

- short code
- registry™

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!)

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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 *

PASSWORD *

 eye icon

Remember me on this device

Login

[Forgot Password](#)

New here ?

[Create an Account](#)

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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.

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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.

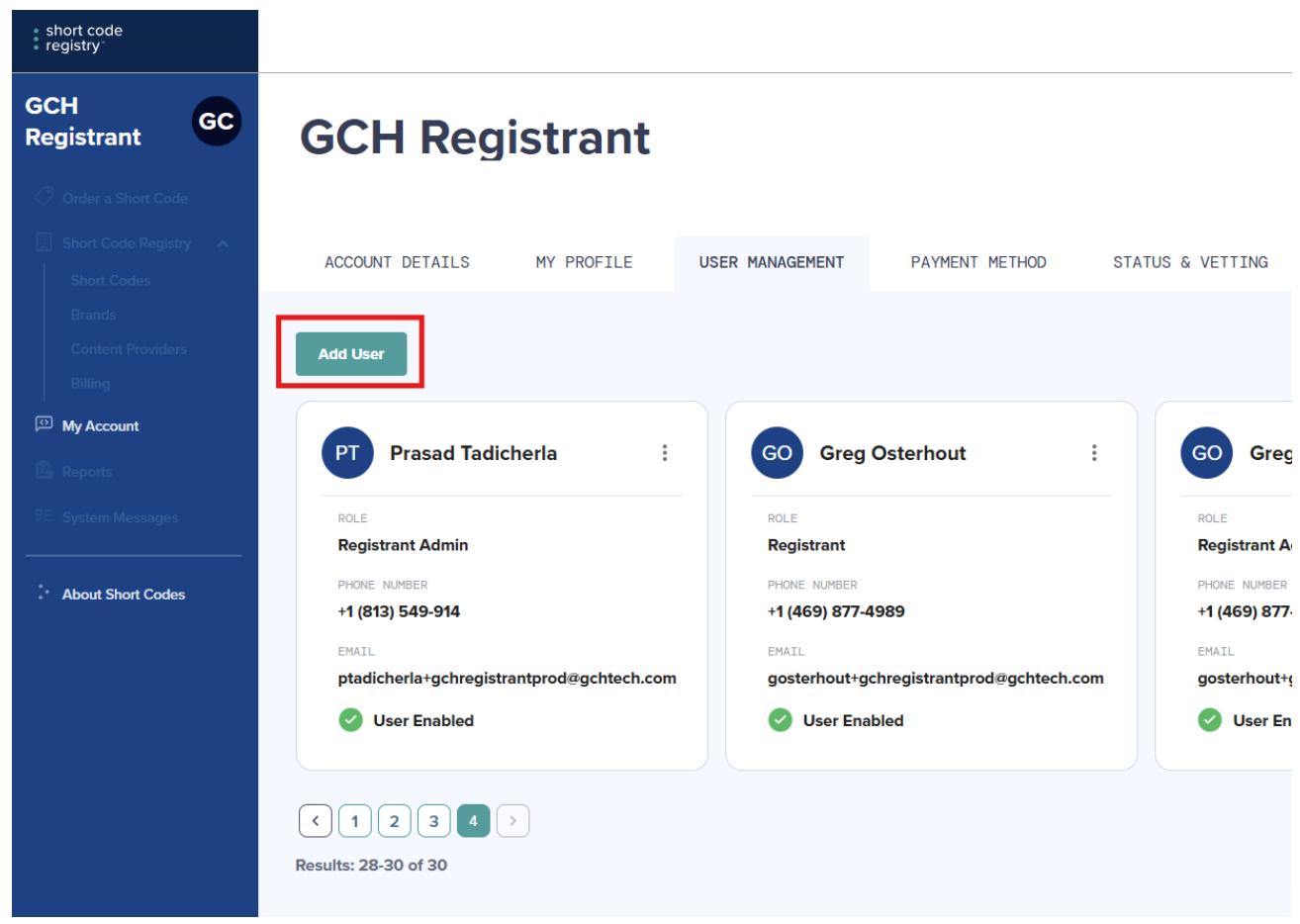
To access the User Management screen, click on **My Account** (located in the Navigation Menu on the left side of the screen) and then click the **User Management** tab on the top of the screen.

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.

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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.



The screenshot shows the GCH Registrant interface. The left sidebar includes links for Order a Short Code, Short Code Registry, Short Codes, Brands, Content Providers, Billing, My Account, Reports, and System Messages. The main content area is titled "GCH Registrant" and features a navigation bar with tabs: ACCOUNT DETAILS, MY PROFILE, USER MANAGEMENT (which is selected), PAYMENT METHOD, and STATUS & VETTING. Below the navigation bar, there is a button labeled "Add User" which is highlighted with a red box. The main content area displays a list of users with their roles, phone numbers, emails, and user status. The first user listed is "Prasad Tadicherla" (Role: Registrant Admin, Phone: +1 (813) 549-914, Email: ptadicherla+gchregistrantprod@gchtech.com, User Enabled). The second user listed is "Greg Osterhout" (Role: Registrant, Phone: +1 (469) 877-4989, Email: gosterhout+gchregistrantprod@gchtech.com, User Enabled). A pagination control at the bottom shows pages 1 through 4, with page 4 currently selected. The text "Results: 28-30 of 30" is displayed at the bottom of the list.

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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: 4000019 ORGANIZATION NAME: 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 →](#)

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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 *
USA ▾ +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 →

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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

Personal Information

ACCOUNT ID ORGANIZATION NAME
4000019 GCH Registrant

USER ID *
evhalen
✓ User ID is available

ROLE *
Registrant

Copy Organization's Address

This action will overwrite the address you have entered with the organization's address. Are you sure you want to continue?

Cancel **Overwrite**

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
16192 Coastal Hwy

ORGANIZATION ADDRESS 2

CITY *
Lewes

STATE *
Delaware

ZIP CODE *
19958

Save & Next →

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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

1 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

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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

ROLE	EMAIL	PENDING STATUS
Registrant	scrdemo+evhalen@gchtech.com	Pending Password Activation
Registrant Admin	areid+testingctia@gchtech.com	Pending Password Activation
Registrant Admin	areid+rlatest@	User Enabled

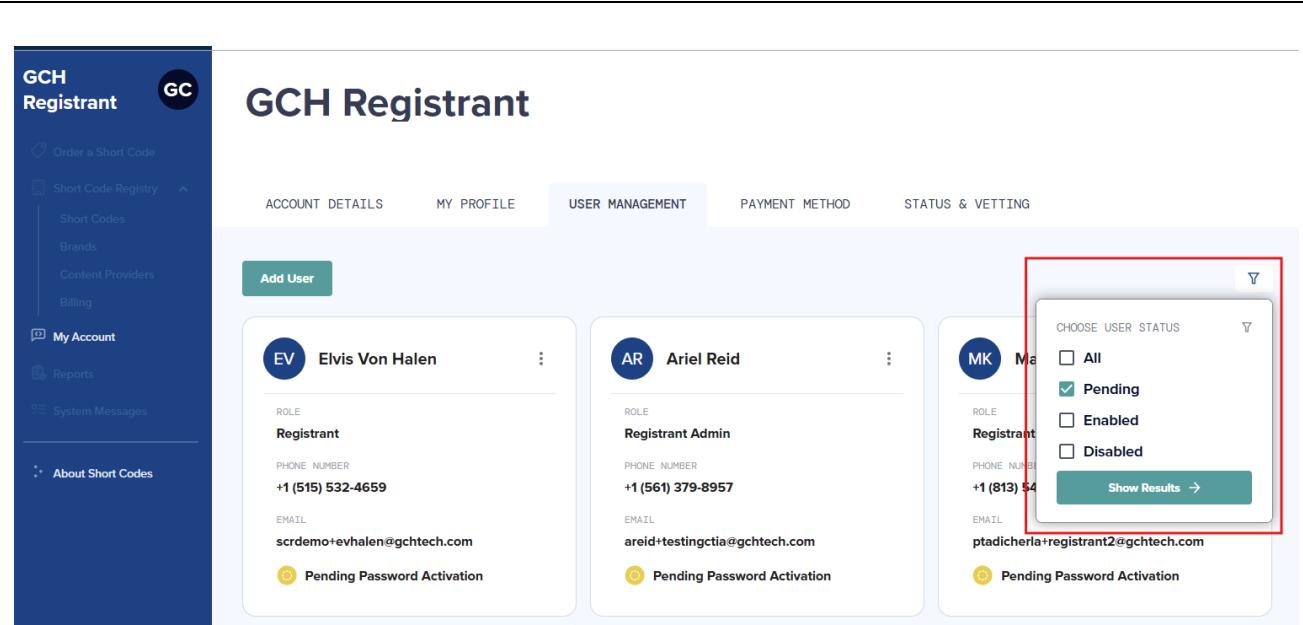
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User Management Filters

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 shows the GCH Registrant interface with the 'USER MANAGEMENT' tab selected. On the left, a sidebar menu includes 'Order a Short Code', 'Short Code Registry', 'Brands', 'Content Providers', 'Billing', 'My Account' (selected), and 'Reports'. The main area displays three user cards:

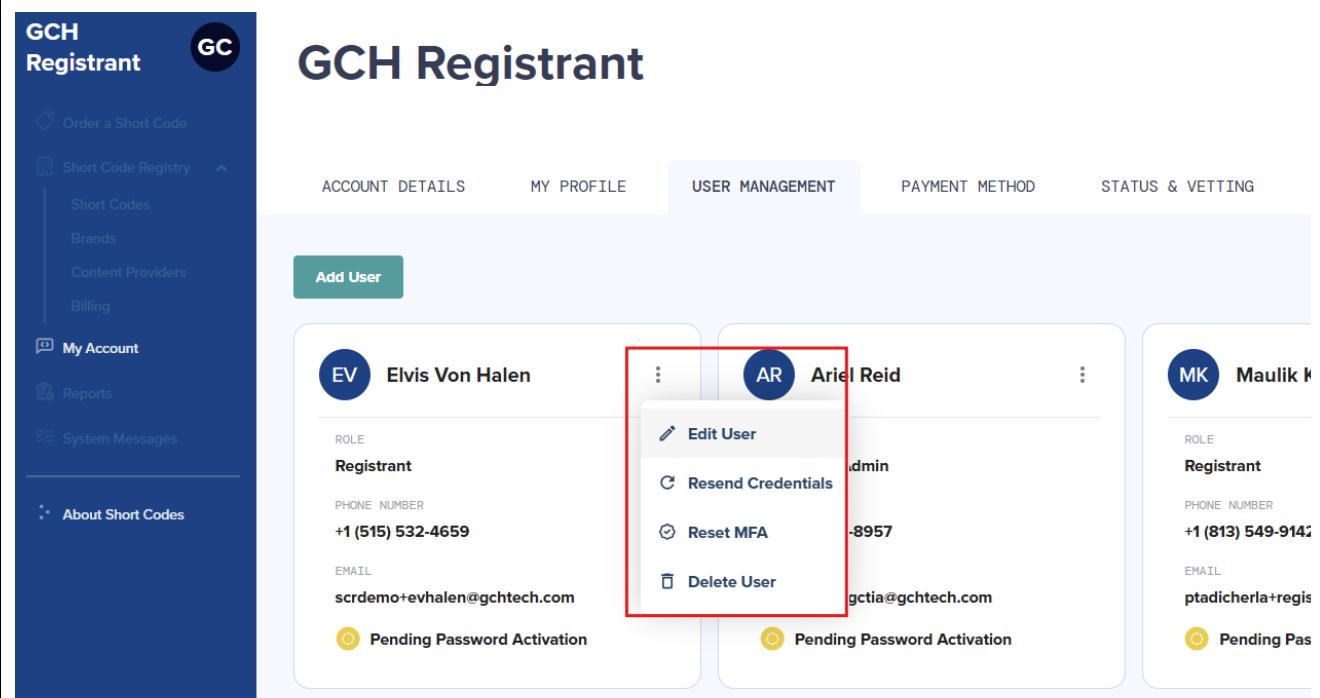
- EV Elvis Von Halen**: Role: Registrant, Phone Number: +1 (515) 532-4659, Email: scrdemo+evhalen@gchtech.com, Status: Pending Password Activation.
- AR Ariel Reid**: Role: Registrant Admin, Phone Number: +1 (561) 379-8957, Email: areid+testingctia@gchtech.com, Status: Pending Password Activation.
- MK** (partially visible): Role: Registrant, Phone Number: +1 (813) 54, Email: ptadicherla+registrant2@gchtech.com, Status: Pending Password Activation.

A red box highlights the 'CHOOSE USER STATUS' filter sidebar on the right, which contains checkboxes for 'All', 'Pending' (checked), 'Enabled', and 'Disabled', and a 'Show Results →' button.

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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 shows the GCH Registrant application interface. The top navigation bar includes 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT' (which is currently selected and highlighted in blue), 'PAYMENT METHOD', and 'STATUS & VETTING'. Below this, there is a section titled 'Add User' with a button. The main content area displays a list of users. One user, 'Elvis Von Halen', is shown with details: ROLE 'Registrant', PHONE NUMBER '+1 (515) 532-4659', EMAIL 'scrdemo+evhalen@gchtech.com', and a status 'Pending Password Activation'. To the right of this card is another user, 'Ariel Reid', with details: ROLE 'Admin', PHONE NUMBER '+1 (813) 549-9142', EMAIL 'gctia@gchtech.com', and a status 'Pending Password Activation'. A context menu is open over the 'Ariel Reid' card, with the '⋮' icon highlighted. The menu options are: 'Edit User' (which is highlighted with a red box), 'Resend Credentials', 'Reset MFA', and 'Delete User'.

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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

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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

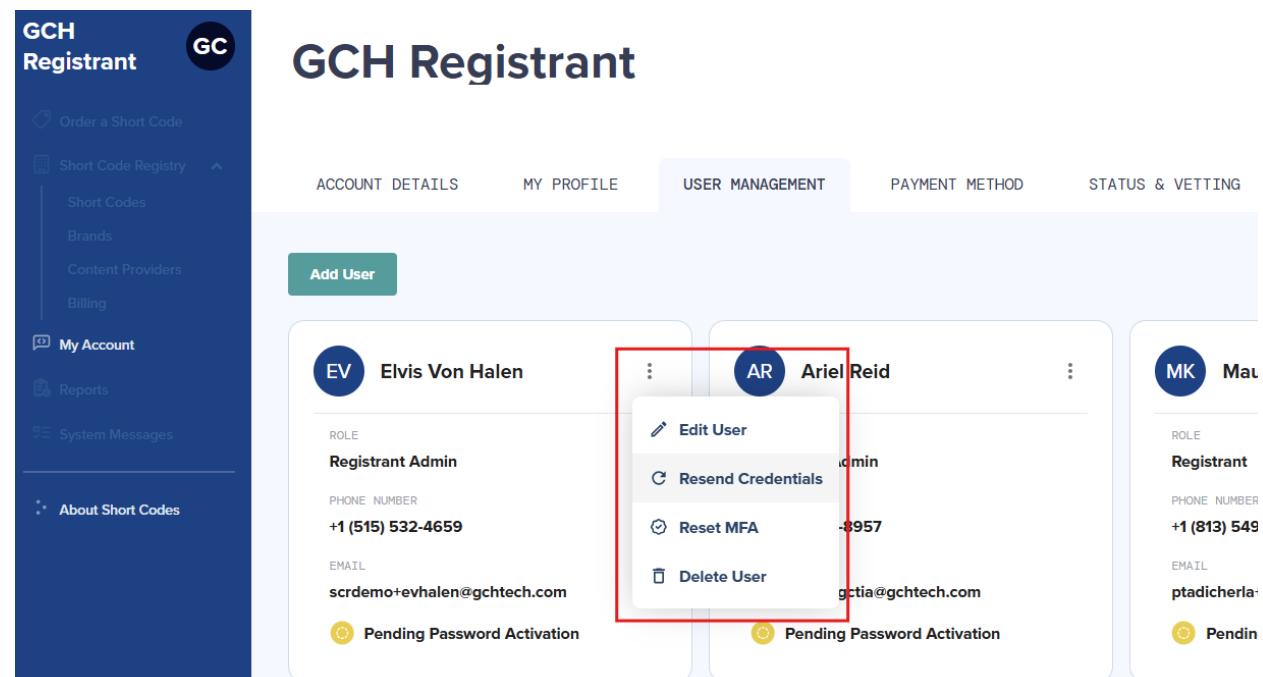
<input type="checkbox"/>	Account updates
<input checked="" type="checkbox"/>	Invoices and Outstanding Payments
<input checked="" type="checkbox"/>	Lease Updates, Cancellations and Opt Outs
<input checked="" type="checkbox"/>	New Short Code Orders
<input checked="" type="checkbox"/>	Receipts and Statements
<input checked="" type="checkbox"/>	Reminders and Auto Renew Notifications
<input type="checkbox"/>	Short Code Transfers

[Save](#)

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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.



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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

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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

The screenshot shows the GCH Registrant application interface. At the top, there are tabs: ACCOUNT DETAILS, MY PROFILE, USER MANAGEMENT (which is selected and highlighted in blue), PAYMENT METHOD, and STATUS & VETTING. Below the tabs, there is a button labeled 'Add User'. The main area displays three user cards. The first card on the left is for 'Elvis Von Halen' (EV), showing details like ROLE: Registrant, PHONE NUMBER: +1 (515) 532-4659, EMAIL: scrdemo+evhalen@gchtech.com, and a green checkmark for User Enabled. The second card in the middle is for 'Ariel Reid' (AR), showing ROLE: Registrant Admin, PHONE NUMBER: +1 (561) 379-8957, EMAIL: areid+testingctia@gchtech.com, and a yellow circle with a question mark for Pending Password Activation. The third card on the right is partially visible. A context menu is open over the 'Elvis Von Halen' card, with the 'Disable User' option highlighted by a red box. Other options in the menu include 'Edit User' and 'Reset MFA'.

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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.

The screenshot shows a user management interface with two user profiles: Elvis Von Halen and Ariel Reid. The Elvis Von Halen profile is highlighted with a red box around its status indicator. A modal dialog box is open, asking 'Are you sure you want to disable Elvis Von Halen?' with 'Cancel' and 'Disable User' buttons. Below the dialog, a success message box says 'Success! The user has been successfully disabled.' The user profiles are as follows:

User	Role	Status
Elvis Von Halen	Registrant	User Disabled
Ariel Reid	Registrant Admin	Pending Password Activation

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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

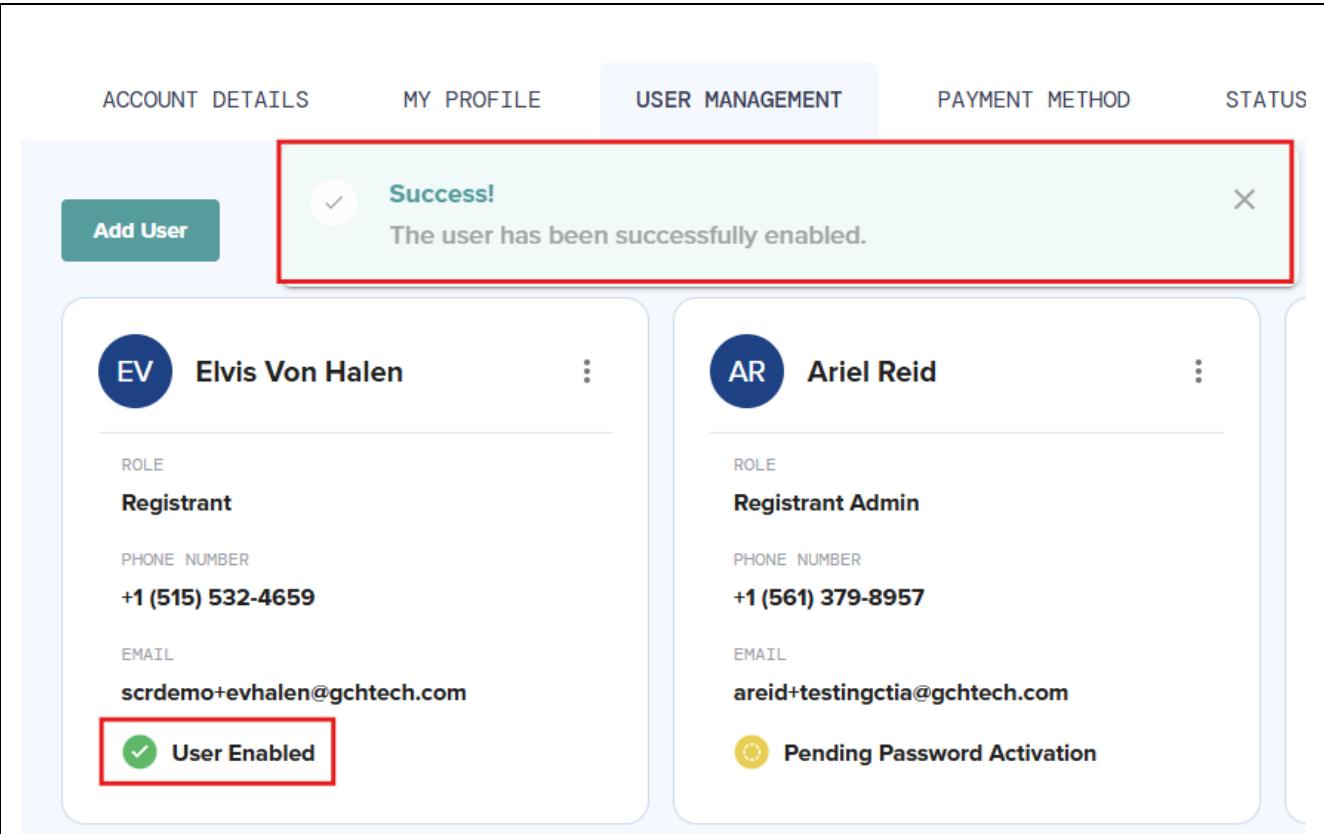
Add User

EV Elvis Von Halen ROLE Registrant PHONE NUMBER +1 (515) 532-4659 EMAIL scrdemo+evhalen@gchtech.com >User Disabled	⋮ AR Ariel Reid Registrant Admin PHONE NUMBER +1 (561) 379-8957 EMAIL areid+testingctia@gchtech.com Pending Password Activation	AR Arie Registrant A PHONE NUMBER +1 (561) 379 EMAIL areid+rates User Ei
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Enable User (continued)

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



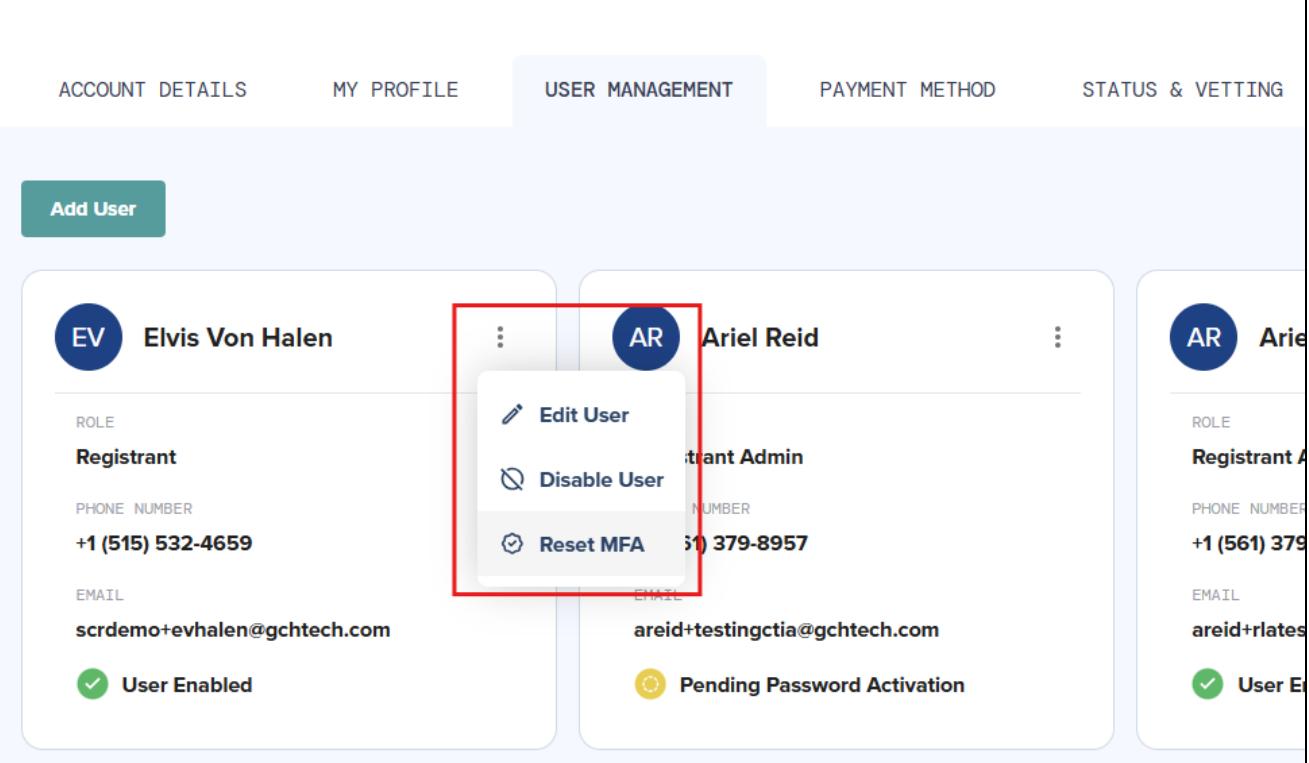
The screenshot shows a user management interface with the following details:

Account Details	My Profile	User Management	Payment Method	Status
Add User		Success! The user has been successfully enabled.		
EV Elvis Von Halen ROLE: Registrant PHONE NUMBER: +1 (515) 532-4659 EMAIL: scrdemo+evhalen@gchtech.com User Enabled	AR Ariel Reid ROLE: Registrant Admin PHONE NUMBER: +1 (561) 379-8957 EMAIL: areid+testingctia@gchtech.com Pending Password Activation			

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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.



The screenshot shows the 'USER MANAGEMENT' tab of a user interface. At the top, there are tabs: ACCOUNT DETAILS, MY PROFILE, USER MANAGEMENT (which is active and highlighted in blue), PAYMENT METHOD, and STATUS & VETTING. Below these tabs is a green 'Add User' button. The main area displays a list of users in cards. The first card on the left is for 'Elvis Von Halen' (EV), showing details like Role: Registrant, Phone Number: +1 (515) 532-4659, Email: scrdemo+evhalen@gchtech.com, and Status: User Enabled. To the right of this card is a context menu with three options: 'Edit User', 'Disable User', and 'Reset MFA'. The 'Reset MFA' option is highlighted with a red box. The second card in the list is for 'Ariel Reid' (AR), showing details like Role: Registrant Admin, Phone Number: +1 (561) 379-8957, Email: areid+testingctia@gchtech.com, and Status: Pending Password Activation. The third card is partially visible on the right. The entire interface has a clean, modern design with light blue and white colors.

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Reset MFA (continued)

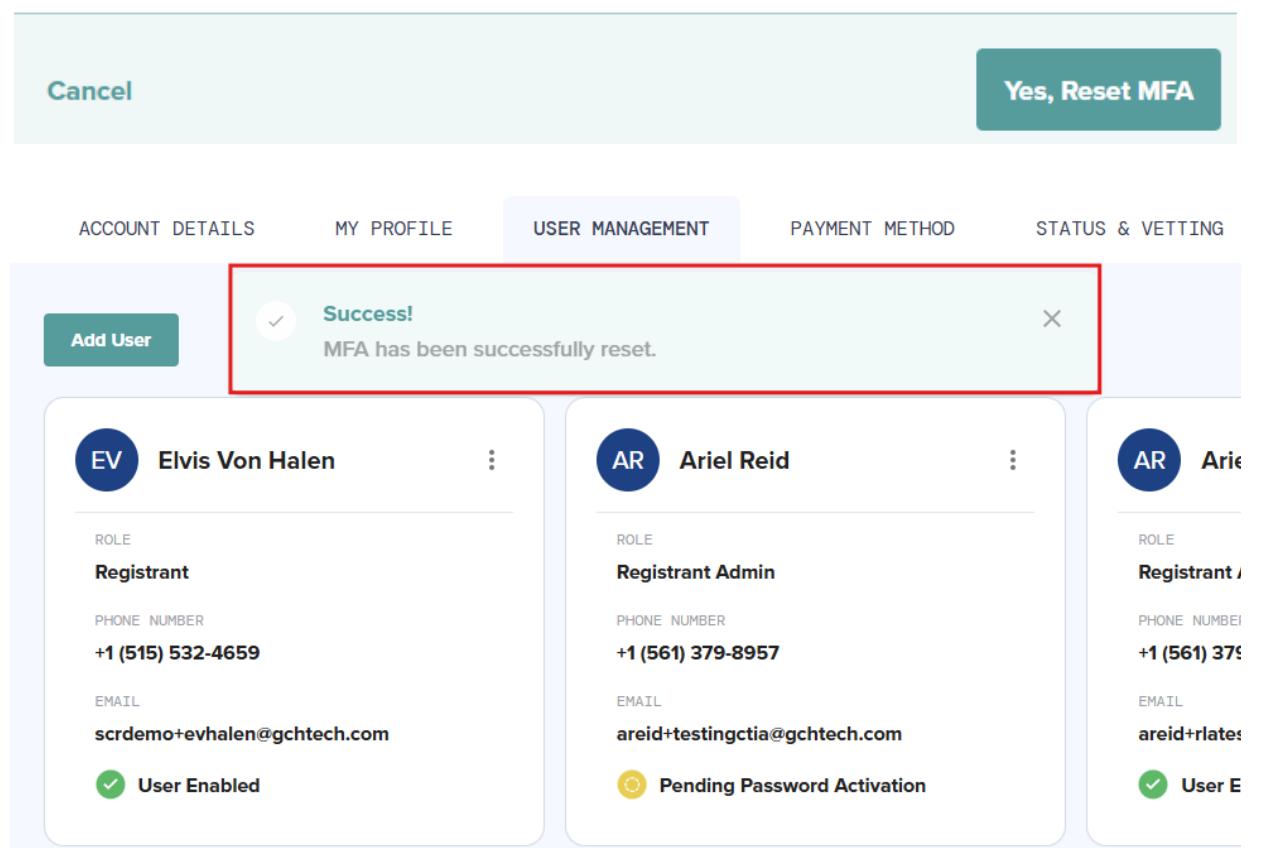
A warning dialog will appear detailing the consequences of disabling a user.

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?



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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.

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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