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# Account Setup

STEP BY STEP INSTRUCTIONS FOR FIRST TIME USERS PRIOR TO TRANSITION IN 2026

## Version 1.0

Effective Date: 11/1/2025

## Related Links & Guides

- [Glossary](#)
- [Add Payment Method: ACH User Guide](#)
- [Add Payment Method: Cards User Guide](#)
- [Registrant Admin Adding Users to Account User Guide](#)

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## Getting Started

Welcome to the new Short Code Registry! This guide will explain how to setup your password and enable multi-fact authentication (MFA) for your account.

### Account Setup Path

Your setup process depends on how your account was created:

1. [Existing Registry User](#) - Migrating from the previous system
2. [New User](#) - Added by an Admin in the new SCR

Once your account is created, please visit

<https://registry.usshortcodestransition.com/scr/login>

to access the login screen and complete these final steps:

1. Add Payment Method
  - a. ACH
  - b. Cards
2. Manage Users

This limited transition site can be used to configure your account, manage users and add payment information. The full Registry experience will be available January 2026.

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# Reach 98% of Your Customers With Short Codes

Find a Short Code ::



Your sign-in code is  
74093

567231

Gate Change: Flight AZ5046, from DCA to BHM departs at 8:40 AM out of gate 57.

456971

Your car is due for service! Please let us know by text your preferred date and time for an appointment.

You just earned 25 points at The Cafe

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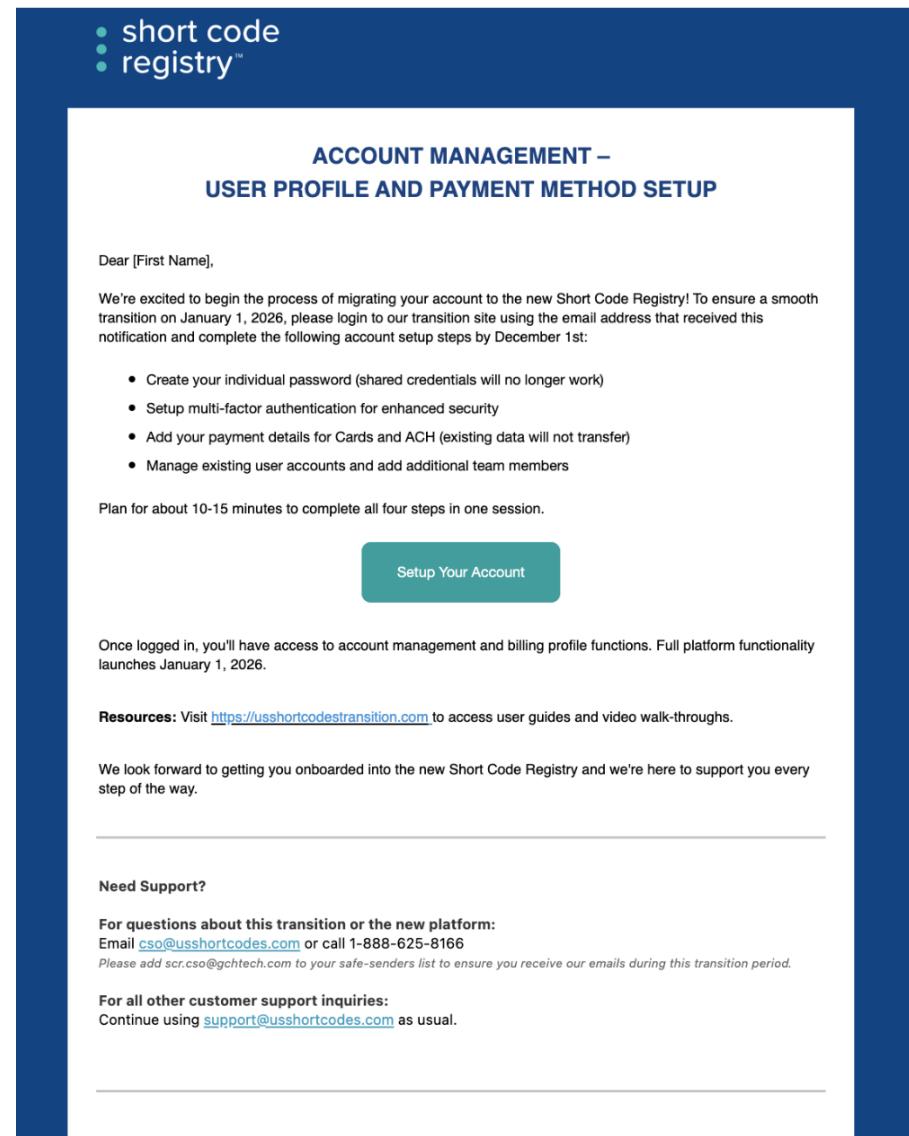
## Existing Registry User Setup email

Users and their corresponding details are being migrated from the existing SCR.

The new registry will send you an email with the subject line:  
“Setup Your Account”

Click the **Setup Your Account** button within the email to complete the setup or visit this [link](#).

Note: Account Setup emails will be sent from [cso@usshortcodes.com](mailto:cso@usshortcodes.com).



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## Existing Registry User Reset Password

To create a password, enter your **email** or **User ID** and click the **Reset Password** button.

You need to use either the **email** address that received the login invitation or **User ID** from the existing registry to proceed.

After entering the **email** or **User ID** and clicking **Reset Password**, a popup will appear directing you to check your email.

NOTE: All subsequent emails from the registry will be sent from [noreply@usshortcodestransition.com](mailto:noreply@usshortcodestransition.com)

If the verification email is not received within 5-10 minutes, please reach out to our support team using the contact details displayed.

# Reset Password

The system will generate a temporary URL to reset your password and send it to the email address on record.

EMAIL OR USER ID \*

Reset Password

For additional support, contact the [Customer Success Operations Team](#) or call 1-888-625-8166.

## Verify your email

If you entered a valid User ID or email, a temporary URL was sent to the email address on record. Please follow the directions in the email.

For additional support, contact the [Customer Success Operations Team](#) or call 1-888-625-8166.

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## Existing Registry User Reset Password (cont.)

If the email or user ID entered are in the system, you will receive the secondary verification email with the subject line "Reset Your Password".

Within the email, click on the Reset Password link.

For security purposes, the link will expire one hour after creation. If this occurs, simply restart the ["Reset Password"](#) flow again.

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### Account Management – Reset your password

Dear Samantha C. Roberts,

We received a request to reset your password. Use the link below to set up a new password and login to your Short Code Registry account:

[Reset Password](#)

**Note:** This link will expire in one hour for your security.

If you did not make this request, please disregard this email. Your account remains safe, and your current password will not be changed.

---

**Need Help?** Forward this e-mail along with a description of your issue or request to [cso@usshortcodes.com](mailto:cso@usshortcodes.com) to create a support ticket or call 1-888-625-8166.

Best Regards,

The Short Code Registry  
Customer Success Operations Team

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## Existing Registry User Set New Password

After clicking on the Reset Password link within the email, a password needs to be created based on the following requirements:

- Must not contain spaces at the beginning or end.
- Must be at least 8 characters.
- Must contain at least one of the following characters (! @ # \$ ^ \_ . or ,).

Re-enter the created password.

Click on **Set Password**.

If you need any assistance during this process, click the **Customer Success Operations Team** link.

## Set New Password

USER ID

SCRoberts

EMAIL

SCRoberts@gchtech.com

PASSWORD \*



The password cannot contain spaces at the beginning or end, must be at least 8 characters, and contain at least one of the following characters: ! @ # \$ ^ \_ . or ,

REPEAT PASSWORD \*



**Set Password**

For additional support, contact the [Customer Success Operations Team](#) or call 1-888-625-8166.

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## Reset Password Error

### Link Not Valid

For security purposes, the Reset Password link will expire in one hour. If this occurs, click on the [Request a New Link](#) to re-start the Reset Password process.

If you see this error, you will have to click on [Request a New Link](#) to trigger a new [Reset Password email](#).

### Link Not Valid



The link you have clicked on has expired or is no longer valid.

[Request a New Link](#)

If you have not received the email with the reset password link, contact the [Customer Success Operations Team](#) or call 1-888-625-8166.

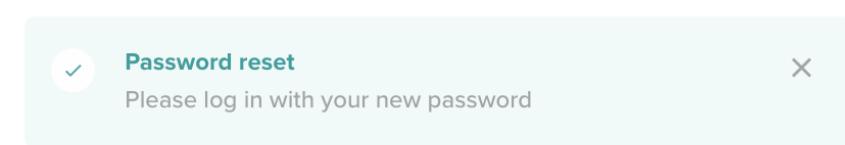
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## Existing Registry User Password Reset Complete

Password reset has been successfully completed when you see the green **Password reset** dialogue box.

After resetting your password, you will be brought back to the **Login** screen where you can login using your new password.

Enter your login credentials, click **Login** and you will move to the next step to setup [Multi-Factor Authentication \(MFA\)](#).



## Login

 eye icon

Remember me on this device

**Login**

[Forgot Password](#)

New here ?

[Create an Account](#)

## New User Setup email

The new SCR will not support shared logins and is requiring administrators to create individual accounts for all users. If you have not had your own registry account before, you will need your administrator to add you to the system. See the [Registrant Admin User Management Guide](#) for additional details.

Once added, the registry will send you an email with the subject line: "You've been invited to the Short Code Registry"

The email will include your **User ID** and a **Temporary Password** to access the system.

Click the **Short Code Registry Login** button within the email to complete the setup.

Note: Registry generated emails will be sent from  
[noreply@usshortcodestransition.com](mailto:noreply@usshortcodestransition.com)



### Account Management – Finish setting up your Short Code Registry account

Dear Sarah Carson Ross,

**Congratulations!** You have been invited to join the Short Code Registry and an account has been created for you.

Accept your invitation and login using the credentials below:

#### Login Details:

- User ID: scross
- Temporary Password: 1zY?JzQp

**Short Code Registry Login**

#### Next Steps:

- Login using the credentials above
- You'll then be prompted to create a new password and set-up multi-factor authentication

**Note:** Your temporary password expires in 2 weeks. If your temporary password expires, please contact your Account Administrator or the Short Code Customer Success Operations Team to request a reset.

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**Need Help?** Forward this e-mail along with a description of your issue or request to [cso@usshortcodes.com](mailto:cso@usshortcodes.com) to create a support ticket or call 1-888-625-8166.

---

Best Regards,  
The Short Code Registry  
Customer Success Operations Team

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## New User Login with Temporary Credentials

To login copy the User ID and Temporary Password from the setup email.

Click the Login button to proceed.

# Login

EMAIL OR USER ID \*

PASSWORD \*



Remember me on this device

Login

[Forgot Password](#)

New here ?

[Create an Account](#)

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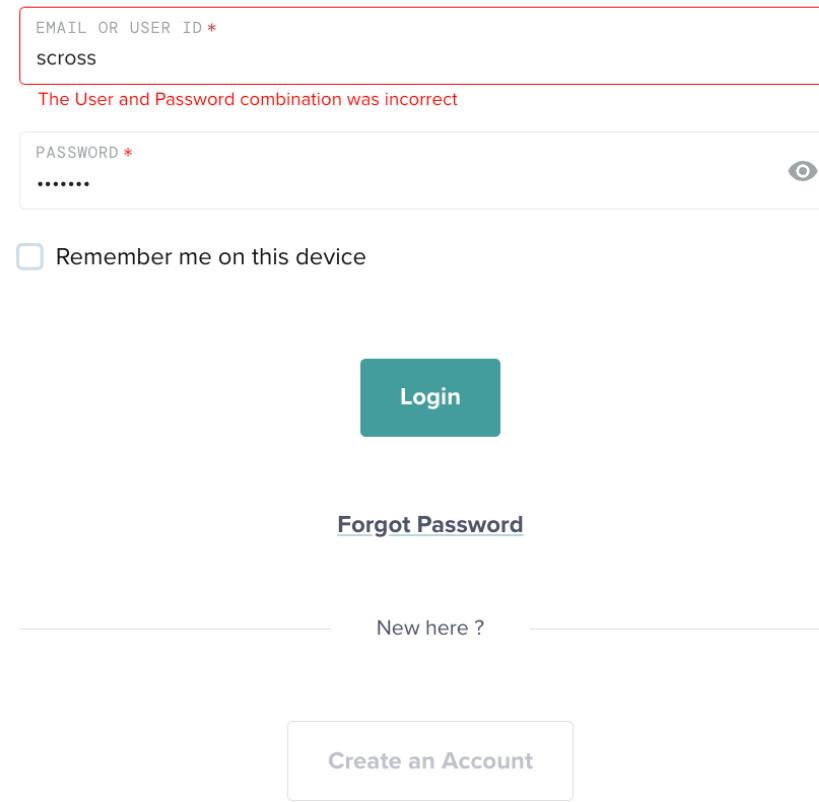
## New User Login with Temporary Credentials Error

If you see red text "The User and Password combination was incorrect," that means your temporary password has expired.

Reach out to your Account Administrator and ask them to resend your credentials.

Instructions for how to Resend Credentials can be found in the [Registrant Admin User Management Guide](#).

## Login



The image shows a login form with a red error message box. The error message reads: "The User and Password combination was incorrect". The form includes fields for Email/User ID and Password, a "Remember me" checkbox, and a "Login" button. Below the form are links for "Forgot Password" and "Create an Account".

EMAIL OR USER ID \*

scross

The User and Password combination was incorrect

PASSWORD \*

.....

Remember me on this device

**Login**

[Forgot Password](#)

New here ?

[Create an Account](#)

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## New User

### Set New Password

After logging in successfully with your Temporary Password, you will be prompted to set a new password. Your password:

- Must not contain spaces at the beginning or end.
- Must be at least 8 characters.
- Must contain at least one of the following characters (! @ # \$ ^ \_ . or ,).

Re-enter the created password.

Click on **Set Password**, and you will move to the next step to setup Multi-Factor Authentication (MFA).

If you need any assistance during this process, click the **Customer Success Operations Team** link.

## Set New Password

PASSWORD \*



The password cannot contain spaces at the beginning or end, must be at least 8 characters, and contain at least one of the following characters: ! @ # \$ ^ \_ . or ,

REPEAT PASSWORD \*



**Set Password**

For additional support, contact the [Customer Success Operations Team](#) or call 1-888-625-8166.

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## MFA Setup

The Short Code Registry utilizes [Multi-Factor Authentication \(MFA\)](#) to add an extra layer of security to your account by requiring a second verification step during login.

The registry supports two types of MFA:

- [3rd Party Authenticator Applications](#) (as long as it supports a Time-based One-Time Passcode TOTP).
- [SMS \(US Only\)](#)

You can choose either method.

We will cover both types of MFA in this User Guide.

## Multi-Factor Authentication (MFA)

 You have verified your email address

 2 Multi-Factor Authentication

Multi-Factor Authentication (MFA) adds an extra layer of security to your account by requiring a second verification step.

[Use Authenticator App](#)

[Receive SMS \(US Only\)](#)

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## Authenticator App

MFA setup can be completed by using any authenticator app that supports [Time-Based One-Time Passcodes \(TOTP\)](#).

Some examples of Authenticator Apps we support are:

- Google Authenticator
- Microsoft Authenticator
- Duo Mobile

After downloading and opening the mobile app you can scan the QR code shown to add your account.

You can also set up MFA from entering a setup key, which is found under the QR image.

Enter the code shown in the authenticator app and click **Verify**.

### Multi-Factor Authentication (MFA)

✓ You have verified your email address

#### 2 Use Authenticator App

**Step 1** - Download a mobile app of your choice that supports time-based one-time passcodes (TOTP). For example, we support:

- Google Authenticator
- Microsoft Authenticator
- Duo Mobile

**Step 2** - Open the app on your mobile device and scan the QR code below to add your account:



Can't scan? [Enter a setup key instead.](#)

**Step 3** - Enter the verification code from your authenticator app:

Verify

Back

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## SMS MFA

If you choose MFA verification via SMS, you need to enter your mobile number.

**NOTE:** SMS MFA is only available to US based phone numbers with a +1-country code.

Select the checkbox accepting consent to receive SMS authentication texts from CTIA (Short Code 424632).

Click **Send Code** at the bottom of the screen to receive your verification code via SMS.

## Multi-Factor Authentication (MFA)

 You have verified your email address

### 2 Verify using SMS

Add your mobile number. You will need it to access your account.

MOBILE NUMBER \*  
 +1

We will send you a security code to verify your phone number.

By using this system you are consenting to receive SMS authentication messages from CTIA. Message & data rates may apply.

[Terms & Conditions](#) | [Privacy Policy](#)

If you don't receive the SMS or have trouble validating your phone number, please call the Customer Success Operations Team at 1-888-625-8166 or email us at [cso@usshortcodes.com](mailto:cso@usshortcodes.com).

[Send code](#)

[Back](#)

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## SMS MFA

The Short Code Registry only allows an SMS code request once every minute.

If you still have not received the SMS text, you can click the back button and re-enter your mobile number.

If you are still experiencing issues receiving the SMS text, please contact the Customer Success Operations Team via the contact details at the bottom of the screen.

## Multi-Factor Authentication (MFA)

✓ You have verified your email address

2 Verify using SMS

Enter the 6-digit code you have received.  
This code expires in 24 hours.

Verify

[Back](#)

Didn't receive the text or the code expired? Please wait 59 seconds before requesting another code.

If you still don't receive an SMS or you are having trouble validating your phone number, please call the Customer Success Operations Team at 1-888-625-8166 or email us at [cso@usshortcodes.com](mailto:cso@usshortcodes.com).

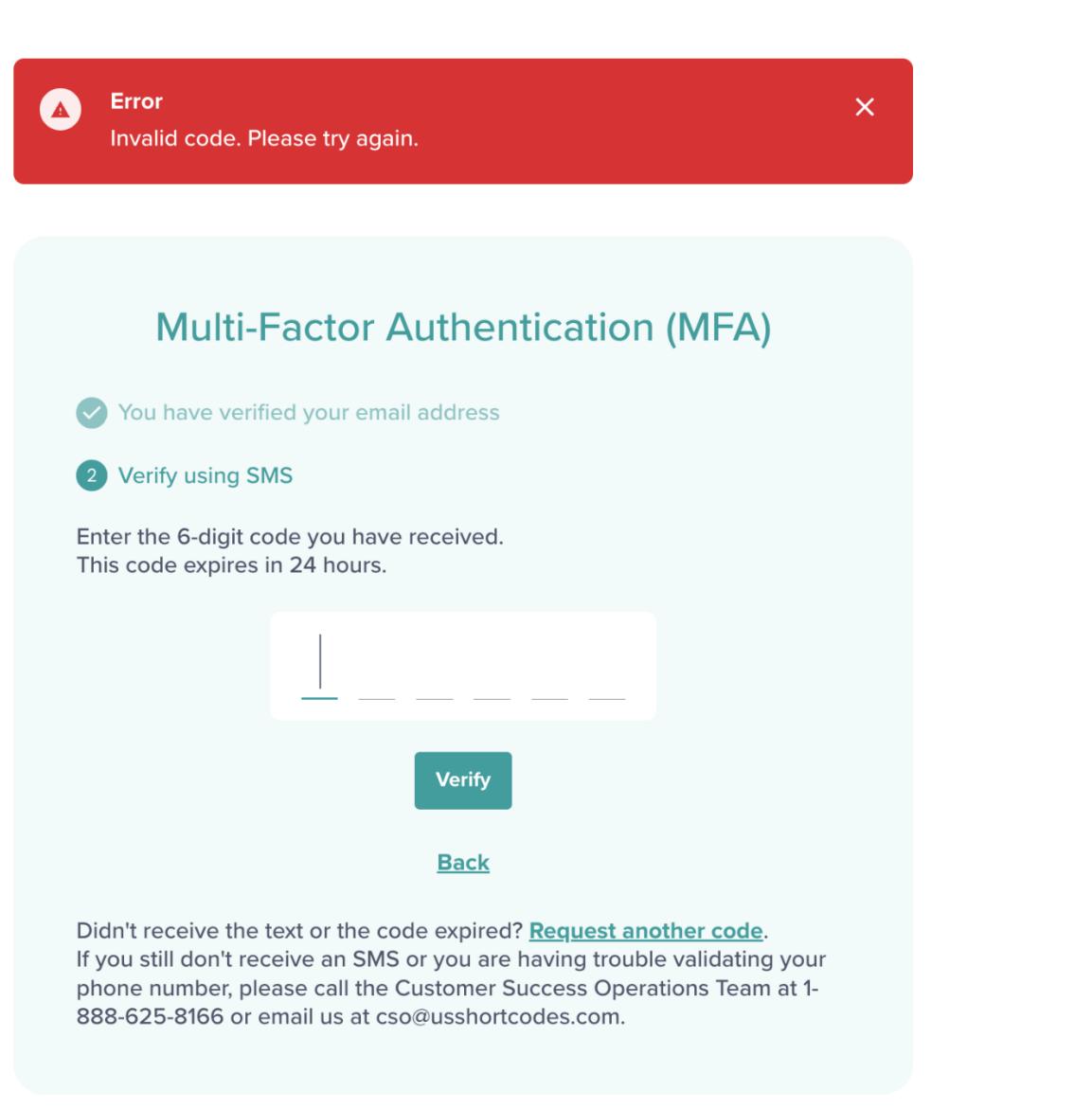
The logo for short code registry. It features three teal circular dots of increasing size from left to right, followed by the text "short code" on top and "registry™" below it, all in a dark teal sans-serif font.

## SMS MFA Error

## Invalid Code

If you receive this error, please enter the code again making sure every digit is correct.

If you are still experiencing issues receiving the SMS, please contact the **Customer Success Operations Team** via the contact details at the bottom of the screen.



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## SMS MFA Error Code Expired

If the SMS has expired, click on Request Another Code.

If you are still experiencing issues receiving the SMS, please contact the **Customer Success Operations Team** via the contact details at the bottom of the screen.

 **Error** X

This code has expired. Please request a new code.

### Multi-Factor Authentication (MFA)

 You have verified your email address

 2 Verify Using SMS

Enter the 6-digit code you have received.  
This code expires in 24 hours.

|

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**Verify**

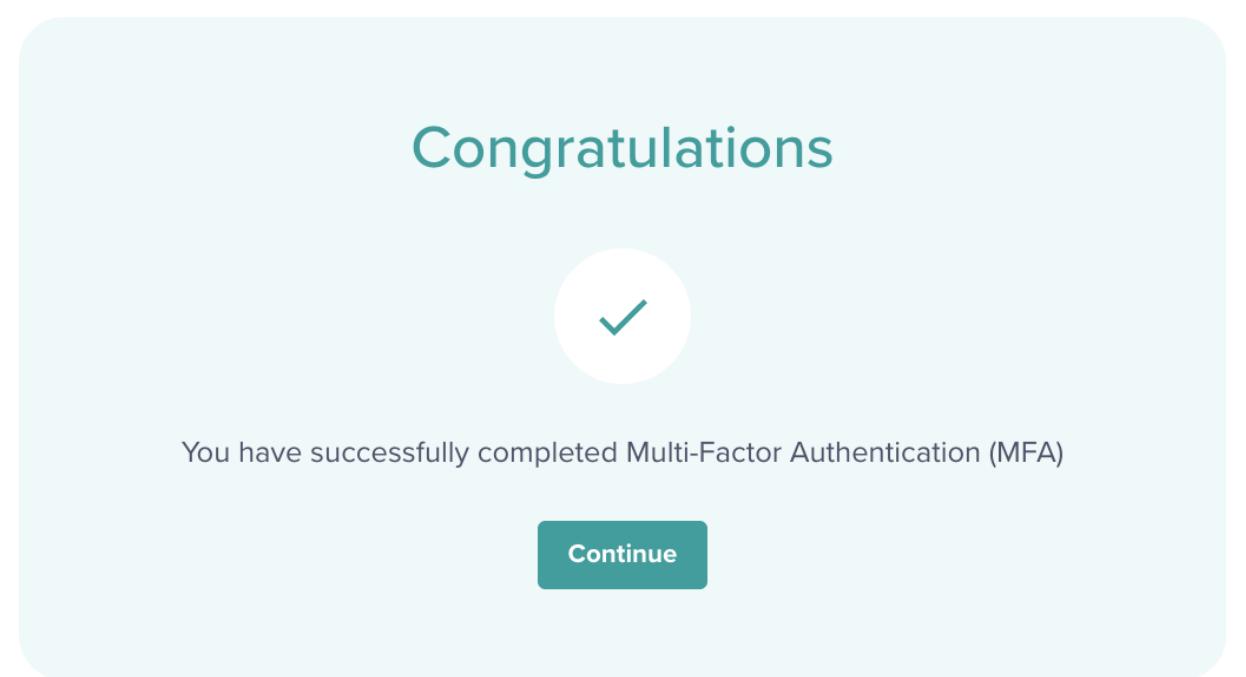
[Back](#)

Didn't receive the text or the code expired? [Request another code](#).  
If you still don't receive an SMS or you are having trouble validating your phone number, please call the Customer Success Operations Teams at 1-888-625-8166 or email us at [cso@usshortcodes.com](mailto:cso@usshortcodes.com)

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## MFA Setup Complete

When MFA is complete you will see this screen, click the **Continue** button to access the Short Code Registry My Account page.



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## Account Setup Complete

Once successfully logged in you will see the **My Account** section of the Registry.

From here you can edit the following tabs:

1. **My Profile** – update your email or personal details
2. **User Management** – add/edit additional users
3. **Payment Method** – add/edit your ACH and Card payment methods

**GCH Registrant**

ACCOUNT DETAILS **MY PROFILE** USER MANAGEMENT PAYMENT METHOD STATUS & VETTING

ACCOUNT ID	PROGRAM TYPE	ACCOUNT CREDIT	NUMBER OF LEASED CODES
4000019	Standard	\$0	0

**Contacts**

ACCOUNT CONTACT: **Greg Osterhout**, gosterhout+gchregistrantadminprod@gchtech.com

SECONDARY ACCOUNT CONTACT: + Add Contact

**Business Details**

Details	Address
LEGAL ENTITY TYPE: Corporation	ADDRESS 1: 16192 Coastal Hwy
MESSAGING ROLE: Application Service Provider	CITY: Lewes
URL: https://www.gchtech.com	STATE: Delaware

**Billing**

Contact	Address
NAME: Greg Osterhout	ADDRESS 1: 16192 Coastal Hwy
PHONE NUMBER: +1 (469) 877-4989	CITY: Lewes
EMAIL: gosterhout+gchregistrantadm...	STATE: Delaware

**Subscription Notifications**

Any changes you make to your Email-Category settings will be saved automatically. (0 of 5)

Specify email/s that will be used to send notifications (up to 5)

Specify at least one email

Select your email message category subscriptions

- Account updates
- Invoices and Outstanding Payments
- Lease Updates, Cancellations and Opt Outs
- New Short Code Orders
- Receipts and Statements
- Reminders and Auto Renew Notifications
- Short Code Transfers

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## Glossary

**Multi-Factor Authentication (MFA)** - A security method that requires users to provide two or more distinct forms of verification to access an account or system.

**Time-Based One-Time Passcodes (TOTP)** - TOTP authenticator apps are mobile or desktop applications that generate temporary, time-sensitive security codes used for multi-factor authentication (MFA).

\*TOTP apps generate time-sensitive security codes that refresh every 30 seconds. After setting up your account, you'll enter the current code from your app each time you log in to verify your identity.

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## Version History

Date	Version	Details
10/30/25	1.0	Initial Release