

Short Code Registry Transition FAQs

(Updated 10/1/2025)

General Transition Information

Q: Where can I access the new short code registry? A: Before January 1, 2026, you will access the new registry from this website. Starting January 1, you will use the same link you use today, logging into usshortcodes.com

Q: When will the new registry go live? A: The new registry will go live on January 1, 2026. The old system will stop working on this date, and all users must transition to the new platform.

Q: Who is building the new registry? A: GCH Technologies is building the new platform. They were selected by CTIA and will drive new innovation within the platform.

Q: Will my existing short codes and brands transfer over? A: Yes! All of your current short codes, brands, and content providers will automatically transfer to the new system. You won't need to re-enter any of this information.

Q: How much will the new registry cost? A: Pricing will remain the same as it is today. No cost increases are planned for the transition.

Account Setup and Access

Q: Do I need to create a new account? A: Yes, everyone will need to create individual accounts on the new platform. Shared login credentials will no longer be allowed.

Q: When can I start creating my new account? A: You can begin creating your account on November 1, 2025. This provides you with two months to get familiar with the new system before it goes live.

Q: What if multiple people at my company need access? A: Each person who needs access must create their own individual account. There is no limit on how many users your organization can have. Admins have visibility to all existing users and will be able to invite users as needed.

Q: Will I need to use multi-factor authentication? A: Yes, the new system requires multi-factor authentication (MFA) for better security. You can use either a QR code with an authenticator app (like Google Authenticator) or receive codes via text message within the United States.

Q: What user permission levels are available? A: There are two types of users: registrant admin and registrant. The admin can manage other users in your organization, while regular registrants have access to registry functions but cannot manage users.

Payment and Billing

Q: Do I need to update my payment information? A: Yes, you will need to enter your payment information into the new system during the November 1, 2025 - December 31, 2025 setup period. Your current payment methods will not automatically transfer.

Q: Are accepted payment methods changing? A: No, we will accept all previously accepted payment methods: cards, ACH, check or wire.

Q: Can I still use monthly billing? A: Yes, monthly billing is still available and can now be set up beginning when you purchase a new short code. You no longer have to wait to convert to monthly billing.

Q: Will auto-renewal still work? A: Yes, auto-renewal is still available and works the same as currently. You can easily toggle auto-renewal on or off for each short code through the new interface.

Q: Can I download my invoices and billing history? A: Yes, the new system allows you to easily download invoices and view your last three years of billing history.

Features and Functionality

Q: Will the new registry look completely different? A: The new system will have a modern design, but many screens will look familiar. The short code purchasing screen has been updated to match the current usshortcodes.com website, so it should feel consistent.

Q: What new features will be available? A: The new registry includes several improvements:

- Upgraded dashboard showing high-priority tasks
- Improved search and filtering options
- Real-time brand vetting status updates
- Wizard-style forms that save your progress
- Enhanced security features

Q: Will brand vetting work the same way? A: Yes, the vetting rules and process remain exactly the same. However, the new system provides better visibility into where your brand is in the vetting process and saves your progress if you need to step away while filling out forms.

Q: Can I separate brand registration from short code purchasing? A: Yes! This is a new feature. You can now register a brand before securing a short code for that brand, or lease a code before a brand has been registered. You connect them together at the end of the process.

Q: What are "memorable codes"? A: These are what used to be called "vanity codes." It's the same thing, just with updated terminology - short codes that spell out words or are easy to remember.

APIs and Technical Integration

Q: Will the current API still work? A: No, the API is being completely rebuilt from scratch. All existing API integrations will need to be updated to work with the new system.

Q: When will API documentation be available? A: API documentation is available now and testing access will be available starting October 1, 2025.

Q: Will the new API have the same features? A: The new API is being built as a modern REST API with comprehensive functionality. It should be able to do everything the current API does and more.

Q: Can I test the new API before launch? A: Yes, there will be a testing environment available so you can test your integrations starting October 1, 2025.

Training and Support

Q: Will there be training available? A: Yes, GCH will provide training sessions and resources starting in September 2025. You will receive emails with training schedules and materials.

Q: What if I need help during the transition? A: The GCH team will provide support throughout the transition. You can reach out via email or phone. They're committed to making this transition as smooth as possible.

E-mail: cs@gchtechnologies.com

Phone: 1-888-625-8166.

Q: Will there be ongoing customer support after launch? A: Yes, GCH will provide ongoing customer support similar to what you receive today, with email and phone support available.

Timeline and Preparation

Q: What do I need to do to prepare? A: Here's your preparation checklist:

1. Make a list of everyone at your company who needs Short Codes Registry access
2. Participate in training sessions when they become available (starting September 2025)
3. Activate your accounts starting November 1, 2025
4. Update your payment information in the new system
5. If you use APIs, review the documentation and update your integrations (available October 1, 2025)
6. Test everything during the November-December 2025 period.

Q: What if I don't complete the setup by January 1? A: The old system will stop working on January 1, 2026, so it's important to complete your setup during November and December 2025. If you need help, reach out to the GCH team - they're there to assist you.

Q: Will there be any service interruptions? A: The transition is designed to be seamless. Your short codes will continue to work normally - this only affects how you manage them through the registry.

Q: What happens if I find problems during testing? A: The November-December period is specifically designed for testing and resolving any issues. If you find problems or have concerns, contact the GCH team immediately so they can be addressed before the January 1 launch.

Q: Who do I contact if I have more questions? A: You can reach out to anyone on the GCH team or Jeff Simmons at CTIA with additional questions. They want to hear from you and ensure a smooth transition for everyone.