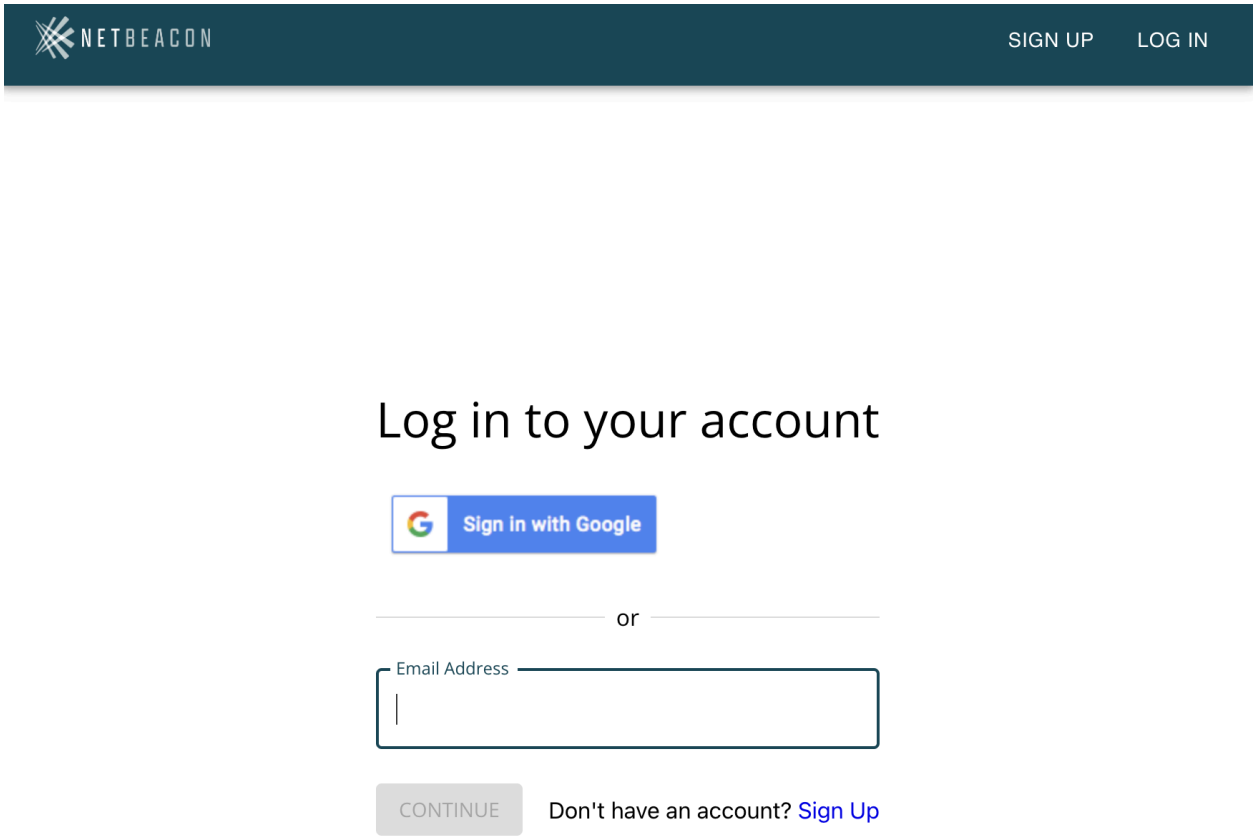
Registrar Guide to NetBeacon Reporter

This document guides you through the process of creating a NetBeacon Reporter account, and implementing the settings to use the service successfully.

Create an Account

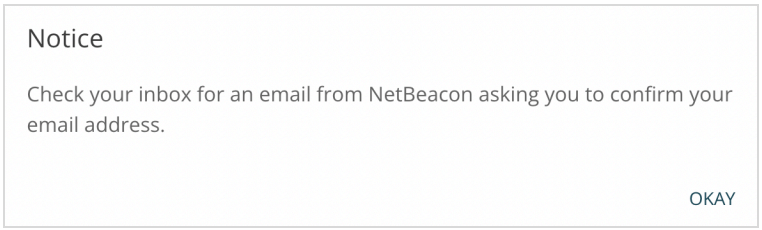
1. Browse to https://app.netbeacon.org/

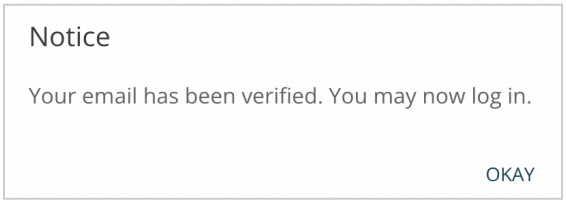


2. Use the Google OAuth, or the Sign Up link to create an account. Because we want to affiliate your account with your Registrar, it is strongly recommended to use an email address affiliated with your Registrar.

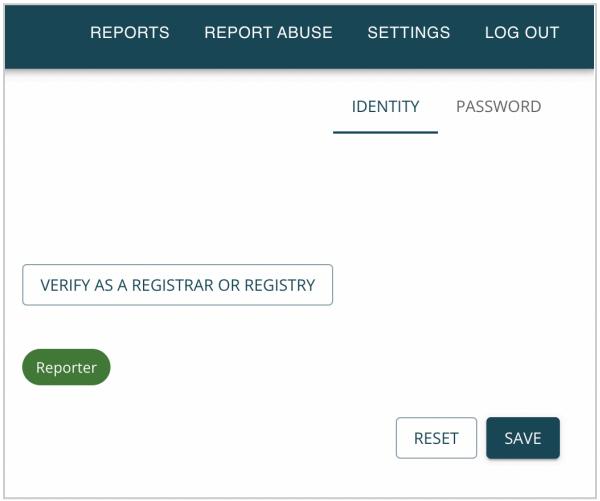
   You can review the NetBeacon Privacy Policy here, the Abuse Reporter Terms of Use here, and the Abuse Report Recipient Terms of Use here.

3. You will receive an email, click the link to confirm your account.

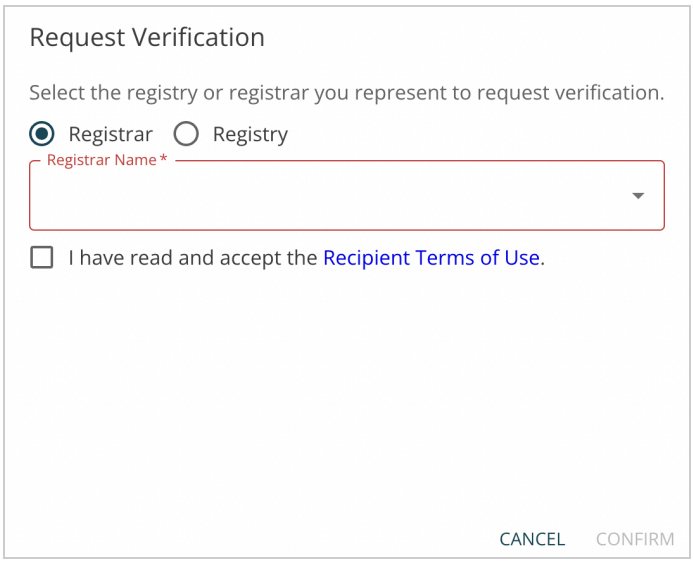




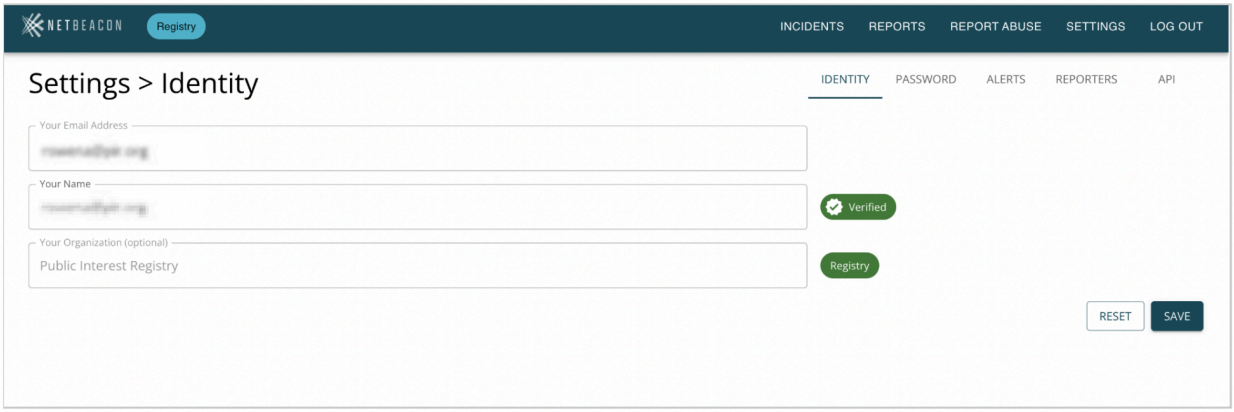
4. Claim Your Registrar
    a. Click Settings
    b. Under Identity
    c. Click Verify as a Registrar or Registry



    d. Select your Registrar from the drop down, read the Terms of Use, agree to the Terms of Use, and click Confirm

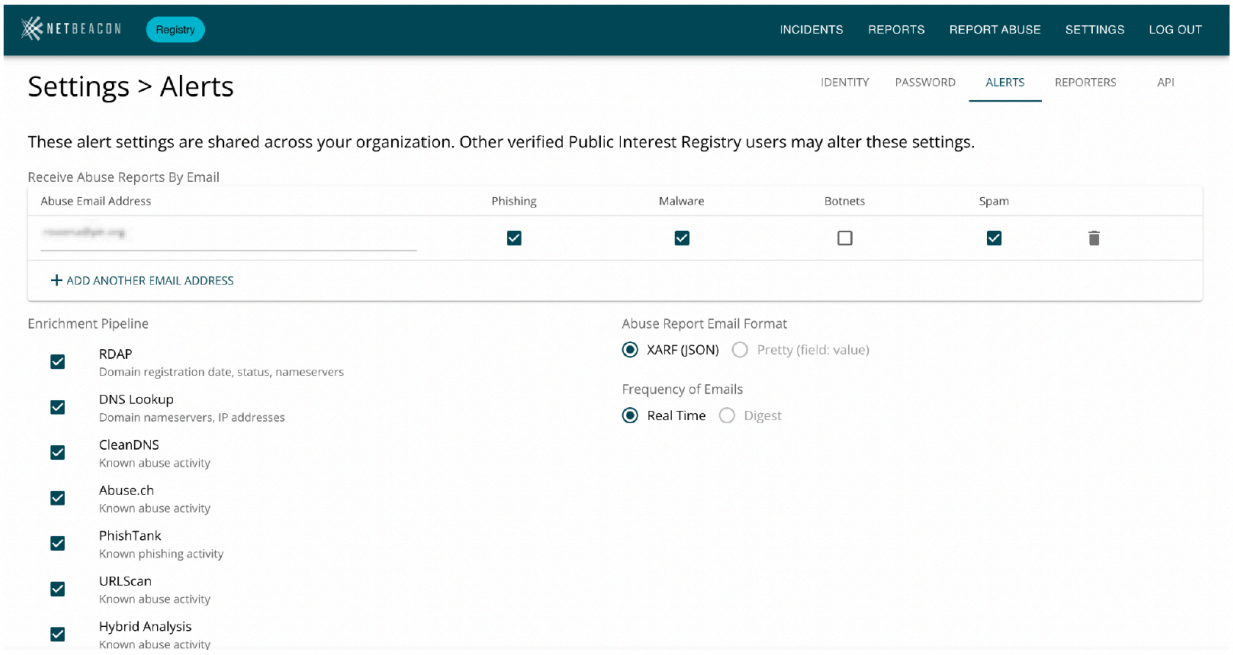


e. This will need to be verified by a NetBeacon Reporter administrator. Once this has been completed, you will see green verification badges



Select your settings

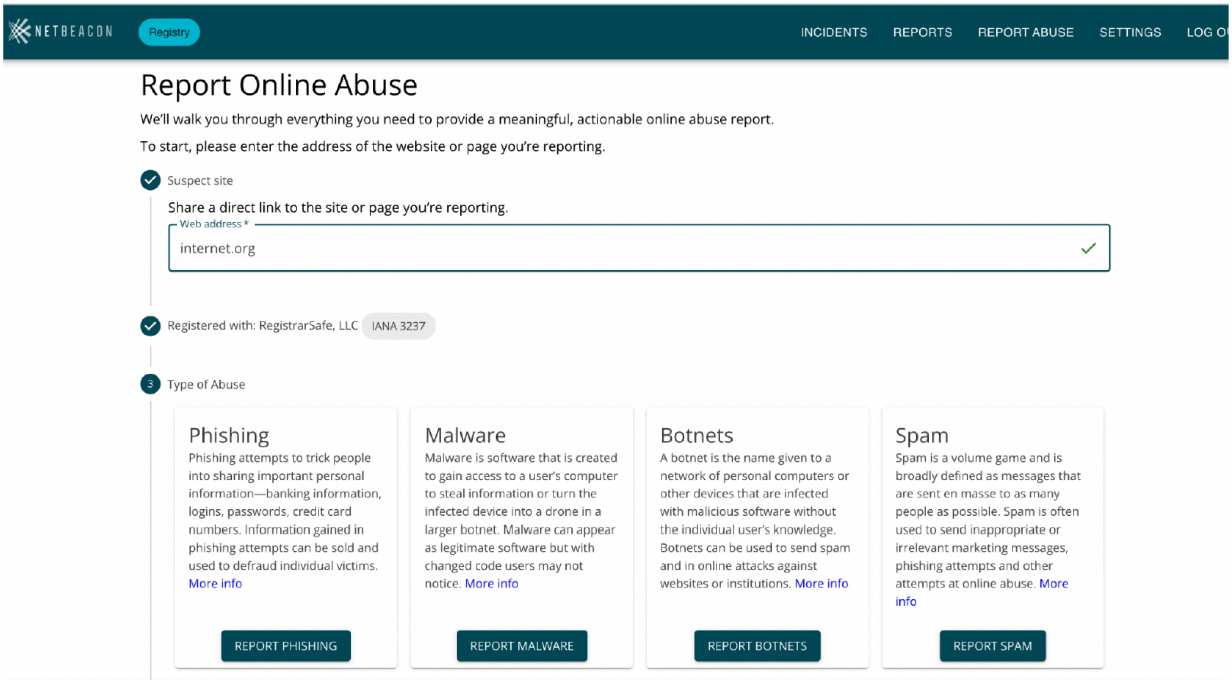
1. Click Settings in the top right
2. Select Alerts
3. This screen has options for you to:
    a. Choose the email address to receive abuse reports
    b. Select the types of reports you want to receive
    c. Choose abuse report format and frequency
    d. Select enrichments you find helpful and turn off enrichments you don't want
4. When finished, click save



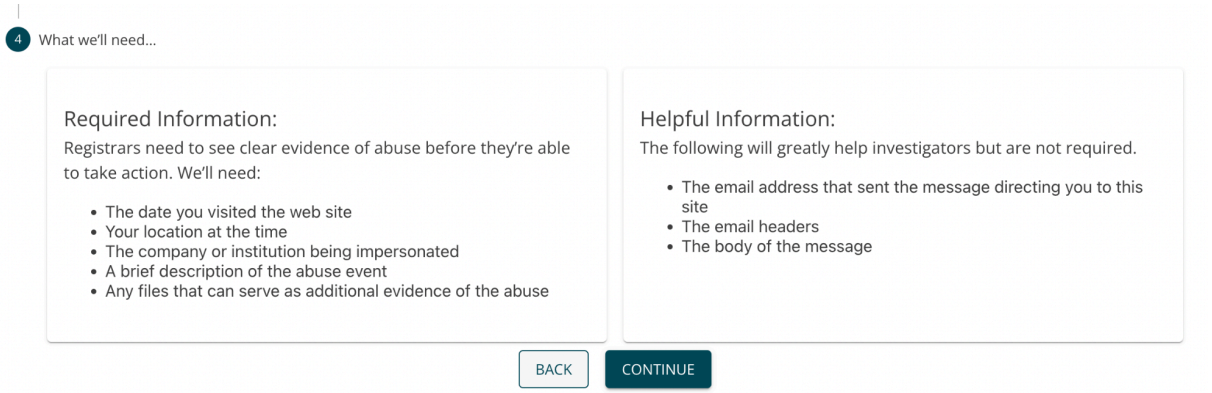
Reporting Abuse

Anyone can report abuse. While we expect registrars to mainly receive abuse reports, you can also report abuse. Reporters should note that their email address will be sent to the recipient of the report (Registrar), for more information see the Privacy Policy: https://app.netbeacon.org/privacy

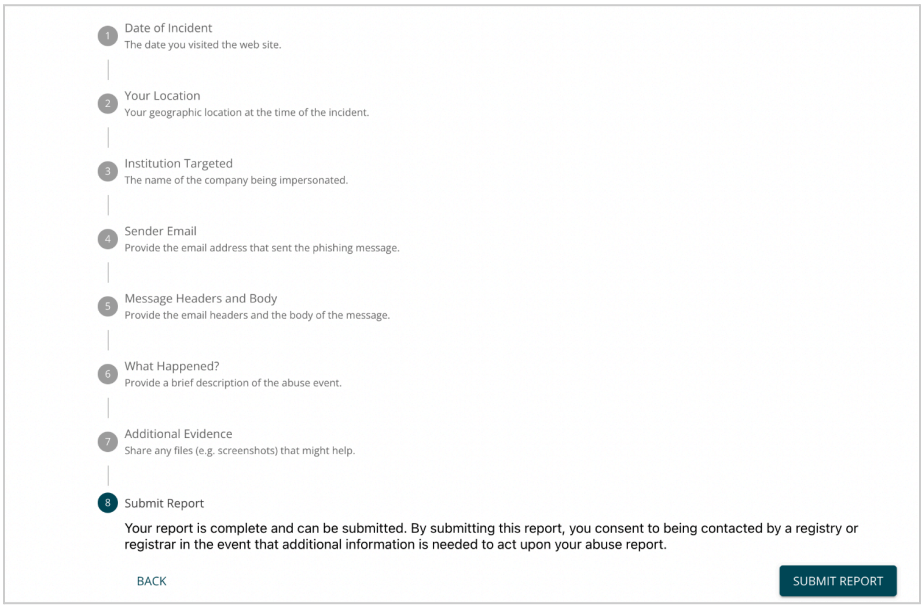
1. Click Report Abuse on the top right
2. Enter the domain name, this will populate the registrar
3. Select the type of abuse (phishing / malware / botnets / spam)



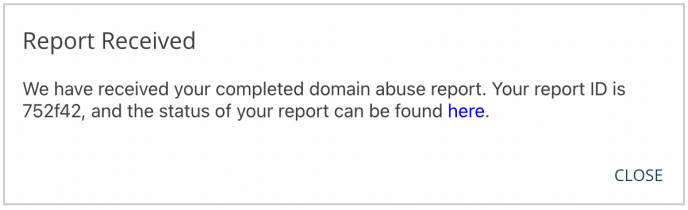
4. Note the required information
5. Click Continue



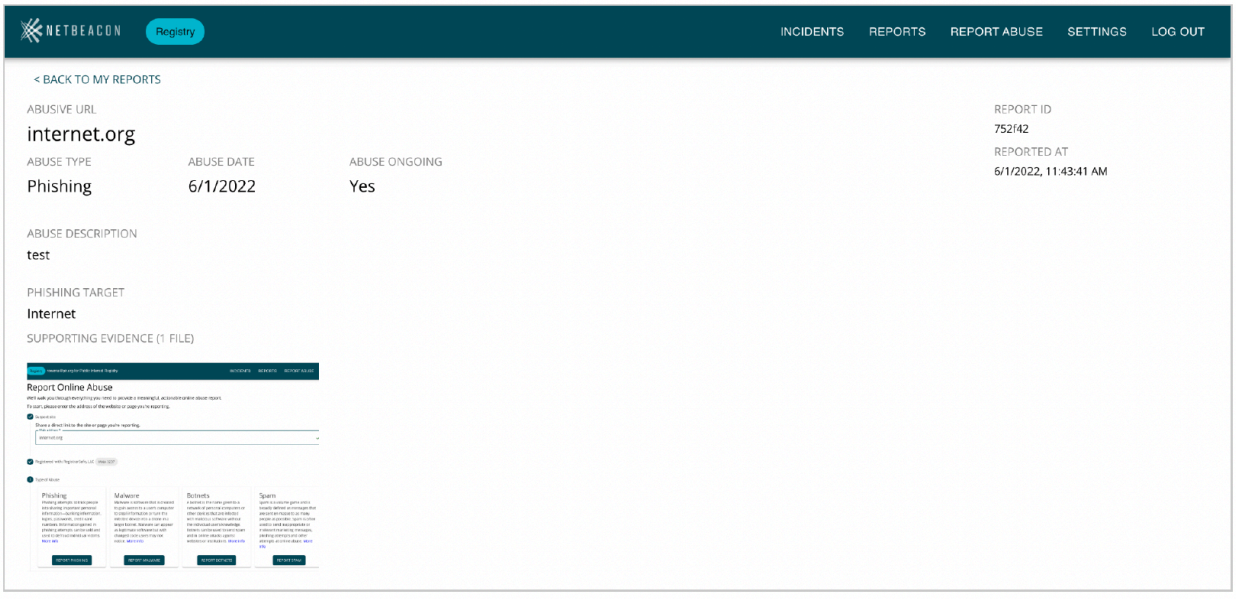
6. Enter the required information
7. Click Submit Report



8. You will be notified that your report has been received by NetBeacon Reporter for enrichment and routing.



9. You can view the report by clicking the link, or by navigating to Reports

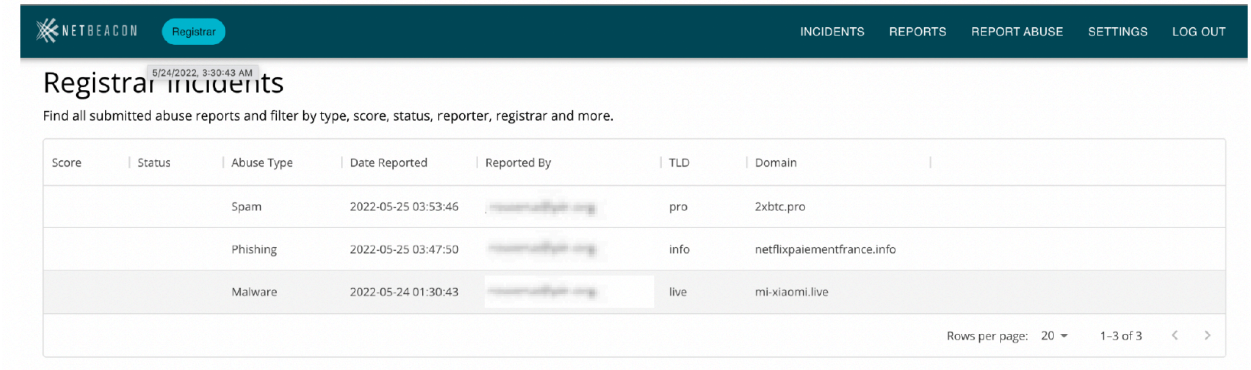


Manage your incidents

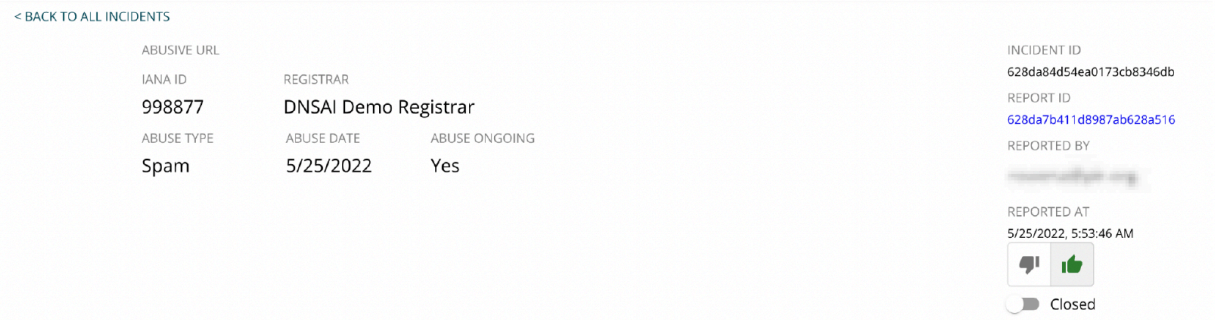
Once a report has been submitted, it is enriched with additional information (customizable in your settings) and becomes an incident.

Incidents are automatically sent to your Registrar via your selected method. You can however view incidents from the past 30 days.

1. Navigate to Incidents in the top right menu



2. Click on an individual incident. From here you can mark the incident as:
    a. Useful (thumbs up) or not useful (thumbs down). If you think there is a reporter abusing NetBeacon Reporter, you should flag their report as a thumbs down, so administrators can review their reporting.
    b. Closed. You can use this for your own records to indicate the incident has been dealt with.



Manage your reporters

You can manage your reporters to help you organize your abuse reports.

1. Navigate to Settings on the top right
2. Select Reporters
    a. Labels: Use the free text to create a label. This will go into the subject line of the email / title of the ticket. You can then use your own automatic rules. For example, you might want to indicate the type of reporter (e.g., government, industry, law enforcement, civil society), or the type of relationship you have with that reporter (e.g., reporting since 2022).
    b. Reputable toggle: You can use this binary toggle to indicate if your organization believes this reporter is reputable. This will also be attached to the reports you receive. Currently, it is not visible to the reporter, or to other users of NetBeacon Reporter.
3. Click Save when you are finished.