199-R' on the left and a 'Back to list' button on the right. The main content area has five tabs: 'Overview', 'Case info', 'Documents', 'Comments', and 'History'. The 'Case info' tab is active. It contains a table with the following rows: 'Domænenavn' with the value 'domaeneklager.dk'; 'Case type' with the value '01.01 Overførsel af domænenavn / Transfer of domain name'; 'Sagens status' with the value 'Afventer processkrift fra indklagede / Awaiting reply from the defendant'; 'Deadline'; and 'Afgørelse'.

There are five tabs at the top, which you may use to sort the available information about the case:

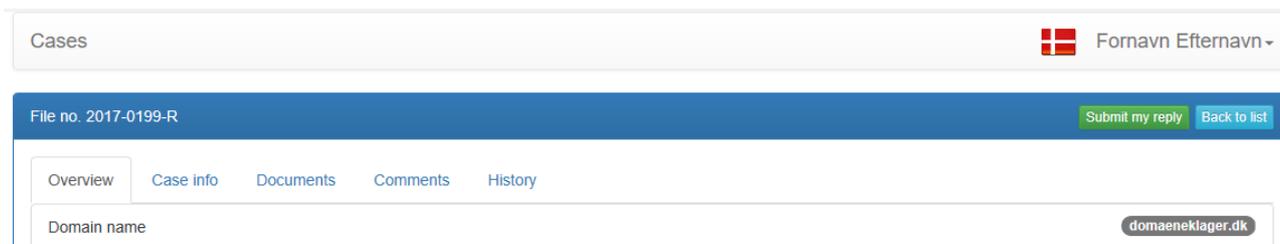
- **Overview:** Under this tab, you can find all information in the board's case portal about the particular case.
- **Case info:** Under this tab, you can find the basic information about the case, including the disputed domain name, the type of case, the status of the case and the case parties.
- **Documents:** Under this tab, you can find the case documents, in particular the complaint and exhibits to the complaint (if any), the defense and any exhibits to the defense (if any), and so on. You can also find letters from the complaints board about the case.
- **Comments:** Under this tab, you can find short messages from the complaints board's secretariat.
- **History:** Under this tab, you can find the case history in the board's case portal.

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3. News about your case in the board's case portal

When the board's secretariat has notified you about news about a case, in which you are involved, you need to log on to the case portal and go to the relevant **case file** to read the news. Please see the instructions for getting access to the case portal in section 2 above.



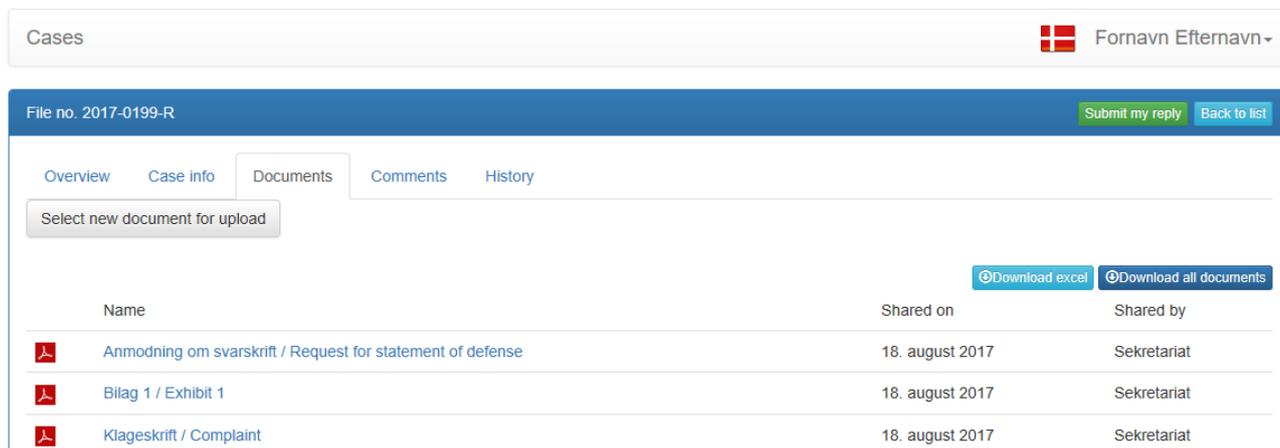
The screenshot shows the top part of the case portal. At the top left is a search bar with the text 'Cases'. To the right is a Danish flag icon and the text 'Fornavn Efternavn'. Below this is a blue header bar with 'File no. 2017-0199-R' on the left and 'Submit my reply' and 'Back to list' buttons on the right. Below the header bar are five tabs: 'Overview', 'Case info', 'Documents', 'Comments', and 'History'. Below the tabs is a search bar with the text 'Domain name' and a button labeled 'domaeneklager.dk'.

In the **case file** for the relevant case, you may choose between the five tabs described in section 2.2 above.

- Under **Case info**, you can see the current status of the case.
- Under **Comments**, you can read notifications from the board's secretariat about the case.
- Under **Documents**, you can find new and old documents about the case.

Please note: There can be several new documents published in the case portal, and it is important that you read them all. Every document in the case portal has a "created date", which you can use to identify whether a particular document has been published after your last visit to the case portal.

Example:



The screenshot shows the 'Documents' tab selected in the case portal. At the top left is a search bar with the text 'Cases'. To the right is a Danish flag icon and the text 'Fornavn Efternavn'. Below this is a blue header bar with 'File no. 2017-0199-R' on the left and 'Submit my reply' and 'Back to list' buttons on the right. Below the header bar are five tabs: 'Overview', 'Case info', 'Documents', 'Comments', and 'History'. Below the tabs is a search bar with the text 'Select new document for upload'. Below the search bar are two buttons: 'Download excel' and 'Download all documents'. Below the buttons is a table with three columns: 'Name', 'Shared on', and 'Shared by'. The table contains three rows of documents, all shared on 18. august 2017 and shared by Sekretariat.

Name	Shared on	Shared by
 Anmodning om svarskrift / Request for statement of defense	18. august 2017	Sekretariat
 Bilag 1 / Exhibit 1	18. august 2017	Sekretariat
 Klageskrift / Complaint	18. august 2017	Sekretariat

In this example, the board's secretariat has published three new PDF documents on 18 August 2017. Two of the documents include the complaint and an exhibit to the complaint (Exhibit 1), whereas the third document includes a letter in which the board's secretariat requests the defendant to submit his/her comments to the complaint.

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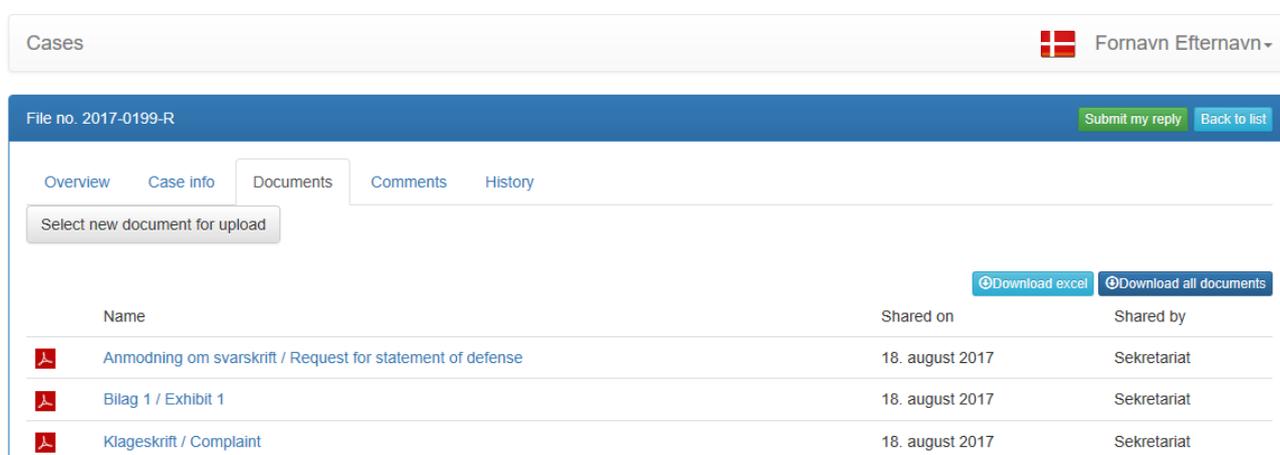
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4. Submit a reply to the complaint board's secretariat

4.1. General information

When the complaint board's secretariat has requested your reply in a case, this will be stated in the e-mail notification that you receive from the secretariat. It will also appear from the **case file** concerning the particular case in the board's case portal.

When the board's secretariat has requested your comments in a case, you should first peruse the relevant documents in the case portal, as described in section 3 above.



The screenshot shows a web interface for a case portal. At the top, there is a header with the word "Cases" on the left and a Danish flag followed by "Fornavn Efternavn" on the right. Below this is a blue bar containing the file number "File no. 2017-0199-R" and two buttons: "Submit my reply" (green) and "Back to list" (blue). The main content area has several tabs: "Overview", "Case info", "Documents" (which is active), "Comments", and "History". Below the tabs is a button that says "Select new document for upload". To the right of this button are two more buttons: "Download excel" and "Download all documents". Below these buttons is a table with three columns: "Name", "Shared on", and "Shared by". The table contains three rows of document information.

Name	Shared on	Shared by
 Anmodning om svarskrift / Request for statement of defense	18. august 2017	Sekretariat
 Bilag 1 / Exhibit 1	18. august 2017	Sekretariat
 Klageskrift / Complaint	18. august 2017	Sekretariat

You can then submit a reply to the board's secretariat in three steps:

- Prepare your reply and exhibits:** Write your reply in a text document (e.g. a Word document), which you save on your computer. Prepare exhibits (if any) and save them as separate files on your computer in the same folder as your text document – using file names as explained in section 4.2 below.
- In the **case file**, click on the tab **”Documents”** – and then click on the grey **”Select new document for upload”** button to upload all your files created under a). When all documents are selected for upload, click **”Upload all”**.
- When you have uploaded your files, click on the green button **”Submit my reply”**.

Please note: If the secretariat has requested your comments to the complaint (statement of defense), please read the **guidelines for statements of defense**, which will also be available under **”Documents”**.

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4.2. File names for exhibits

Exhibits (if any) submitted by **the complainant** must be uploaded as separate files with the file names "Exhibit 1", "Exhibit 2", "Exhibit 3", and so on.

Exhibits (if any) submitted by **the defendant** (the registrant of the disputed domain name) must be uploaded as separate files with the file names "Exhibit A", "Exhibit B", "Exhibit C", and so on.

Exhibits (if any) submitted by a **third party** must be uploaded as separate files with file names "Exhibit I", "Exhibit II", "Exhibit III", and so on.

Please note: If you have already submitted exhibits to the complaints board in the particular case, these exhibits will be available in the **case file** under the tab **Documents**. If the complainant has previously submitted five exhibits (exhibits 1-5) with the complaint, any new exhibits must be uploaded using the file names "Exhibit 6", "Exhibit 7", and so on.

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5. FAQ

5.1. Which e-mail address is used by the complaints board's secretariat for e-mail notifications?

If you are the complainant or a representative for the complainant

When filing a complaint with the complaints board, you must provide an e-mail address. The board's secretariat will send all notifications to that e-mail address, unless the complainant has a representative (see below). The complainant must notify the complaints board's secretariat, if the secretariat should send notifications to another e-mail address.

If the complainant has a representative in a case (e.g. a lawyer or trade mark attorney), the representative must provide his/her e-mail address to the complaints board's secretariat. The secretariat will then send all notifications to the complainants representative at that e-mail address.

If you have registered the disputed domain name

The complaints board's secretariat sends all notifications about a case to the e-mail address which appears from DK Hostmaster's Whois database as your e-mail address, cf. Section 2(4) in the Rules of Procedure for the complaints board.

You or your party representative must notify the complaints board's secretariat, if you as registrant (defendant) in a case wish to have a party representative, e.g. a lawyer. The party representative will then receive an e-mail with instructions for accessing the complaints board's case portal.

Please note: If a lawyer or other party representative represents a party in a case, the complaint board's secretariat will normally send all notifications and other inquiries about the case only to the party representative.