

Edit My Profile

STEP BY STEP INSTRUCTIONS FOR HOW TO EDIT PROFILE DETAILS, UPDATE EMAIL SUBSCRIPTIONS,
CHANGE YOUR PASSWORD & RESET MULTIFACTOR AUTHENTICATION

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Related Links & Guides

- [Glossary](#)
- <https://usshortcodes.com/>
- [User Management for Account Administrators User Guide](#)
- [Understanding Email Subscriptions](#)

Getting Started

To edit your profile (update email, change password, reset MFA, etc.), you must first log in to your account. Please visit <https://www.usshortcodes.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 *

SCRoberts

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.

My Profile

The My Profile tab describes all of the details about your user account. Some key fields:

USER ID: the username that can be used for logging in

ACCOUNT ID: the unique identifier for your organization that was assigned by the registry

ROLE: the level of permission your account has (Registrant/Admin)

EMAIL: Found in the **Personal Info** section, your email can be used to login and is also the address where all registry emails will be sent.

This guide will detail how you can take these actions:

1. [View/Edit your personal details](#)
2. [Update email subscriptions](#)
3. [Create a new password](#)
4. [Reset MFA](#)

The screenshot displays the 'My Profile' page for a GCH Registrant. The page is titled 'GCH Registrant' and has a navigation menu with options: ACCOUNT DETAILS, MY PROFILE (highlighted with a red box), USER MANAGEMENT, PAYMENT METHOD, and STATUS & VETTING. The user's name is Samantha C. Roberts, with a profile picture icon labeled 'SC'. An 'Edit Profile' button is visible in the top right corner, marked with a yellow circle '1'. Below the name is a table of account details:

USER ID	ACCOUNT ID	ORGANIZATION NAME	ROLE
SCRoberts	4000019	GCH Registrant	Registrant Admin

The page is divided into several sections:

- Profile Details:** Contains two columns of information:
 - Personal Info:** NAME (Samantha C. Roberts), PHONE NUMBER (+15613798957), EXTENSION (-), EMAIL (areid+scroberts@gchtech.com).
 - Company:** FEDERAL TAX ID (99-0831996), DUNS (-), GIIN (-), LEI (-).
- Email Subscriptions:** A list of subscription options with checkboxes:
 - 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
- Password:** A section for changing the password, with a '3' in a yellow circle. It includes fields for CURRENT PASSWORD, NEW PASSWORD, and CONFIRM PASSWORD, along with a 'Change Password' button. A note specifies password requirements: 'Password must not contain spaces at the beginning or end, be at least 8 characters, and must contain at least one of the following : ! @ # \$ % ^ _ , or .'. A 'Reset MFA' button is also present.
- Multi-Factor Authentication:** A section for managing MFA, with a '4' in a yellow circle. It shows the method as SMS and includes a 'Reset MFA' button.

Edit Profile

To edit your **Personal Info**, click on the **Edit Profile** button.

Note: Changes to My Profile will carry forward to the new registry but will not sync back to the existing registry. For example, if you update your email here, your old email will remain in the existing registry.

All **Company** information is linked to the info found on the **Account Details** tab.

Note: Edits to Company info will not be available until after the registry launches in 2026. A reminder that changing certain details will trigger a re-verify.

The screenshot displays the 'GCH Registrant' dashboard for user Samantha C. Roberts. The interface includes a sidebar with navigation options like 'Order a Short Code', 'Short Code Registry', 'My Account', and 'About Short Codes'. The main content area is titled 'GCH Registrant' and features tabs for 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT', 'PAYMENT METHOD', and 'STATUS & VETTING'. The 'MY PROFILE' tab is active, showing a user profile card with an 'Edit Profile' button. Below this, there are sections for 'Profile Details' (divided into 'Personal Info' and 'Company' sub-sections), 'Email Subscriptions', 'Password' management, and 'Multi-Factor Authentication'. The 'Personal Info' section is highlighted with a red border in the image.

USER ID	ACCOUNT ID	ORGANIZATION NAME	ROLE
SCRoberts	4000019	GCH Registrant	Registrant Admin

Profile Details

Personal Info	Company
NAME Samantha C. Roberts	FEDERAL TAX ID 99-0831996
PHONE NUMBER +15613798957	DUNS -
EXTENSION -	GIIN -
EMAIL areid+scroberts@gchtech.com	LEI -

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

Password

Enter your current and new password to update your account.

CURRENT PASSWORD * [input field]

NEW PASSWORD * [input field]

CONFIRM PASSWORD * [input field]

Change Password

Multi-Factor Authentication

Method: SMS

Reset MFA

Edit Profile

My Information

All fields, except for User ID are editable and can be updated by clicking **Save**.

If you wish to update your email, a new email verification will be required.

Click the **Edit** button, an **Email verification** popup will appear. Input your updated email, accept the terms and click **Send code**.

The registry will then send an email with a verification pin to your new email.

NOTE: Public domain emails (Gmail, Yahoo, etc.) are not permitted. Please use your organization's corporate address.

The screenshot shows a web interface for editing a profile. The main page is titled 'My Information' and contains several input fields for personal and organizational details. A red box highlights the 'Edit' button next to the email field. Below the main page, an 'Email verification' popup is displayed, asking for a new email address and providing a 'Send code' button.

My Information

ACCOUNT ID: 4000019 USER ID: scroberts ORGANIZATION NAME: GCH Registrant

FIRST NAME *: Samantha C. LAST NAME *: Roberts

PHONE NUMBER *: +1 (561) 379-8957 EXTENSION:

EMAIL *: areid+scroberts@gchtech.com **Edit**

COUNTRY *: United States

ORGANIZATION ADDRESS 1 *: 16192 Coastal highway

ORGANIZATION ADDRESS 2:

CITY *: LEWES STATE *: Delaware ZIP CODE *: 19958

Save

Email verification ✕

Please provide your new email address. A confirmation code will be sent to the specified address for verification purposes.

NEW EMAIL *: scrobert@gchtech.com

We will send you a security code to verify your email address.

By using this system you are consenting to receive email messages from CTIA
[Terms & Conditions](#) | [Privacy Policy](#)

Send code

Edit Profile

My Information (cont.)

A 6 digit pin will be sent to the new email with the subject line: "Verify Email Update." Enter the pin and click **Verify**.

If you have not received an email with 5-10 minutes, check your spam filters for an email from noreply@usshortcodestransition.com or request another code.

Note: If you do not verify, your current email address will remain the same.

The screenshot shows a mobile application interface for 'My Information'. The background page is titled 'My Information' and includes a back arrow labeled 'My Profile'. Below the title, there are fields for 'Edit Profile', 'My Information' (selected), 'ACCOUNT ID 4000019', 'USER ID scroberts', and 'ORGANIZATION NAME GCH Registrant'. There are also input fields for 'FIRST NAME * Samantha C.', 'LAST NAME * Roberts', 'PHONE NUMBER * +1 (561) 379-8957', and 'ZIP CODE * 19958'. A modal window titled 'Email verification' is overlaid on the page. The modal contains the text: 'A confirmation code has been sent to your new email address. Please enter the code below to confirm your email change.' Below this text is a dashed line for the code, a 'Verify' button, and a 'Back' link. At the bottom of the modal, it says: 'Didn't receive the email or did the code expire? [Request another code](#). If you still don't receive the email or are having trouble verifying your email address, please contact the Customer Success Operations Team at 1-888-625-8166.'

Edit Profile

My Information (cont.)

You will know your email has been successfully updated when you see a pop-up at the top of the page saying "Your email address has been updated."

Click [← My Profile](#) to return to the My Profile tab.

The screenshot displays the 'My Information' profile page for Samantha C. Roberts. At the top right, the user's name and initials 'SC' are shown. A red-bordered notification box at the top center contains a checkmark and the text 'Your email address has been updated.' with a close button. On the left sidebar, there are two tabs: 'My Profile' (highlighted with a red box) and 'My Information' (active). The main content area is titled 'My Information' and contains several form fields: 'FIRST NAME *' (Samantha C.), 'LAST NAME *' (Roberts), 'PHONE NUMBER *' (+1 (561) 379-8957), 'EXTENSION', 'EMAIL *' (areid+scroberts@gchtech.com) with an 'Edit' button, 'COUNTRY *' (United States), 'ORGANIZATION ADDRESS 1 *' (16192 Coastal highway), 'ORGANIZATION ADDRESS 2', 'CITY *' (LEWES), 'STATE *' (Delaware), and 'ZIP CODE *' (19958). A 'Save' button is located at the bottom right.

Edit Email Subscriptions

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

To enroll/unenroll into an email subscription, select one or more email subscriptions from the subscription list. (See *Understanding Email Subscriptions for more information.*)

You'll see a dialogue box at the top of the screen confirming your changes.

NOTE: The primary billing contact and registrant account associated with the leasing of a Short Code, will **always** receive Reminders and Auto Renew Notification, Invoices and Outstanding Payments and Receipts and Statements.

Changes saved! Your email preferences have been updated.

GCH Registrant

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

SC Samantha C. Roberts [Edit Profile](#)

USER ID	ACCOUNT ID	ORGANIZATION NAME	ROLE
SCRoberts	4000019	GCH Registrant	Registrant Admin

Profile Details

Personal Info	Company
NAME Samantha C. Roberts	FEDERAL TAX ID 99-0831996
PHONE NUMBER +15613798957	DUNS -
EXTENSION -	GIIN -
EMAIL areid+scroberts@gchtech.com	LEI -

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

Password

Enter your current and new password to update your account.

CURRENT PASSWORD *

NEW PASSWORD *

CONFIRM PASSWORD *

Change Password

Multi-Factor Authentication

Method: SMS

[Reset MFA](#)

Change Password

You can update your password by scrolling down to the **Password** section of the **My Profile** tab.

Enter your **Current Password**.

Enter a New Password the meets the following requirements:

- Must not contain spaces at the beginning or end,
- Be at least 8 characters, and
- Must contain at least one of the following: (! @ # \$ ^ _ . or ,)
- Isn't the same as the current password

Reenter your new password in the **Confirm Password** section.

Once all fields are filled in correctly the **Change Password** can be clicked.

The screenshot shows the GCH Registrant user interface. The user is Samantha C. Roberts, with the role of Registrant Admin. The page is divided into several sections: Account Details, My Profile (selected), User Management, Payment Method, and Status & Vetting. The My Profile section includes Personal Info, Company, Email Subscriptions, and Multi-Factor Authentication. The Password section is highlighted with a red box and contains the following fields and instructions:

Password

Enter your current and new password to update your account.

CURRENT PASSWORD *

NEW PASSWORD *

CONFIRM PASSWORD *

Change Password

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

Change Password (continued)

You'll know your password has been successfully changed when you see the green dialogue box at the top of the screen.

The screenshot displays the GCH Registrant user interface. At the top right, a green notification box with a checkmark icon and the text "Your password has been changed successfully." is highlighted with a red rectangle. The user's name, "Samantha C. Roberts", is visible in the top right corner. The main navigation menu includes "ACCOUNT DETAILS", "MY PROFILE", "USER MANAGEMENT", "PAYMENT METHOD", and "STATUS & VETTING". The "MY PROFILE" section is active, showing user details for Samantha C. Roberts, including her user ID (SCRoberts), account ID (4000019), organization name (GCH Registrant), and role (Registrant Admin). Below this, there are sections for "Profile Details" (Personal Info and Company), "Email Subscriptions" (with checkboxes for Account updates, Invoices and Outstanding Payments, Lease Updates, New Short Code Orders, Receipts and Statements, Reminders and Auto Renew Notifications, and Short Code Transfers), "Password" (with fields for current, new, and confirm passwords), and "Multi-Factor Authentication" (with a "Reset MFA" button).

Reset Multi-Factor Authentication

If you would like to update the method through which you complete MFA, scroll down to the **Multi-Factor Authentication** section of the **My Profile** tab.

You can see the current **Method** that you have enabled. Click **Reset MFA** to change.

The screenshot displays the GCH Registrant interface. On the left is a dark blue sidebar with navigation options: 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 (selected), USER MANAGEMENT, PAYMENT METHOD, and STATUS & VETTING. The user's name, Samantha C. Roberts, is shown at the top right. Below this is a table of account details:

USER ID	ACCOUNT ID	ORGANIZATION NAME	ROLE
SCRoberts	4000019	GCH Registrant	Registrant Admin

The 'Profile Details' section is divided into 'Personal Info' and 'Company' fields:

Personal Info	Company
NAME Samantha C. Roberts	FEDERAL TAX ID 99-0831996
PHONE NUMBER +15613798957	DUNS -
EXTENSION -	GIIN -
EMAIL areid+scroberts@gchtech.com	LEI -

The 'Email Subscriptions' section lists several options with checkboxes:

- 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

The 'Password' section contains three input fields: CURRENT PASSWORD, NEW PASSWORD, and CONFIRM PASSWORD, with a 'Change Password' button below. The 'Multi-Factor Authentication' section, highlighted with a red box, shows the current method as 'SMS' and a 'Reset MFA' button.

Reset Multi-Factor Authentication (continued)

A popup will appear asking you to confirm that you would like to reset your MFA.

You will be logged out of your current session and will be asked to log back in with your **User ID** or **Email** and password prior to being able to reset MFA.

Click **Yes, Reset MFA** to continue, or **Cancel** to go back.

Note: An admin can also reset your MFA. See the [User Management for Account Administrators User Guide](#) for instructions.

The screenshot shows a user profile page with a modal popup. The background page is dimmed and shows sections for 'Profile Details' (Personal Info and Company), 'Email Subscriptions', 'Password', and 'Multi-Factor Authentication'. The modal popup is white with a teal header and contains the following text:

Resetting MFA will log you out

To complete the MFA reset, all your active sessions will be closed and you will be required to log in again.
Do you want to proceed?

Buttons: Cancel, Yes, Reset MFA

Reset MFA

Log back in

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

Login

EMAIL OR USER ID *

SCRoberts

PASSWORD *

.....



Remember me on this device

Login

[Forgot Password](#)

[New here ?](#)

Create an Account

Reset MFA

Setup

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)

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**.

MFA is now set-up.

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](#)

SMS (US Only)

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.

Send code

[Back](#)

SMS (US ONLY) (continued)

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.

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.

The screenshot shows a red error banner at the top with a warning icon, the word "Error", and the text "Invalid code. Please try again." with a close button. Below the banner is a light blue rounded rectangle containing the title "Multi-Factor Authentication (MFA)". The screen shows a progress indicator with a checkmark for "You have verified your email address" and a "2" for "Verify using SMS". Below this, it says "Enter the 6-digit code you have received. This code expires in 24 hours." There is a white input field with a vertical cursor and five dashes. Below the input field is a teal "Verify" button and a teal "Back" link. At the bottom, there is a link "Request another code." and a paragraph of support information: "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 cs@usshortcodes.com."

SMS MFA Error Code Expired

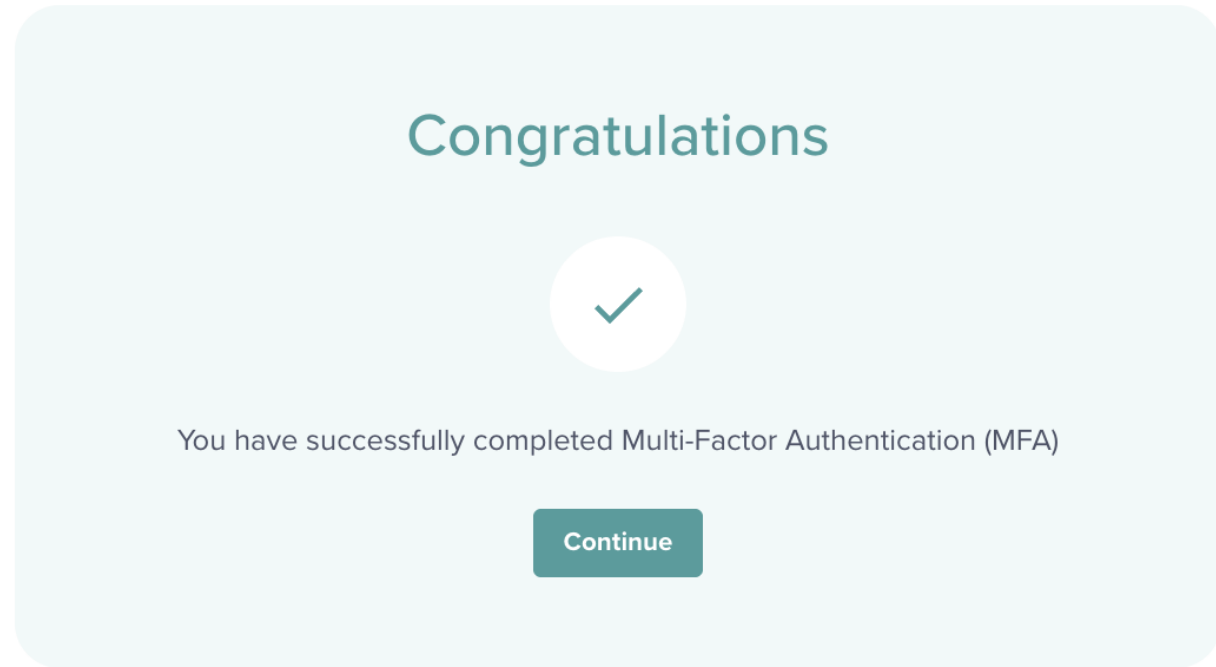
If the SMS has expired, click on Request Another Code.

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.

The screenshot shows a red error banner at the top with a warning icon, the word "Error", and a close button. The message reads: "This code has expired. Please request a new code." Below the banner is a light blue rounded rectangle containing the "Multi-Factor Authentication (MFA)" section. It lists two steps: "1 You have verified your email address" (completed) and "2 Verify Using SMS" (current step). Below the steps, it says "Enter the 6-digit code you have received. This code expires in 24 hours." There is a 6-digit code input field with a vertical cursor in the first position. Below the input field is a "Verify" button and a "Back" link. At the bottom, there is a paragraph: "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"

Reset MFA Complete

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



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.

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.

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

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.

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.

Version History

Date	Version	Details
10/1/25	1.0	Initial Release
10/31/25	1.1	Added instructions for updating email, email subscriptions, resetting MFA and changing password
		Added OTP and MFA to Glossary, fixed name and hyperlink Admin User Guide