

Edit Account Details

STEP BY STEP INSTRUCTIONS ON HOW TO EDIT ACCOUNT DETAILS.

Version 1.0

Effective Date: 1/1/26

Related Links & Guides

- [Glossary](#)
- [Account Creation User Guide](#)

Getting Started

The **Account Details** tab describes all the submitted information about your organization and is consistent across all users. Some key fields:

Account ID: Your unique organization identifier.

Account Credit: Money remaining from Short Code overpayments. Automatically applied during checkout.

Number of Leased Codes: This is the number of codes that you are currently leasing.

Business Details & Billing: Your organization and billing information - Includes Legal Entity Type, Messaging Role, addresses, and billing contacts

External Email Subscriptions: Specify up to 5 email addresses to receive system notifications

This guide covers:

- [View/Edit your account details](#)
- [Manage Contacts](#)
- [Manage External Email Subscriptions](#)

Note: Only Registrant Admins can edit Account Details.

The screenshot shows the MessagesMadeSimple user interface. On the left, a dark blue sidebar contains navigation options: 'Order a Short Code', 'Short Code Registry', 'Short Codes', 'Brands', 'Content Providers', 'Billing', 'My Account' (highlighted with a red box), 'Reports', 'System Messages', and 'About Short Codes'. The main content area is titled 'MessagesMadeSimple' and features a top navigation bar with tabs: 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT', 'PAYMENT METHOD', and 'STATUS & VETTING'. Below this, a summary card displays account information: Account ID 210, Program Type Standard, Account Credit \$0, and Number of Leased Codes 55. A 'Manage Contacts' button is visible. The 'Contacts' section shows the primary contact Scott Carlson Ross. The 'Business Details' section includes fields for Legal Entity Type (Corporation), Messaging Role (Application Service Provider), and address information in Yosemite National Park, California. The 'Billing' section shows contact information for Cliff Cook. The 'External Email Subscriptions' section includes a text input field for email addresses and a list of notification preferences such as Account Updates, Invoices, and Lease Updates.

Commented [AR1]: Awesome job with this page - I would hyperlink these to the relevant pages within the guide

Account Details

If you would like to make changes to any of your **Business Details** - select the **Edit Account Details** button.

Note: **Account Name** is not an editable field. If you would like to update your **Account Name**, please contact the Customer Success Operations Team.

Email: csso@usshortcodes.com

Phone: 1-888-625-8166.

The screenshot displays the MessagesMadeSimple user interface. On the left is a dark blue navigation sidebar with options like '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 'MessagesMadeSimple' and has a top navigation bar with tabs: 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT', 'PAYMENT METHOD', and 'STATUS & VETTING'. Under 'ACCOUNT DETAILS', there is a table with columns: ACCOUNT ID (210), PROGRAM TYPE (Standard), ACCOUNT CREDIT (\$0), and NUMBER OF LEASED CODES (55). A red box highlights the 'Edit Account Details' button in the top right of this section. Below this are sections for 'Contacts' (with a 'Manage Contacts' button), 'Business Details' (with sub-sections for 'Details' and 'Address'), and 'Billing' (with sub-sections for 'Contact' and 'Address'). At the bottom is the 'External Email Subscriptions' section, which includes a text input field for email addresses and a list of notification preferences with checkboxes.

Commented [AR2]: Some testing confirms not everyone will have the Edit Account Details button enabled - my guess is it is only the Primary POC, but I would check on that and add it in

Commented [AR3]: I believe that an account name cannot be changed (or if it has to be changed it needs to be changed through CSO - that could be good color to add here @Matt Gray

Editing Your Account

Work through each section using the left navigation menu.

After making changes in each section, click the appropriate button at the bottom of the screen:

Changes that DO NOT require re-vetting:

- Click "Apply Changes" to save and continue
- Click "My Account" to return to Account Details

Changes that REQUIRE re-vetting:

- You'll see a "Re-vetting required" notification
- Click "Save" to continue editing other sections
- Navigate to Review & Submit when finished with all sections
- Click "Submit for Re-vetting"

Note: You can continue editing and leasing Short Codes while your account is in re-vetting status.

[← My Account](#)

Edit Account

- Organization Information
- Primary Account Contact
- Secondary Account Contact (Optional)
- Primary Billing Contact
- Program Type
- Account Preferences & Agreement
- Review & Submit

Organization Information

Important: You can apply changes to many fields immediately. However, changes to critical fields (like FEIN) will require re-vetting. When you apply changes to a critical field, you'll be informed that re-vetting is required and will need to manually submit for review once all edits are complete.

LEGAL ENTITY TYPE •
Corporation

MESSAGING ROLE •
Application Service Provider

ORGANIZATION URL •
https://www.messagesmadesimple.com

STOCK MARKET SYMBOL

Warning: the Organization URL differs from the email domain

DOING BUSINESS AS

If the organization operates under a different public-facing name, please indicate it here.

FEDERAL TAX ID (99-#####) •
34-6676966

This change requires a submission for re-vetting

DUN & BRADSTREET (DUNS) 9 DIGITS

GIN (XXXXXX,XXXX,XX,XXX)

LEI (28 CHARACTERS)

Business Address

COUNTRY •
United States

ORGANIZATION ADDRESS 1 •
9039 VILLAGE DR

ORGANIZATION ADDRESS 2

CITY •
YOSEMITE NATIONAL PARK

STATE •
California

ZIP CODE •
95389

[Save & Go to Review](#) [Apply Changes](#)

Understanding Re-vetting

When you change a field that requires re-vetting:

- You'll see this notification after clicking "Apply Changes"
- Your changes are saved but require review by CTIA's vetting agents
- Your account status changes to "Confirm for Re-vetting"
- Continue editing other sections by clicking "Save"
- When finished, go to Review & Submit
- Click "Submit for Re-vetting"
- The Primary Account Contact receives an authentication email
- Review is completed within 3-5 business days
- You'll receive an email notification when complete

During re-vetting, your account remains active with previous information.

Re-vetting required

You have modified information that requires re-vetting. Your changes will be saved but the Account will be in the Confirm for Re-vetting status until you send it for re-vetting.

You can continue editing the account information. When you're ready, navigate to the Review & Submit page and click the Submit for Re-vetting button.

Cancel

Save

Quick Reference

What Requires Re-Vetting

In the sections below, we will use a visual key:

- Blue Border = Requires Re-vetting
- Red Border = Updates immediately

Fields That REQUIRE Re-vetting:

Organization Information:

- Messaging Role
- Organization URL
- Federal Tax ID (FEIN)
- DUNS Number (optional)
- GIIN Number (optional)
- LEI Number (optional)

Contact Information (all fields):

- Primary Account Contact
- Primary Billing Contact

Program Type:

- All changes to this section

Fields That Update IMMEDIATELY:

Organization Information:

- Legal Entity Type
- Stock Market Symbol
- Doing Business As
- Business Address

Other Sections:

- Secondary Account Contact
- Account Preferences

Organization Information

Messaging Role – Select the category that best describes your primary business

- [Application Service Provider](#)
- [Carrier/MNO/MVNO](#)
- [Content Provider](#)
- [CPaaS](#)
- [Direct Connection Aggregator](#)

Organization URL – Your company website. If the URL doesn't match the email domain for your primary point of contact, additional manual steps may be required to confirm association and could delay vetting.

← My Account

Edit Account

- Organization Information
- Primary Account Contact
- Secondary Account Contact (Optional)
- Primary Billing Contact
- Program Type
- Account Preferences & Agreement
- Review & Submit

Organization Information

Important: You can apply changes to many fields immediately. However, changes to critical fields (like FEIN) will require re-vetting. When you apply changes to a critical field, you'll be informed that re-vetting is required and will need to manually submit for review once all edits are complete.

LEGAL ENTITY TYPE *
Corporation

MESSAGING ROLE *
Application Service Provider

ORGANIZATION URL *
https://www.messagesmadesimple.com

STOCK MARKET SYMBOL

Warning: the Organization URL differs from the email domain

DOING BUSINESS AS

If the organization operates under a different public-facing name, please indicate it here.

FEDERAL TAX ID (#-#####) *
34-6676966

DUN & BRADSTREET (DUNS) 9 DIGITS

GIN (XXXXXX.XXXXX.XX.XXX)

LEI (20 CHARACTERS)

Business Address

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
9039 VILLAGE Dr

ORGANIZATION ADDRESS 2

CITY *
YOSEMITE NATIONAL PARK

STATE *
California

ZIP CODE *
95389

Save & Go to Review Apply Changes

Organization Information

Federal Tax ID -

- If the organization is in the US, then the Federal Tax ID is ##-#####.
- If outside the US, the validation is removed, and you can enter the applicable ID for your jurisdiction.

Optional Tax Identifiers – Add these to improve re-vet result times.

- [Dun & Bradstreet Number](#)
- [Global Intermediary Identification Number \(GIIN\)](#)
- [Legal Entity Identifier \(LEI\)](#)

← My Account

Edit Account

- Organization Information
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- Primary Billing Contact
- Program Type
- Account Preferences & Agreement
- Review & Submit

Organization Information

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LEGAL ENTITY TYPE *
Corporation

MESSAGING ROLE *
Application Service Provider

ORGANIZATION URL *
https://www.messagesmadesimple.com

STOCK MARKET SYMBOL

Warning: the Organization URL differs from the email domain

DOING BUSINESS AS

If the organization operates under a different public-facing name, please indicate it here:

FEDERAL TAX ID (##-#####) *
34-6676966

DUN & BRADSTREET (DUNS) 9 DIGITS

GIIN (XXXXXX-XXXX-XX-XXX)

LEI (20 CHARACTERS)

Business Address

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
9039 VILLAGE Dr

ORGANIZATION ADDRESS 2

CITY *
YOSEMITE NATIONAL PARK

STATE *
California

ZIP CODE *
95389

Save & Go to Review

Apply Changes

Organization Information

Legal Entity Type – Select your organizations legal structure, this information must match your official business registration documents.

- [Corporation](#)
- [Limited Liability Corporation \(LLC\)](#)
- [Partnership](#)
- [S Corporation](#)
- [Sole Proprietorship](#)

Stock Market Symbol - Update or add this optional field to improve re-vet result times.

Doing Business As - Update this if your organization operates under a name different from your registered organization name.

← My Account

Edit Account

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- Program Type
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- Review & Submit

Organization Information

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LEGAL ENTITY TYPE *
Corporation

MESSAGING ROLE *
Application Service Provider

ORGANIZATION URL *
https://www.messagesmadesimple.com

STOCK MARKET SYMBOL

Warning: the Organization URL differs from the email domain.

DOING BUSINESS AS

FEDERAL TAX ID (EIN-#####) *
34-6676966

DUN & BRADSTREET (DUNS) @ DIGITS

GIIN (XXXXXX-XXXX-XX-XXX)

LEI (20 CHARACTERS)

Business Address

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
9039 VILLAGE DR

ORGANIZATION ADDRESS 2

CITY *
YOSEMITE NATIONAL PARK

STATE *
California

ZIP CODE *
95389

Save & Go to Review Apply Changes

Organization Information

Business Address – Requirements vary by country.

U.S. Organization - Street Address, City, State, and Zip Code are required. **This address will be validated against USPS database.**

Canadian Organization –Street Address, City, Province, and Postal Code required.

All Other Countries - Street Address and City are required.

← My Account

Edit Account

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- Program Type
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Organization Information

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LEGAL ENTITY TYPE *

Corporation

MESSAGING ROLE *

Application Service Provider

ORGANIZATION URL *

https://www.messagesmadesimple.com

Warning: the Organization URL differs from the email domain

STOCK MARKET SYMBOL

DOING BUSINESS AS

If the organization operates under a different public-facing name, please indicate it here.

FEDERAL TAX ID (99-*****) *

34-6676966

DUN & BRADSTREET (DUNS) 9 DIGITS

GIN (XXXXXX.XXXXX.XX.XXX)

LEI (28 CHARACTERS)

Business Address

COUNTRY *

United States

ORGANIZATION ADDRESS 1 *

9039 VILLAGE Dr

ORGANIZATION ADDRESS 2

CITY *

YOSEMITE NATIONAL PARK

STATE *

California

ZIP CODE *

95389

Save & Go to Review
Apply Changes

Primary Account Contact

Fill in information about the individual in your organization who will receive all updates about your account and receive the authentication email pin from CTIA's vetting partner, Aegis Mobile. They will also be the first touchpoint for any future escalations.

Note: If a public email address (Gmail, yahoo, etc.) is used, a warning will appear that the Organization URL does not match the email domain. This could lead to a delay in the vetting process.

← My Account

Edit Account

- Organization Information
- Primary Account Contact**
- Secondary Account Contact (Optional)
- Primary Billing Contact
- Program Type
- Account Preferences & Agreement
- Review & Submit

Primary Account Contact

Important: You can apply changes to many fields immediately. However, changes to critical fields (like FEIN) will require re-vetting. When you apply changes to a critical field, you'll be informed that re-vetting is required and will need to manually submit for review once all edits are complete.

FIRST NAME *
Scott Carlson

LAST NAME *
Ross

PHONE *
+1 (345) 346-4576

EXTENSION

EMAIL *
mryan+3@gchtech.com
Note: Organization URL does not match email domain.

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
9039 VILLAGE DR

ORGANIZATION ADDRESS 2

CITY *
YOSEMITE NATIONAL PARK

STATE *
California

ZIP CODE *
95389

Save & Go to Review Apply Changes

Secondary Point of Contact

You also have the option to add an additional Point of Contact. The individual will also receive all updates about your account.

You have the option to select the **Choose a saved contact** to autofill all the required fields.

Note: Public email addresses (Gmail, yahoo, etc.) are not permitted and the domain must match your organization's website domain.

← My Account

Edit Account

- Organization Information
- Primary Account Contact
- Secondary Account Contact (Optional)**
- Primary Billing Contact
- Program Type
- Account Preferences & Agreement
- Review & Submit

Secondary Account Contact (Optional) Choose a saved contact

Important: You can apply changes to many fields immediately. However, changes to critical fields (like FEIN) will require re-vetting. When you apply changes to a critical field, you'll be informed that re-vetting is required and will need to manually submit for review once all edits are complete.

FIRST NAME * LAST NAME *

PHONE * EXTENSION

PHONE * +1

EMAIL *

COUNTRY * United States

ORGANIZATION ADDRESS 1 *

ORGANIZATION ADDRESS 2

CITY * STATE * ZIP CODE *

Save & Go to Review Apply Changes


Saved Contact

You can choose one of your saved contacts to add as your **Secondary Account Contact**.

Choose a Saved Contact

Choose one of your saved contacts from the list below. The Primary Account Contact or Billing Account Contact can be updated on the Edit Account Page. The CSC Registrant Address can be updated on the My Profile page.

Choose this contact


 **Scott Carlson Ross**

TYPE
Primary Account Contact

ADDRESS
**9039 VILLAGE DR, YOSEMITE NATIONAL PARK,
CA, 95389**

EMAIL
mryan+3@gchtech.com

Choose this contact

 **Cliff Cook**

TYPE
Billing Account Contact

ADDRESS
**9039 VILLAGE DR, YOSEMITE NATIONAL PARK,
CA, 95389**

EMAIL
mryan+3@gchtech.com

Cancel Choose

Primary Billing Contact

Primary Billing Contact: The individual who will receive all updates about billing.

You also have the option to **Choose a saved contact** for your Primary Billing Contact.

← My Account

Edit Account

- Organization Information
- Primary Account Contact
- Secondary Account Contact (Optional)
- Primary Billing Contact**
- Program Type
- Account Preferences & Agreement
- Review & Submit

Primary Billing Contact

[Choose a saved contact](#)

Important: You can apply changes to many fields immediately. However, changes to critical fields (like FEIN) will require re-vetting. When you apply changes to a critical field, you'll be informed that re-vetting is required and will need to manually submit for review once all edits are complete.

FIRST NAME *	LAST NAME *	
Cliff	Cook	
PHONE *	EXTENSION	
+1 (345) 346-4576		
EMAIL *		
mryan+3@gchtech.com		
COUNTRY *		
United States		
BILLING ADDRESS 1 *		
9039 VILLAGE DR		
BILLING ADDRESS 2		
CITY *	STATE *	ZIP CODE *
YOSEMITE NATIONAL PARK	California	95389

[Save & Go to Review](#) [Apply Changes](#)

Program Type

Select an account Program Type (Standard, Government, or Charitable Organization)

Standard Program – The most common program type, select if your organization does not have a special designation as detailed below.

*Note: If your organization is Political in nature select Standard Program for account creation, you will identify your brand as **political** during the onboarding process.*

The screenshot shows the 'Edit Account' page with a sidebar on the left containing a list of account settings: Organization Information, Primary Account Contact, Secondary Account Contact (Optional), Primary Billing Contact, Program Type (highlighted), Account Preferences & Agreement, and Review & Submit. The main content area is titled 'Program Type' and includes an important note: 'Important: You can apply changes to many fields immediately. However, changes to critical fields (like FEIN) will require re-vetting. When you apply changes to a critical field, you'll be informed that re-vetting is required and will need to manually submit for review once all edits are complete.' Below this note are three radio button options: 'Standard' (selected), 'Government', and 'Charitable Organization'. Each option has a brief description of its requirements. At the bottom right of the form are two buttons: 'Save & Go to Review' and 'Apply Changes'.

← My Account

Edit Account

- Organization Information
- Primary Account Contact
- Secondary Account Contact (Optional)
- Primary Billing Contact
- Program Type**
- Account Preferences & Agreement
- Review & Submit

Program Type

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Standard
For organizations that are not government entities or registered charities.

Government
For U.S. federal, tribal, state, or local government agencies. Additional information is required.

Charitable Organization
For registered 501(c)(3) nonprofits that are either accredited by the Better Business Bureau's Wise Giving Alliance or have 3+ stars on Charity Navigator. Additional information is required.

Save & Go to Review Apply Changes

Program Type

Government Program

Select your Agency Type:

- Federal
- Tribal
- State
- Local
- Other

Then add your agency website. If you do not know it, search your agency on the [USA.gov](https://www.usa.gov) website. If your agency type is tribal, you can search on the [BIA.gov](https://www.bia.gov) website

Additional Information – Any other information that you believe the vetting agent would need to authenticate the government organization.

← My Account

Program Type

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Standard
For organizations that are not government entities or registered charities.

Government
For U.S. federal, tribal, state, or local government agencies. Additional information is required.

Agency Type *

Federal
 Tribal
 State
 Local
 Other

AGENCY WEB SITE

ADDITIONAL INFORMATION

Terms & Conditions *

I have read and acknowledge the Government Program Terms & Conditions below.

This program is available to qualified U.S. government entities only. Your request will be reviewed and an email will be sent to you upon completion of the review. You may be required to present documentation as proof of your status, in which case you will be contacted by GCH Technologies.

Charitable Organization
For registered 501(c)(3) nonprofits that are either accredited by the Better Business Bureau's Wise Giving Alliance or have 3+ stars on Charity Navigator. Additional information is required.

Save & Go to Review Apply Changes

Commented [AR4]: Please add a blurb about what to use the additional info section for @Matt_Cra

Program Type

Charitable Program - Charitable programs must have 501(c)(3) tax-exempt status and accreditation from either:

- 1) the [Better Business Bureau's Wise Giving Alliance](#), or
- 2) [Charity Navigator](#).

Select the appropriate Accreditation Organization.

Note: If Charity Navigator is the accreditation organization, the brand needs to have a rating of 3 or 4 stars.

Additional Information – Any other information that you believe the vetting agent would need to authenticate the charitable organization.

← My Account

Program Type

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Charitable Organization
For registered 501(c)(3) nonprofits that are either accredited by the Better Business Bureau's Wise Giving Alliance or have 3+ stars on Charity Navigator. Additional information is required.

Accreditation Organization *

Better Business Bureau Wise Giving Alliance

Charity Navigator 3 or 4 Stars

Note: Your organization's 501(c)(3) status can be confirmed by visiting <http://www.irs.gov/app/pub-78/> or by confirming your organization's status by calling the IRS at 1-877-829-5500.

ADDITIONAL INFORMATION

Terms & Conditions *

I have read and acknowledge the Charitable Organization Program Terms & Conditions below.

This program is available to qualified 501(c)(3) entities only. Your request will be reviewed and an email will be sent to you upon completion of the review. You may be required to present documentation as proof of your status, in which case you will be contacted by GCH Technologies.

Save & Go to Review Apply Changes

Commented [AR5]: Hyperlink these instead of listing the URLs below and add color on additional information [@Matt Gray](#)

Account Preferences & Agreement

[Default Direct Connection Aggregator](#) – If you would like a Default Direct Connection Aggregator to be pre-filled during the Short Code [onboarding](#) process, select it here.

[Default Application Service Provider](#) – If you would like a Default Application Service Provider to be pre-filled during the Short Code [onboarding](#) process, add it here.

← My Account

Edit Account

- Organization Information
- Primary Account Contact
- Secondary Account Contact (Optional)
- Primary Billing Contact
- Program Type
- Account Preferences & Agreement**
- Review & Submit

Account Preferences & Agreement

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DEFAULT DIRECT CONNECTION AGGREGATOR ?

DEFAULT APPLICATION SERVICE PROVIDER ?

Terms & Conditions +

I have read and acknowledge the Short Code Registry's Registrant License Agreement

I acknowledge and agree that by clicking to accept the Registrant License Agreement that I am solely responsible for the accuracy and completeness of the information provided to the Short Code Registry, including without limitation my Application Information.

Best Practices +

I have read and acknowledge the Messaging Principles and Best Practices

Save & Go to Review Apply Changes

Review & Submit

Before submitting for re-vetting:

1. Review all changed information
2. Click the pencil icon to edit any section
3. When ready, click "Submit for Re-vetting"

What happens next:

- Primary Account Contact receives authentication email
- Vetting team reviews changes (3-5 business days)
- You receive email when review is complete

Note: You can continue using your account during review

← My Account

Edit Account

- Organization Information
- Primary Account Contact
- Secondary Account Contact (Optional)
- Primary Billing Contact
- Program Type
- Account Preferences & Agreement
- Review & Submit**

Review & Submit

Information you have changed requires re-vetting to occur.
Additional costs will be incurred. Please review that all information is accurate and up-to-date before submitting for re-vetting.

Organization Information

LEGAL ENTITY TYPE Corporation	MESSAGING ROLE Application Service Provider	ORGANIZATION URL https://www.messagesmadesimple...
STOCK MARKET SYMBOL -	FEDERAL TAX ID 34-6676967	DUN & BRADSTREET -
GIIN -	LEI -	
ORGANIZATION ADDRESS 1 9039 VILLAGE DR	CITY YOSEMITE NATIONAL PARK	
STATE California	ZIP CODE 95389	COUNTRY United States

Primary Account Contact

FIRST NAME Scott Carlson	LAST NAME Ross
PHONE NUMBER +1 (345) 346-4578	EXTENSION -
ORGANIZATION ADDRESS 1 9039 VILLAGE DR	
CITY YOSEMITE NATIONAL PARK	STATE California
ZIP CODE 95389	COUNTRY United States
EMAIL mryan+3@gchtech.com	

Primary Billing Contact

FIRST NAME Cliff	LAST NAME Cook	EMAIL mryan+3@gchtech.com
ORGANIZATION ADDRESS 1 9039 VILLAGE DR	CITY YOSEMITE NATIONAL PARK	
STATE California	ZIP CODE 95389	COUNTRY United States
PHONE NUMBER +1 (345) 346-4578	EXTENSION -	

Program Type

PROGRAM TYPE Standard

Submit for Re-vetting

Commented [AR6]: Can we replace with a screenshot that is zoomed out and shows the full page including the submit button

- short code
- registry™

Secondary Account Contact

You also have the option to add a Secondary Account Contact by clicking the **Add Contact** button on the **Account Details** page.

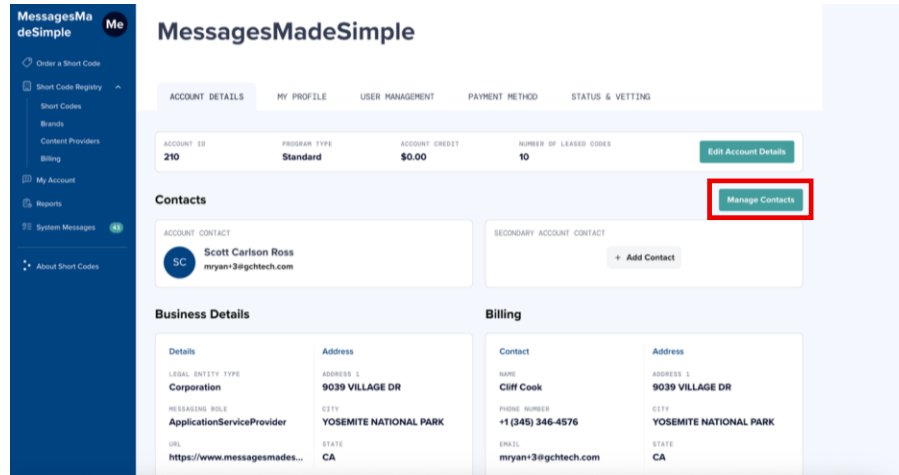
Clicking the **Add Contact** button will bring you back into the **Secondary Account Contact (Optional)** page in **Edit Account Details**.

The screenshot displays the MessagesMadeSimple user interface. On the left is a dark blue navigation sidebar with options like 'Order a Short Code', 'Short Code Registry', 'Brands', 'Content Providers', 'Billing', 'My Account', 'Reports', 'System Messages', and 'About Short Codes'. The main content area is titled 'MessagesMadeSimple' and has a top navigation bar with 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT', 'PAYMENT METHOD', and 'STATUS & VETTING'. Below this, account details are shown: ACCOUNT ID 210, PROGRAM TYPE Standard, ACCOUNT CREDIT \$0.00, and NUMBER OF LEASED CODES 10. An 'Edit Account Details' button is present. The 'Contacts' section shows an 'ACCOUNT CONTACT' for Scott Carlson Ross (myan+3@gchtech.com) and a 'SECONDARY ACCOUNT CONTACT' section with a red-bordered '+ Add Contact' button. Below are 'Business Details' and 'Billing' sections, each with sub-sections for 'Details' and 'Address' containing fields like LEGAL ENTITY TYPE, ADDRESS 1, CITY, PHONE NUMBER, and STATE.

Manage Contacts

You can manage your contacts from the **Account Details** page by clicking the **Manage Contacts** button.

Save time by storing frequently used contacts once, then selecting them to instantly auto-fill information during Short Code leasing, brand onboarding, or account updates.



Manage Contacts

(Continued)

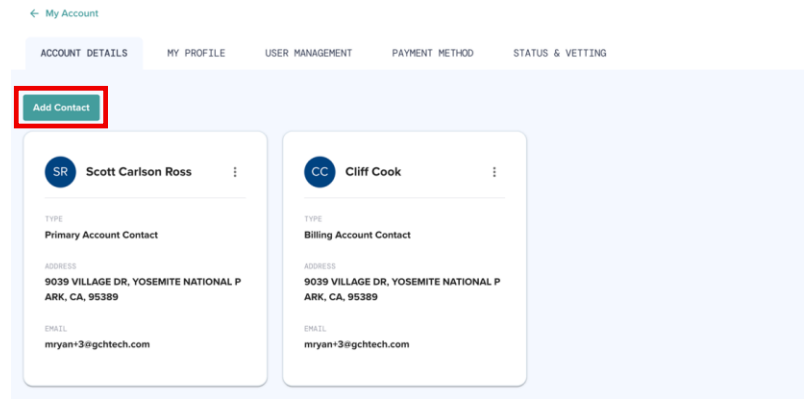
You can **Add Contacts** by clicking the **Add Contact** button.

This will open the **Add New Contact** page where you can type in the information of the contact.

Click the **Save** button after entering in the information to save the contact.

Tip: Use **Contact Type** to categorize contacts by role or department (e.g., Technical Lead, Billing, Legal) for easy reference.

MessagesMadeSimple



The 'Add New Contact' form includes the following fields: CONTACT TYPE, FIRST NAME, LAST NAME, PHONE (with a country code dropdown), EXTENSION, EMAIL, COUNTRY (dropdown, currently set to United States), ORGANIZATION ADDRESS 1, ORGANIZATION ADDRESS 2, CITY, STATE (dropdown), and ZIP CODE. The 'Save' button is highlighted in a red box at the bottom right.

Manage Contacts

(Continued)

You also have the option to edit saved contacts, click the 3 dots and then the Edit Contact button.

This will open the **Edit Account Details** page up and bring you directly to that contact's details for easy saving.

Note: If you are making edits to a user listed as a Primary or Secondary Account Contact, it will trigger a re-vet.

MessagesMadeSimple

← My Account

ACCOUNT DETAILS

MY PROFILE

USER MANAGEMENT

PAYMENT METHOD

STATUS & VETTING

Add Contact

The screenshot shows a user management interface with two contact cards. The first card is for Scott Carlson Ross, a Primary Account Contact, with address 9039 VILLAGE DR, YOSEMITE NATIONAL P ARK, CA, 95389 and email mryan+3@gchtech.com. The second card is for Cliff Cook, a Billing Account Contact, with the same address and email. A red box highlights the 'Edit Contact' button on the Cliff Cook card.

Commented [AR7]: For your awareness - if you add a new contact you also have the option of giving them a contact type (I added instructions above). If you are trying to edit anyone not in the wizard it won't trigger a re-vet as noted here.

External Email Subscriptions

If you would like for a colleague or distribution list to receive registry emails, but they don't need access to the registry itself you can add those email addresses here

You can add up to 5 different emails to receive subscriptions.

Any changes that you make will be saved automatically.

The screenshot shows the MessagesMadeSimple user interface. The top navigation bar includes 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT', 'PAYMENT METHOD', and 'STATUS & VETTING'. The main content area is divided into several sections:

- ACCOUNT DETAILS:** Shows account ID 210, program type Standard, account credit \$0, and number of leased codes 55. There is an 'Edit Account Details' button.
- Contacts:** Lists the account contact as Scott Carlson Ross (mryan+3@gchtech.com) and a secondary account contact field with an '+ Add Contact' button. There is a 'Manage Contacts' button.
- Business Details:** Contains two columns: 'Details' (Legal Entity Type: Corporation, Messaging Role: Application Service Provider, URL: https://www.messagesmades...) and 'Address' (Address 1: 9039 VILLAGE DR, City: YOSEMITE NATIONAL PARK, State: California). There is a 'See More' dropdown.
- Billing:** Contains two columns: 'Contact' (Name: Cliff Cook, Phone Number: +1 (345) 346-4576, Email: mryan+3@gchtech.com) and 'Address' (Address 1: 9039 VILLAGE DR, City: YOSEMITE NATIONAL PARK, State: California). There is a 'See More' dropdown.
- External Email Subscriptions (highlighted in red):**
 - Header: External Email Subscriptions
 - Text: Any changes you make will be saved automatically.
 - Form: Specify email(s) that will be used to send notifications (up to 5) (0 of 5). Input field: Enter at least one email.
 - Checklist: Select the email notifications that will be sent to the specified addresses.
 - 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

External Email Subscriptions

(Continued)

Start by typing in the email address you want to receive notifications.

Press enter to add the email to the list.

Select the notifications that should be sent to the added email.

Remove an email by clicking the "X"

Hover over each subscription for a description of each.

External Email Subscriptions

Any changes you make will be saved automatically.

Specify email/s that will be used to send notifications (up to 5) (1 of 5)

mcray+909@gchtech.com X

Select the email notifications that will be sent to the specified addresses

- 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

Glossary

Application Service Provider - Application Service Providers specialize in software development and hosting for mobile messaging applications.

Carrier/MNO/MVNO - Mobile service provider.

Content Provider - The Content Provider (if different than the Short Code Registrant) is the entity who has a contractual relationship with the Brand Client that is sending messages. They set objectives, ensure that the brand is being properly represented, and make all final decisions in conjunction with their brand client regarding the nature and substance of the content and how customers are to be engaged. If there are multiple companies that exist between the Short Code Registrant and the Brand Client, the Content Provider is the entity who contracts directly with the Brand Client.

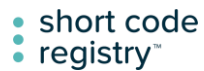
Corporation - A legal entity that is separate and distinct from its owners, or shareholders

CPaaS - Communications Platform as a Service. It is a cloud-based platform that enables developers to integrate real-time communication capabilities.

Direct Connection Aggregator (DCA) - An intermediary company that has established direct technical relationships with major mobile network operators (MNOs) to efficiently route SMS and MMS messages from businesses to mobile subscribers.

Doing Business As (DBA) - A registered alias, or fictitious name, under which a business operates, allowing it to be known by a different name than its legal entity name.

Dun & Bradstreet Number (D&B) - Data Universal Numbering System (DUNS) number is a unique 9-digit identifier assigned by Dun & Bradstreet (D&B) to businesses. It serves as a standard, universally recognized identifier for business worldwide.



Federal Tax ID – Employer Identification Number (FEIN) - Nine-digit number assigned in the United States by the Internal Revenue Service to identify a business entity.

Global Intermediary Identification Number (GIIN) - A Global Intermediary Identification Number (GIIN) is a unique, 19-character alphanumeric identifier issued by the U.S. IRS. It is assigned to foreign financial institutions and other entities to verify their participation and compliance with the foreign Account Tax Compliance Act (FATCA).

Legal Entity Identifier (LEI) - A Legal Entity Identifier (LEI) is a 20-character alphanumeric code, based on the ISO 17442 standard, that uniquely identifies a legal entity participating in financial transactions.

Limited Liability Corporation (LLC) - A business structure that protects its owners from personal liability for company debts.

Onboarding – The Process of associating a leased Short Code that is paid with a Brand and Content Provider that has been successfully vetted.

Partnership - A business entity where two or more individuals share ownership.

S Corporation - A corporation that elects special tax status to avoid double taxation by passing income, losses, and deductions directly to shareholders.

Sole Proprietorship - An individual business owner who does not have an Employer Identification Number (EIN) or other corporate tax ID. Sole Proprietors can only register in the U.S. or Canada.

Version History

Date	Version	Details
10/1/25	1.0	Initial Release