

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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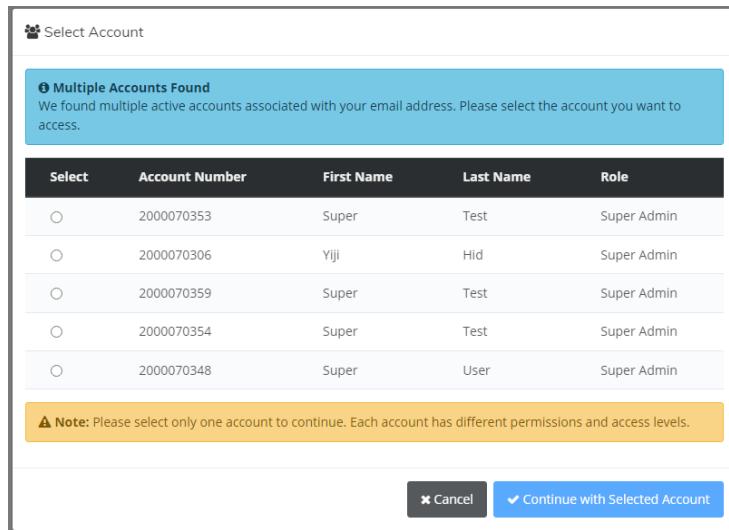
Roles & Permissions

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



○

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

efk84ehw7x5k@noriina.shop

1 de 2

---THIS IS A TEST EMAIL--- Registration Complete and Email Address Validated For Southern Company...

De: WebAuthentication@southernco.com
WebAuthentication@southernco.com

12/11/2025, 8:41:06 AM

Vista Segura Want interactive features? Click the sparkle button below.

Switch to Interactive View

Thank you for registering with Southern Company. Your registration is now complete and your email has been validated.

Thank you,

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

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



Registration Complete

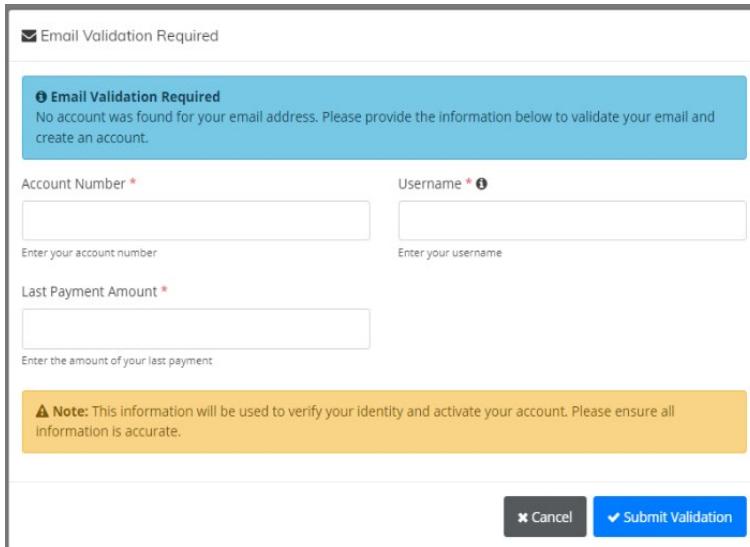
Your online registration is complete!

Your username is

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

CONTINUE

2. The 1st 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". It contains a message box stating: "Email Validation Required. No account was found for your email address. Please provide the information below to validate your email and create an account." Below this are three input fields: "Account Number *", "Username *", and "Last Payment Amount *". Each field has a placeholder text below it: "Enter your account number", "Enter your username", and "Enter the amount of your last payment". A note at the bottom of the form reads: "Note: This information will be used to verify your identity and activate your account. Please ensure all information is accurate." At the bottom right 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
Payments
Refund
Schedule Payment
Installment Plans

From	To	Search	Make Payment	Select	Transaction ID	Receipt / Trans ID	Search	
05-25-2025	11-21-2025							
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 NUMBER	Search BANK/CARD TYPE	Search REVERSAL
T1-340e70	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 *

Enter your account number

Username * ⓘ

Enter your username

Last Payment Amount *

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

The screenshot shows the Southern Linc software interface. On the left is a navigation sidebar with options: Home, Bills, Payments, Profile, and Logout. The main area is divided into several sections:

- Bill Info:** Shows the last bill amount (\$8.15), bill date (11/20/25), and unapplied amount (\$0.00).
- Pay Info:** Shows the total outstanding amount (\$8.15), due date (12/16/25), and a **Pay Now** button.
- RECENT BILLS:** A table with columns: Bill Number, Amount, and Billing Cycle. It lists three entries:

EQP20250000445118 J.	\$15.85	11-12-2025 to 11-12-2025
REG20250000446808 J.	\$0.00	11-12-2025 to 11-20-2025
EQP20250000446930 J.	\$8.15	11-20-2025 to 11-21-2025
- RECENT PAYMENTS:** A table with columns: Receipt Number, Amount Paid, Payment Mode, Payment Date, and Location. It lists one entry:

R-101785 J.	\$15.85	Check	11-12-2025	Distribution Center
-------------	---------	-------	------------	---------------------
- ACCOUNT HIERARCHY:** A search bar with results: A. Test New (BA-2000070370), A. Test New (SA-2000070371), and A. Test New (SA-2000070523).
- USER MANAGEMENT:** A section with a green **Add User** button. Below it is a table with columns: First Name, Last Name, Email Address, Role, and Action. It lists one entry: Demo, Test, ep09dw3o@novsmailpro.com, Super Admin, Active, with Edit and Delete buttons.
- USM LITE ACCESS:** A section with a blue **Access USM Lite** button.

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

- User status is “Active”

The screenshot shows the User Management section of the software. On the left is a sidebar with options: Account Information, User Management (selected), Tax Information, Manage Address, Payment Methods, Bill Information, Billed Balance, Unbilled Balance, and a separator line. The main area is titled "User Management" with a green **Add User** button. Below it is a table with columns: First Name, Last Name, Email Address, Role, Status, and Action. It lists one entry: Demo, Test, ep09dw3o@novsmailpro.com, Super Admin, Active, with Edit and Delete buttons.

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)



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



Registration Complete

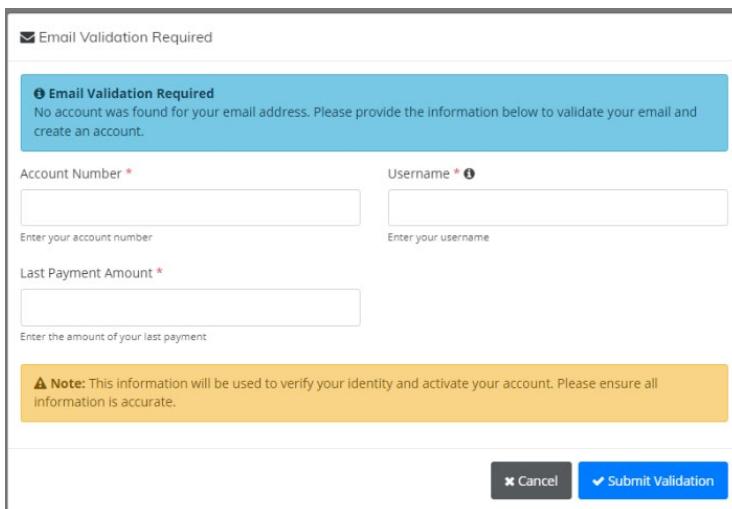
Your online registration is complete!

Your username is

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

CONTINUE

2. The Email Validation form is displayed



NOTES:

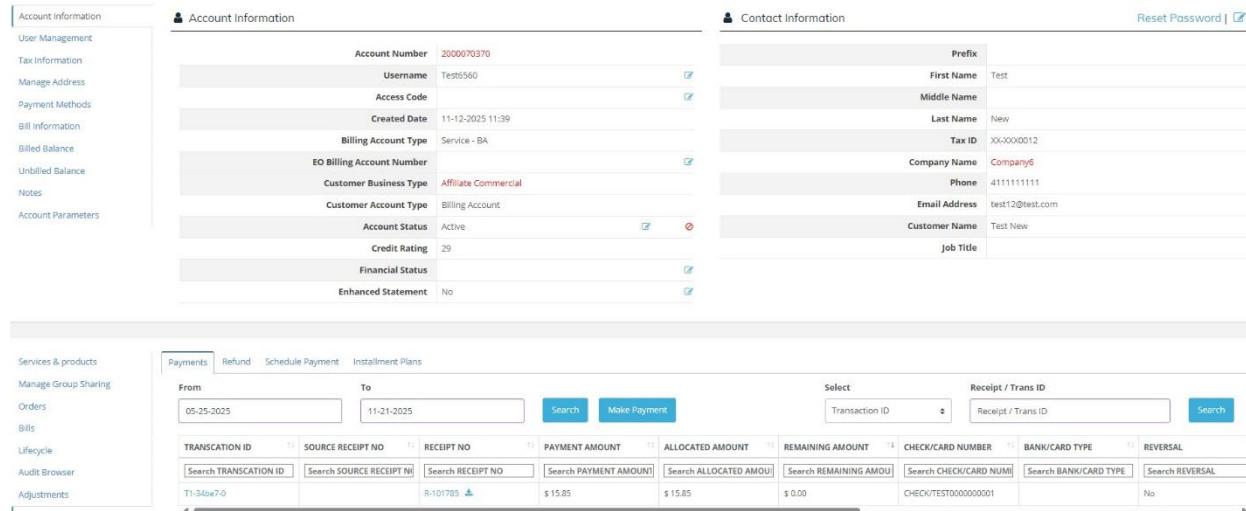
- All this data comes from the BA in OAP
- This username is only user to link users to the BA, not for login in selfcare.

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



The screenshot shows the 'Billing Account' page with the following details:

Account Information:

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

Contact Information:

- Prefix: (empty)
- First Name: Test
- Middle Name: (empty)
- Last Name: New
- Tax ID: XX-XXXX0012
- Company Name: Company6
- Phone: 4111111111
- Email Address: test12@test.com
- Customer Name: Test New
- Job Title: (empty)

Payments:

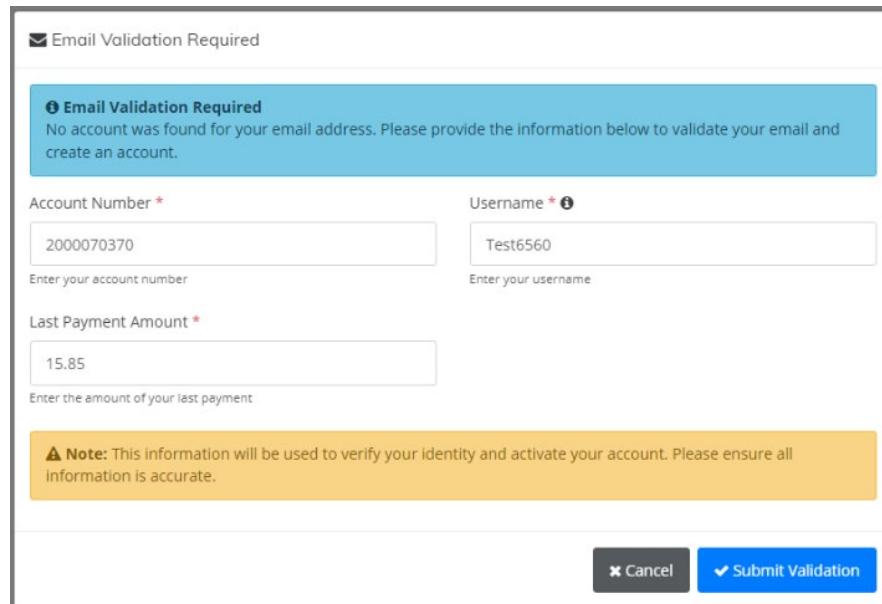
- From: 05-25-2025
- To: 11-21-2025
- Search
- Make Payment
- Transaction ID: (empty)
- Receipt / Trans ID: (empty)
- Search

Searchable Fields:

- TRANSACTION ID
- SOURCE RECEIPT NO
- RECEIPT NO
- PAYMENT AMOUNT
- ALLOCATED AMOUNT
- REMAINING AMOUNT
- CHECK/CARD NUMBER
- BANK/CARD TYPE
- REVERSAL

TRANSACTION ID	SOURCE RECEIPT NO	RECEIPT NO	PAYMENT AMOUNT	ALLOCATED AMOUNT	REMAINING AMOUNT	CHECK/CARD NUMBER	BANK/CARD TYPE	REVERSAL
T1:34w7:0	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

6. In OAP review User Management section to verify user is properly added
 - User status is "Active"

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.

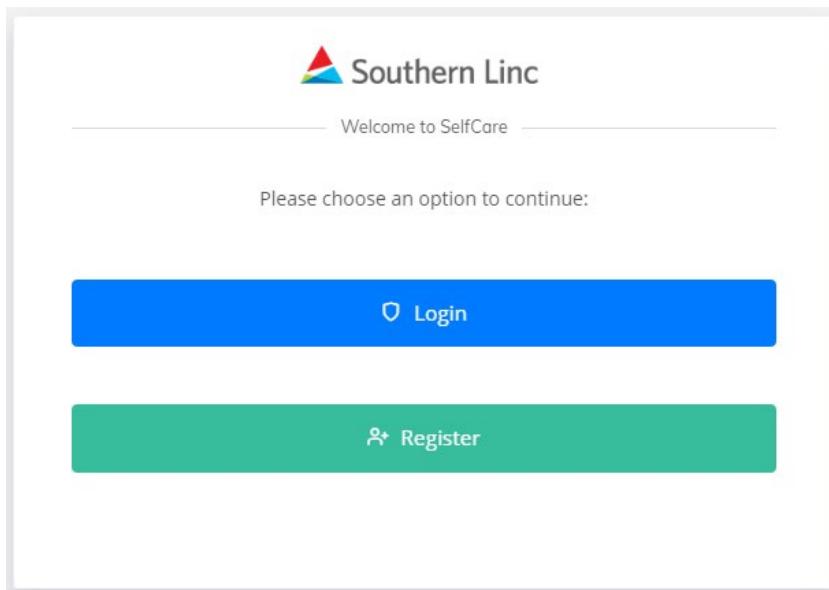
Add new users to the account

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

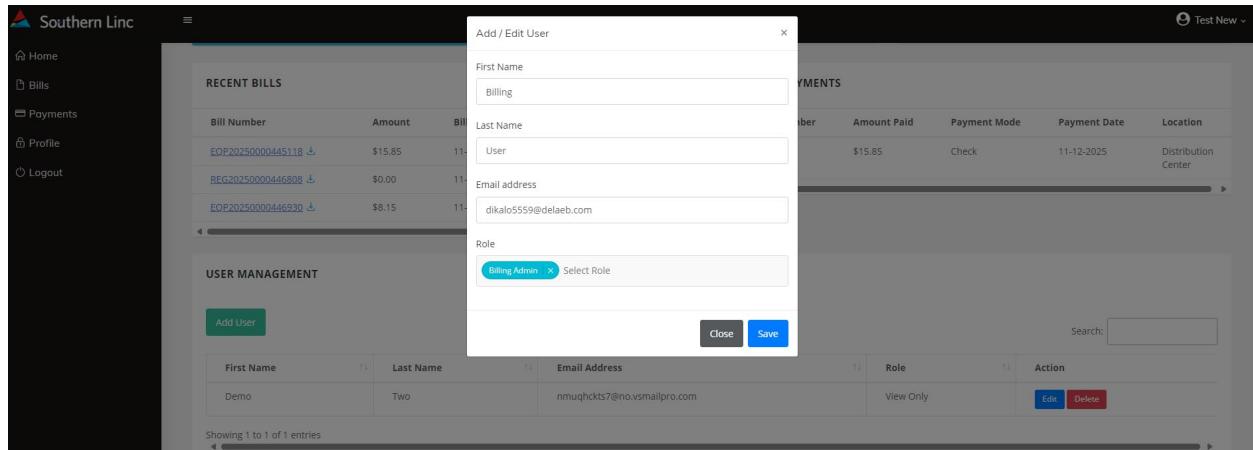
- Upon successful login, the dashboard page is displayed.
- Review of high-level account information, including:
 - o Bill information
 - o Payment status
 - o Account hierarchy

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”

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

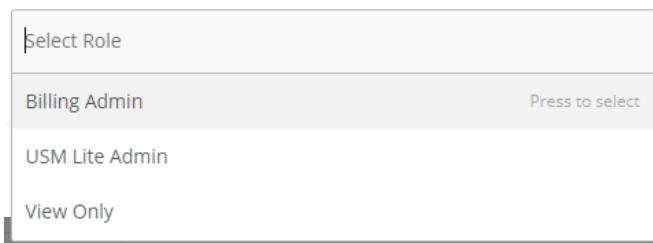
- First name
- Last name
- Email address
- Assign the appropriate role
- Submit the form to add the user



Notes:

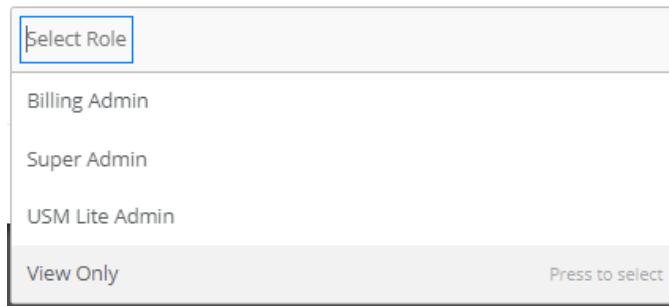
- User/Email added also needs to go through the registration process to be able to login into selfcare and see the account.
- Super Admin users can't be added to the account from selfcare by "Add User".

Role

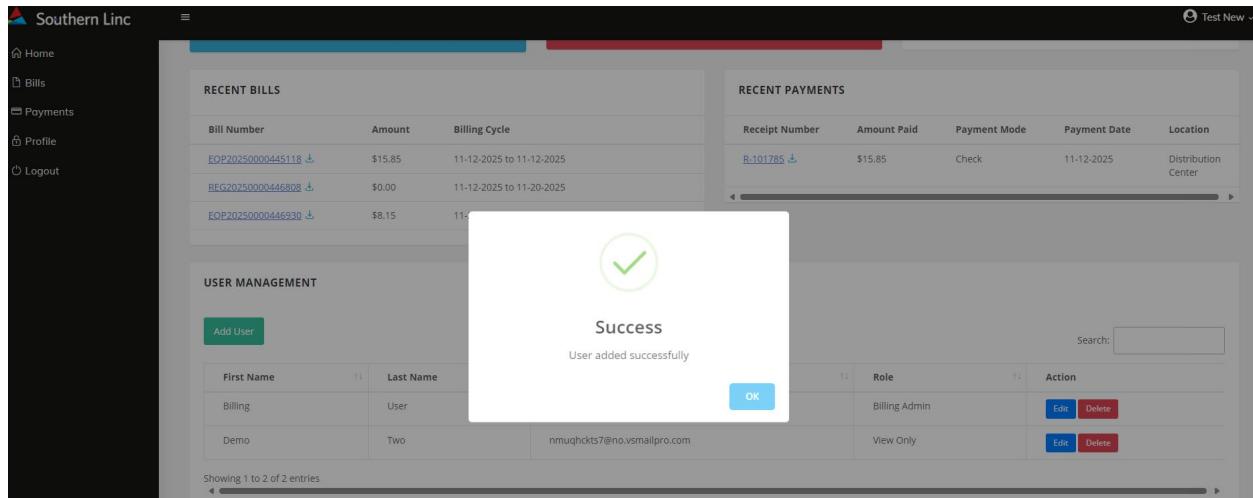


- Another Super Admin user can be added by OAP

Role



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						Search:
First Name	Last Name	Email Address	Role	Action		
Billing	User	dikalo5559@delaeb.com	Billing Admin	Edit	Delete	
Demo	Two	nmughkcts7@no.vsmailpro.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.



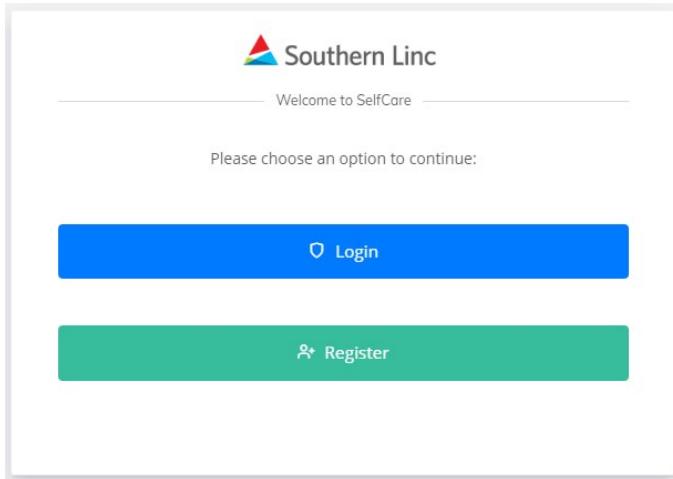
First Name	Last Name	Email Address	Role	Status	Action
Demo	Tiro	nmugicha7@gmail.com	View Only	Active	Edit Delete
Demo	Test	epi9dvw3@novsmailpro.com	Super Admin	Active	Edit Delete
Billing	User	okalo559@oefab.com	Billing Admin	Active	Edit Delete

Edit user from Selfcare

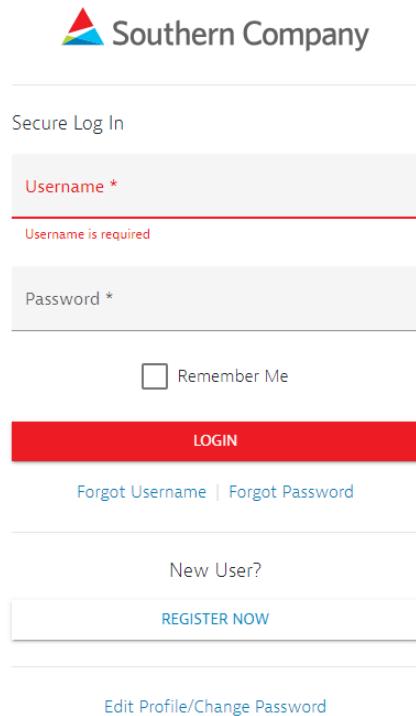
Preconditions:

- 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



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. Dashboard page is displayed

The dashboard page is divided into several sections:

- 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.
- RECENT BILLS:** A table showing three recent bills with columns: Bill Number, Amount, and Billing Cycle.

Bill Number	Amount	Billing Cycle
EOP20250000445118	\$15.85	11-12-2025 to 11-12-2025
REG0250000446808	\$0.00	11-12-2025 to 11-20-2025
EOP20250000446930	\$8.15	11-20-2025 to 11-21-2025
- RECENT PAYMENTS:** A table showing one recent payment with columns: Receipt Number, Amount Paid, Payment Mode, Payment Date, and Location.

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R-101785	\$15.85	Check	11-12-2025	Distribution Center
- ACCOUNT HIERARCHY:** A search bar with results: Test New (BA-2000070370), Test New (SA-2000070371), and Test New (SA-2000070523).
- USER MANAGEMENT:** A table showing users with columns: First Name, Last Name, Email Address, Role, and Action (Edit, Delete).

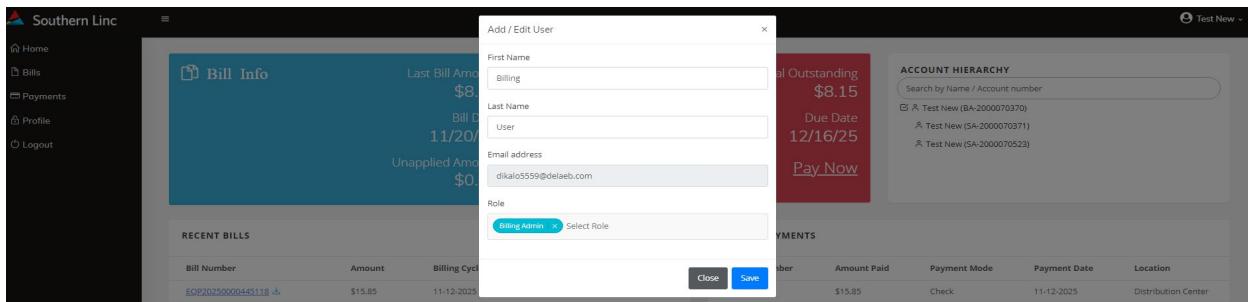
First Name	Last Name	Email Address	Role	Action
Billing	User	dikalo5559@delaeb.com	Billing Admin	Edit Delete
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	Edit Delete

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

The User Management table shows two users:

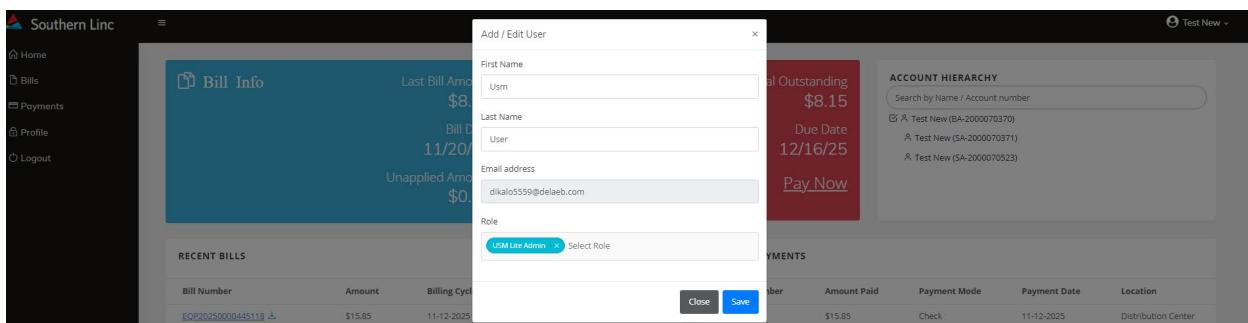
First Name	Last Name	Email Address	Role	Action
Billing	User	dikalo5559@delaeb.com	Billing Admin	Edit Delete
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	Edit Delete

6. Add/ Edit user form is displayed



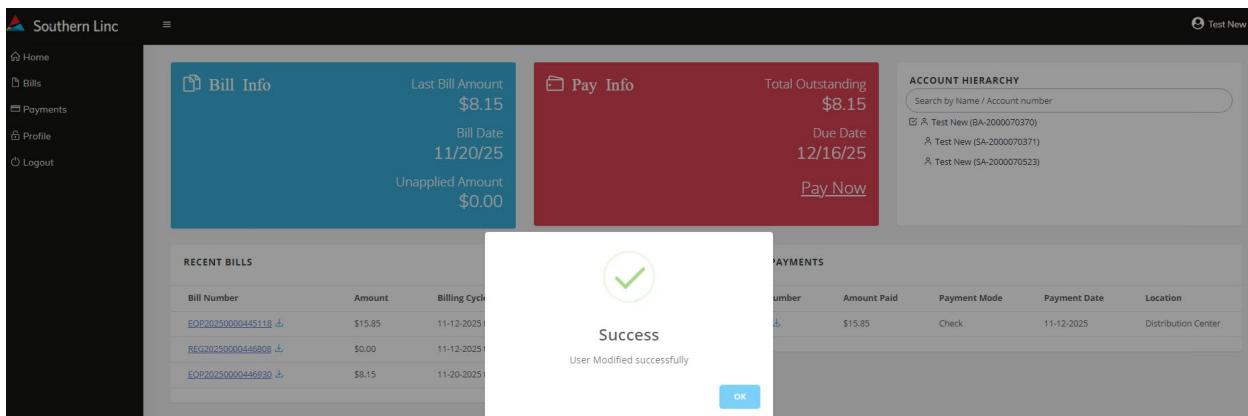
The screenshot shows the Southern Linc application interface. On the left is a sidebar with links: Home, Bills, Payments, Profile, and Logout. The main content area has three main sections: 'Bill Info' (Last Bill Amount: \$8.15, Bill Date: 11/20/25, Unapplied Amount: \$0.00), 'RECENT BILLS' (a table with one row: EOP20250000445118, \$15.85, 11-12-2025), and 'ACCOUNT HIERARCHY' (a search bar and a list of accounts: A. Test New (BA-2000070370), A. Test New (SA-2000070371), A. Test New (SA-2000070523)). A modal window titled 'Add / Edit User' is open in the center, containing fields for First Name (User), Last Name (User), Email address (dikalo5559@delaeb.com), and Role (Billing Admin, selected). There are 'Close' and 'Save' buttons at the bottom of the modal.

7. Make the desired changes and click on Save.



The screenshot shows the Southern Linc application interface, similar to the previous one but with changes in the 'Add / Edit User' modal. The 'Role' field now contains 'UCM Line Admin' instead of 'Billing Admin'. The rest of the interface (Bill Info, RECENT BILLS, ACCOUNT HIERARCHY) remains the same as in the previous screenshot.

8. Success message is displayed



The screenshot shows the Southern Linc application interface. The 'Bill Info' section now shows a success message: 'User Modified successfully'. The 'RECENT BILLS' table and 'ACCOUNT HIERARCHY' section are visible in the background. The 'Add / Edit User' modal is no longer visible.

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

USER MANAGEMENT					
Add User <input type="text" value="Search:"/>					
First Name	Last Name	Email Address	Role	Action	
Usm	User	dikalo5559@deleeb.com	USM Lite Admin	Edit	Delete
Demo	Two	nmuughcks7@no.vsmailpro.com	View Only	Edit	Delete

Showing 1 to 2 of 2 entries

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

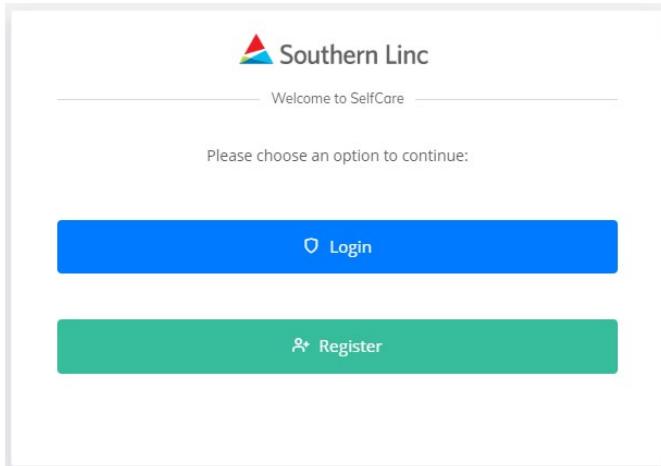
User Management					
Add User <input type="text" value="Search:"/>					
First Name	Last Name	Email Address	Role	Status	Action
Demo	Two	nmuughcks7@no.vsmailpro.com	View Only	Active	Edit Delete
Demo	Test	epx9dvc3o@no.vsmailpro.com	Super Admin	Active	Edit Delete
Usm	User	dikalo5559@deleeb.com	USM Lite Admin	Active	Edit Delete

Delete user from Selfcare

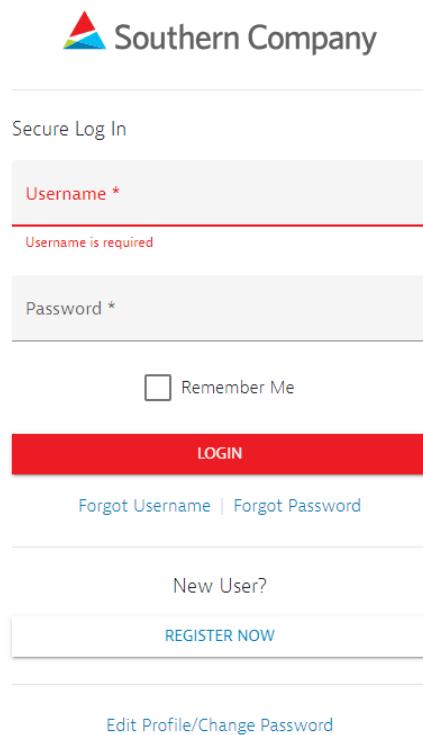
Preconditions:

- 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



Secure Log In

Username *

Username is required

Password *

Remember Me

LOGIN

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

New User?

[REGISTER NOW](#)

[Edit Profile/Change Password](#)

13. Enter Super Admin credentials and click on Login button



Secure Log In

Username *
epx9dwt3o@no.vsmailpro.com

Password *

Remember Me

LOGIN

14. Dashboard page is displayed

The dashboard features a navigation bar with links for Home, Bills, Payments, Profile, and Logout. A "Test New" button is in the top right. The main area is divided into several sections:

- 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:** A search bar showing results for "Test New".
- RECENT BILLS:** A table with columns: Bill Number, Amount, Billing Cycle. Entries include EOP20250000445118, \$15.85, 11-12-2025 to 11-12-2025; REG20250000446608, \$0.00, 11-12-2025 to 11-20-2025; EOP20250000446930, \$8.15, 11-20-2025 to 11-21-2025.
- RECENT PAYMENTS:** A table with columns: Receipt Number, Amount Paid, Payment Mode, Payment Date, Location. One entry: R-101785, \$15.85, Check, 11-11-2025, Distribution Center.
- USER MANAGEMENT:** A table with columns: First Name, Last Name, Email Address, Role, Action. Entries: Usm (User, dikalo559@delaeb.com, USM Lite Admin, Edit, Delete) and Demo (Two, nmughchkt7@no.vsmailpro.com, View Only, Edit, Delete). A "Search:" field is also present.

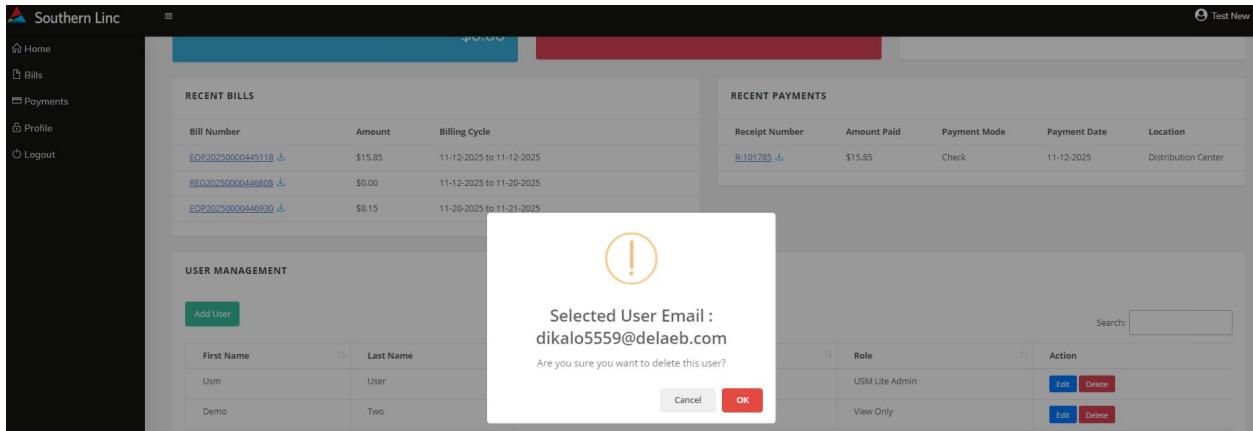
Showing 1 to 2 of 2 entries

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

USER MANAGEMENT						
First Name		Last Name		Email Address		Action
Usm	User	dikalo5559@delaeb.com	USM Lite Admin	Edit	Delete	
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	Edit	Delete	

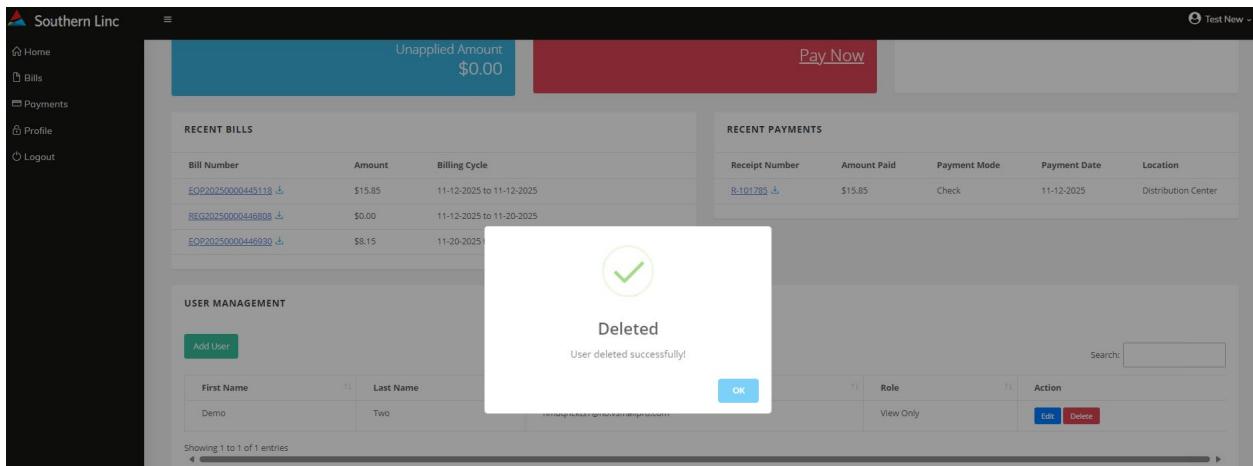
Showing 1 to 2 of 2 entries

16. Delete confirmation message is displayed, click on OK



The screenshot shows the Southern Linc application interface. On the left is a dark sidebar with navigation links: Home, Bills, Payments, Profile, and Logout. The main content area has two sections: 'RECENT BILLS' and 'RECENT PAYMENTS'. In the bottom left, there is a 'USER MANAGEMENT' section with a table showing two users: 'Usm' and 'Demo'. A modal dialog box is overlaid on the page, centered over the 'Usm' row. The dialog contains a yellow exclamation mark icon, the text 'Selected User Email : dikalo5559@delaeb.com', and a question 'Are you sure you want to delete this user?'. It has two buttons: 'Cancel' and 'OK', with 'OK' being highlighted in red.

17. Deleted message is displayed



The screenshot shows the Southern Linc application interface after a user has been deleted. The main content area is similar to the previous screenshot, with 'RECENT BILLS' and 'RECENT PAYMENTS' sections. The 'USER MANAGEMENT' section shows the same two users. A modal dialog box is centered, displaying a green checkmark icon and the word 'Deleted'. Below this, a smaller message says 'User deleted successfully!'. It has a single 'OK' button highlighted in blue.

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

USER MANAGEMENT

First Name	Last Name	Email Address	Role	Action
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	Edit Delete

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 “Disable”

Account Information

User Management

Tax Information

Manage Address

Payment Methods

Bill Information

Billed Balance

Unbilled Balance

Notes

Account Parameters

User Management

First Name	Last Name	Email Address	Role	Status	Action
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	Active	Edit Delete
Demo	Test	epx9dwv3o@no.vsmailpro.com	Super Admin	Active	Edit Delete
User	User	dikalo5559@deab.com	USM Lite Admin	Disabled	Edit

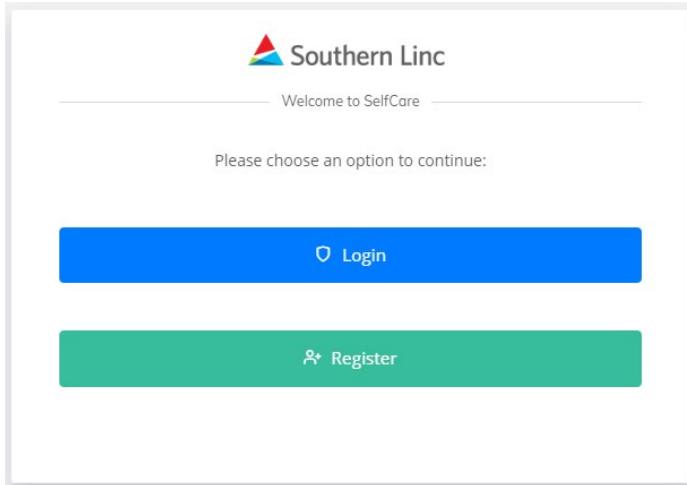
Showing 1 to 3 of 3 entries

Update username from Selfcare

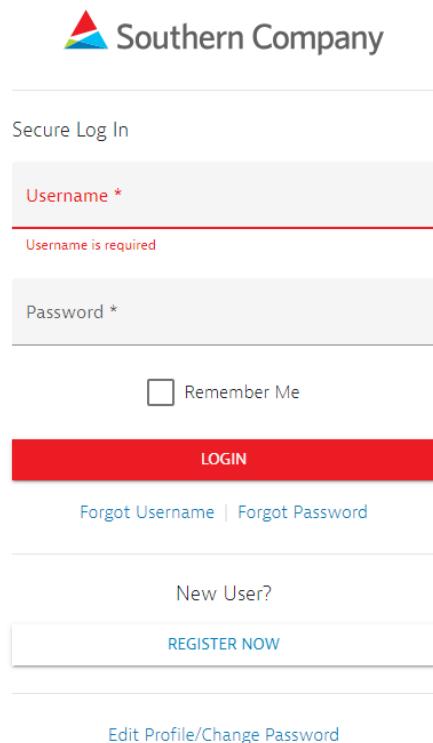
Preconditions:

- Use an Account with Super Admin user

1. Go to Selfcare site



2. Click on Login Button



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

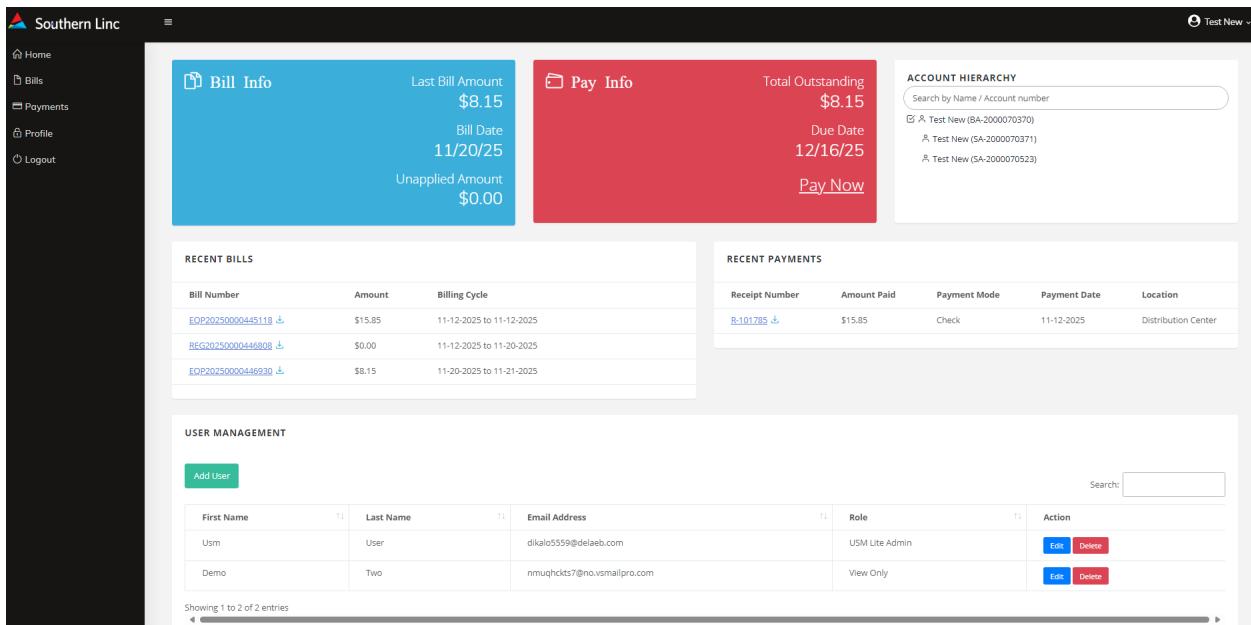
Username *
epx9dwt3o@no.vsmailpro.com

Password *
••••••••••

Remember Me

LOGIN

4. Dashboard page is displayed



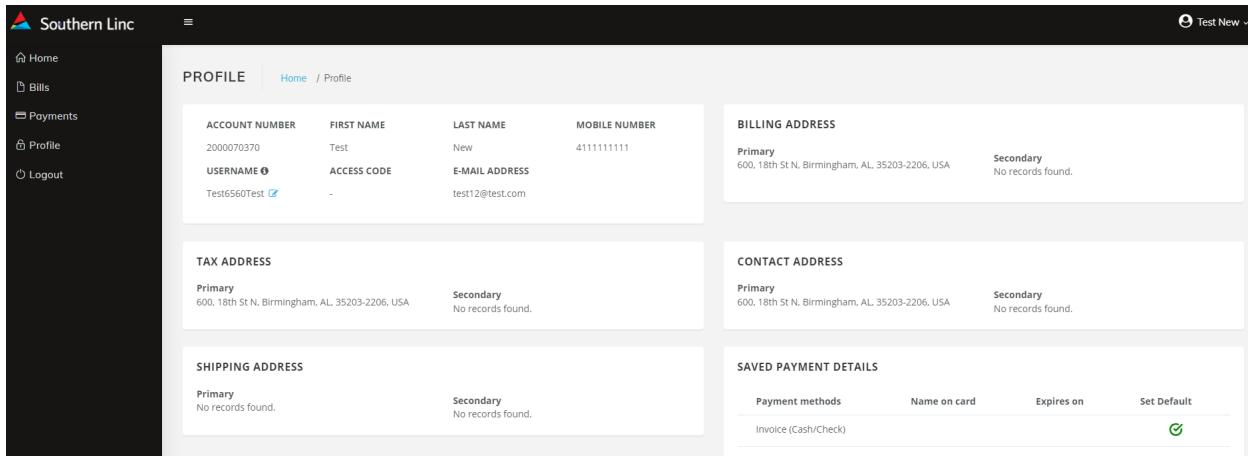
The dashboard features a dark header with the Southern Company logo and a 'Test New' button. The main area is divided into several sections: 'Bill Info' (Last Bill Amount: \$8.15, Bill Date: 11/20/25, Unapplied Amount: \$0.00), 'Pay Info' (Total Outstanding: \$8.15, Due Date: 12/16/25, Pay Now button), and 'Account Hierarchy' (Search bar with results for 'A. Test New (BA-2000070370)', 'A. Test New (SA-2000070371)', and 'A. Test New (SA-2000070523)'). Below these are 'Recent Bills' and 'Recent Payments' tables, and a 'User Management' section with a table showing two users: 'Usm' (Role: USM Lite Admin) and 'Demo' (Role: View Only). A search bar is located in the top right of the user management table.

Bill Number	Amount	Billing Cycle
EOP20250000445118	\$15.85	11-12-2025 to 11-12-2025
REG20250000446808	\$0.00	11-12-2025 to 11-20-2025
EOP20250000446930	\$8.15	11-20-2025 to 11-21-2025

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R-101785	\$15.85	Check	11-12-2025	Distribution Center

First Name	Last Name	Email Address	Role	Action
Usm	User	dikalo5559@delaeb.com	USM Lite Admin	Edit Delete
Demo	Two	nmuqhckts7@no.vsmailpro.com	View Only	Edit Delete

5. Go to Profile section



The screenshot shows the 'Profile' section of the Southern Linc website. The left sidebar includes links for Home, Bills, Payments, Profile (which is selected and highlighted in blue), and Logout. The main content area is titled 'PROFILE' and shows the following data:

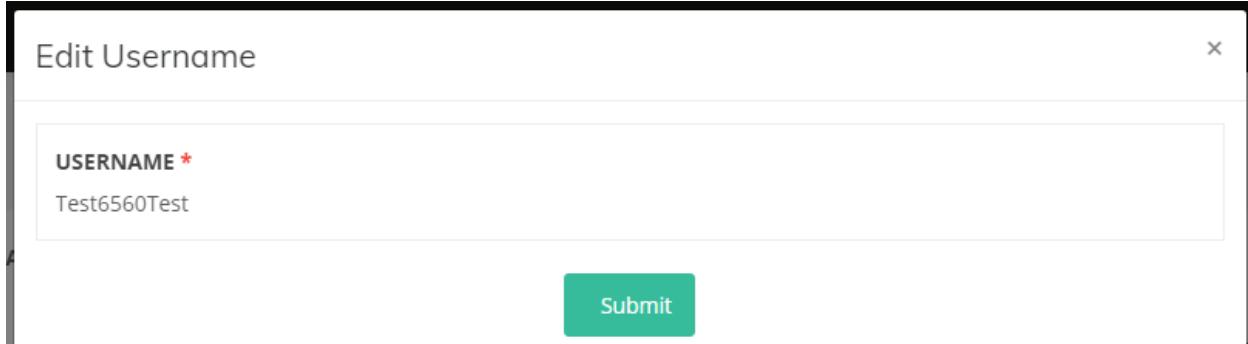
ACCOUNT NUMBER	FIRST NAME	LAST NAME	MOBILE NUMBER
2000070370	Test	New	4111111111

Below this, there are sections for 'BILLING ADDRESS', 'TAX ADDRESS', 'CONTACT ADDRESS', 'SHIPPING ADDRESS', and 'SAVED PAYMENT DETAILS'. Each section displays 'Primary' and 'Secondary' address options. The 'SAVED PAYMENT DETAILS' section shows a table with columns for 'Payment methods', 'Name on card', 'Expires on', and 'Set Default' (with a checked checkbox).

6. Click on the edit icon next to the username

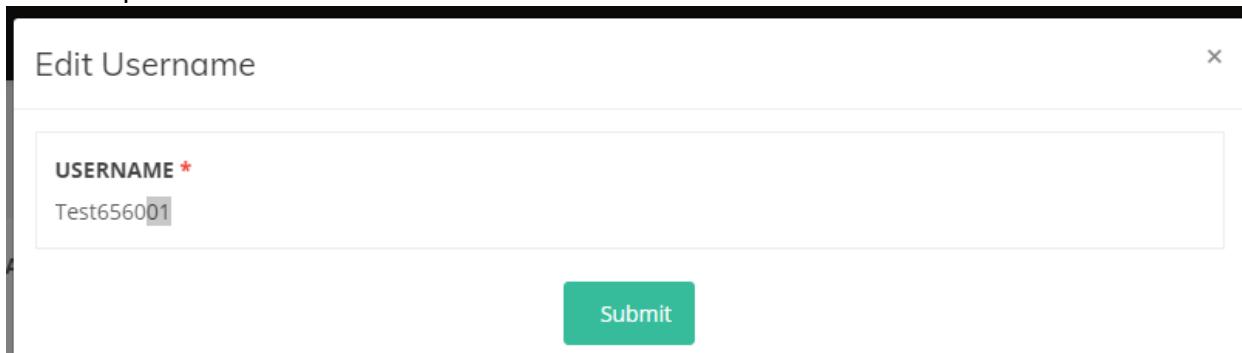
ACCOUNT NUMBER	FIRST NAME	LAST NAME	MOBILE NUMBER
2000070370	Test	New	4111111111
USERNAME 	ACCESS CODE	E-MAIL ADDRESS	
Test6560Test 	-	test12@test.com	

7. Edit username pop-up is displayed



The screenshot shows a modal dialog titled 'Edit Username'. It contains a single input field labeled 'USERNAME *' with the value 'Test6560Test'. A green 'Submit' button is located at the bottom right of the dialog.

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:

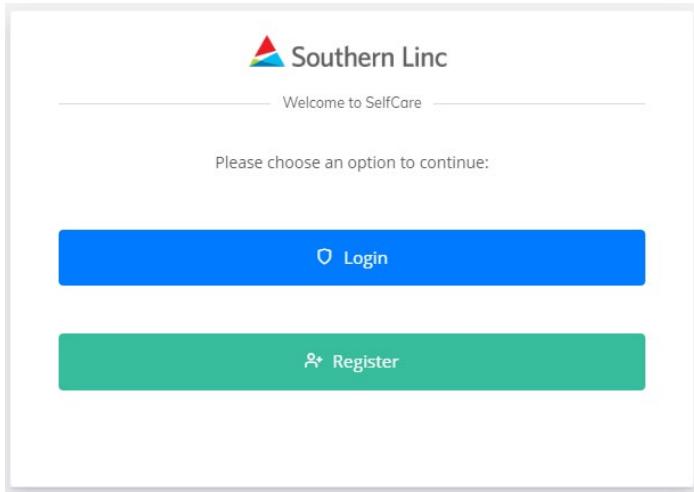
- Using an existing username will display an error.
- To update the username for a 2nd time, log out and login again. (Error message could be displayed).

Make a Payment from bills in selfcare

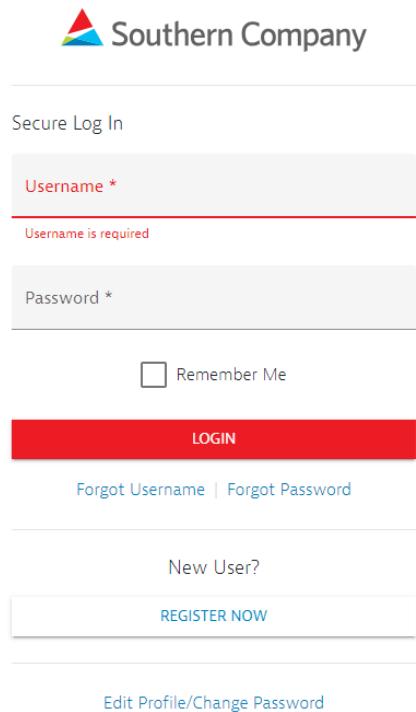
Preconditions:

- 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



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

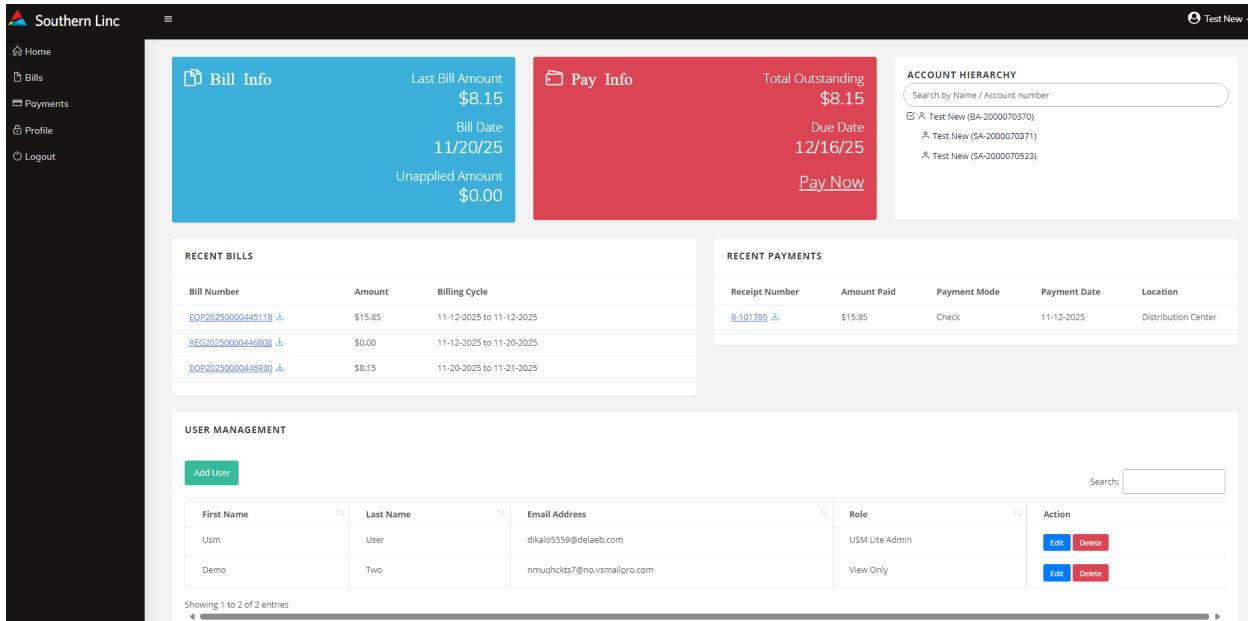
Username *
epx9dwt3o@no.vsmailpro.com

Password *
••••••••••

Remember Me

LOGIN

4. Dashboard page is displayed



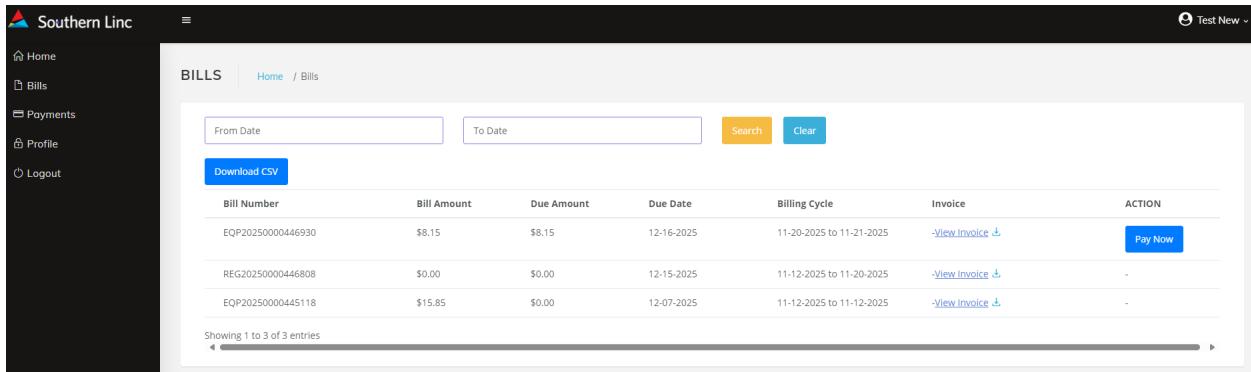
The dashboard features a top navigation bar with the Southern Company logo, a 'Test New' button, and a search bar for account numbers. The main content area is divided into several sections: 'Bill Info' (Last Bill Amount: \$8.15, Bill Date: 11/20/25, Unapplied Amount: \$0.00), 'Pay Info' (Total Outstanding: \$8.15, Due Date: 12/16/25, Pay Now button), and 'Account Hierarchy' (Search bar with results for 'Test New' accounts). Below these are 'Recent Bills' and 'Recent Payments' tables, and a 'User Management' section with a table showing two users (Usm and Demo) and their roles (USM Lite Admin and View Only). A search bar is also present in the User Management section.

Bill Number	Amount	Billing Cycle
EOP202500000445118	\$15.85	11-12-2025 to 11-12-2025
REG02500000446808	\$0.00	11-12-2025 to 11-20-2025
EOP202500000446930	\$8.15	11-20-2025 to 11-21-2025

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R-101785	\$15.85	Check	11-12-2025	Distribution Center

First Name	Last Name	Email Address	Role	Action
Usm	User	dikalo559@deleab.com	USM Lite Admin	Edit Delete
Demo	Two	nmuujhchkt5@no.vsmailpro.com	View Only	Edit Delete

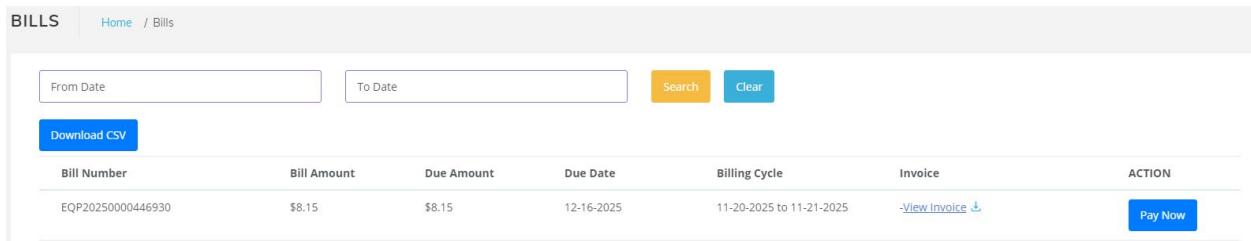
5. Go to Bills section



The screenshot shows the 'BILLS' section of the Southern Linc application. The left sidebar includes links for Home, Bills, Payments, Profile, and Logout. The main area has a 'BILLS' tab and a 'Search' bar with 'From Date' and 'To Date' fields, 'Search' and 'Clear' buttons, and a 'Download CSV' button. A table lists three bills with columns: Bill Number, Bill Amount, Due Amount, Due Date, Billing Cycle, Invoice, and ACTION. The first bill is EQP20250000446930 with a due date of 12-16-2025 and a billing cycle from 11-20-2025 to 11-21-2025. The 'ACTION' column for this bill contains a blue 'Pay Now' button.

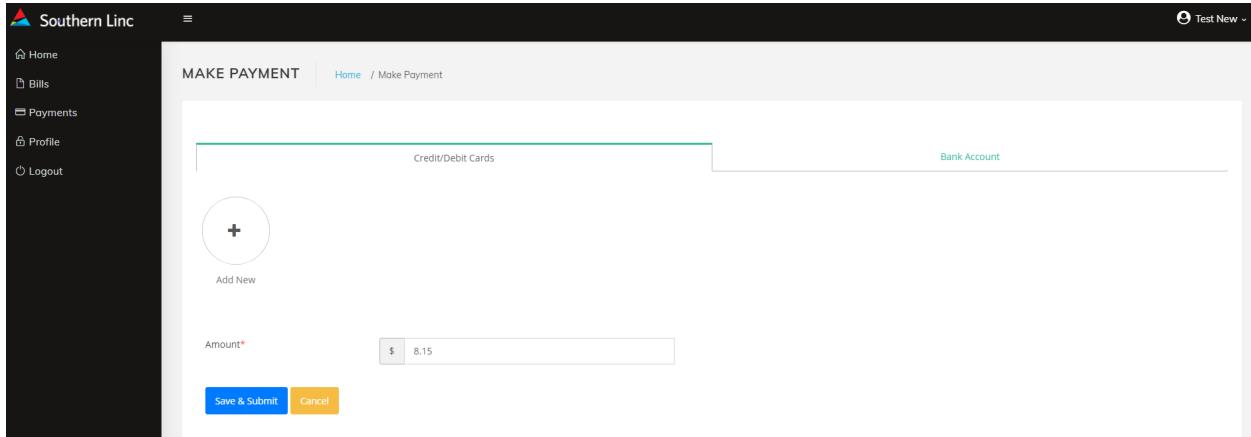
Bill Number	Bill Amount	Due Amount	Due Date	Billing Cycle	Invoice	ACTION
EQP20250000446930	\$8.15	\$8.15	12-16-2025	11-20-2025 to 11-21-2025	View Invoice	Pay Now
REG20250000446808	\$0.00	\$0.00	12-15-2025	11-12-2025 to 11-20-2025	View Invoice	-
EQP20250000445118	\$15.85	\$0.00	12-07-2025	11-12-2025 to 11-12-2025	View Invoice	-

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



This screenshot shows the same 'BILLS' section as the previous one, but it is zoomed in on the first bill. The bill details are: EQP20250000446930, \$8.15, \$8.15, 12-16-2025, 11-20-2025 to 11-21-2025. The 'ACTION' column for this bill now contains a single blue 'Pay Now' button.

7. Make payment is displayed



The screenshot shows the 'MAKE PAYMENT' page. The left sidebar is identical to the previous screens. The main area has a 'MAKE PAYMENT' tab and a 'Credit/Debit Cards' section with a 'Add New' button and a 'Bank Account' section. Below these are 'Amount*' and a text input field containing '\$ 8.15'. At the bottom are 'Save & Submit' and 'Cancel' buttons.

8. Select the payment option (Credit card or Bank account)
9. Fill out the payment form

a. Add a new Credit Card

- i. Click on Add New



Add New

- ii. Enter CC number, expiration date and CVV

Credit/Debit Card Number

EXPY

January 2025

CVV

888

b. Add a new Bank Account

- i. Click on Add New



Add New

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

Bank Account

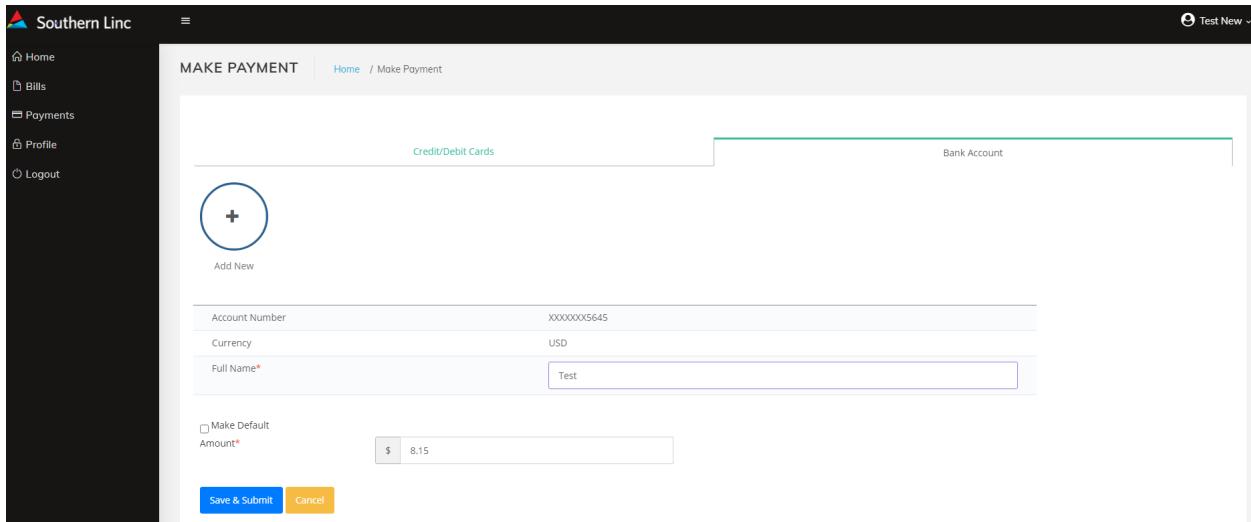
Routing Number

Authorize

iii. Enter Full name

Account Number	XXXXXXX5645
Currency	USD
Full Name*	Full Name

10. Click on Save & Submit button

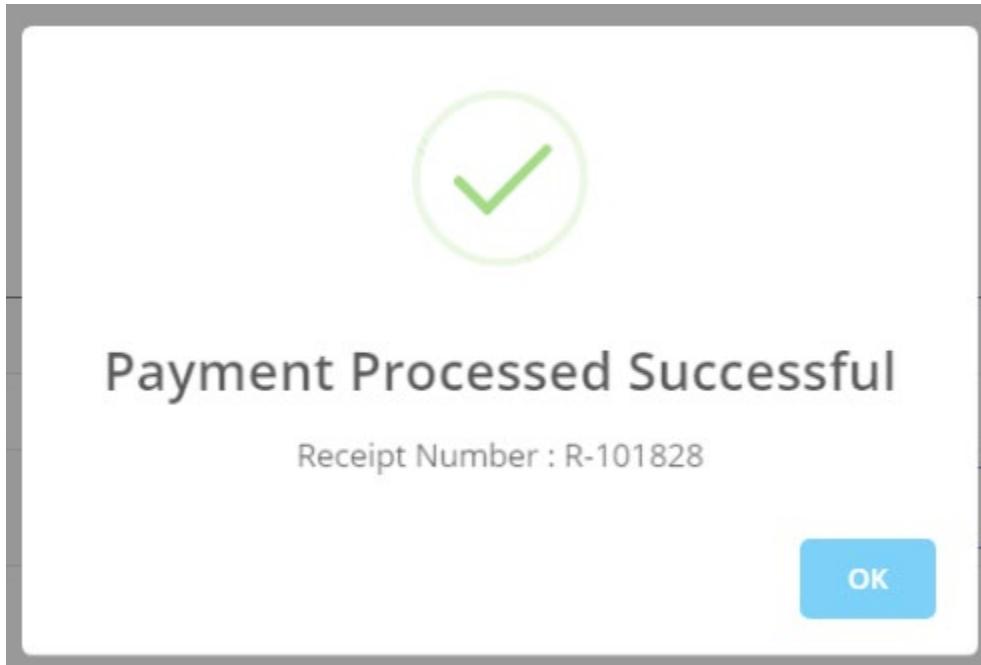


Account Number: XXXXXX5645
Currency: USD
Full Name*: Test

Amount*: \$ 8.15

Save & Submit Cancel

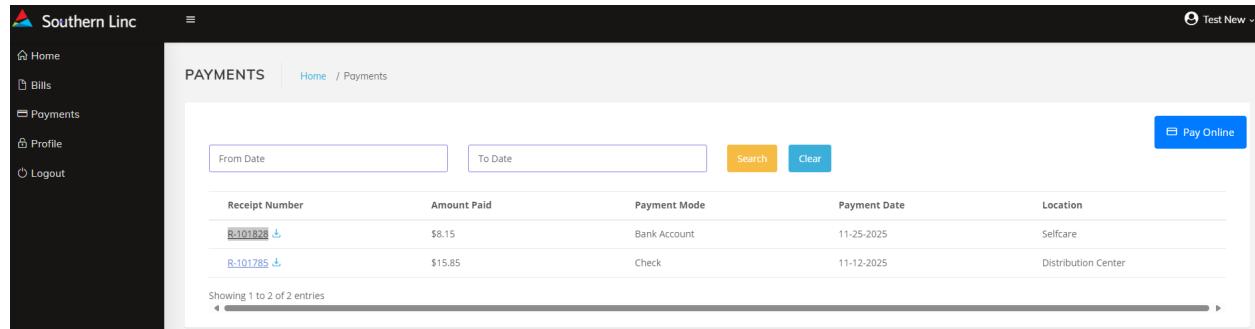
11. Payment Successful message is displayed.



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

13. Go to Payments section

14. Verify payment is listed, search by Receipt number



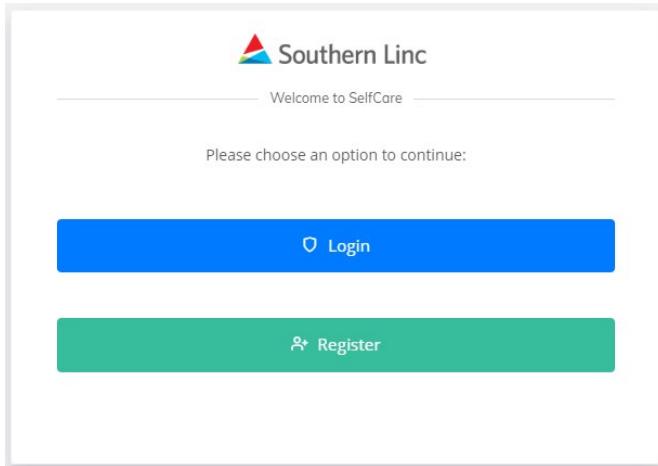
Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R-101828	\$8.15	Bank Account	11-25-2025	Selfcare
R-101785	\$15.85	Check	11-12-2025	Distribution Center

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

Secure Log In

Username *

Username is required

Password *

Remember Me

LOGIN

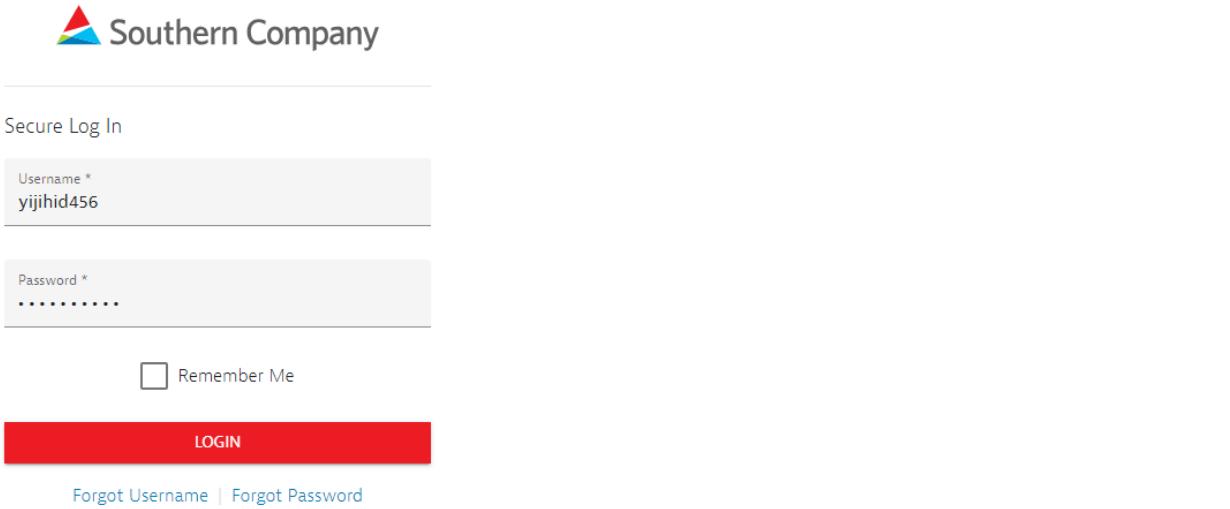
[Forgot Username](#) | [Forgot Password](#)

New User?

REGISTER NOW

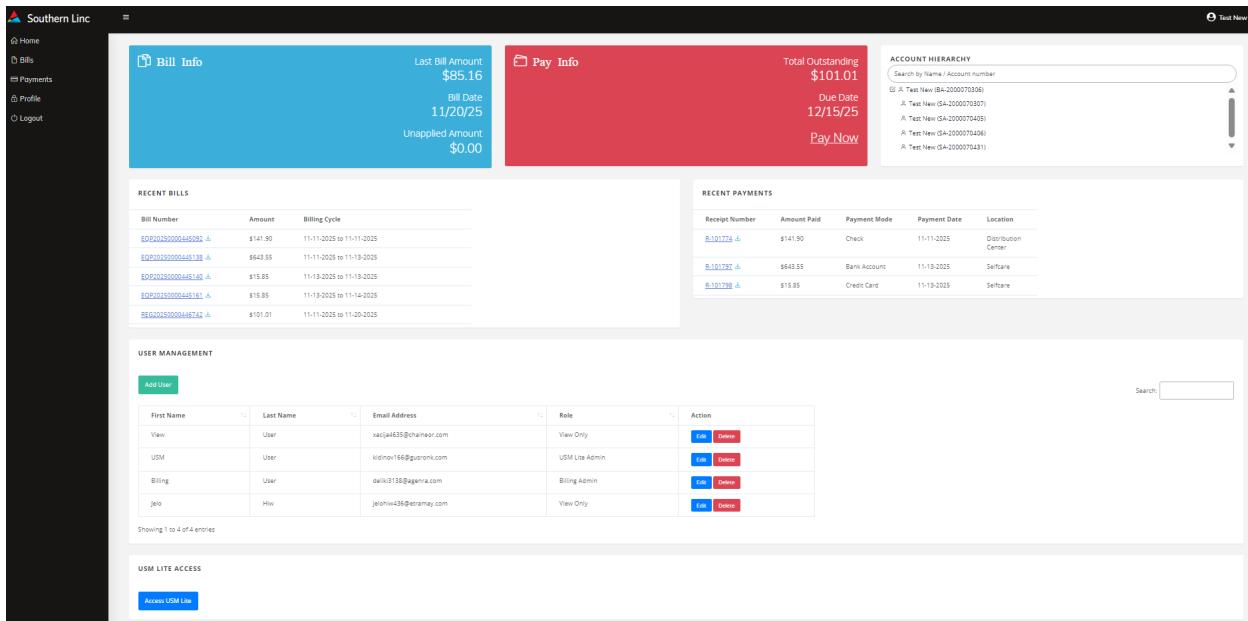
[Edit Profile/Change Password](#)

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



The image shows the 'Secure Log In' page for Southern Company. It features a logo with a red triangle and the text 'Southern Company'. The page has fields for 'Username *' (yijihid456) and 'Password *' (redacted). There is a 'Remember Me' checkbox and a red 'LOGIN' button. Below the button are links for 'Forgot Username' and 'Forgot Password'.

4. Dashboard page is displayed



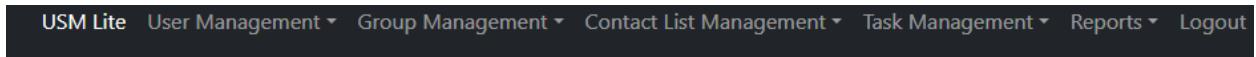
The image shows the Southern Company Dashboard. The left sidebar includes links for Home, Bills, Payments, Profile, and Logout. The main content area has two cards: 'Bill Info' (Last Bill Amount \$85.16, Bill Date 11/20/25, Unapplied Amount \$0.00) and 'Pay Info' (Total Outstanding \$101.01, Due Date 12/15/25, Pay Now button). On the right, there is an 'ACCOUNT HIERARCHY' search bar and a 'RECENT PAYMENTS' table. The 'RECENT PAYMENTS' table shows three entries: a check for \$141.90 on 11/11/2025, a bank account payment for \$643.55 on 11/13/2025, and a credit card payment for \$15.85 on 11/13/2025. Below these are sections for 'RECENT BILLS' (a table with 5 entries) and 'USER MANAGEMENT' (a table with 5 entries). At the bottom, there is a 'USM LITE ACCESS' section with a 'Access USM Lite' button.

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



The image shows a close-up of the 'USM LITE ACCESS' section. It contains a single button labeled 'Access USM Lite'.

6. User is redirected to the USM Lite site



Login

Login / Register

7. Click on the Login/Register button
8. Enter credentials (Same for selfcare login)



Secure Log In

Username *
yijihid456

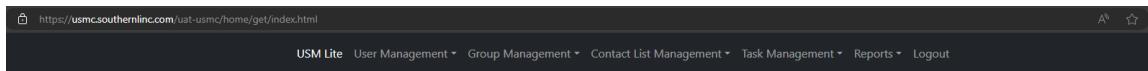
Password *
.....

Remember Me

LOGIN

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

9. User is successfully logged into USM Lite site

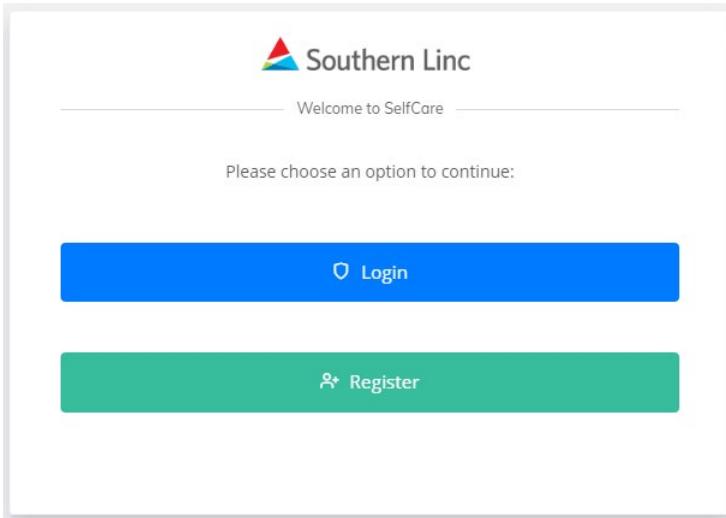


Switch between accounts in Selfcare

Preconditions:

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

1. Go to Selfcare site



2. Click on Login Button

A screenshot of a "Secure Log In" page for "Southern Company". It features a logo and the text "Secure Log In". There are two input fields: "Username *" and "Password *". Below these is a "Remember Me" checkbox. A large red "LOGIN" button is at the bottom. Below the button are links for "Forgot Username" and "Forgot Password". Further down, there is a "New User?" section with a "REGISTER NOW" button, and a link for "Edit Profile/Change Password".

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



Southern Company

Secure Log In

Username *
yijihd456

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	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**

6. Dashboard is displayed

 Southern Linc

[Home](#) [Bills](#) [Payments](#) [Profile](#) [Logout](#)

Bill Info **Pay Info** **Account Hierarchy**

Last Bill Amount **\$85.16** Total Outstanding **\$101.01**
Bill Date **11/20/25** Due Date **12/15/25**
Unapplied Amount **\$0.00** Pay Now

RECENT BILLS

Bill Number	Amount	Billing Cycle
EDP20230000445092	\$141.90	11/11/2025 to 11/13/2025
EDP20230000445138	\$643.55	11/11/2025 to 11/13/2025
EDP20230000445149	\$15.85	11/13/2025 to 11/13/2025
EDP20230000445181	\$15.85	11/13/2025 to 11/14/2025
EDP20230000445242	\$101.01	11/11/2025 to 11/20/2025

RECENT PAYMENTS

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R_102772	\$141.90	Check	11/11/2025	Distribution Center
R_102792	\$643.55	Bank Account	11/13/2025	Selfcare
R_102798	\$15.85	Credit Card	11/13/2025	Selfcare

ACCOUNT HIERARCHY

Search by Name / Account number

- A: Test New (SA-2000079356)
- A: Test New (SA-2000079357)
- A: Test New (SA-2000079406)
- A: Test New (SA-2000079408)
- A: Test New (SA-2000079421)

USER MANAGEMENT

Add User

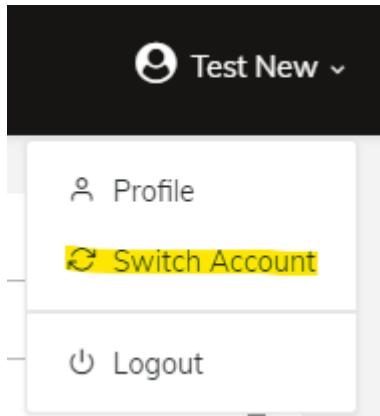
First Name	Last Name	Email Address	Role	Action
View	User	xcj@k633@chainor.com	View Only	Edit Delete
USM	User	kidino166@zoroni.com	USM Use Admin	Edit Delete
Billing	User	deliki318@agenra.com	Billing Admin	Edit Delete
Geo	User	jeonhi426@eramay.com	View Only	Edit Delete

Showing 1 to 4 of 4 entries

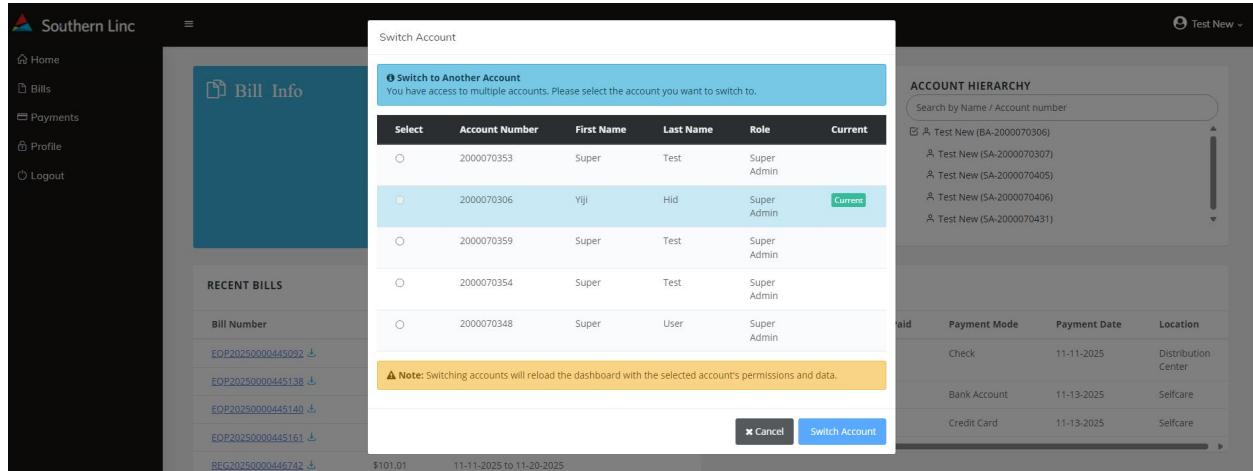
USM LITE ACCESS

Access USM Lite

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

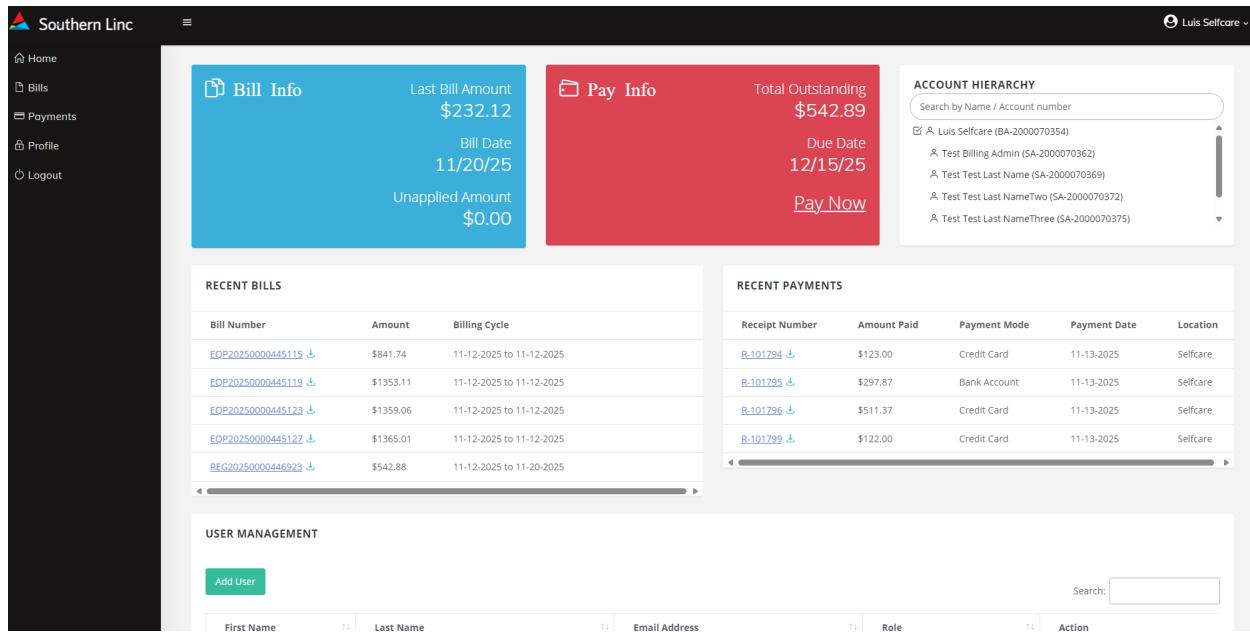


8. Select Account pop-up is displayed



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

10. User switched between accounts



The screenshot shows the Southern Linc self-care portal interface. At the top, there is a navigation bar with a logo, the text "Southern Linc", and a user dropdown "Luis Selfcare". The main content area is divided into two main sections: "Bill Info" (blue box) and "Pay Info" (red box).

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	\$841.74	11-12-2025 to 11-12-2025
EOP20250000445119	\$1353.11	11-12-2025 to 11-12-2025
EOP20250000445123	\$1359.06	11-12-2025 to 11-12-2025
EOP20250000445127	\$1365.01	11-12-2025 to 11-12-2025
REG20250000446923	\$542.88	11-12-2025 to 11-20-2025

RECENT PAYMENTS:

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location
R-101794	\$123.00	Credit Card	11-13-2025	Selfcare
R-101795	\$297.87	Bank Account	11-13-2025	Selfcare
R-101796	\$511.37	Credit Card	11-13-2025	Selfcare
R-101799	\$122.00	Credit Card	11-13-2025	Selfcare

USER MANAGEMENT:

Add User

Search:

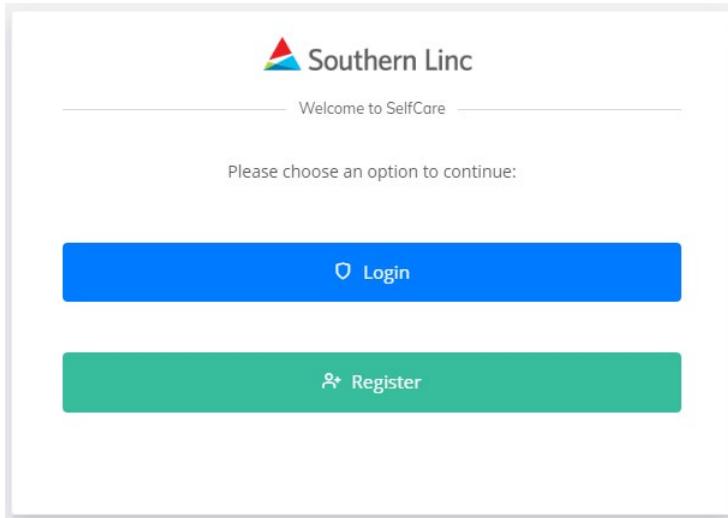
First Name	Last Name	Email Address	Role	Action
------------	-----------	---------------	------	--------

Forgot password in Selfcare

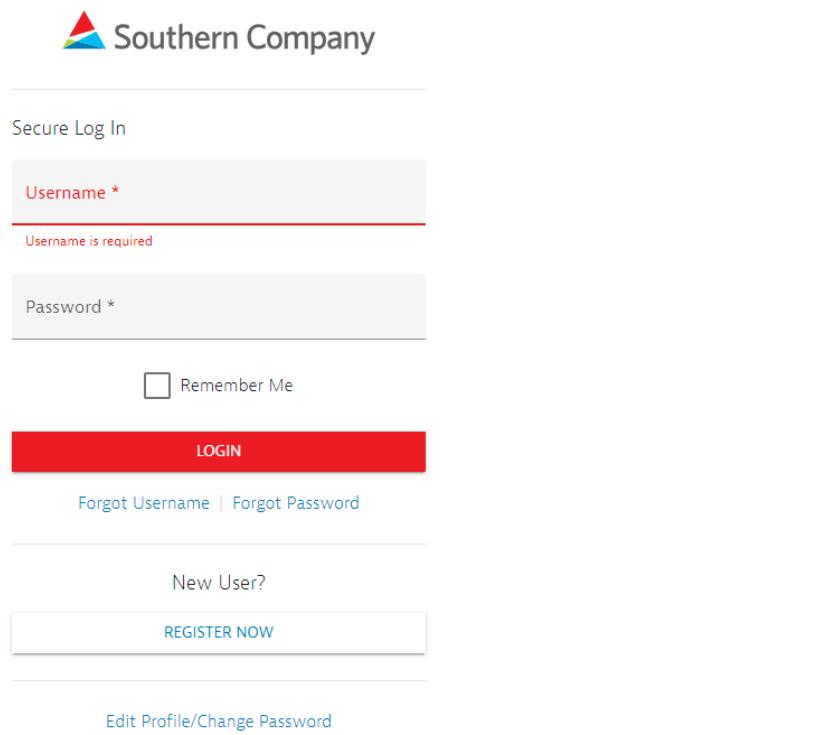
Preconditions:

- 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



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.

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 from 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!

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

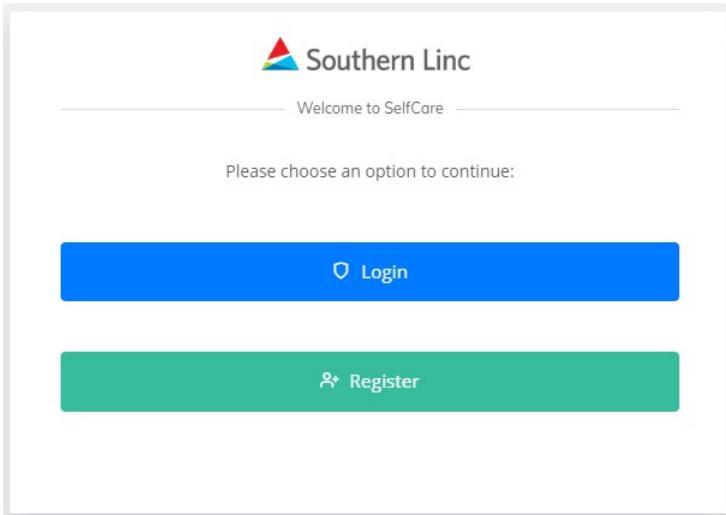
12. Verify user can login with the new password

Forgot Username in selfcare

Preconditions:

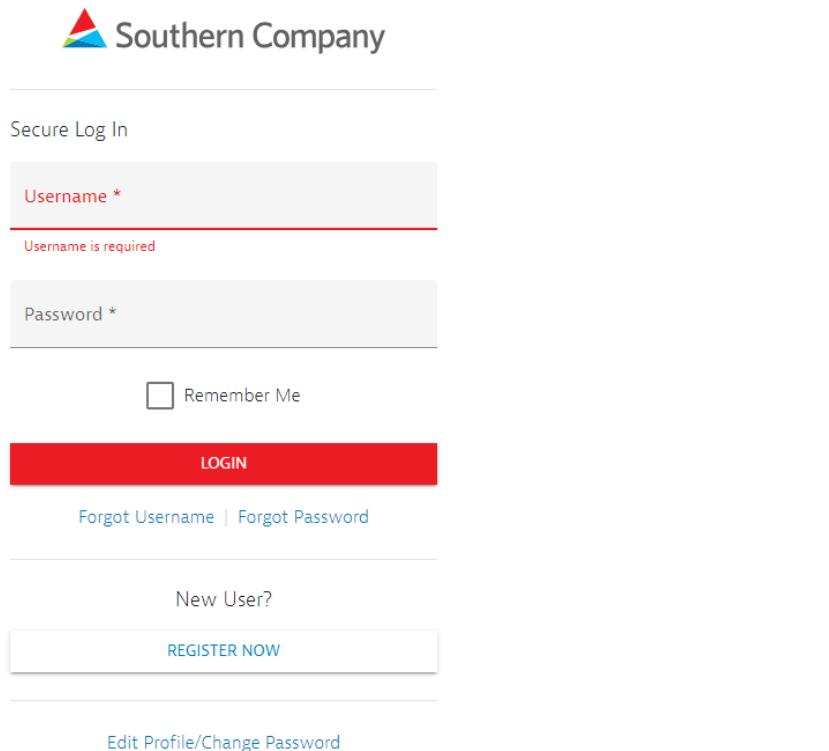
- Use an email already registered with accessible email address

1. Go to Selfcare site



The screenshot shows the 'Welcome to SelfCare' page. At the top is the Southern Linc logo. Below it is a message: 'Please choose an option to continue:'. There are two large, horizontally-oriented buttons: a blue one labeled '>Login' and a green one labeled 'Register'.

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



The screenshot shows the 'Secure Log In' page. It has fields for 'Username *' and 'Password *', both with red borders indicating they are required. Below these is a 'Remember Me' checkbox and a large red 'LOGIN' button. At the bottom of the form are links for 'Forgot Username' and 'Forgot Password'.

Below the form is a 'New User?' section with a 'REGISTER NOW' button. At the very bottom is a link for 'Edit Profile/Change Password'.

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



Forgot Username

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

Email Address *

CONTINUE

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

Need assistance?

Contact Customer Service ▾

5. Username has been emailed message is displayed



Forgot Username

Username has been emailed!

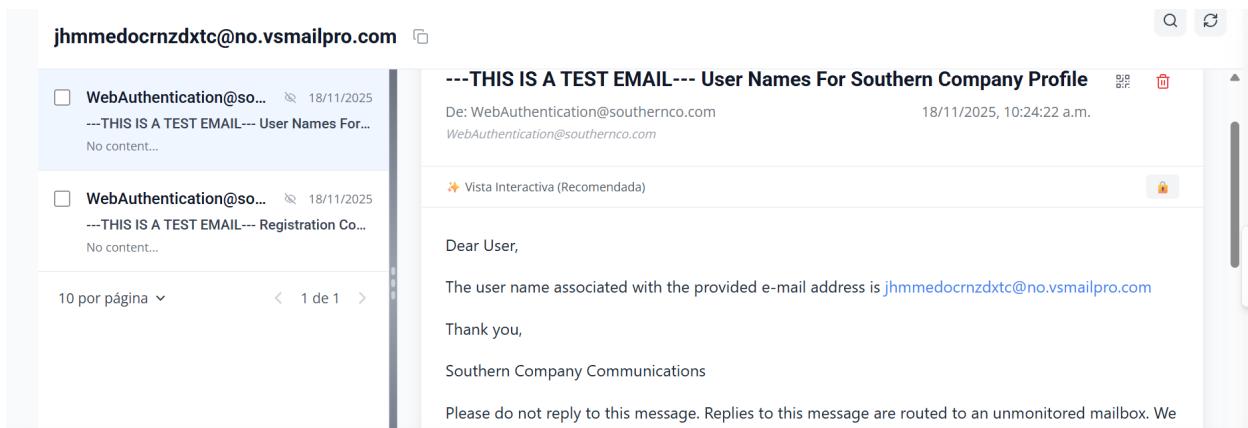
We've sent your username to
jhmmmedocrnzdxtc@novsmailpro.com.

[RETURN TO LOGIN](#)

Need assistance?

Contact Customer Service ▾

6. Open email notification, username will be shown



The screenshot shows an email inbox with the following details:

- From:** jhmmmedocrnzdtc@no.vsmailpro.com
- Subject:** ---THIS IS A TEST EMAIL--- User Names For Southern Company Profile
- Sender:** WebAuthentication@southernco.com
- Date:** 18/11/2025, 10:24:22 a.m.
- Message Preview:** Dear User,
The user name associated with the provided e-mail address is jhmmmedocrnzdtc@no.vsmailpro.com
Thank you,
Southern Company Communications
Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. We
- Message List:** There are two other messages listed in the inbox, both from WebAuthentication@so... with the subject '---THIS IS A TEST EMAIL---'.
- Page Navigation:** 10 por página, 1 de 1