

User Management for Account Administrators

ADD, REMOVE, AND MANAGE USER PERMISSIONS FOR YOUR ORGANIZATION'S ACCOUNT.

Version 1.0

Effective Date: 01/01/2026

Related Links & Guides

- [Glossary](#)
- [Account Creation Guide](#)
- [Understanding Email Subscriptions](#)

Getting Started

To manage users (add/update/delete) you must first log in to your account. Please visit <https://usshortcodes.com/> 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 user management interface. On the left is a dark blue navigation menu with the 'My Account' option highlighted in red. The main content area has a light blue header with the 'USER MANAGEMENT' tab selected and highlighted in red. Below the header, there is an 'Add User' button and a list of three user cards. Each card shows the user's role, phone number, email, and a 'User Enabled' status with a green checkmark. A pagination control at the bottom shows 'Results: 28-30 of 30'.

Role	Phone Number	Email	Status
Registrant Admin	+1 (813) 549-914	ptadicherla@gchregistrantprod@gchtech.com	User Enabled
Registrant	+1 (469) 877-4989	gosterhout@gchregistrantprod@gchtech.com	User Enabled
Registrant Admin	+1 (469) 877-4989	gosterhout@gchregistrantadminprod@gchte...	User Enabled

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 displays the GCH Registrant User Management interface. The left sidebar contains navigation options: Order a Short Code, Short Code Registry (with sub-items: Short Codes, Brands, Content Providers, Billing), My Account (with sub-items: Reports, System Messages), and About Short Codes. The main content area is titled 'GCH Registrant' and has tabs for ACCOUNT DETAILS, MY PROFILE, USER MANAGEMENT (selected), PAYMENT METHOD, and STATUS & VETTING. A red box highlights the 'Add User' button in the top left of the main content area. Below this, there is a list of users. The first user is Prasad Tadicherla (PT), Registrant Admin, with phone number +1 (813) 549-914 and email ptadicherla+gchregistrantprod@gchtech.com. The second user is Greg Osterhout (GO), Registrant, with phone number +1 (469) 877-4989 and email gosterhout+gchregistrantprod@gchtech.com. The third user is Greg (GO), Registrant A, with phone number +1 (469) 877-4989 and email gosterhout+gchregistrantprod@gchtech.com. All users have a 'User Enabled' status indicated by a green checkmark. At the bottom, there are pagination controls showing page 4 of 4, and a result count of '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 'Personal Information' section. The form is for a user with ACCOUNT ID 4000019 and ORGANIZATION NAME GCH Registrant. The user ID is 'evhalen' and the role is 'Registrant'. A warning dialog box is displayed in the center, titled 'Copy Organization's Address', with the text: 'This action will overwrite the address you have entered with the organization's address. Are you sure you want to continue?'. The dialog has 'Cancel' and 'Overwrite' buttons. The background form shows fields for 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 '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+rlatest@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 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, USER MANAGEMENT (selected), PAYMENT METHOD, and STATUS & VETTING. An 'Add User' button is visible. Below it, three user cards are shown for Elvis Von Halen, Ariel Reid, and Ma. A filter menu is open on the right, titled 'CHOOSE USER STATUS', with options: All (unchecked), Pending (checked), Enabled (unchecked), and Disabled (unchecked). A 'Show Results' button with a right arrow is at the bottom of the filter menu.

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 user management interface. On the left is a dark blue sidebar with navigation options: Order a Short Code, Short Code Registry (with a dropdown arrow), Short Codes, Brands, Content Providers, Billing, My Account, Reports, System Messages, and About Short Codes. The main content area is titled 'GCH Registrant' and has tabs for ACCOUNT DETAILS, MY PROFILE, USER MANAGEMENT (which is active), PAYMENT METHOD, and STATUS & VETTING. Below the tabs is an 'Add User' button. Three user cards are shown, each with a profile picture, name, role, phone number, email, and a 'Pending Password Activation' status. The middle card, for Ariel Reid (AR), has a context menu open, highlighted with a red box. The menu options are: Edit User, Resend Credentials, Reset MFA, and Delete User. The third card, for Maulik K (MK), is partially visible on the right.

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 * LAST NAME *
Elvis Von Halen

PHONE NUMBER * EXTENSION
+1 (515) 532-4659

[Copy Organization's Address](#)

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
16192 Coastal Hwy

ORGANIZATION ADDRESS 2

CITY * STATE * ZIP CODE *
Lewes Delaware 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 user management interface. On the left is a dark blue sidebar with navigation options: Order a Short Code, Short Code Registry (with a dropdown arrow), Short Codes, Brands, Content Providers, Billing, My Account, Reports, System Messages, and About Short Codes. The main content area is titled 'GCH Registrant' and has tabs for ACCOUNT DETAILS, MY PROFILE, USER MANAGEMENT (which is active), PAYMENT METHOD, and STATUS & VETTING. Below the tabs is an 'Add User' button. A list of users is shown, with a context menu open over the user 'AR Ariel Reid'. The menu items are: Edit User, Resend Credentials (highlighted with a red box), Reset MFA, and Delete User. The user card for Ariel Reid shows: ROLE: Registrant Admin, PHONE NUMBER: +1 (515) 532-4659, EMAIL: scrdemo+evhalen@gchtech.com, and a status of Pending Password Activation. Another user card for 'MK Mau' is partially visible on the right, showing ROLE: Registrant, PHONE NUMBER: +1 (813) 549, and EMAIL: ptadicherla. At the bottom of the interface is a light green success message: 'Success! Email with temporary credentials was successfully sent!' with a checkmark icon and a close button (X).

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

⋮

Edit User

Disable User

Reset MFA

AR Ariel Reid

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

EV Elvis Von Halen

ROLE

Registrant

PHONE NUMBER

+1 (515) 532-4659

EMAIL

scrdemo+evhalen@gchtech.com

User Disabled

AR 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



Edit User

Enable User

Reset MFA



Ariel Reid



Arie

ROLE

Registrant

PHONE NUMBER

+1 (515) 532-4659

EMAIL

scrdemo+evhalen@gchtech.com



User Disabled

ROLE

Registrant Admin

PHONE NUMBER

+1 (561) 379-8957

EMAIL

areid+testingctia@gchtech.com



Pending Password Activation

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' section of a web application. At the top, there are navigation tabs: 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT' (selected), 'PAYMENT METHOD', and 'STATUS'. Below the tabs is a green 'Add User' button. A success message is shown in a light green box with a checkmark icon and a close button (X): 'Success! The user has been successfully enabled.' Below this, two user profiles are listed. 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 red box highlights the status 'User Enabled' with a green checkmark icon. 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'. The status for Ariel Reid is 'Pending Password Activation' with a yellow gear icon.

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 displays the 'USER MANAGEMENT' section of a web application. At the top, there are navigation tabs: 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT' (which is active), 'PAYMENT METHOD', and 'STATUS & VETTING'. Below these tabs is a green 'Add User' button. The main area contains a list of user cards. The first card is for 'Elvis Von Halen' (EV), a Registrant with phone number +1 (515) 532-4659 and email scrdemo+evhalen@gchtech.com, with a status of 'User Enabled'. The second card is for 'Ariel Reid' (AR), a Registrant Admin with phone number +1 (561) 379-8957 and email areid+testingctia@gchtech.com, with a status of 'Pending Password Activation'. A context menu is open over the Ariel Reid card, showing three options: 'Edit User', 'Disable User', and 'Reset MFA'. The 'Reset MFA' option is highlighted with a red box. A third user card is partially visible on the right.

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?

The screenshot shows a user management interface with a navigation bar containing 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT', 'PAYMENT METHOD', and 'STATUS & VETTING'. The 'USER MANAGEMENT' tab is active. A green 'Add User' button is on the left. A success message is displayed in a light green box with a checkmark icon and a close button: 'Success! MFA has been successfully reset.' Below this, three user cards are visible. The first card for 'Elvis Von Halen' (EV) shows 'Role: Registrant', 'Phone Number: +1 (515) 532-4659', 'Email: scrdemo+evhalen@gchtech.com', and 'User Enabled' status. The second card for 'Ariel Reid' (AR) shows 'Role: Registrant Admin', 'Phone Number: +1 (561) 379-8957', 'Email: areid+testingctia@gchtech.com', and 'Pending Password Activation' status. The third card for 'Arie' (AR) shows 'Role: Registrant /', 'Phone Number: +1 (561) 379...', 'Email: areid+rlate...', and 'User E' status.

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