



USER GUIDES

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

Dated: March 10, 2022

Version 1.5

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
March 10, 2022	1.5	Added Section 2.11 on the use of “Forgot Username” and “Forgot Password.”

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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.

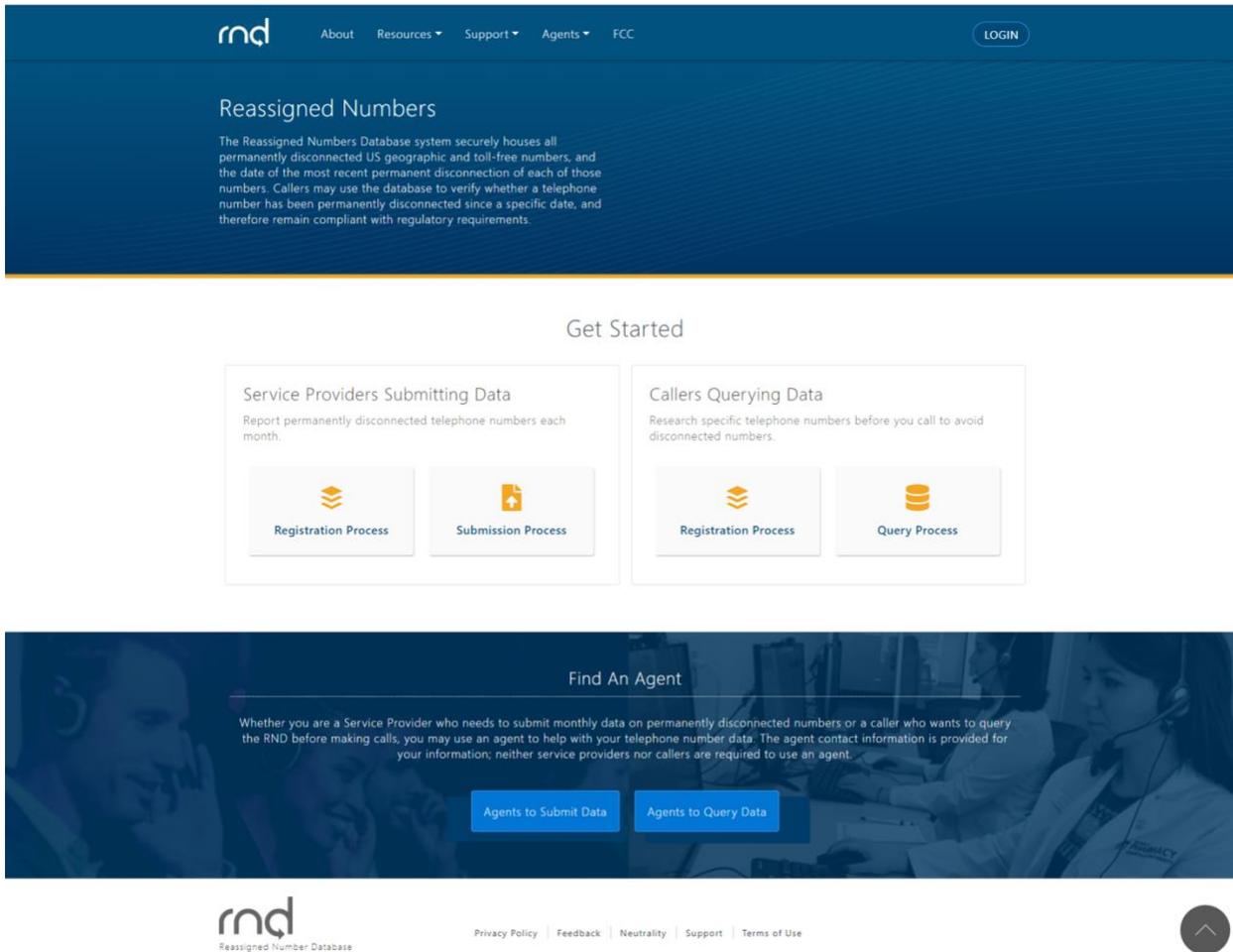


Figure 1.1

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



To
Cc

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 “^”, 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 RND Registration Screen. At the top left is the RND logo. The page title is "Registration Screen" with the subtitle "This is the Registration Screen". A notification in the top right corner says "RND Updated:". 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:

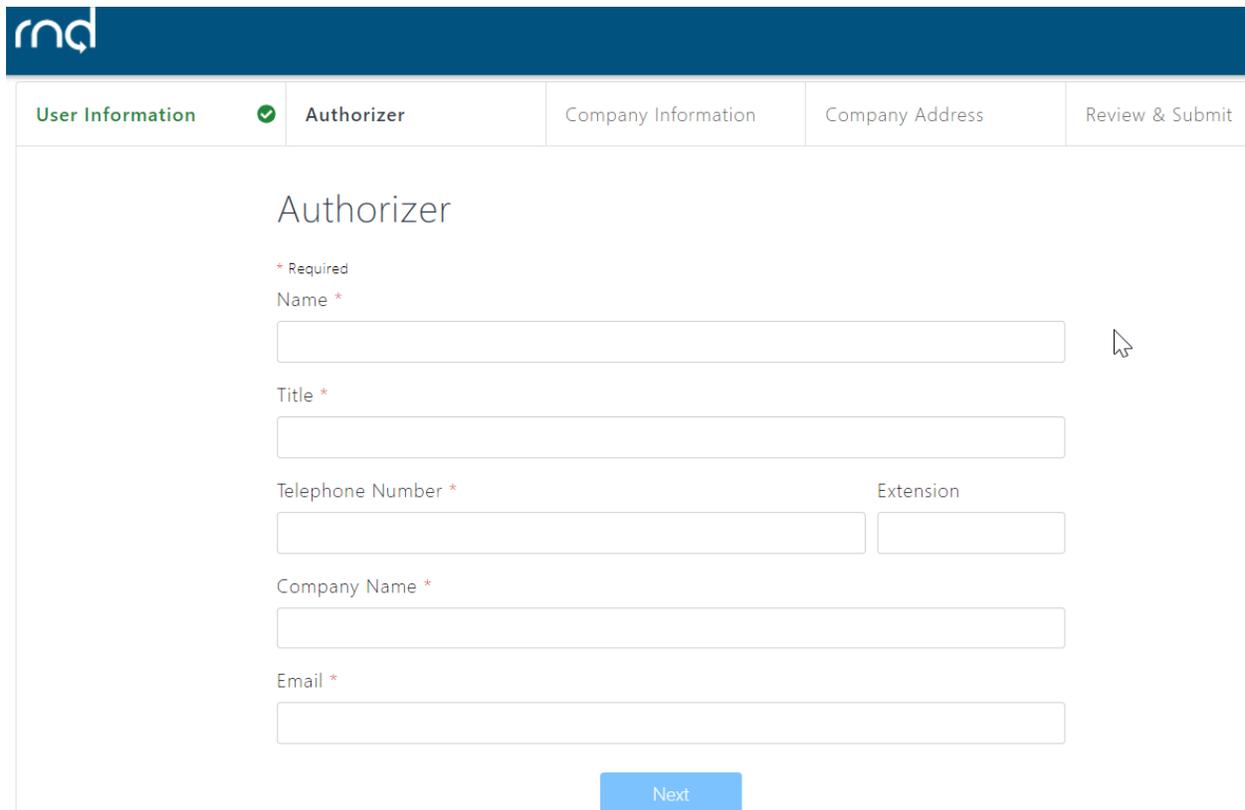
- User Information** section:
 - * Required Username *
 - First Name *, Middle Initial, Last Name *
 - Title *
- Email ***
- Work Phone *** and **Extension**
- Text-Enabled
- Secondary Phone**
- Text-Enabled

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

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 a web form titled "Authorizer" within a registration process. At the top, a dark blue header contains the "rnd" logo. Below the header is a navigation bar with five tabs: "User Information" (with a green checkmark), "Authorizer" (the active tab), "Company Information", "Company Address", and "Review & Submit". The main content area is titled "Authorizer" and contains several input fields, each with an asterisk indicating it is required. The fields are: "Name *", "Title *", "Telephone Number *" (with an adjacent "Extension" field), "Company Name *", and "Email *". A blue "Next" button is positioned at the bottom center of the form. A mouse cursor is visible over the "Name" input field.

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 'Company Information' registration screen. At the top, there is a dark blue header with the 'rnd' logo on the left, 'Registration Screen' in the center, and 'RND U' on the right. Below the header, a progress bar indicates the current step is 'Company Information', with 'User Information' and 'Authorizer' completed (marked with green checkmarks) and 'Company Address' and 'Review & Submit' yet to be done. The main form area is titled 'Company Information' and includes a '* Required' label. It contains three input fields: 'Company Identifier' (a text box), 'Company Name' (a text box with an asterisk), and 'Company Type' (a dropdown menu currently set to 'Service Provider'). A blue 'Next' button is positioned at the bottom center of the form area.

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.

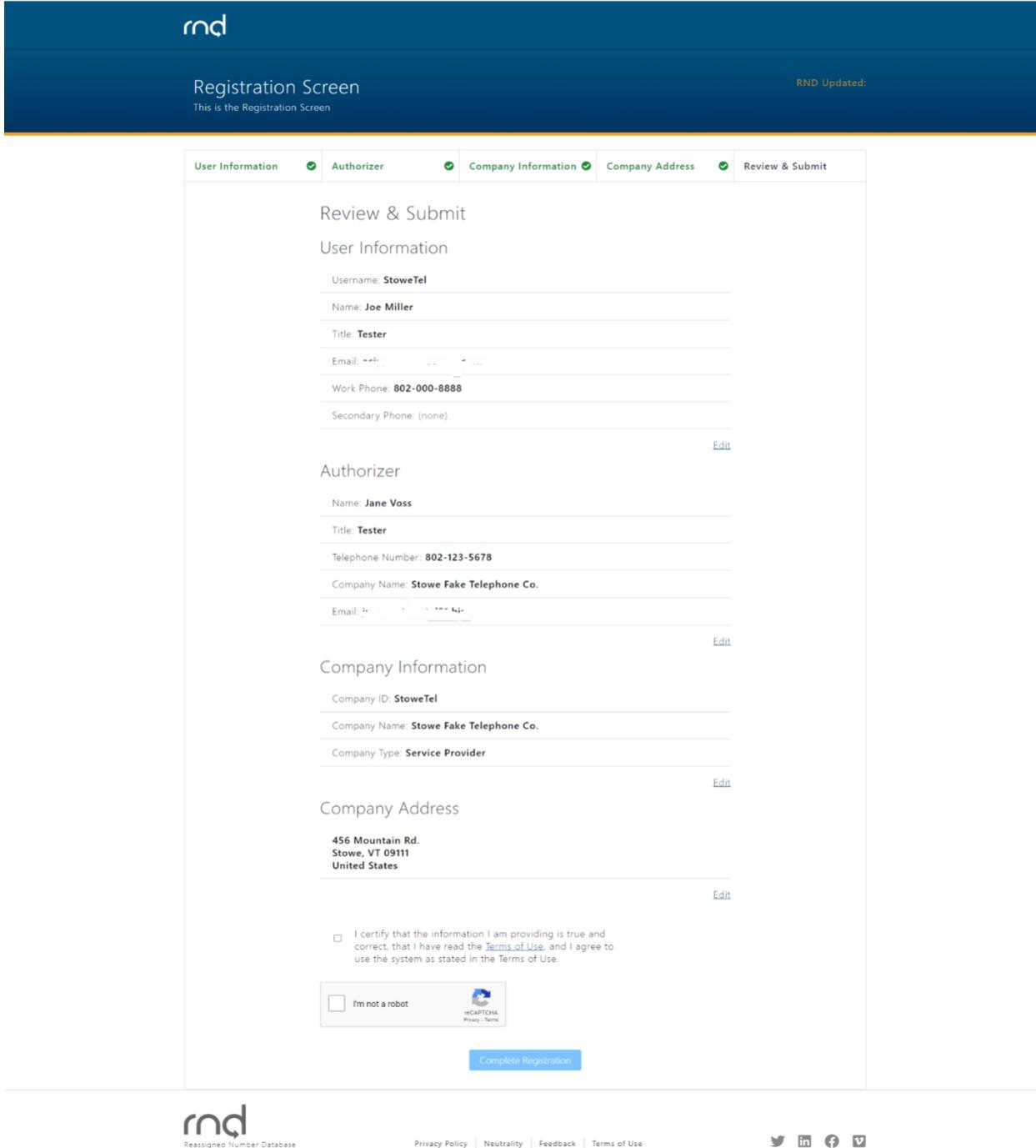


Figure 2.6

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

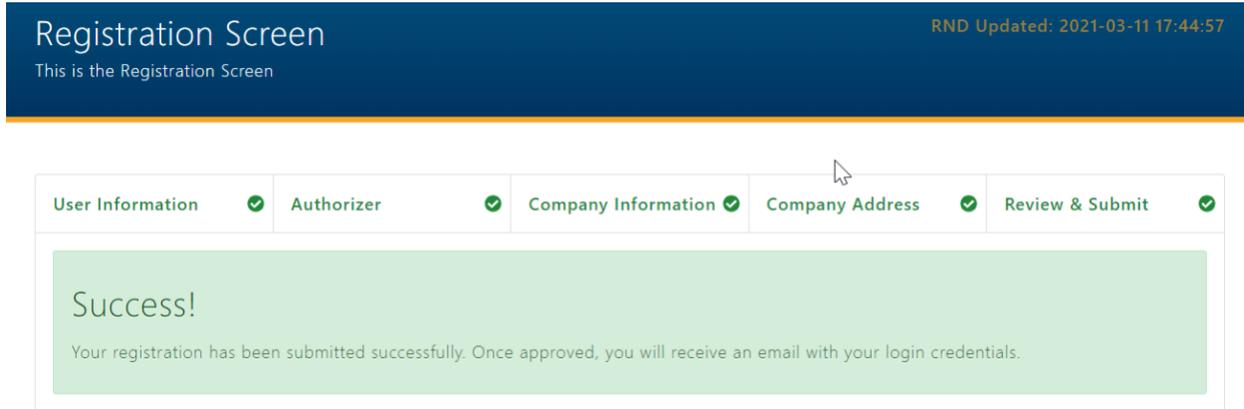


Figure 2.7

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

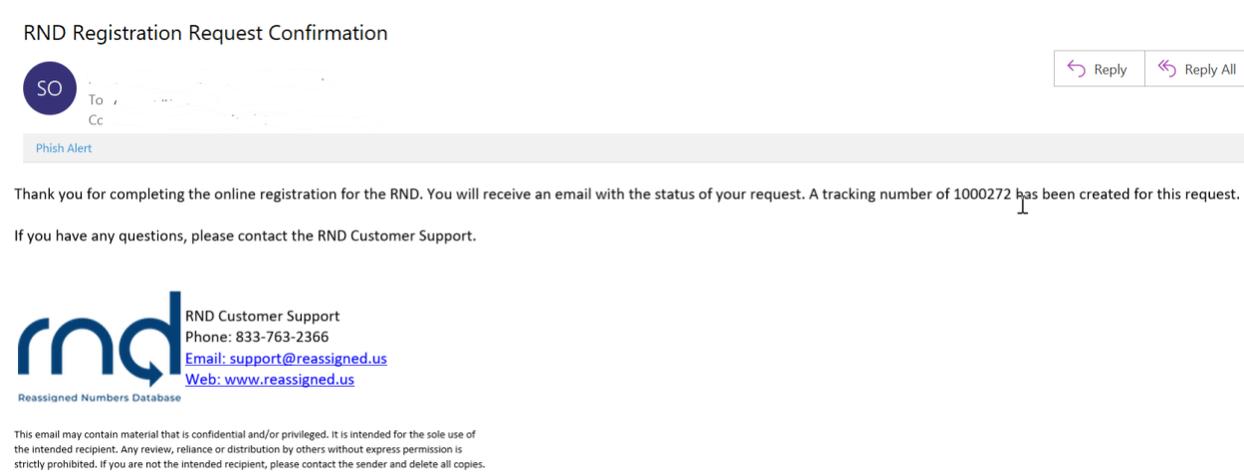


Figure 2.8

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

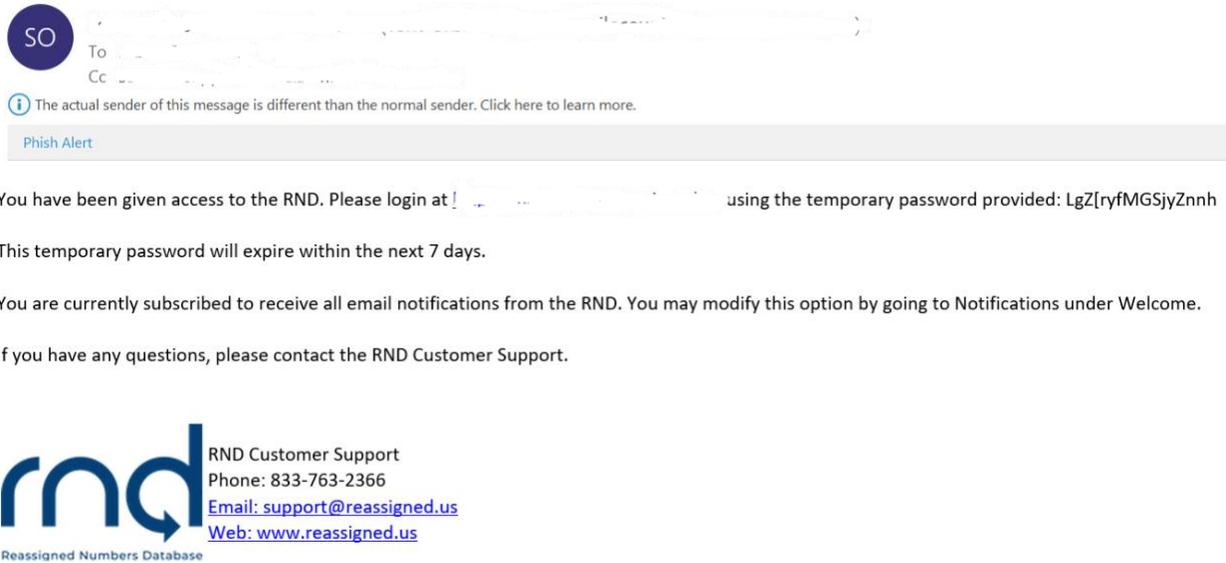


Figure 2.9

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

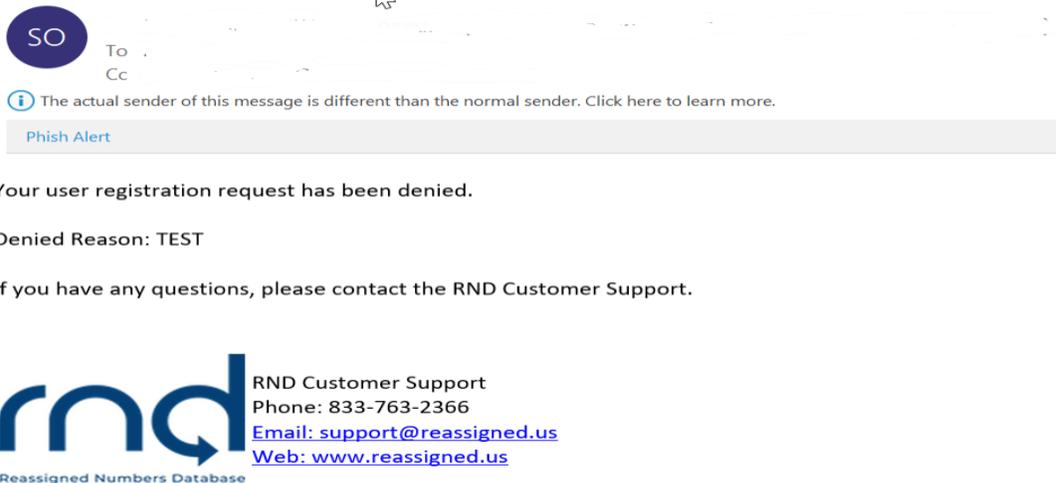


Figure 2.10

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).

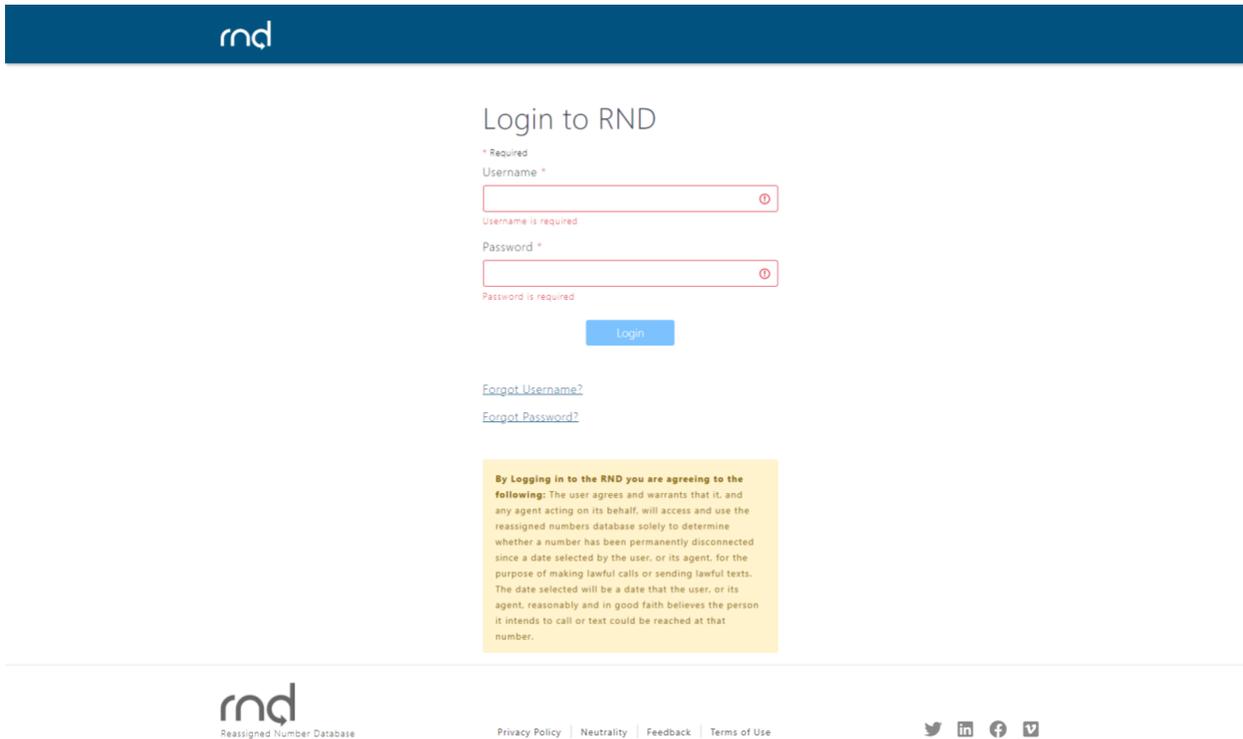


Figure 2.11

The user can also log into the RND by going directly to the website (www.reassigned.us) and selecting the Login button (Figure 2.12).

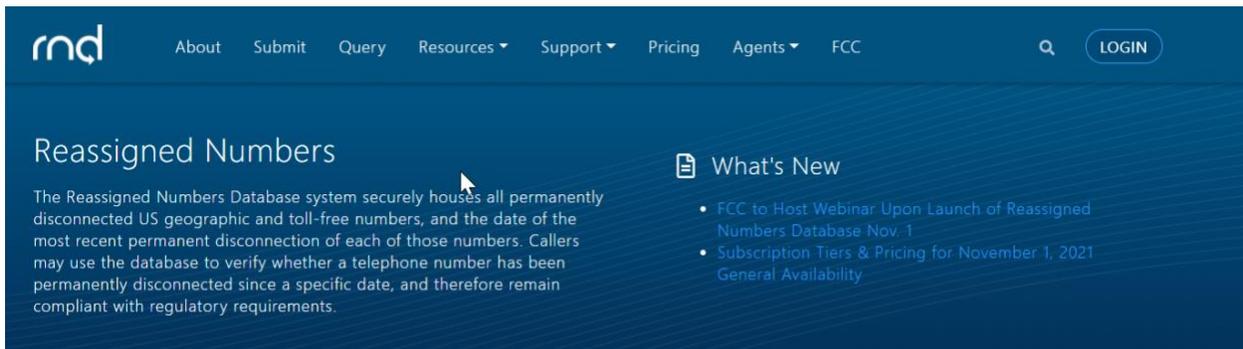
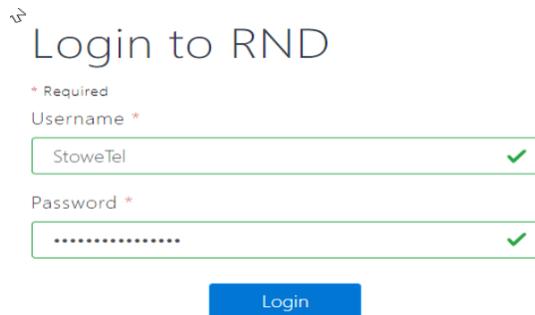


Figure 2.12

After entering the **Username** and temporary password sent in the Approval email, the **Login** button will be highlighted (Figure 2.13).



Login to RND

* Required

Username *

StoweTel ✓

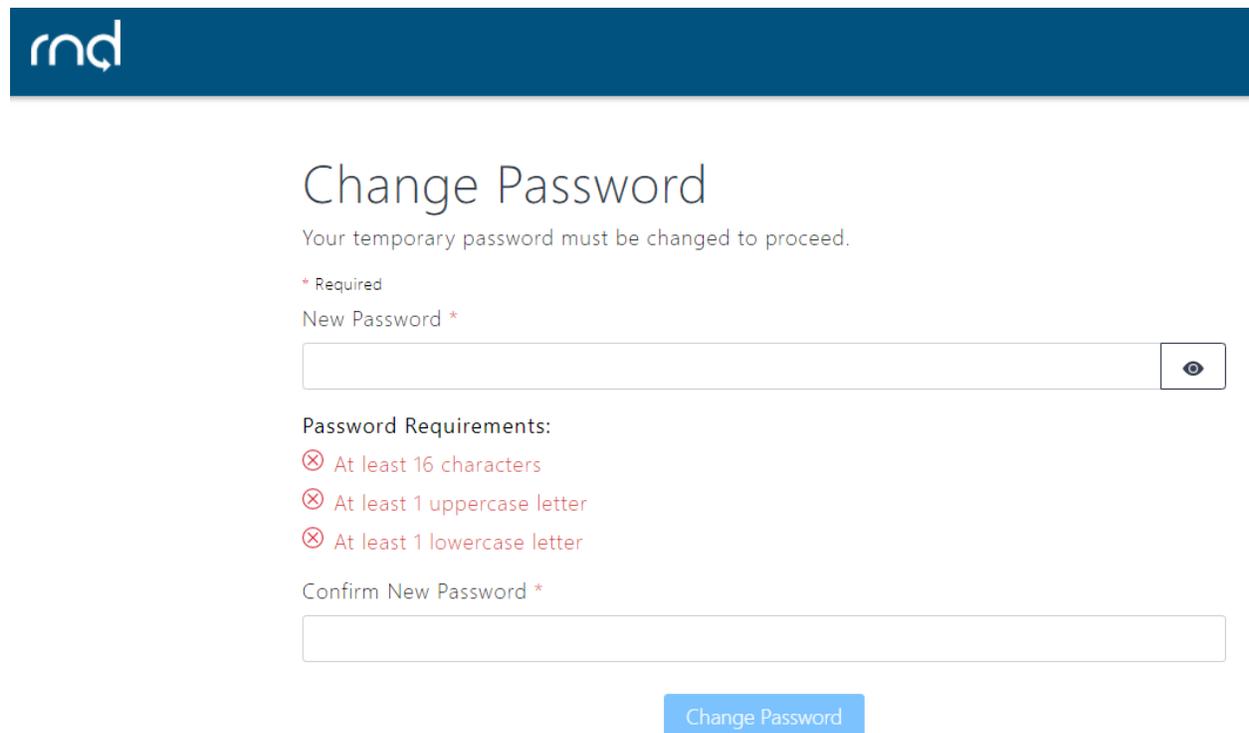
Password *

..... ✓

Login

Figure 2.13

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 2.14).



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 2.14

The RND recommends using a robust password such as a passphrase with combination of uppercase and lowercase letters. 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 2.15). The notifications will be sent 30 days, 14 days, 7 days, 3 days, and 24 hours before expiration.

RNDA Password Expiring

 no-reply@reassigned.us
To : -
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

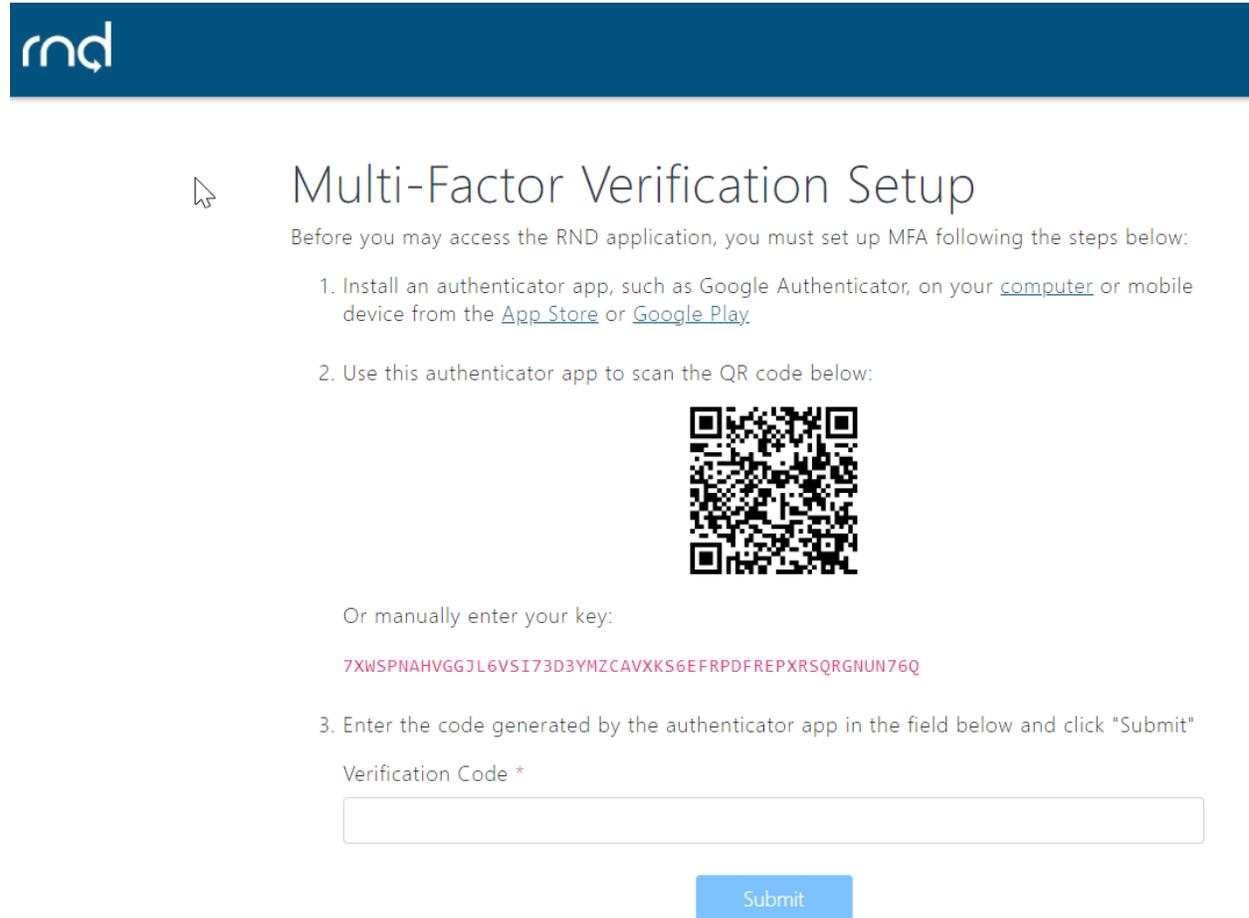
If you have any questions, please contact the RND Customer Support.

 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 2.15

After changing the password, the user will be prompted to perform Multi-Factor Verification (MFA) Set-Up (Figure 2.16). Please note that it may be a good idea to take a screenshot of the QR code in case the computer and/or device is misplaced, etc.



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:

7XWSPNAHVGGJL6VSI73D3YMZCAVXKS6EFRPDFREPXRSQRGNUN76Q

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

Verification Code *

Submit

Figure 2.16

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 2.17).

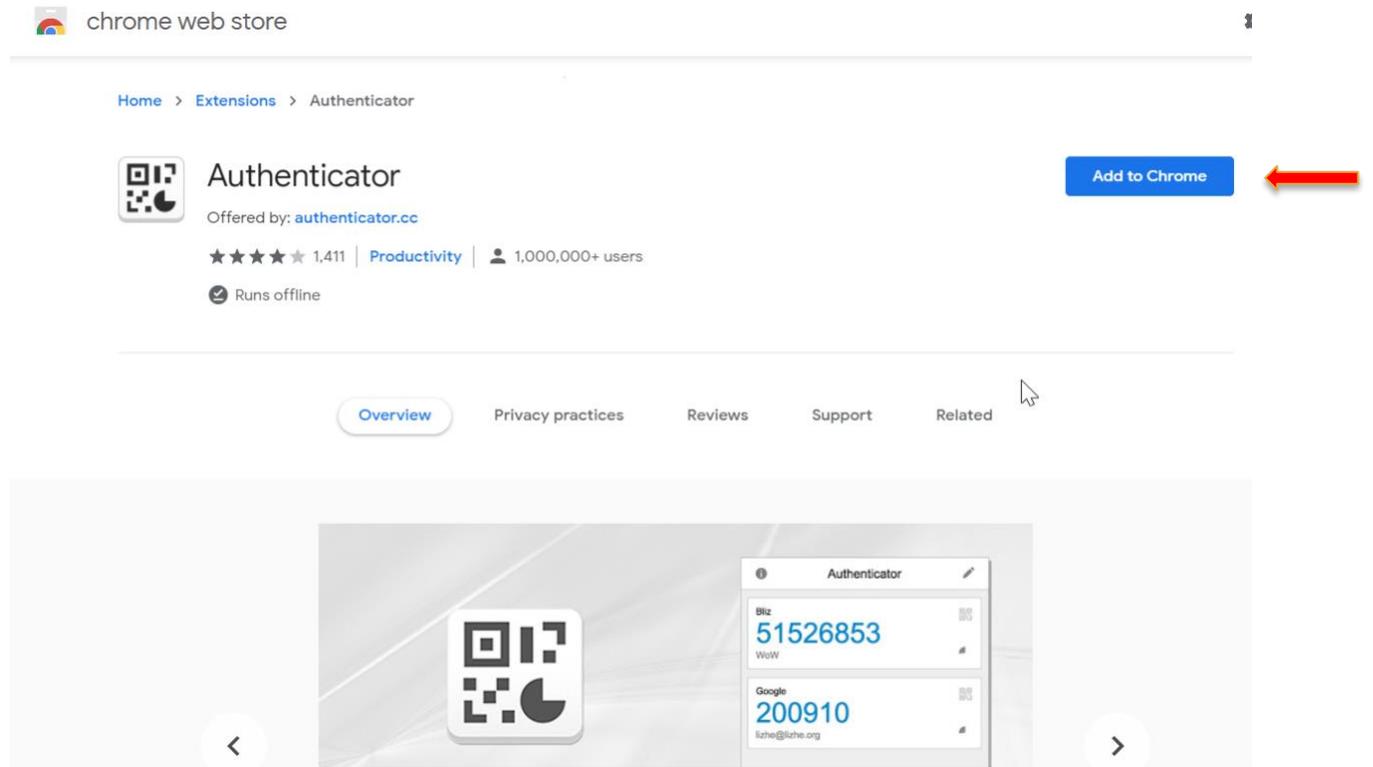


Figure 2.17

After adding the Authenticator, an icon will be added to the user’s browser (Figure 2.18).

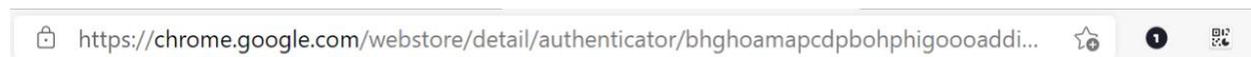


Figure 2.18

After selecting the Authenticator icon, the user will select an icon within the authenticator to **Scan QR Code** (Figure 2.19).

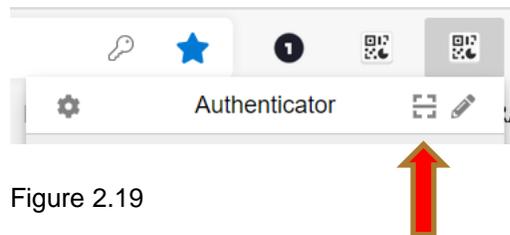


Figure 2.19

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 2.20).

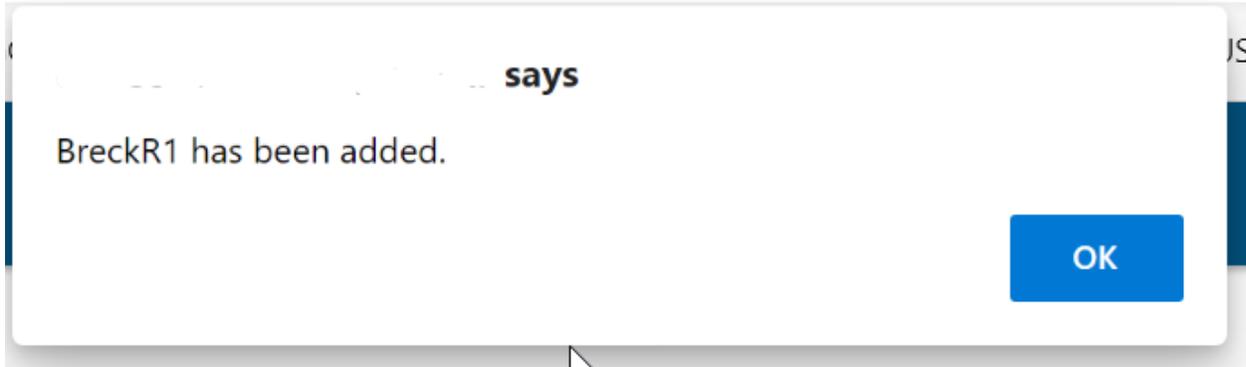


Figure 2.20

The user will then select the Authenticator and enter the code generated by the Authenticator (Figure 2.21) in the **Verification Code** field on the MFA screen (Figure 2.16) and click **Submit**.

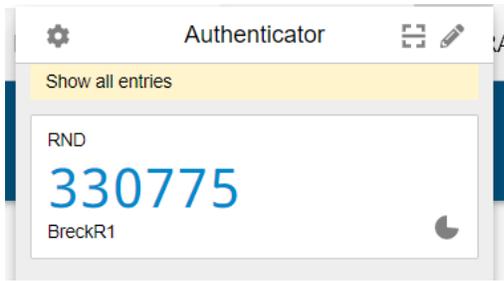
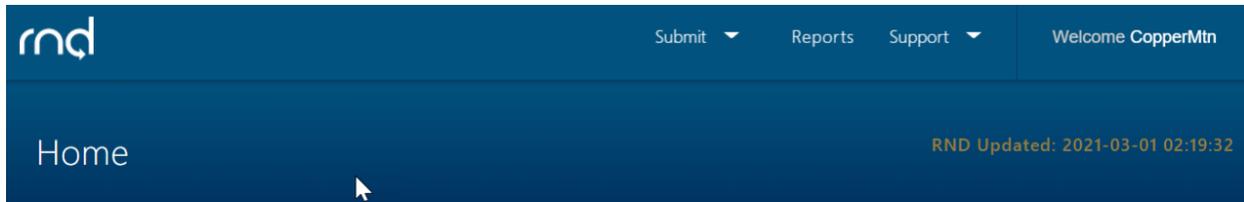


Figure 2.21

After successfully entering the Verification Code, the user will be logged into the system and the registration is complete (Figure 2.22).



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 2.22

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 2.23), and scan the QR code (Figure 2.24) or manually enter the key that is presented on the MFA screen.



Google Authenticator

Google LLC

#14 in Utilities

★★★★☆ 2.4 • 1.2K Ratings

Free

Figure 2.23

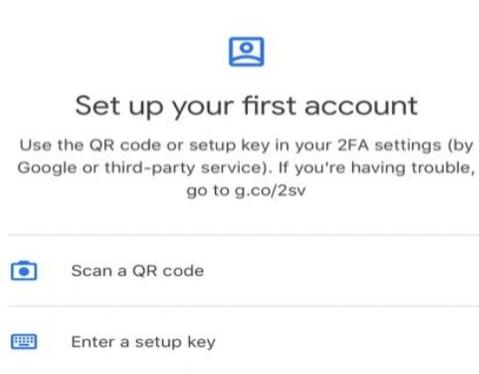


Figure 2.24

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 2.16) 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 in 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 2.25)



Figure 2.25

Profile

View or update your information

User Information

Username: **BreckR1**

Name: **Hank S**

Title: **Tester**

Email: **hank.s@reassigned.us**

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

Secondary Phone: (none)

Primary Contact: **Yes**

Edit

Figure 2.26

Click **Edit** to edit the information (Figure 2.26).

Click **Save** or **Cancel** (Figure 2.27).

Edit User Information

* Required

Username *
BreckR1

First Name * Middle Initial Last Name *
Hank S

Title *
Tester III ✓

Email *

Work Phone * Extension
421-000-9999

Text-Enabled

Secondary Phone
 Text-Enabled

Save Cancel

Figure 2.27

The user can log out of the system by selecting their Username and **Logout** (Figure 2.28):

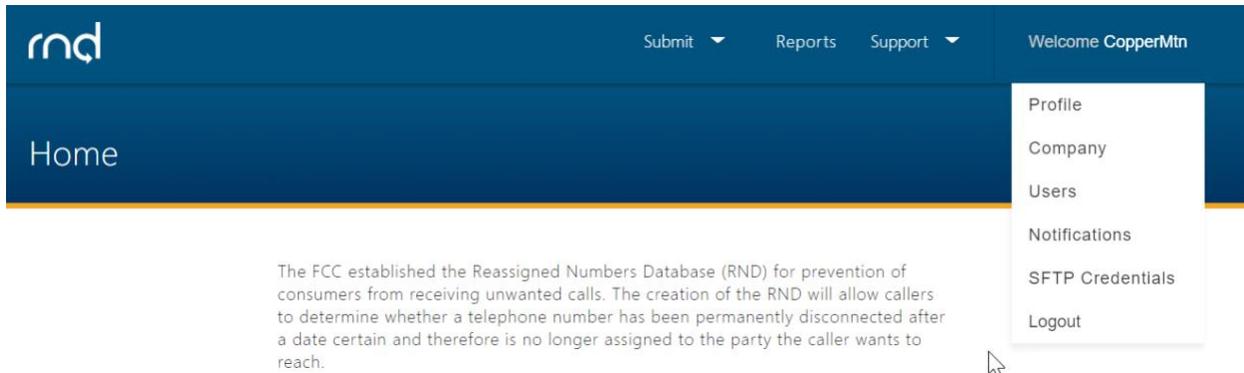


Figure 2.28

2.11 Forgot Username/Password

If a registrant has forgotten their Username or Password, the following process may be used to retrieve the Username and/or create a new Password:

Forgot Username

1. Select “Forgot Username?” at the Login screen.
2. Enter the email address associated with the RND profile:
 - a. If the email address is associated with an enabled profile, a screen will appear to enter the email address and an email will be sent to the user with the Username.
 - b. If the email address is associated with a disabled profile, a screen will be displayed to have the user contact RND Customer Support.

Forgot Password

1. Select “Forgot Password?” at the Login screen.
2. Enter the email address associated with the RND profile:
 - a. If the email address is associated with an enabled profile, a screen will appear to enter the Username of the profile and an email will be sent to the user with a Verification Code. The user must enter the Verification Code when changing the password.
 - b. If the email address is associated with a disabled profile, a screen will be displayed to have the user contact RND Customer Support.

To illustrate, if the Username is forgotten, the user can return to the RND website, select **Login**, and select the “**Forgot Username?**” link (Figure 2.29).

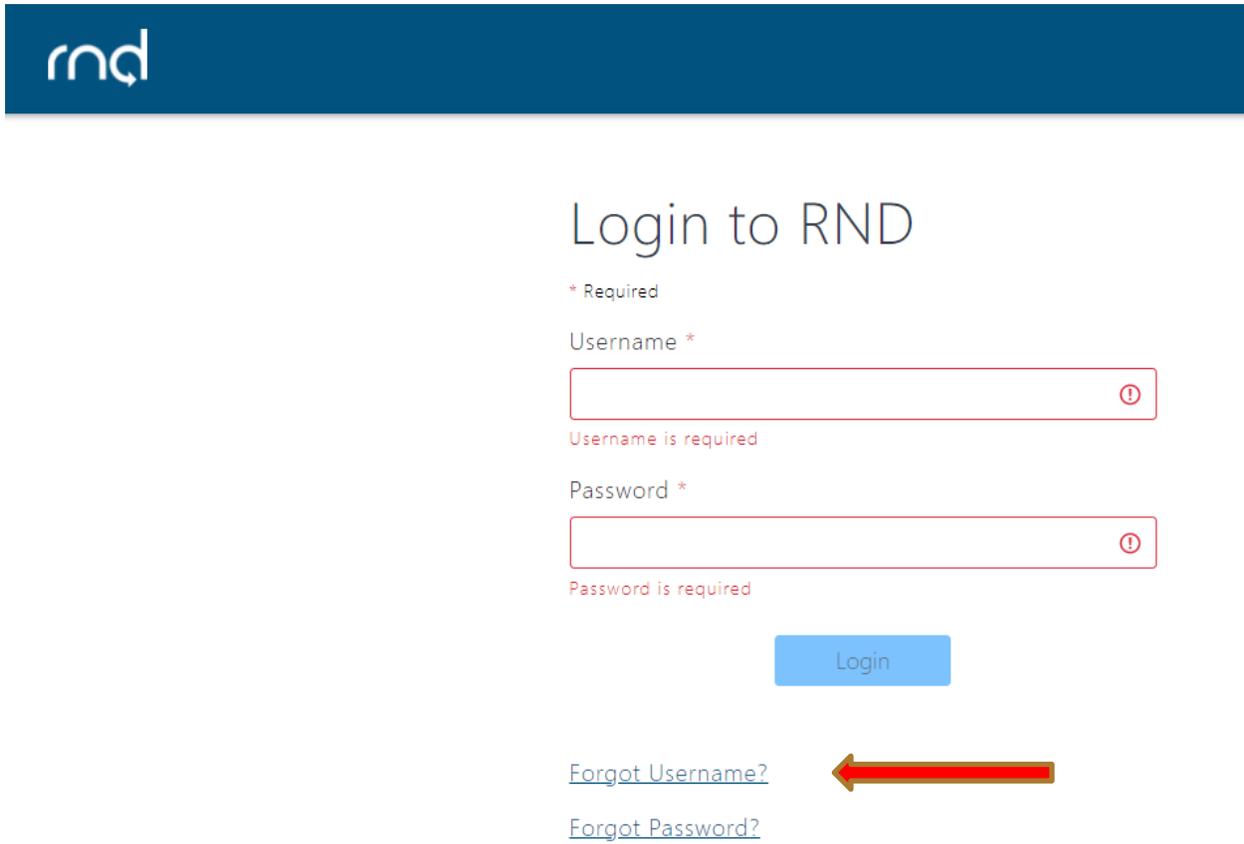
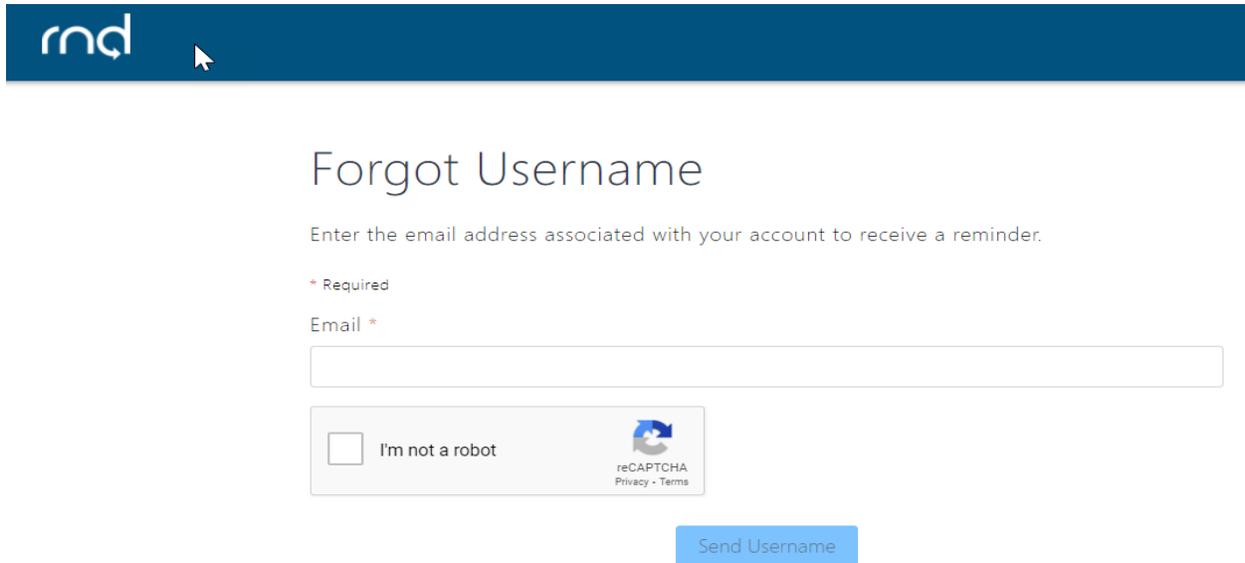


Figure 2.29

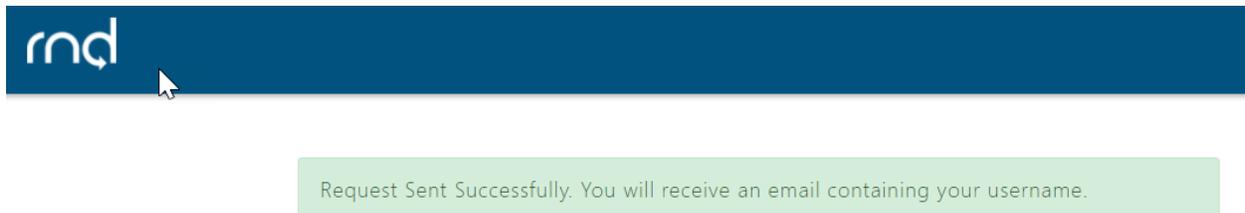
The user will be required to enter the **Email** address associated with the RND profile and perform reCAPTCHA verification by selecting “**I’m not a robot**” (Figure 2.30).



The screenshot shows the 'Forgot Username' page. At the top left is the 'rnd' logo in white on a dark blue background. Below the logo is the heading 'Forgot Username' in a large, light blue font. Underneath the heading is the instruction 'Enter the email address associated with your account to receive a reminder.' followed by a red asterisk and the word 'Required'. Below this is the label 'Email *' and a white text input field. Under the input field is a reCAPTCHA widget with a checkbox labeled 'I'm not a robot' and the reCAPTCHA logo. To the right of the reCAPTCHA widget is a blue button labeled 'Send Username'.

Figure 2.30

If the email address is associated with an enabled RND profile, after selecting **Send Username**, the user will be notified of a successful request (Figure 2.31).

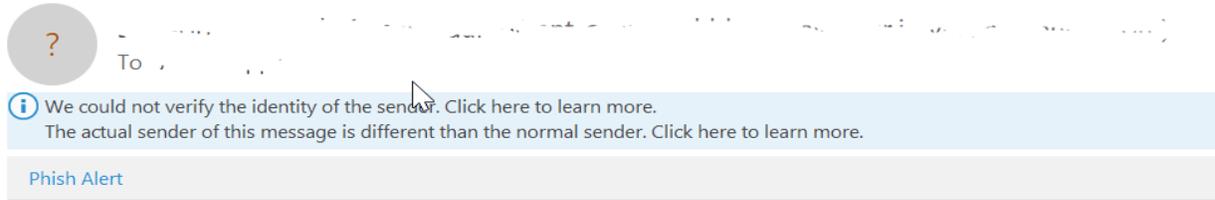


The screenshot shows a notification message on the RND website. At the top left is the 'rnd' logo in white on a dark blue background. Below the logo is a light green rectangular box containing the text 'Request Sent Successfully. You will receive an email containing your username.'

Figure 2.31

The email sent to the user will contain the Username (Figure 2.32).

RND Forgot Username



In response to your Forgot Username request, here is your username: Call21

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 2.32

If the password is forgotten for an enabled profile, the user should enter the **Username** and select the “**Forgot Password?**” link (Figure 2.33).

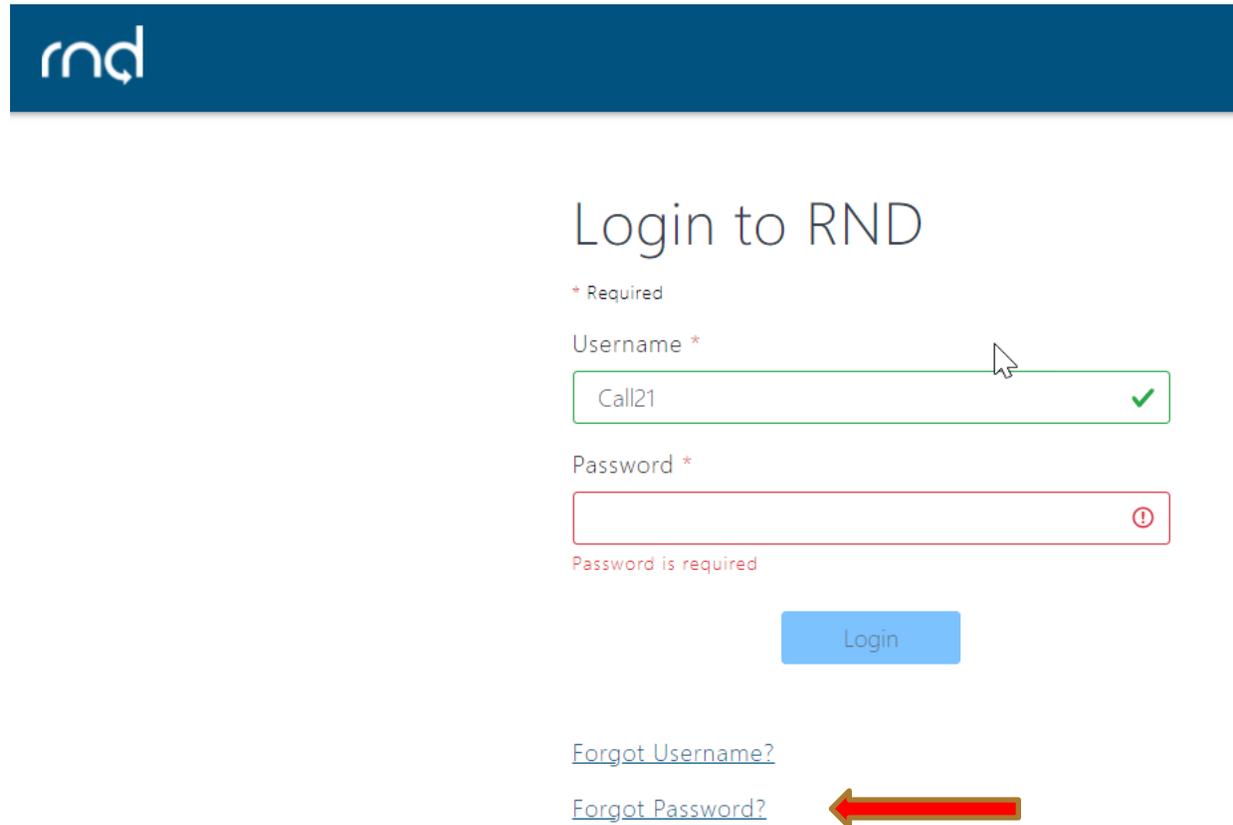


Figure 2.33

The user will be required to enter the **Email** address associated with the RND profile and perform reCAPTCHA verification by selecting “**I’m not a robot**” (Figure 2.34).

The screenshot shows the 'Forgot Password' page for the RND website. At the top left is the 'rnd' logo. The main heading is 'Forgot Password'. Below the heading is the instruction: 'Enter your email address to receive instructions to reset your password.' There is a red asterisk indicating a required field. The 'Email' field is a text input box. Below the email field is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. To the right of the checkbox is the reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'. At the bottom right of the form is a blue button labeled 'Send Password Reset'.

Figure 2.34

If the email address is associated with an enabled RND profile, after selecting **Send Password Reset**, the user will be brought to a screen to reset the password (Figure 2.35).

rnd

An email has been sent with a verification code. Enter this code to reset your password using the form below.

* Required

New Password *

Password Requirements:

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

Confirm New Password *

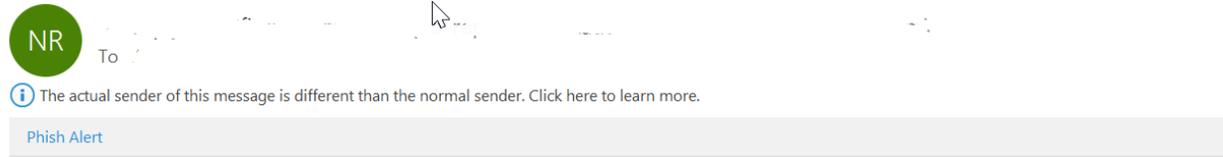
Verification Code *

Change Password

Figure 2.35

On the screen to change the password, the user be required to enter the **Verification Code** sent to the user's email address (Figure 2.36).

RND Forgot Password Verification Code



In response to your Forgot Password request, please enter the following Verification Code as requested with your new Password:
Verification Code: 588916

If you have any questions, please contact the RND Customer Support at 833-763-2366 or support@reassigned.us.

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

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Figure 2.36

After changing the password, the user will be notified of the successful password update and the user can log into the RND (Figure 2.37).

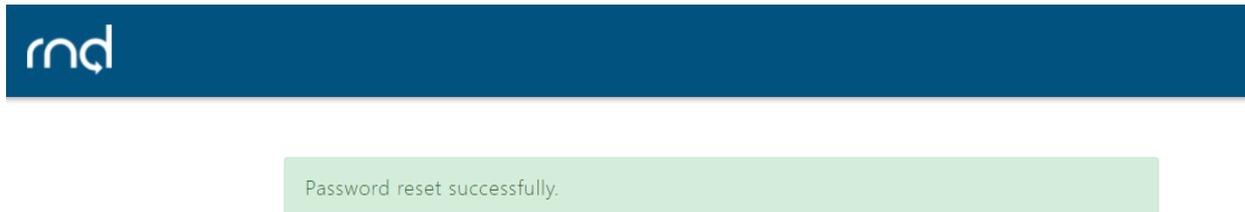


Figure 2.37

If the user has a disabled RND profile and the selects either “**Forgot Username?**” or “**Forgot Password?**,” the user will be notified to contact RND Customer Support to re-enable the user’s profile (Figure 2.38).

Username request failed. Please contact RND Customer Support at **833-763-2366** or **support@reassigned.us** for assistance.

Forgot Username

Enter the email address associated with your account to receive a reminder.

* Required

Email *

 I'm not a robot  reCAPTCHA
Privacy - Terms

Figure 2.38

After re-enabling the profile, RND Customer Support will notify the user of the Username and/or send a new temporary password to the user.

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).

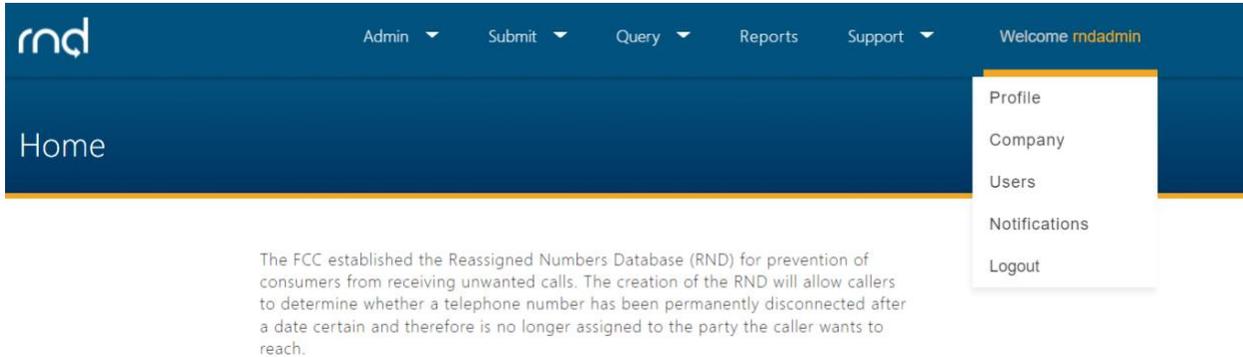


Figure 3.1

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

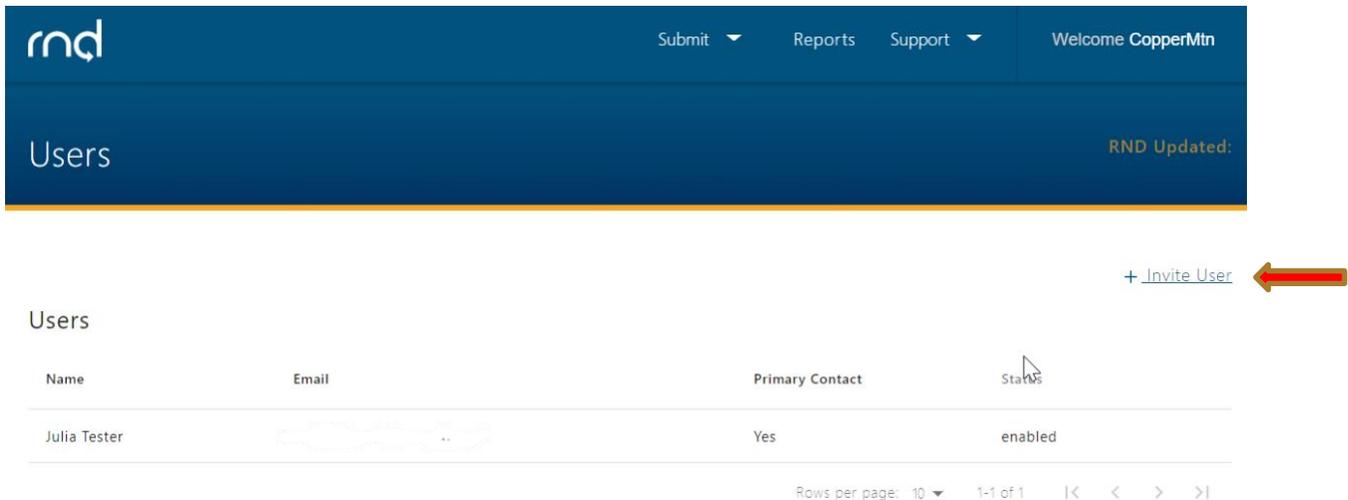


Figure 3.2

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

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 “^”, 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).

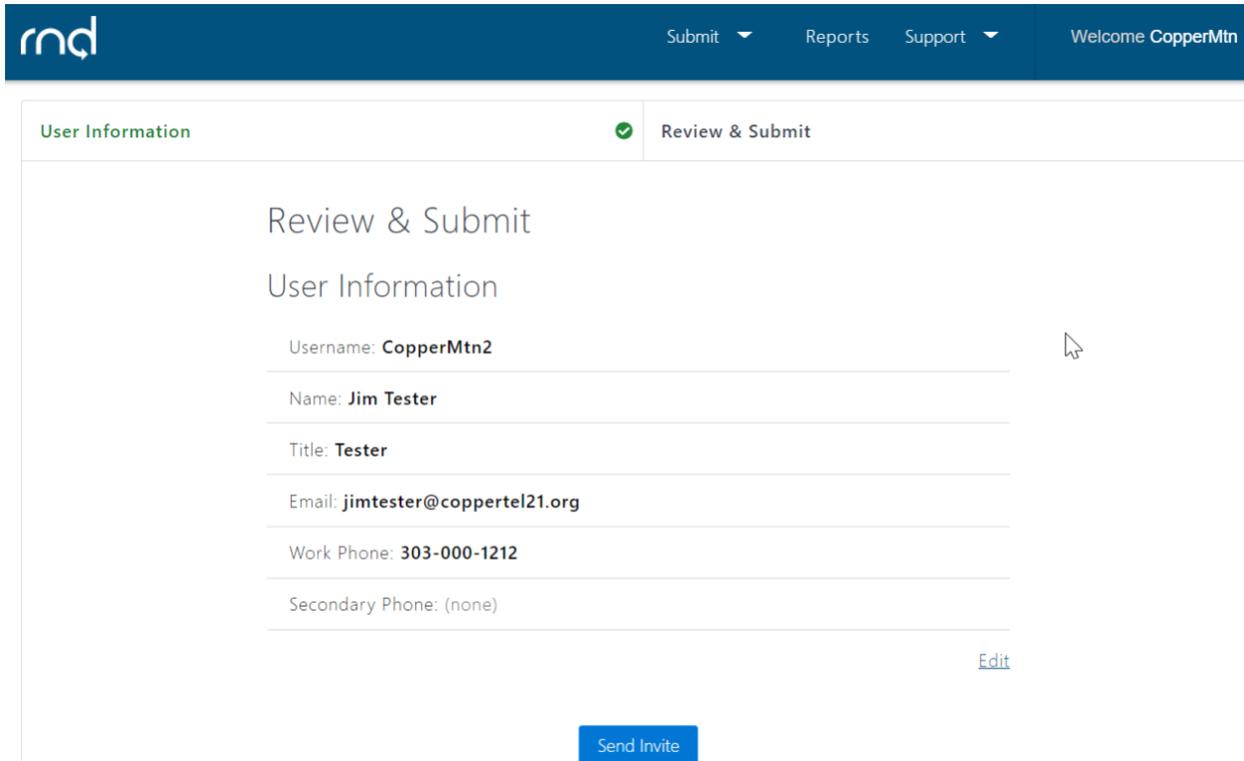


Figure 3.4

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.

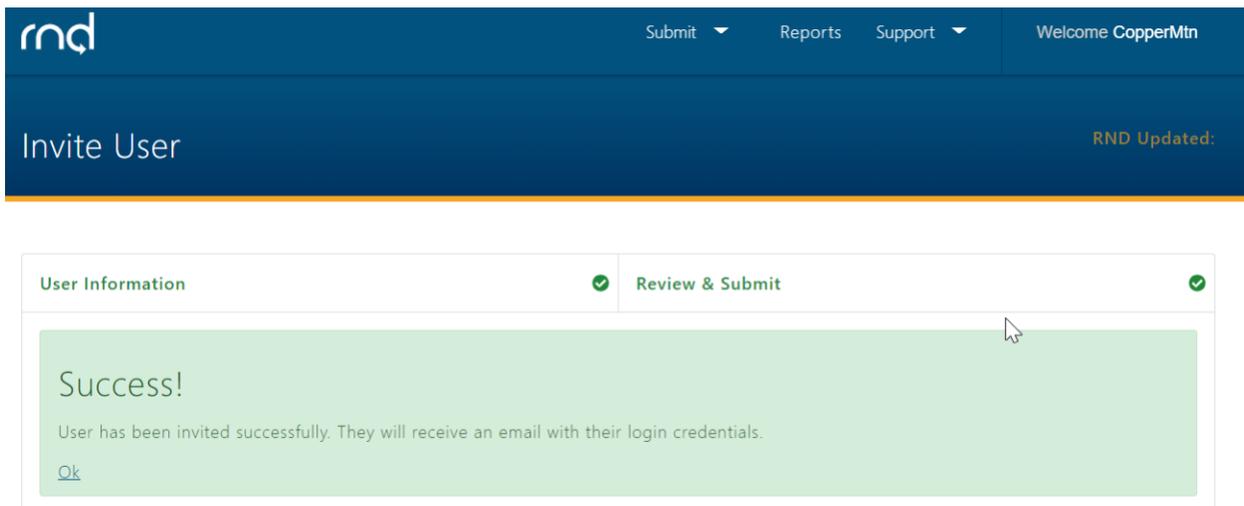


Figure 3.5

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

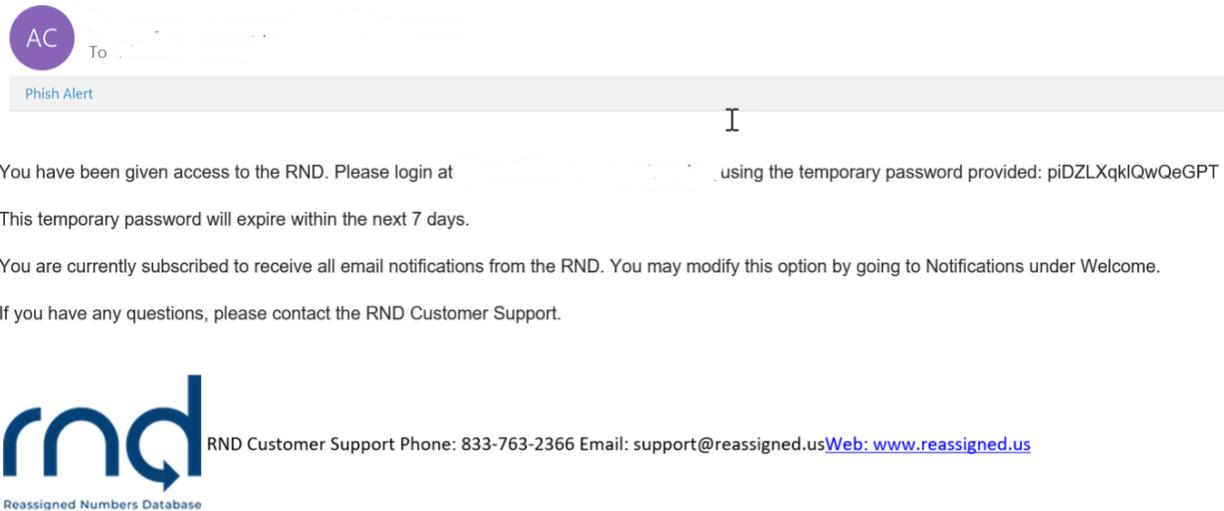


Figure 3.6

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).

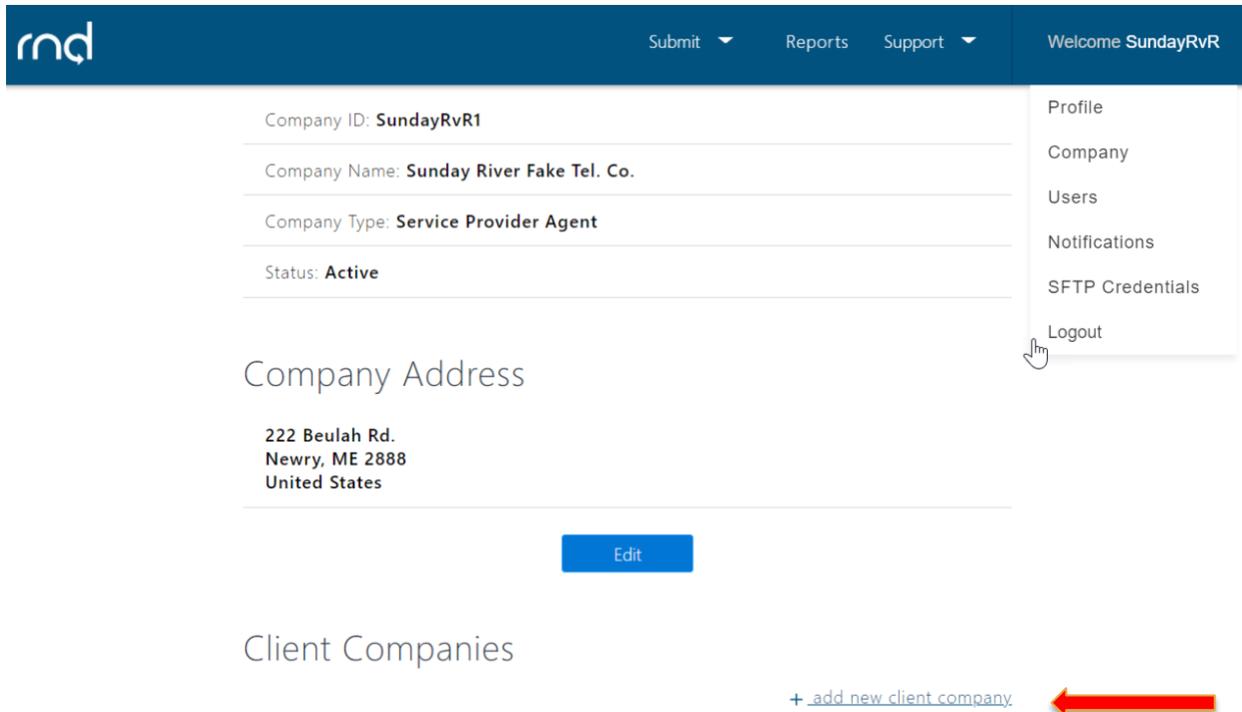


Figure 4.1

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.

The screenshot shows a web interface for adding a client company. At the top, there is a dark blue header with the text 'Add Client Company' on the left and 'RND Updated:' on the right. Below the header is a navigation bar with three tabs: 'Client Company Information' (which is active), 'Client Primary Contact', and 'Review & Submit'. The main content area is titled 'Client Company Information' and contains the following fields and options:

- A small asterisk with the text '* Required'.
- A label 'Company Identifier' followed by a text input field.
- A label 'Use System-Generated Company ID' followed by a checkbox.
- A label 'Company Name *' followed by a text input field.
- A blue button labeled 'Next' centered below the input fields.

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 RND user registration interface. At the top, there is a dark blue header with the RND logo on the left, and navigation links for 'Submit', 'Reports', and 'Support' in the center, and 'Welcome SundayRvR' on the right. Below the header, a dark blue bar contains the text 'Add Client Company' on the left and 'RND Updated: 2021-03-11 17:44:57' on the right. The main content area features a form with three tabs: 'Client Company Information' (with a green checkmark), 'Client Primary Contact' (active), and 'Review & Submit'. The 'Client Primary Contact' form includes the following fields and options:

- Client Primary Contact** (Section Header)
- * Required** (Label)
- First Name ***, **Middle Initial**, **Last Name *** (Text input fields)
- Title *** (Text input field)
- Email *** (Text input field)
- Work Phone *** (Text input field) and **Extension** (Text input field)
- Text-Enabled** (checkbox)
- Secondary Phone** (Text input field)
- Text-Enabled** (checkbox)
- Next** (Blue button)

At the bottom of the page, there is a footer with the RND logo and 'Reassigned Number Database' on the left, navigation links for 'Privacy Policy', 'Neutrality', 'Feedback', and 'Terms of Use' in the center, and social media icons for Twitter, LinkedIn, Facebook, and YouTube on the right.

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.

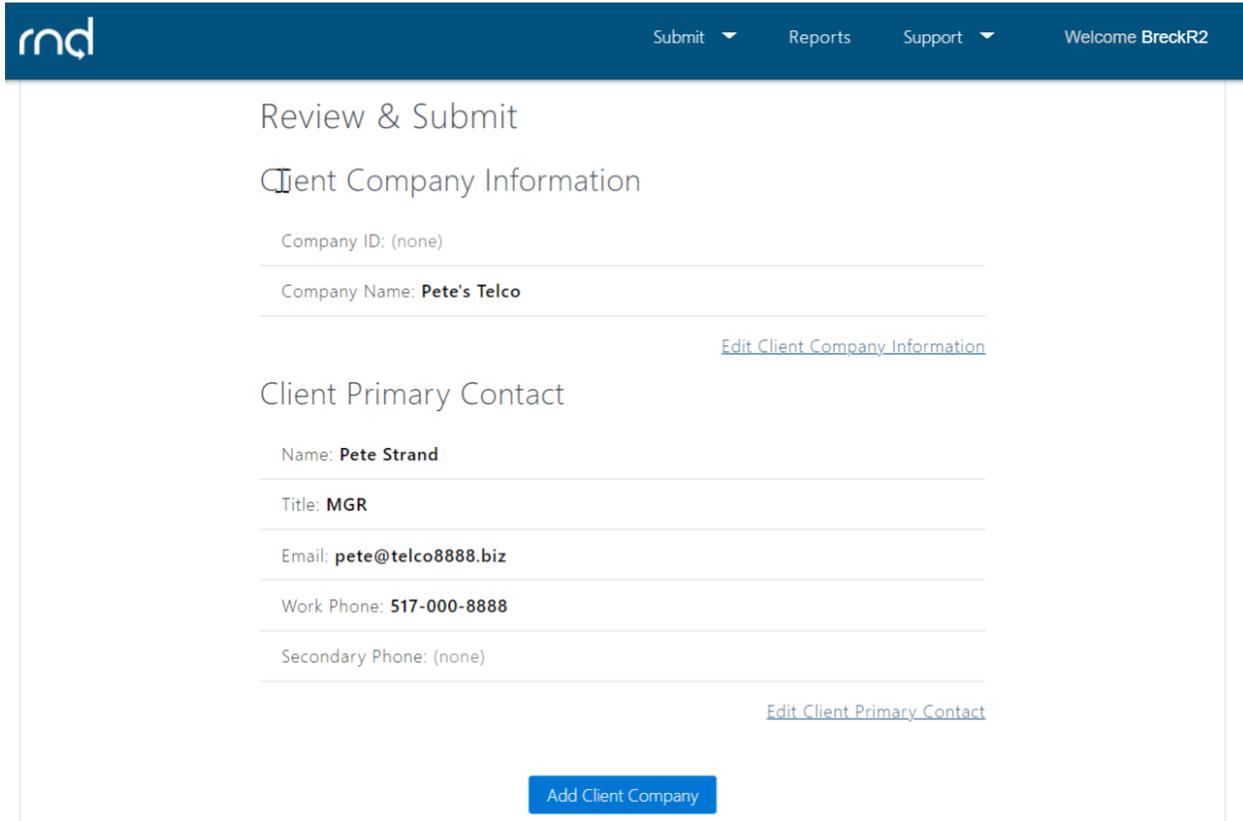


Figure 4.4

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

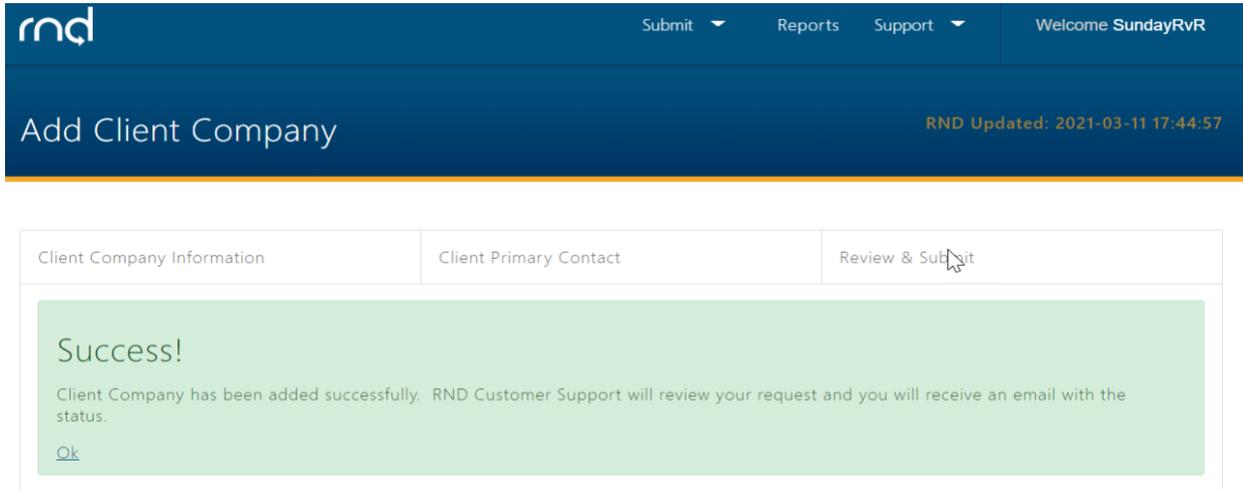


Figure 4.5

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

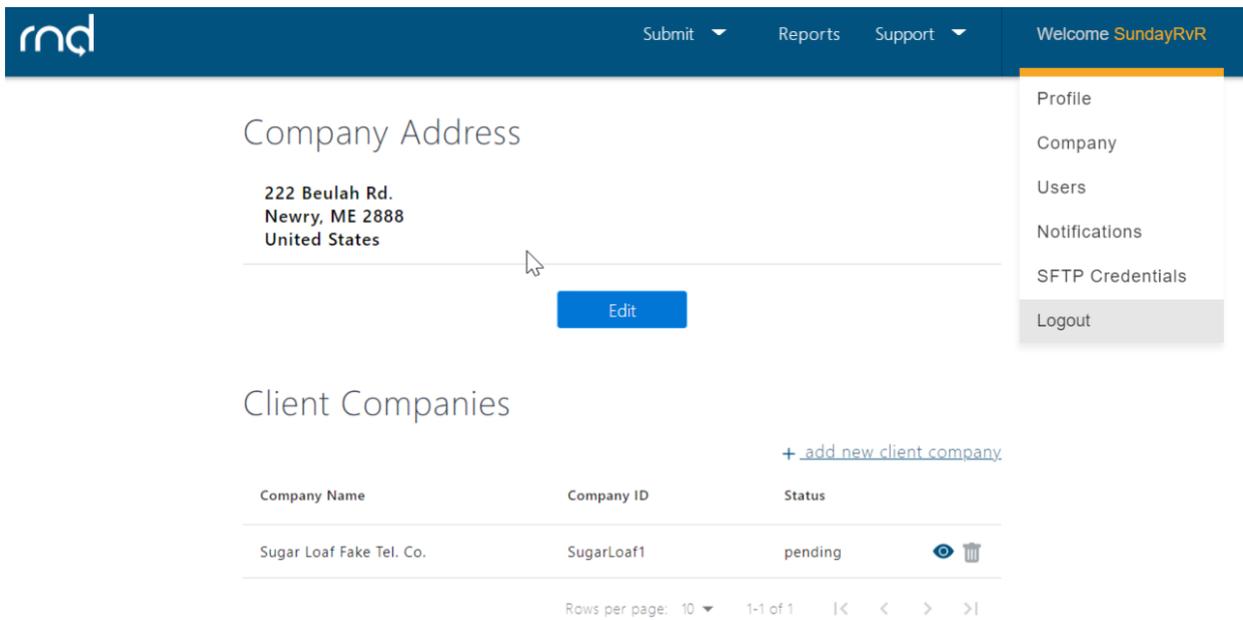
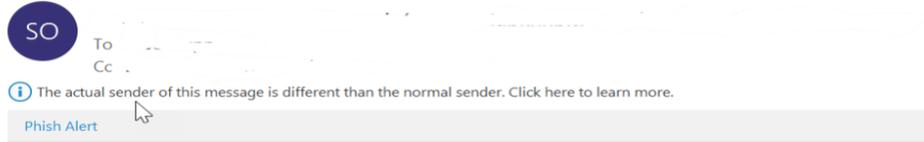


Figure 4.6

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).

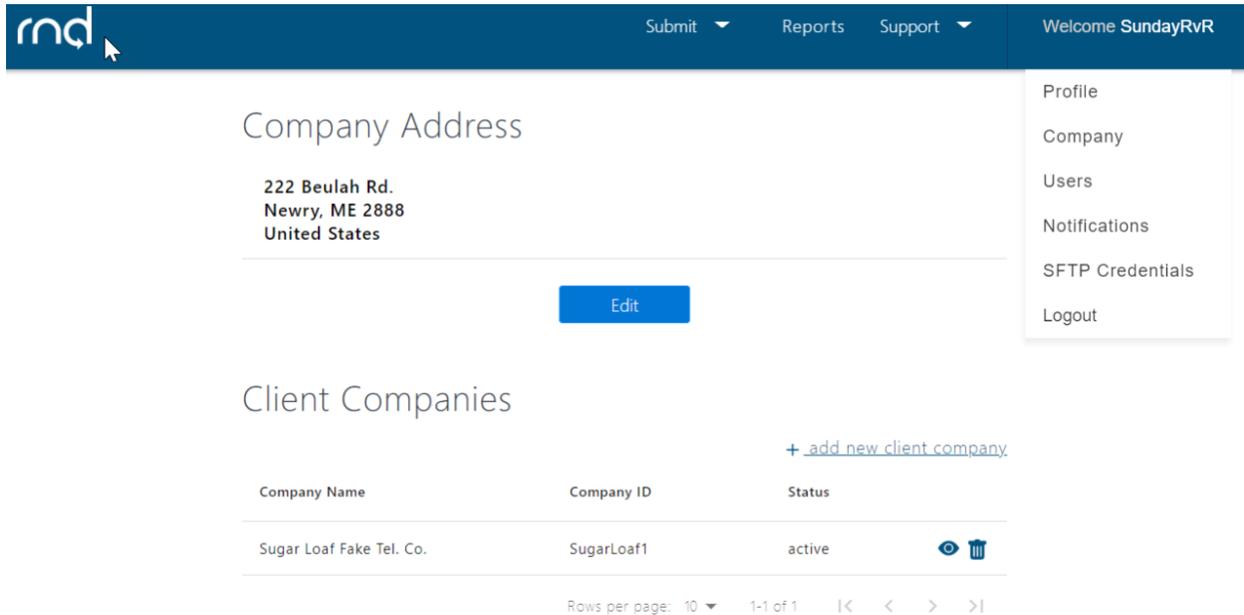


Figure 4.8

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

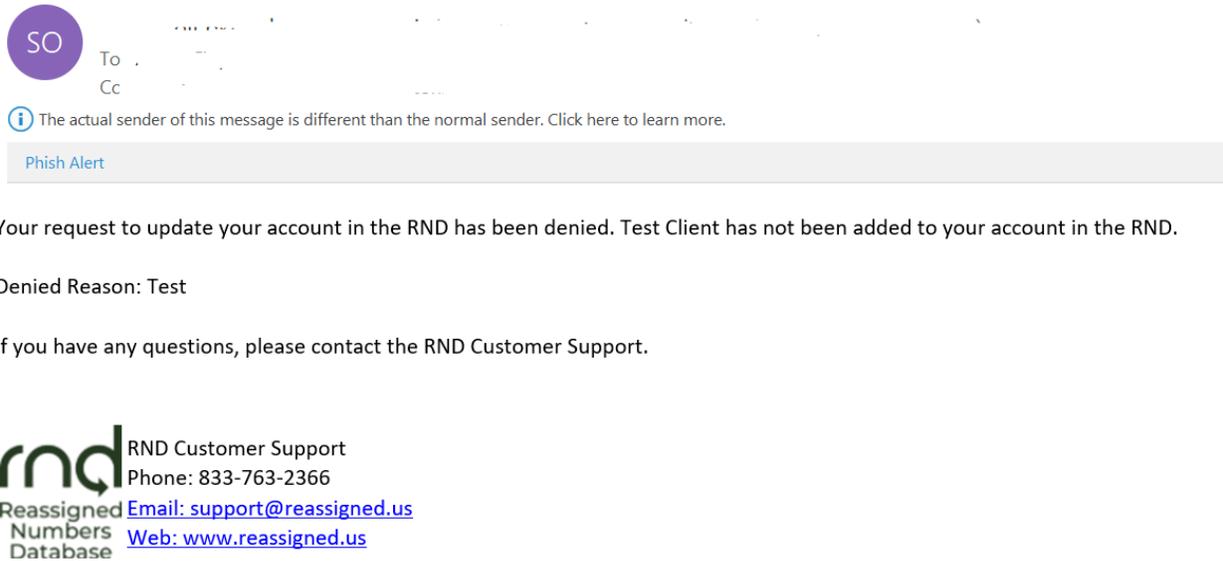


Figure 4.9

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).

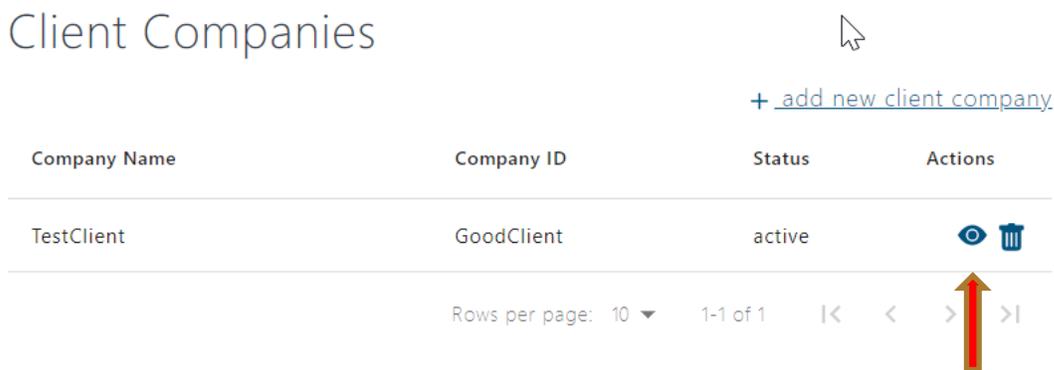


Figure 4.10

3. 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

Client Primary Contact

Figure 4.11

Client company information can also be deleted.

4. 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 RNDA 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)

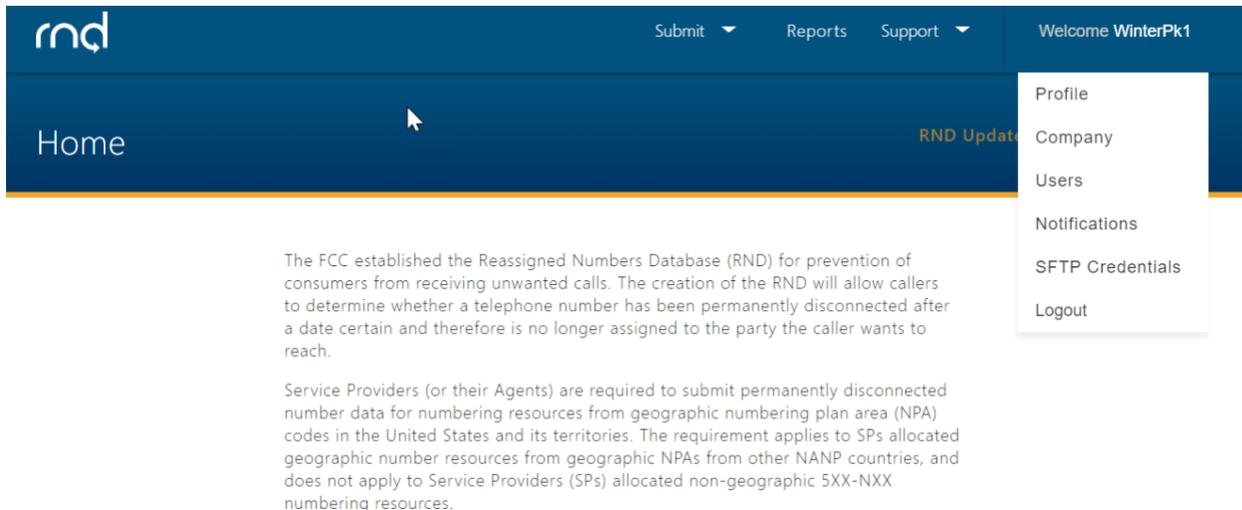


Figure 5.1

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

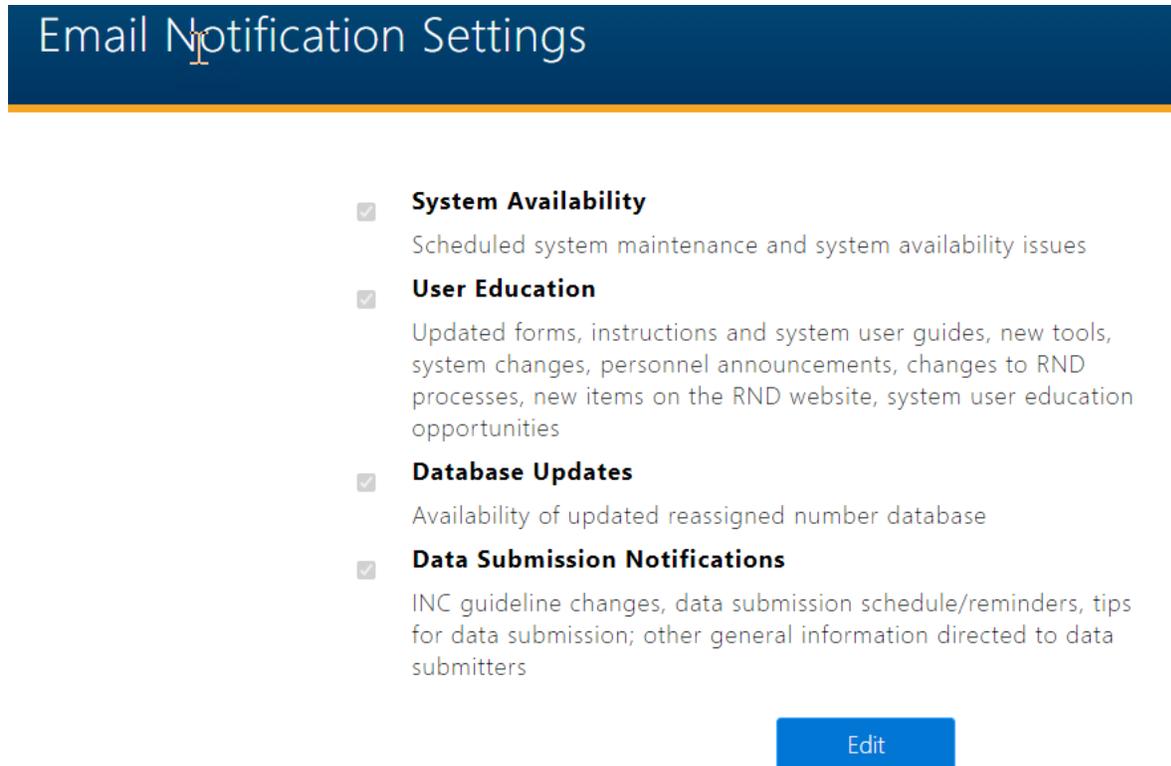
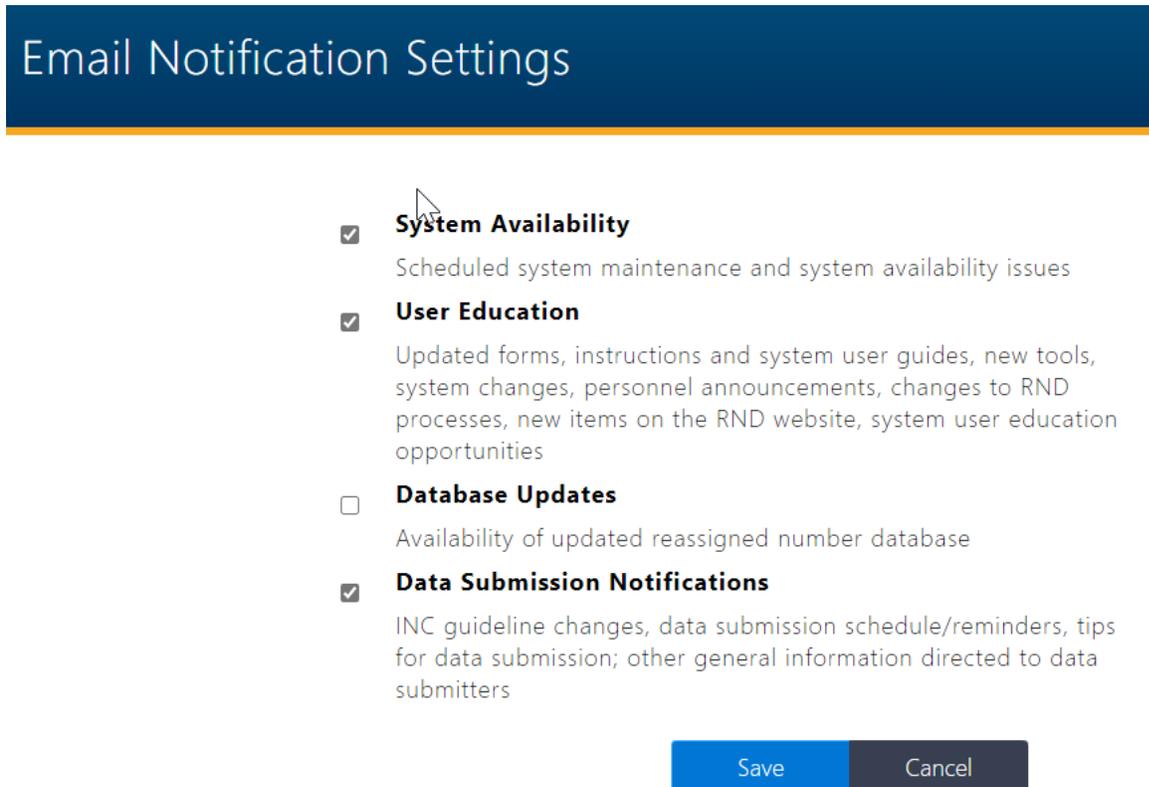


Figure 5.2

- 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