



USER GUIDES

Service Provider/Service Provider Agent Registration Guide for the Reassigned Numbers Database

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Version 1.4

Prepared For: Service Provider and Service Provider Agent Registrants for the RND

Prepared By: Reassigned Numbers Database Administrator

Revision History

Revision History		
Date	Version	Description
March 22, 2021	1.0	Initial User Guide
April 5, 2021	1.1	Section 3 and 5 regarding Authorizer
June 23, 2021	1.2	Section 1.2 re Beta Test Period for Caller and Caller Agents Section 2.2 regarding multiple Primary Contacts Section 2.6 include LOA for Caller Agent Section 2.10 – add MFA to computer browser or to mobile device
June 30, 2021	1.3	Section 4 addition of Client Companies by Caller Agents Section 5 listing of Caller Query Notifications for Callers and Caller Agents
October 11, 2021	1.4	Section 2 included a section on password expiration notices Section 2.4 – revision of requirements on SP Agent LOA Separated 2.8 and 2.9 for MFA on browser and MFA on mobile device Section 4 text added on editing Client Company information

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1 Introduction

1.1 Purpose

This document provides instructions for Service Providers and Service Provider Agents to register as Reassigned Numbers Database (RND) users.

1.2 Overview

The RND system securely houses all permanently disconnected United States (US) geographic and toll-free numbers and the most recent permanent disconnection of each of those numbers. RND supports submitting permanently disconnected telephone numbers and querying the RND. To gain access to the RND system, the user must be registered.

The RND website can be reached at www.reassigned.us for more information (Figure 1.1). RND Customer Support can be reached at 1-833-763-2366 or via email to support@reassigned.us.

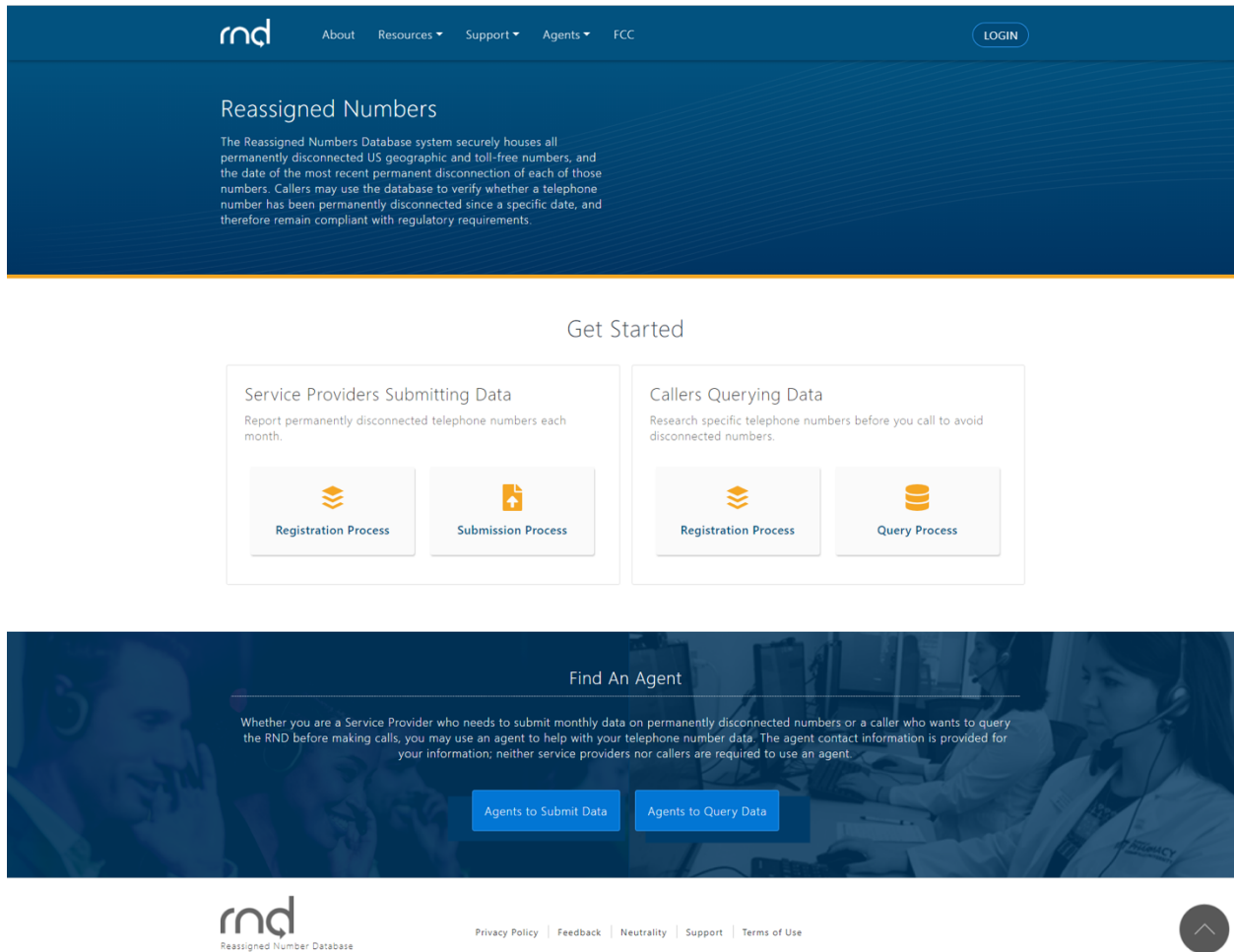


Figure 1.1

These are the steps for user registration:

- Identify the type of user.
- Identify the Primary Contact for the user's company.
- Gather the required information for registration.
- Contact RND Customer Support to receive the online registration link.
- Complete the online registration form.
- RND Administrator will review the registration request.
- Login.

1.3 System Settings

The RND uses the following standard date and time format for displaying and downloading data: MM/DD/YYYY HH:MM:SS in Eastern Time. Example: 02/08/2021 14:35:22.

When entering or editing data in the RND, a red asterisk (*) will appear next to required fields.

1.4 Assistance

Questions or issues on the RND may be directed to RND Customer Support at 833-763-2366 or support@reassigned.us

2 Initial Registration

2.1 Step 1: Identify Type of User

The RND will be used by two main groups of users, those who submit data and those who query the data.

Submit Data:

- **Service Provider (SP)** – A user who is a representative of an entity authorized to submit monthly permanently disconnected number reports and query their own data stored in the RND (e.g., telecommunications carrier, interconnected VoIP service provider or other entity that received number resources from NANPA).
- **Service Provider Agent (SPA)** – A consultant authorized by a Service Provider to submit monthly permanently disconnected number reports and query their own data in the RND on the Service Provider's behalf.

Query Data:

- **Callers** – A user who is authorized to query RND data to determine whether a telephone number has been permanently disconnected, and therefore is eligible to have been reassigned before calling the consumer (e.g., Pharmacies, Doctor's offices, Banks, Collection Agencies, etc.)

- **Caller Agents** – A user who has been authorized on behalf of another Caller that queries the RND to determine whether a telephone number has been permanently disconnected, and therefore, is eligible to have been reassigned before calling the consumer.

This Guide contains the steps for SP and SPA registration.

2.2 Step 2: Identify Primary Contact

For each company, only one Primary Contact email address can initiate the registration process. Once the Primary Contact is registered, the Primary Contact may invite additional users to their company. After registration, invited users can be transferred and/or elevated to primary contact status and it is possible to have multiple primary contacts for a company. If the company is a Service Provider Agent, the fully registered Primary Contact will also be able to add clients.

2.3 Step 3: Gather Required Information

In order to register, the applicant will need following information:

1. The following information will be required for the Primary Contact registration and to establish the Company ID in the RND:
 - 1.1. Name
 - 1.2. Title
 - 1.3. Email Address
 - 1.4. Work Telephone Number
 - 1.5. User Type (e.g., Service Provider or Service Provider Agent)
2. Authorizer Information – The person authorizing the applicant to register in the RND. The Authorizer must be someone in your company, other than the applicant.
 - 2.1. Name
 - 2.2. Title
 - 2.3. Work Telephone Number
 - 2.4. Company Name
 - 2.5. Email Address

2.4 Step 4: Contact RND Customer Support

In order to request login credentials to the RND, the Primary Contact shall send an email to support@reassigned.us indicating that the applicant will serve as the Primary Contact for their company as a Service Provider or Service Provider Agent.

Service Provider Agents have Client companies and after registration must send a Letter of Authorization (LOA) for each Client that the SPA intends to add to their profile

in the RND. An SPA [LOA](#) template can be found at <https://www.reassigned.us/> under Agents/Become an Agent.

The LOA must contain the following:

1. The LOA must be on the Client SP's company letterhead.
2. The following must be included in the LOA:
 - a. A statement that the SPA is authorized to submit permanently disconnected telephone numbers reports or updates to the RND on behalf of the Client SP company.
 - b. The LOA must be signed by the contact at the Client SP.
 - c. The LOA must be dated.
 - d. The LOA must include the Point of Contact for the Client company information in the RND including the following: Name, Title, Email, Work Phone.

RND Customer Support will send an email back to the Primary Contact. The email will contain a link to an online registration form which is only valid for the Primary Contact and must be used within 7 calendar days (Figure 2.1).

RND System - New User Registration



Reply

Phish Alert

To become a registered user of the RND system, please complete the online registration form using this [link](#). This registration link will expire within the next 7 days.

If you have any questions, please contact the RND Customer Support.



This email may contain material that is confidential and/or privileged. It is intended for the sole use of the intended recipient. Any review, reliance or distribution by others without express permission is strictly prohibited. If you are not the intended recipient, please contact the sender and delete all copies.

Figure 2.1

2.5 Step 5: Complete Online Registration Form

After the applicant selects the link within the New User Registration email, the applicant will be directed to the RND website and information will be collected in an online registration form.

1. User Information (Figure 2.2)

- a. **Username** – This will be used by the Primary Contact to login to the system:
 - i. Minimum of 6 characters, maximum of 25 characters.
 - ii. Letters and numbers are accepted.
 - iii. Special characters including exclamation point “!”, dollar “\$”, caret “^”, asterisk “*”, underscore “_”, hyphen “-”, period “.” and “`” grave accent (backtick) are accepted.
 - iv. Must be unique in the system.
- b. **Name** – including First Name, Middle Initial, Last Name.
- c. **Email** – This will be set by the system based on information provided to RND Customer Support at the beginning of the registration process.
- d. **Work Phone** - including optional Extension and Text-Enabled setting.
- e. **Secondary Phone** – including optional Text-Enabled setting.

The screenshot shows the 'Registration Screen' for RND. The page has a dark blue header with the RND logo and the text 'Registration Screen' and 'This is the Registration Screen'. A 'RND Updated:' notice is visible in the top right. Below the header is a navigation bar with five tabs: 'User Information', 'Authorizer', 'Company Information', 'Company Address', and 'Review & Submit'. The 'User Information' tab is active, displaying a form with the following fields:

- User Information** section:
 - * Required
 - Username * (text input)
 - First Name * (text input), Middle Initial (text input), Last Name * (text input)
 - Title * (text input)
- Email *** (text input)
- Work Phone *** (text input) and **Extension** (text input)
- Text-Enabled
- Secondary Phone** (text input)
- Text-Enabled

A blue 'Next' button is located at the bottom center of the form area.

Figure 2.2

Please note that if the applicant fails to enter any of the required fields or enters them in an incorrect format, the **Next** button will not be highlighted and the applicant will not be allowed to proceed to the next step in the registration process.

2. Authorizer - This information will be collected as additional information on use of the RND for the company (Figure 2.3). The Authorizer must be someone in your company, other than yourself.
 - a. **Name**
 - b. **Title**
 - c. **Telephone Number** and optional Extension
 - d. **Company Name**
 - e. **Email**

The screenshot shows the RND registration interface. At the top is a dark blue header with the 'rnd' logo. Below the header is a navigation bar with five tabs: 'User Information' (with a green checkmark), 'Authorizer' (active), 'Company Information', 'Company Address', and 'Review & Submit'. The main content area is titled 'Authorizer' and contains the following fields:

- A red asterisk indicating a required field above the 'Name' label and its corresponding text input field.
- A red asterisk above the 'Title' label and its corresponding text input field.
- Labels for 'Telephone Number' and 'Extension' above their respective text input fields.
- A red asterisk above the 'Company Name' label and its corresponding text input field.
- A red asterisk above the 'Email' label and its corresponding text input field.

At the bottom center of the form is a blue button labeled 'Next'.

Figure 2.3

3. Company Information (Figure 2.4)
 - a. **Company Identifier** - Enter a desired value or leave blank and select the **Use System-Generated Company ID** checkbox to have one automatically assigned by the system:
 1. Minimum 3 characters, maximum 10 characters.
 2. Alphabet and numbers.
 - b. **Company Name**
 - c. **Company Type** – Service Provider or Service Provider Agent; will be set by the system based on information provided to RND Customer Support at the beginning of the registration process.

The screenshot shows the RND Registration Screen with a dark blue header. The title "Registration Screen" is displayed, along with the RND logo and the text "This is the Registration Screen". A progress bar at the top indicates the current step is "Company Information", which is highlighted in green and has a checkmark. Other steps include "User Information" (checked), "Authorizer" (checked), "Company Address", and "Review & Submit". The main content area is titled "Company Information" and contains the following fields:

- Company Identifier**: A text input field with a red asterisk indicating it is required.
- Use System-Generated Company ID**: A checkbox that is currently unchecked.
- Company Name**: A text input field with a red asterisk indicating it is required.
- Company Type**: A dropdown menu with "Service Provider" selected and a red asterisk indicating it is required.

A blue "Next" button is located at the bottom center of the form.

Figure 2.4

4. Company Address (Figure 2.5)
 - a. **Street Address**
 - b. **City**
 - c. **State / Territory**
 - d. **Zip Code**
 - e. **Country**

User Information	✓	Authorizer	✓	Company Information	✓	Company Address	Review & Submit
------------------	---	------------	---	---------------------	---	-----------------	-----------------

Company Address

* Required

Street Address *

City *

State or Territory *

Zip Code *

Country *

Next

Figure 2.5

5. Review & Submit
 - a. Review information (Figure 2.6).
 - b. Click **Edit** for any updates to the information.

The screenshot displays the RND Registration Screen, which is a multi-step process. The current step is "Review & Submit", indicated by a green checkmark in the progress bar at the top. The progress bar also shows that "User Information", "Authorizer", "Company Information", and "Company Address" steps are completed. The main content area is titled "Review & Submit" and contains four sections of user information, each with an "Edit" link:

- User Information:** Username: StoweTel; Name: Joe Miller; Title: Tester; Email: [redacted]; Work Phone: 802-000-8888; Secondary Phone: (none).
- Authorizer:** Name: Jane Voss; Title: Tester; Telephone Number: 802-123-5678; Company Name: Stowe Fake Telephone Co.; Email: [redacted].
- Company Information:** Company ID: StoweTel; Company Name: Stowe Fake Telephone Co.; Company Type: Service Provider.
- Company Address:** 456 Mountain Rd., Stowe, VT 09111, United States.

Below the address section, there is a checkbox for a certification statement: "I certify that the information I am providing is true and correct, that I have read the Terms of Use, and I agree to use the system as stated in the Terms of Use." Below this is a reCAPTCHA widget with the text "I'm not a robot" and a "Complete Registration" button.

The footer of the page includes the RND logo (Reassigned Number Database), navigation links for Privacy Policy, Neutrality, Feedback, and Terms of Use, and social media icons for Twitter, LinkedIn, Facebook, and YouTube.

Figure 2.6

After selecting **Complete Registration**, the applicant will be notified of the successful submission (Figure 2.7).

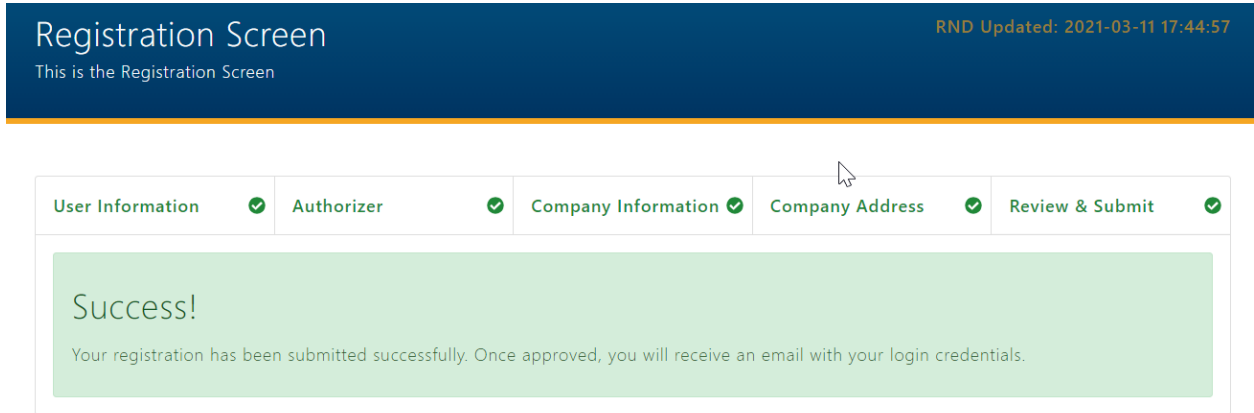


Figure 2.7

The applicant will also be sent an email notification of the submission of the registration application (Figure 2.8).

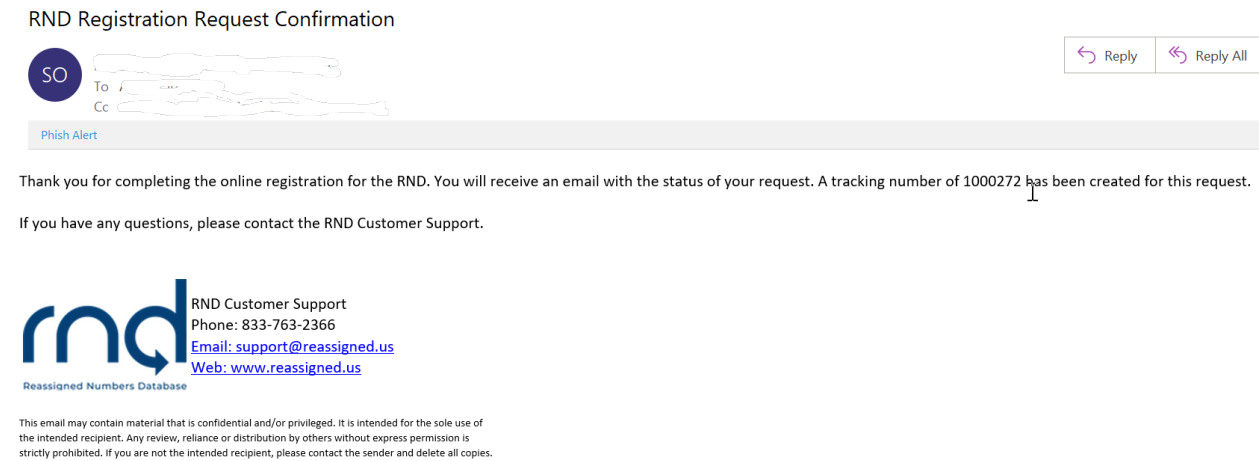


Figure 2.8

2.6 Step 6: RND Customer Support Review

RND Customer Support will review the submitted registration request by the Primary Contact within five business days. If approved, the Primary Contact will receive an email confirmation with information to login to the RND and a temporary password which is valid for 7 calendar days (Figure 2.9).

RND Registration Request Approved

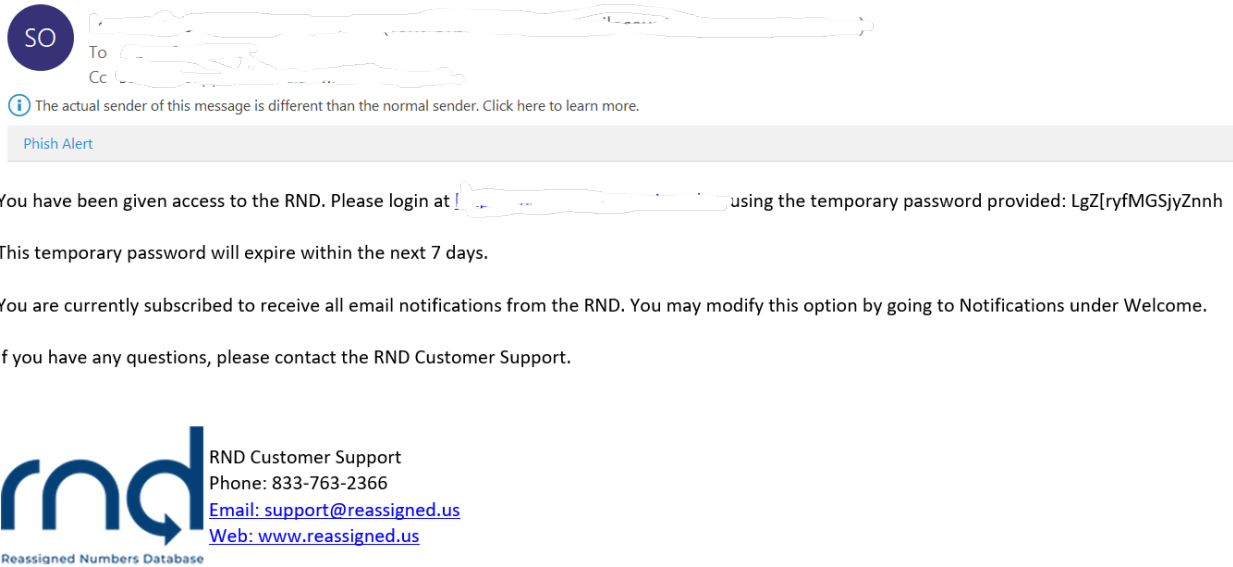
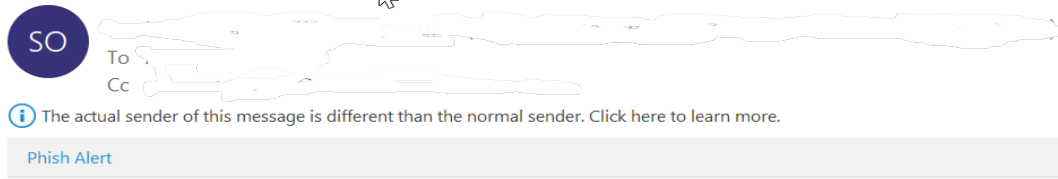


Figure 2.9

If denied, the Primary Contact will be sent an email with the reason for denial and may reach out to RND Customer Support with questions (Figure 2.10).

RND Registration Request Denied



Your user registration request has been denied.

Denied Reason: TEST

If you have any questions, please contact the RND Customer Support.



Figure 2.10

2.7 Step 7: Login

After selecting the link in the approval email, the user will be directed to the Login to RND screen (Figure 2.11).

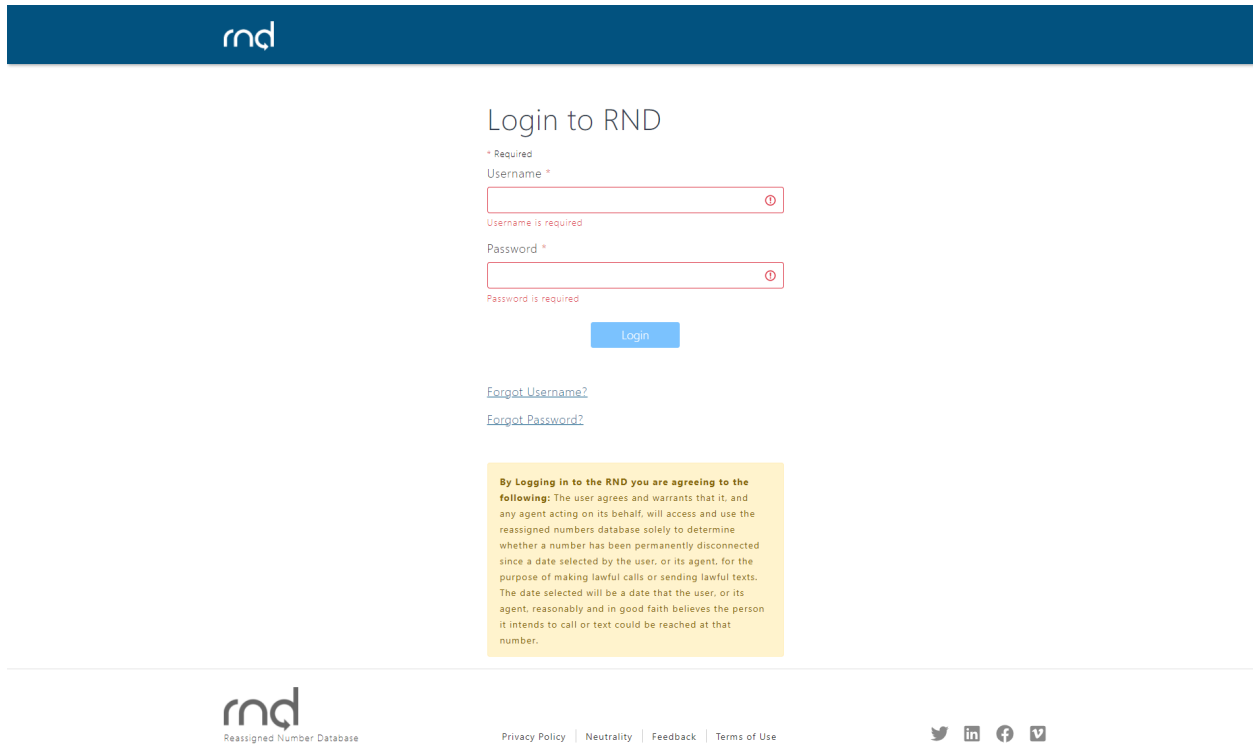


Figure 2.11

After entering the **Username** and temporary password sent in the Approval email, the **Login** button will be highlighted (Figure 2.12).

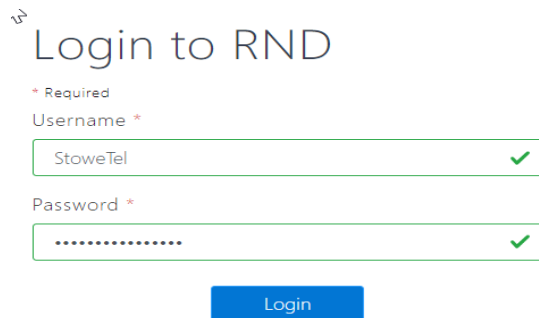
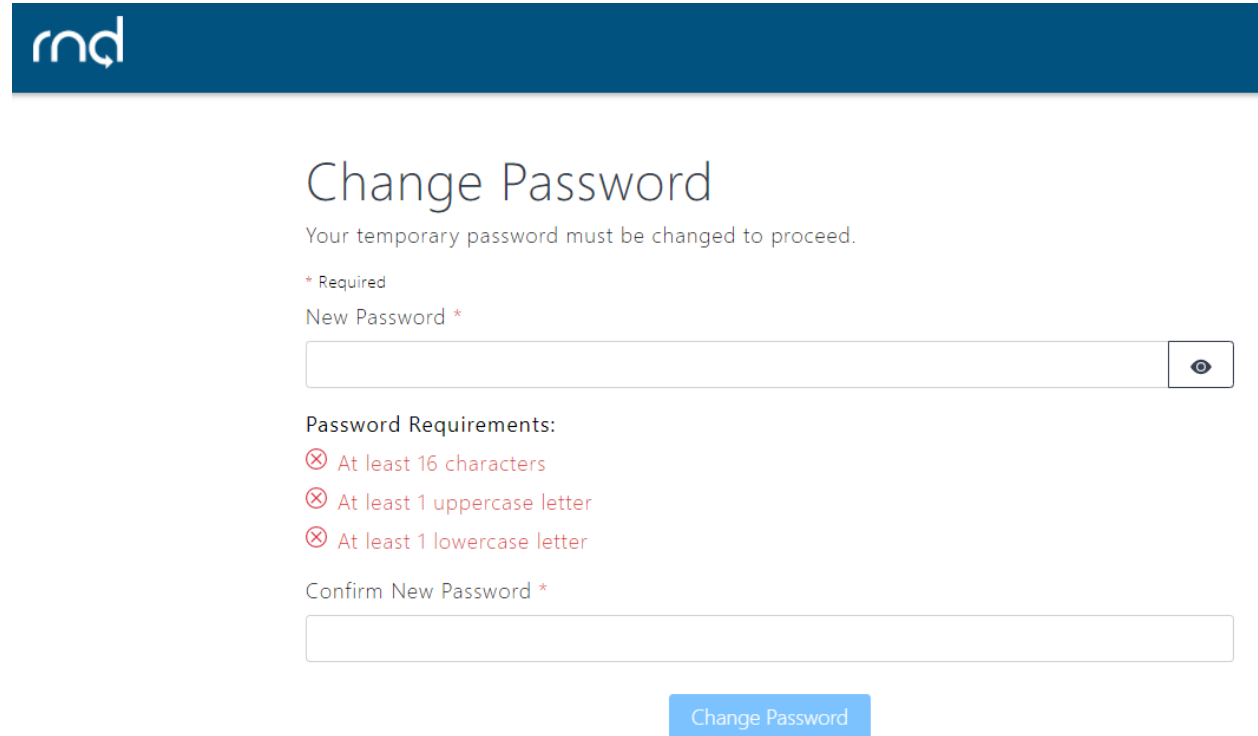


Figure 2.12

After selecting the [Login](#) button, the user will then be prompted to change the temporary password sent in the Approval email to a new password which contains at least 16 characters with at least 1 upper case letter and 1 lower case letter (Figure 2.13).



rnd

Change Password

Your temporary password must be changed to proceed.

* Required

New Password *

Password Requirements:

- ⊗ At least 16 characters
- ⊗ At least 1 uppercase letter
- ⊗ At least 1 lowercase letter

Confirm New Password *


Change Password





Figure 2.13

The RNDA recommends using a robust password such as a passphrase with combination of uppercase and lowercase letters, symbols and numbers. Passwords will expire every 180 days and the user will be required to set a new password prior to 180 days.

When a user’s RND password is about to expire, email notifications will be sent to the user to reset the password (Figure 2.14). The notifications will be sent to 30 days, 14 days, 7 days, 3 days, and 24 hours before expiration.

RNDA Password Expiring

 no-reply@reassigned.us
To: [redacted]
Cc: Support Reassigned

 Reply  Reply All  Forward 

Thu 9/30/2021 9:01 AM

Your password will expire in 30 days. Please login at <https://secure.reassigned.us> and navigate to Welcome / Profile and click on the Change Password link to update your password. If you fail to reset your password within this timeframe your account will be disabled, which will prevent you from accessing the system or receiving emails from the RNDA. I

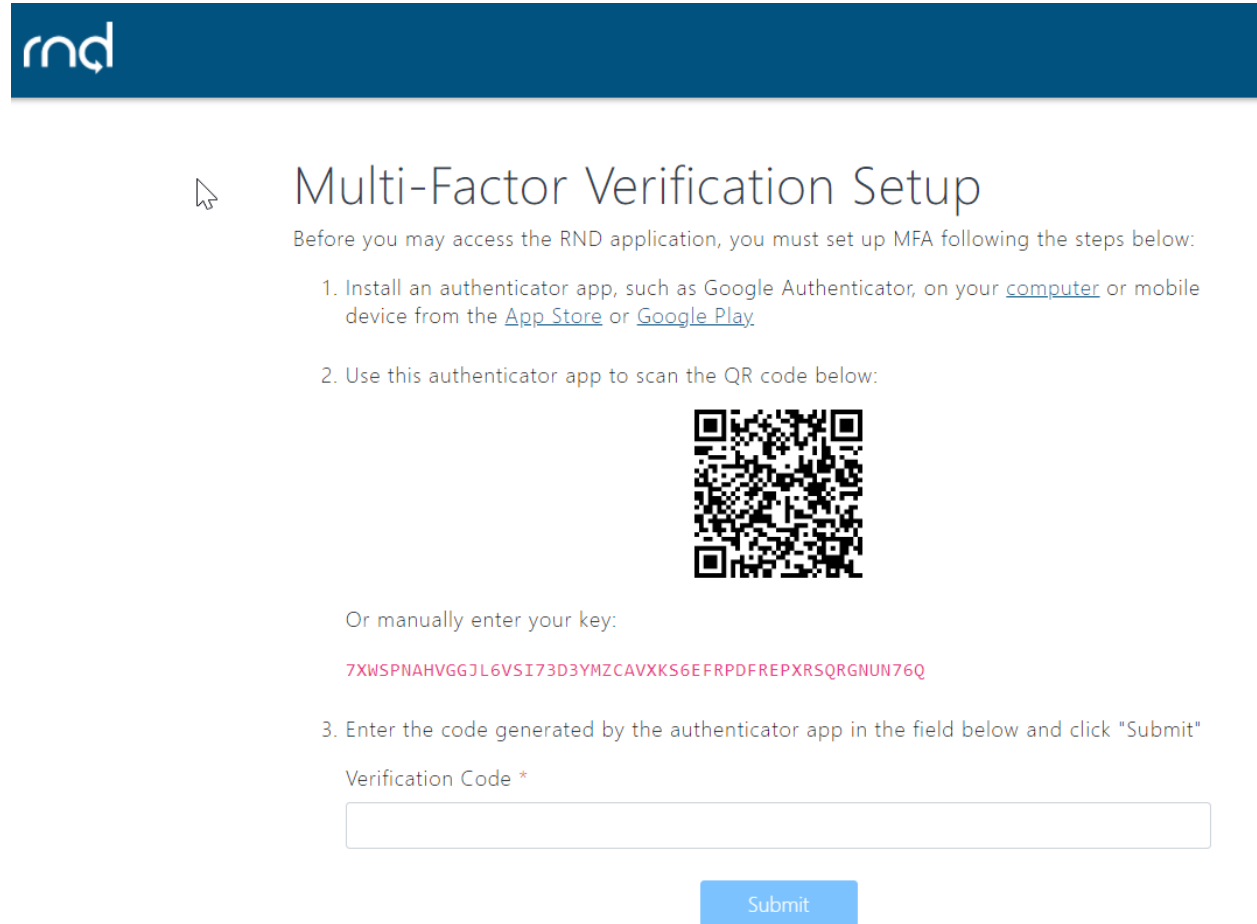
If you have any questions, please contact the RND Customer Support.

 RND Customer Support
Phone: 833-763-2366
Reassigned Numbers Database Email: support@reassigned.us
Web: www.reassigned.us

This email may contain material that is confidential and/or privileged. It is intended for the sole use of the intended recipient. Any review, reliance or distribution by others without express permission is strictly prohibited. If you are not the intended recipient, please contact the sender and delete all copies.

Figure 2.14

After changing the password, the user will be prompted to perform Multi-Factor Verification (MFA) Set-Up (Figure 2.15). Please note that it may be a good idea to take a screenshot of the barcode with the key in case the computer and/or device is misplaced, etc.




rnd

Multi-Factor Verification Setup

Before you may access the RND application, you must set up MFA following the steps below:

1. Install an authenticator app, such as Google Authenticator, on your [computer](#) or mobile device from the [App Store](#) or [Google Play](#).
2. Use this authenticator app to scan the QR code below:



Or manually enter your key:

7XWSPNAHVGGJL6VSI73D3YMZCAVXKS6EFRPDFREPXR5QRGNUN76Q

3. Enter the code generated by the authenticator app in the field below and click "Submit"

Verification Code *

Submit

Figure 2.15

2.8 Step 8: Set Up MFA on Computer Browser

To set up MFA, there are two choices: Either install an Authenticator app, such as Google Authenticator, on your [computer](#) or install an Authenticator app, such as Google Authenticator on your mobile device from the [App Store](#) or [Google Play](#).

When the user selects the [computer](#) link, the user’s internet browser will redirect the user to add the Authenticator to the user’s browser (Figure 2.16).

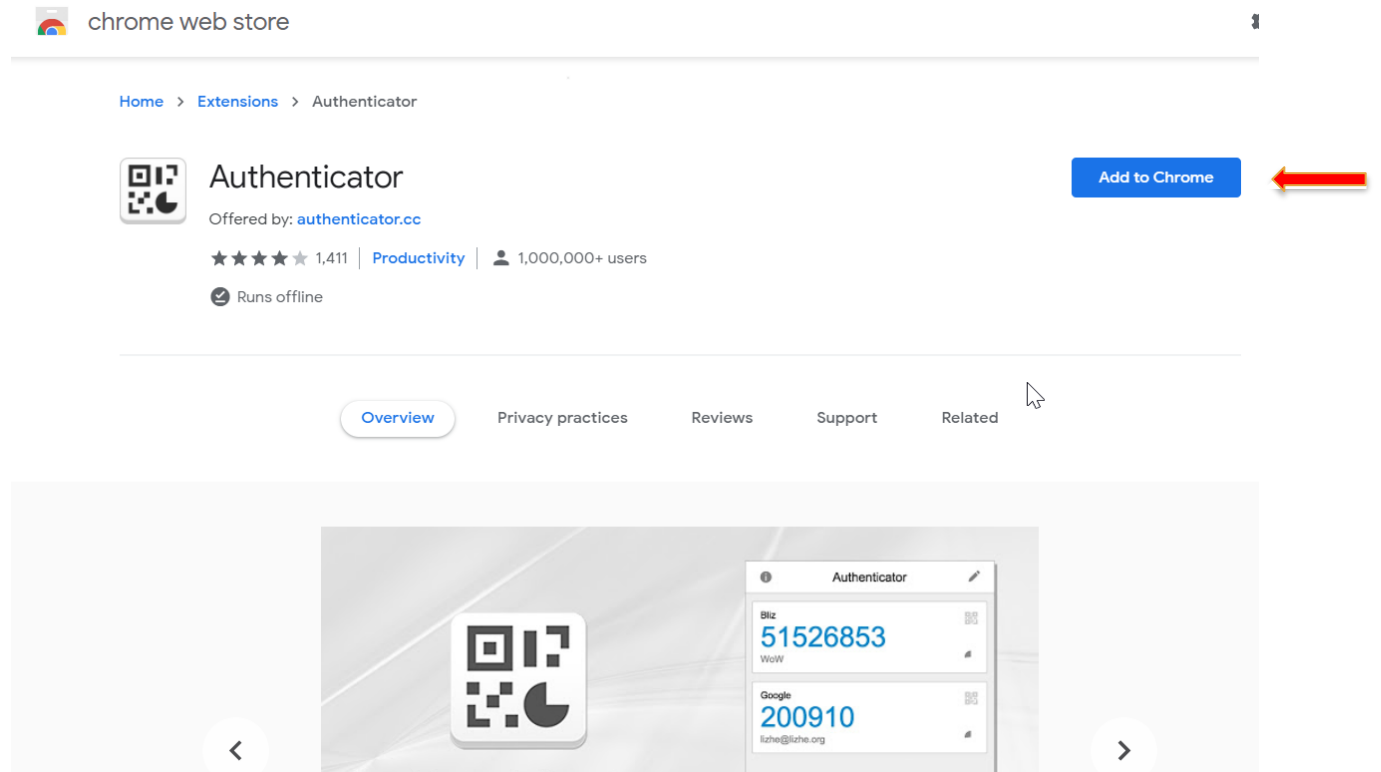


Figure 2.16

After adding the Authenticator, an icon will be added to the user’s browser (Figure 2.17).

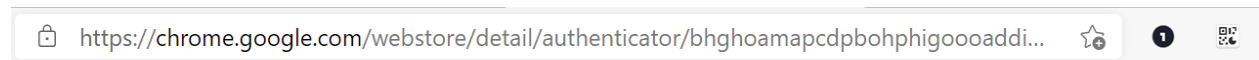


Figure 2.17

After selecting the Authenticator icon, the user will select an icon within the authenticator to **Scan QR Code** (Figure 2.18).

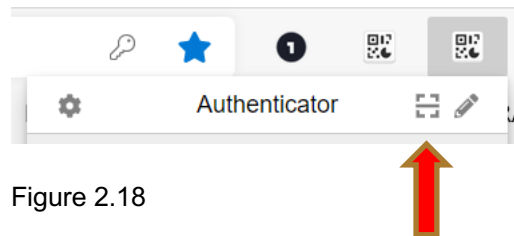


Figure 2.18

The user will then use the Authenticator app to scan the QR code or manually enter the key. A message will be displayed upon successful addition of the Username to the authenticator in the user’s browser (Figure 2.19).

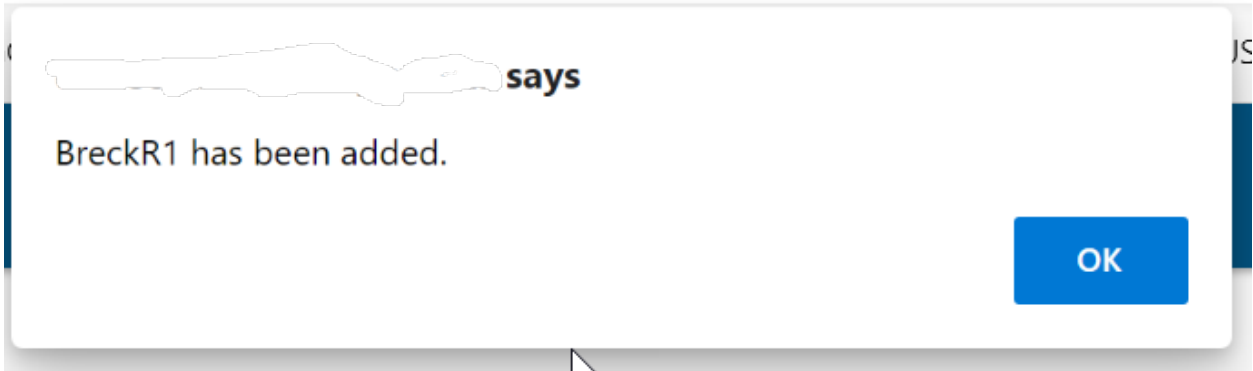


Figure 2.19

The user will then select the Authenticator and enter the code generated by the Authenticator in the **Verification Code** field on the MFA screen (Figure 2.20) and click **Submit**.

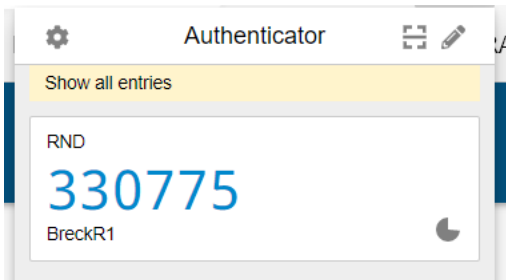
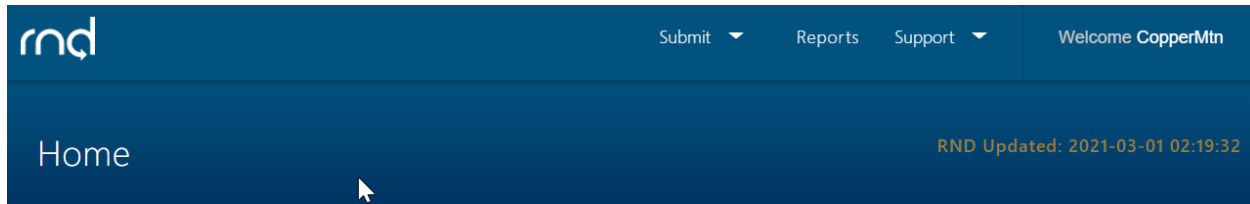


Figure 2.20

After successfully entering the Verification Code, the user will be logged into the system and the registration is complete (Figure 2.21).



The FCC established the Reassigned Numbers Database (RND) for prevention of consumers from receiving unwanted calls. The creation of the RND will allow callers to determine whether a telephone number has been permanently disconnected after a date certain and therefore is no longer assigned to the party the caller wants to reach.

Figure 2.21

2.9 Step 8: Set Up MFA on Mobile Device

To install an Authenticator app, such as Google Authenticator on your mobile device from the [App Store](#) or [Google Play](#), follow the steps below:

After installing an Authenticator app on your mobile device, open the app (Figure 2.22), and either scan the QR code (Figure 2.23) or manually enter the key that is presented on the MFA screen (in pink lettering).



Google Authenticator

Google LLC

#14 in Utilities

★★★★☆ 2.4 • 1.2K Ratings

Free

Figure 2.22

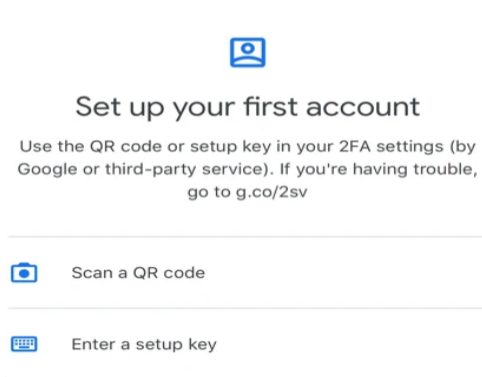


Figure 2.23

If the Google Authenticator App was previously downloaded to your mobile device, when you are opening the App, just click on the + sign which allows the option to add additional accounts. Clicking on the option to Scan a QR code will open up the mobile device camera in order to scan the bar code on the screen above (the MFA screen presented with under Figure 2.15) which will automatically add the additional account to your app. If the Enter a set up key is chosen, this will require manually entering a key,

and it will be the key highlighted in pink on the MFA screen presented under Figure 2.15 above.

Regardless of which way the MFA is set up, the user will need to continue to use the same method and device for subsequent logins to the RND. It may be a good idea to save the original QR code, so it can be retrieved in case the original device is no longer available.

2.10 Editing the User Profile

The RND provides the ability to view your profile information. Edits can be made to Title, Work and Secondary Phone numbers. Edits to Name and Email require assistance from RND Customer Support.

To review Profile information:

1. Navigate to Welcome, **Profile** (Figure 2.24)

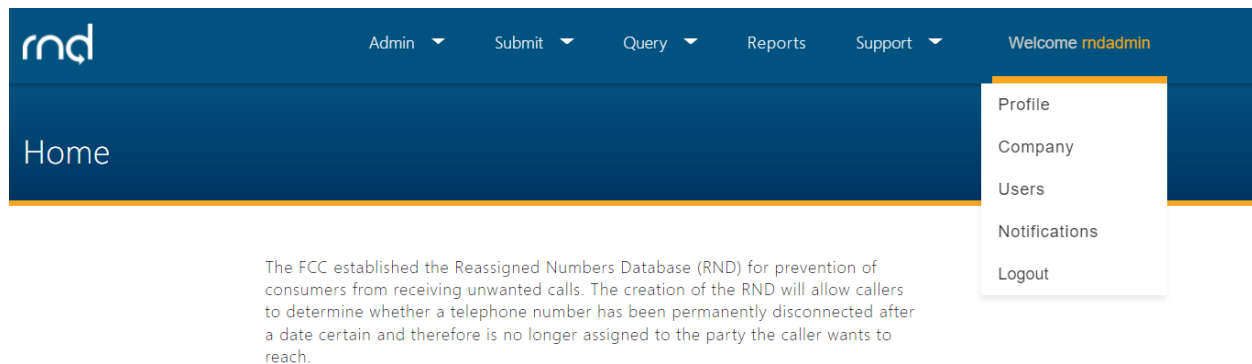


Figure 2.24

Profile

View or update your information

User Information

Username: **BreckR1**

Name: **Hank S**

Title: **Tester**

Email: 

Work Phone: **421-000-9999**

Secondary Phone: (none)

Primary Contact: **Yes**

Edit

Figure 2.25

Click **Edit** to edit the information (Figure 2.25).

Click **Save** or **Cancel**.

Edit User Information

* Required

Username *
BreckR1

First Name * Middle Initial Last Name *
Hank S

Title *
Tester III ✓

Email *
[Redacted]

Work Phone * Extension
421-000-9999 [Redacted]

Text-Enabled

Secondary Phone
[Redacted]

Text-Enabled

[Save](#) [Cancel](#)

Figure 2.26

The user can log out of the system by selecting their Username and **Logout** (Figure 2.27):

The screenshot shows the top navigation bar of the application. On the left is the 'rnd' logo. In the center are links for 'Submit', 'Reports', and 'Support'. On the right, the user is identified as 'Welcome CopperMtn'. A dropdown menu is open below the user name, listing 'Profile', 'Company', 'Users', 'Notifications', 'SFTP Credentials', and 'Logout'. A mouse cursor is pointing at the 'Logout' option. Below the navigation bar, there is a 'Home' link and a paragraph of text explaining the FCC's Reassigned Numbers Database (RND).

Figure 2.27

3 Inviting Additional Users to a Company

The Primary Contact can invite additional user(s) of the RND for their company. By completing the registration, the Primary Contact is authorizing the additional user(s) to have access to the RND. To invite an additional user to the company after logging into the system:

1. Navigate to Welcome then select **Users** (Figure 3.1).

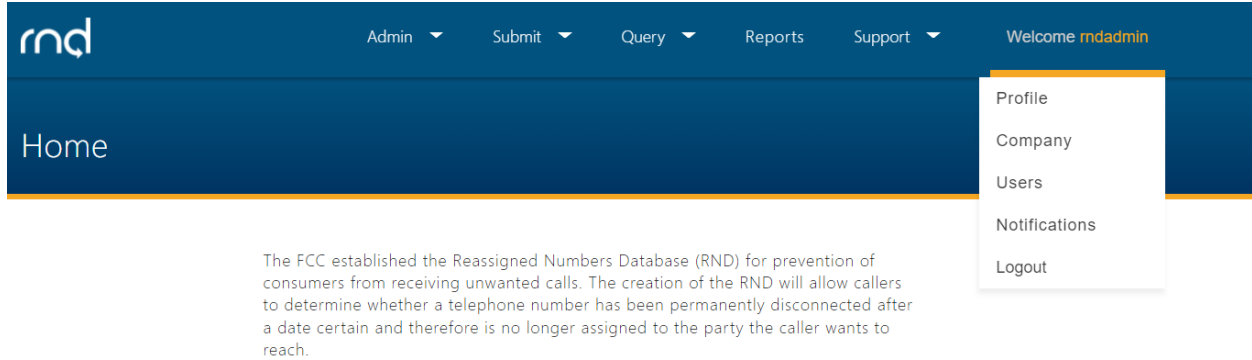


Figure 3.1

2. An option to **Invite User** will appear (Figure 3.2).

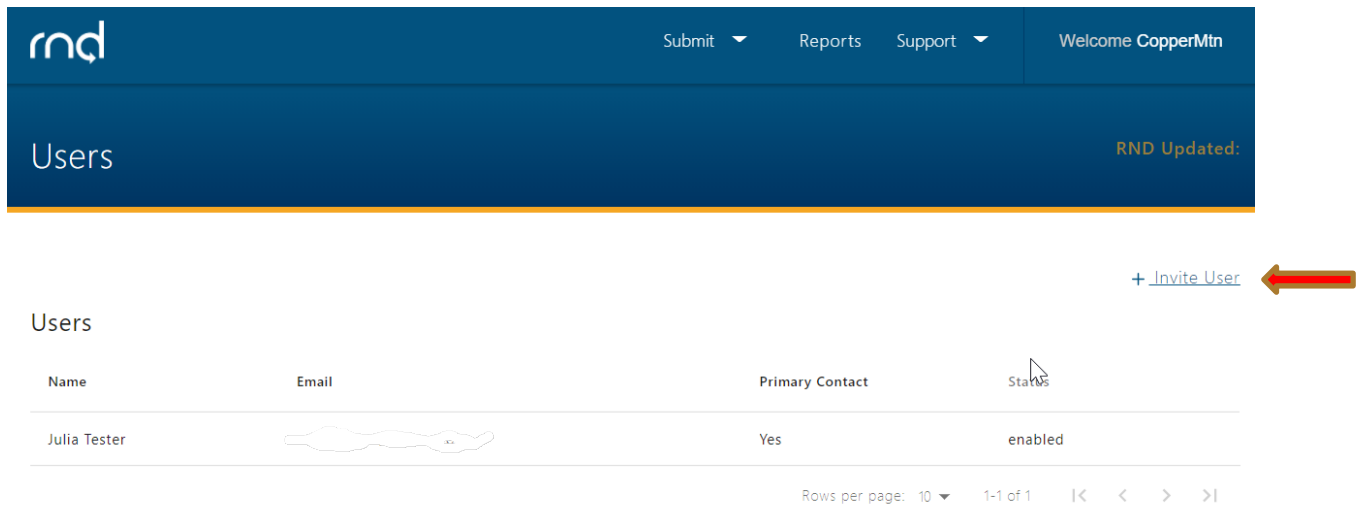


Figure 3.2

3. After selecting **Invite User**, enter the applicable User Information (Figure 3.3):

The screenshot shows a web form titled "Invite User" with a dark blue header. The form is divided into two tabs: "User Information" (selected) and "Review & Submit". The "User Information" section contains the following fields:

- Username ***: A single text input field.
- First Name ***, **Middle Initial**, and **Last Name ***: Three separate text input fields.
- Title ***: A single text input field.
- Email ***: A single text input field.
- Work Phone *** and **Extension**: Two text input fields.
- Text-Enabled**: A checkbox option.
- Secondary Phone**: A single text input field.
- Text-Enabled**: A checkbox option.

At the bottom of the form is a blue "Next" button.

Figure 3.3

- a. **Username** – This will be used to login to the system:
 - i. Minimum of 6 characters, maximum of 25 characters.
 - ii. Letters and numbers are accepted.
 - iii. Special characters including exclamation point “!”, pound “#”, dollar “\$”, caret “^”, asterisk “*”, underscore “_”, hyphen “-”, period “.” and “`” grave accent (backtick) are accepted.
 - iv. Must be unique in the system.
- b. **First Name, Middle Initial, Last Name.**
- c. **Title**
- d. **Email**
- e. **Work Phone** - including optional Extension and Text-Enabled setting.
- f. **Secondary Phone** – including optional Text-Enabled setting.

After selecting **Next**, the Primary Contact will have the ability to **Send Invite** (Figure 3.4).

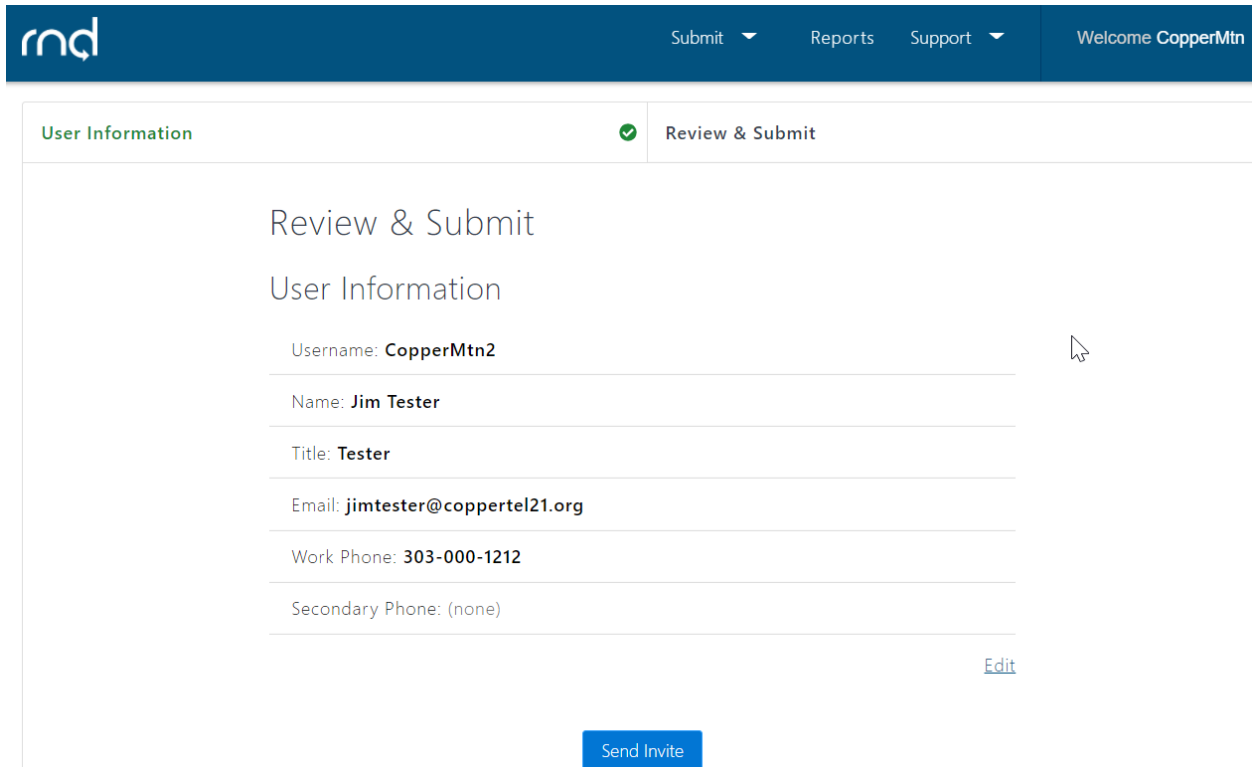


Figure 3.4

The Primary Contact will be notified of a successful invitation (Figure 3.5). The Primary Contact should notify the additional user of the Username that the Primary Contact selected for the invited user.

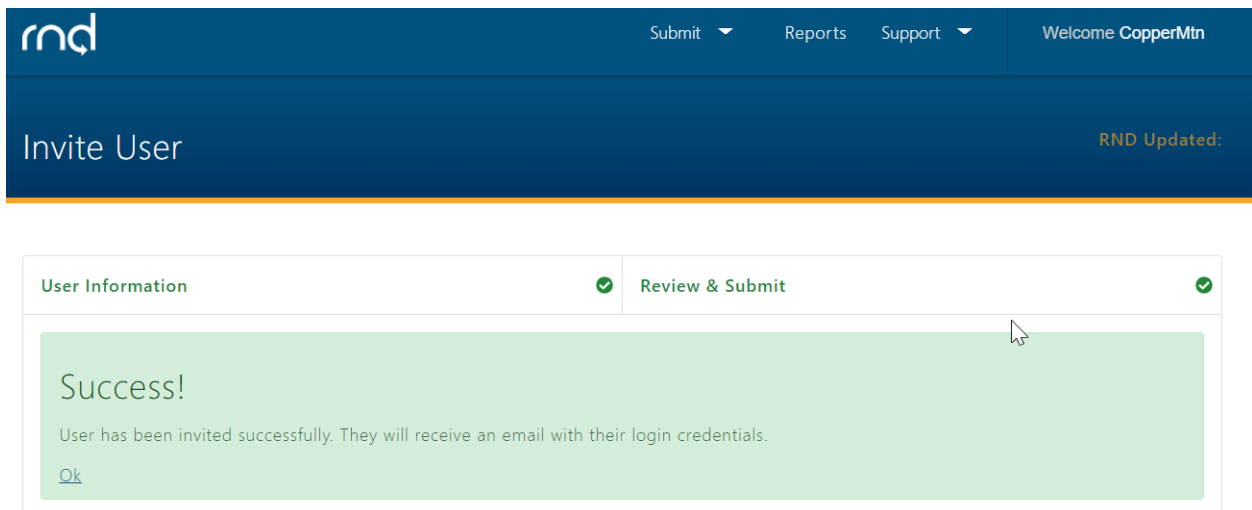


Figure 3.5

The invited user will be sent an email notifying the invited user of the ability to log into RND (Figure 3.6).

Fw: Invitation to RND Application

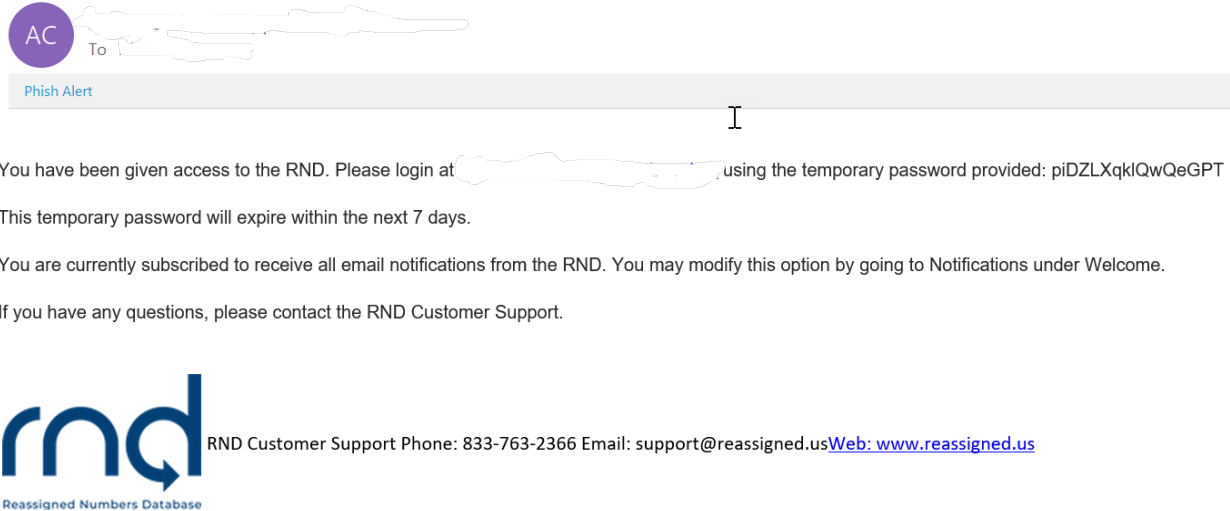


Figure 3.6

After entering the Username and temporary password, the additional user will be required to change their password and set up MFA for their new Username as described previously for a Primary Contact (see Section 2).

3.1 Elevating Invited User

Once the Primary Contact is registered, the Primary Contact has invited additional users to their company, and those users have established their logins to the RND, it is possible to transfer the Primary Contact status to an invited user. It is also possible for a company to have multiple primary contacts for a company. Please contact RND Customer Support to coordinate changing or elevating users to Primary Contact status.

4 Client Companies – Service Provider Agents

4.1 Adding Client Companies

Service Provider Agents can add Client companies to their profile after logging into the RND:

1. Select Welcome, then **Company**.
2. Page down on the screen and select “+ **add new client company**” (Figure 4.1).

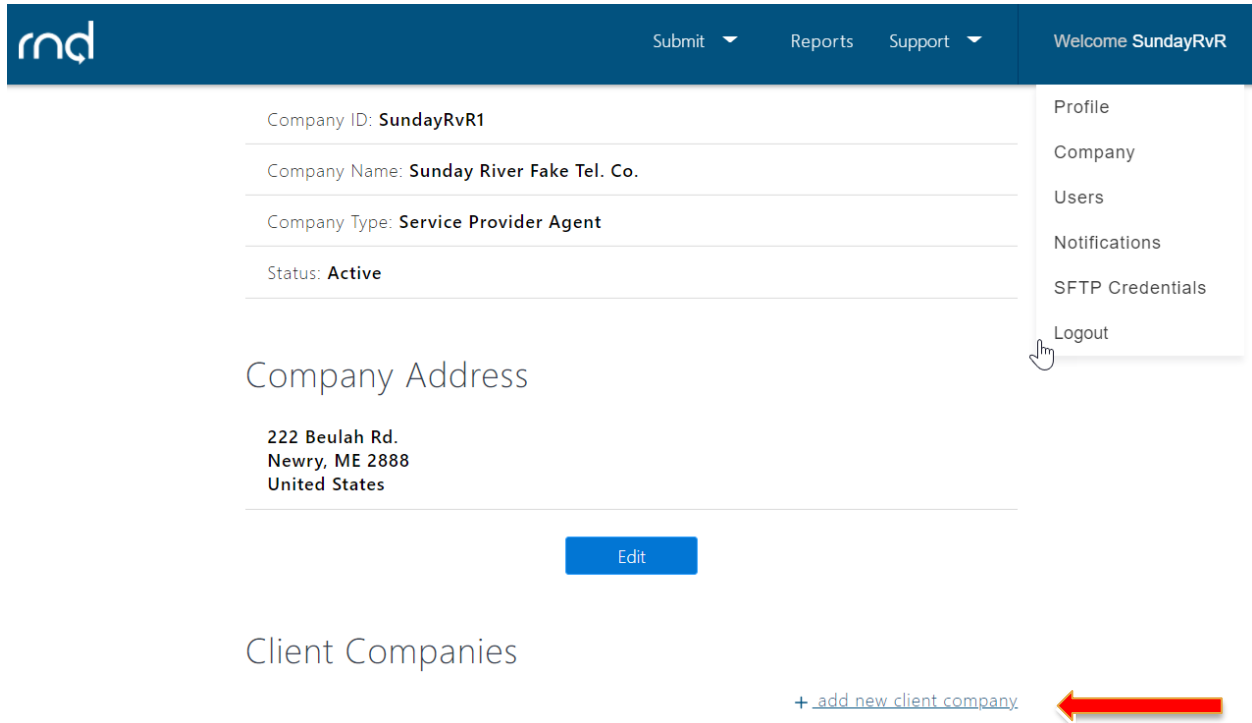


Figure 4.1

3. Client Company Information – Enter the following information (Figure 4.2)
 - 3.1. **Company Identifier** – The SPA can designate the Company Identifier or select the **Use System-Generated Company ID** checkbox to have the RND assign a Company Identifier. The Company Identifier must consist of a minimum of 3 and maximum of 10 characters (alpha and numeric accepted).
 - 3.2. **Company Name** - This is name of the Client company.

Add Client CompanyRND Updated:

Client Company Information	Client Primary Contact	Review & Submit
----------------------------	------------------------	-----------------

Client Company Information

* Required

Company Identifier

Use System-Generated Company ID

Company Name *

Figure 4.2

4. Client Primary Contact – Enter the following information (Figure 4.3)
 - 4.1. **First Name, Middle Initial, Last Name.**
 - 4.2. **Title.**
 - 4.3. **Email.**
 - 4.4. **Work Phone** including optional Extension and Text-Enabled setting.
 - 4.5. **Secondary Phone** and optional Text-Enabled setting.

The screenshot shows the 'Add Client Company' interface. At the top, there is a navigation bar with the RND logo, 'Submit', 'Reports', 'Support', and 'Welcome SundayRvR'. Below this is a header for 'Add Client Company' with a timestamp 'RND Updated: 2021-03-11 17:44:57'. The main content area is a form with three tabs: 'Client Company Information', 'Client Primary Contact' (which is active and has a green checkmark), and 'Review & Submit'. The 'Client Primary Contact' section contains the following fields:

- First Name ***, **Middle Initial**, **Last Name ***: Three text input fields.
- Title ***: A text input field.
- Email ***: A text input field.
- Work Phone ***: A text input field.
- Extension**: A text input field.
- Text-Enabled**: A checkbox.
- Secondary Phone**: A text input field.
- Text-Enabled**: A checkbox.

A blue 'Next' button is located at the bottom center of the form.

Figure 4.3

5. Review & Submit

- 5.1. Review information entered (Figure 4.4).
- 5.2. Click **Edit** to modify any information.
- 5.3. Click **Add Client Company** to complete the request.

The screenshot shows a web interface for reviewing and submitting client information. At the top, there is a dark blue navigation bar with the 'rnd' logo on the left and 'Submit', 'Reports', 'Support', and 'Welcome BreckR2' on the right. The main content area is titled 'Review & Submit' and contains two sections: 'Client Company Information' and 'Client Primary Contact'. Each section has several input fields with pre-filled values and a corresponding 'Edit' link. At the bottom of the page, there is a prominent blue button labeled 'Add Client Company'.

Client Company Information

Company ID: (none)

Company Name: **Pete's Telco**

[Edit Client Company Information](#)

Client Primary Contact

Name: **Pete Strand**

Title: **MGR**

Email: **pete@telco8888.biz**

Work Phone: **517-000-8888**

Secondary Phone: (none)

[Edit Client Primary Contact](#)

Add Client Company

Figure 4.4

After selecting Add Client Company, the user will a notice of successful submission (Figure 4.5).

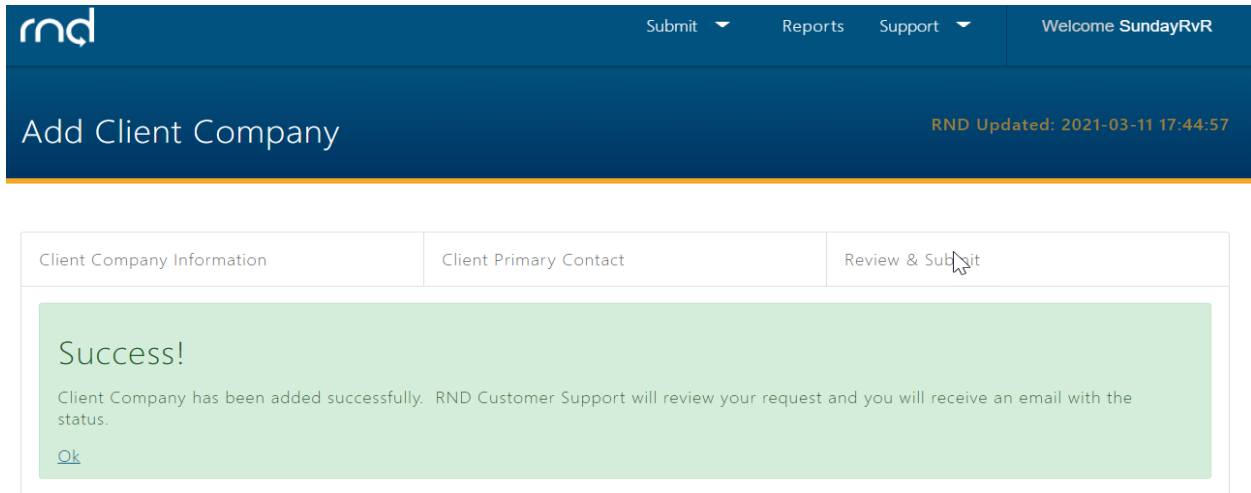


Figure 4.5

Addition of the Client company requires RNDA approval. Prior to approval, the Service Provider Agent can review the addition in pending status by selecting Welcome, then **Company** (Figure 4.6).

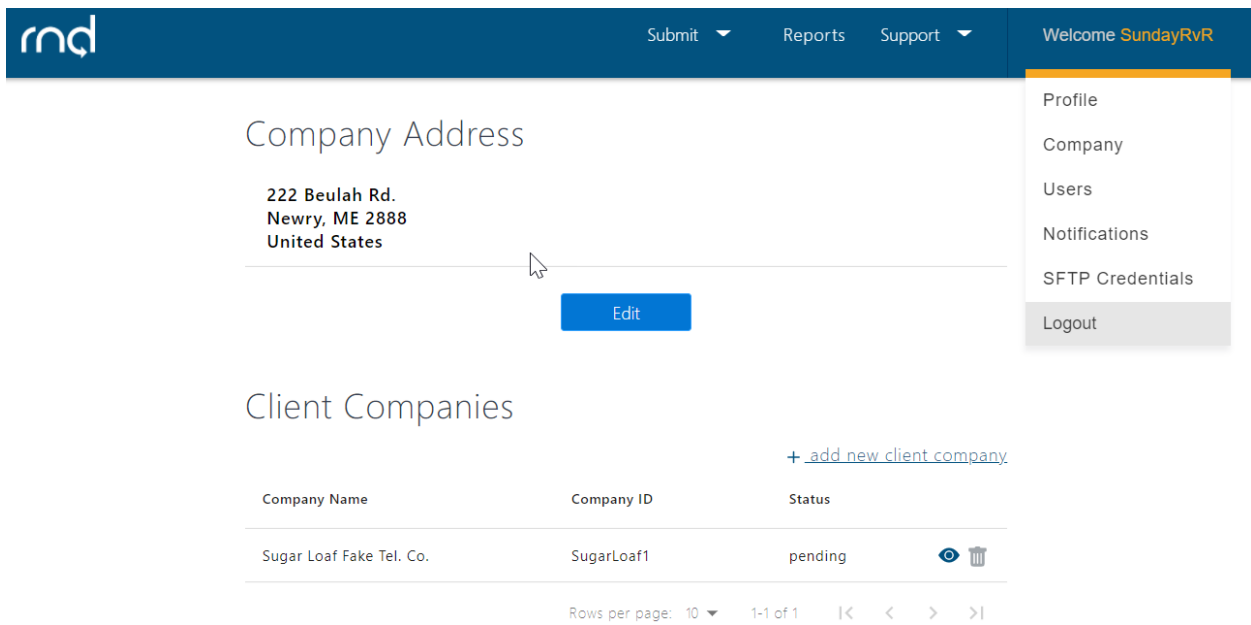
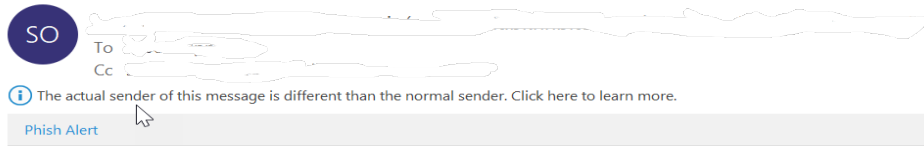


Figure 4.6

Once approved, the Service Provider Agent will receive confirmation of the addition by email (Figure 4.7).

RND Account Update Approved



Your request to update your account in the RND has been approved.

VailTel455 has been added to your account in the RND. You can now work on behalf of this client.

If you have any questions, please contact the RND Customer Support.



Figure 4.7

The Service Provider Agent can then check that the addition is in active status by returning to the **Company** selection under Welcome (Figure 4.8).

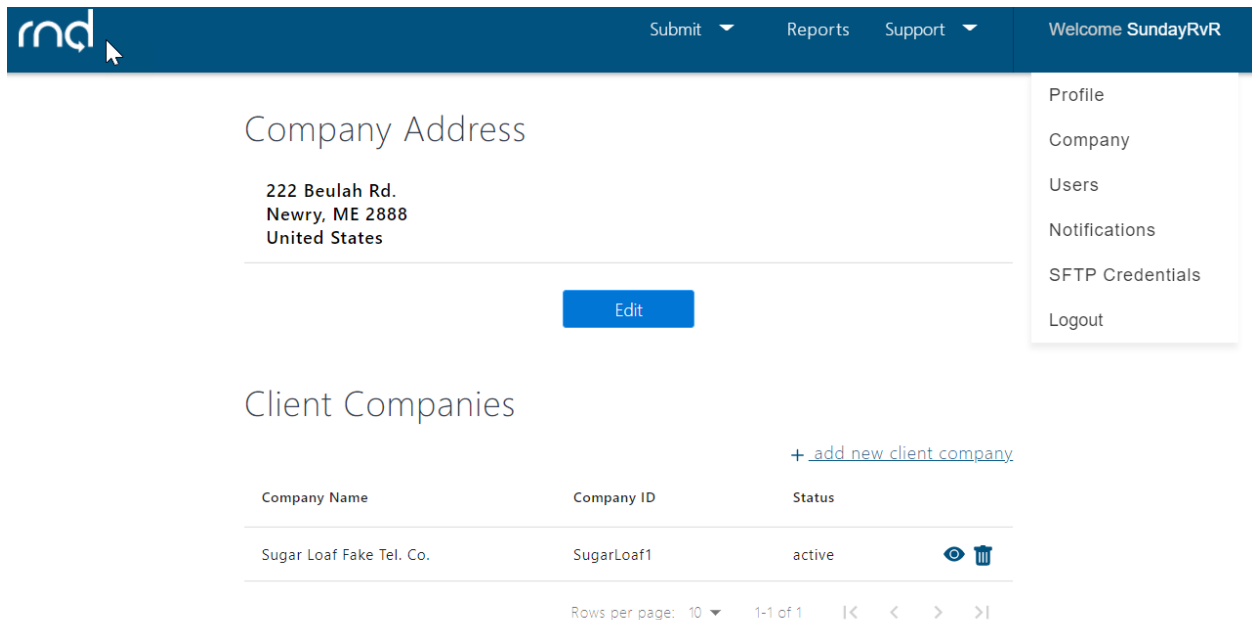
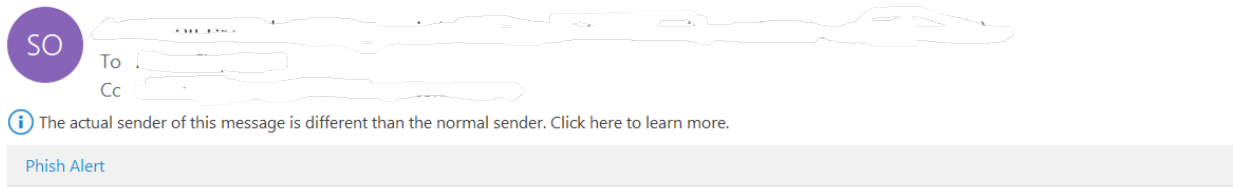


Figure 4.8

If the update is denied, an email will be sent to the Service Provider Agent with a reason for denial (Figure 4.9).

RND Account Update Denied



Your request to update your account in the RND has been denied. Test Client has not been added to your account in the RND.

Denied Reason: Test

If you have any questions, please contact the RND Customer Support.

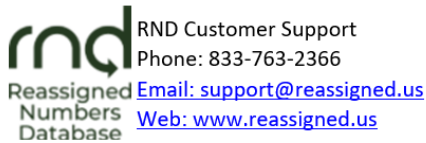


Figure 4.9

4.2 Editing Client Company Information

After a Client company is added to a Service Provider Agent profile, the Client company information can be edited.

1. Select Welcome [Company ID], then **Company**.
2. Page down on the screen and select the “eye” symbol to edit (Figure 4.10).

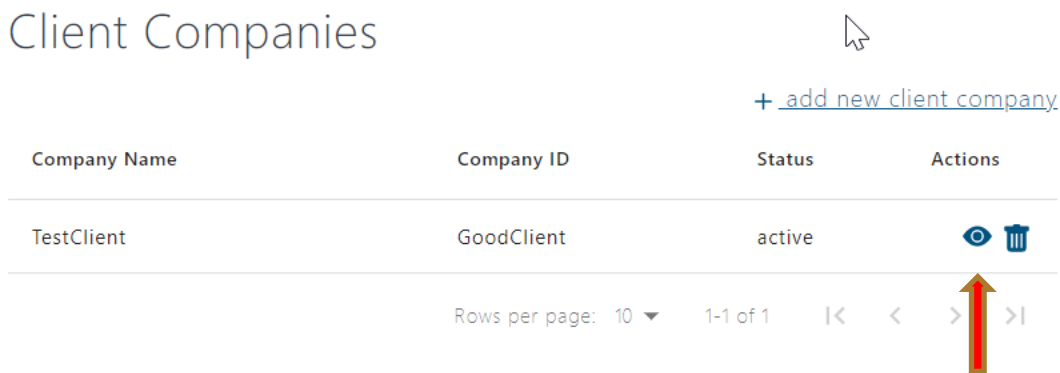


Figure 4.10

- Client Company and Primary Contact information can then be changed by selecting **Edit Company Information** (Figure 4.11).

Client Company Information

Company ID: **GoodClient**

Company Name: **TestClient**

Company Type: **Service Provider**

Status: **Active**

[Edit Company Information](#)



Figure 4.11

Client company information can also be deleted.

- Page down on the screen and select the **“trash can”** symbol to delete Client company information (Figure 4.12).

Client Companies

[+ add new client company.](#)

Company Name	Company ID	Status	Actions
TestClient	GoodClient	active	 

Rows per page: 10 ▾ 1-1 of 1 |< < > >




Figure 4.12

5 Notifications

Upon registration, SP and SPA users are automatically opted-in to receiving RND email notifications on these subjects:

- **System Availability:** Scheduled system maintenance and system availability issues.
- **User Education:** Updated forms, instructions and system user guides, new tools, system changes, personnel announcements, changes to RND processes, new items on the RND website, system user education opportunities.
- **Database Updates:** Notification of the availability of updated reassigned number database.
- **Data Submission:** INC guideline changes, data submission schedule/reminders, tips for data submission; other general information directed to data submitters.

To view and update email notification settings after logging into the RND system: Navigate to **Welcome, Notifications** (Figure 5.1)

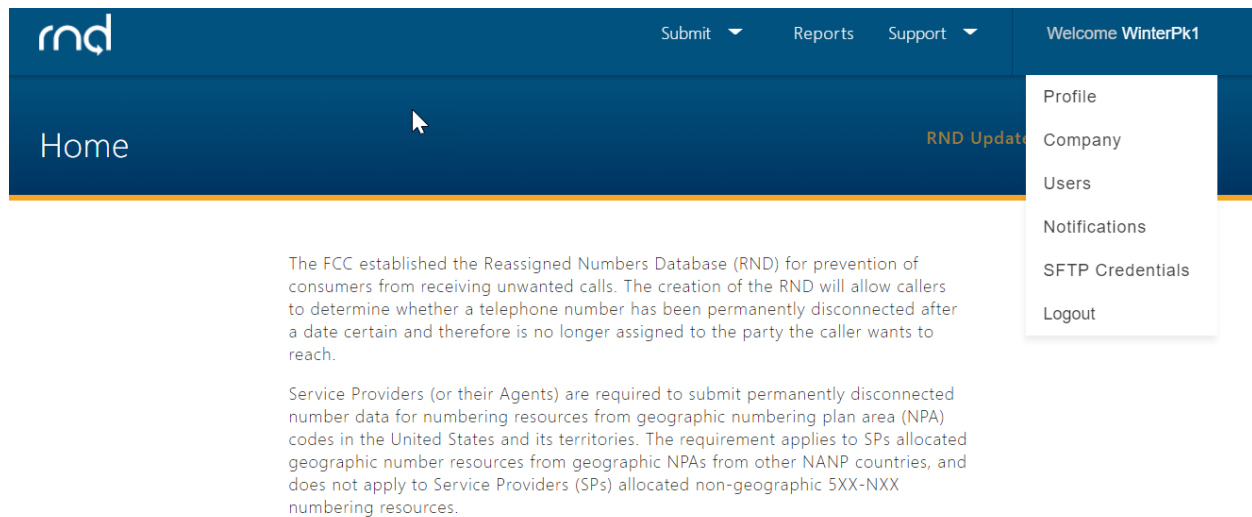


Figure 5.1

1. To update notification settings:
 - 1.1. Select **Edit** (Figure 5.2).

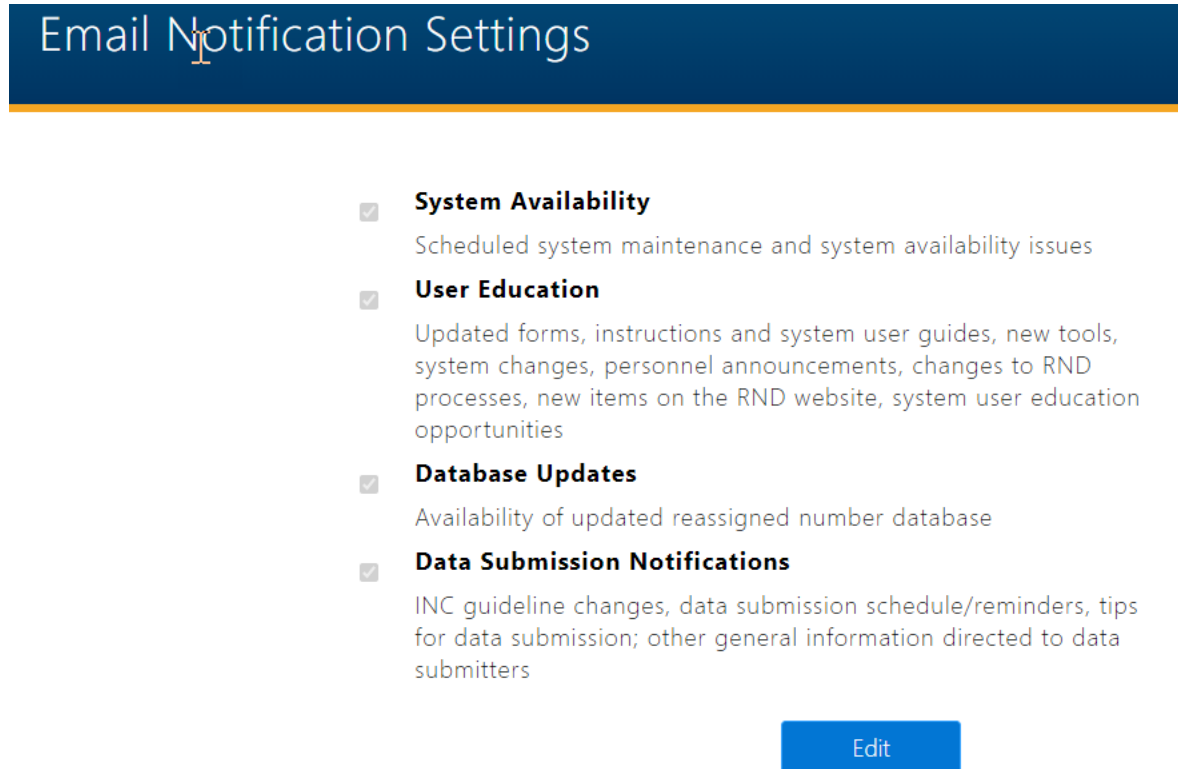
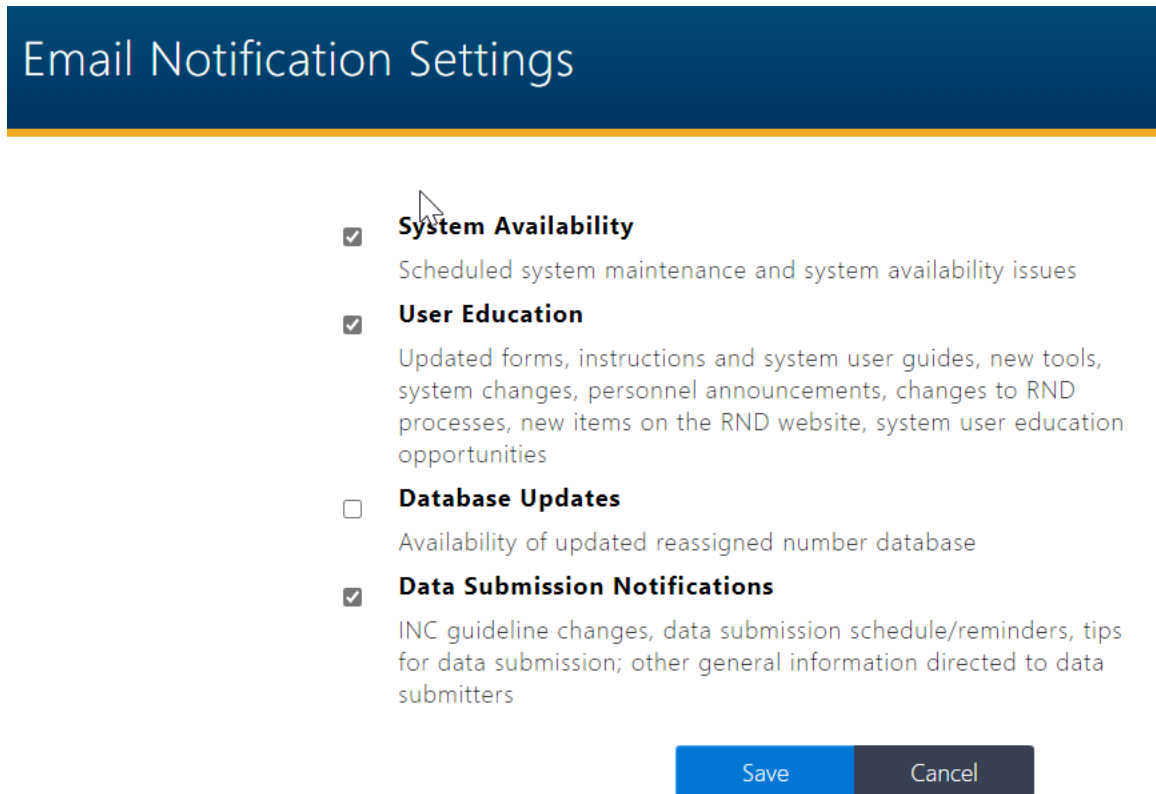


Figure 5.2

- 1.2. After modifying notification subscriptions, select **Save** (Figure 5.3).



Email Notification Settings

- System Availability**
Scheduled system maintenance and system availability issues
- User Education**
Updated forms, instructions and system user guides, new tools, system changes, personnel announcements, changes to RND processes, new items on the RND website, system user education opportunities
- Database Updates**
Availability of updated reassigned number database
- Data Submission Notifications**
INC guideline changes, data submission schedule/reminders, tips for data submission; other general information directed to data submitters

Save Cancel

Figure 5.3

6 Exception Messages

The following section describes various exceptions or error messages the user may encounter when registering for the RND.

The following are common validation error messages the user might receive while completing Steps 1-5 of the registration process:

Username already exists.

The user must select a unique Username and the system will alert the user that the user should select a different one:

The Company ID is unavailable.

Please enter a different company ID to proceed or contact the RND Customer Support.

The following are common validation error messages that you might receive while completing Steps 6-7 of the registration process.

- After setting up MFA, if the user enters an incorrect validation code from the authenticator, the user may receive this error:

The code you have entered is not valid.

The user should enter a current and valid code from authenticator. The user should enter the 6 digit code from the Google Authenticator browser extension or Google Authenticator App on a mobile device, depending on which method the user chose for the MFA.

- If after logging in, the user wishes to edit the user's Work Phone but does not list one, the user will receive this error:

Work Phone is required.

The user should list a work phone number in the required format (e.g., 555-303-4000).

7 Acronym List

Company ID – Company Identifier

ET – Eastern Time

INC – Industry Numbering Committee

NANPA – North American Number Plan Administrator

RND – Reassigned Numbers Database

RNDA – Reassigned Numbers Database Administrator

SP – Service Provider

SPA – Service Provider Agent

TN – Telephone Number

VoIP – Voice over Internet Protocol

YYYY-MM-DD – Year-Month-Day