



How to manage your standard TMCH **services**

Trademark Clearinghouse

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1. Introduction

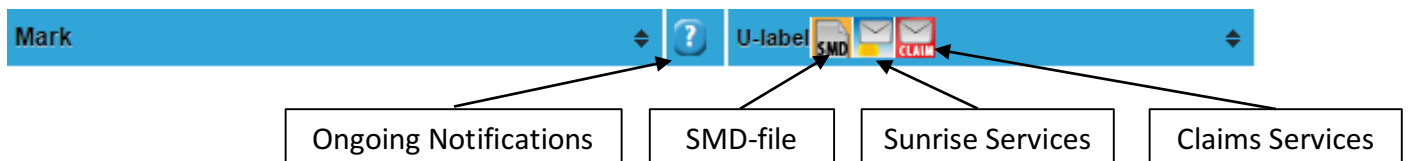
This document will provide TMCH users with a guide on how to manage their standard TMCH services. The following services are in scope of this document:

- Sunrise Services
- Claims Services
- Ongoing Notifications

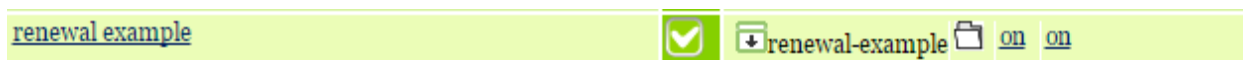
An overview on the status of these services can be found in the 'Services overview', which can be accessed by navigating to the 'Services'-tab and selecting 'Standard Services'.



After navigating to the 'Services overview', a table with a header as pictured below will be shown. Please find an explanation on the icons on the header below.



Please see below an example of a Trademark Record for which Sunrise Services, Claims Services and Ongoing Notifications are activated:





2. Sunrise Services

After signing in to the TMCH web interface, navigate to the “Services” tab. Here click on one of the ‘Standard services’-buttons to have an overview of Sunrise Services, Claims Services and Ongoing Notifications.



In the ‘Services overview’, search for the Trademark Record for which you want to alter the Sunrise settings.



By clicking on the arrow in the U-label column, you will be able to see all labels related to the Trademark Record.

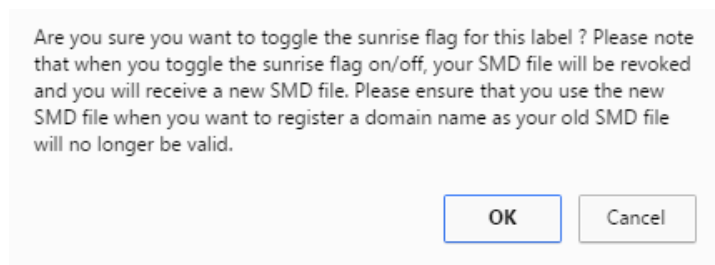




If you would like to exclude one or more labels from the SMD file and exclude the label from being used during a sunrise period of a new gTLD, click on the “on” button in the Sunrise column. By clicking on “on”, you will toggle the Sunrise Services setting.



After clicking on “on”, a message will pop up, explaining the impact of toggling the Sunrise service:



After you have clicked on “OK” on the pop up, your SMD file will be regenerated and the label(s) for which you have toggled “off” Sunrise Services will be removed from the SMD file.





3. Claims Services

After signing in to the TMCH web interface, navigate to the “Services” tab. Here click on one of the ‘Standard services’-buttons to have an overview of Sunrise Services, Claims Services and Ongoing Notifications.



In the ‘Services overview’, search for the Trademark Record for which you want to alter the Claims Notifications settings.



By clicking on the arrow in the U-label column, you will be able to see all labels related to the Trademark Record.

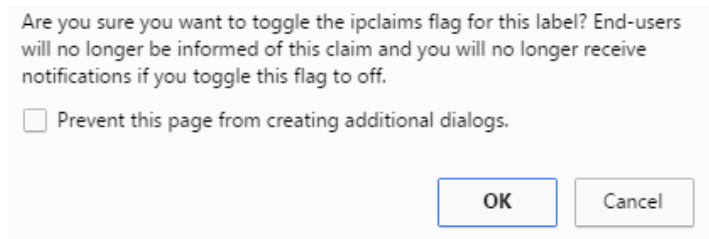




If you wish to stop receiving claims notifications for certain labels, click the “on” button in the Claims column, to toggle the Claims Notifications setting.



A message will pop up, explaining the impact of toggling the Claims Notifications service:



After you have clicked on “OK” in the pop-up, the Claims Notifications service will be disabled for the selected label(s). The SMD file will not be regenerated.





4. Ongoing Notifications

After signing in to the TMCH web interface, click on “My account”, which can be found at the top of the page.



On the “My Account”-page, navigate to the “Ancillary Services – Ongoing Notifications” section.

In order to activate Ongoing Notifications service, click on the ‘Activate’ button **(A)**. You will see a message showing that ‘Ongoing Notifications has been activated’ **(B)**. Ongoing Notifications will now be sent out to the e-mail address linked to the account. You can add additional email addresses to your account by navigating to the “Additional Email Notifications” section on the “My Account”-page and by clicking on ‘Configure Additional Email Addresses’ **(C)**. You will now be able to add additional email addresses.

ANCILLARY SERVICES - ONGOING NOTIFICATIONS

Ongoing Notifications is NOT active

ACTIVATE

A

By opting for these services, you agree that you would like to receive ongoing notifications. Please note that It is not possible, however, to guarantee that transmitting data electronically is totally secure, virus-free or without error and, hence, such transmissions may be intercepted, tampered with, lost, destroyed, delayed or rendered unusable. You and us hereby recognize that no systems or procedures can wholly mitigate such risks. You and we hereby confirm that we accept these risks, duly authorize the use of electronic communications and agree to use commercially reasonable means to detect the more widely known viruses prior to sending information by electronic means. Each party shall be responsible for the protection of its own systems and interests in respect of electronic communications, and neither party shall be held liable in any manner or form, whether on a contractual, criminal (including negligence) or any other basis, for any loss, error or omission resulting from or relating to the use of electronic communications between the parties.

B

Ongoing Notification has been activated

C

ADDITIONAL EMAIL NOTIFICATIONS

CONFIGURE ADDITIONAL EMAIL ADDRESSES



If you wish to deactivate the Ongoing Notifications service, click on the 'Deactivate' button. You will see a message showing that 'Ongoing Notifications has been deactivated'. Ongoing Notifications will no longer be sent to the e-mail address(es) linked to your account.

ANCILLARY SERVICES - ONGOING NOTIFICATIONS

Ongoing Notifications is ACTIVE

DEACTIVATE

By opting for these services, you agree that you would like to receive ongoing notifications. Please note that It is not possible, however, to guarantee that transmitting data electronically is totally secure, virus-free or without error and, hence, such transmissions may be intercepted, tampered with, lost, destroyed, delayed or rendered unusable. You and us hereby recognize that no systems or procedures can wholly mitigate such risks. You and we hereby confirm that we accept these risks, duly authorize the use of electronic communications and agree to use commercially reasonable means to detect the more widely known viruses prior to sending information by electronic means. Each party shall be responsible for the protection of its own systems and interests in respect of electronic communications, and neither party shall be held liable in any manner or form, whether on a contractual, criminal (including negligence) or any other basis, for any loss, error or omission resulting from or relating to the use of electronic communications between the parties.

Ongoing Notification has been deactivated