

Selfcare – User Registration Guide

Version 2.0



Southern Linc

Purpose:

This document provides a streamlined overview of the selfcare registration process and the associated Billing Account linking scenarios. It is intended to help users, administrators, and support teams understand how new users are onboard, how email validation works, and how users are linked to Billing Accounts based on the account's existing configuration.

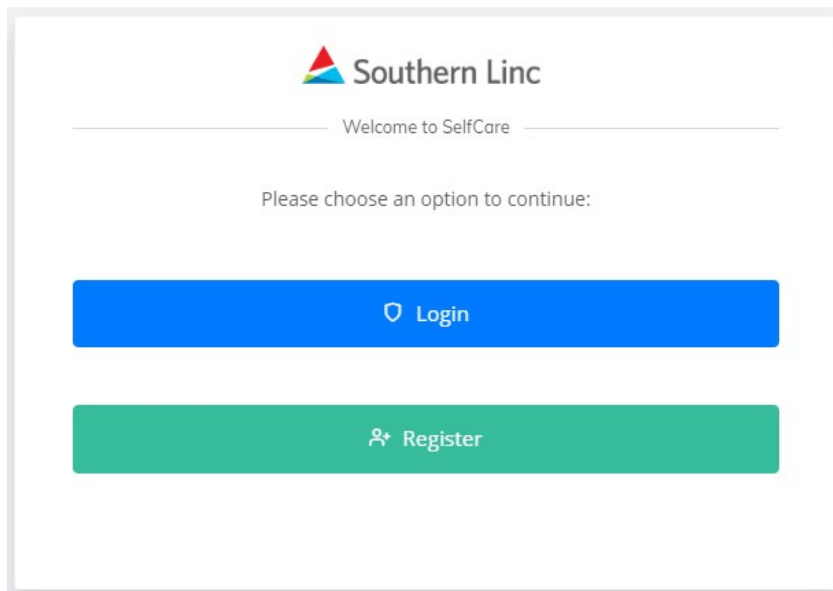
Overview of the registration process:

User registration in self-care follows a standardized workflow designed to ensure secure access and accurate Billing account association. All users begin registration through the self-care portal and must complete email verification before access is granted. Once verified, the system determines whether the user's email address is already associated with a Billing Account and guides the user through the appropriate account-linking path.

At a high level, the registration process includes:

- User profile creation in Self-Care
- Email verification using a one-time code
- Billing account validation and linking
- Automatic role assignment based on account state

Registering a new user in Self-Care



Accessing the registration page

The user navigates to the self-care portal and selects register from the welcome screen this begins the profile creation process the user completes a profile by entering their first name last name e-mail address, username and password the user must accept the terms of service to proceed the username and password created during this step are used for both self-care and user management USM access

After submitting the profile, the system sends a one-time verification code to the registered e-mail addresses the user must enter this code on the verify e-mail address screen to confirm ownership of the e-mail the verification code expires after a short period and users may request a new code if needed.

Once the code is successfully validated, the registration is marked as complete, and the user is prompted to continue.

Create Profile

Personal Information

First Name *

Demo

Last Name *

Test

Email *

efk84ehw7x5k@noriina.shop

Retype Email *

efk84ehw7x5k@noriina.shop

Registration and Billing Account Linking Scenarios

After email validation the system evaluates whether the registered email address is already associated with the billing account one of the following scenarios applies.

Scenario 1: Billing account has no users linked

This scenario occurs when a user registers with an e-mail address that is not linked to any billing account, and the target billing account currently has no users.

The screenshot shows a web application interface with a sidebar on the left containing links: Account Information, User Management (highlighted), 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 the message '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.

Upon first login, the e-mail validation required form is displayed the user must provide billing accounts specific information to validate their identity and link their profile to the account this information includes the billing account number, a billing account username used only for account linkage last payment amount or 0.00, if no payment exists.

The screenshot shows a form titled 'Email Validation Required' with a blue header bar containing the title and a message: '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 placeholder 'Enter your account number', 'Username *' with a placeholder 'Enter your username', and 'Last Payment Amount *' with a placeholder 'Enter the amount of your last payment'. A yellow note box at the bottom states: 'Note: This information will be used to verify your identity and activate your account. Please ensure all information is accurate.' At the bottom right, there are two buttons: 'Cancel' and 'Submit Validation'.

Once validation is submitted and accepted, the users log in self-care and automatically assign the Super admin role for the billing account this user becomes responsible for managing additional users and permissions.

Scenario 2: One or more users linked

This scenario applies when the billing account already has at least one user associated with it

The screenshot shows the 'User Management' section of a web application. On the left is a sidebar with navigation 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.vsmailpro.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'.

First Name	Last Name	Email Address	Role	Status	Action
Demo	Test	ep9dwc3o@no.vsmailpro.com	Super Admin	Active	Edit Delete

If the registering user's e-mail address is already linked to exactly 1 billing account, the system automatically logs the user into that account after e-mail verification no additional validation is required.

The screenshot shows the 'Southern Linc' user dashboard. The top header has the logo and a 'Test New' dropdown. The left sidebar has links: Home, Bills, Payments, Profile, and Logout. The main content area has a 'Bill Info' card with: 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

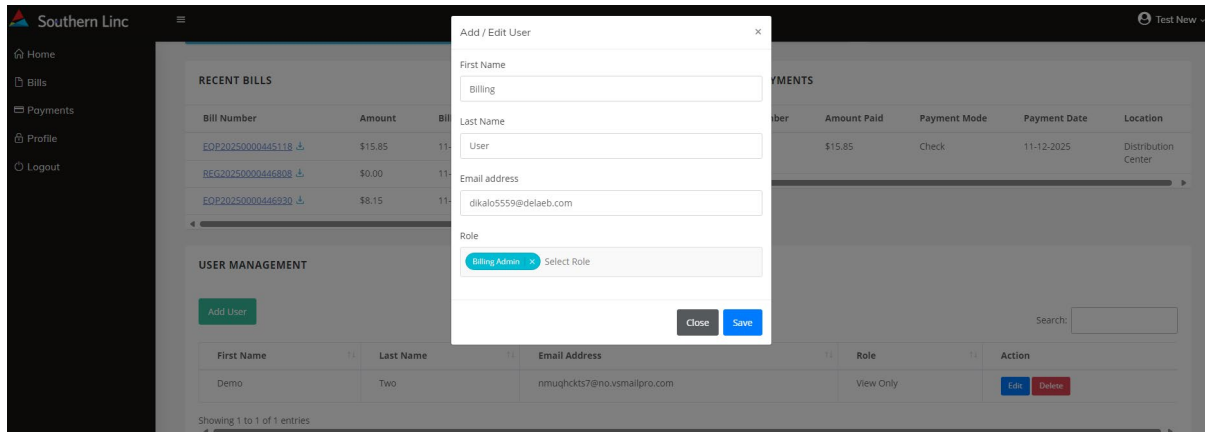
If the e-mail address is linked to multiple billing accounts the user is prompted to select which account, they wish to access before proceeding.

The screenshot shows a 'Select Account' dialog box. It has a title bar with a close button. The main content has a blue header 'Multiple Accounts Found' with a message: 'We found multiple active accounts associated with your email address. Please select the account you want to access.' Below is a table with columns: Select, Account Number, First Name, Last Name, and Role. There are five rows, each with a radio button in the 'Select' column. At the bottom is a yellow note: 'Note: Please select only one account to continue. Each account has different permissions and access levels.' and two buttons: 'Cancel' and 'Continue with Selected Account'.

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

Scenario 3: Adding users after initial registration

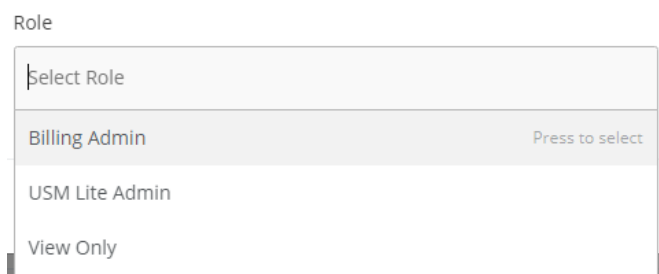
Once the Super admin is established on a billing account additional users are added by the Super admin part of self-care user management section rather than through standalone registration.



Super admin as the user's name and e-mail address after which the new user receives an e-mail prompting them to complete registration and e-mail verification these users are typically assigned a view only or other restricted role by default and rule changes are managed through OAP.

Role assignment during registration

Role assignment during registration is driven by the billing account state the first user linked to a billing account the registration is automatically assigned to the Super admin role users added after the Super admin are assigned roles based on system configuration and permissions rule verification and updates are performed in OAP user management



Completion and verification

After successful registration and account linking the user gains access to the self-care dashboard. Support teams and administrators should verify that the user appears in OAP with an active status and the correct role assignment.

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

+ Add User

Search:

First Name	Last Name	Email Address	Role	Status	Action
Demo	Two	nmughdcs7@no.vsmailpro.com	View Only	Active	Edit Delete
Demo	Test	epw9dvc3o@no.vsmailpro.com	Super Admin	Active	Edit Delete
Billing	User	gkxatc5559@delteb.com	Billing Admin	Active	Edit Delete

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		

