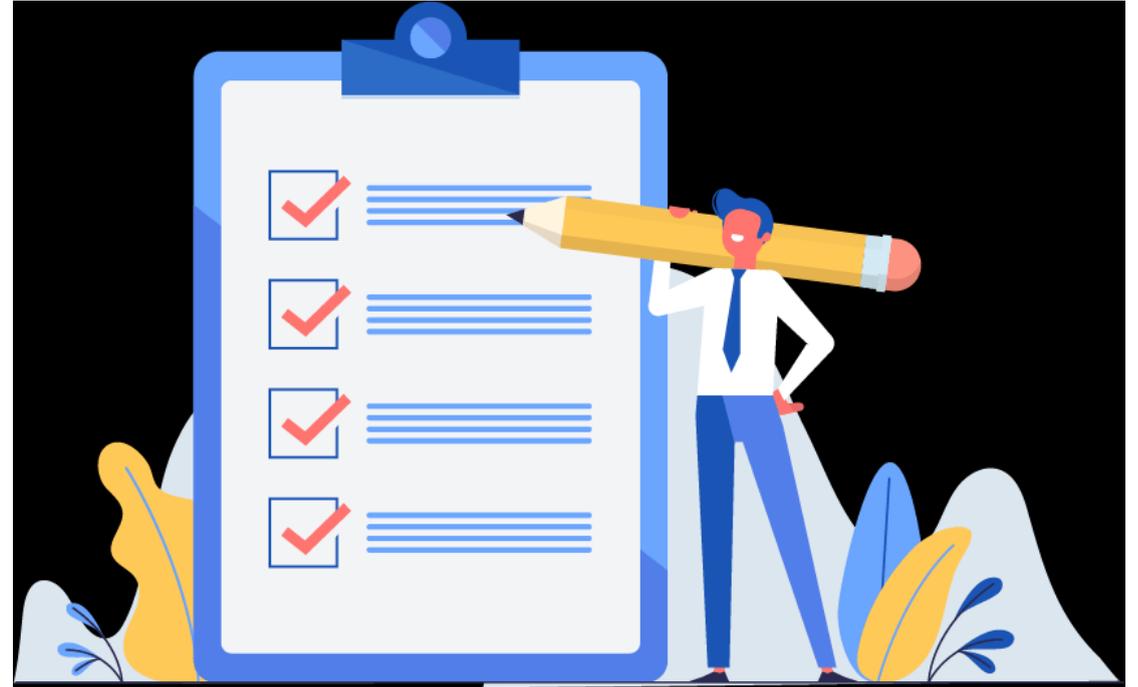# Member Information Update Guide

Overview

1. Introduction

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3. How to get the details verified on MyAFRINIC?

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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."

3. How to get the details verified on MyAFRINIC?

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

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@afrinic.net.

Verify Contact Information

⑦ 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@afrinic.net (General)
Phone(s):	☎ +230 403 5127 (General)
	[Edit] [Confirm]
Contacts:	⊞ Yogesh Chadee (YC5-AFRINIC) Contact type : Not yet Verified [Notify] [Confirm]

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'.

3. How to get the details verified on MyAFRINIC?

3.3. If your details need amendments, click on '**Edit**' to do the necessary changes.
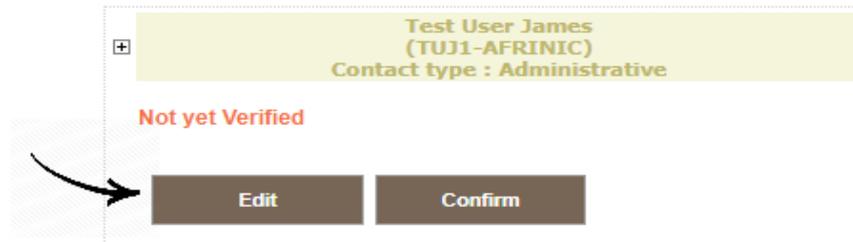
After having updated your information, click on '**Confirm**'.
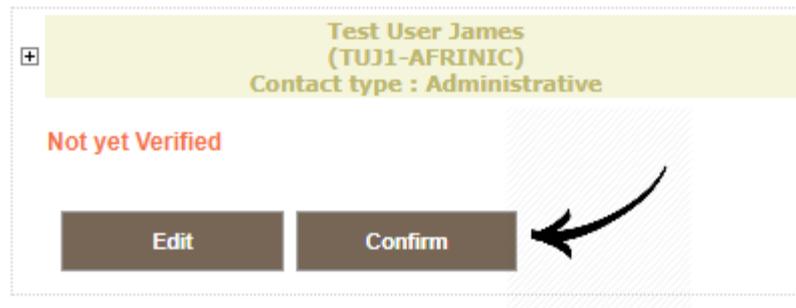
3. How to get the details verified on MyAFRINIC?

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.

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@afrinic.net providing the documentation you have in hand.

➤ Why can't I edit the organisation's general and billing address?
Only AFRINIC Staff can change the general and billing addresses. Please contact us at service-support@afrinic.net and provide a utility bill (electricity or water bill) that is less than 3 months old issued by a public utility provider to validate the new physical address.

➤ 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@afrinic.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.