



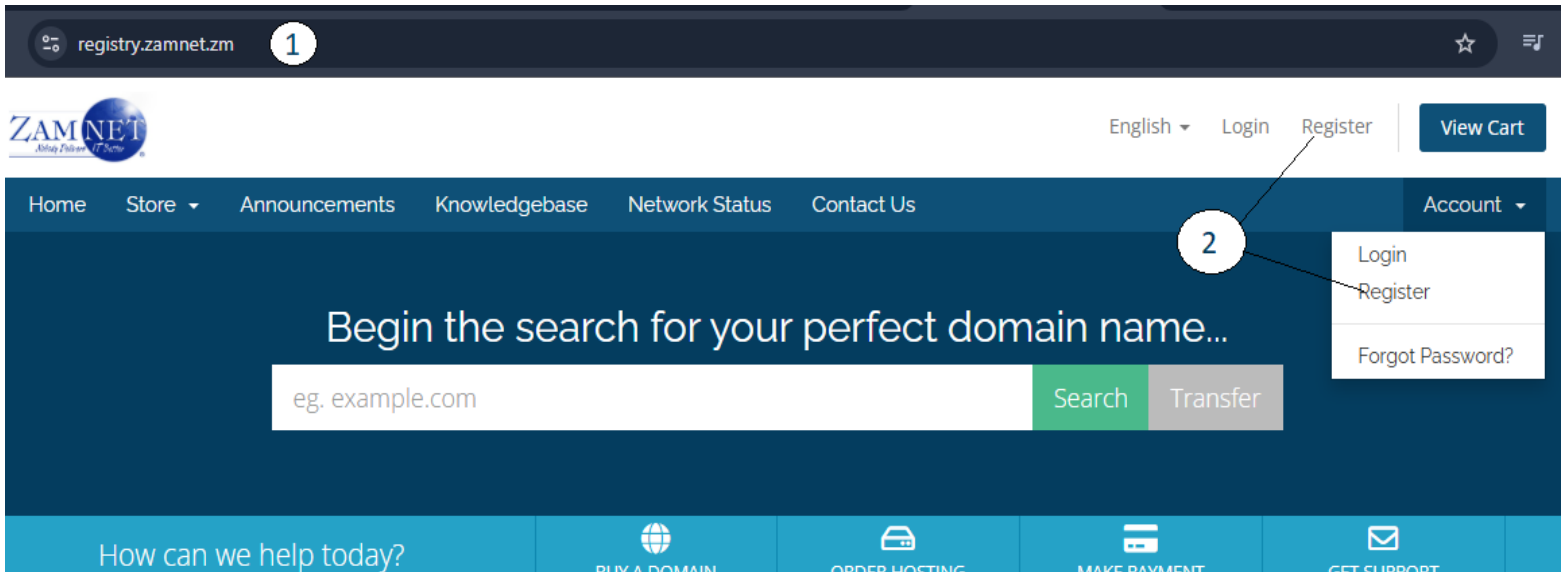
## **ZAMNET DOMAIN REGISTRATION – FAQ GUIDE**

# 1. WHAT DO I NEED TO REGISTER A .ZM DOMAIN WITH ZAMNET?

To register a domain, you'll need:

- ✓ A valid email address.
- ✓ Contact details, including a valid address and phone number.
- ✓ The domain name you wish to register.
- ✓ Preferred name-servers.
- ✓ A verified registrant user account.
- ✓ An authenticator app (e.g., Google Authenticator).

## 2. HOW DO I CREATE A REGISTRANT USER ACCOUNT?



1. Visit [[registry.zamnet.zm](https://registry.zamnet.zm)](https://registry.zamnet.zm).
2. Click on Register (found on the top navigation bar or in the account drop-down menu).
3. Fill in all the required details.
4. For your password, we strongly recommend using a strong password (you can also click Generate Password to have the system generate a secure one for you).
5. Complete the CAPTCHA test and click Register.
6. Check your inbox (or spam folder) for a verification email and click the link to verify your email.

# 3. DO I NEED TO VERIFY MY EMAIL?

The screenshot shows the ZAMNET user interface. At the top left is the ZAMNET logo with the tagline 'Always There for You'. The top right has 'English', 'Notifications', and a 'Logout' button. A dark blue navigation bar contains 'Home', 'Services', 'Domains', 'Billing', 'Support', and 'Open Ticket'. Below this is a light grey notification bar with a warning icon and the text 'Please check your email and follow the link to verify your email address.' To the right of this bar is a dark grey button labeled 'Resend Verification Email' with a close icon. A blue arrow points from the text 'This means take action to verify your email!' to the 'Resend Verification Email' button. The main content area is titled 'Security Settings' and includes a breadcrumb 'Portal Home / Security Settings'. It states 'The following security settings apply to your user account.' and 'Two-Factor Authentication' is currently disabled. A yellow box contains the text 'To ensure your account's security, you must configure two-factor authentication.' and a green button labeled 'Click here to Enable' is below it. On the left, a 'Your Profile' sidebar lists 'Your Profile', 'Change Password', 'Security Settings' (highlighted), and 'Logout'.

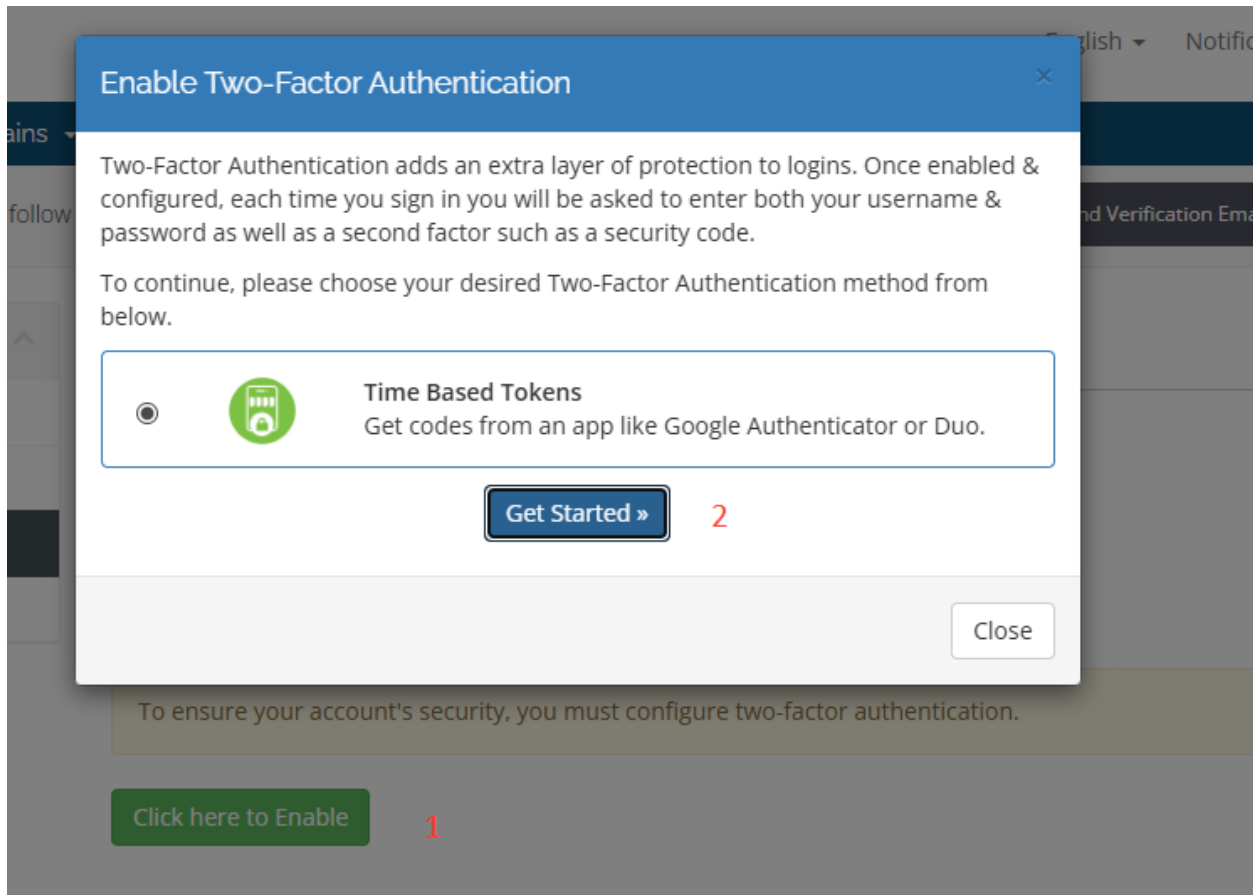
Yes, email verification is mandatory before you can proceed with domain registration.

- If you don't see the verification email, check your spam/junk folder.
- You can re-send the verification link by logging into your account. An alert will appear if your email is not yet verified.
- If you still have issues, contact [support@zamnet.zm](mailto:support@zamnet.zm) or
- open a support ticket through the navigation menu.

# 4. WHAT IS TWO-FACTOR AUTHENTICATION (2FA), AND WHY IS IT REQUIRED?

The screenshot shows a user interface for a web portal. At the top left is the ZAMNET logo. The top right has language and notification settings, and a Logout button. A navigation bar contains links for Home, Services, Domains, Billing, Support, and Open Ticket. A user greeting 'Hello, test!' is visible. A notification banner at the top states: 'Please check your email and follow the link to verify your email address.' with a 'Resend Verification Email' button. On the left is a sidebar menu with 'Your Profile', 'Your Profile', 'Change Password', 'Security Settings' (highlighted), and 'Logout'. The main content area is titled 'Security Settings' and includes a breadcrumb 'Portal Home / Security Settings'. It states: 'The following security settings apply to your user account.' and 'Two-Factor Authentication'. Below this, it says 'Two-factor authentication is currently disabled'. A yellow warning box contains the text: 'To ensure your account's security, you must configure two-factor authentication.' At the bottom of this box is a green button labeled 'Click here to Enable' and red text that reads 'Enable 2FA to use your account properly'.

2FA adds an extra layer of security to your account. It is required to ensure your account is safe before you can access any features.



To enable 2FA

1. Click the Enable button in your account dashboard.
2. Read the summary of 2FA, then click Get Started.
3. Open your authenticator app and scan the QR code shown. Alternatively, you can manually enter the setup key.
4. Once the app is linked, enter the 6-digit code generated by the app to complete the setup.

## 5. What happens if I don't enable 2FA on my account?

If you don't enable 2FA, you won't be able to use your account for any operations, including domain registration or accessing other pages.

It's important to enable 2FA as soon as possible after registering your account to avoid these restrictions.

## 6. Can I register a domain without verifying my email?

No, domain registration will fail if your email is not verified.

## 7. How do I recover or reset my password?

If you forget your password, follow these steps:

1. Go to the Login page
2. Click on Forgot Password?
3. Enter your registered email address and click Submit.
4. Follow the instructions in the email to reset your password.
5. Once reset, you can log in with your new password.

## 8. How do I open a support ticket?

The screenshot shows the ZAMNET Open Ticket form. At the top, there is a navigation bar with links for Home, Services, Domains, Billing, Support, and Open Ticket. The page title is "Open Ticket" with a "2" next to it. Below the title is a breadcrumb trail: Portal Home / Client Area / Support Tickets / Submit Ticket. The form fields are as follows:

- Name:** Kwibisa Mwene
- Email Address:** kwibisa.mwene@zamnet.zm
- Subject:** (Empty text box)
- Department:** General Enquiries (dropdown menu)
- Related Service:** None (dropdown menu)
- Priority:** Medium (text box)
- Message:** A rich text editor with a toolbar containing icons for Bold (B), Italic (I), Underline (H), Link, Unlink, Bulleted List, Numbered List, Indent, and Outdent. A "Preview" button and a help icon are also present. The text area contains the number "3".

If you encounter any issues during domain registration or while using your account, you can open a support ticket:

1. Log into your account.
2. Navigate to the Open Ticket page (this can be found in the top navigation menu).
3. Provide a detailed description of your issue and submit the ticket.
4. A ZAMNET support representative will respond to assist you.

## 9. What should I do if I encounter issues during domain registration?

If you face any problems:

- Ensure your email is verified.
- Double-check that you've provided the correct domain name and contact details.

If the problem persists, contact [support@zamnet.zm](mailto:support@zamnet.zm) or open a support ticket through the system.