

Selfcare – End to end User guide

Version 3.1



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.

Table of Contents

Selfcare – End to end User guide	1
Purpose	2
Scope	2
Roles & Permissions	4
Account Validation Scenarios:.....	5
Link new user to a Billing Account without user(s) linked	6
Link new user to a Billing Account with user(s) linked	10
Add new users to the account	13
Edit user from Selfcare	17
Delete user from Selfcare	20
Update username from Selfcare	23
Make a Payment from bills in selfcare	27
Access to USM Lite site from Selfcare	32
Switch between accounts in Selfcare.....	35
Forgot password in Selfcare	39
Forgot Username in selfcare	43
Update Delivery Preferences in selfcare	46
View Data/Voice Usage	49

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	
	View Voice/Data Usage	Yes	Yes	Yes	Yes
	Search Voice/Data Usage	Yes	Yes	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		
	View Schedule Recurring Payments	Yes	Yes		Yes
	Add, Edit, and Delete Recurring Payment	Yes	Yes		
	View One-Time Payment	Yes	Yes		Yes
	Add, Edit, and Delete One-Time Payment	Yes	Yes		
Profile	View Address	Yes	Yes		Yes
	Change username	Yes			
	Mark payment method default	Yes	Yes		
	View Delivery Preferences	Yes	Yes	Yes	Yes
	Update Delivery Preferences	Yes			

Account Validation Scenarios:

1. Fill out the Register form

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

Email *
DemoUser@nondon.store

Retype Email *
DemoUser@nondon.store

Login Credentials

Username *
DemoUser@nondon.store

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

Selected Account

Multiple Accounts Found

11:27 AM

We have found multiple accounts associated with your email address. Please select the account you wish to access from the list below.

Account Number	First Name	Last Name	Role	Select
2000084117	Billing	Test	Billing Admin	☐
2000083928	Demo	Test	Super Admin	☐

Note

11:27 AM

Please select only one account to continue. Each account has its own permissions and access levels.

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

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

Mostrar más



WebAuthentication@southernco.com
Detalles ▾

hace 1 d

Vista Segura ⓘ ¿Quiere funciones interactivas? Haga clic en el botón de chispa.

🔥 Cambiar a Vista Interactiva



Thank you for registering online with us.

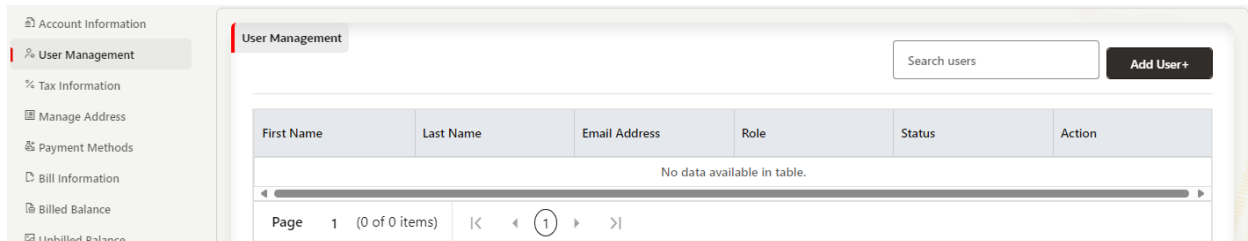
Your registration is now complete and your email has been validated.

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.

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)

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 accurately then submit validation to finish the 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: 2000083928

Username: Test3564

Access Code: 20545

Created Date: 04-16-2026 14:55

Billing Account Type: Service - BA

EO Billing Account Number: -

Customer Bussiness Type: Affiliate

Customer Account Type: Billing Account

Account Status: Active

Financial Status: -

Enhanced Statement: No

Contact Information

Prefix: -

First Name: Test

Middle Name: -

Last Name: Test

Tax Id: 00-0000400

Company Name: QA Testing Corp

Phone: 4111111111

Email Address: test@test.com

Customer Name: Test Test

Job Title: -

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 *

Account Number
2000083928

Username * ⓘ

Username
Test3564

Last Payment Amount *

Last Payment Amount
0

Note

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

5. User is login into Selfcare account
 - User is registered/Logged as Super Admin
 - If the billing account has orders/ SAs with PTT products, the Access USM Lite button will be displayed

MY DASHBOARD

BILL INFORMATION

LAST BILL AMOUNT \$2.73	BILL DATE 05/20/26	UNAPPLIED AMOUNT \$11
-----------------------------------	------------------------------	---------------------------------

VOICE/DATA USAGE

Service Type: ☒ Data ☐ Voice

From Date: 5/12/2026 To Date: 6/12/2026 [Search](#)

No data to display

PAYMENT INFORMATION

TOTAL OUTSTANDING
\$1299.35

DUE DATE
06/14/26

[Pay now](#)

ACCOUNT HIERARCHY

Search by Name / Account Number

- Test Test (BA-2000083928)
 - Test TestPkg (SA-2000083929)
 - (SA-2000083932)

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

Search users [Add User+](#)

First Name	Last Name	Email Address	Role	Status	Action
Demo	Test	DemoUser@nondon.store	Super Admin	Active	✕ ⊙

Page 1 of 1 (1 of 1 items) |< < 1 > >|

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

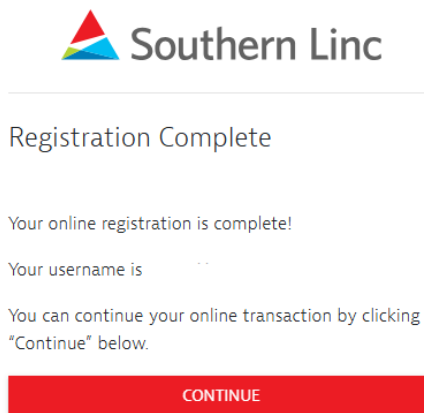
Preconditions:

- 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)

First Name	Last Name	Email Address	Role	Status	Action
Demo	Test	DemoUser@nondon.store	Super Admin	Active	

Page 1 of 1 (1 of 1 items) |< < 1 > >|

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



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 a web interface for a Billing Account. On the left is a sidebar with navigation links: Account Information (selected), User Management, Tax Information, Manage Address, Payment Methods, Bill Information, Billed Balance, Unbilled Balance, Notes, and Account Parameters. The main content area has two tabs: 'Account Information' and 'Contact Information'. The 'Account Information' tab is active, displaying a list of account details with checkboxes for each.

Account Information		
Account Number:	2000083928	
Username:	Test3564	☒
Access Code:	20545	☒
Created Date:	04-16-2026 14:55	
Billing Account Type:	Service - BA	
EO Billing Account Number	-	☒
Customer Bussiness Type:	Affiliate	
Customer Account Type:	Billing Account	
Account Status:	Active	☒
Financial Status:	-	☒
Enhanced Statement:	No	☒

Contact Information	
Prefix:	-
First Name:	Test
Middle Name:	-
Last Name:	Test
Tax Id:	00-0000400
Company Name:	QA Testing Corp
Phone:	4111111111
Email Address:	test@test.com
Customer Name:	Test Test
Job Title:	-

4. Submit Validation form

5. User is login into Selfcare account

- User is registered/Logged as View Only

The screenshot shows a web form titled 'Email Validation Required'. It includes a header with a close button (X) and a timestamp of 12:01 PM. Below the header is 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 red asterisk), 'Username' (with a red asterisk and a help icon), and 'Last Payment Amount' (with a red asterisk and a dropdown arrow). The 'Account number' field contains '2000083928', the 'Username' field contains 'Test3564', and the 'Last Payment Amount' field contains '0'. To the left of the input fields is an illustration of a person sitting on the ground, looking at a tablet, with a key icon above them. At the bottom of the form is a 'Note' section with a warning icon and a timestamp of 12:01 PM, stating: 'This information will be used to verify your identity and activate your account. Please ensure all information is accurate.'

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

First Name	Last Name	Email Address	Role	Status	Action
View	User	viewtestuser@nondon.store	View Only	Active	☒
Demo	Test	DemoUser@nondon.store	Super Admin	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

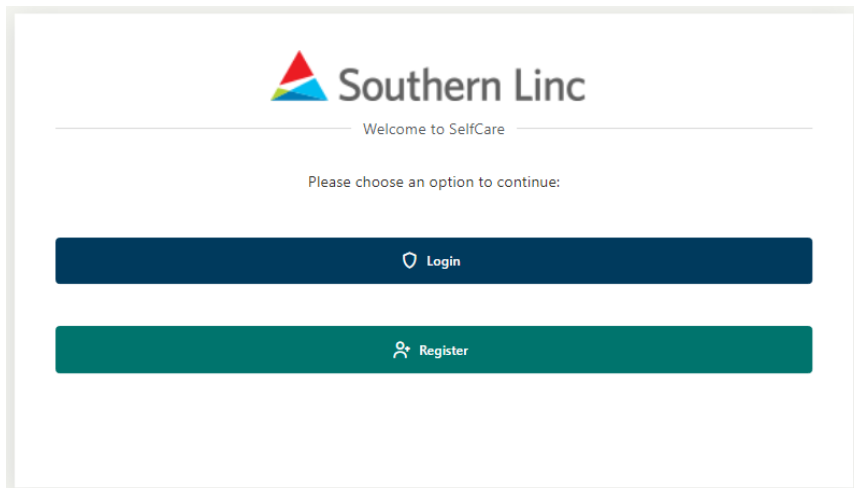
Preconditions

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.
- Click on LOGIN

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

A screenshot of the Southern Linc Secure Log In form. At the top is the Southern Linc logo, which consists of a stylized triangle with red, yellow, and blue segments. Below the logo is the text "Southern Linc" in a bold, sans-serif font. Underneath that is a horizontal line, followed by the text "Secure Log In". Below this is a form with two input fields. The first field is labeled "Username *" in red text. Below the field is a red error message that says "Username is required". The second field is labeled "Password *" in red text. Below the fields is a checkbox with the text "Remember Me". At the bottom of the form is a large red button with the word "LOGIN" in white. Below the button are two links: "Forgot Username" and "Forgot Password".

3. 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

MY DASHBOARD

BILL INFORMATION

 LAST BILL AMOUNT
\$2.73

 BILL DATE
05/20/26

 UNAPPLIED AMOUNT
\$11

VOICE/DATA USAGE

Service Type
☒ Data ☐ Voice

From Date
5/12/2026

To Date
6/12/2026

Search

No data to display

PAYMENT INFORMATION

 TOTAL OUTSTANDING
\$1299.35

 DUE DATE
06/14/26

Pay now

ACCOUNT HIERARCHY

Search by Name / Account Number

Test Test (BA-2000083928)

- Test TestPkg (SA-2000083929)
- (SA-2000083932)

4. 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

Search Users... Add User

First Name	Last Name	Email	Role	Action
View	User	viewtestuser@nondon.store	View Only	 

Page 1 of 1 (1 of 1 items) < < 1 > >

5. 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 a web application interface. In the background, there's a table with columns: Bill Number, Bill Amount, Due Amount, Due Date, Billing Cycle, and Invoice. The table contains three rows of data. Overlaid on this is a modal window titled 'Add/Edit User Information'. Inside the modal, there are four input fields: 'First name' with the value 'USM', 'Last name' with the value 'User', 'Email Address' with the value 'usmtestuser@nondon.store', and 'Role' with a dropdown menu showing 'USM Lite Admin'. A 'Save' button is located at the bottom right of the modal.

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".

This is a close-up of the 'Role' dropdown menu. The label 'Role' is followed by a red asterisk. The dropdown is open, showing a list of roles: 'Billing Admin', 'USM Lite Admin', and 'View Only'. The 'USM Lite Admin' option is currently selected.

- Another Super Admin user can be added by OAP

This is another close-up of the 'Role' dropdown menu. The label 'Role' is followed by a red asterisk. The dropdown is open, showing a list of roles: 'Billing Admin', 'USM Lite Admin', 'View Only', and 'Super Admin'. The 'Super Admin' option is currently selected.

6. Success message is displayed

The screenshot shows the 'USER MANAGEMENT' section of a web application. At the top right, there is a search bar labeled 'Search Users...' and an 'Add User' button. Below this is a table with the following columns: 'First Name', 'Last Name', 'Email', 'Role', and 'Action'. The table contains two rows: one for 'View' (User, viewtestuser@nondon.store, View Only) and one for 'USM' (User, usmtestuser@nondon.store, USM Lite Admin). Below the table, there is a pagination bar showing 'Page 1 of 1 (1-2 of 2 items)' and navigation icons. At the bottom of the interface, a green success message banner reads 'User added successfully 12:36 PM' with a close button.

First Name	Last Name	Email	Role	Action
View	User	viewtestuser@nondon.store	View Only	
USM	User	usmtestuser@nondon.store	USM Lite Admin	

Page 1 of 1 (1-2 of 2 items)

User added successfully 12:36 PM

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

8. After the super admin adds the user:

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

9. 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.

The screenshot shows the 'User Management' section within the OAP system. On the left is a sidebar menu with options: 'Account Information', 'User Management' (selected), 'Tax Information', 'Manage Address', 'Payment Methods', 'Bill Information', 'Billed Balance', 'Unbilled Balance', and 'Notes'. The main area has a 'User Management' header with a search bar 'Search users' and an 'Add User+' button. Below is a table with columns: 'First Name', 'Last Name', 'Email Address', 'Role', 'Status', and 'Action'. The table lists three users: 'View' (User, viewtestuser@nondon.store, View Only, Active), 'Demo' (Test, DemoUser@nondon.store, Super Admin, Active), and 'USM' (User, usmtestuser@nondon.store, USM Lite Admin, Active). Each user has edit and delete icons in the 'Action' column.

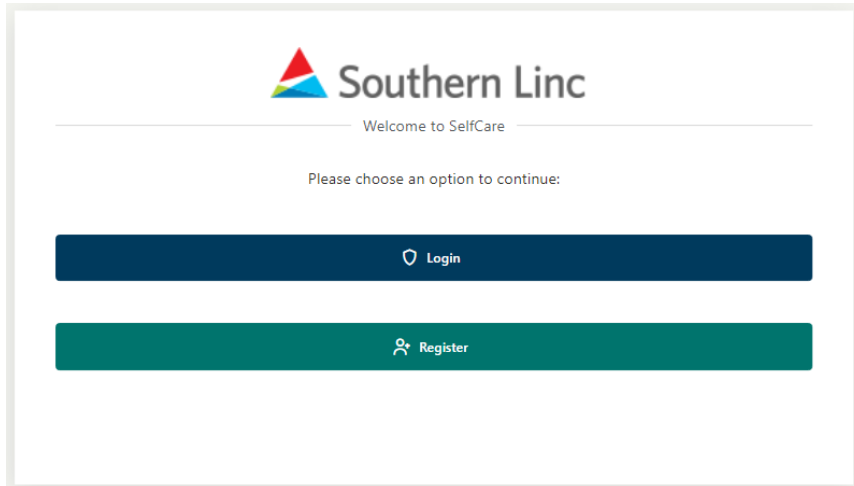
First Name	Last Name	Email Address	Role	Status	Action
View	User	viewtestuser@nondon.store	View Only	Active	
Demo	Test	DemoUser@nondon.store	Super Admin	Active	
USM	User	usmtestuser@nondon.store	USM Lite Admin	Active	

Edit user from Selfcare

Preconditions:

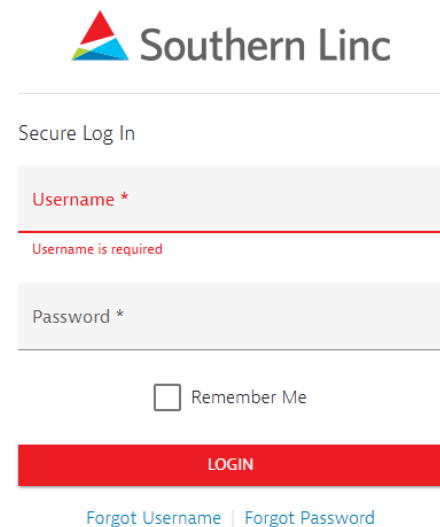
- Use an Account with at least two users (one Super admin and one not super admin user)

1. Go to Selfcare site



2. Click on Login Button

- Enter the Super Admin username and password.
- Click on LOGIN

A screenshot of the Southern Linc Secure Log In form. At the top is the Southern Linc logo. Below it is the text "Secure Log In". There are 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". At the bottom is a red button with the text "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password".

3. Dashboard page is displayed

MY DASHBOARD

BILL INFORMATION

- LAST BILL AMOUNT: **\$2.73**
- BILL DATE: **05/20/26**
- UNAPPLIED AMOUNT: **\$11**

VOICE/DATA USAGE

Service Type: ☒ Data ☐ Voice

From Date: 5/12/2026 To Date: 6/12/2026 **Search**

No data to display

PAYMENT INFORMATION

- TOTAL OUTSTANDING: **\$1299.35**
- DUE DATE: **06/14/26**
- [Pay now](#)

ACCOUNT HIERARCHY

Search by Name / Account Number

- Test Test (BA-2000083928)
 - Test TestPkg (SA-2000083929)
 - (SA-2000083932)

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

USER MANAGEMENT Search Users... Add User

First Name	Last Name	Email	Role	Action
View	User	viewtestuser@nondon.store	View Only	
USM	User	usmtestuser@nondon.store	USM Lite Admin	
Billing	User	uattestuser@nondon.store	Billing Admin	

Page 1 of 1 (1-3 of 3 items) < 1 >

5. Add/ Edit user form is displayed

Add/Edit User Information ×

First name * Last name * Email Address *

Role *
Select Role

Save

6. Make the desired changes and click on Save.

Add/Edit User Information

First name * Last name * Email Address *

Role *
Select Role

Save

7. Success message is displayed

USER MANAGEMENT

Search Users... **Add User**

First Name	Last Name	Email	Role	Action
View	User	viewtestuser@nondon.store	View Only	
USM	User	usmtestuser@nondon.store	USM Lite Admin	
Billing	UserUpdated	uattestuser@nondon.store	Billing Admin USM Lite Admin	

Page 1 of 1 (1-3 of 3 items) < < 1 > >

Copyright © 2026 All rights reserved. ✔ User updated successfully 01:04 PM ✕

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

User Management

Search users **Add User +**

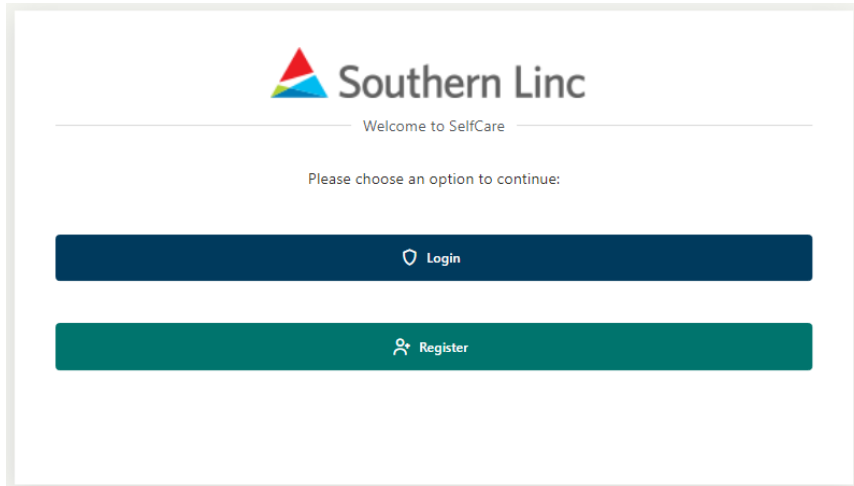
First Name	Last Name	Email Address	Role	Status	Action
View	User	viewtestuser@nondon.store	View Only	Active	
Demo	Test	DemoUser@nondon.store	Super Admin	Active	
USM	User	usmtestuser@nondon.store	USM Lite Admin	Active	
Billing	UserUpdated	uattestuser@nondon.store	Billing Admin USM Lite Admin	Active	

Delete user from Selfcare

Preconditions:

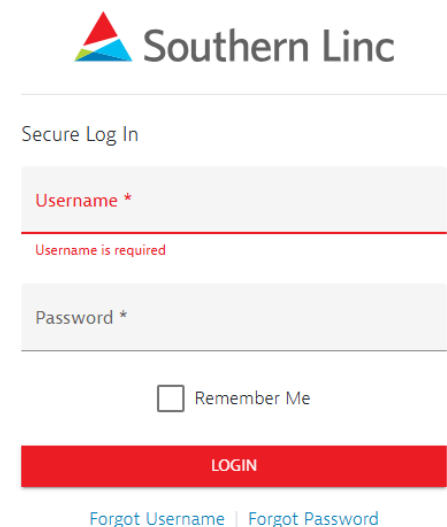
- Use an Account with at least two users (one Super admin and one not super admin user)

1. Go to Selfcare site



2. Click on Login Button

- Enter the Super Admin username and password.
- Click on LOGIN

A screenshot of the Southern Linc Secure Log In form. At the top is the Southern Linc logo. Below it is the text "Secure Log In". There are 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". At the bottom is a red button with the text "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password".

3. Dashboard page is displayed

MY DASHBOARD

BILL INFORMATION

- LAST BILL AMOUNT: **\$2.73**
- BILL DATE: **05/20/26**
- UNAPPLIED AMOUNT: **\$11**

VOICE/DATA USAGE

Service Type: ☒ Data ☐ Voice

From Date: 5/12/2026 To Date: 6/12/2026 **Search**

No data to display

PAYMENT INFORMATION

- TOTAL OUTSTANDING: **\$1299.35**
- DUE DATE: **06/14/26**
- [Pay now](#)

ACCOUNT HIERARCHY

Search by Name / Account Number

- Test Test (BA-2000083928)
 - Test TestPkg (SA-2000083929)
 - (SA-2000083932)

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

USER MANAGEMENT

Search Users... **Add User**

First Name	Last Name	Email	Role	Action
View	User	viewtestuser@nondon.store	View Only	
USM	User	usmtestuser@nondon.store	USM Lite Admin	
Billing	UserUpdated	uattestuser@nondon.store	Billing Admin USM Lite Admin	

Page 1 of 1 (1-3 of 3 items) |< < 1 > >|

5. Delete confirmation message is displayed, click on OK

USER MANAGEMENT

Search Users... **Add User**

First Name	Last Name	Email	Role	Action
View	User	viewtestuser@nondon.store	View Only	
USM	User	usmtestuser@nondon.store	USM Lite Admin	
Billing	UserUpdated	uattestuser@nondon.store	Billing Admin USM Lite Admin	

Page 1 of 1 (1-3 of 3 items) |< < 1 > >|

Confirm Action

Selected User Email : uattestuser@nondon.store.

Are you sure want to delete this user?

Yes **No**

6. Deleted message is displayed

USER MANAGEMENT

Search Users... Add User

First Name	Last Name	Email	Role	Action
View	User	viewtestuser@nondon.store	View Only	
USM	User	usmtestuser@nondon.store	USM Lite Admin	

Page 1 of 1 (1-2 of 2 items) |< < 1 > >|

✔ User deleted successfully 01:08 PM ✕

7. 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

Search users Add User+

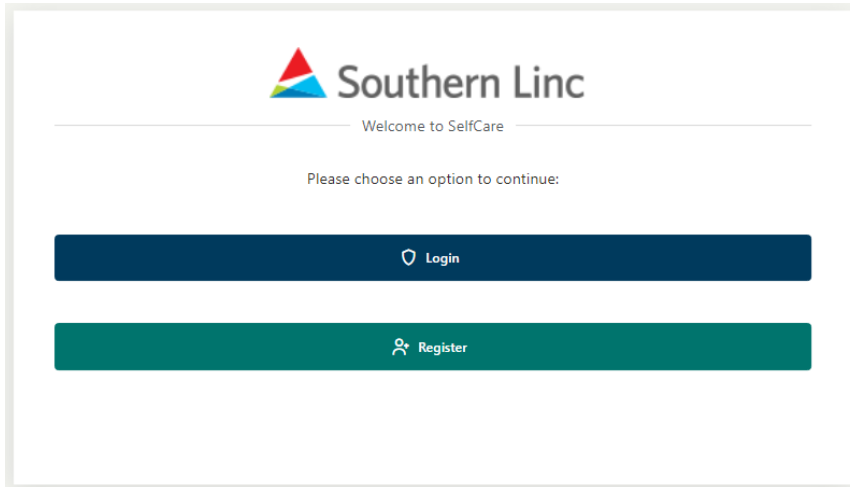
First Name	Last Name	Email Address	Role	Status	Action
View	User	viewtestuser@nondon.store	View Only	Active	
Demo	Test	DemoUser@nondon.store	Super Admin	Active	
USM	User	usmtestuser@nondon.store	USM Lite Admin	Active	
Billing	UserUpdated	uattestuser@nondon.store	Billing Admin USM Lite A...	Disabled	

Update username from Selfcare

Preconditions:

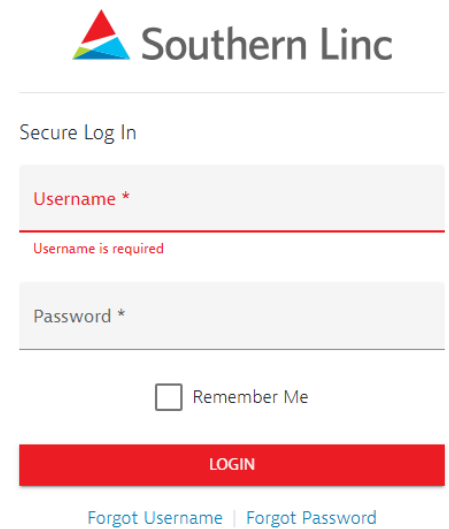
- Use an Account with Super Admin user

1. Go to Selfcare site



2. Click on Login Button

3. Enter Super Admin credentials and click on Login button

A screenshot of the Southern Linc "Secure Log In" form. At the top is the Southern Linc logo. Below it is the text "Secure Log In". There are 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". At the bottom is a red button with the word "LOGIN" in white. Below the button are two links: "Forgot Username" and "Forgot Password".

4. Dashboard page is displayed

MY DASHBOARD

BILL INFORMATION

LAST BILL AMOUNT

\$151.30

BILL DATE

07/06/26

UNAPPLIED AMOUNT

\$0

VOICE/DATA USAGE

Service Type

☒ Data

☐ Voice

From Date

6/7/2026

To Date

7/7/2026

Search

No data to display

PAYMENT INFORMATION

TOTAL OUTSTANDING

\$647.45

DUE DATE

07/31/26

Pay now

ACCOUNT HIERARCHY

Search by Name / Account Number

Test New (BA-2000098029)

Test Test (SA-2000098030)

Test Test (SA-2000098031)

5. Go to Profile section

PROFILE | Home > Profile

PROFILE INFORMATION

Account Number:

2000098029

First Name:

Test

Last Name:

New

Mobile Number:

4111111111

Username:

Test2964

Access Code:

--

Email Address:

demouatuser@nondon.store

ADDRESS

Billing Address

Tax Address

Contact Address

Shipping Address

Primary Address

600, 18th St N, Birmingham, AL, Jefferson, 35203-2206, USA

Secondary Address

No records found

SAVED PAYMENT DETAILS

Payment Method	Name on Card	Expiry Date	Set Default
Invoice (Cash/Check)			☒
Credit Card ending with 1111	Test CC	12/2030	☐

Page 1 of 1 (1-2 of 2 items) |< < 1 > >|

UPDATE DELIVERY PREFERENCES

Delivery Preferences

☐ Electronic ☒ Paper

Update

6. Click on the change username icon

PROFILE | Home > Profile

PROFILE INFORMATION



Account Number: 2000098029
First Name: Test
Last Name: New
Mobile Number: 4111111111
Username: ① Test2964 
Access Code: --
Email Address: demouatuser@nondon.store

Change Username.

7. Edit username and click on Save

PROFILE | Home > Profile

PROFILE INFORMATION



Account Number: 2000098029
First Name: Test
Last Name: New
Mobile Number: 4111111111
Username: ① 

Access Code: --
Email Address: demouatuser@nondon.store

8. Confirm action

PROFILE | Home > Profile

PROFILE INFORMATION



Account Number: 2000098029
First Name: Test
Last Name: New
Mobile Number: 4111111111
Username: ① 

Access Code: --
Email Address: demouatuser@nondon.store

ADDRESS

Billing Address Tax Address Contact Address Shipping Address

 **Primary Address** **Secondary Address**

600, 18th St N, Birmingham, AL, Jefferson
No records found

Confirm Action
Are you sure you want to proceed?

9. Username is successfully updated

PROFILE | Home > Profile

PROFILE INFORMATION



Account Number: 2000098029
First Name: Test
Last Name: New
Mobile Number: 4111111111
Username:  Test2964Test %
Access Code: --
Email Address: demouatuser@nondon.store

ADDRESS

Billing Address Tax Address Contact Address Shipping Address

 **Primary Address** **Secondary Address**

600, 18th St N, Birmingham, AL, Jefferson, 35203-2206, USA No records found

SAVED PAYMENT DETAILS

Payment Method	Name on Card	Expiry Date	Set Default
Invoice (Cash/Check)			☒
Credit Card ending with 1111	Test CC	12/2030	☒

Page 1 of 1 (1-2 of 2 items) |< < 1 > >|

UPDATE DELIVERY PREFERENCES

Delivery Preferences

☐ Electronic ☒ Paper



[Update](#)

✔ Username Updated Successfully 10:32 AM ✕

Note:

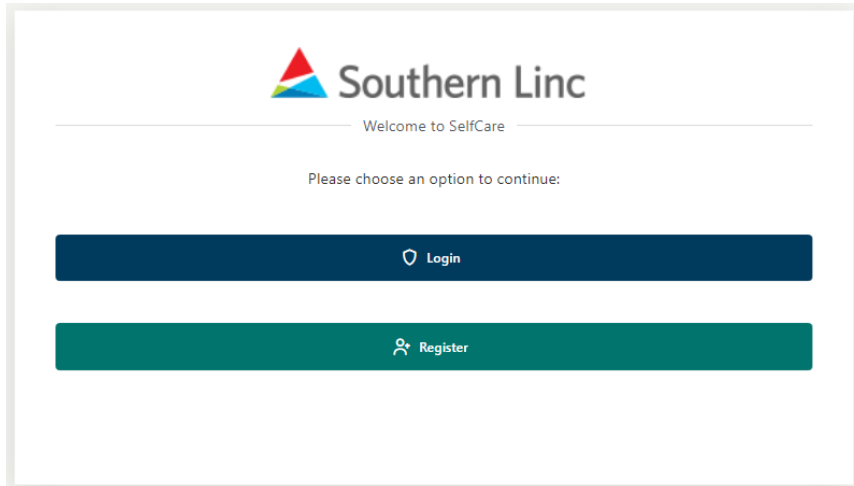
- Using an existing username will display an error.
- To update the username for a 2nd time, log out and login again. (Error message could be displayed).

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

- Enter the Super Admin or Billing Admin username and password.
- Click on LOGIN

A screenshot of the Southern Linc Secure Log In page. At the top is the Southern Linc logo. Below it is the text "Secure Log In". There are 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". There is a red button labeled "LOGIN". Below the button are two links: "Forgot Username | Forgot Password" and "New User?". At the bottom is a button labeled "REGISTER NOW".

3. Dashboard page is displayed

MY DASHBOARD

BILL INFORMATION

LAST BILL AMOUNT

\$2.73

BILL DATE

05/20/26

UNAPPLIED AMOUNT

\$11

VOICE/DATA USAGE

Service Type

☒ Data ☐ Voice

From Date

5/12/2026

To Date

6/12/2026

Search

No data to display

PAYMENT INFORMATION

TOTAL OUTSTANDING

\$1299.35

DUE DATE

06/14/26

Pay now

ACCOUNT HIERARCHY

Search by Name / Account Number

Test Test (BA-2000083928)

Test TestPkg (SA-2000083929)

(SA-2000083932)

4. Go to Bills section

BILLS | Home > Bills

SEARCH BILLS

From Date

Enter From Date

To Date

Enter To Date

Search

Clear

Download CSV

Bill Number	Bill Amount	Due Amount	Due Date	Billing Cycle	Invoice	Action
REG20260000493985	\$ 1300.36	\$2.73	06-13-26	04-19-26 to 05-19-26		Select Action
REG20260000493984	\$ 1297.63	\$2.73	05-14-26	04-15-26 to 04-19-26		Select Action
EQP20260000493847	\$ 1294.90	\$647.45	05-11-26	04-16-26 to 04-16-26		Select Action
EQP20260000493843	\$ 647.45	\$646.44	05-11-26	04-15-26 to 04-16-26		Select Action

Page 1 of 1 (1-4 of 4 items) < 1 >

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

Bill Number	Bill Amount	Due Amount	Due Date	Billing Cycle	Invoice	Action
REG20260000493985	\$ 1300.36	\$2.73	06-13-26	04-19-26 to 05-19-26		Select Action
REG20260000493984	\$ 1297.63	\$2.73	05-14-26	04-15-26 to 04-19-26		Pay Now
EQP20260000493847	\$ 1294.90	\$647.45	05-11-26	04-16-26 to 04-16-26		Schedule Payment

pg. 28

6. Make payment is displayed

MAKE PAYMENT | Home > Payments

Credit/Debit Cards Bank Account

+
Add New Card

Amount*
\$ 2.73

Save & Submit Cancel

7. Select the payment option (Credit card or Bank account)

8. Fill out the payment form

a. Add a new Credit Card

- Click on Add New
- Enter CC number, expiration date and CVV and Click on Submit
- Enter Full name and click on Save & Submit

MAKE PAYMENT | Home > Payments

Credit/Debit Cards

+
Add New Card

Credit/Debit Card Number
eg 444433332221111

Expy
January 2026

Enter CVV Number
eg CVV

Submit Cancel

MAKE PAYMENT | Home > Payments

Credit/Debit Cards

+
Add New Card

Ending in 1111
Expiry 12/2030
Full Name*
Enter Card Holder Name

☐ Make Default

Amount*
\$ 2.73

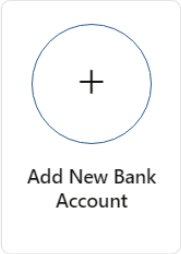
Save & Submit Cancel

b. Add a new Bank Account

- i. Click on Add New
- ii. Enter Bank Account and Routing Number, then click on Authorize
- iii. Enter Full name and click on Save & Submit

MAKE PAYMENT | [Home](#) > Payments

Credit/Debit Cards | **Bank Account**



Add New Bank Account

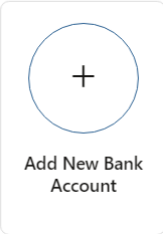
Bank Account

Routing Number

Authorize **Cancel**

MAKE PAYMENT | [Home](#) > Payments

Credit/Debit Cards | **Bank Account**



Add New Bank Account

Ending in 6789

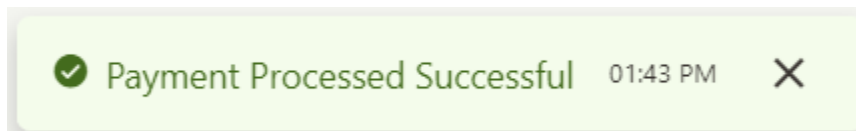
Full Name *

☐ Make Default

Amount *

Save & Submit **Cancel**

9. Payment Successful message is displayed.



10. Go to Payments section

11. Verify payment is listed, search by Receipt number

PAYMENTS | [Home](#) > Payments

Payments

Scheduled Recurring Payments

Scheduled One-Time Payments

SEARCH PAYMENTS

From Date

Enter From Date

To Date

Enter To Date

Search

Clear

Pay Online

Receipt Number	Amount Paid	Payment Mode	Payment Date	Location	Action
R-117989	\$2.73	Bank Account	06-12-26	Selfcare	📄 ↓

Page 1 of 1 (1 of 1 items) |< < 1 > >|

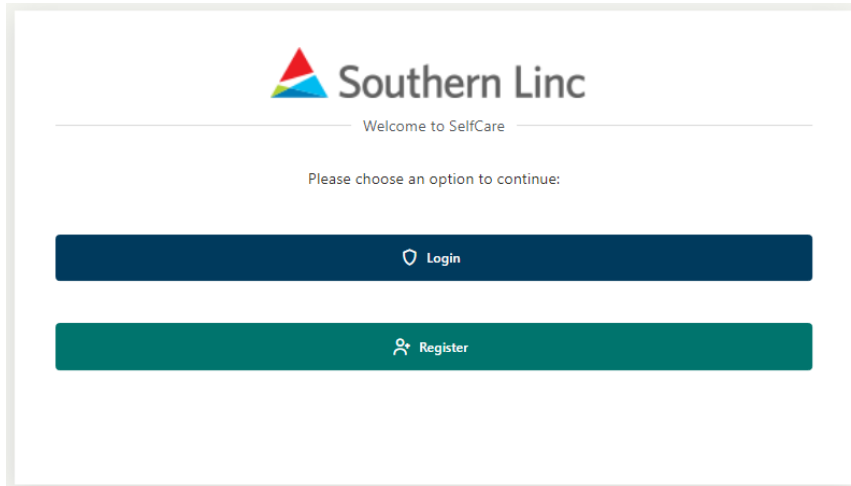
✔ Payment Processed Successful 01:43 PM ✕

Access to USM Lite site from Selfcare

Preconditions:

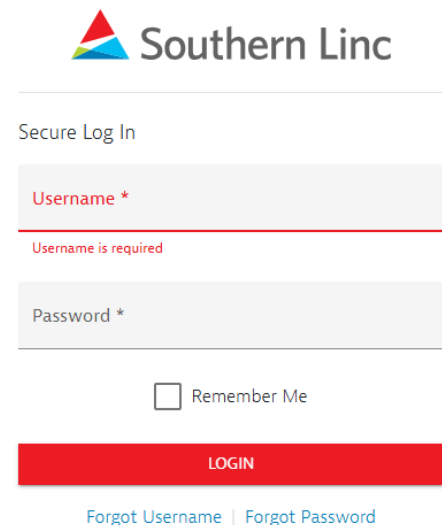
- Use an account with a Super Admin user or USM Lite user
- Use an account with PTT product

1. Go to Selfcare site

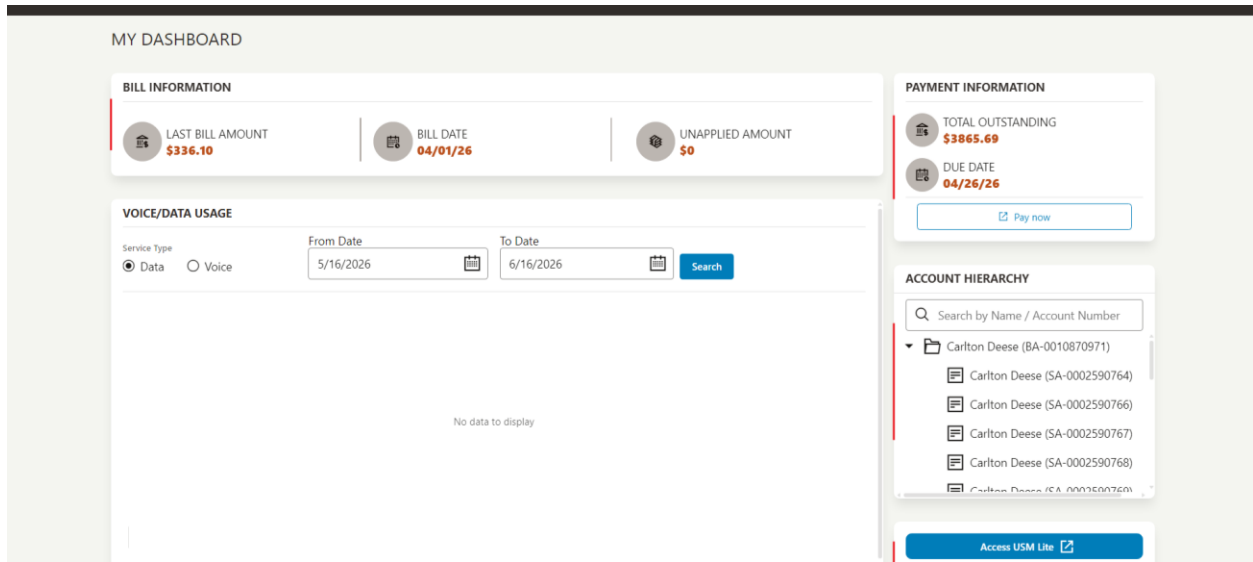


2. Click on Login Button

- Enter the Super Admin or USM Lite Admin username and password.
- Click on LOGIN

A screenshot of the Southern Linc Secure Log In form. At the top is the Southern Linc logo. Below it 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". At the bottom is a red button with the text "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password".

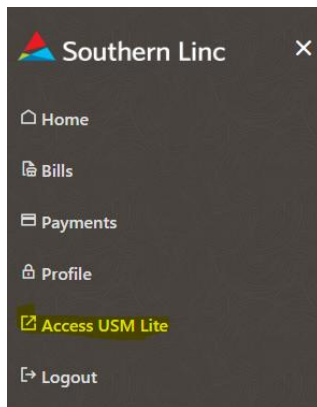
3. Dashboard page is displayed



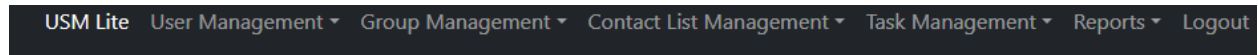
4. Click on Access USM Lite button from: Dashboard



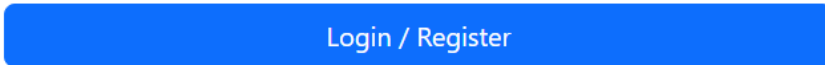
Left Menu



5. User is redirected to the USM Lite site

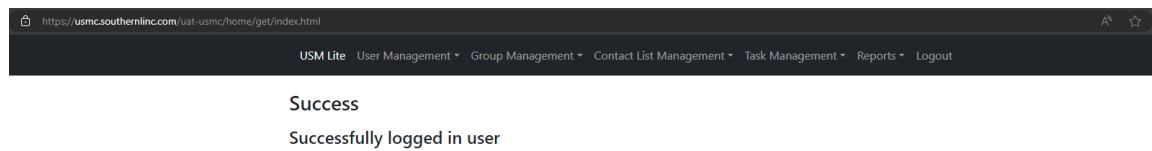


Login



6. Click on the Login/Register button

7. User is successfully logged into USM Lite site

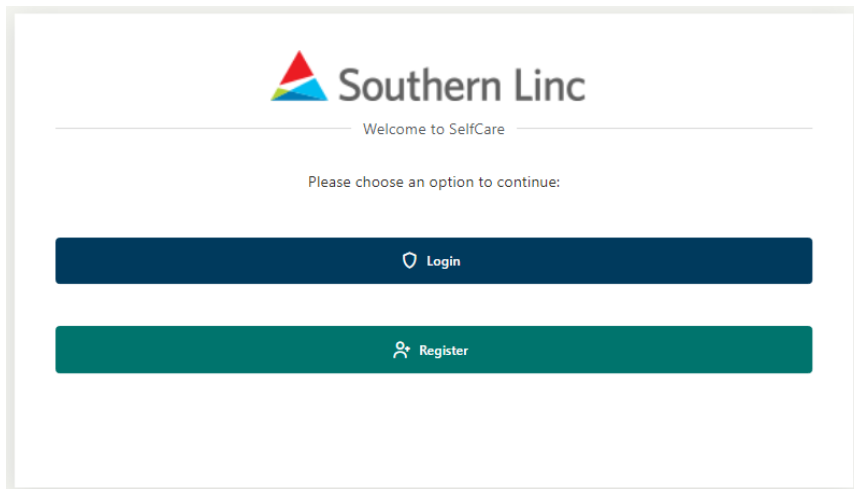


Switch between accounts in Selfcare

Preconditions:

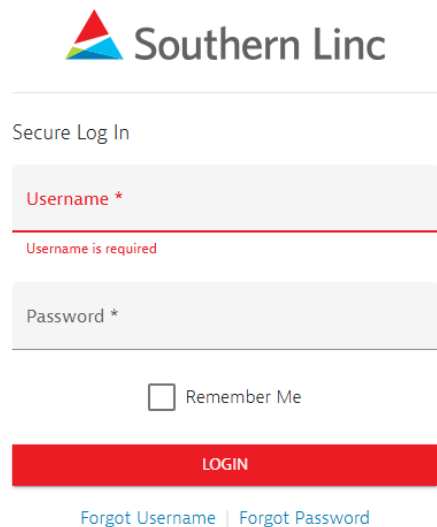
- Use a user/email linked to two or more accounts

1. Go to Selfcare site



2. Click on Login Button

- Enter the username and password.
- Click on LOGIN

A screenshot of the Southern Linc Secure Log In form. At the top is the Southern Linc logo. Below it is the text "Secure Log In". There are 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". At the bottom is a red button with the text "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password".

3. Select Account pop-up is displayed

Selected Account

Multiple Accounts Found

10:44 AM

We have found multiple accounts associated with your email address. Please select the account you wish to access from the list below.

Account Number	First Name	Last Name	Role	Select
0010870971	Demo	User	Super Admin	
2000098029	Demo	User	Super Admin	

Note

10:44 AM

Please select only one account to continue. Each account has its own permissions and access levels.

4. Select the account you want to log in and click on the Select to login button

Selected Account

Multiple Accounts Found

10:44 AM

We have found multiple accounts associated with your email address. Please select the account you wish to access from the list below.

Account Number	First Name	Last Name	Role	Select
0010870971	Demo	User	Super Admin	
2000098029	Demo	User	Super Admin	

Select to login

5. Dashboard is displayed

Southern Linc

Test New

MY DASHBOARD

BILL INFORMATION

LAST BILL AMOUNT

\$151.30

BILL DATE

07/06/26

UNAPPLIED AMOUNT

\$0

VOICE/DATA USAGE

Service Type

☒ Data ☐ Voice

From Date

6/7/2026

To Date

7/7/2026

Search

No data to display

PAYMENT INFORMATION

TOTAL OUTSTANDING

\$647.45

DUE DATE

07/31/26

Pay now

ACCOUNT HIERARCHY

Search by Name / Account Number

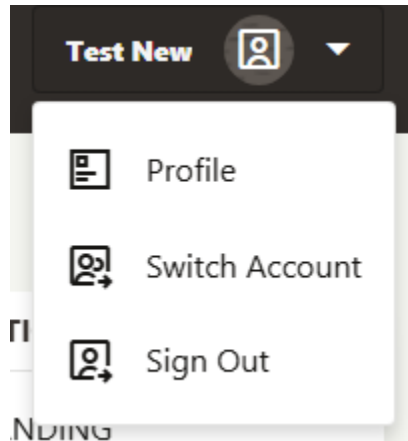
Test New (BA-2000098029)

Test Test (SA-2000098030)

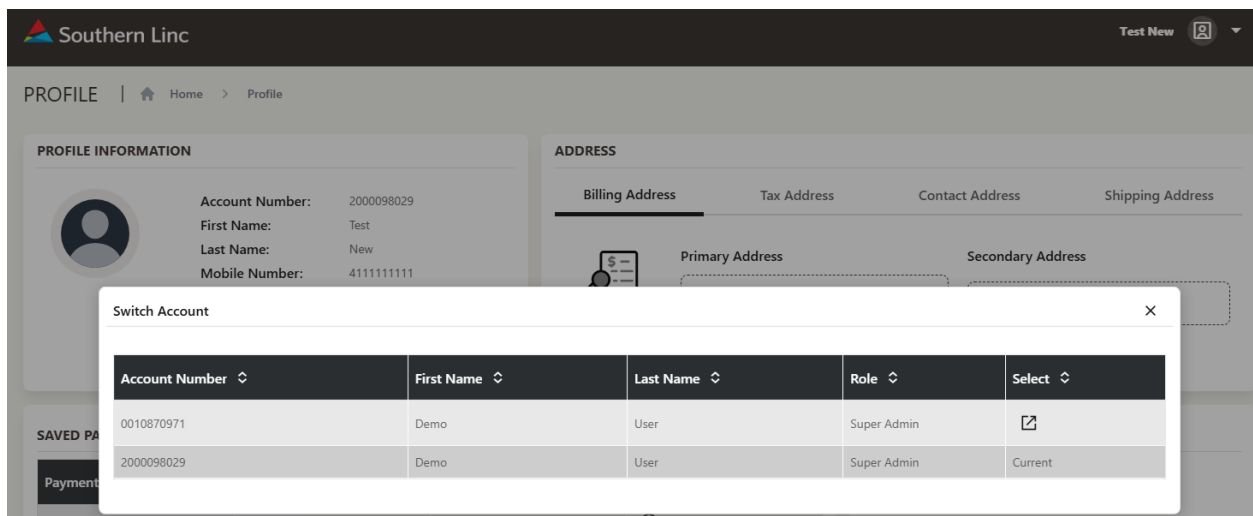
Test Test (SA-2000098031)

Access USM Lite

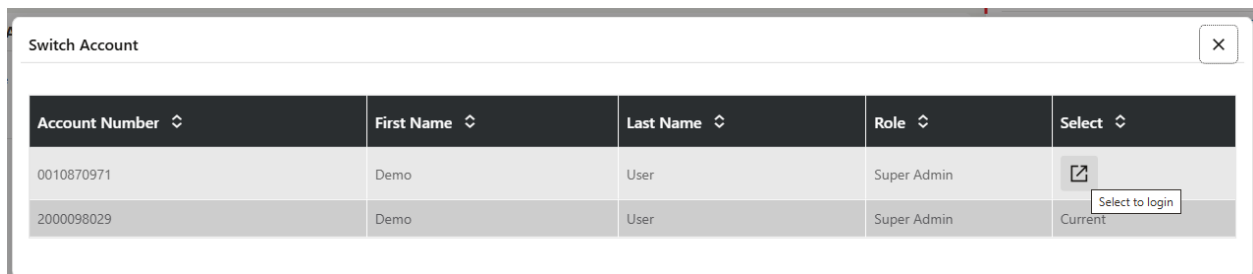
6. Click on the username at the right top of the page and click on Switch Account



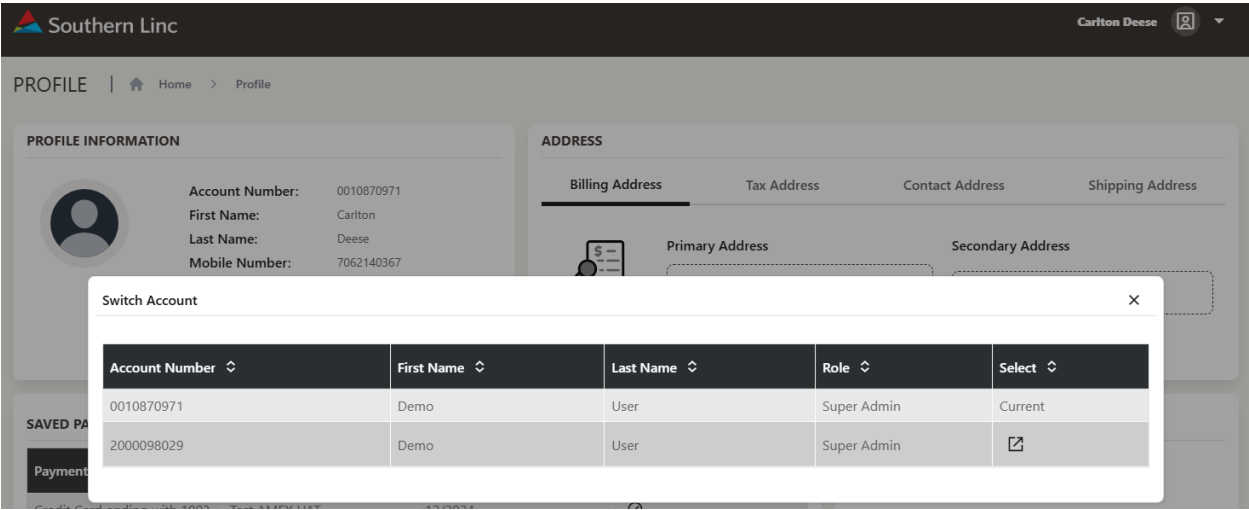
7. Select Account pop-up is displayed



8. Click on the Select to login icon from the account you want to switch



9. User switched between accounts

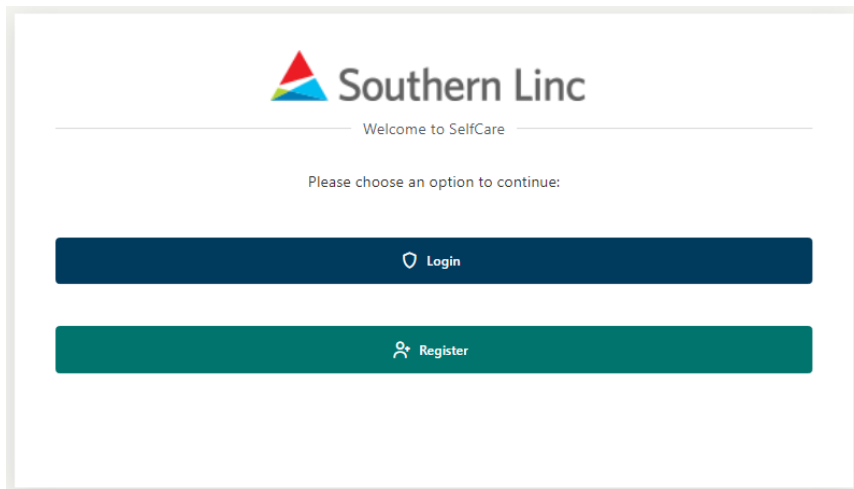


Forgot password in Selfcare

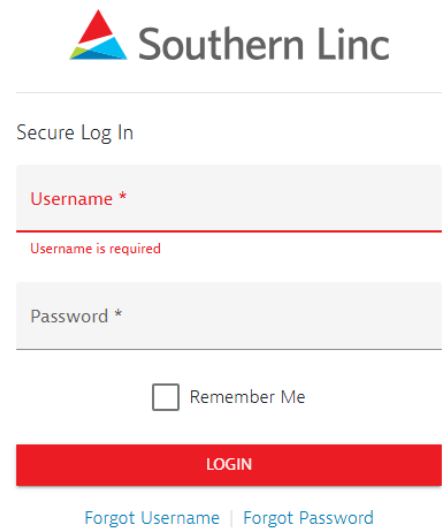
Preconditions:

- 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 Linc Secure Log In page. At the top is the Southern Linc logo. Below it is the text "Secure Log In". There are 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". At the bottom is a red button with the text "LOGIN". Below the button are two links: "Forgot Username" and "Forgot 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.

[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 ***@nondon.store. Please click the link in the email to continue the password reset process.

 You will need to complete this within hours.

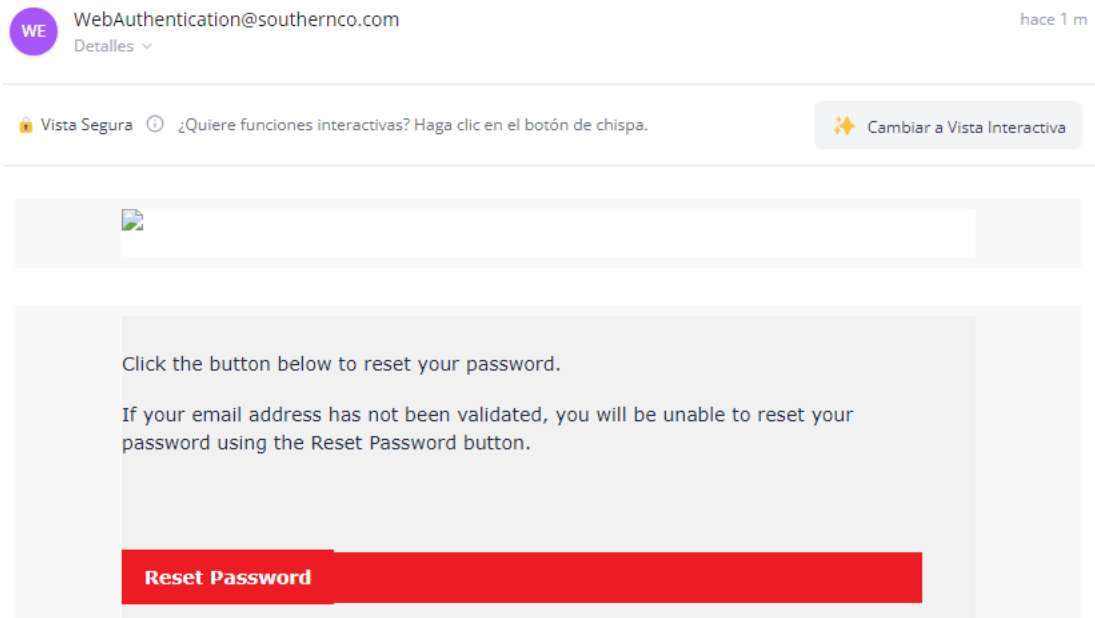
This email will be sent from WebAuthentication@southernco.com. You may need to add this email address to your safe list.

[RETURN TO LOGIN](#)

6. An email notification is sent

7. Open Email notification

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



8. Click on “Reset Password” link

9. Reset Password form is displayed

10. Enter username, new password, and Re-type new password, then 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

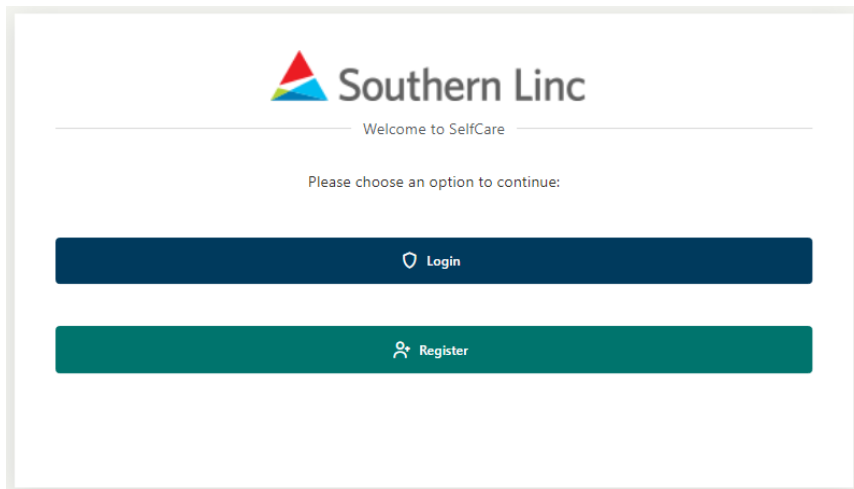
13. Password Changed notification is received

Forgot Username in selfcare

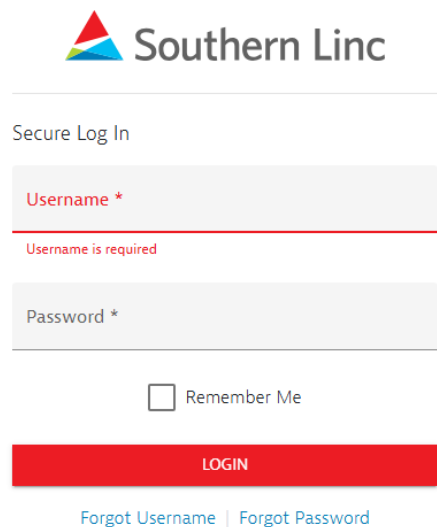
Preconditions:

- 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 Linc Secure Log In page. At the top is the Southern Linc logo. Below it is the text "Secure Log In". There are 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". At the bottom is a red button with the text "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password".

3. Forgot Username form is displayed

4. Enter Email Address and click on the Continue button



Southern Linc

Forgot Username

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

CONTINUE

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

5. Username has been emailed message is displayed



Southern Linc

Forgot Username

 Username has been emailed!

We've sent your username to
demouatuser@nondon.store.

[RETURN TO LOGIN](#)

6. Open email notification, username will be shown

---THIS IS A TEST EMAIL--- **User Names For Southern Company Profile**



WebAuthentication@southernco.com

Detalles ▾

Ahora mismo

 Vista Segura ⓘ ¿Quiere funciones interactivas? Haga clic en el botón de chispa.

 Cambiar a Vista Interactiva



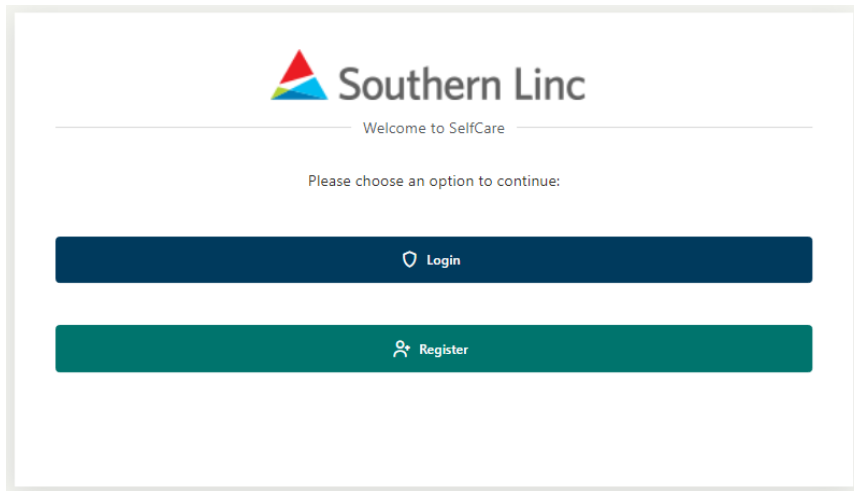
Username request.

The username associated with the provided email address is
[mrpl5ott@nondon.store](#).

Log In

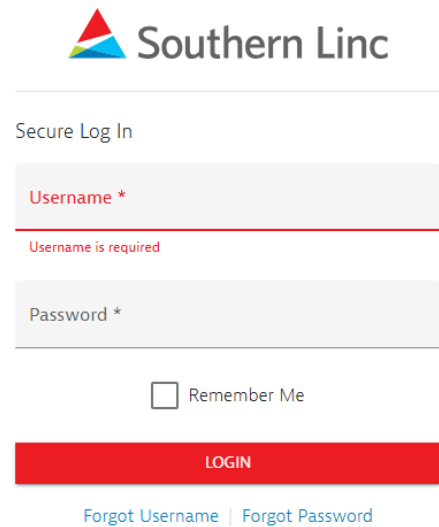
Update Delivery Preferences in selfcare

1. Go to Selfcare site



2. Click on Login Button

- Enter the Super Admin username and password.
- Click on LOGIN

A screenshot of the Southern Linc Secure Log In form. At the top is the Southern Linc logo. Below it 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". At the bottom is a red button with the text "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password".

3. Dashboard page is displayed

MY DASHBOARD

BILL INFORMATION

LAST BILL AMOUNT **\$2.73** | BILL DATE **05/20/26** | UNAPPLIED AMOUNT **\$11**

VOICE/DATA USAGE

Service Type: ☒ Data ☐ Voice

From Date: 5/12/2026 To Date: 6/12/2026 Search

No data to display

PAYMENT INFORMATION

TOTAL OUTSTANDING **\$1299.35** | DUE DATE **06/14/26** | [Pay now](#)

ACCOUNT HIERARCHY

Search by Name / Account Number

- Test Test (BA-2000083928)
 - Test TestPkg (SA-2000083929)
 - (SA-2000083932)

4. Go to Profile

PROFILE | Home > Profile

PROFILE INFORMATION

Account Number: 2000084437
First Name: Test
Last Name: New
Mobile Number: 4111111111
Username: Test1459
Access Code: 10409
Email Address: test@test.com

ADDRESS

Billing Address | Tax Address | Contact Address | Shipping Address

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

SAVED PAYMENT DETAILS

Payment Method	Name on Card	Expiry Date	Set Default
Invoice (Cash/Check)			☒

Page 1 of 1 (1 of 1 items) |< < 1 > >|

UPDATE DELIVERY PREFERENCES

Delivery Preferences: ☒ Electronic ☐ Paper

[Update](#)

5. From Update Delivery Preferences, select an option

6. Click on Update

UPDATE DELIVERY PREFERENCES

Delivery Preferences

☒ Electronic ☐ Paper



Update

7. Confirm Action, popup is displayed

8. Click on YES

Confirm Action

Are you sure you want to change your delivery preference to paper?

Yes No

9. Successful message is displayed

SAVED PAYMENT DETAILS

Payment Method	Name on Card	Expiry Date	Set Default
Invoice (Cash/Check)			☒

Page 1 of 1 (1 of 1 items) |< < 1 > >|

UPDATE DELIVERY PREFERENCES

Delivery Preferences

☐ Electronic ☒ Paper



Update

Delivery preference updated 11:30 AM

10. Verify preference is updated in OAP

Billing Information

Billing Amount:

0.00

Billing Date:

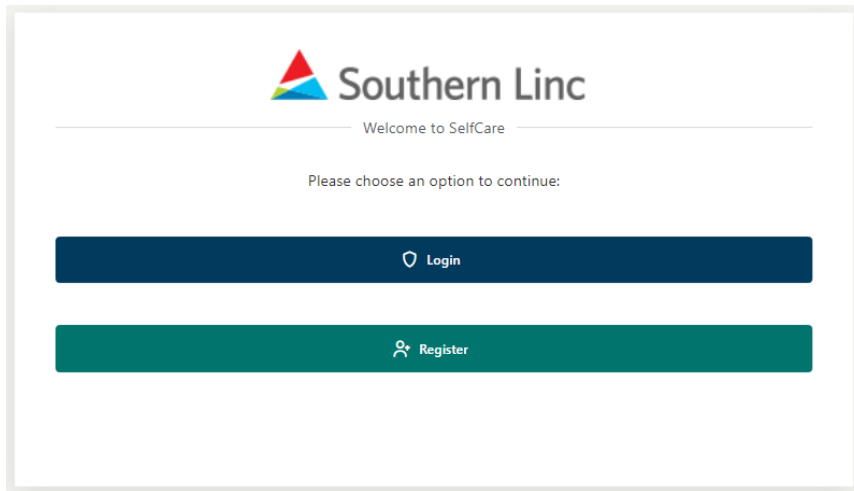
06-15-2026 05:00

Delivery Preference:

Paper

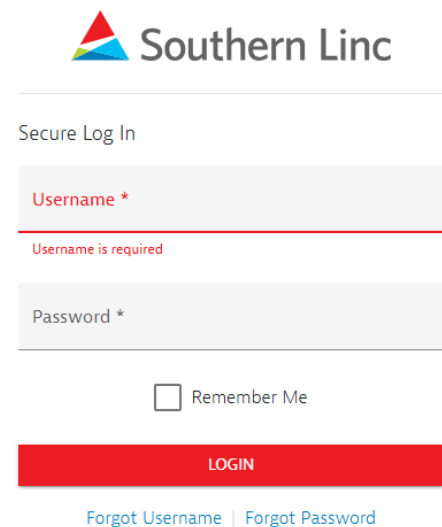
View Data/Voice Usage

1. Go to Selfcare site

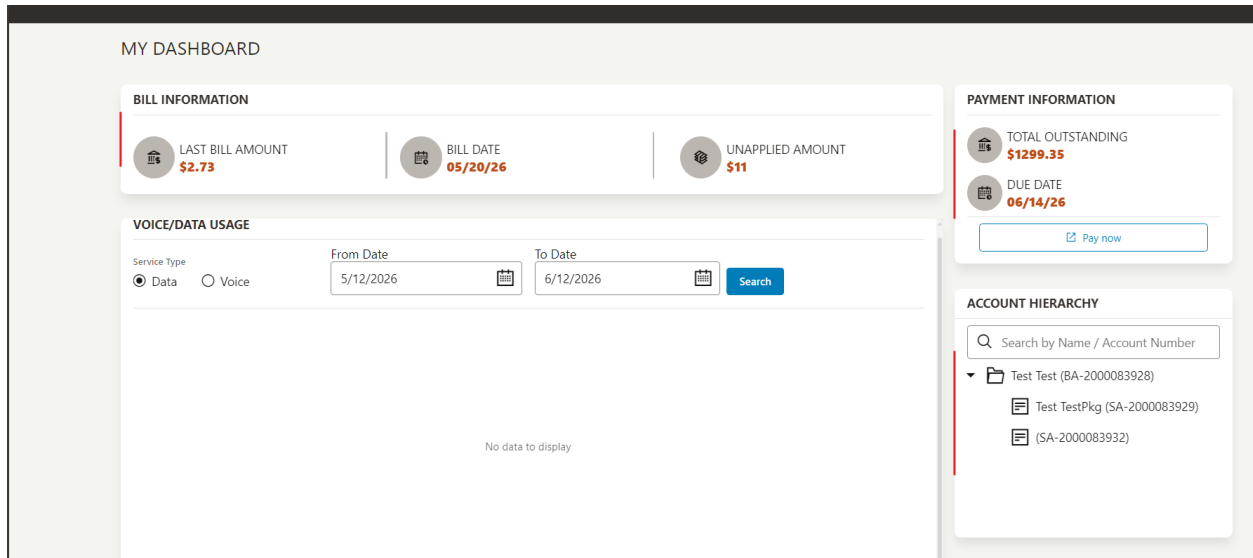


2. Click on Login Button

- Enter the Super Admin username and password.
- Click on LOGIN

A screenshot of the Southern Linc "Secure Log In" form. At the top is the Southern Linc logo. Below it 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". At the bottom is a red button with the text "LOGIN". Below the button are two links: "Forgot Username" and "Forgot Password".

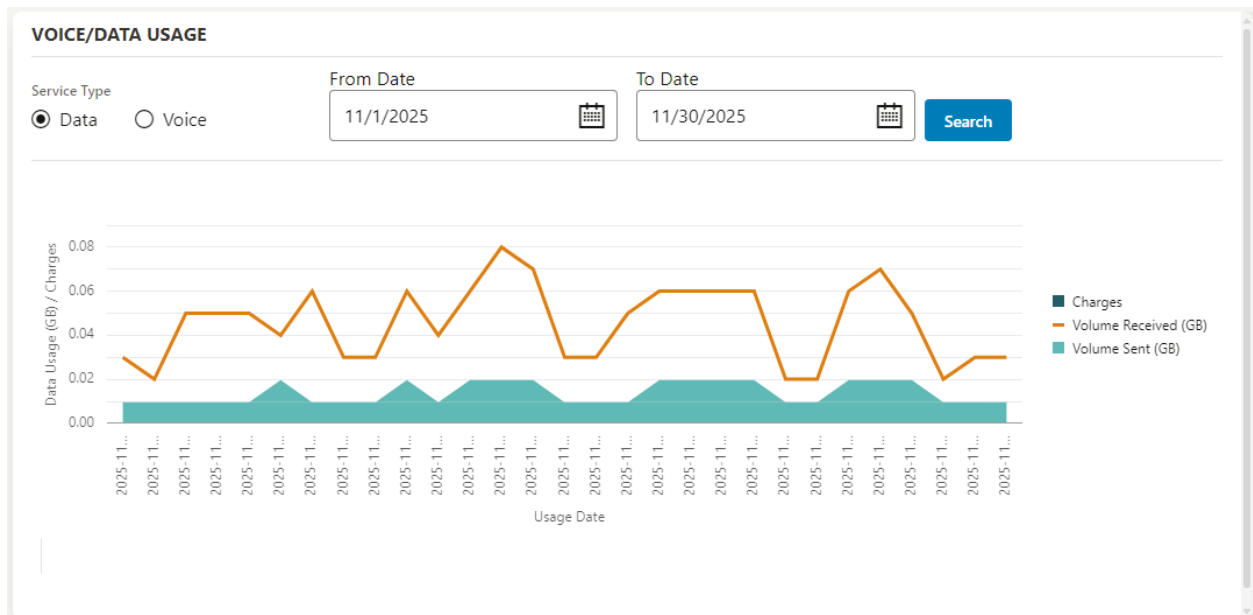
3. Dashboard page is displayed



4. In My Dashboard, from Voice/Data Usage section:

- Select Service
- Select From and To dates
- Click on Search

DATA



VOICE

