

Selfcare – User Registration Guide

Version 3.1



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.

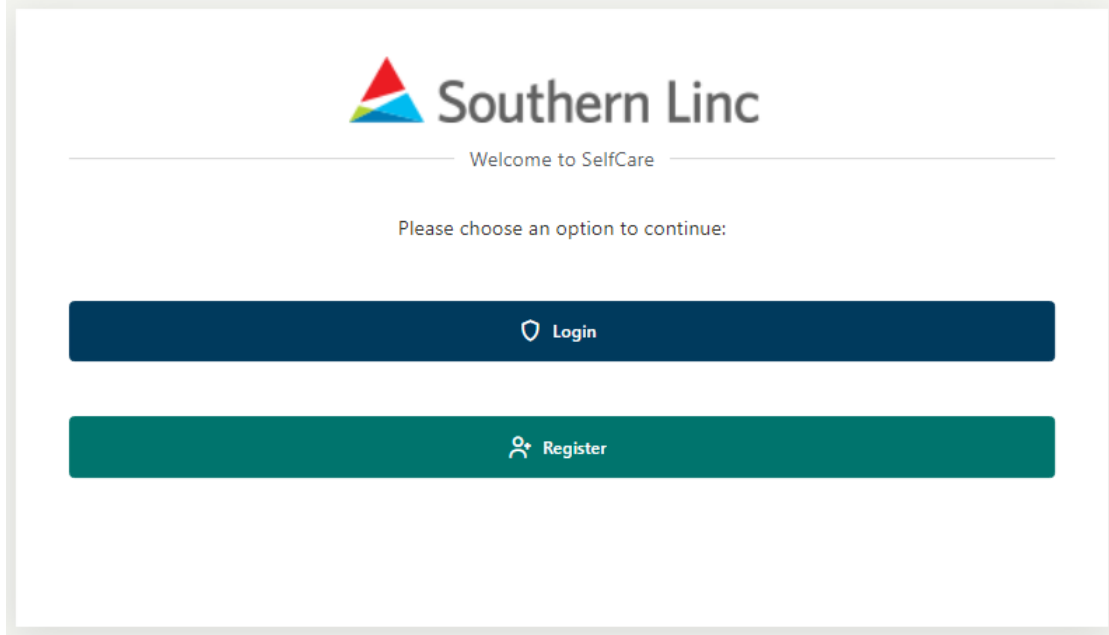
Overview of the registration process:

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



The image shows a screenshot of the Southern Linc Self-Care welcome screen. At the top, there is the Southern Linc logo, which consists of a stylized triangle with red, blue, and green segments, followed by the text "Southern Linc". Below the logo, a horizontal line separates the header from the main content. Underneath the line, the text "Welcome to SelfCare" is displayed. Below this, a prompt reads "Please choose an option to continue:". There are two large, rounded rectangular buttons: a dark blue button with a white shield icon and the text "Login", and a teal button with a white person icon and the text "Register".

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



Create Profile

Personal Information

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.

---THIS IS A TEST EMAIL--- Email Validation Code For Southern Company Profile



WebAuthentication@southernco.com
Detalles ▾



Vista Segura



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



Cambiar a Vista Interactiva



Complete your email validation.

Use the code below to complete the email validation process.

042753

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



Southern Linc

Verify Email Address

Enter code received at
This code will expire in 5 minutes.

[Resend code or edit email.](#)

One-Time Code *

SUBMIT

[CANCEL](#)



Southern Linc

Registration Complete

Your online registration is complete!

Your username is ****

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

CONTINUE

An email notification is sent when user completes the registration

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

[Mostrar más](#)



WebAuthentication@southernco.com
Detalles ▾

has



Vista Segura



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



Cambiar a Vista Interactiva



Thank you for registering online with us.

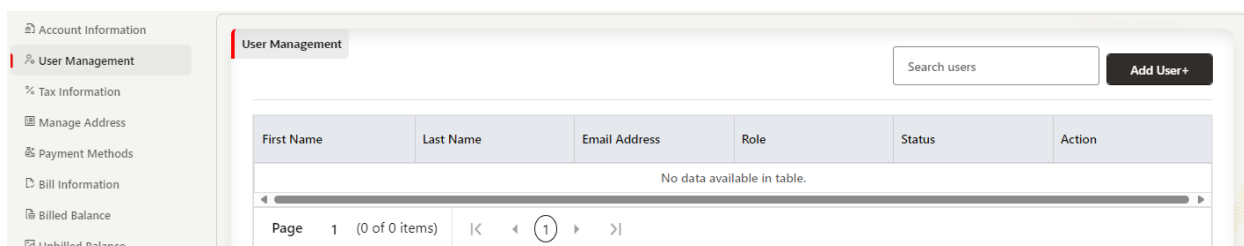
Your registration is now complete and your email has been validated.

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.



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, if no payment exists.

The screenshot shows the 'Email Validation Required' form. At the top, it says 'Email Validation Required' with a close button. Below is a message: 'No account was found for your email address. Please provide the information below to validate your email and create an account.' with a timestamp of 10:05 AM. The form contains three input fields: 'Account number' (with a red asterisk and 'Required' label), 'Username' (with a red asterisk, an eye icon, and 'Required' label), and 'Last Payment Amount' (with a red asterisk, a dropdown arrow, and 'Required' label). To the left of the form is an illustration of a person sitting on the ground, looking at a laptop, with a key icon above them. At the bottom, there is a 'Note' section with a warning icon and the text: 'This information will be used to verify your identity and activate your account. Please ensure all information is accurate.' with a timestamp of 10:05 AM.

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 'Search users' input field and an 'Add User+' button. Below is a table with columns: First Name, Last Name, Email Address, Role, Status, and Action. The table contains one row: Demo, Test, DemoUser@nondon.store, Super Admin, Active. The Action column has edit and delete icons. At the bottom, a pagination bar shows 'Page 1 of 1 (1 of 1 items)' and navigation controls.

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

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 'MY DASHBOARD' for a user named Carlton Deese. The dashboard is divided into several sections. The 'BILL INFORMATION' section shows: LAST BILL AMOUNT \$336.43, BILL DATE 07/01/26, and UNAPPLIED AMOUNT \$0. The 'VOICE/DATA USAGE' section has a 'Service Type' selector (Data selected, Voice unselected) and date pickers for 'From Date' (6/7/2026) and 'To Date' (7/7/2026), with a 'Search' button. Below this, it says 'No data to display'. The 'PAYMENT INFORMATION' section shows: TOTAL OUTSTANDING \$1814.46 and DUE DATE 07/26/26, with a 'Pay now' button. The 'ACCOUNT HIERARCHY' section has a search bar 'Search by Name / Account Number' and a list of accounts: Carlton Deese (BA-0010870971) expanded to show five sub-accounts: Carlton Deese (SA-0002590764), Carlton Deese (SA-0002590766), Carlton Deese (SA-0002590767), Carlton Deese (SA-0002590768), and Carlton Deese (SA-0002590769). At the bottom is a button 'Access USM Lite' with an external link icon.

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.

Selected Account

Multiple Accounts Found

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

10:15 AM

Account Number	First Name	Last Name	Role	Select
2000084274	Test	User	Super Admin	☐
2000084117	Super	Admin	Super Admin	☐
0000099128	Test	User	Super Admin	☐
0010870971	Test	User	Super Admin	☐
0010937877	Test	User	Super Admin	☐

Note

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

10:15 AM

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.

USER MANAGEMENT

Search Users...

Add User

First Name	Last Name	Email	Role	Action
Page 1 (0 of 0 items)				

Add/Edit User Information

First name *

Enter First Name

Required

Last name *

Enter Last Name

Required

Email Address *

Enter Email Address

Required

Role *

Select Role

Required

Save

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

Role *

Select Role

Billing Admin

USM Lite Admin

View Only

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

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	User	uattestuser@nondon.store	Billing Admin	Active	 

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