

User Management for Account Administrators

STEP BY STEP INSTRUCTIONS FOR MANAGING USERS PRIOR TO TRANSITION IN 2026

Version 1.0

Effective Date: 11/01/2025

Related Links & Guides

- [Glossary](#)
- [Account Setup User Guide](#)
- Understanding Email Subscriptions (Coming soon!)

Getting Started

To manage users (add/update/delete) you must first log in to your account.

Please visit

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

to access the login screen.

Enter your login credentials, click **Login** to proceed to the next step of verifying your identity through Multi-Factor Authentication (MFA).

Login

EMAIL OR USER ID *

gchregistrantmatt

PASSWORD *

.....



☐ Remember me on this device

Login

[Forgot Password](#)

[New here ?](#)

Create an Account

Getting Started (continued)

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.

To verify your identity, please enter the 6-digit code from your Authenticator application or received via SMS (depending on the MFA service chosen during user setup) and click the **Login** button to proceed.

Verify your identity

Please enter the 6-digit code that has been sent to +*****0402
This code expires in 3 minutes

8 6 7 5 3 0

Login

[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 contact the Customer Success Operations Team at 1-888-625-8166.

User Management Overview

The User Management screen allows Admin users to add, edit, disable, and delete users. Admin users can also resend activation credentials to users that are in a pending activation state and reset MFA for enabled users.

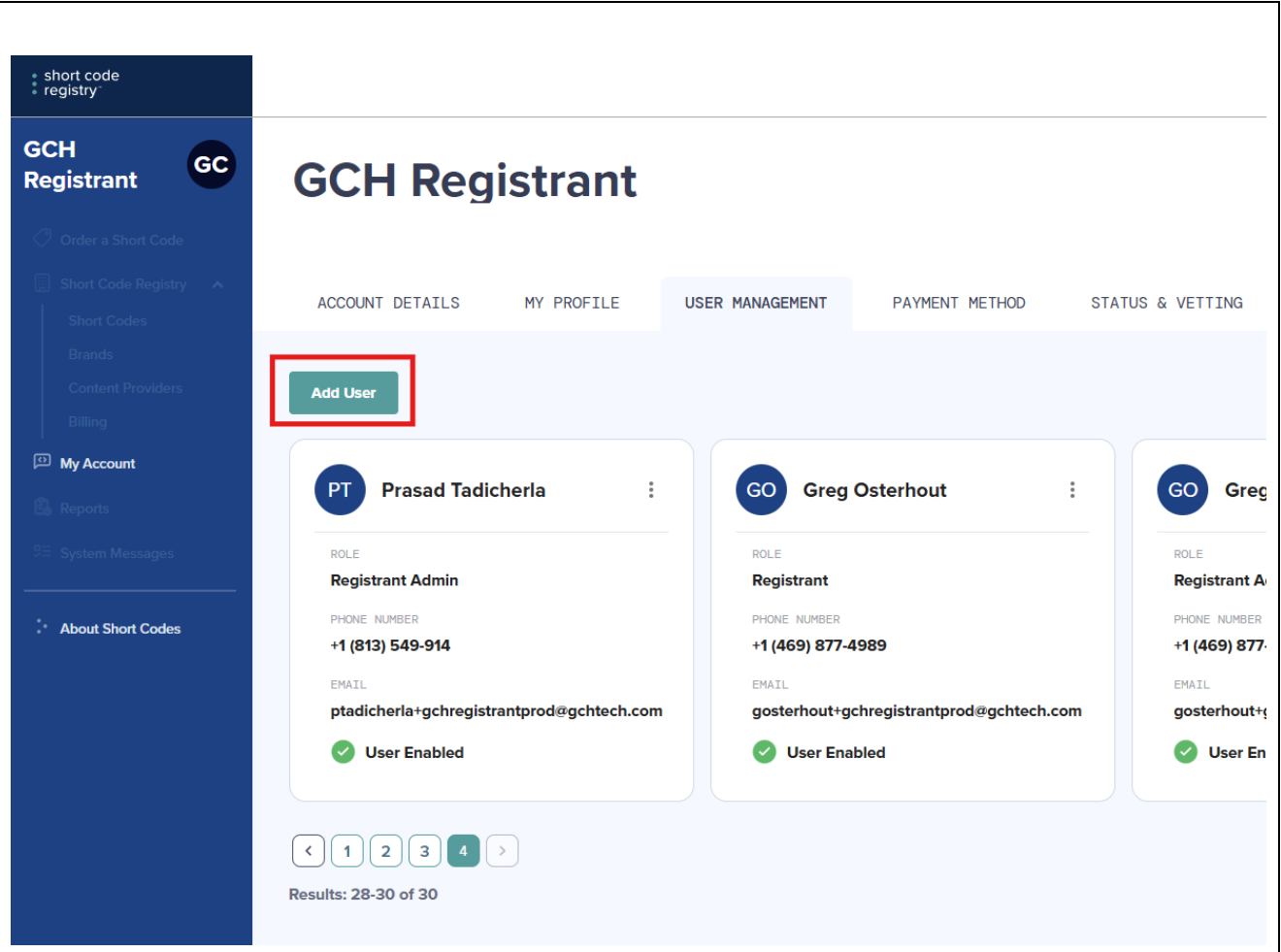
To access the User Management screen, click on **My Account** (located in the Navigation Menu on the left side of the screen) and then click the **User Management** tab on the top of the screen.

You will see an **Add User** button, a filter button (used to filter the list of users associated with the account), and user cards representing the other users associated with your account.

The screenshot displays the GCH Registrant interface. On the left, the navigation menu includes 'My Account' which is highlighted with a red box. The top navigation bar features 'USER MANAGEMENT' also highlighted with a red box. The main area shows an 'Add User' button and a list of users. Three user cards are visible, each showing a profile picture, name, role, phone number, email, and a 'User Enabled' status with a green checkmark. The first card is for Prasad Tadicherla (PT), and the others are for Greg Osterhout (GO). At the bottom, pagination controls indicate 'Results: 28-30 of 30'.

Adding a User

To add a user to your account, click the **Add User** button located on the **User Management** screen. This will launch the Add User flow.



GCH Registrant

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

Add User

PT	GO	GO
Prasad Tadicherla	Greg Osterhout	Greg
ROLE Registrant Admin	ROLE Registrant	ROLE Registrant Admin
PHONE NUMBER +1 (813) 549-914	PHONE NUMBER +1 (469) 877-4989	PHONE NUMBER +1 (469) 877-4989
EMAIL ptadicherla@gchregistrantprod@gchtech.com	EMAIL gosterhout@gchregistrantprod@gchtech.com	EMAIL gosterhout@gchregistrantprod@gchtech.com
User Enabled	User Enabled	User Enabled

Results: 28-30 of 30

Add User

Personal Information

The Personal Information step collects key information about the user to be added, such as the desired User ID, email, and contact information. It also allows you to set the role for the user.

USER ID: Enter the desired userid for the new user. (alphanumeric with a minimum of 6 characters)

ROLE: Select the role to assign to the new user

- [Registrant](#) or
- [Registrant Admin](#)

EMAIL: Enter a valid business email address that will be used to send initial access credentials to the user to complete the setup process.

← User Management

Add User

1 Personal Information

2 Email Subscriptions

Personal Information

ACCOUNT ID ORGANIZATION NAME

4000019 GCH Registrant

USER ID *
evhalen

✓ User ID is available

ROLE *
Registrant

FIRST NAME *
Elvis

LAST NAME *
Von Halen

PHONE NUMBER *
+1 (515) 532-4659

EXTENSION

EMAIL *
scrdemo+evhalen@gchtech.com

CONFIRM EMAIL *
scrdemo+evhalen@gchtech.com

Copy Organization's Address

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
16192 Coastal Hwy

ORGANIZATION ADDRESS 2

CITY *
Lewes

STATE *
Delaware

ZIP CODE *
19958

Save & Next →

Add User

Personal Information (continued)

The Copy Organization's Address button allows you to copy over the address information from the Organization Account Details into the new user's address fields.

Once you have entered the new user's personal information, click the **Save & Next** button at bottom of the page to continue to the next step – Email Subscriptions.

← User Management


Add User

- 1 Personal Information
- 2 Email Subscriptions

Personal Information

ACCOUNT ID ORGANIZATION NAME
4000019 GCH Registrant

USER ID * evhalen ✓ User ID is available	
ROLE * Registrant	
FIRST NAME * Elvis	LAST NAME * Von Halen
PHONE NUMBER * +1 (515) 532-4659	EXTENSION
EMAIL * scrdemo+evhalen@gchtech.com	CONFIRM EMAIL * scrdemo+evhalen@gchtech.com
COUNTRY * United States	
ORGANIZATION ADDRESS 1 * 16192 Coastal Hwy	
ORGANIZATION ADDRESS 2	
CITY * Lewes	STATE * Delaware
ZIP CODE * 19958	

 Copy Organization's Address

Save & Next →

Add User

Copy Organization's Address

The Copy Organization's Address button allows you to copy over the address information from the Organization Account Details into the new user's address fields.

When you click the Copy Organization's Address button, a warning dialog will appear indicating that this action will overwrite any address you may have entered.

To use the Organization's address click the **Overwrite** button

The screenshot shows the 'Add User' form in the 'User Management' section. The form is titled 'Personal Information' and includes fields for 'ACCOUNT ID' (4000019), 'ORGANIZATION NAME' (GCH Registrant), 'USER ID' (evhalen), 'ROLE' (Registrant), 'LAST NAME' (Von Halen), 'EXTENSION', 'CONFIRM EMAIL' (scrdemo+evhalen@gchtech.com), 'COUNTRY' (United States), 'ORGANIZATION ADDRESS 1' (16192 Coastal Hwy), 'ORGANIZATION ADDRESS 2', 'CITY' (Lewes), 'STATE' (Delaware), and 'ZIP CODE' (19958). A warning dialog titled 'Copy Organization's Address' is displayed in the center, asking for confirmation to overwrite the user's address with the organization's address. The dialog has 'Cancel' and 'Overwrite' buttons. A 'Copy Organization's Address' button is visible on the right side of the form, and a 'Save & Next' button is at the bottom right.

Add User

Email Subscriptions

The Email Subscriptions step allows you to enroll the user to receive emails based on various events, such as receiving an email when an invoice is generated.

To enroll the user into an email subscription, select one or more email subscriptions from the subscription list.

(See Understanding Email Subscriptions for more information COMING SOON)

Press the **Save** button to complete the Add User process.

← User Management

Add User

- ✓ Personal Information
- 2 Email Subscriptions

Email Subscriptions

Select 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

← Previous

Save

Adding a User Final Step

Congratulations! The new user has been added to the account.

The user will receive an email from the registry with access credentials that allow them to login to the Registry, set a new password, and setup Multifactor Authentication (MFA). Instructions for that user to login for the first time can be found in the Account Setup User Guide

The user will appear as a user card on the **User Management** tab with a status of **Pending Password Activation** until the above process is complete, at which point the user card status will update to **User Enabled**.

Note: The initial access credentials that are emailed to the user are time-sensitive and will be sent from noreply@usshortcodestransition.com

GCH Registrant

ACCOUNT DETAILS

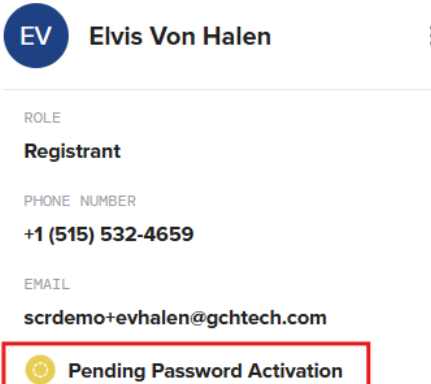
MY PROFILE

USER MANAGEMENT

PAYMENT METHOD

STATUS & VETTING

Add User




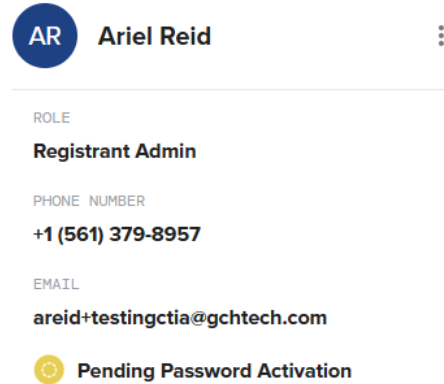
EV **Elvis Von Halen**

ROLE
Registrant

PHONE NUMBER
+1 (515) 532-4659

EMAIL
scrdemo+evhalen@gchtech.com

 **Pending Password Activation**




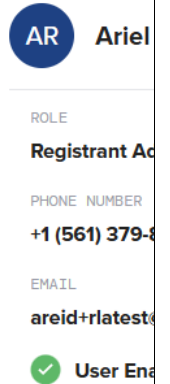
AR **Ariel Reid**

ROLE
Registrant Admin

PHONE NUMBER
+1 (561) 379-8957

EMAIL
areid+testingctia@gchtech.com

 **Pending Password Activation**




AR **Ariel Reid**

ROLE
Registrant Admin

PHONE NUMBER
+1 (561) 379-8957

EMAIL
areid+testingctia@gchtech.com

 **User Enabled**

User Management Filters

The Filter widget (located on the far right of the User Management screen) allows you to filter the user card list based on User Status. The user statuses are:

- Pending
- Enabled
- Disabled

To filter the user list, click the Filter widget, select the user statuses you wish to include from the Filter menu, and then click the **Show Results** → button.

The screenshot displays the GCH Registrant dashboard. The left sidebar contains navigation links: Order a Short Code, Short Code Registry, Short Codes, Brands, Content Providers, Billing, My Account, Reports, System Messages, and About Short Codes. The main content area is titled 'GCH Registrant' and includes tabs for ACCOUNT DETAILS, MY PROFILE, USER MANAGEMENT (selected), PAYMENT METHOD, and STATUS & VETTING. An 'Add User' button is present. Below it, three user cards are shown for Elvis Von Halen, Ariel Reid, and Ma. A filter dropdown menu is open on the right, titled 'CHOOSE USER STATUS', with options: All, Pending (checked), Enabled, and Disabled. A 'Show Results' button with a right arrow is at the bottom of the dropdown.

Editing a User

To edit a user, click the three vertical dots (⋮) in the top right corner of the user card and select **Edit User** from the context menu.

The screenshot displays the GCH Registrant dashboard. On the left is a dark blue sidebar with navigation links: 'Order a Short Code', 'Short Code Registry' (expanded to show 'Short Codes', 'Brands', 'Content Providers', and 'Billing'), 'My Account' (with 'Reports' and 'System Messages'), and 'About Short Codes'. The main header area includes the 'GCH Registrant' logo and a 'GC' badge. Below the header are tabs for 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT' (selected), 'PAYMENT METHOD', and 'STATUS & VETTING'. A green 'Add User' button is located above a list of user cards. Three user cards are visible: 'EV Elvis Von Halen', 'AR Ariel Reid', and 'MK Maulik K'. The 'AR Ariel Reid' card has a context menu open, showing options: 'Edit User', 'Resend Credentials', 'Reset MFA', and 'Delete User'. Each user card displays their role ('Registrant'), phone number, email, and a 'Pending Password Activation' status.

Edit User

Personal Information

The Personal Information step allows you to edit the contact information and role associated with the user.

ROLE: Select the role to assign to the user

- [Registrant](#) or
- [Registrant Admin](#)

The **Copy Organization's Address** button copies account address details to the user's profile.

Click the **Save** button to save any changes and continue to the Email Subscriptions step.

Click the **Email Subscriptions** link to navigate to the Email Subscriptions step.

To return to the User Management screen, click the **User Management** link.

← User Management

Edit User

Personal Information

Email Subscriptions

Personal Information

USER ID ACCOUNT ID ORGANIZATION NAME EMAIL
evhalen 4000019 GCH Registrant scrdemo+evhalen@gchtech.com

ROLE *
Registrant Admin

FIRST NAME *
Elvis

LAST NAME *
Von Halen

PHONE NUMBER *
+1 (515) 532-4659

EXTENSION

Copy Organization's Address

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
16192 Coastal Hwy

ORGANIZATION ADDRESS 2

CITY *
Lewes

STATE *
Delaware

ZIP CODE *
19958

Save

Edit User

Email Subscriptions

The Email Subscriptions step allows you to modify the email subscriptions the user is enrolled in.

Select one or more email subscriptions from the subscription list to enroll the user.

(See Email Subscriptions guide for more information COMING SOON)

Click the **Save** button to complete the Edit User process.

Click the **Personal Information** link to navigate to the Personal Information step.

To return to the User Management screen, click the **User Management** link

← User Management

Edit User

Personal Information

Email Subscriptions

Email Subscriptions

Select 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

Save

Resend Credentials

To resend access credentials to a user in Pending Password Activation status, click the three vertical dots (⋮) in the top right corner of the user card and select **Resend Credentials** from the context menu.

The screenshot displays the GCH Registrant dashboard. On the left is a dark blue sidebar with navigation links: Order a Short Code, Short Code Registry (expanded), Short Codes, Brands, Content Providers, Billing, My Account, Reports, System Messages, and About Short Codes. The main header shows 'GCH Registrant' and navigation tabs: ACCOUNT DETAILS, MY PROFILE, USER MANAGEMENT (active), PAYMENT METHOD, and STATUS & VETTING. Below the tabs is an 'Add User' button. The main content area shows a list of users. A red box highlights the context menu for the user 'AR Ariel Reid', which includes the following options: Edit User, Resend Credentials, Reset MFA, and Delete User. The user card for Ariel Reid shows a role of 'Registrant', phone number '+1 (813) 549', email 'gctia@gchtech.com', and a status of 'Pending Password Activation'. At the bottom, a light blue success message banner reads: 'Success! Email with temporary credentials was successfully sent!'.

Short Code Registry Invite and Access Credentials Email

A user in Pending Activation Status should receive an email inviting them to join the Short Code Registry and providing login details and a button or link to the Short Code Registry Login page.



Account Management – Finish setting up your Short Code Registry account

Dear Elvis Von Halen,

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: evhalen
- Temporary Password: edAZYJ1@

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.

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

Best Regards,

The Short Code Registry
Customer Success Operations Team

Disable User

To disable a user, click the three vertical dots (⋮) in the top right corner of the user card and select **Disable User** from the context menu.

GCH Registrant

ACCOUNT DETAILS

MY PROFILE

USER MANAGEMENT

PAYMENT METHOD

STATUS & VETTING

Add User

EV Elvis Von Halen

ROLE

Registrant

PHONE NUMBER

+1 (515) 532-4659

EMAIL

scrdemo+evhalen@gchtech.com



User Enabled



AR Ariel Reid



Edit User



Disable User



Reset MFA



AR Ariel

ROLE

Registrant A

PHONE NUMBER

+1 (561) 379-

EMAIL

areid+rlatest



User En

Disable User (continued)

A warning dialog will appear detailing the consequences of disabling a user.

Click **Cancel** to abort the disable user request

Click the **Disable User** button to confirm and disable the user. The user's status will be updated to **User Disabled**.

Disable User?

Are you sure you want to disable Elvis Von Halen?

Disabling a user does not remove that user from the registry; rather, the user remains in a disabled state and cannot access any registry information or perform any actions. In addition, a disabled user will not receive any registry-generated email messages.

Cancel

ⓧ Disable User



Success!



The user has been successfully disabled.

Add User



Elvis Von Halen



ROLE

Registrant

PHONE NUMBER

+1 (515) 532-4659

EMAIL

scrdemo+evhalen@gchtech.com



User Disabled



Ariel Reid



ROLE

Registrant Admin

PHONE NUMBER

+1 (561) 379-8957

EMAIL

areid+testingctia@gchtech.com



Pending Password Activation

Enable User

To enable a user who is disabled, click the three vertical dots (⋮) in the top right corner of the disabled user card and select **Enable User** from the context menu.

GCH Registrant

ACCOUNT DETAILS

MY PROFILE

USER MANAGEMENT

PAYMENT METHOD

STATUS & VETTING

Add User



Elvis Von Halen

ROLE

Registrant

PHONE NUMBER

+1 (515) 532-4659

EMAIL

scrdemo+evhalen@gchtech.com



User Disabled



Edit User



Enable User



Reset MFA



Ariel Reid

Registrant Admin

PHONE NUMBER

+1 (561) 379-8957



Pending Password Activation



Arie

ROLE

Registrant /

PHONE NUMBER

+1 (561) 379

EMAIL

areid+rlates



User Ei

Enable User (continued)

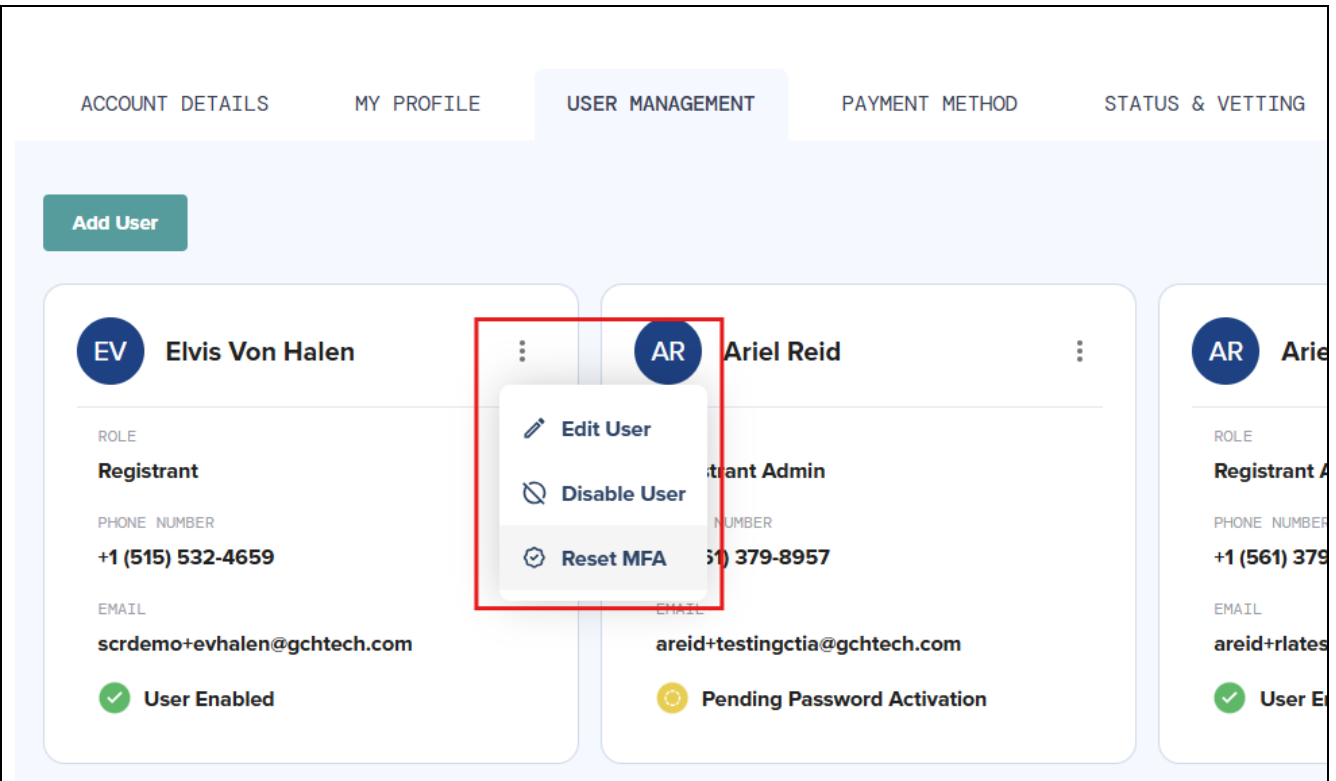
The user's status will be updated to **User Enabled** and a **Success** message will be displayed on the screen.

The screenshot displays the 'USER MANAGEMENT' tab in a web application. At the top, there are navigation tabs: 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT' (selected), 'PAYMENT METHOD', and 'STATUS'. Below the tabs, there is a green 'Add User' button. A success message is displayed in a light green box with a red border: 'Success! The user has been successfully enabled.' Below this, there are two user profiles. The first profile is for 'Elvis Von Halen' (EV), with the role 'Registrant', phone number '+1 (515) 532-4659', and email 'scrdemo+evhalen@gchtech.com'. A green checkmark icon and the text 'User Enabled' are highlighted with a red box. The second profile is for 'Ariel Reid' (AR), with the role 'Registrant Admin', phone number '+1 (561) 379-8957', and email 'areid+testingctia@gchtech.com'. A yellow clock icon and the text 'Pending Password Activation' are shown for this user.

USER MANAGEMENT	
EV Elvis Von Halen	AR Ariel Reid
ROLE Registrant	ROLE Registrant Admin
PHONE NUMBER +1 (515) 532-4659	PHONE NUMBER +1 (561) 379-8957
EMAIL scrdemo+evhalen@gchtech.com	EMAIL areid+testingctia@gchtech.com
✓ User Enabled	⌚ Pending Password Activation

Reset MFA

To reset MFA associated with a user, click the three vertical dots (⋮) in the top right corner of the user card and select **Reset MFA** from the context menu.



Reset MFA (continued)

A warning dialog will appear detailing the consequences of disabling a user.

Click **Cancel** to abort the Reset MFA user request

Click the **Yes, Reset MFA** button to confirm and reset the MFA for the user. A **Success** message will be displayed on the screen.

Resetting MFA will log the user out

To complete the MFA reset, all active sessions for this user will be closed. The user will be required to log in again to set up MFA.
Do you want to proceed?

Cancel

Yes, Reset MFA

ACCOUNT DETAILS

MY PROFILE

USER MANAGEMENT

PAYMENT METHOD

STATUS & VETTING

Add User



Success!

MFA has been successfully reset.



Elvis Von Halen



ROLE

Registrant

PHONE NUMBER

+1 (515) 532-4659

EMAIL

scrdemo+evhalen@gchtech.com



User Enabled



Ariel Reid



ROLE

Registrant Admin

PHONE NUMBER

+1 (561) 379-8957

EMAIL

areid+testingctia@gchtech.com



Pending Password Activation



Ariel Reid

ROLE

Registrant Admin

PHONE NUMBER

+1 (561) 379-8957

EMAIL

areid+testingctia@gchtech.com



User Enabled

Glossary

Email Subscriptions – Email subscriptions allow users to subscribe to email notifications from the Short Code Registry based on specific event categories. For example, if a user has enrolled in the Receipt and Statement email subscription, they will receive an email every time a short code receipt or short code onboarding statement associated with their account is generated by the system. The user can choose which email subscription event categories they wish to enroll and can remove a subscription at any time.

Registrant Admin - Users in this role can add or update users on the account and assign most user roles. This role is assigned along with the Registrant role which means Registrant Admins can do anything a Registrant can. Note that Registrant Admin users cannot remove that role from their own user profile. They must have another Registrant Admin perform this action or Contact Customer Support.

Registrant - Users in this role can lease and renew short codes, view or update account information, and manage their own user profile information.

Version History

Date	Version	Details
10/1/2025	0.1	Initial Draft Anthony Lofaro
10/31/2025	0.2	Edits to Add User. Added User Management Filter, Edit User, Resend Credentials, Disable User, Reset MFA
11/01/2025	0.3	Added Email Subscription definition to Glossary