

USMC – Unified Service Manager Lite Customer Sales Demo

December 2025

Topics

About USMC

Things to Know

How To

FAQs

About USMC

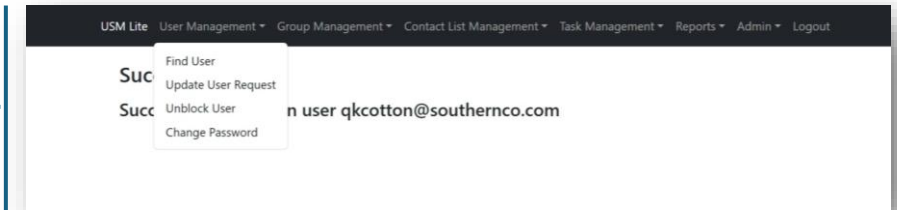
USMC (USM Lite Customer)

USMC was developed to give customers the ability to manage their MCPTT (Push-To-Talk) accounts.

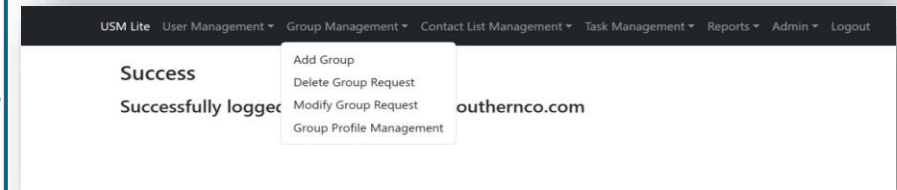
With USMC have the capability to manage password resets, groups, contacts and more!

Sales Account Managers and Dealers can also manage for their customers!

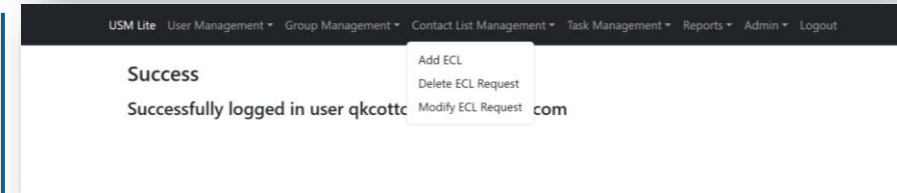
User Management



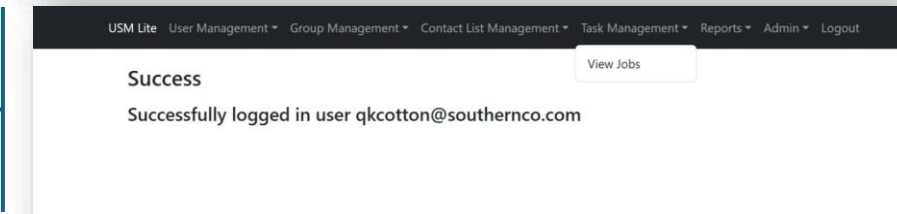
Group Management



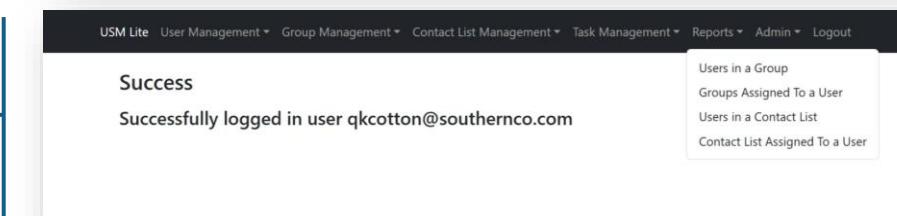
Contact List Management



Task Management



Reports

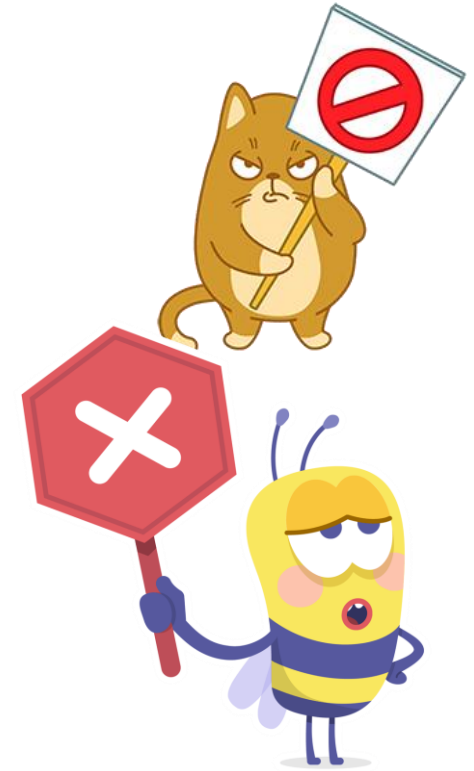


Things to Know

- Users will only see the Orgs they have access to
- Users can have access to multiple orgs
- All modifies and deletes presented in the GUI are requests that require approval
- Notification of pending requests are sent to CSC email box
- Users can't add or delete a MCPTT user

Note: request should be routed through the normal activation/deactivation process.

- Users will only have access to modify groups in their allowed orgs



How To – Register/Login

Single Sign-On

URL: <https://usmc.southernlinc.com>

Internal - SSO (Single Sign-On)

External – Register through Self Care

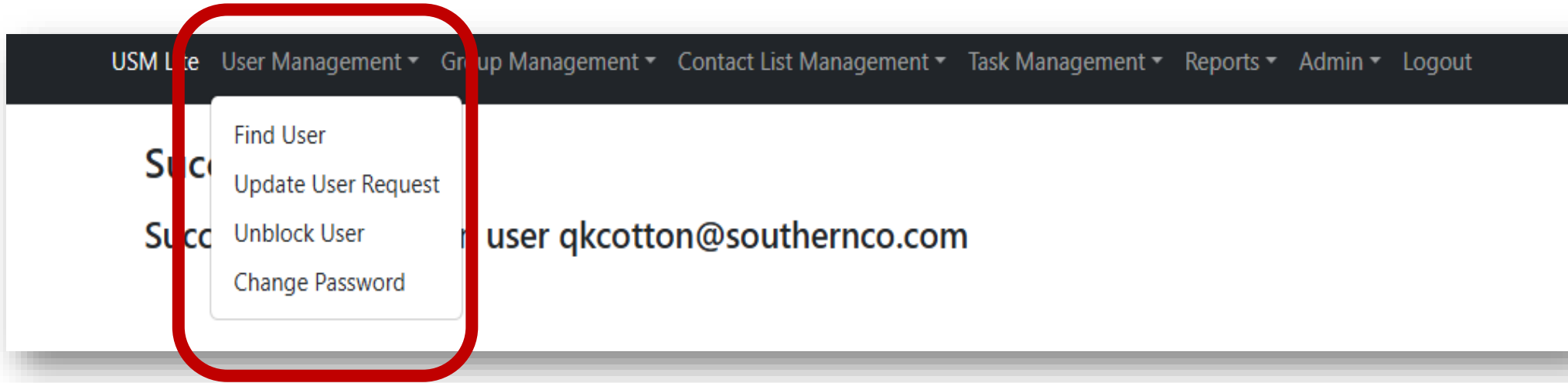
To register:

1. Open a browser window and enter the URL above.
2. Select **Login/Register**
3. Select **REGISTER NOW**
4. Enter Personal Information, login credentials, and accept the Read and Accept the Terms and Conditions to Create a Profile.
5. Select **Submit**.
6. Select **Login**, then enter the credentials created.

The screenshot displays the USMC Lite User Management interface. At the top, a navigation bar includes links for USM Lite, User Management, Group Management, Contact List Management, Task Management, Reports, and Logout. Below this, a 'Login' section features a blue 'Login / Register' button, which is highlighted with a red rectangular border. Below the navigation bar, there are two side-by-side panels. The left panel, titled 'Southern Company', shows a 'Secure Log In' form with fields for 'Username *' and 'Password *', both marked as required. Below these fields is a 'Remember Me' checkbox and a red 'LOGIN' button. At the bottom of this panel, a 'New User?' section contains a 'REGISTER NOW' button, also highlighted with a red rectangular border. The right panel, also titled 'Southern Company', shows a 'Create Profile' form with fields for 'First Name *', 'Last Name *', 'Email *', and 'Retype Email *'. A large red arrow points from the 'REGISTER NOW' button in the left panel to the 'Create Profile' form in the right panel.

User Management

How To - User Management



- Find User – Query MCPTT ID (MSISDN) to see user account information
- Update User **Request** – Enter Org ID and MSISDN to update Display Name, First/Last Name and Harris ESNs
- Unblock user – allows MCPTT onboarding after 3 incorrect password attempts
- Change Password – Change passwords for Android, iOS and Dispatcher clients

NOTE: This should not be used for Harris and ADVT devices

How To - User Management

Find User

USM Lite User Management ▾ Group Management ▾ Contact List Management ▾ Task Management ▾ Reports ▾ Admin ▾ Logout

Find User

Update User Request

Unblock User

Change Password

Success message: n user qkcotton@southernco.com

- 1. Select Find User
- 2. Enter MCPTT ID
- 3. Select Find User
- 4. Select the Job ID
- 5. View User Details

User Find

MCPTT ID

Letters, Numbers, minimum length 2, maximum length 30

Please Enter ONE number per line, LIMIT 25 at a time

2052881066

Find User

Job	User	Type	Action
1765670139419-c	qkcotton@southernco.com	UsersMgmt	Find

Job Viewer1765669232769-c

*** Job Results ***

Mcptt ID: 2052101666

Organization Name: ProductEngineering

Display Name: Q Apple 15

Harris ESN:

MCPTT Status: Not Blocked

Group List:

Group 11

How To - User Management

Update User

1. Enter/Select Org ID
2. Enter MCPTT ID
3. Select **Commit User**
4. Make changes
5. Select **Update User**

USM Lite User Management Group Management Contact List Management Task Management Reports Admin Logout

Find User
Update User Request
Unblock User
Change Password

Success user qkcotton@southernco.com

User Update

Select an Organization

ProductEngineering

MCPTT ID

20522101666

Commit User

First Name (Optional)

Last name (Optional)

Display Name

Harris Serial Number (ESN) (Optional)

Update User

Can only see the orgs allowed

User Update

Select an Organization

ProductEngineering

MCPTT ID

2052101666

Fetching User Details...

First Name (Optional)

Last name (Optional)

Display Name

Q Apple 15

Harris Serial Number (ESN) (Optional)

Update User

How To - User Management

Unblock User

USM Lite User Management ▾ Group Management ▾ Contact List Management ▾ Task Management ▾ Reports ▾ Admin ▾ Logout

Succ Find User
Succ Update User Request
Succ Unblock User user qkcotton@southernco.com
Change Password

1. Find User to verify blocked status
2. From the drop down select **Unblock User**
3. Enter **MCPTT ID**
4. Select **Unblock User**

```
*****  
*** Job Results ***  
*****  
Mcptt ID: 2052102132  
Organization Name: ProductEngineering  
Display Name: Cedric AdvTec 2132  
Harris ESN:  
MCPTT Status: Blocked  
Group List:  
Group 11
```

User Unblock

MCPTT ID

Letters, Numbers, minimum length 2, maximum length 30

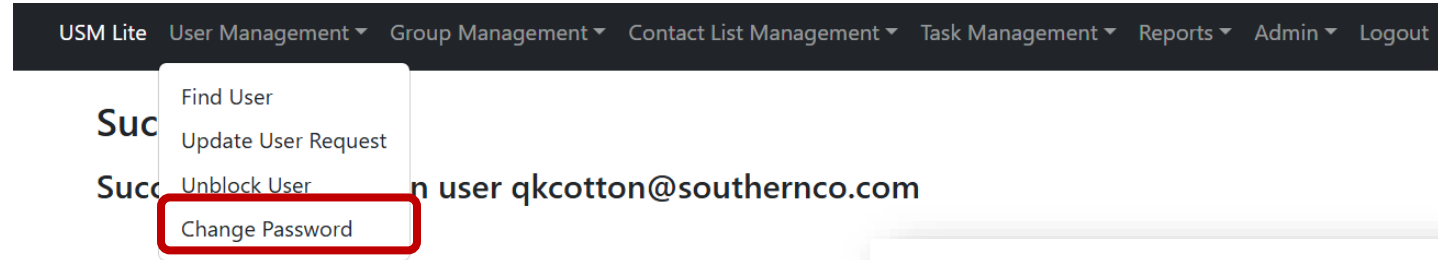
Please Enter ONE number per line, LIMIT 25 at a time

2052102132

Unblock User

How To - User Management

Change Password

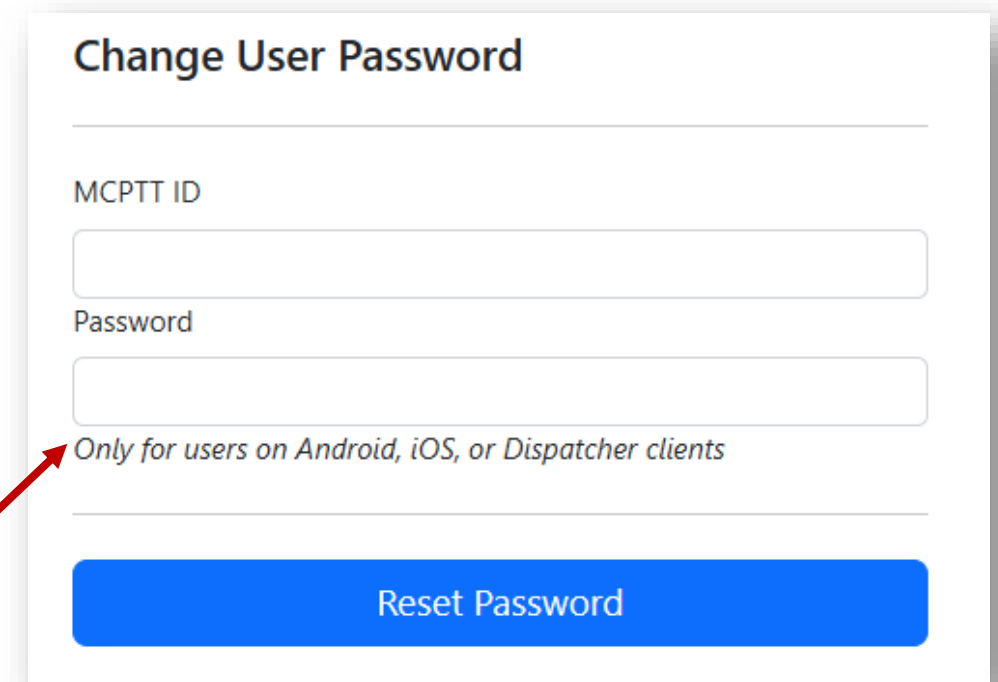


USM Lite User Management ▾ Group Management ▾ Contact List Management ▾ Task Management ▾ Reports ▾ Admin ▾ Logout

Suc Find User
Suc Update User Request
Suc Unblock User
Change Password

user qkcotton@southernco.com

1. Enter **MCPTT ID**
2. Enter **New Password**
3. Select **Reset Password**



Change User Password

MCPTT ID

Password

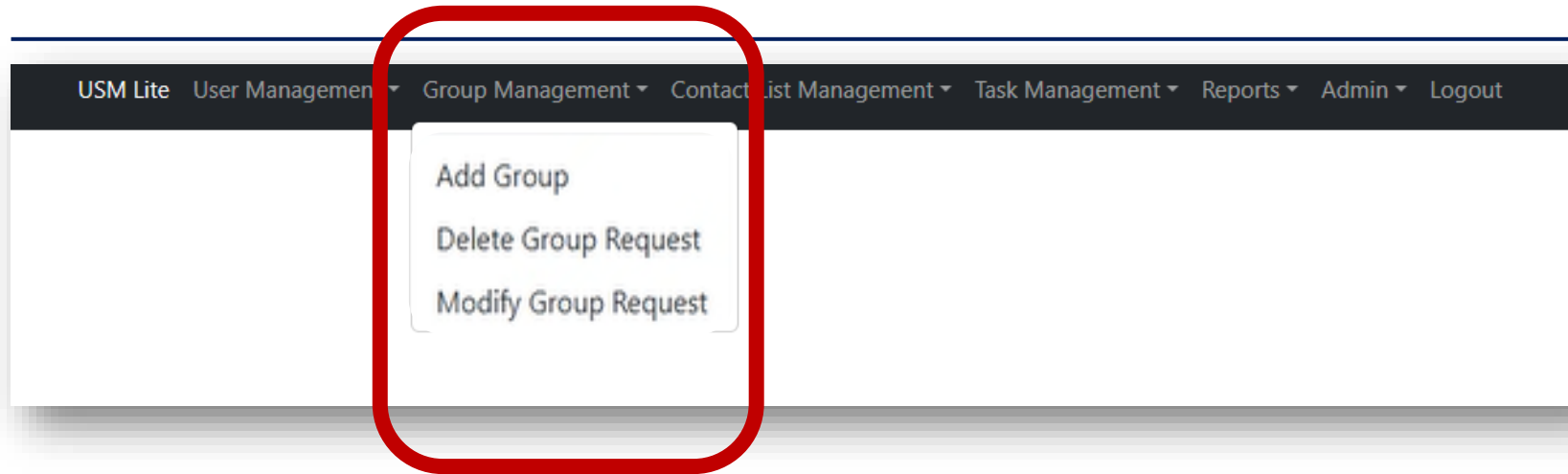
Only for users on Android, iOS, or Dispatcher clients

Reset Password

NOTE: Use only for Android, iOS and Dispatcher clients

Group Management

How To – Group Management



- Add Group – Create a new group
- Delete Group **Request** – Delete an existing group
- Modify Group **Request** – Add new/remove users to a group, add/remove auto join to a group

NOTE: Requests require approval from CSC before job is completed

How To – Group Management

Add Group

1. Select/Enter **Org ID**
2. Enter **Group Name**
3. Select **Normal** or **Dedicated Emergency Group(s)**
4. Select **Commit Change**

Normal – Non-Emergency Group

Dedicated – Group is dedicated to emergency calls only. This group is not visible in the group list.

Note: Once group is created go to Modify Group to add users to the group.

Group Management ▾

Add Group

Delete Group Request

Modify Group Request

Group Profile Management

Select an Organization

ProductEngineering

Commit Organization

Existing Groups

Groups to Add

Commit Change

Group(s) to Add

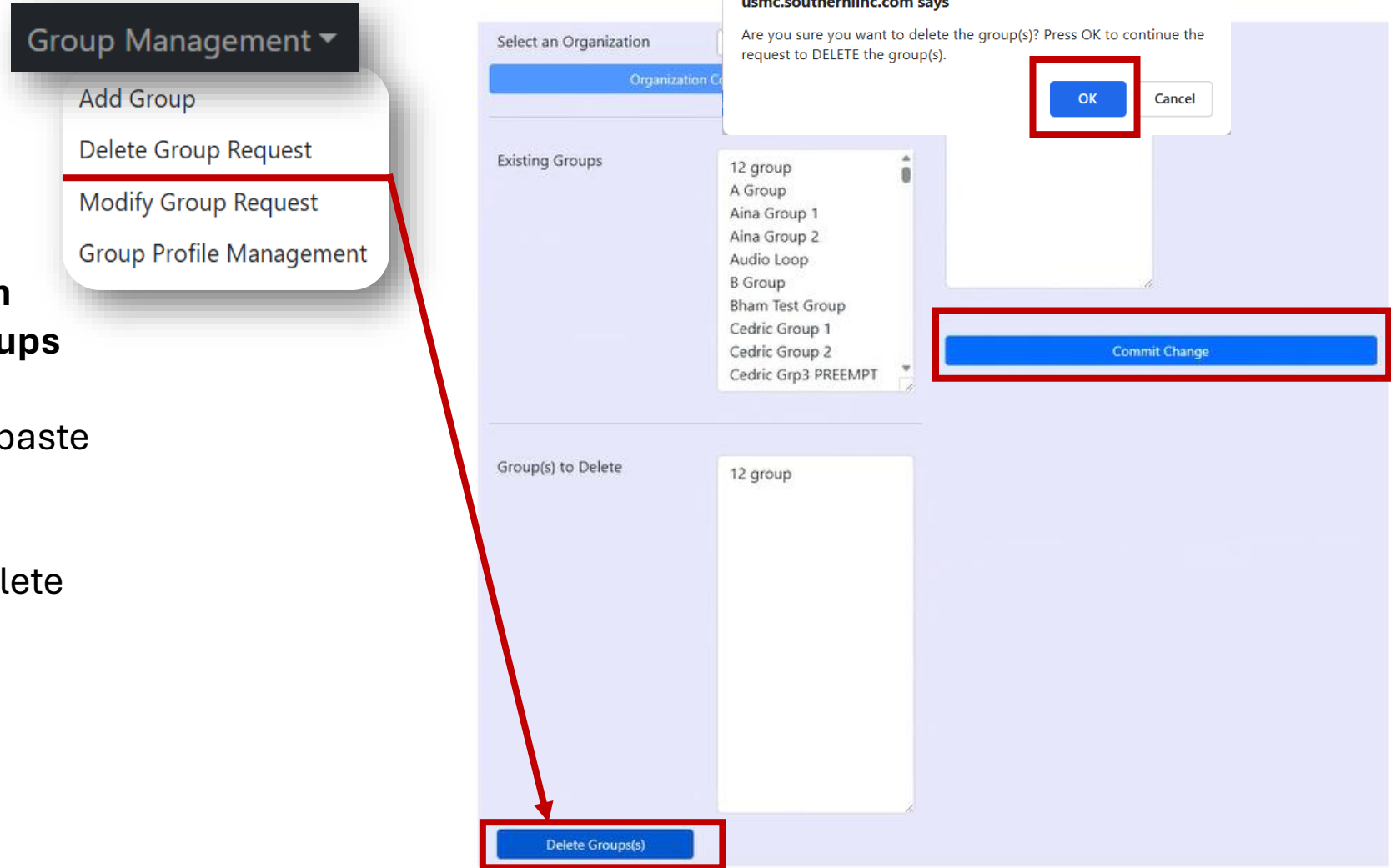
Add as Normal Groups(s)

Add as Dedicated Emergency
Groups(s)

How To – Group Management

Delete Group Request

1. Select **Organization**
2. Select **Commit Organization**
3. **From the list of existing groups copy group(s) to delete**
4. From the Group(s) to Delete paste groups to be deleted
5. Select **Delete Group(s)**
6. Select **OK** to continue the delete request
7. Select **Commit Change**



How To – Group Management

Group Management ▾

Add Group
Delete Group Request
Modify Group Request
Group Profile Management

1. Select **Organization**
2. Select **Commit Organization**
3. Select **Group to modify**
4. Select **Add Groups**
5. Enter **MCPTT IDs** for users to add/remove
6. Select **Add/Remove Users**
7. Select **Commit Change**

Modify Group

The screenshot shows the 'Modify Group' interface. A red box highlights the 'Commit Organization' button. Another red box highlights the 'Add Group(s)' button. A red arrow points from the 'Group Profile Management' menu item to the 'Add User(s)' button at the bottom of the 'User(s) to modify' section. The interface includes several input fields and lists for managing groups and users.

Commit Organization

Select an Organization:

Select a Group:

Pick a Group Profile:

Paste Group List:

Add Group(s)

User(s) to modify:

Add User(s) **Remove User(s)**

Groups to Modify

Clear Groups

Users to Add **Users to Remove**

Users to Auto Join **Users to Remove from Auto Join**

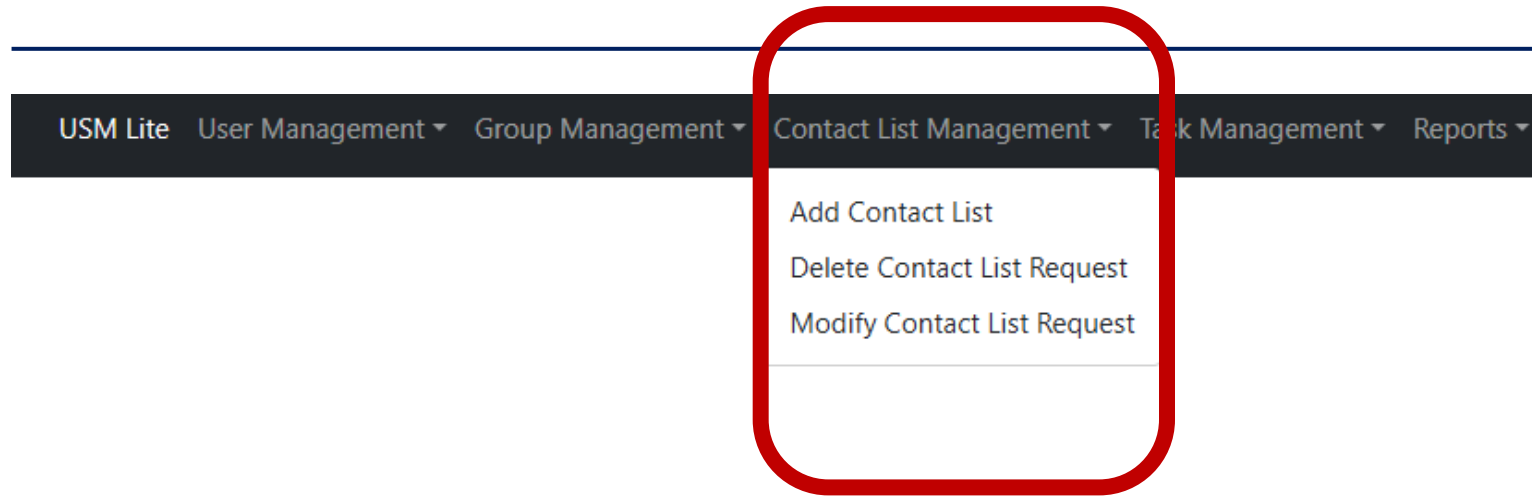
Users to Add Floor Preemption **Users to Remove Floor Preemption**

Clear Users

Commit Change

Contact List Management

How To – Contact List Management



- Add Contact List – Create a new contact list
- Delete Contact List **Request** – Delete an existing contact list
- Modify Contact List **Request** – Add new users to, remove users from a contact list

NOTE: Requests require approval from CSC before job is completed

How To – Contact List Management

Add Contact List

1. Select **Organization**
2. Select **Commit Organization**
3. From Contact Lists(s) to add, **enter** Contact List Name
4. Select **Add Contact List(s)**
5. Select **Commit Change**

Note: After creating the contact list add users to the list by selecting Modify Contact List Request.

Contact List Management ▾

Add Contact List

Delete Contact List Request

Modify Contact List Request

Add Contact List

The screenshot shows the 'Add Contact List' interface with the following components:

- Select an Organization:** A dropdown menu showing 'ProductEngineering'.
- Organization Committed...:** A blue button.
- Existing Contact Lists:** A list box containing the following items: 1234567891234567891, 2345678912345678912, 3456789, AINA, CCC, CMP Contact List, CedricTest, Chris List, DebList1, and DebList2.
- Contact List(s) to Add:** A text input field containing 'New Contact List'.
- Add Contact List(s):** A blue button at the bottom left.
- Commit Change:** A blue button on the right side, highlighted with a red rectangle.

How To – Contact List Management

Delete Contact List

1. Select **Organization**
2. Select **Commit Organization**
3. From Contact Lists(s) to delete, **enter** Contact List Name
4. Select **Delete Contact List(s)**
5. Select **OK** to delete confirmation
6. Select **Commit Change**

The screenshot displays the 'Contact List Management' interface. A dropdown menu is open, showing options: 'Add Contact List', 'Delete Contact List Request' (highlighted with a red line), and 'Modify Contact List Request'. A red arrow points from this menu to the 'Delete Contact List(s)' button at the bottom of the interface. The main interface includes a 'Select an Organization' section with a dropdown menu. Below this is a list of 'Existing Contact Lists' with a scrollable list containing: 1234567891234567891, 2345678912345678912, 3456789, AINA, CCC, CMP Contact List, CedricTest, Chris List, DebList1, and DebList2. To the right of this list is a confirmation dialog box from 'usmc.southernlinc.com' asking 'Are you sure you want to delete the contact list(s)? Press OK to continue the request to DELETE the contact list(s)'. The 'OK' button in this dialog is highlighted with a red box. Below the dialog is a blue button labeled 'Commit Change', also highlighted with a red box. At the bottom of the interface is a blue button labeled 'Delete Contact List(s)'.

How To – Contact List Management

Modify Contact List

1. Select **Organization**
2. Select **Commit Organization**
3. Select **Contact List**
4. Enter MCPTT IDs of users to be modified
5. Select **Add User(s)/Remove User(s)**
6. Select **Commit Change**

Note: A copy and paster can be used to enter MCPTT IDs.

The screenshot displays the 'Contact List Management' dropdown menu with 'Modify Contact List Request' highlighted. The main interface is titled 'Modify Contact List' and includes the following elements:

- Select an Organization:** A dropdown menu showing 'ProductEngineering' with an 'Organization Committed...' button below it.
- Select a Contact List:** A dropdown menu showing 'CMP Contact List' with a 'Commit Contact List' button below it.
- User(s) to modify:** A text input field containing the MCPTT IDs '2052101666' and '2055166181'.
- Users to Add:** An empty list box.
- Users to Remove:** An empty list box.
- Commit Change:** A blue button at the bottom right, highlighted with a red rectangle.
- Add User(s) / Remove User(s):** Two blue buttons at the bottom, highlighted with a red rectangle. Red arrows point from the 'User(s) to modify' field to these buttons.

Task/Job Management

Access – Task/Job Management

USM Lite User Management ▾ Group Management ▾ Contact List Management ▾ Task Management ▾ Reports ▾

Job Management

Job Management

- View Find User details
- View Job Status (Done/Fail)

Job Management

Refresh This Page...

Job Viewer Remove Job Retry Job

My Active Jobs My Completed Jobs **All Active Jobs** All Completed Jobs

Job	User	Type	Action	Target	Status	Priority	Queue	Last Update
1764002367229-c	cpinto.nc@gmail.com	ContactsMgmt	Remove	CMP Contact List	Approval	NORMAL	SINGLE	11-24 10:39:27
1763501574333-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Fail	NORMAL	SINGLE	11-18 15:35:58
1763158696053-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Fail	NORMAL	SINGLE	11-18 15:18:27
1763158208378-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Fail	NORMAL	SINGLE	11-14 16:16:03
1763157934110-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Done	NORMAL	SINGLE	11-14 16:06:25
1761247825803-c	cmpinto@southernco.com	ContactsMgmt	Modify	New PE Contact list	Fail	NORMAL	HIGH	10-23 14:33:31

Approvals - Pending

Update User- Job View (Approval Pending)

My Active Jobs

My Completed Jobs

All Active Jobs

All Completed Jobs

Select a User to Filter By

qkcotton@southernco.com

User Active Jobs

User Completed Jobs

Job	User	Type	Action	Target	Status	Priority	Queue	Last Update
1763680328391-c	qkcotton@southernco.com	UsersMgmt	Find	12055166181	Done	NORMAL	INSTANT	11-20 17:12:10
1763680328377-c	qkcotton@southernco.com	UsersMgmt	Find	2055166181	Fail	NORMAL	INSTANT	11-20 17:12:10
1763680328362-c	qkcotton@southernco.com	UsersMgmt	Find	2052101066	Fail	NORMAL	INSTANT	11-20 17:12:08
1763682449428-c	qkcotton@southernco.com	UsersMgmt	Modify	2052101666	Approval	NORMAL	SINGLE	11-20 17:47:29

Job Viewer

1763682449428-c

Job User: qkcotton@southernco.com

Job ID: 1763682449428-c

Job Type: UsersMgmt

Job Action: Modify

Job Target: 2052101666

Job Status: Approval

Job Creation: 11-20 17:47:29

This is a modify user request

The request is waiting for approval

Approvals - Waiting

Update User- Job View (Waiting)

Job Viewer

1764003128261-c

Approve Job

Reject Job

Critical Job

Elevate Job

Remove Job

Retry Job

Job Creation: 11-24 10:52:08

Request to Modify User
Org Name: ProductEngineering
Mcptt ID: 2522674987
Requested First Name: Chris
Requested Last Name: Tester2
Requested Display Name: TEST Chris iOS 4987
Requested ESN:

All Customer Active Jobs

All Customer Completed Jobs

Select a User to Filter By

Torres, Bailey - bmtorres@southernco.com

Customer Active Jobs

Customer Completed Jobs

User

Customer

Refresh Job Data

Job	User	Type	Action	Target	Status	Priority	Queue	Last Update
1764003128261-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Approval	NORMAL	SINGLE	11-24 10:52:08

Approvals - Completed

Job Viewer

1763157934110-c

Remove Job

Retry Job

*** Job Results ***

Mcptt ID: 2522674987
First Name: Chris
Last Name: Tester2
Display Name: 123 Chris iOS 4987

*** Modified Successfully ***

My Active Jobs

My Completed Jobs

All Active Jobs

All Completed Jobs

Job	User	Type	Action	Target	Status	Priority	Queue	Last Update
1763157934110-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Done	NORMAL	SINGLE	11-14 16:06:25

Approvals - Rejects

- All requests are reviewed by CSC for errors.
- When a request is rejected the job status will show **Fail**
- When a job is rejected an email confirmation is sent to the requester detailing the reason for the reject.
- Correct the error and resubmit.

[Refresh This Page...](#)

Job Viewer

1764003128261-c

Remove Job

Retry Job

```
*****
*** Job Results ***
*****
Job Rejected by Admin, Contact Product Engineering for Additional Information
Job User: cpinto.nc@gmail.com
Job ID: 1764003128261-c
Job Type: UsersMgmt
Job Action: Modify
Job Target: 2522674987
Job Status: Approval
```

My Active Jobs

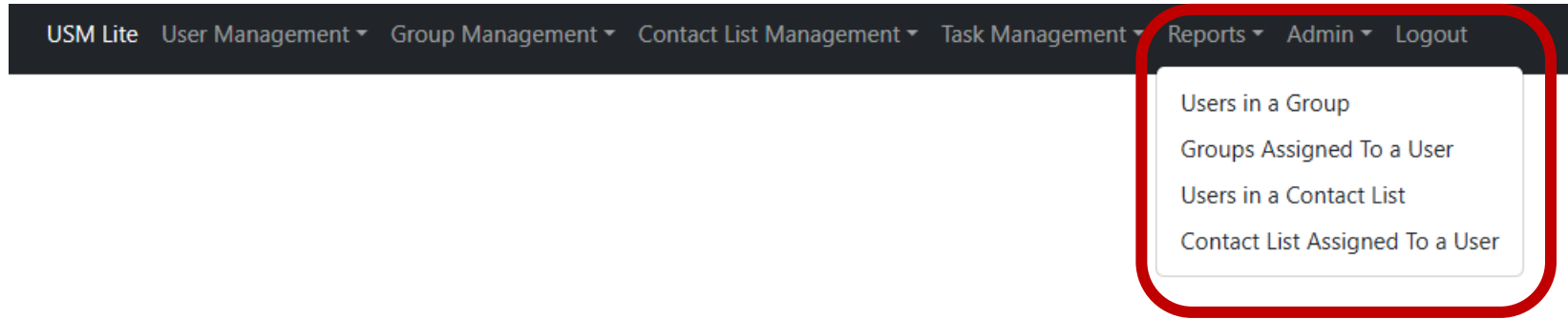
My Completed Jobs

All Active Jobs

All Completed Jobs

Job	User	Type	Action	Target	Status	Priority	Queue	Last Update
1764003128261-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Fail	NORMAL	SINGLE	11-24 10:55:38
1764002367229-c	cpinto.nc@gmail.com	ContactsMgmt	Remove	CMP Contact List	Fail	NORMAL	SINGLE	11-24 10:51:26
1763501574333-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Fail	NORMAL	SINGLE	11-18 15:35:58
1763158696053-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Fail	NORMAL	SINGLE	11-18 15:18:27
1763158208378-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Fail	NORMAL	SINGLE	11-14 16:16:03
1763157934110-c	cpinto.nc@gmail.com	UsersMgmt	Modify	2522674987	Done	NORMAL	SINGLE	11-14 16:06:25

Reports



Reports are exported to Downloads folder int .csv format

Report Type:

- Users in a Group - List of users in a group by MCPTT ID and Display Name
- Group Assigned to a User - Lists groups provisioned for a user
- Users in a Contact List – List of users in a contact list
- Contact Lists Assigned to a User – Lists contacts list assigned to a user

Reports

USM Lite User Management ▾ Group Management ▾ Contact List Management ▾ Task Management ▾ Reports ▾ Admin ▾ Logout

Users in a Group

Groups Assigned To a User

Users in a Contact List

Contact List Assigned To a User

Users in a Group Report:

1. Select **Organization**
2. Select **Commit Organization**
3. Select a **Group**
4. Select **Get Report**

Users in Group Report

Select an Organization

ProductEngineering

Commit Organization

Select a Group

Get Report

Reports

USM Lite User Management ▾ Group Management ▾ Contact List Management ▾ Task Management ▾ Reports ▾ Admin ▾ Logout

Users in a Group
Groups Assigned To a User
Users in a Contact List
Contact List Assigned To a User

Groups Assigned to User Report:

1. Enter **MCPTT ID**
2. Select **Generate Report**

Groups Assigned to User Report

MCPTT ID

2052101666

Generate Report

Reports

USM Lite User Management ▾ Group Management ▾ Contact List Management ▾ Task Management ▾ Reports ▾ Admin ▾ Logout

Users in a Group
Groups Assigned To a User
Users in a Contact List
Contact List Assigned To a User

Users in Contact List Report:

1. Select Organization
2. Select **Commit Organization**
3. Select **Contact List**
4. Select **Get Report**

Users in Contact List Report

Select an Organization

ProductEngineering

Commit Organization

Select a ECL

Get Report

Reports

USM Lite User Management ▾ Group Management ▾ Contact List Management ▾ Task Management ▾ Reports ▾ Admin ▾ Logout

Users in a Group
Groups Assigned To a User
Users in a Contact List
Contact List Assigned To a User

Contact Lists Assigned to User Report:

1. Enter **MCPTT ID**
2. Select **Generate Report**

Contact Lists Assigned to User Report

MCPTT ID

2052101666

Generate Report

FAQs

How does Sales request access to orgs?	For the demo period Sales will have access to their customers by territory. Send an email to PE to add additional orgs
What is service level expectation for request approvals/rejects?	Within 24 hours from the time of request submission.
How do we handle rejects?	An email will be sent to the requester once a job is approved or rejected. If the job is rejected CSC will communicate the reject reason and ask for the job to be resubmitted
Is there a way to prevent password resets for Harris and AdvanceTec?	No, please use caution when resetting a password for a customer