

Creating customer handle

Question

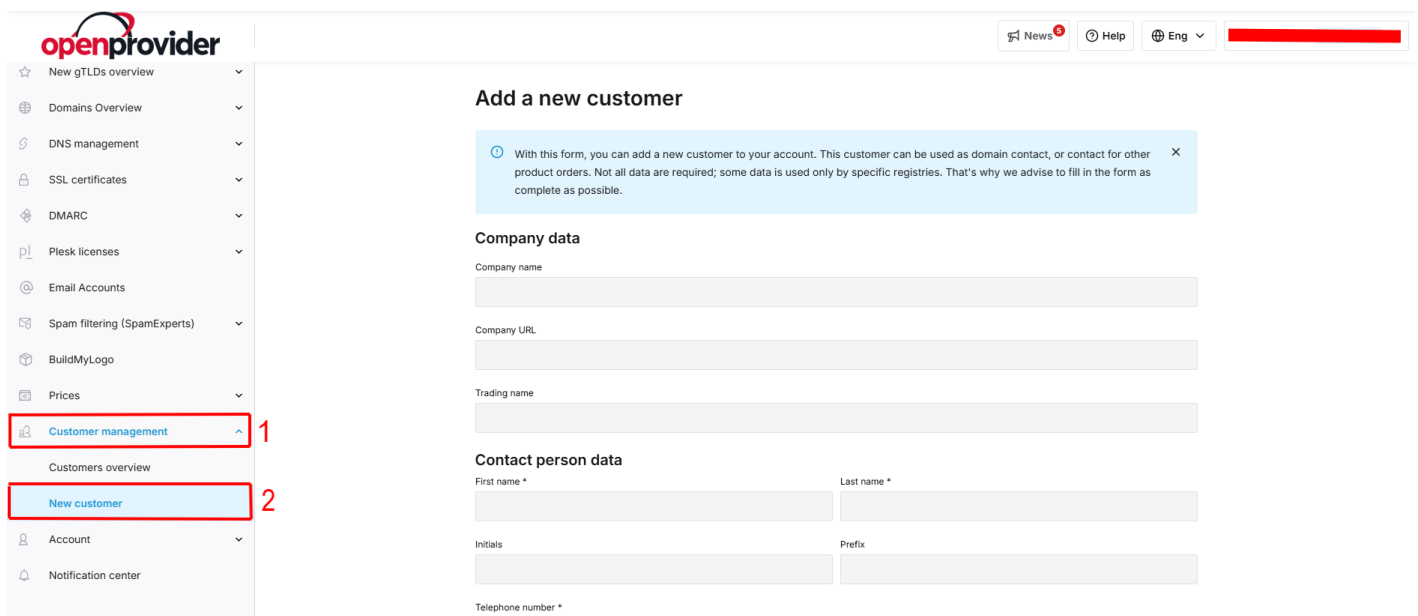
What are "customer handles" and where to create or adjust them?

Answer

When working with our systems you will notice we often refer to customer handles. These handles allow you to reuse recurring customers, meaning you will not have to fill in all information every time you wish to [register](#) a domain name.

The handle will have the following format: AB12345-XX

You can create a customer handle by navigating to **Customer Management** > [Add a new customer](#) and You can manage the existing ones by navigating to **Customer Management** > [Customers overview](#).



The screenshot shows the OpenProvider dashboard. On the left is a sidebar menu with various options. 'Customer management' is highlighted with a red box and a red number '1'. Below it, 'New customer' is also highlighted with a red box and a red number '2'. The main content area is titled 'Add a new customer'. It contains a light blue informational box at the top, followed by a 'Company data' section with input fields for 'Company name', 'Company URL', and 'Trading name'. Below that is a 'Contact person data' section with input fields for 'First name *', 'Last name *', 'Initials', 'Prefix', and 'Telephone number *'. The top right of the dashboard shows links for 'News', 'Help', and 'Eng', along with a red user profile icon.

Once you have filled in all the necessary information, you can click **Add customer** on the bottom right of the page to generate the handle..

Mandatory Fields & Input Guidelines

Field	Requirement
First Name	Mandatory
Last Name	Mandatory
Email Address	Mandatory - Valid email format
Telephone Number	Mandatory - International format (e.g., +44 110 8747123)
Street Address	Mandatory - Include street name and number
Zip Code	Mandatory
City	Mandatory
Country	Mandatory - Must select from dropdown

Important Notes

- Once the handle is saved, **the following fields cannot be edited:**
 - First Name
 - Last Name
 - Company Name
- Phone number should contain **country code, area code and subscriber number**.
Otherwise, system will throw an error
- Some fields in the form may be required only for specific registries (e.g., , ,).
Fill in as much detail as possible to ensure compatibility.

All information about updating existing handles can be found [here](#).