

# Selfcare – End to end User guide

Version 2.0



# Southern Linc

## Purpose

The purpose of this document is to provide clear, standardized instructions for roles, making payments, permissions, registering users, editing users and managing user access to billing accounts within the self-care portal and OAP. This guide ensures that users are correctly onboarded, securely linked to the appropriate Billing Accounts, and assigned the proper roles to support billing, account management, and system access activities.

## Scope

This document covers the end-to-end processes for managing user access, roles, and billing account interactions within the self-care portal and supporting systems, including OAP and USM lite. It covers user registration, role assignment, linking users to Billing Accounts, and ongoing user management activities such as adding, editing and removing users. The guide also includes core self-care functions such as billing payments, account navigation, USM Lite access, and password recovery, serving as a single reference for day-to-day Self-care operations and user administration.

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## Roles & Permissions

Page	Features	Super Admin	Billing Admin	USM Lite Admin	View Only
Home	Bill Info	Yes	Yes		Yes
	Pay Info	Yes	Yes		
	Account Hierarchy	Yes	Yes	Yes	
	Recent Bills	Yes	Yes		Yes
	Recent Payments	Yes	Yes		
	User Management	Yes			
	USM Lite Link	Yes		Yes	
Bills	View Bills	Yes	Yes		Yes
	Download invoice	Yes	Yes		
	Make Payment	Yes	Yes		
Payments	View Payments	Yes	Yes		Yes
	Download Receipts	Yes	Yes		
Profile	View Address	Yes	Yes		Yes
	Change username	Yes			
	Mark payment method default	Yes	Yes		

## 1. Fill out the Create Profile form

- Use an accessible email address.
- The username should be the same as the email address.

- If email is linked to 2 or more accounts, the Select Account pop-up will be displayed

Select Account

**Multiple Accounts Found**  
We found multiple active accounts associated with your email address. Please select the account you want to access.

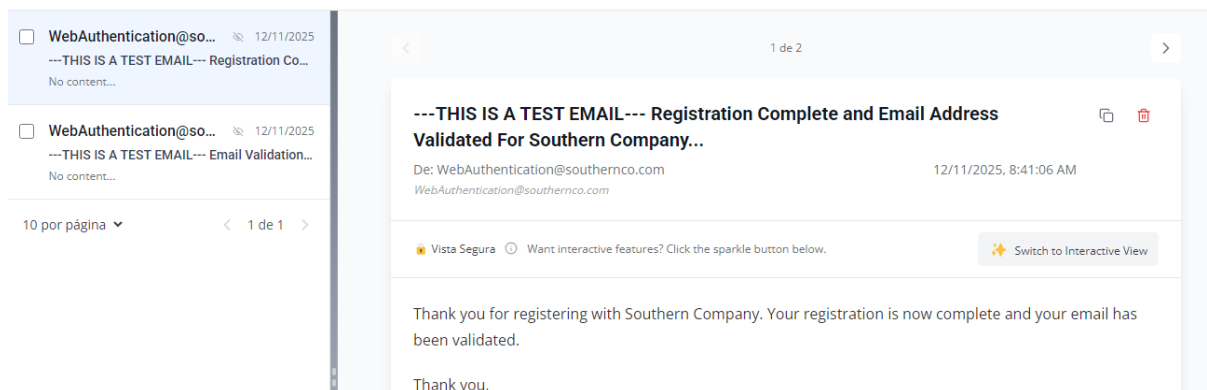
Select	Account Number	First Name	Last Name	Role
<input type="radio"/>	2000070353	Super	Test	Super Admin
<input type="radio"/>	2000070306	Yiji	Hid	Super Admin
<input type="radio"/>	2000070359	Super	Test	Super Admin
<input type="radio"/>	2000070354	Super	Test	Super Admin
<input type="radio"/>	2000070348	Super	User	Super Admin

**Note:** Please select only one account to continue. Each account has different permissions and access levels.

○

## 2. A new email notification will be received when registration is completed

efk84ehw7x5k@noriina.shop



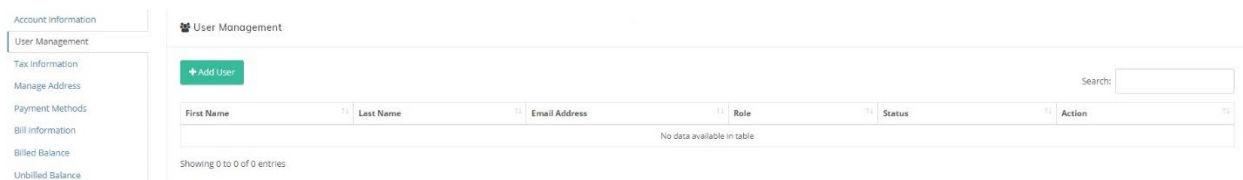
## Account Validation Scenarios:

After email validation, the system determines whether the registered email address is already associated with a Billing Account (BA)

## Link new user to a Billing Account without user(s) linked

Preconditions:

- Register a new user in Selfcare using an email that is not linked to an account.
- Use a billing account without users linked



The screenshot shows a web application interface with a sidebar on the left containing links: Account Information, User Management (selected), Tax Information, Manage Address, Payment Methods, Bill Information, Billed Balance, and Unbilled Balance. The main content area is titled 'User Management' and features a green '+ Add User' button. Below the button is a table with columns: First Name, Last Name, Email Address, Role, Status, and Action. The table is currently empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries'. A search bar is located in the top right corner of the table area.

1. After completing the registration process, reviewing the terms of service and accepting the terms of service click on the CONTINUE button



### Registration Complete

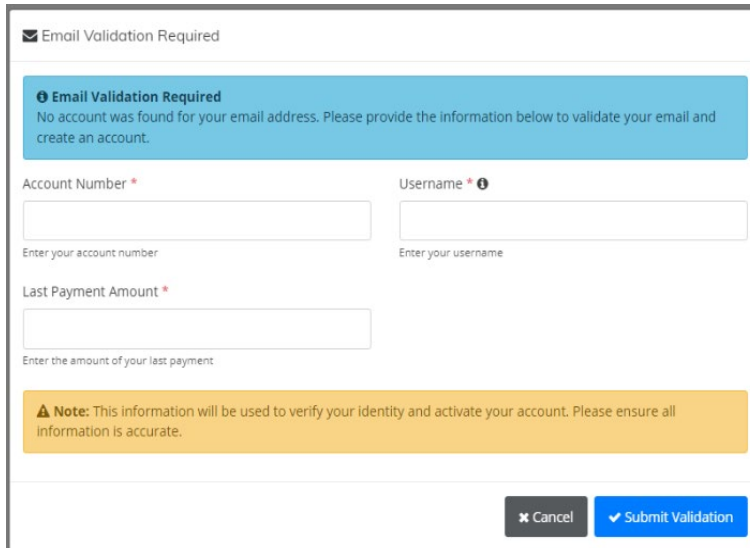
Your online registration is complete!

Your username is

You can continue your online transaction by clicking  
"Continue" below.

**CONTINUE**

2. The 1<sup>st</sup> time the user is logged into the account If the registered email address is not associated with any billing Account, the email validation required form is displayed.



The form is titled "Email Validation Required" with a checkmark icon. Below the title is a blue banner with the text: "Email Validation Required. No account was found for your email address. Please provide the information below to validate your email and create an account." The form contains three input fields: "Account Number \*" with a red asterisk, "Username \*" with a red asterisk and an information icon, and "Last Payment Amount \*" with a red asterisk. Each field has a placeholder text: "Enter your account number", "Enter your username", and "Enter the amount of your last payment" respectively. At the bottom, there is a yellow banner with a warning icon and the text: "Note: This information will be used to verify your identity and activate your account. Please ensure all information is accurate." Below the banner are two buttons: "Cancel" and "Submit Validation".

## NOTES:

- All this data comes from the BA in OAP
- This username is only user to link users to the BA, not for login in selfcare.

3. Use the data from the billing account to fill out the email validation form

Data required for validation:

- Billing Account Number
- Username
- Last Payment amount (If there isn't payment, use 0.00)

Important:

The information entered on this screen is used to verify the user's identity and activate access to the billing account. All information must match account records exactly. Please review the information for accuracy, then submit validation to finish linking process.

## Billing Account

Account Information  
User Management  
Tax Information  
Manage Address  
Payment Methods  
Bill Information  
Billed Balance  
Unbilled Balance  
Notes  
Account Parameters

### Account Information

Account Number	2000070370
Username	Test6560
Access Code	
Created Date	11-12-2025 11:39
Billing Account Type	Service - BA
EO Billing Account Number	
Customer Business Type	Affiliate Commercial
Customer Account Type	Billing Account
Account Status	Active
Credit Rating	29
Financial Status	
Enhanced Statement	No

### Contact Information

Prefix	
First Name	Test
Middle Name	
Last Name	New
Tax ID	XX-XXX0012
Company Name	Company6
Phone	4111111111
Email Address	test12@test.com
Customer Name	Test New
Job Title	

Services & products  
Manage Group Sharing  
Orders  
Bills  
Lifecycle  
Audit Browser  
Adjustments

Payments
Refund
Schedule Payment
Installment Plans

From: 05-25-2025 To: 11-21-2025 Search Make Payment

Select: Transaction ID Receipt / Trans ID Search

TRANSACTION ID	SOURCE RECEIPT NO	RECEIPT NO	PAYMENT AMOUNT	ALLOCATED AMOUNT	REMAINING AMOUNT	CHECK/CARD NUMBER	BANK/CARD TYPE	REVERSAL
Search TRANSACTION ID	Search SOURCE RECEIPT NO	Search RECEIPT NO	Search PAYMENT AMOUNT	Search ALLOCATED AMOU	Search REMAINING AMOU	Search CHECK/CARD NUM	Search BANK/CARD TYPE	Search REVERSAL
T1-345e7-0		R-101785	\$ 15.85	\$ 15.85	\$ 0.00	CHECK/TEST0000000001		No

### 4. Submit Validation form

Email Validation Required

Email Validation Required
No account was found for your email address. Please provide the information below to validate your email and create an account.

Account Number \*

2000070370

Enter your account number

Username \*

Test6560

Enter your username

Last Payment Amount \*

15.85

Enter the amount of your last payment

Note: This information will be used to verify your identity and activate your account. Please ensure all information is accurate.

Cancel

Submit Validation

### 5. User is login into Selfcare account

- User is registered/Logged as Super Admin
- If the biling account has orders/ SAs with PTT products, the Access USM Lite button will be displayed



- Home
- Bills
- Payments
- Profile
- Logout

Bill Info

Last Bill Amount

\$8.15

Bill Date

11/20/25

Unapplied Amount

\$0.00

Pay Info

Total Outstanding

\$8.15

Due Date

12/16/25

Pay Now

ACCOUNT HIERARCHY

Search by Name / Account number

- A Test New (BA-2000070370)
- A Test New (SA-2000070371)
- A Test New (SA-2000070523)

RECENT BILLS

Bill Number	Amount	Billing Cycle
<a href="#">EQP20250000445118</a>	\$15.85	11-12-2025 to 11-12-2025
<a href="#">REG20250000446808</a>	\$0.00	11-12-2025 to 11-20-2025
<a href="#">EQP20250000446930</a>	\$8.15	11-20-2025 to 11-21-2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
<a href="#">B-101781</a>	\$15.85	Check	11-12-2025	Distribution Center

USER MANAGEMENT

Add User

Search

First Name	Last Name	Email Address	Role	Action
No data available in table				

Showing 0 to 0 of 0 entries

USM LITE ACCESS

Access USM Lite

6. In OAP review User Management section to verify user is properly added

- User status is “Active”

Account Information

User Management

Tax Information

Manage Address

Payment Methods

Bill Information

Billed Balance

Unbilled Balance

User Management

Add User

Search

First Name	Last Name	Email Address	Role	Status	Action
Demo	Test	<a href="mailto:epic@vivo30@no.usmailpro.com">epic@vivo30@no.usmailpro.com</a>	Super Admin	Active	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 1 of 1 entries

## Notes:

- The first user linked to the BA through the registration process from selfcare will be registered as a SUPER ADMIN user.
- Other users added through the registration process will be saved as ONLY VIEW.

## Link new user to a Billing Account with user(s) linked

### Preconditions:

- Register a new user in Selfcare using an email that is not linked to an account.
- Use a billing account with at least one user (Super Admin)

The screenshot shows the 'User Management' section of a web application. On the left is a sidebar with links: Account Information, User Management (selected), Tax Information, Manage Address, Payment Methods, Bill Information, Billed Balance, and Unbilled Balance. The main area has a '+ Add User' button and a search bar. Below is a table with columns: First Name, Last Name, Email Address, Role, Status, and Action. One user is listed: Demo, Test, ep9dwc3o@no.usmailpro.com, Super Admin, Active. There are 'Edit' and 'Delete' buttons in the Action column. At the bottom, it says 'Showing 1 to 1 of 1 entries'.

1. After completing the registration process, click on the CONTINUE button



### Registration Complete

Your online registration is complete!

Your username is

You can continue your online transaction by clicking "Continue" below.

**CONTINUE**

2. The Email Validation form is displayed

The screenshot shows an 'Email Validation Required' form. At the top, it says 'Email Validation Required' and 'No account was found for your email address. Please provide the information below to validate your email and create an account.' The form has three input fields: 'Account Number \*', 'Username \*', and 'Last Payment Amount \*'. Below each field is a placeholder text: 'Enter your account number', 'Enter your username', and 'Enter the amount of your last payment'. At the bottom, there is a yellow box with a warning icon and the text: 'Note: This information will be used to verify your identity and activate your account. Please ensure all information is accurate.' Below this box are two buttons: 'Cancel' and 'Submit Validation'.

### NOTES:

- All this data comes from the BA in OAP
- This username is only user to link users to the BA, not for login in selfcare.

### 3. Use the data from the billing account to fill out the email validation form

#### Data Required for validation:

- Billing Account Number
- Username
- Last Payment (If there isn't payment, use 0.00)

#### Billing Account

Account Information

User Management

Tax Information

Manage Address

Payment Methods

Bill Information

Billed Balance

Unbilled Balance

Notes

Account Parameters

Account Information

Account Number2000070370

UsernameTest6560

Access Code

Created Date11-12-2025 11:39

Billing Account TypeService - BA

EO Billing Account Number

Customer Business TypeAffiliate Commercial

Customer Account TypeBilling Account

Account StatusActive

Credit Rating29

Financial Status

Enhanced StatementNo

Contact Information

Reset Password

Prefix

First NameTest

Middle Name

Last NameNew

Tax IDXX-XXXX0012

Company NameCompany6

Phone4111111111

Email Addresstest12@test.com

Customer NameTest New

Job Title

Services & products

Manage Group Sharing

Orders

Bills

Lifecycle

Audit Browser

Adjustments

PaymentsRefundSchedule PaymentInstallment Plans

From05-25-2025To11-21-2025SearchMake Payment

SelectTransaction IDReceipt / Trans IDSearch

TRANSACTION ID	SOURCE RECEIPT NO	RECEIPT NO	PAYMENT AMOUNT	ALLOCATED AMOUNT	REMAINING AMOUNT	CHECK/CARD NUMBER	BANK/CARD TYPE	REVERSAL
Search TRANSACTION ID	Search SOURCE RECEIPT NO	Search RECEIPT NO	Search PAYMENT AMOUNT	Search ALLOCATED AMOUNT	Search REMAINING AMOUNT	Search CHECK/CARD NUM	Search BANK/CARD TYPE	Search REVERSAL
TI-344w7-0		R-101785	\$ 15.85	\$ 15.85	\$ 0.00	CHECK/TEST0000000001		No

### 4. Submit Validation form

Email Validation Required

Email Validation Required

No account was found for your email address. Please provide the information below to validate your email and create an account.

Account Number \*

2000070370

Enter your account number

Username \*

Test6560

Enter your username

Last Payment Amount \*

15.85

Enter the amount of your last payment

Note: This information will be used to verify your identity and activate your account. Please ensure all information is accurate.

Cancel

Submit Validation

### 5. User is login into Selfcare account

- User is registered/Logged as View Only

The screenshot shows the Southern Linc user interface. On the left is a dark sidebar with navigation links: Home, Bills, Payments, Profile, and Logout. The main content area has a header with the Southern Linc logo and a 'Test New' button. Below the header, there's a 'Bill Info' section with a blue background showing: Last Bill Amount \$8.15, Bill Date 11/20/25, and Unapplied Amount \$0.00. Below this is a 'RECENT BILLS' table.

Bill Number	Amount	Billing Cycle
EQP20250000445118	\$15.85	11-12-2025 to 11-12-2025
REG20250000446808	\$0.00	11-12-2025 to 11-20-2025
EQP20250000446930	\$8.15	11-20-2025 to 11-21-2025

## 6. In OAP review User Management section to verify user is properly added

- User status is “Active”

The screenshot shows the 'User Management' section in the OAP system. On the left is a sidebar with links: Account Information, User Management (selected), Tax Information, Manage Address, Payment Methods, Bill Information, Billed Balance, Unbilled Balance, Notes, and Account Statements. The main content area has a 'User Management' header with an 'Add User' button and a search bar. Below is a table with columns: First Name, Last Name, Email Address, Role, Status, and Action.

First Name	Last Name	Email Address	Role	Status	Action
Demo	Test	rmuapckst7@ms.usmailpro.com	View Only	Active	View Delete
Demo	Test	epxdev30@ms.usmailpro.com	Super Admin	Active	Edit Delete

Showing 1 to 2 of 2 entries

## Notes:

- If the BA doesn't have a super admin user linked, the user linked through the registration process from selfcare will be added as a SUPER ADMIN.
- If the BA had a super admin user linked, the user linked through the registration process from selfcare will be added as VIEW ONLY.

## Add new users to the account

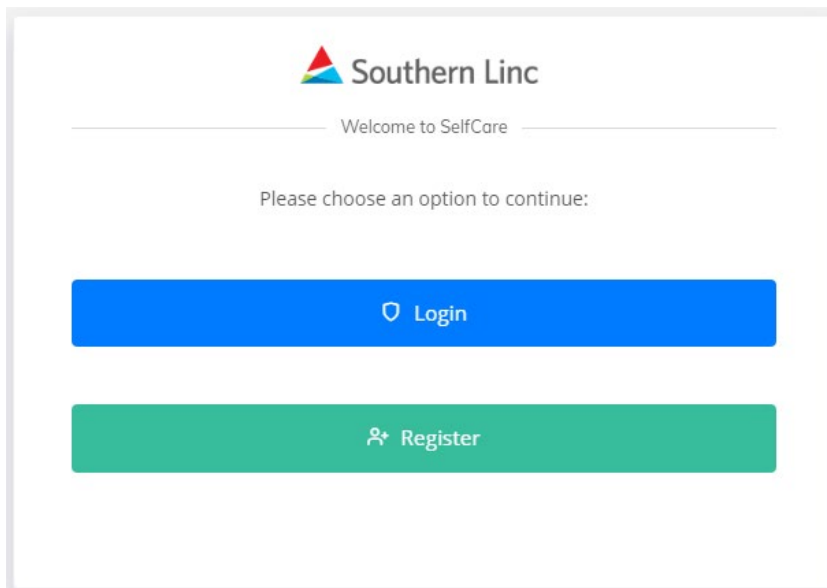
### Preconditions

Before proceeding ensure the following conditions are met:

- The billing account already has one Super Admin user linked
- The super Admin has valid self-care login credentials
- The user being added has not yet been linked to the billing account.

#### 1. Go to Selfcare site to access the portal

- Navigate to the Self-care site.
- On the welcome page, select “Login”.



#### 2. Login in as Super Admin

- Enter the Super Admin username and password.

Note: Only users with super admin privileges can add or manage users on the billing account.



Secure Log In

Username \*

Username is required

Password \*

☐ Remember Me

LOGIN

[Forgot Username](#) | [Forgot Password](#)

New User?

[REGISTER NOW](#)

[Edit Profile/Change Password](#)

3. Enter Super Admin credentials and click on Login button



Secure Log In

Username \*

epx9dwt3o@no.vsmailpro.com

Password \*

.....

☐ Remember Me

LOGIN

4. Access the account Dashboard page
  - Upon successful login, the dashboard page is displayed.
  - Review of high-level account information, including:
    - Bill information
    - Payment status
    - Account hierarchy

**Southern Linc** Test New

Home Bills Payments Profile Logout

**Bill Info**
Last Bill Amount  
**\$8.15**  
Bill Date  
**11/20/25**  
Unapplied Amount  
**\$0.00**

**Pay Info**
Total Outstanding  
**\$8.15**  
Due Date  
**12/16/25**  
[Pay Now](#)

**ACCOUNT HIERARCHY**  
Search by Name / Account number  

- Test New (BA-2000070370)
- Test New (SA-2000070371)
- Test New (SA-2000070523)

**RECENT BILLS**

Bill Number	Amount	Billing Cycle
<a href="#">EOP20250000445118</a>	\$15.85	11-12-2025 to 11-12-2025
<a href="#">REG20250000446808</a>	\$0.00	11-12-2025 to 11-20-2025
<a href="#">EOP20250000446930</a>	\$8.15	11-20-2025 to 11-21-2025

**RECENT PAYMENTS**

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
<a href="#">R-101785</a>	\$15.85	Check	11-12-2025	Distribution Center

**USER MANAGEMENT**  
[Add User](#)
Search: 

First Name	Last Name	Email Address	Role	Action
Demo	Two	nmughckts7@no.vsmailpro.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>

5. Navigate to User Management section and Click on Add User
  - Scroll down to User management section on the dashboard.
  - Review the list of users currently associated with the billing account.
  - Select “Add User”

**USER MANAGEMENT**

[Add User](#) Search:

First Name	Last Name	Email Address	Role	Action
Demo	Two	nmughckts7@no.vsmailpro.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 1 of 1 entries

6. In the Add user form, enter the following information:

- First name
- Last name
- Email address
- Assign the appropriate role
- Submit the form to add the user

The screenshot shows the 'Add / Edit User' modal form in the Southern Linc system. The form has the following fields:

- First Name:
- Last Name:
- Email address:
- Role:  (dropdown menu is open)

The Role dropdown menu is open, showing the following options:

- Billing Admin (selected)
- USM Lite Admin
- View Only

The background dashboard shows a 'RECENT BILLS' table with columns: Bill Number, Amount, and Bill Date. It also shows a 'PAYMENTS' table with columns: Bill Number, Amount Paid, Payment Mode, Payment Date, and Location.

## Notes:

- User/Email added also needs to go through the registration process to be able to login into selfcare and see the account.
- Super Admin users can't be added to the account from selfcare by "Add User".

Role

The Role dropdown menu is open, showing the following options:

- Select Role
- Billing Admin (highlighted)
- USM Lite Admin
- View Only



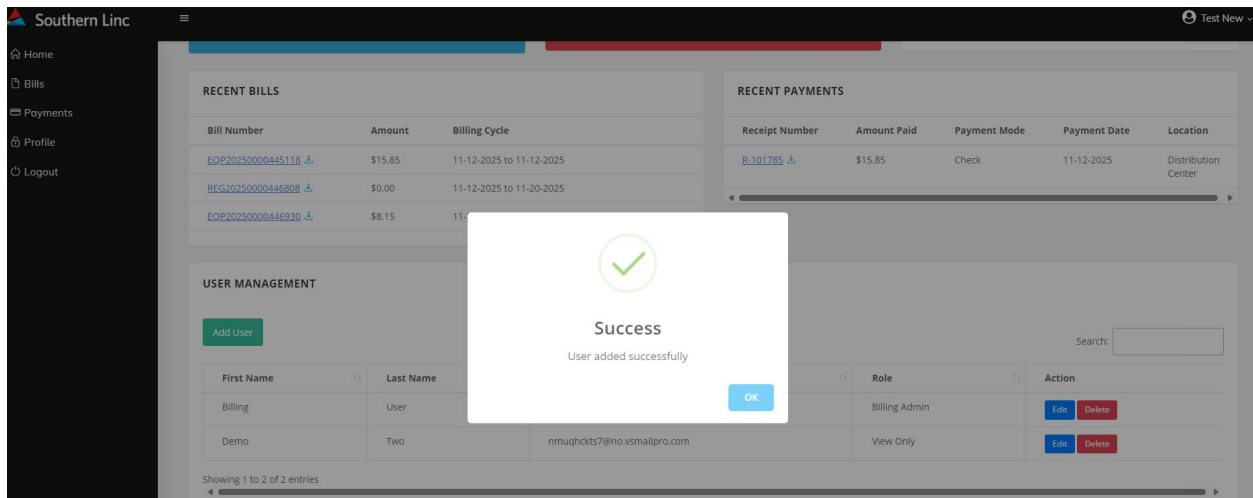
- Another Super Admin user can be added by OAP

Role

Billing Admin  
Super Admin  
USM Lite Admin  
View Only

Press to select

## 7. Success message is displayed



## 8. Click on OK in the Success message, user is added under the user management section

## 9. After the super admin adds the user:

- The new user receives an email prompting them to complete registration.
- The user must register in self-care & verify their email address.
- Once registration is complete the user is linked to the billing account.

USER MANAGEMENT

Add User

Search:

First Name	Last Name	Email Address	Role	Action
Billing	User	dikalo5559@delaab.com	Billing Admin	Edit Delete
Demo	Two	nmughckts7@no.vsmallpro.com	View Only	Edit Delete

Showing 1 to 2 of 2 entries

## 10. Verify in OAP

-Log in to OAP

- Navigate to User Management

- In OAP confirm & review User Management section to verify user is properly added, active and correct role.

Account Information	User Management					
User Management						
Tax Information						
Manage Address						
Payment Methods						
Bill Information						
Billed Balance						
Unbilled Balance						
Notes						

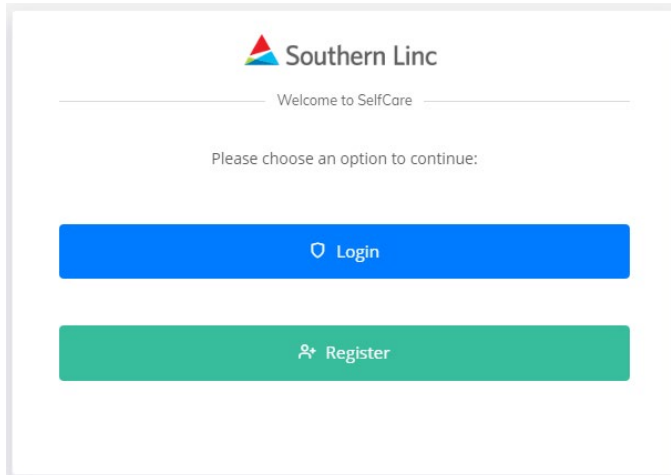
+ Add User						Search: <input type="text"/>
First Name	Last Name	Email Address	Role	Status	Action	
Demo	Two	nmughcta7@no.vsmail.pro.com	View Only	Active	<a href="#">Edit</a>	<a href="#">Delete</a>
Demo	Test	epv9dvc3a@no.vsmail.pro.com	Super Admin	Active	<a href="#">Edit</a>	<a href="#">Delete</a>
Billing	User	gkxat05559@delarb.com	Billing Admin	Active	<a href="#">Edit</a>	<a href="#">Delete</a>

## Edit user from Selfcare

### Preconditions:

- Use an Account with at least two users (one Super admin and one not super admin user)

#### 1. Go to Selfcare site



#### 2. Click on Login Button

A screenshot of the Southern Company Secure Log In page. At the top is the Southern Company logo. Below it, the text "Secure Log In" is centered. There are two input fields: "Username \*" and "Password \*". Below the Username field, there is a red error message "Username is required". Below the Password field, there is a checkbox labeled "Remember Me". Below these fields is a red "LOGIN" button. Below the button are two links: "Forgot Username" and "Forgot Password". Below these links is a section for "New User?" with a "REGISTER NOW" button. At the bottom, there is a link "Edit Profile/Change Password".

3. Enter Super Admin credentials and click on Login button



Secure Log In

Username \*  
epx9dwt3o@no.vsmailpro.com

Password \*  
.....

☐ Remember Me

LOGIN

4. Dashboard page is displayed

The dashboard displays the following information:

- Bill Info:** Last Bill Amount \$8.15, Bill Date 11/20/25, Unapplied Amount \$0.00.
- Pay Info:** Total Outstanding \$8.15, Due Date 12/16/25, Pay Now button.
- ACCOUNT HIERARCHY:** Search by Name / Account number, A Test New (BA-2000070370), A Test New (SA-2000070371), A Test New (SA-2000070523).
- RECENT BILLS:** Table with columns: Bill Number, Amount, Billing Cycle.
- RECENT PAYMENTS:** Table with columns: Receipt Number, Amount Paid, Payment Mode, Payment Date, Location.
- USER MANAGEMENT:** Add User button, Search field, and table with columns: First Name, Last Name, Email Address, Role, Action.

5. Scroll until User Management section and Click on Edit from the desired user

USER MANAGEMENT

Add User					Search: <input type="text"/>
First Name	Last Name	Email Address	Role	Action	
Billing	User	dikalo5559@delaeab.com	Billing Admin	<a href="#">Edit</a>	<a href="#">Delete</a>
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	<a href="#">Edit</a>	<a href="#">Delete</a>

## 6. Add/ Edit user form is displayed

The screenshot shows the 'Southern Linc' web application. A modal window titled 'Add / Edit User' is open in the center. The form contains the following fields:

- First Name: Billing
- Last Name: User
- Email address: dikalo5559@delaeab.com
- Role: Billing Admin (selected from a dropdown menu)

At the bottom of the modal are 'Close' and 'Save' buttons. The background interface shows a 'Bill Info' section with 'Last Bill Amount: \$8.15', 'Bill Date: 11/20/25', and 'Unapplied Amount: \$0.00'. There is also a 'RECENT BILLS' table and an 'ACCOUNT HIERARCHY' section.

## 7. Make the desired changes and click on Save.

This screenshot is identical to the previous one, but the 'First Name' field in the 'Add / Edit User' modal now contains the text 'Usm' instead of 'Billing'. The 'Save' button is highlighted in blue, indicating it is the active button.

## 8. Success message is displayed

The screenshot shows the 'Southern Linc' web application with a success message modal displayed in the center. The modal contains a green checkmark icon and the text:

**Success**  
User Modified successfully

An 'OK' button is at the bottom right of the modal. The background interface now shows a 'Pay Info' section with 'Total Outstanding: \$8.15' and 'Due Date: 12/16/25'. The 'RECENT BILLS' table is also visible.

## 9. Click on OK in the Success message, user is updated under the user management section

### USER MANAGEMENT

Add User

Search:

First Name	Last Name	Email Address	Role	Action
Usm	User	dikalo5559@delaeob.com	USM Lite Admin	<a href="#">Edit</a> <a href="#">Delete</a>
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 2 of 2 entries

## 10. In OAP review User Management section to verify user is properly updated

Account Information

User Management

Tax Information

Manage Address

Payment Methods

Bill Information

Billed Balance

Unbilled Balance

Notes

User Management

+ Add User

Search:

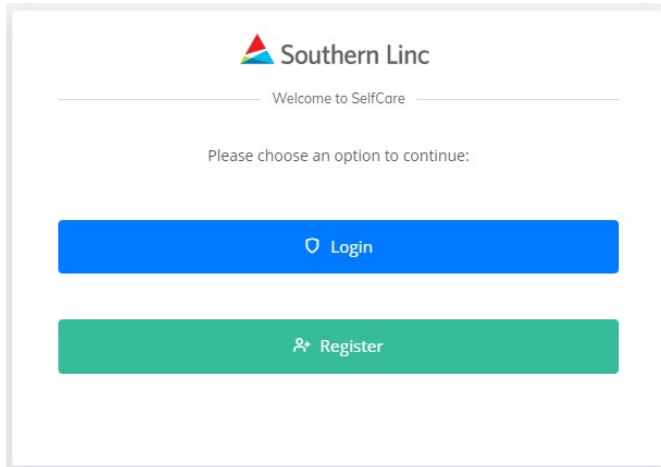
First Name	Last Name	Email Address	Role	Status	Action
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	Active	<a href="#">Edit</a> <a href="#">Delete</a>
Demo	Test	epu9dvt3o@no.vsmailpro.com	Super Admin	Active	<a href="#">Edit</a> <a href="#">Delete</a>
Usm	User	dikalo5559@delaeob.com	USM Lite Admin	Active	<a href="#">Edit</a> <a href="#">Delete</a>

## Delete user from Selfcare

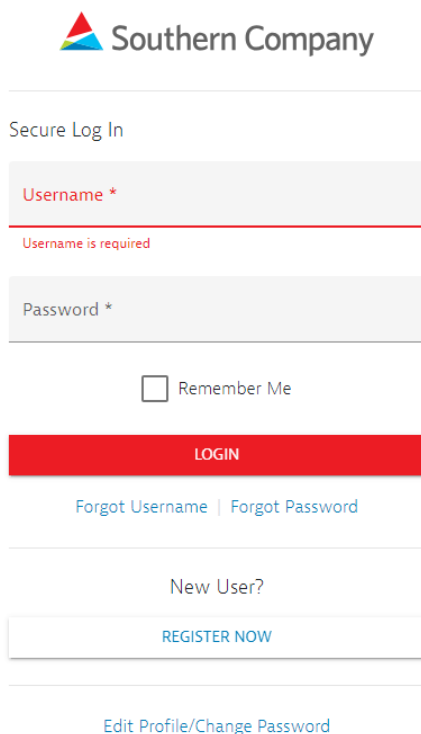
### Preconditions:

- Use an Account with at least two users (one Super admin and one not super admin user)


### 11. Go to Selfcare site



### 12. Click on Login Button

A screenshot of the Southern Company Secure Log In page. At the top is the Southern Company logo. Below it, the text "Secure Log In" is centered. There are two input fields: "Username \*" and "Password \*". Below the Username field, there is a red error message "Username is required". Below the Password field, there is a checkbox labeled "Remember Me". Below these fields is a red "LOGIN" button. Below the button are two links: "Forgot Username" and "Forgot Password". Below these links is a "New User?" section with a "REGISTER NOW" button. At the bottom, there is a link "Edit Profile/Change Password".

### 13. Enter Super Admin credentials and click on Login button

 **Southern Company**

Secure Log In

Username \*

epx9dwt3o@no.vsmailpro.com


Password \*

.....

☐ Remember Me

LOGIN

### 14. Dashboard page is displayed

 Southern Linc

Home

Bills

Payments

Profile

Logout

Bill Info

Last Bill Amount  
**\$8.15**

Bill Date  
11/20/25

Unapplied Amount  
**\$0.00**

Pay Info

Total Outstanding  
**\$8.15**

Due Date  
12/16/25

[Pay Now](#)

ACCOUNT HIERARCHY

Search by Name / Account number

☒ Test New (BA-2000070370)

☐ Test New (SA-2000070371)

☐ Test New (SA-2000070523)

RECENT BILLS

Bill Number	Amount	Billing Cycle
<a href="#">EOP20250000445118</a>	\$15.85	11-12-2025 to 11-12-2025
<a href="#">REG20250000446808</a>	\$0.00	11-12-2025 to 11-20-2025
<a href="#">EOP20250000446930</a>	\$8.15	11-20-2025 to 11-21-2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
<a href="#">B-101785</a>	\$15.85	Check	11-12-2025	Distribution Center

USER MANAGEMENT

Add User

Search:

First Name	Last Name	Email Address	Role	Action
Usm	User	dikalo5559@delaebo.com	USM Lite Admin	<a href="#">Edit</a> <a href="#">Delete</a>
Demo	Two	nmughckts7@no.vsmailpro.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 2 of 2 entries



## 15. Scroll until User Management section and Click on Delete from the desired user

USER MANAGEMENT

Add User

Search:

First Name	Last Name	Email Address	Role	Action
Usm	User	dikalo5559@delaeb.com	USM Lite Admin	<a href="#">Edit</a> <a href="#">Delete</a>
Demo	Two	nmughcks7@no.vsmailpro.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 2 of 2 entries

## 16. Delete confirmation message is displayed, click on OK

Southern Linc

Home Bills Payments Profile Logout

RECENT BILLS

Bill Number	Amount	Billing Cycle
EOP2025000445118	\$15.85	11-12-2025 to 11-12-2025
REG2025000446808	\$0.00	11-12-2025 to 11-20-2025
EOP2025000446930	\$8.15	11-20-2025 to 11-21-2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R101785	\$15.85	Check	11-12-2025	Distribution Center

USER MANAGEMENT

Add User

First Name Last Name

Usm User

Demo Two

Role Action

USM Lite Admin [Edit](#) [Delete](#)

View Only [Edit](#) [Delete](#)

Selected User Email : dikalo5559@delaeb.com

Are you sure you want to delete this user?

Cancel OK

## 17. Deleted message is displayed

Southern Linc

Home Bills Payments Profile Logout

Unapplied Amount \$0.00 Pay Now

RECENT BILLS

Bill Number	Amount	Billing Cycle
EOP2025000445118	\$15.85	11-12-2025 to 11-12-2025
REG2025000446808	\$0.00	11-12-2025 to 11-20-2025
EOP2025000446930	\$8.15	11-20-2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R101785	\$15.85	Check	11-12-2025	Distribution Center

USER MANAGEMENT

Add User

First Name Last Name

Demo Two

Role Action

View Only [Edit](#) [Delete](#)

Deleted

User deleted successfully!

OK

Showing 1 to 1 of 1 entries

18. Click on OK in the Deleted message, user is removed from the user management section

USER MANAGEMENT

[Add User](#) Search:

First Name	Last Name	Email Address	Role	Action
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 1 of 1 entries

19. In OAP review User Management section to verify user is properly updated

- Status for the deleted user is updated to “Disabale”

Account Information  
User Management  
Tax Information  
Manage Address  
Payment Methods  
Bill Information  
Billed Balance  
Unbilled Balance  
Notes  
Account Parameters

**User Management**

[Add User](#) Search:

First Name	Last Name	Email Address	Role	Status	Action
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	Active	<a href="#">Edit</a> <a href="#">Delete</a>
Demo	Test	epw9dw3a@no.vsmailpro.com	Super Admin	Active	<a href="#">Edit</a> <a href="#">Delete</a>
User	User	g5talz5555@desweb.com	USM Live Admin	Disabale	<a href="#">Edit</a>

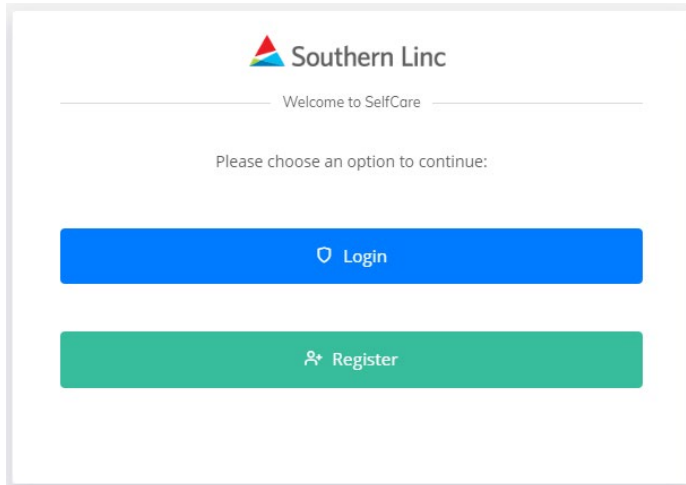
Showing 1 to 3 of 3 entries

## Update username from Selfcare

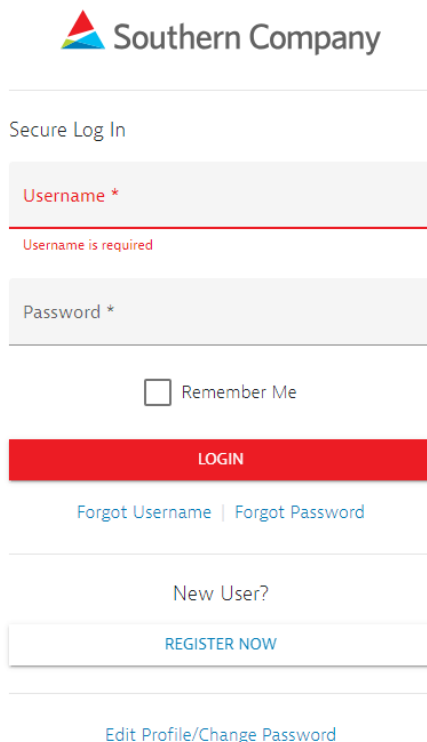
### Preconditions:

- Use an Account with Super Admin user


#### 1. Go to Selfcare site



#### 2. Click on Login Button

A screenshot of the Southern Company Secure Log In page. At the top is the Southern Company logo. Below it is the heading "Secure Log In". There are two input fields: "Username \*" and "Password \*". The "Username \*" field has a red error message below it that says "Username is required". Below the input fields is a checkbox labeled "Remember Me". A red "LOGIN" button is positioned below the checkbox. Below the button are two links: "Forgot Username" and "Forgot Password". At the bottom, there is a "New User?" section with a "REGISTER NOW" button. At the very bottom, there is a link that says "Edit Profile/Change Password".

### 3. Enter Super Admin credentials and click on Login button



Secure Log In

Username \*

epx9dwt3o@no.vsmailpro.com

Password \*

.....

☐ Remember Me

LOGIN

### 4. Dashboard page is displayed

Southern Linc

Test New

Home

Bills

Payments

Profile

Logout

Bill Info

Last Bill Amount  
\$8.15

Bill Date  
11/20/25

Unapplied Amount  
\$0.00

Pay Info

Total Outstanding  
\$8.15

Due Date  
12/16/25

Pay Now

ACCOUNT HIERARCHY

Search by Name / Account number

Test New (SA-2000070370)

Test New (SA-2000070371)

Test New (SA-2000070523)

RECENT BILLS

Bill Number	Amount	Billing Cycle
<a href="#">EOP20250000445118</a>	\$15.85	11-12-2025 to 11-12-2025
<a href="#">REG20250000446808</a>	\$0.00	11-12-2025 to 11-20-2025
<a href="#">EOP20250000446930</a>	\$8.15	11-20-2025 to 11-21-2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
<a href="#">8101285</a>	\$15.85	Check	11-12-2025	Distribution Center

USER MANAGEMENT

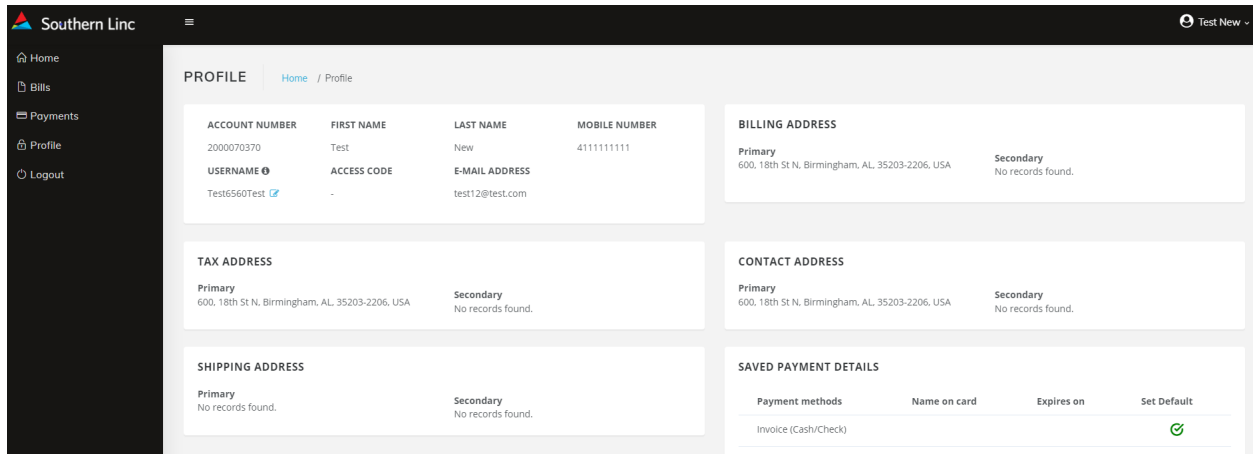
Add User

Search:

First Name	Last Name	Email Address	Role	Action
Usm	User	dikaio5559@delaeib.com	USM Lite Admin	<a href="#">Edit</a> <a href="#">Delete</a>
Demo	Two	nmughcdts7@no.vsmailpro.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>


Showing 1 to 2 of 2 entries

## 5. Go to Profile section



The screenshot shows the Southern Linc user interface. On the left is a dark sidebar with navigation links: Home, Bills, Payments, Profile, and Logout. The main content area is titled 'PROFILE' and includes a breadcrumb 'Home / Profile'. It contains several sections: a user information table, a billing address section, a tax address section, a contact address section, a shipping address section, and a saved payment details section.

ACCOUNT NUMBER	FIRST NAME	LAST NAME	MOBILE NUMBER
2000070370	Test	New	4111111111

USERNAME ⓘ	ACCESS CODE	E-MAIL ADDRESS
Test6560Test 	-	test12@test.com

**BILLING ADDRESS**

Primary	Secondary
600, 18th St N, Birmingham, AL, 35203-2206, USA	No records found.

**TAX ADDRESS**

Primary	Secondary
600, 18th St N, Birmingham, AL, 35203-2206, USA	No records found.


**CONTACT ADDRESS**

Primary	Secondary
600, 18th St N, Birmingham, AL, 35203-2206, USA	No records found.

**SHIPPING ADDRESS**

Primary	Secondary
No records found.	No records found.

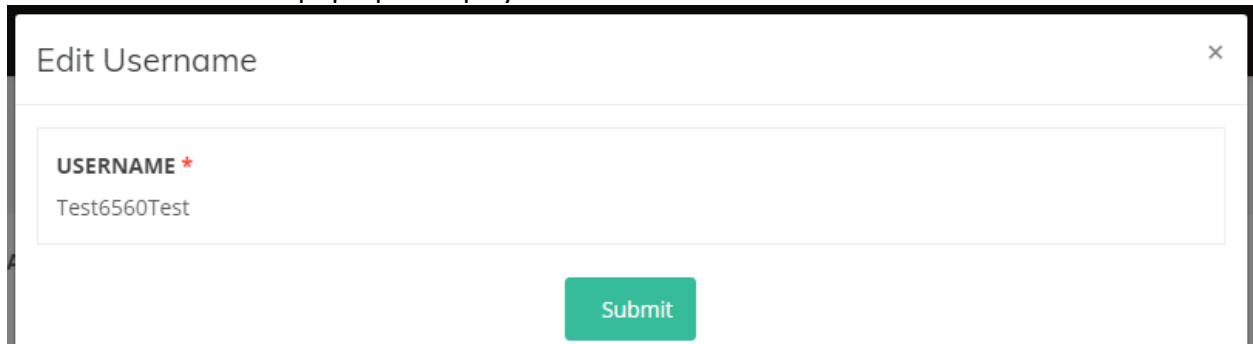
**SAVED PAYMENT DETAILS**

Payment methods	Name on card	Expires on	Set Default
Invoice (Cash/Check)			

## 6. Click on the edit icon next to the username

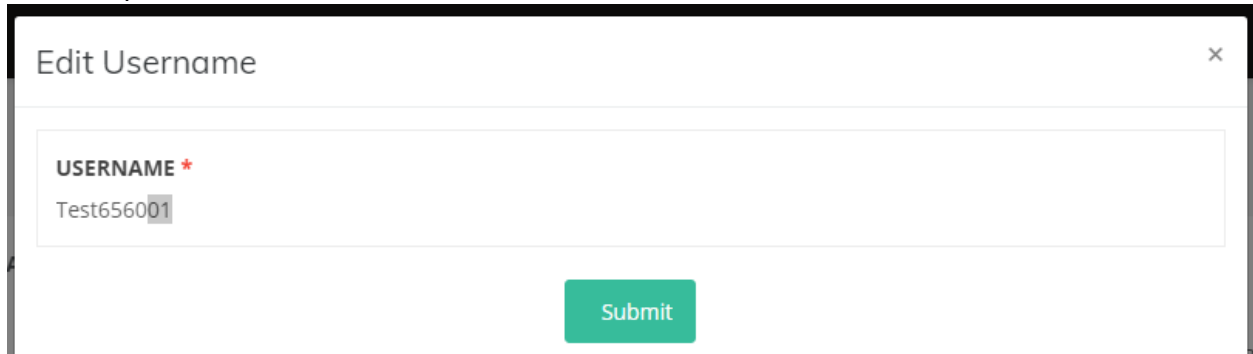
ACCOUNT NUMBER	FIRST NAME	LAST NAME	MOBILE NUMBER
2000070370	Test	New	4111111111
USERNAME ⓘ	ACCESS CODE	E-MAIL ADDRESS	
Test6560Test 	-	test12@test.com	

## 7. Edit username pop-up is displayed



The screenshot shows a modal window titled 'Edit Username' with a close button (X) in the top right corner. Inside the modal, there is a text input field labeled 'USERNAME \*' containing the text 'Test6560Test'. Below the input field is a green 'Submit' button.

8. Update username and click on Submit




Edit Username

USERNAME \*

Test656001

Submit

9. Username is successfully updated

ACCOUNT NUMBER	FIRST NAME	LAST NAME	MOBILE NUMBER
2000070370	Test	New	4111111111
USERNAME ⓘ	ACCESS CODE	E-MAIL ADDRESS	
Test656001 	-	test12@test.com	

**Note:**

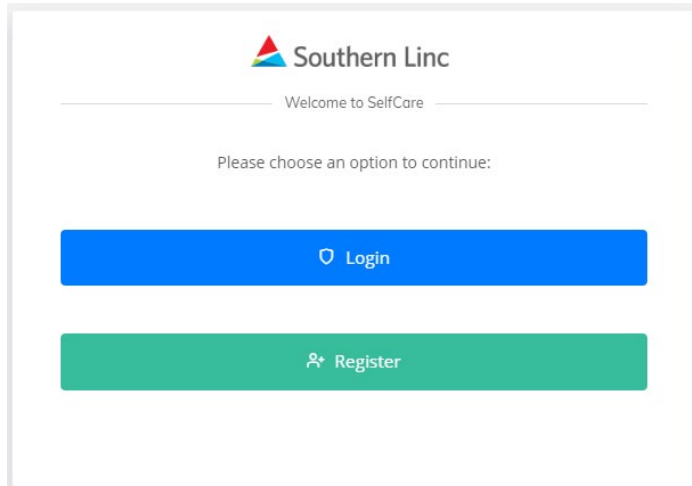
- Using an existing username will display an error.
- To update the username for a 2<sup>nd</sup> time, log out and login again. (Error message could be displayed).

## Make a Payment from bills in selfcare

### Preconditions:

- Use an account with Super Admin user
- Use an account with at least one bill pending to pay (Order created and processed)


#### 1. Go to Selfcare site



#### 2. Click on Login Button

A screenshot of the Southern Company Secure Log In page. At the top is the Southern Company logo. Below it is the heading "Secure Log In". There are two input fields: "Username \*" and "Password \*". Below the Username field is a red error message "Username is required". Below the Password field is a checkbox labeled "Remember Me". There is a red "LOGIN" button. Below the button are links for "Forgot Username" and "Forgot Password". At the bottom, there is a link for "New User?" and a "REGISTER NOW" button. At the very bottom is a link for "Edit Profile/Change Password".

### 3. Enter Super Admin credentials and click on Login button



---

Secure Log In

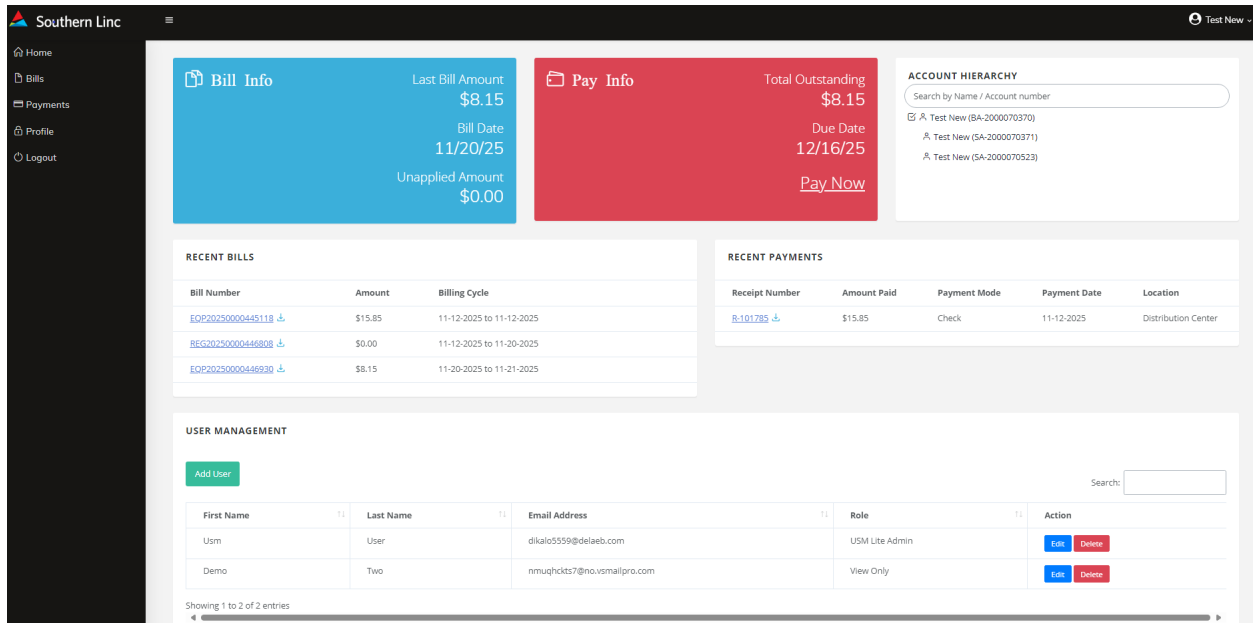
Username \*  
epx9dwt3o@no.vsmailpro.com

Password \*  
.....

☐ Remember Me

**LOGIN**

### 4. Dashboard page is displayed



The dashboard displays the following information:

- Bill Info:** Last Bill Amount \$8.15, Bill Date 11/20/25, Unapplied Amount \$0.00.
- Pay Info:** Total Outstanding \$8.15, Due Date 12/16/25, [Pay Now](#).
- ACCOUNT HIERARCHY:** Search by Name / Account number. Results: A Test New (BA-2000070370), A Test New (SA-2000070371), A Test New (SA-2000070523).
- RECENT BILLS:**

Bill Number	Amount	Billing Cycle
<a href="#">EOP20250000445118</a>	\$15.85	11-12-2025 to 11-12-2025
<a href="#">REG20250000446908</a>	\$0.00	11-12-2025 to 11-20-2025
<a href="#">EOP20250000446930</a>	\$8.15	11-20-2025 to 11-21-2025

- RECENT PAYMENTS:**

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
<a href="#">8101785</a>	\$15.85	Check	11-12-2025	Distribution Center

- USER MANAGEMENT:**

[Add User](#)

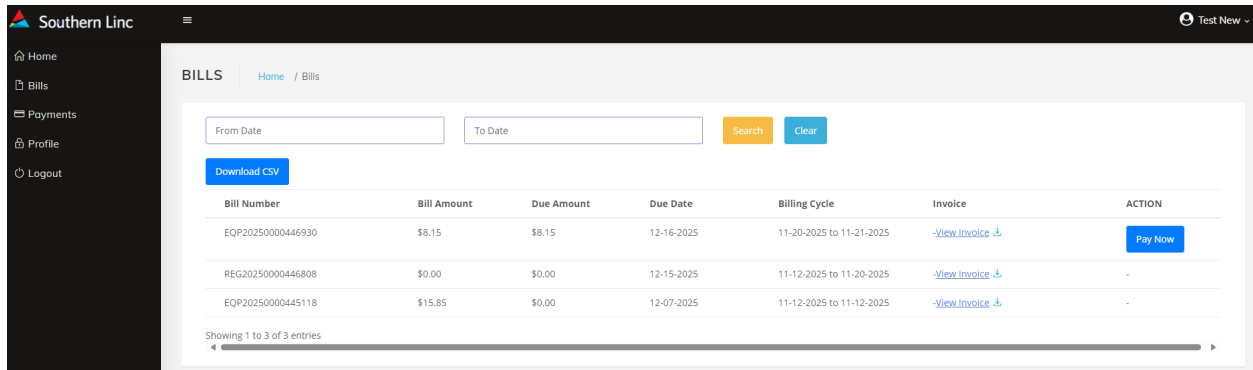
Search:

First Name	Last Name	Email Address	Role	Action
Usm	User	dikalo5559@delaeab.com	USM Lite Admin	<a href="#">Edit</a> <a href="#">Delete</a>
Demo	Two	nrmughcdts7@no.vsmailpro.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 2 of 2 entries



## 5. Go to Bills section

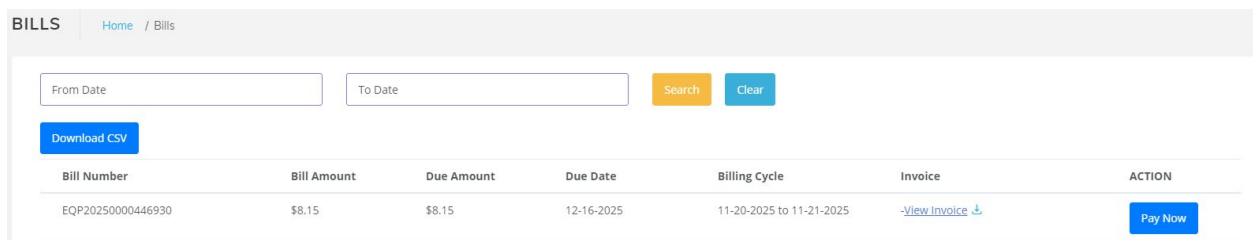


The screenshot shows the Southern Linc web application interface. On the left is a dark sidebar with navigation links: Home, Bills, Payments, Profile, and Logout. The main content area is titled 'BILLS' and includes a breadcrumb 'Home / Bills'. Below the header, there are search filters for 'From Date' and 'To Date', with 'Search' and 'Clear' buttons. A 'Download CSV' button is also present. The main part of the screen displays a table with the following data:

Bill Number	Bill Amount	Due Amount	Due Date	Billing Cycle	Invoice	ACTION
EQP20250000446930	\$8.15	\$8.15	12-16-2025	11-20-2025 to 11-21-2025	<a href="#">-View Invoice ↴</a>	<a href="#">Pay Now</a>
REG20250000446808	\$0.00	\$0.00	12-15-2025	11-12-2025 to 11-20-2025	<a href="#">-View Invoice ↴</a>	-
EQP20250000445118	\$15.85	\$0.00	12-07-2025	11-12-2025 to 11-12-2025	<a href="#">-View Invoice ↴</a>	-

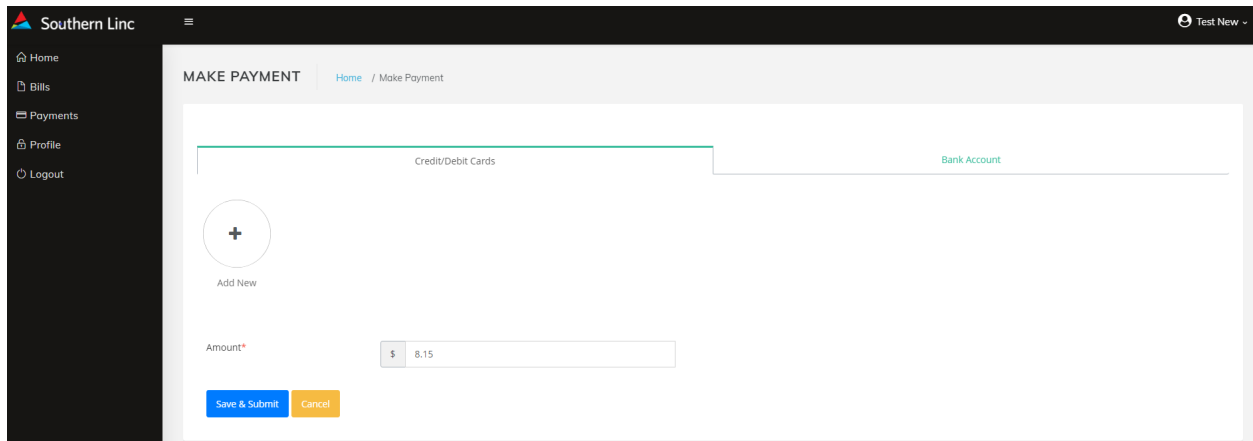
At the bottom of the table, it says 'Showing 1 to 3 of 3 entries' with a pagination bar.

## 6. Click on the Pay Now button from the bill you want to make a payment



This screenshot is identical to the previous one, but the 'Pay Now' button for the first bill (EQP20250000446930) is highlighted with a blue border, indicating it is the target for the next step.

## 7. Make payment is displayed



The screenshot shows the 'MAKE PAYMENT' section of the Southern Linc web application. The sidebar is the same. The main content area has a breadcrumb 'Home / Make Payment'. Below the header, there are two tabs: 'Credit/Debit Cards' (active) and 'Bank Account'. Under the 'Credit/Debit Cards' tab, there is a large circular button with a plus sign and the text 'Add New'. Below this, there is a field for 'Amount\*' with a dollar sign icon and the value '8.15'. At the bottom, there are two buttons: 'Save & Submit' and 'Cancel'.

- i. Click on Add New

## Credit/Debit Cards

- ii. Enter CC number, expiration date and CVV

Credit/Debit Card Number

 Card Number

EXPY January 2025

- ### **b. Add a new Bank Account**

- i. Click on Add New

Bank Account

- ii. Enter Bank Account and Routing Number, then click on Authorize

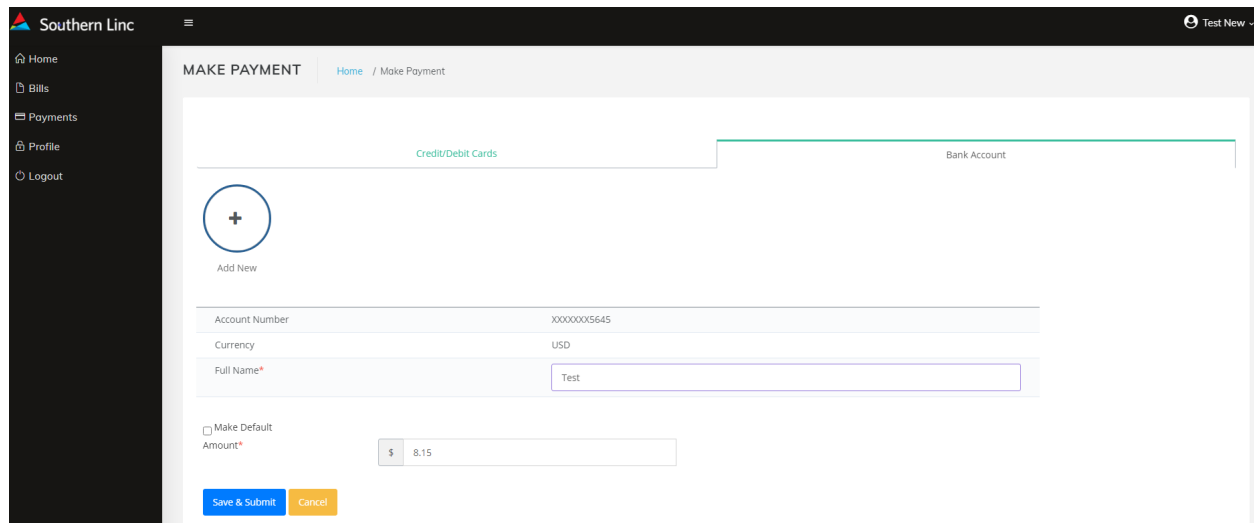
Bank AccountRouting Number

## Authorize

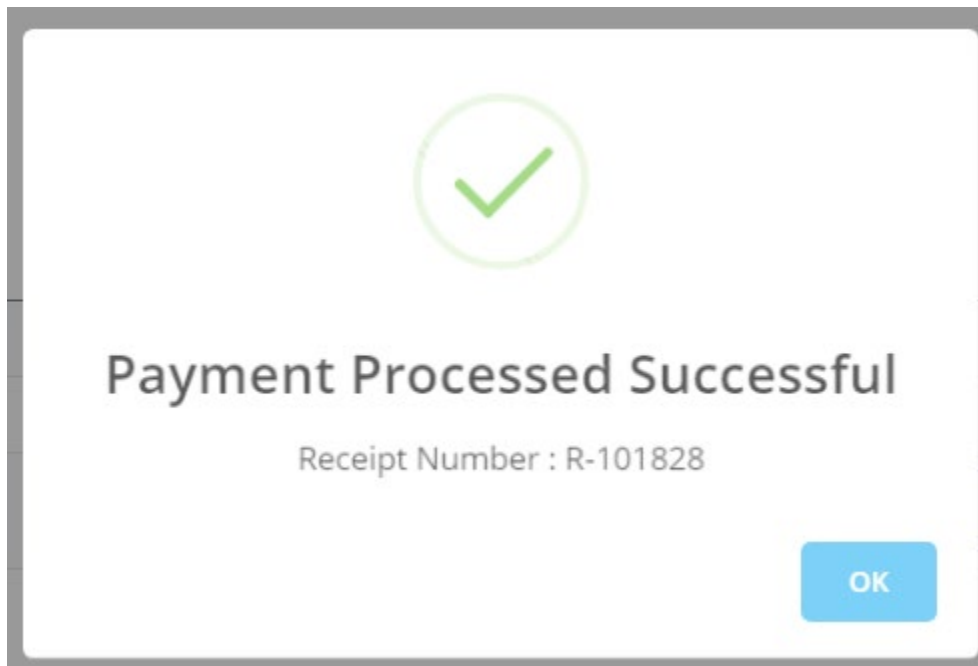
iii. Enter Full name

Account Number	XXXXXXXX5645
Currency	USD
Full Name*	<input type="text" value="Full Name"/>

10. Click on Save & Submit button



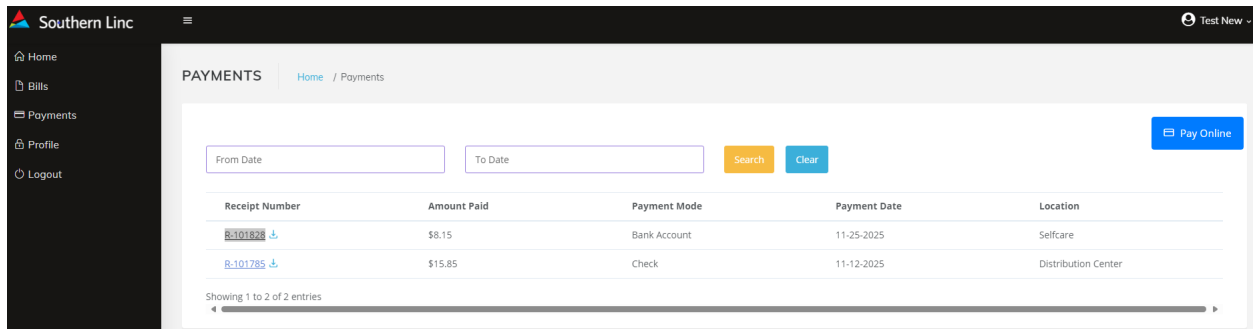
11. Payment Successful message is displayed.



12. Click on OK from the payment successful pop-up

13. Go to Payments section

14. Verify payment is listed, search by Receipt number



The screenshot displays the Southern Linc web application interface. On the left is a dark sidebar with navigation links: Home, Bills, Payments, Profile, and Logout. The main content area is titled 'PAYMENTS' and includes a breadcrumb 'Home / Payments'. At the top right of the main area is a 'Test New' button. Below the title, there are search filters: 'From Date' and 'To Date' input fields, followed by 'Search' and 'Clear' buttons. A 'Pay Online' button is also present. The main section contains a table with the following data:

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
<a href="#">R-101828</a> ↓	\$8.15	Bank Account	11-25-2025	Selfcare
<a href="#">R-101785</a> ↓	\$15.85	Check	11-12-2025	Distribution Center

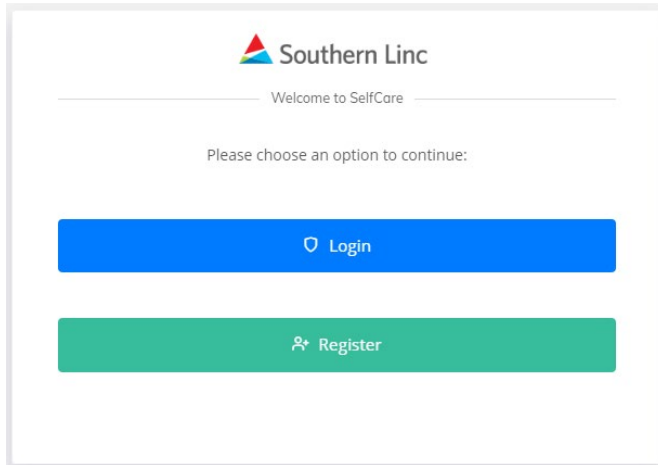
Below the table, it says 'Showing 1 to 2 of 2 entries' with a pagination bar.

## Access to USM Lite site from Selfcare

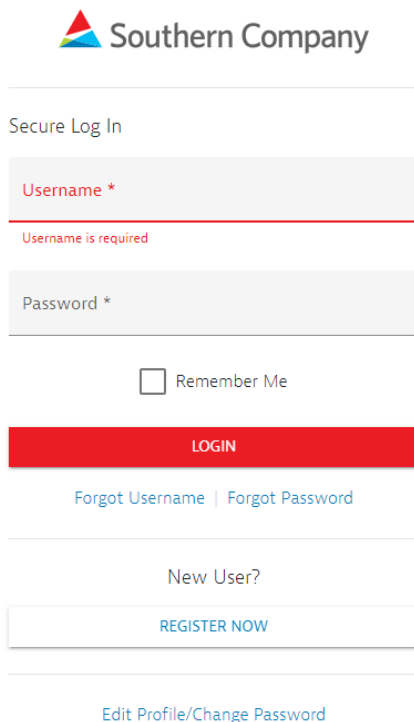
### Preconditions:

- Use an account with a Super Admin user or USM Lite user
- Use an account with PTT product

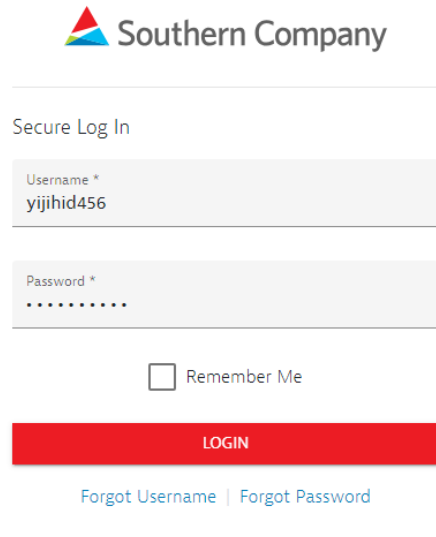
#### 1. Go to Selfcare site



#### 2. Click on Login Button

A screenshot of the Southern Company Secure Log In page. At the top is the Southern Company logo. Below it, the text "Secure Log In" is centered. There are two input fields: "Username \*" and "Password \*". Below the Username field, there is a red error message "Username is required". Below the Password field, there is a checkbox labeled "Remember Me". Below these fields is a red "LOGIN" button. Below the button, there are links for "Forgot Username" and "Forgot Password". At the bottom, there is a link for "New User?" and a "REGISTER NOW" button.

3. Enter Super Admin or UMS Lite user credentials and click on Login button



4. Dashboard page is displayed

Southern Linc

Home

Bills

Payments

Profile

Logout

Bill Info

Last Bill Amount  
\$85.16

Bill Date  
11/20/25

Unapplied Amount  
\$0.00

Pay Info

Total Outstanding  
\$101.01

Due Date  
12/15/25

Pay Now

ACCOUNT HIERARCHY

Search by Name / Account Number

A: Test New (SA-2000070306)

A: Test New (SA-2000070307)

A: Test New (SA-2000070403)

A: Test New (SA-2000070406)

A: Test New (SA-2000070431)

RECENT BILLS

Bill Number	Amount	Billing Cycle
<a href="#">EP02030000465092</a>	\$141.90	11-11-2025 to 11-11-2025
<a href="#">EP02030000465138</a>	\$643.55	11-11-2025 to 11-19-2025
<a href="#">EP02030000465149</a>	\$15.85	11-19-2025 to 11-19-2025
<a href="#">EP02030000465161</a>	\$15.85	11-19-2025 to 11-19-2025
<a href="#">BE02030000466742</a>	\$101.01	11-11-2025 to 11-20-2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
<a href="#">B1002728</a>	\$141.90	Check	11-11-2025	Distribution Center
<a href="#">B1002787</a>	\$643.55	Bank Account	11-19-2025	Seftone
<a href="#">B1002788</a>	\$15.85	Credit Card	11-19-2025	Seftone

USER MANAGEMENT

Add User

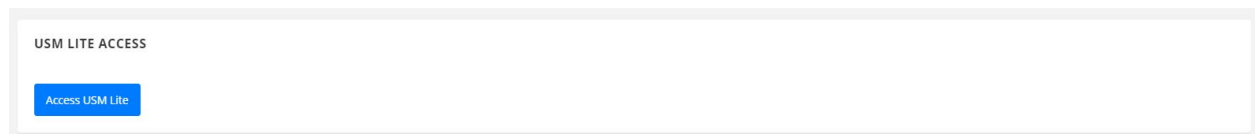
First Name	Last Name	Email Address	Role	Action
View	User	sacj4635@cinemax.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>
USD	User	kidm166@cinemax.com	USD Lite Admin	<a href="#">Edit</a> <a href="#">Delete</a>
Billing	User	dwl3138@cinemax.com	Billing Admin	<a href="#">Edit</a> <a href="#">Delete</a>
jeto	His	jerimw436@cinemax.com	View Only	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 4 of 4 entries

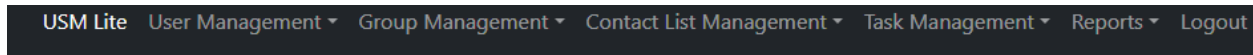
USM LITE ACCESS

Access USM Lite

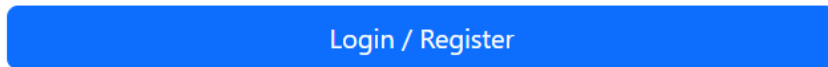
5. Scroll down to USM Lite Access section and click on the Access USM Lite button



6. User is redirected to the USM Lite site



## Login



7. Click on the Login/Register button

8. Enter credentials (Same for selfcare login)

The Southern Company logo, featuring a stylized triangle with red, yellow, and blue segments, followed by the text 'Southern Company' in a grey sans-serif font.

Secure Log In

Username \*  
yijihid456

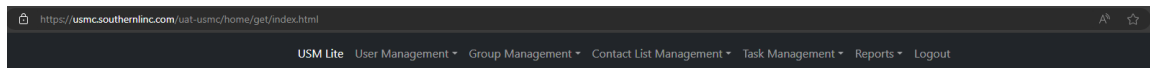
Password \*  
.....

☐ Remember Me

LOGIN

[Forgot Username](#) | [Forgot Password](#)

9. User is successfully logged into USM Lite site

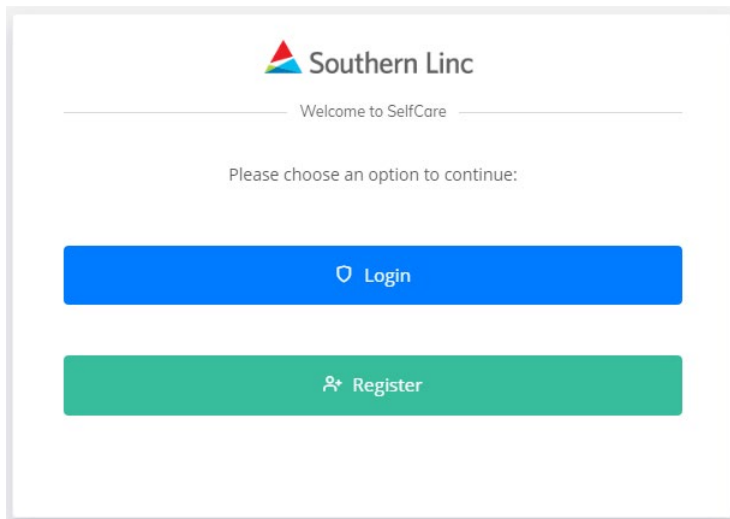


## Switch between accounts in Selfcare

### Preconditions:

- Use a user/email linked to two or more accounts

#### 1. Go to Selfcare site




#### 2. Click on Login Button

A screenshot of the Southern Company Secure Log In page. At the top is the Southern Company logo, which consists of a colorful triangle followed by the text "Southern Company". Below the logo is a horizontal line, and underneath that is the text "Secure Log In". There are two input fields: "Username \*" and "Password \*". Below the Username field is a red error message "Username is required". Below the Password field is a checkbox labeled "Remember Me". There is a red button labeled "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password". There is a horizontal line, and below it is the text "New User?". Below that is a button labeled "REGISTER NOW". At the bottom is a link labeled "Edit Profile/Change Password".



3. Enter Super Admin or UMS Lite user credentials and click on Login button

 Southern Company

---

Secure Log In

Username \*

yijihid456

Password \*


.....


☐ Remember Me

LOGIN

[Forgot Username](#) | [Forgot Password](#)


4. Select Account pop-up is displayed

 Select Account

 **Multiple Accounts Found**

We found multiple active accounts associated with your email address. Please select the account you want to access.

Select	Account Number	First Name	Last Name	Role
<input type="radio"/>	2000070353	Super	Test	Super Admin
<input type="radio"/>	2000070306	Yiji	Hid	Super Admin
<input type="radio"/>	2000070359	Super	Test	Super Admin
<input type="radio"/>	2000070354	Super	Test	Super Admin
<input type="radio"/>	2000070348	Super	User	Super Admin

 **Note:** Please select only one account to continue. Each account has different permissions and access levels.

✕ Cancel

✓ Continue with Selected Account

5. Select the account you want to log in and click on the Continue with Selected Account button

Select Account

Multiple Accounts Found

We found multiple active accounts associated with your email address. Please select the account you want to access.

Select	Account Number	First Name	Last Name	Role
<input type="radio"/>	2000070353	Super	Test	Super Admin
<input checked="" type="radio"/>	2000070306	Ylji	Hid	Super Admin
<input type="radio"/>	2000070359	Super	Test	Super Admin
<input type="radio"/>	2000070354	Super	Test	Super Admin
<input type="radio"/>	2000070348	Super	User	Super Admin

Note: Please select only one account to continue. Each account has different permissions and access levels.

Cancel

Continue with Selected Account

6. Dashboard is displayed

Southern Linc

Test Now

Home

Bills

Payments

Profile

Logout

Bill Info

Last Bill Amount  
\$85.16  
Bill Date  
11/20/25  
Unapplied Amount  
\$0.00

Pay Info

Total Outstanding  
\$101.01  
Due Date  
12/15/25  
Pay Now

ACCOUNT HIERARCHY

Search by Name / Account number

A. Test New (BA-2000070306)

A. Test New (SA-2000070307)

A. Test New (SA-2000070406)

A. Test New (SA-2000070408)

A. Test New (SA-2000070431)

RECENT BILLS

Bill Number	Amount	Billing Cycle
EDP02020000465092 A	\$141.90	11-11-2025 to 11-11-2025
EDP02020000465138 A	\$643.55	11-11-2025 to 11-13-2025
EDP02020000465149 A	\$15.85	11-13-2025 to 11-13-2025
EDP02020000465161 A	\$15.85	11-13-2025 to 11-14-2025
EE020202000046762 A	\$101.01	11-11-2025 to 11-20-2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
B-107724 A	\$141.90	Check	11-11-2025	Distribution Center
B-107725 A	\$643.55	Bank Account	11-13-2025	Selfcare
B-107726 A	\$15.85	Credit Card	11-13-2025	Selfcare

USER MANAGEMENT

Add User

Search

First Name	Last Name	Email Address	Role	Action
View	User	racja4839@charhor.com	View Only	<div>EditDelete</div>
USM	User	kidmox166@paxoni.com	USM Lite Admin	<div>EditDelete</div>
Billing	User	dwil3138@agenra.com	Billing Admin	<div>EditDelete</div>
Jelo	Hov	jeloim436@etramay.com	View Only	<div>EditDelete</div>

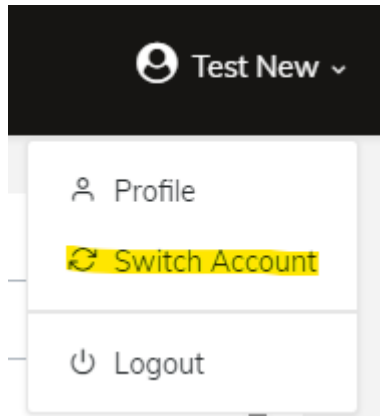
Showing 1 to 4 of 4 entries

USM LITE ACCESS

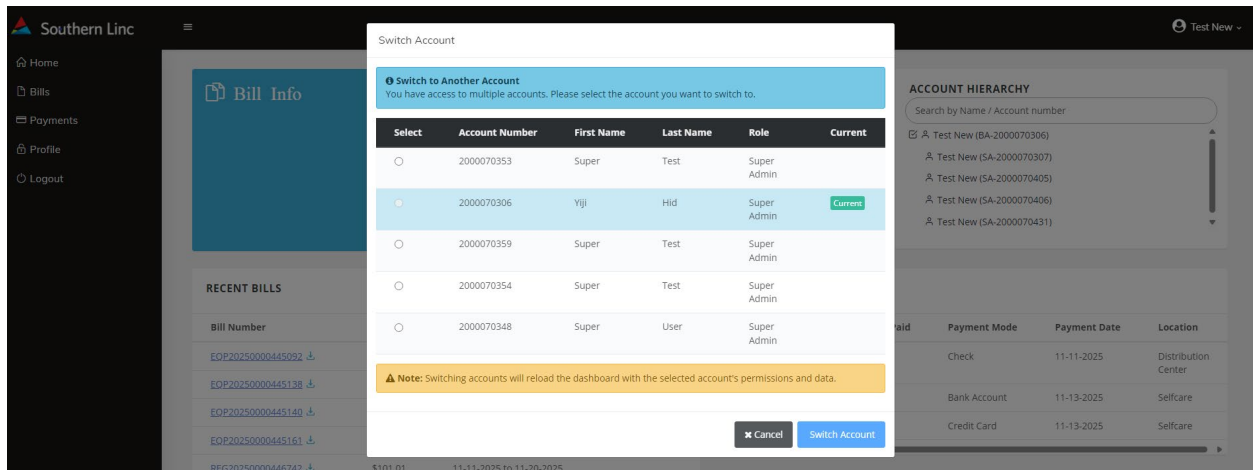
Access USM Lite

pg. 42

7. Click on the username at the right top of the page and click on Switch Account



8. Select Account pop-up is displayed



9. Select the account you want to log in and click on the Continue with Selected Account button

Southern Linc
 

Home  
 Bills  
 Payments  
 Profile  
 Logout

Bill Info

Last Bill Amount  
**\$232.12**

Bill Date  
**11/20/25**

Unapplied Amount  
**\$0.00**

Pay Info

Total Outstanding  
**\$542.89**

Due Date  
**12/15/25**

Pay Now

ACCOUNT HIERARCHY

Search by Name / Account number

- Luis Selfcare (BA-2000070354)
  - Test Billing Admin (SA-2000070362)
  - Test Test Last Name (SA-2000070369)
  - Test Test Last NameTwo (SA-2000070372)
  - Test Test Last NameThree (SA-2000070375)

RECENT BILLS

Bill Number	Amount	Billing Cycle
EOP20250000445115 <a href="#">↓</a>	\$841.74	11-12-2025 to 11-12-2025
EOP20250000445119 <a href="#">↓</a>	\$1353.11	11-12-2025 to 11-12-2025
EOP20250000445123 <a href="#">↓</a>	\$1359.06	11-12-2025 to 11-12-2025
EOP20250000445127 <a href="#">↓</a>	\$1365.01	11-12-2025 to 11-12-2025
REG20250000446923 <a href="#">↓</a>	\$542.88	11-12-2025 to 11-20-2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R-1017294 <a href="#">↓</a>	\$123.00	Credit Card	11-13-2025	Selfcare
R-1017295 <a href="#">↓</a>	\$297.87	Bank Account	11-13-2025	Selfcare
R-1017296 <a href="#">↓</a>	\$511.37	Credit Card	11-13-2025	Selfcare
R-1017299 <a href="#">↓</a>	\$122.00	Credit Card	11-13-2025	Selfcare

USER MANAGEMENT

Add User

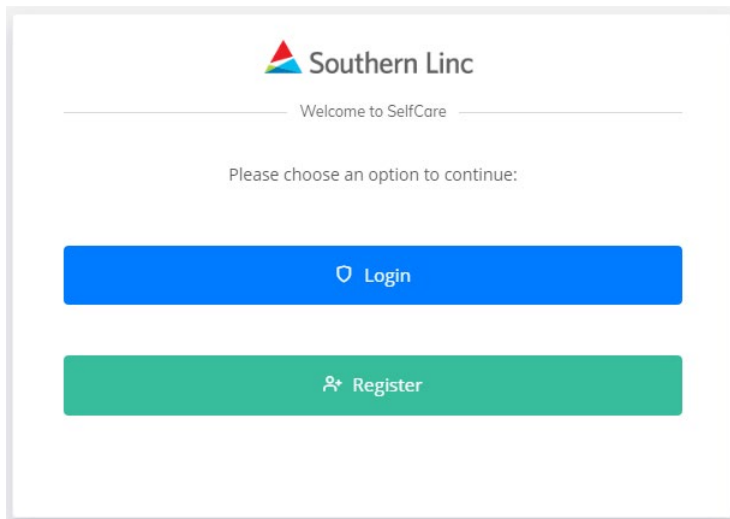
First Name	Last Name	Email Address	Role	Action
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## Forgot password in Selfcare

### Preconditions:

- Use an email already registered with accessible email address

#### 1. Go to Selfcare site



#### 2. Click on Login Button and click on the Forgot Password Link

A screenshot of the Southern Company Secure Log In page. At the top is the Southern Company logo, which consists of a stylized triangle with red, yellow, and blue segments. Below the logo is the text "Southern Company". Underneath that is a horizontal line, followed by the text "Secure Log In". Below this is a form with two input fields: "Username \*" and "Password \*". The "Username \*" field has a red error message "Username is required" below it. Below the input fields is a checkbox labeled "Remember Me". Below the checkbox is a red button labeled "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password". Below these links is a horizontal line, followed by the text "New User?". Below this is a button labeled "REGISTER NOW". At the bottom of the page is a link labeled "Edit Profile/Change Password".

3. Forgot Password form is displayed
4. Enter Username and click on the Continue button



## Forgot Password

To reset your password, please enter your username.

CONTINUE

[Return to Login](#) | [Forgot Username](#)

5. Password reset message is displayed



## Forgot Password

✓ Password reset has been emailed!

We have sent a password reset email to the email address we have on file for you at \*\*\*@agenra.com. Please click the link in the email to continue the password reset process.

⚠ You will need to complete this within hours.

This email will be sent from WebAuthentication@southernco.com. You may need to add this email address to your safe list.

[RETURN TO LOGIN](#)

6. An email notification was sent
7. Open Email notification

## 8. Open Link in a windows browser



WebAuthentication@southernco.com

Date:

14-11-2025 09:36:16

Subject: ---THIS IS A TEST EMAIL--- Password Reset For Southern Company Profile

Dear User;

Please click the link below to reset your password. (Please note: If you experience problems when you click on the link below, please copy and paste the link into your web browser.)

<https://ua-webauth.southernco.com/SPA/default/password/reset?>

## 9. Reset Password form is displayed

## 10. Enter username, new password, and Re-type new password. The click on the Submit button



### Reset Password

Username \*

New Password \*

- Minimum length of 9
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 of !"#\$%&'()\*+,-./:;<=>?@[\\]^\_`{|}~

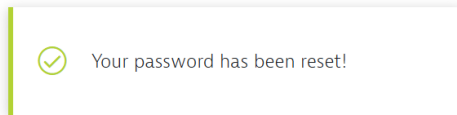
Re-Type New Password \*

SUBMIT

## 11. Password has been reset message is displayed



### Reset Password



Your password has been reset successfully and may be used the next time you log in.

## 12. Verify user can login with the new password

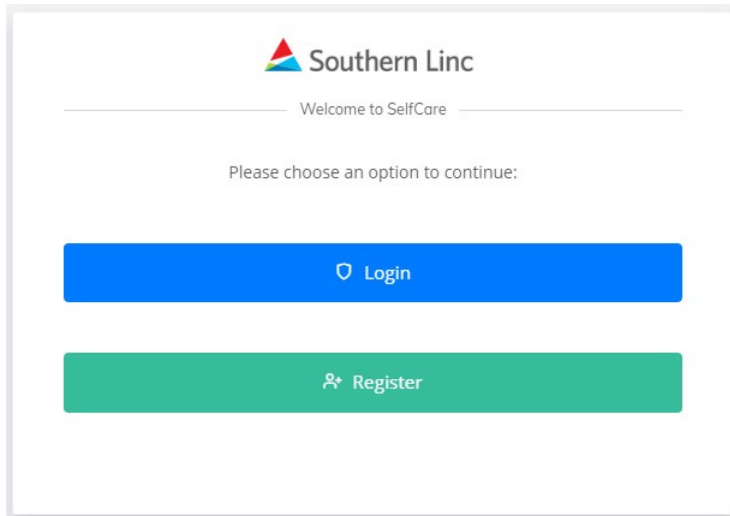


## Forgot Username in selfcare

### Preconditions:

- Use an email already registered with accessible email address

#### 1. Go to Selfcare site




#### 2. Click on Login Button and click on the Forgot Username Link

A screenshot of the Southern Company Secure Log In page. At the top is the Southern Company logo. Below it, the text "Secure Log In" is centered. There are two input fields: "Username \*" and "Password \*". Below the Username field, there is a red error message "Username is required". Below the Password field, there is a checkbox labeled "Remember Me". Below these fields is a red "LOGIN" button. Below the button, there are two links: "Forgot Username" and "Forgot Password". Below these links, there is a section for "New User?" with a "REGISTER NOW" button. At the bottom, there is a link "Edit Profile/Change Password".

3. Forgot Username form is displayed

4. Enter Email Address and click on the Continue button



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### Forgot Username

To recover your username, please enter the email address associated with your profile.

CONTINUE


[Return to Login](#) | [Forgot Email Address](#)

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Need assistance?


Contact Customer Service ▾

5. Username has been emailed message is displayed



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### Forgot Username

 Username has been emailed!

We've sent your username to  
jhmedocrnzdxctc@novsmailpro.com.

RETURN TO LOGIN

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Need assistance?

Contact Customer Service ▾

## 6. Open email notification, username will be shown

