

USMC – Unified Service Manager Lite Customer Sales Demo

December 2025

Topics

About USMC

Things to Know

How To

FAQs

About USMC

USMC

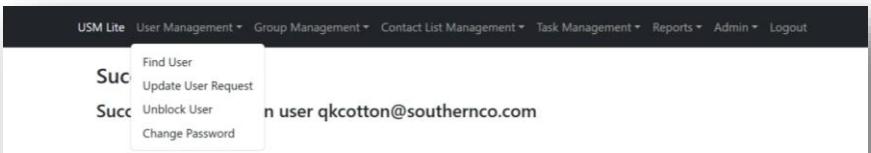
(USM Lite Customer)

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!

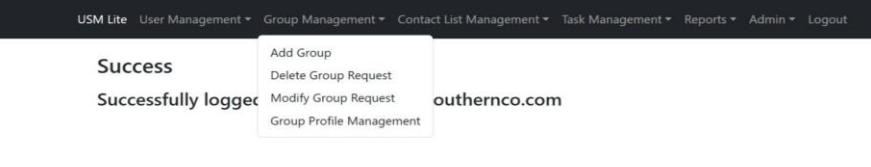
User Management



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

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

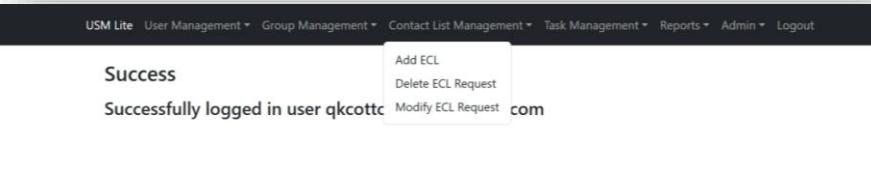
Group Management



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

Success
Successfully logged in user qkcotton@southernco.com
Add Group
Delete Group Request
Modify Group Request
Group Profile Management

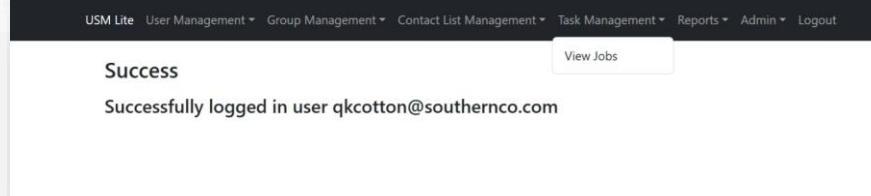
Contact List Management



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

Success
Successfully logged in user qkcotton@southernco.com
Add ECL
Delete ECL Request
Modify ECL Request

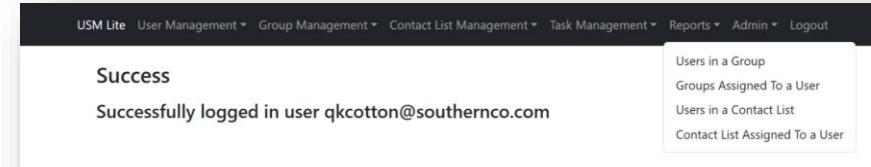
Task Management



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

Success
Successfully logged in user qkcotton@southernco.com
View Jobs

Reports



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

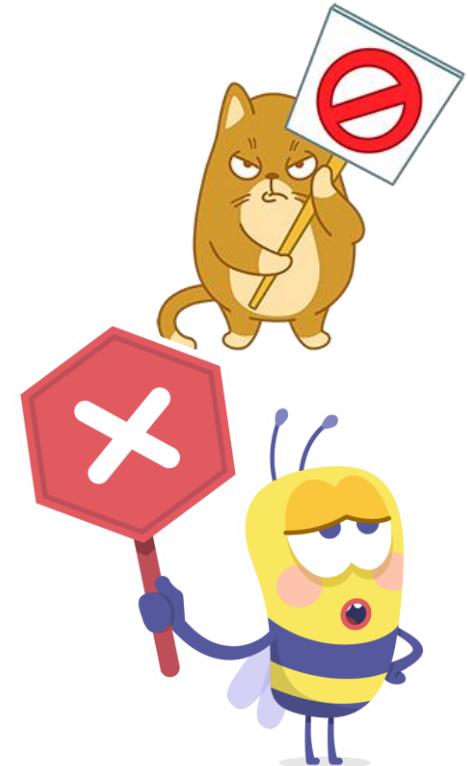
Success
Successfully logged in user qkcotton@southernco.com
Users in a Group
Groups Assigned To a User
Users in a Contact List
Contact List Assigned To a User

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 shows the USM Lite login interface. At the top, there is a navigation bar with links: USM Lite, User Management, Group Management, Contact List Management, Task Management, Reports, and Logout. Below the navigation bar is a 'Login' section. A large blue button labeled 'Login / Register' is highlighted with a red box. To the right of the login section, there is a 'Create Profile' form for 'Personal Information' with fields for First Name, Last Name, Email, and Retype Email. A large red arrow points from the 'REGISTER NOW' button in the bottom left of the main login area to the 'Create Profile' form on the right.

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

Login

Login / Register

Southern Company

Secure Log In

Username *

Username is required

Password *

Password is required

Remember Me

LOGIN

[Forgot Username](#) | [Forgot Password](#)

New User?

REGISTER NOW

Southern Company

Create Profile

Personal Information

First Name *

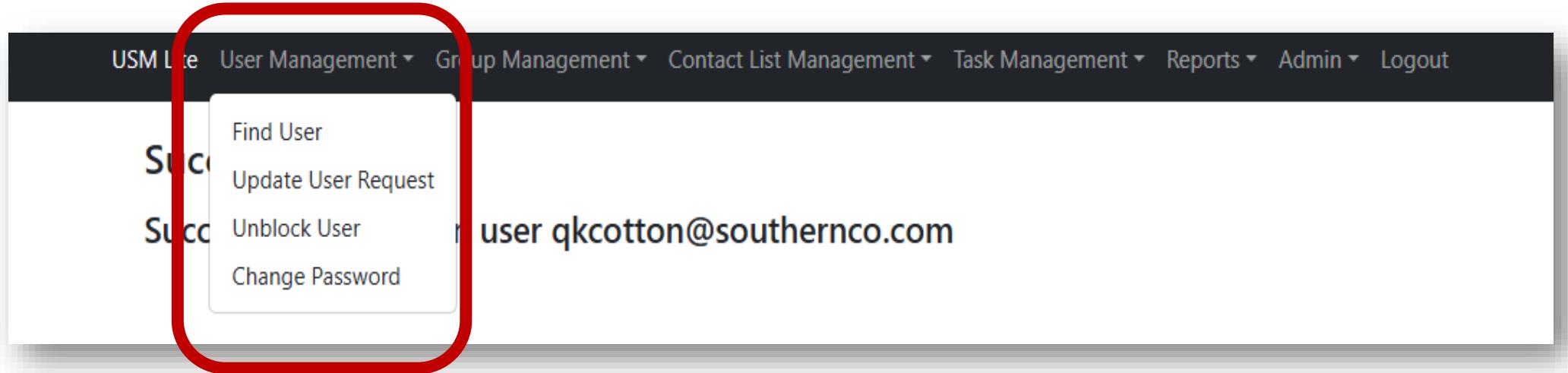
Last Name *

Email *

Retype Email *

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

Sucessfully updated user qkcotton@southernco.com

- Find User
- Update User Request
- Unblock User
- Change Password

User Find

MCPTT ID
Letters, Numbers, minimum length 2, maximum length 30
Please Enter ONE number per line, LIMIT 25 at a time

Find User

Job	User	Type	Action	1
1765670139419-c	qkcotton@southernco.com	UsersMgmt	Find	2

Job Viewer	1765669232769-c
***** *** Job Results *** *****	
Mcptt ID: 2052101666 Organization Name: ProductEngineering Display Name: Q Apple 15 Harris ESN: MCPTT Status: Not Blocked Group List: Group 11	

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

How To - User Management

Update User

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

Find User
Success
Update User Request
Success
Unblock User
Change Password

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

Success in user qkcotton@southernco.com

Can only see the orgs allowed

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

User Update

Select an Organization

ProductEngineering

MCPTT ID

2052101666

Fetching User Details...

First Name (Optional) Last name (Optional)

Display Name

Q Apple 15

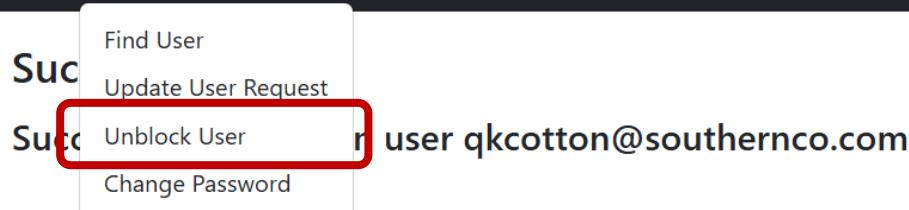
Harris Serial Number (ESN) (Optional)

Update User

How To - User Management

Unblock User

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



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

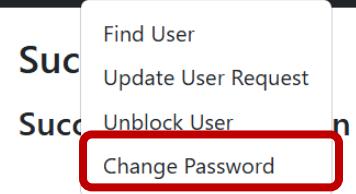
2052102132

Unblock User

How To - User Management

Change Password

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



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

Change User Password

MCPTT ID

Password

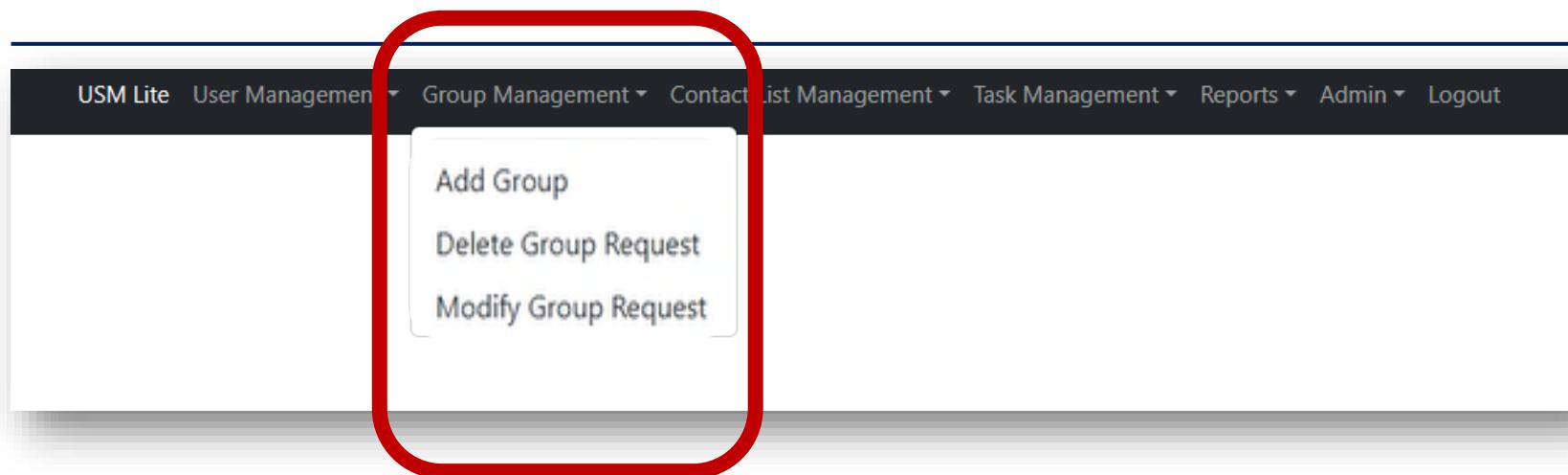
Only for users on Android, iOS, or Dispatcher clients

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

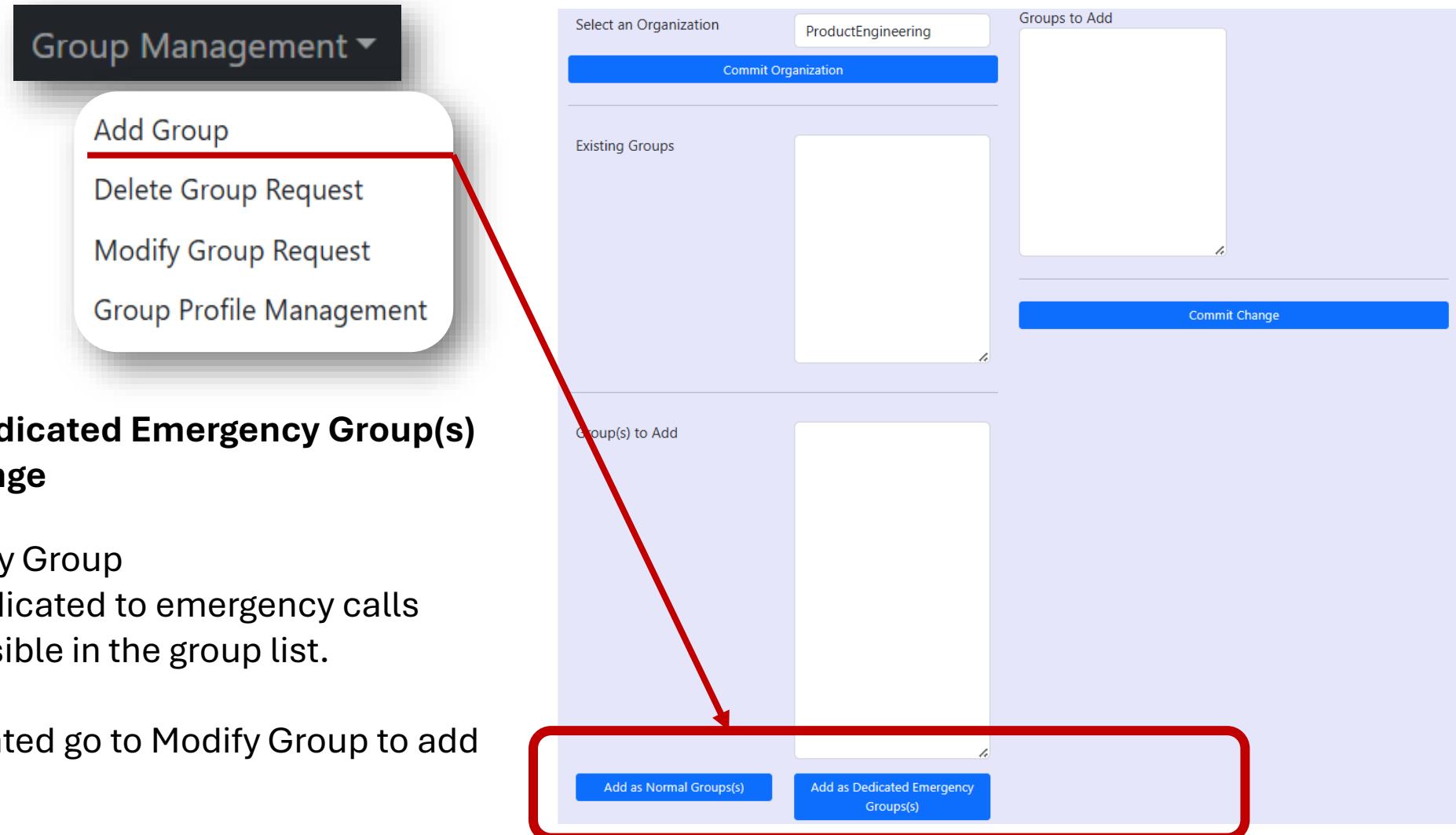
Add Group

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.

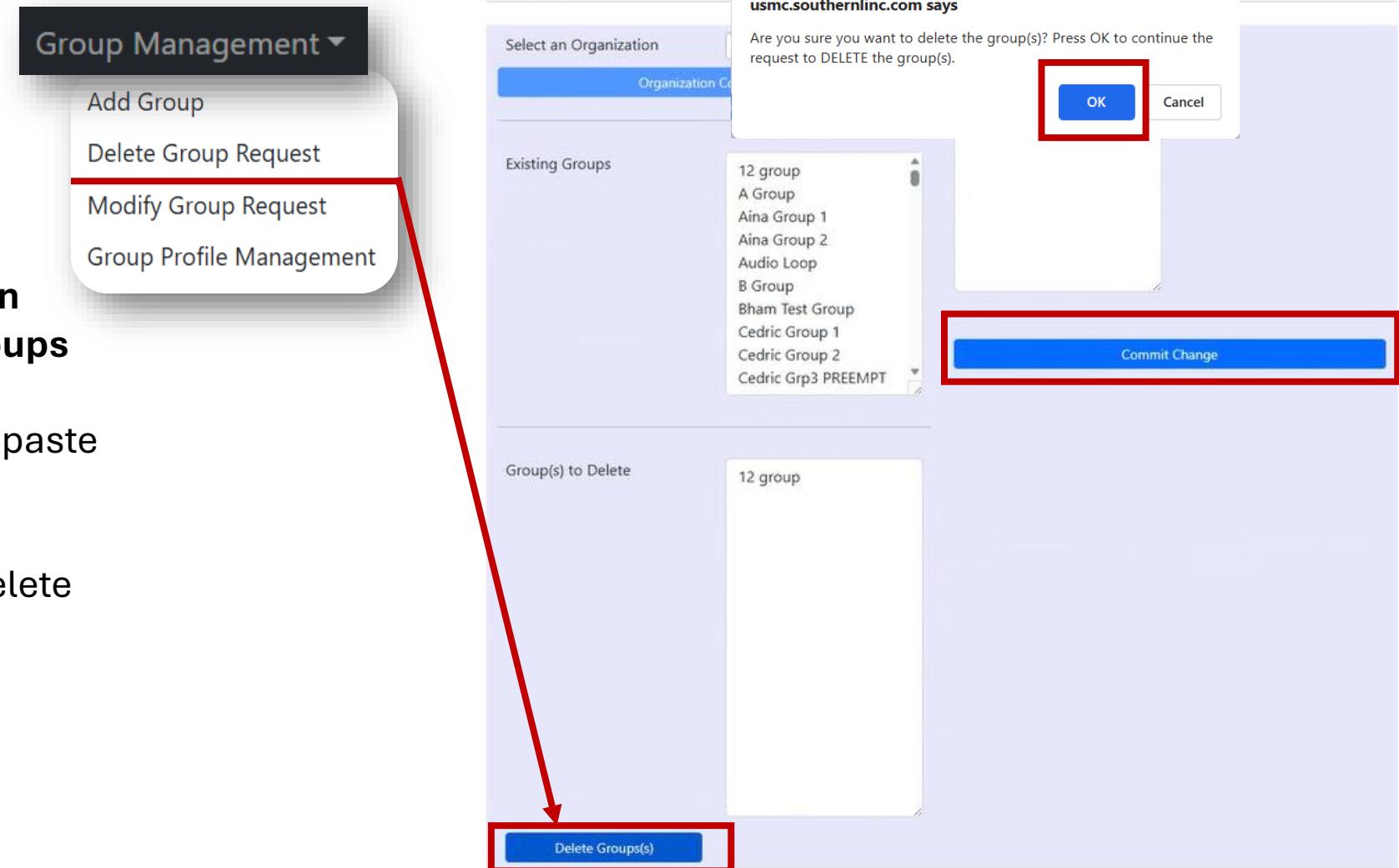
Note: Once group is created go to Modify Group to add users to the group.



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

Select an Organization

Commit 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

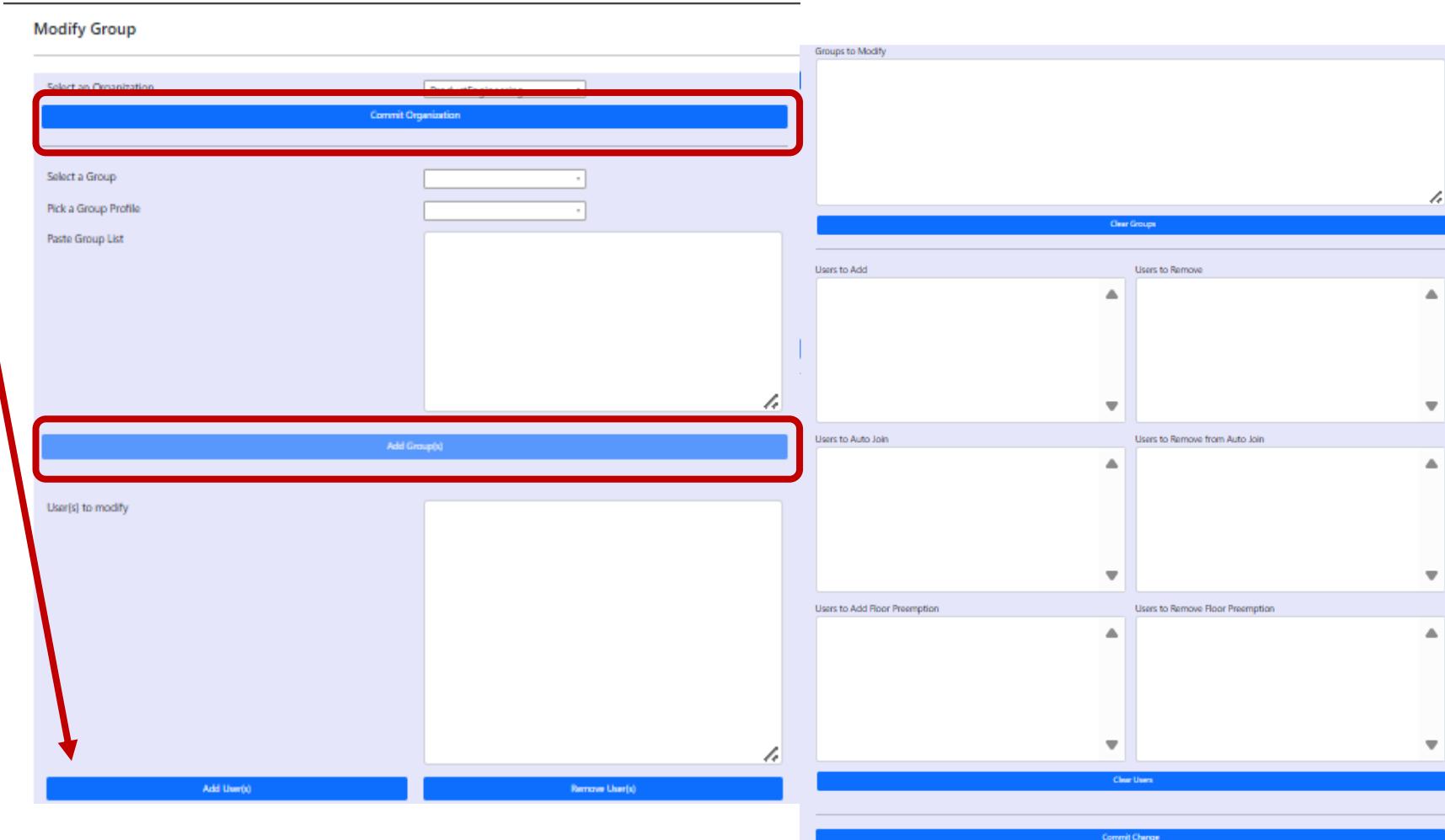
Users to Remove from Auto Join

Users to Add Floor Preemption

Users to Remove Floor Preemption

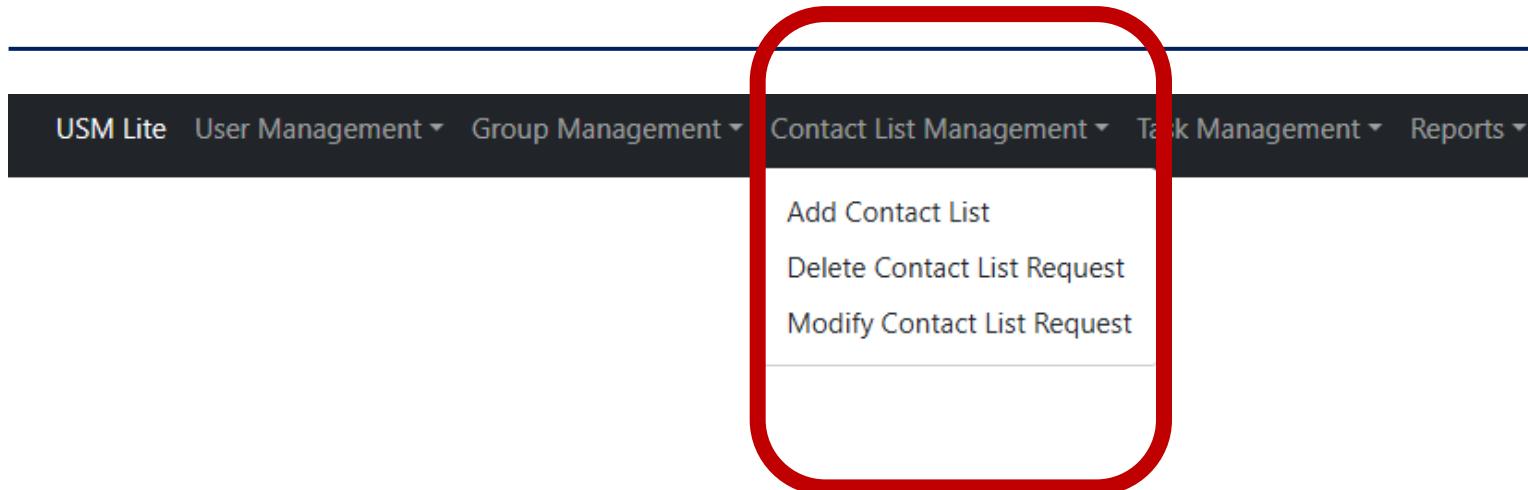
Clear Users

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

Select an Organization ProductEngineering

Organization Committed...

Existing Contact Lists

- 1234567891234567891
- 2345678912345678912
- 3456789
- AINA
- CCC
- CMP Contact List
- CedricTest
- Chris List
- DebList1
- DebList2

Contact List(s) to Add

New Contact List

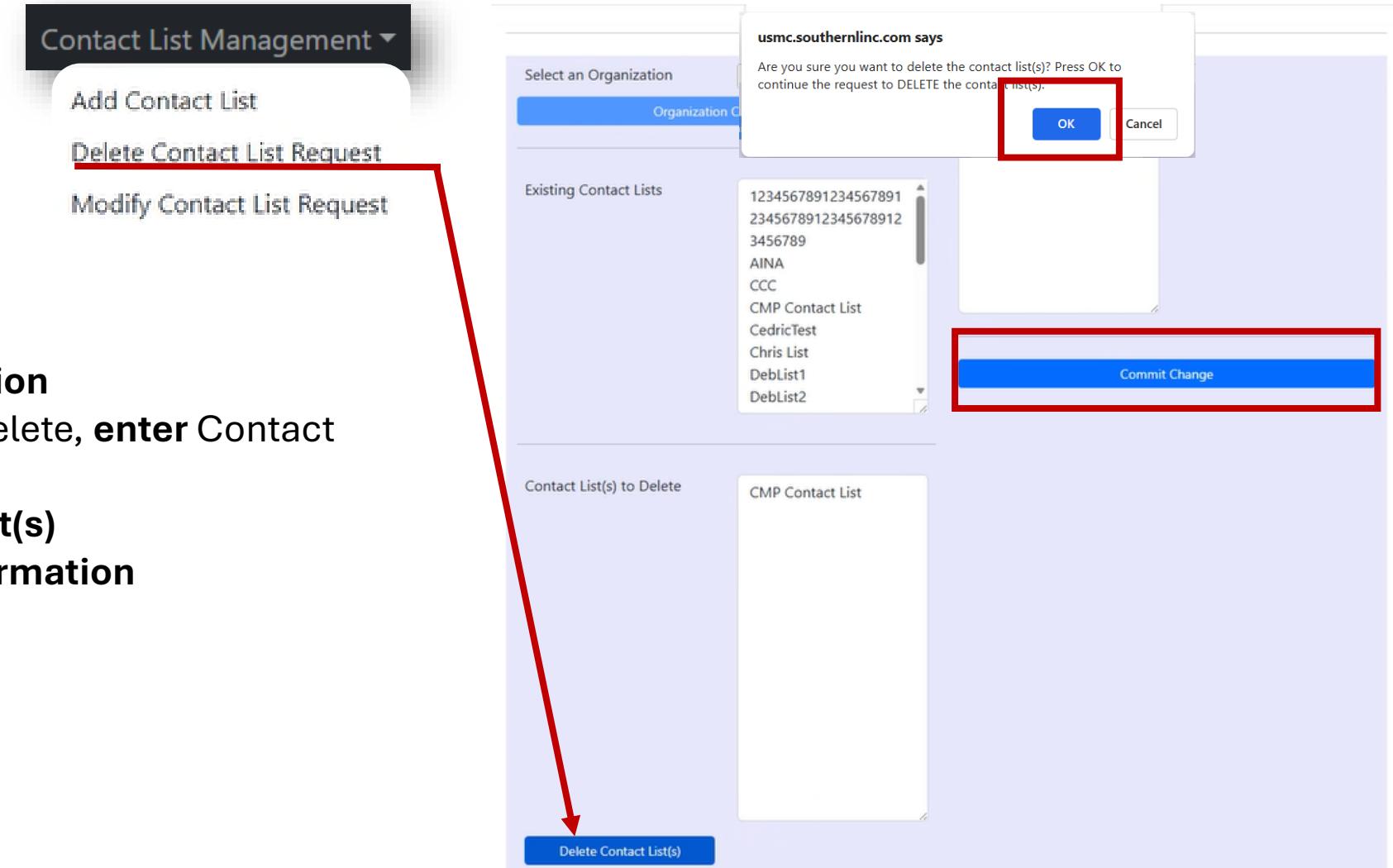
Commit Change

Add Contact List(s)

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**



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.

Contact List Management ▾

Add Contact List
Delete Contact List Request
Modify Contact List Request

Modify Contact List

Select an Organization: ProductEngineering
Organization Committed...

Select a Contact List: CMP Contact List
Commit Contact List

User(s) to modify: 2052101666
2055166181

Add User(s) Remove User(s)

Contact List(s) to Modify: CMP Contact List

Commit Change

Users to Add
Users to Remove

Task/Job Management

Access – Task/Job Management

Job Management

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

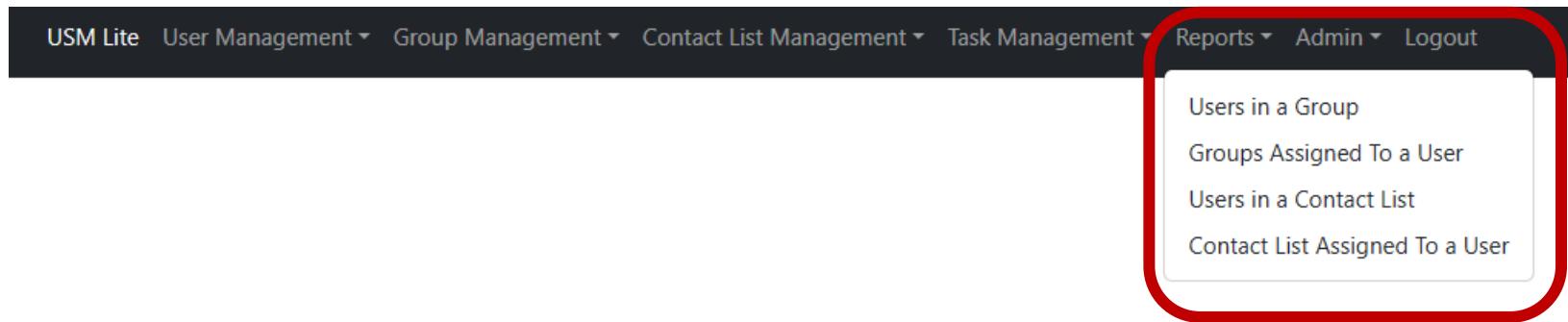
My Completed Jobs

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

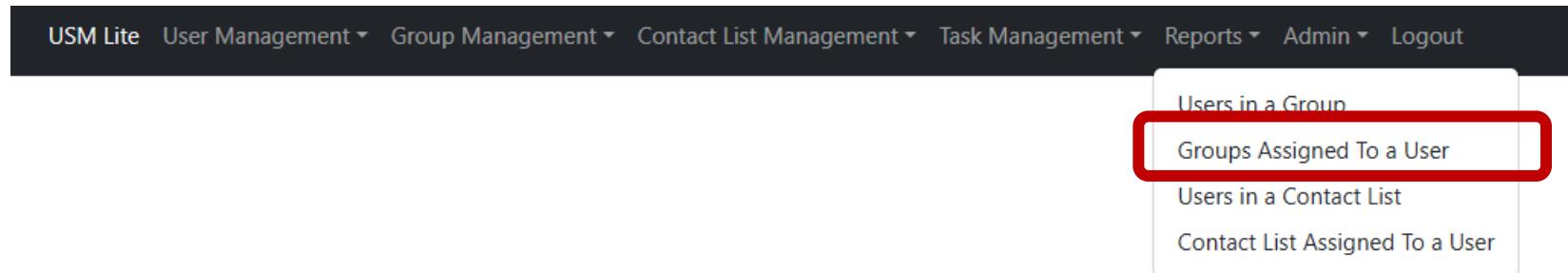
Select an Organization

Commit Organization

Select a Group

Get Report

Reports



The screenshot shows a dark navigation bar with the following items: USM Lite, User Management, Group Management, Contact List Management, Task Management, Reports, Admin, and Logout. A dropdown menu is open under the Reports item, listing four options: Users in a Group, Groups Assigned To a User, Users in a Contact List, and Contact List Assigned To a User. The 'Groups Assigned To a User' option is highlighted with a red box.

- 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**

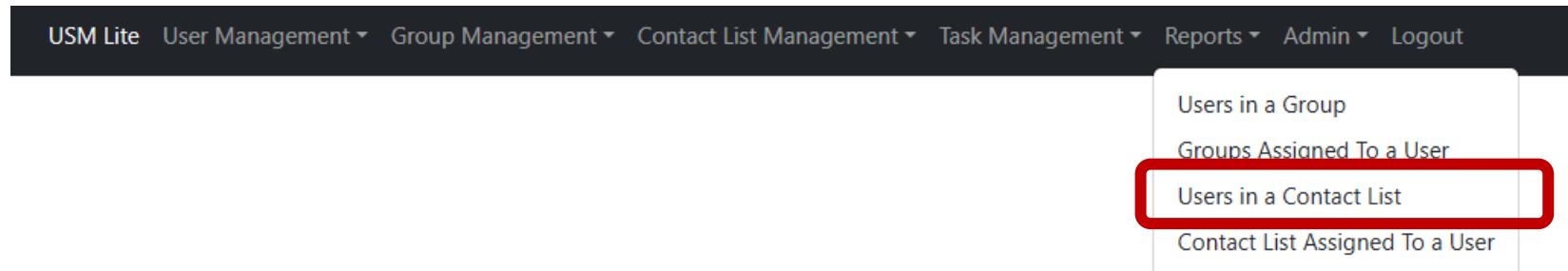
Groups Assigned to User Report

MCPTT ID

2052101666

Generate Report

Reports



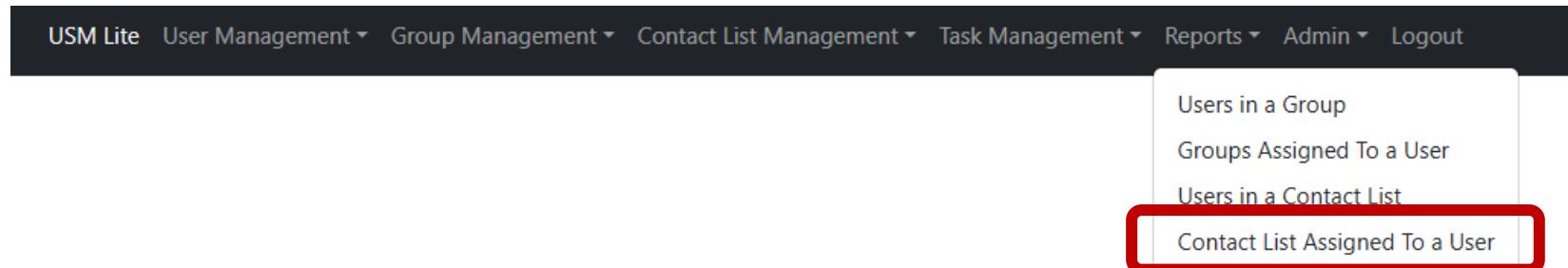
Users in Contact List Report

Users in Contact List Report:

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

The screenshot shows a form titled 'Users in Contact List Report'. It has two main sections: 'Select an Organization' and 'Select a ECL'. In the 'Select an Organization' section, a dropdown menu is open with 'ProductEngineering' selected. To the right of the dropdown is a blue button labeled 'Commit Organization', which is highlighted with a red box. In the 'Select a ECL' section, there is a dropdown menu and a blue button labeled 'Get Report', which is also highlighted with a red box.

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