Support Portal | Registry Services

What can I see on the registrar website when I am not logged in?

Registry Services - 2026-03-11 - Registrar web

Guides
The registrar agreement includes requirements for trained staff. Under the "Guides" section, you will find the study materials that are currently provided. At least two employees must complete training through the self-study materials and the domain courses that are offered.

Knowledge Base
In our "Knowledge Base", we publish questions and answers based on cases that our support team frequently receives, as well as other information that may be useful for you as a registrar. Under the top navigation item "Knowledge Base", there are currently more than two hundred questions and answers available.

Using the search function on the page makes it easier to find the answer to your question. For example, if you enter the word "transfer" in the search field, the articles containing information about domain name transfers will be displayed.

It is also good to know that some articles containing information intended only for registrars are visible only when you are logged in to the registrar website.

News
Under "News", current events and other important information are published. Information that is intended only for accredited registrars is displayed only when you are logged in to the registrar website. News published in this section is usually also communicated via the Registrar-announce mailing list or through a newsletter.

Downloads
Under "Downloads" in the top navigation, you will find downloadable files such as our EPP manual, XML schemas, the registrar agreement, and its appendices.
As with the Knowledge Base, logged-in registrars can access additional documentation intended only for accredited registrars, such as the application form for marketing support.

Contact Us
Here you will find a contact form that you can fill in.
Depending on which department you select in the form, your inquiry will be sent to registry@internetstiftelsen.se or abuse@internetstiftelsen.se

Language
Here you can choose which language the website should be displayed in: Swedish or English.

Sign in
Here you log in to access the pages that are available only to registrars who have an active account for .se and/or .nu domains. When you are logged in, the name of the logged-in registrar is displayed here along with the option to log out.