

How to Contact Support User Guide

INSTRUCTIONS FOR CONTACTING CUSTOMER SUCCESS OPERATIONS (CSO)

Version 1.0

Effective Date: 1/1/2026

Related Links & Guides

- usshortcodes.com
- [Glossary](#)

Need Help Fast?

- Email cso@usshortcodes.com with your question
- You'll receive an automated confirmation email with a ticket number
- CSO will respond during business hours (Mon-Fri, 9am-8pm ET)
- You can reply directly to emails to continue the conversation

Optional: Click the link in the confirmation email to set up portal access and track all your tickets online.

Welcome to the Short Code Registry Customer Support Guide

This user guide outlines the various methods for contacting the Customer Success Operations (CSO) Team for all registry-related needs.

What We Support

The CSO team handles all Short Code Registry-related inquiries and issues. Whether you need help with account set-up, leasing, brands, billing, payments, technical support, or anything else related to the Short Code Registry, we're here to assist.

How to Contact Us

We offer three convenient ways to reach our team Monday to Friday, 9am – 8pm ET, excluding public holidays.:

- Email support at cso@usshortcodes.com
- Submit a request through usshortcodes.com/contact-us
- Call 1 (888) 625-8166

New: Support Ticket Portal

All inquiries are now managed through our Zendesk Customer Engagement Center, allowing you to track your tickets from creation to resolution—regardless of which contact method you use. You can view all your support history in one place, add comments to existing tickets, and manage multiple requests easily.

Portal access is optional—you can work entirely through email if you prefer, but the portal is available for additional visibility and control.

What's in This Guide

The following sections provide detailed instructions for each contact method and how to access and navigate the Zendesk platform to monitor your support requests.

We look forward to partnering with you. Please don't hesitate to reach out with any questions.

Mike Nolan

Vice President, Customer Success

<p>Email:</p> <p>Send email to csso@usshortcodes.com</p>	<p>Recommended Information to be included in an email.</p> <ul style="list-style-type: none">• Name• Organization Name• Contact Phone Number• Brief description of the issue <p>You will receive an immediate email response acknowledging that your email was received by the Customer Success Operations (CSO) Team. The email will contain a ticket # and a link to access the support portal if you would like to track your ticket (see below). Please note that the response email will come from scr.csso@gchtech.com (Short Code Registry CSO).</p>
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Zendesk Details

Response Email:

Here is an example of the email you will receive in response to your initial email.

The **ticket #** is included as a reference.

Note: Our Customer Success Operations (CSO) Team is using Zendesk as our ticketing and operational support platform. If you wish to access the [support portal](#) to track your ticket, click on the embedded link. (optional)

[Request received] Ticket Name: [Creating an Account on the Short Code Registry] Ticket # [216]

Short Code Registry CSO <scr.cso@gchtech.com>
to me, cso@usshortcodes.com ▾

12:36 PM (0 minutes ago)

Dear tclient1980:

Thank you for contacting the Customer Success Operations Team at GCH Technologies supporting The Short Code Registry. Your request titled Creating an / Code Registry has been assigned ticket # (216) has been received and will be reviewed by our team.

To add additional comments, reply to this email.

If you want to track your request through our request portal, click here: <https://shortcoderegistry.zendesk.com/hc/en-us/requests/216>

Best regards,

Short Code Registry
Customer Success Operations (CSO) Team
+1 888-625-8166

Support Hours
Monday to Friday, 9am – 5pm ET, excluding public holidays

This email is a service from Short Code Registry (SCR). Delivered by [Zendesk](#)

Portal Account Creation:

If this is the **first time** you are accessing the **support portal**, click on the **Sign-Up** link to create your **support portal account**.


If you already set up your password, click on [Portal Account Access](#) to skip ahead in the user guide.

Sign in to Short Code Registry (SCR)

[Switch to agent sign-in >](#)

Email

Password

[Forgot password?](#)

[Sign in](#)

Emailed us for support? [Get a password](#)

New to Short Code Registry (SCR)? [Sign up](#)

Portal Account Creation cont'd:

Enter your **Full Name**

Enter your **email
address.**

Click on **Sign Up.**

An email will be sent to your chosen email account containing a link with instructions for setting a new password for your **Support Portal Account.**

Sign up to Short Code Registry (SCR)

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Required fields are marked by an asterisk (*)

Your full name *

Your email *

Sign up

Cancel

Check your email

You'll receive a link to set a new password for your account. If you don't find the email in your inbox, check your spam folder.

Close

Reset Password:

You will receive an email like the one on the right.

Click on the **reset your password** link to create your password. An account was created when you submitted your initial email to cso@usshortcodes.com.

Short Code Registry (SCR) sign-up attempt ▶ Inbox x

Short Code Registry CSO <scr.cso@gchtech.com>

to me ▼

Hi,

An account already exists for Short Code Registry (SCR) using this email address. To access it, you can [sign in](#) or [reset your password](#).

If you didn't try to sign up for a new account, you can safely ignore this email.

This email is a service from Short Code Registry (SCR). Delivered by [Zendesk](#)

Set Password continued:

Enter your New Password.

Please see the **Password requirements** on the right.

Click on the **Change Password** button.

Remember to save your **password** in a secure location.

You will then be directed to the **Sign-In** page

Change password

New password

Password requirements:

- ◀ must be at least 12 characters
- ◀ must be fewer than 72 characters
- ◀ must include letters in mixed case
- ◀ must include numbers
- ◀ must include a character that is not a letter or number
- ◀ must not resemble an email address
- ◀ must not include the "tclient1970" part from your email
- ◀ must not include the word 'Zendesk'
- ◀ must pass data breach check

Change password

Portal Account Access:

If you have created an account and **password** for the support portal, enter your **Email Address** and **Password** in the designated fields.

Note:

The name **Sample Client** and the email address Sampleclient999@gmail.com are examples for the user guide only.


Password changed

Sign in to Short Code Registry (SCR)

[Switch to agent sign-in >](#)

Email

Password

[Forgot password?](#)

Sign in

Emailed us for support? [Get a password](#)

New to Short Code Registry (SCR)? [Sign up](#)

Support Portal:

The Support Portal screen will appear.

Clicking on the arrow next to the **username** (e.g. Sample Client) will open a drop-down menu. Click on Requests to view the tickets you have submitted.

The screenshot displays the Support Portal interface. At the top left is the 'short code registry' logo. At the top right, there is a 'Submit a request' link and a user profile dropdown menu for 'Sample Client'. The dropdown menu includes options: Profile, Requests (highlighted with a red box), Activities, Approval requests, Contact details, Change password, and Sign out. Below the search bar is a section titled 'Recent activity' with the message 'No recent activities yet.'

My requests:

You can now view tickets that you have submitted to CSO. The status of **Any** will display all tickets. You can click on the drop-down menu to filter the tickets by status:

- Any
- Open
- Awaiting your reply
- Solved

Clicking on the **Subject** of the ticket will open a window with the ticket details.

The screenshot shows the 'My requests' page with a search bar and a status filter dropdown. The table below lists the requests:

Subject	Id	Created	Last activity	
Creating an Account on the Short Code Registry	#216	1 hour ago	1 hour ago	Open
retest	#215	1 hour ago	1 hour ago	Open
Password Reset Issue	#214	1 hour ago	1 hour ago	Open
Reset password on Short Code Registry	#212	3 hours ago	3 hours ago	Open


Ticket Details:

The **title** and **contents** of the original email are included in the details. The panel on the right includes:

- The Requester
- Date Created
- Last Activity
- Ticket #
- Ticket Status
- Priority
- Company Name


Add additional comments to the ticket through the **Add to conversation** field.

Once the issue is resolved to your satisfaction, click on the **Mark as solved** button to close the ticket. The **CSO agent** can also mark the ticket as **Solved**.

 **Sample Client**
52 minutes ago

Name: Sample Client
Company Name: ABC Company
Phone Number: 212-555-1212

I need information on where and how to submit my payment by check for my short code lease.


 **Anthony Lofaro**
38 minutes ago


Mr. Client

Thank you for contacting the Customer Success Operations (CSO) Team. I have attached a copy of a sample check invoice which contains the necessary information for lease payment by check.

Best Regards,

Anthony Lofaro
Customer Success Operations Team
The Short Code Registry

 [GCH Check Invoice - Sample_11.06.25_MD.pdf](#)
200 KB · Download



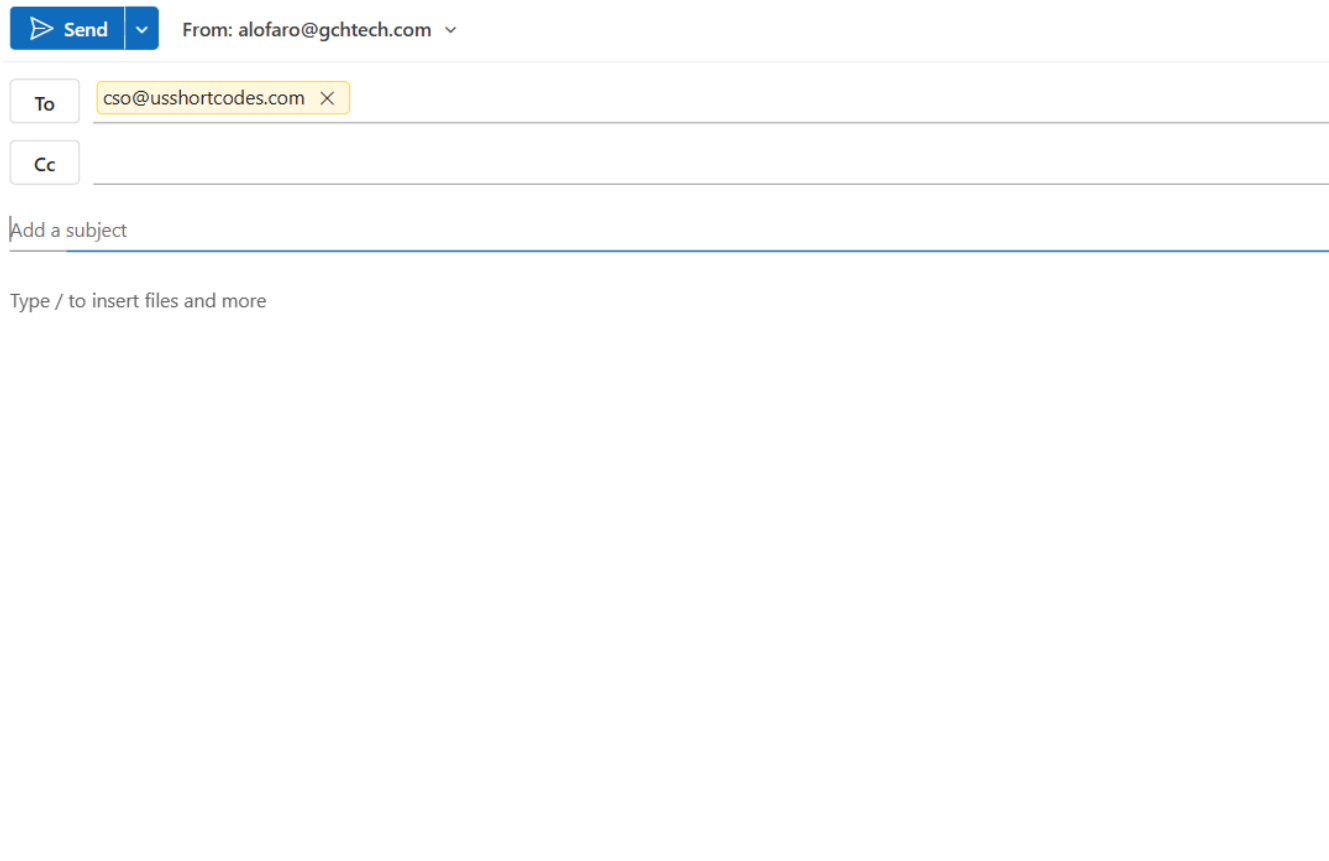
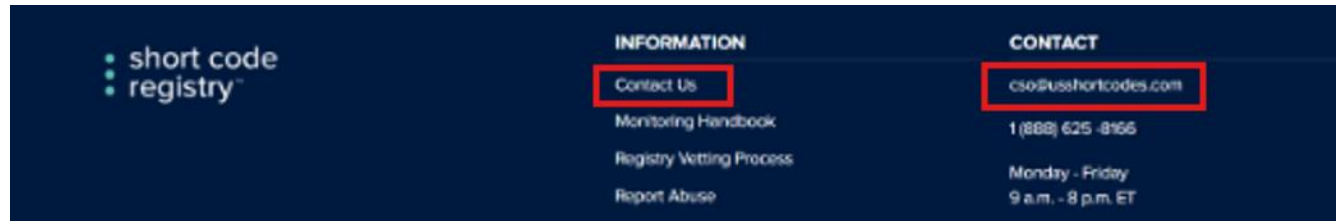
Requester	Sample Client
Created	Today, 2:32 PM
Last activity	Today, 3:20 PM
CCs	cso
Assigned to	
Assigned to	Anthony Lofaro
Id	#603
Status	Open
Priority	Normal
Shortcode Number	—
Shortcode Invoice Number	—
How can we help today?	Transition Period (before 1/1/26)
Account & User Management	—
Vetting	—

Short Code Registry Page:

The bottom of the Short Code Registry home page (usshortcodes.com) contains two (2) options for contacting the CSO Team. One is to click on cs@usshortcodes.com. This will open your email program. From here, you can send a **support request** to the CSO Team including the information below.

- Name
- Company Name
- Email Address
- Phone Number
- Description of the reason for contacting support

Click on **Send** to complete your request.



Web Form:

The second option is to click on the **Contact Us** link. That will open the form to the right. Complete each of the fields in the form.

- First Name
- Last Name
- Company Name
- Email Address
- Phone Number
- Your request – Add as many details as possible regarding your reason for contacting support.

Click on the **Submit** button to send your request.

A [Response email](#) will be generated and you can track ticket progress using using the steps linked above.

Contact Us

Please fill out the form on this page to contact the U.S. Short Code Customer Support Team with questions related to leasing a short code, logging into your account, filling out the application, paying for a short code, billing, or becoming a partner.

1(888) 625-8166
cs@usshortcodes.com
Monday – Friday
9 a.m. – 8 p.m. ET

First Name

Last Name

Company Name

Email Address

Phone Number

Your Request

Submit

Phone

Call 1 (888) 625-8166

- If your call is placed during business hours, you may be connected directly with a CSO team member if available. Upon connection, you can describe the issue in detail, and a support ticket will be created to track the progress of resolving the issue.
- If a CSO team member is unavailable to take your call, you have the option of leaving a voicemail which will generate a support ticket. Recommended Information to be included in voicemail:
 - Name
 - Organization Name
 - Email address
 - Contact Phone Number
 - Brief description of the issue
- CSO will contact you regarding the issue and the support ticket will be updated accordingly to include further details and track progress through to resolution and closure.
- When the ticket is updated with the user's information by **CSO**, a response email will be sent to you.
- You will have the ability to create an account to review all their support tickets. See [Response email](#). From this point forward, the steps for tracking the ticket are identical to those for tracking a ticket submitted via email as noted above.

Glossary

CSO (Customer Success Operations) – The GCH Technologies team that handles all Short Code Registry support requests. Available Monday–Friday, 9am–8pm ET.

Support Portal – The Zendesk-based website where you can view and track your support tickets. Access is optional; you can work entirely through email if you prefer.

Support Ticket (or Ticket) – A record of your support request that tracks all communication and progress from submission to resolution. Every email, phone call, or web form submission creates a ticket with a unique ticket number.

Ticket Number – A unique identifier (example: #216) assigned to each support request. Use this number when referencing your issue in follow-up communications.

Ticket Status – Indicates where your request is in the resolution process:

- Open – CSO is actively working on your request
- Awaiting your reply – CSO needs additional information from you
- Solved – Your issue has been resolved and the ticket is closed

Zendesk – The customer support platform GCH Technologies uses to manage and track all support tickets. You'll see references to Zendesk in automated emails and the support portal.

scr.cso@gchtech.com – The email address that automated ticket confirmations and updates come from. This is different from cso@usshortcodes.com (where you send support requests).

Short Code Registry – The system for managing short code leases, brands, and campaigns in the United States.

usshortcodes.com – The Short Code Registry website where you can submit support requests through the Contact Us form.

Version History

Date	Version	Details
12/1/2025	1.0	Initial Release
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