

OAP

# Self-Care Guide

Version 1.0



**Southern  
Linc**

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## **Preface:**

Welcome to the user guide for the OAP BRM Selfcare Portal. This guide is designed to help users navigate and utilize the features of the portal efficiently. Whether you are a new user looking to set up your account or an existing user seeking to manage your services, this guide will provide you with step-by-step instructions to make the most of your selfcare portal experience.

**Scope:** This user guide covers the essential functionalities of the OAP BRM Selfcare Portal, including account setup, navigation, account management, usage monitoring, billing information, and support resources. While we aim to provide comprehensive guidance on using the portal, please note that specific features or options may vary based on your subscription plan or service provider.

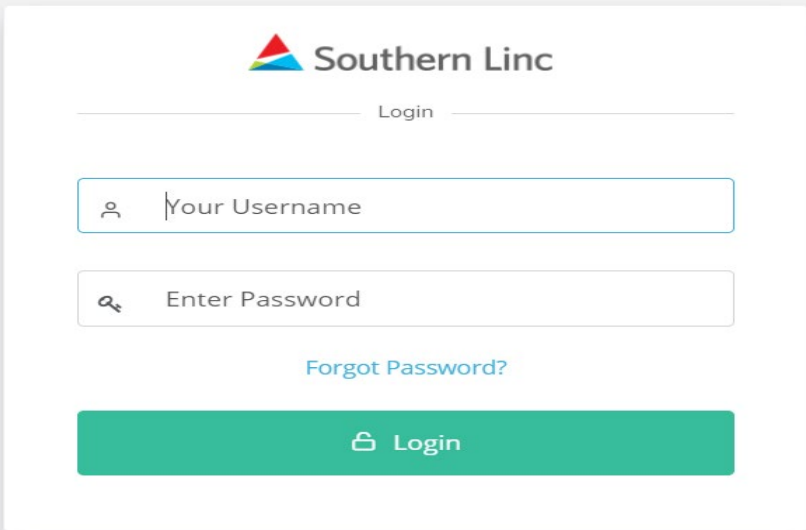
**Audience:** This user guide is intended for users of the OAP BRM Selfcare Portal, including both new and existing customers. Whether you are a residential user managing your personal account or a business user overseeing multiple accounts, this guide will help you navigate the portal effectively. Users looking to access account information, monitor usage, make payments, and seek support through the selfcare portal will find this guide beneficial

## Log in to OAP BRM self-care portal:

**Login:** Log into your account using your credentials. Go to the OAP BRM Selfcare Portal website. - Enter your login credentials (username and password) to access your account. To login to the system customer should provide the Username of the Billing Account at account creation. If one is not given, a default username will be assigned.

During user login for first time, they will be redirected to change password page. Customer can provide their chosen password and then proceed with login.

The default password will be sent to customer via email, sent to the email address listed on the Customer account.



The image shows a login form for Southern Linc. At the top is the Southern Linc logo, which consists of a stylized triangle with red, yellow, and blue sections. Below the logo is the text 'Southern Linc'. Underneath that is a horizontal line with the word 'Login' centered. Below the line are two input fields. The first field has a person icon on the left and the placeholder text 'Your Username'. The second field has a magnifying glass icon on the left and the placeholder text 'Enter Password'. Below the second field is a blue link that says 'Forgot Password?'. At the bottom of the form is a green button with a white lock icon and the text 'Login'.

**Dashboard Overview:** Upon logging in, you'll see your account details, including bill information, payment options, and general account information like account numbers. Upon logging in, you will be directed to your dashboard. - The dashboard typically displays account information, usage details, billing information, etc.



**Bill Info**

- Last Bill Amount: **\$94.34**
- Bill Date: **05/01/24**
- Unapplied Amount: **\$0.00**

**Pay Info**

- Total Outstanding: **\$7176.89**
- Due Date: **05/26/24**
- [Pay Now](#)

**ACCOUNT HIERARCHY**

Search by Name / Account number

- Willene Wyatt (BA-2000044311)
- RMA One WWyatt (SA-2000044313)
- RMA TWO WWyatt (SA-2000044315)
- test test (SA-2000044317)
- xpfive for WRN (SA-2000044348)
- xpfive for WRN (SA-2000044349)

**RECENT BILLS**

Bill Number	Amount	Billing Cycle
<a href="#">REG20240000271193</a>	\$7141.24	04-01-2024 to 05-01-2024
<a href="#">EQP20240000271220</a>	\$7211.89	05-01-2024 to 04-04-2024
<a href="#">EQP20240000271219</a>	\$7195.94	05-01-2024 to 04-04-2024
<a href="#">EQP20240000271218</a>	\$7179.29	05-01-2024 to 04-04-2024
<a href="#">EQP20240000271169</a>	\$7046.90	04-03-2024 to 04-03-2024

**RECENT PAYMENTS**

Receipt Number	Amount Paid	Payment Mode	Payment Date
<a href="#">R-66976</a>	\$10.00	Credit Card	04-23-2024 13:58
<a href="#">R-66975</a>	\$25.00	Bank Account	04-23-2024 13:57

This page displays the account information: Bill Information, Last Bill Amount, Bill Date of Last Bill, Pay Info, Account Total Outstanding Balance, Due Date of Last Bill, Account Hierarchy, List of Customer Account and all Service Accounts

Recent Bills – List of Last 5 Bills, Recent Payments – List of Last 5 payments, By default, Selfcare will load the last ten bills in the table list, View the bills prior to last ten Invoices, Use the Search filters by providing the Start and End Date.

Then click on Search.

View Invoice option will be available for billed statements and equipment order invoices.

To View Invoices, click on the link and download the PDF of the invoice.

**BILLS**

From Date:  To Date:  [Search](#) [Clear](#)

Bill Number	Bill Amount	Due Amount	Due Date	Billing Cycle	Invoice	ACTION
REG20240000271193	\$7141.24	\$94.34	05-26-2024	04-01-2024 to 05-01-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP20240000271220	\$7211.89	\$15.95	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP20240000271219	\$7195.94	\$16.65	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP20240000271218	\$7179.29	\$38.05	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP20240000271169	\$7046.90	\$0.00	05-03-2024	04-03-2024 to 04-03-2024	<a href="#">View Invoice</a>	-
EQP20240000271168	\$7046.90	\$1347.55	04-28-2024	04-03-2024 to 04-03-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>

**Southern Linc**  
600 18th St North, BIN 13N, DIBOO  
Birmingham, AL 35203-2206  
Address Service Requested

Invoice: REG20240000271193  
Account Number: 2000044311  
Statement Date: 05-01-2024  
Payment Due Date: 05-26-2024

Online Payments or Questions?  
<https://www.southernlinc.com>  
Payments? Call: 1-800-618-0971  
Questions? Call: 800-618-0971

**Important Messages**  
Our Customer Solutions team is here for you...  
Call 1-800-818-LINC (5462) or dial 611 from your Linc phone (free airtime call) for help with your phone or service.

**Summary of Charges**

Previous Account Activity	\$5,380.05
Previous Balance	\$0.00
Payments Received	\$0.00
<b>Balance Before Current Charges</b>	<b>\$5,380.05</b>
Post Date: Please pay immediately or call Customer Solutions at 1-800-406-0151	
<b>Current Charges</b>	<b>\$80.00</b>
Service Charges	\$0.26
Taxes	\$5.08
Other Fees	\$1,666.85
Equipment	
<b>Total Current Charges</b>	<b>\$1,761.19</b>
<b>Total Amount Due</b>	<b>\$7,141.24</b>



## Bills page:

Navigating to Bills Tab: - To access your bills, navigate to the Bills tab. - This tab essentially mirrors a section of the home page. - The Bills section provides a comprehensive overview of your billing history and facilitates convenient bill payments. - Stay tuned for detailed instructions on the payment process and account management features!

Viewing Bills: - If you have a long history as a customer with numerous bills, they may not all display on this page. - You have the option to filter bills by date range to view specific bills. By default, Selfcare will load the last ten bills in the table list.

View the bills prior to last ten Invoices.

- Use the Search filters by providing the Start and End Date.
- Then click on Search.

View Invoice option will be available for billed statements and equipment order invoices.

- To View Invoices, click on the link and download the PDF of the invoice.

Bill Number	Bill Amount	Due Amount	Due Date	Billing Cycle	Invoice	ACTION
REG2024000271193	\$7141.24	\$94.34	05-26-2024	04-01-2024 to 05-01-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP2024000271220	\$7211.89	\$15.95	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP2024000271219	\$7195.94	\$16.65	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP2024000271218	\$7179.29	\$8.05	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP2024000271169	\$7046.90	\$0.00	05-03-2024	04-03-2024 to 04-03-2024	<a href="#">View Invoice</a>	-
EQP2024000271168	\$7046.90	\$1347.55	04-28-2024	04-03-2024 to 04-03-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>

## Example of monthly bill:

**Southern Linc**  
600 18th St North, Bldg 13A-DW00  
Birmingham, AL 35203-2208  
Address Service Requested

TEST RMA SCENARIOS UPG REG  
WILLENE WYATT  
600 18TH ST N  
BIRMINGHAM AL 35203-2208

Invoice: REG2024000271193  
Account Number: 000004311  
Statement Date: 05-01-2024  
Payment Due Date: 05-26-2024


Online Payments or Questions?  
https://linc.southernlinc.com  
Payments? Call: 1-800-818-1111  
Customers? Call: 1-800-438-0151

**Important Messages**  
Our Customer Solutions team is here for you...  
Call 1-800-818-LINC (5462) or dial 611 from your Linc phone (free airtime call) for help with your phone or service.  
Southern Linc

Summary of Charges	
<b>Previous Account Activity</b>	
Previous Balance	\$5,380.05
Payments Received	\$0.00
<b>Balance Before Current Charges</b>	<b>\$5,380.05</b>
Post Date: Please pay immediately or call Customer Solutions at 1-800-438-0151	
<b>Current Charges</b>	
Service Charges	\$80.00
Taxes	\$9.26
Other Fees	\$5.08
Equipment	\$1,666.65
<b>Total Current Charges</b>	<b>\$1,761.19</b>
<b>Total Amount Due</b>	<b>\$7,141.24</b>



## Example of the equipment invoice:

		<b>Remit To:</b> Southern Linc PO Box 93181 Atlanta, GA 31193	<b>Invoice Number:</b> EQP20240000271219 <b>Date:</b> 04/29/2024 <b>Page:</b> 1 of 1 <b>Purchase Order Number:</b> <b>Sales Order Number:</b> 121989 <b>Customer Number:</b> 21		
<b>Bill To:</b> Test RMA scenarios upg rpg Wilene Wyatt 600 18th St W Birmingham AL 35203-2206	<b>Ship To:</b> Test RMA scenarios upg rpg Wilene Wyatt 35310 Sutemah Road PEARL MS 39208				
<b>Terms:</b> 25-NET	<b>Sales Person:</b> BSS1234 - BSS Degrady TEST	<b>Customer Contact:</b> 205.257.0137	<b>Ship Date:</b> 04/29/2024	<b>Billing Inquiries:</b> 800-406-0151	
<b>LINE #</b>	<b>DESCRIPTION</b>	<b>QUANTITY</b> ORDERED    BACK ORD.    SHIPPED	<b>UNIT PRICE</b>	<b>EXTENDED AMOUNT</b>	
1	SCHE Genset773514 System Dual USB Car Charger Adapter with 1' Standard Length Cable	1            0            1	10.00	10.00	
<b>COMMENTS:</b>		<b>SUBTOTAL:</b> \$10.00	<b>TAX:</b> \$0.70	<b>FREIGHT:</b> \$5.95	<b>TOTAL:</b> \$16.65

Searching by Dates: - You can search for bills by specific dates, allowing you to narrow down your bill history. - If no bills exist for a certain date, the search won't return any results.

Viewing and Paying Bills: - Within the Bills section, you can view bills in a PDF format similar to the home page. - The options to print, save, and pay bills are available here. Bill Information: Check your latest bill amount, bill date, outstanding balance, and due date if applicable.

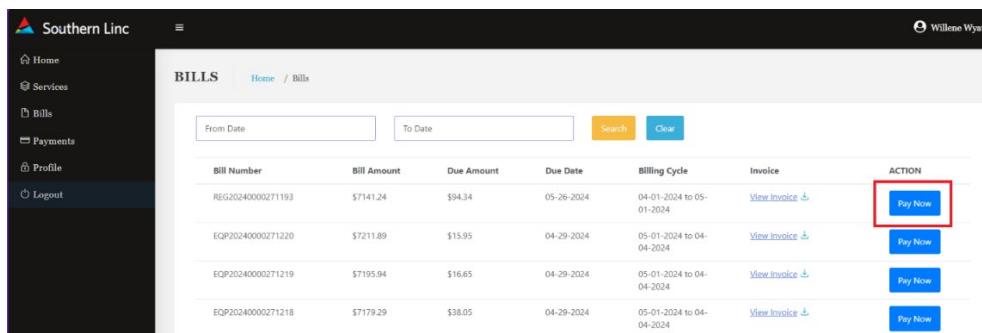
Making Payments: - When making payments, you can choose to pay against specific invoices. - The payment process involves setting up payment details, types, and amounts. - When initiating a payment from a bill, users follow similar steps as on the home page, selecting payment types, specifying amounts, and proceeding with the payment setup.

Payments: Review your payment history, including the last five or six payments and access receipts.

Account Management: - The Bills tab allows for direct payments based on individual bills, distinct from general account payments. - You can manage outstanding balances and make payments against specific invoices.

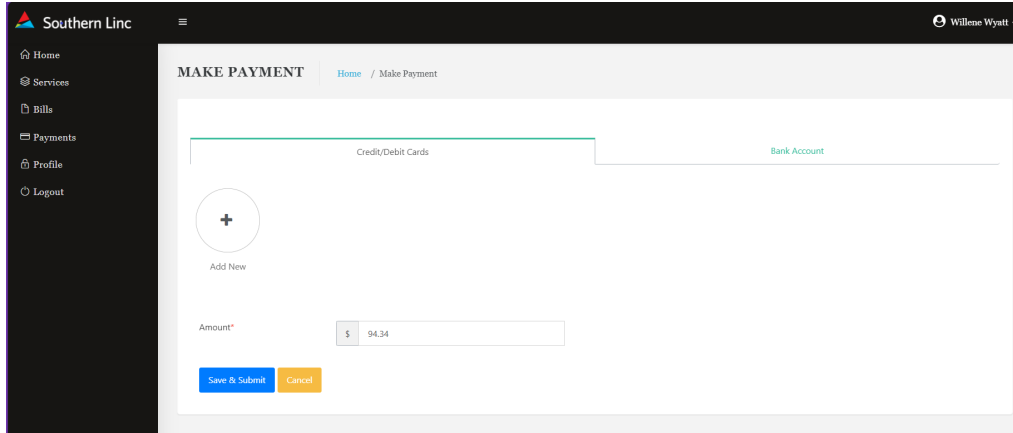
Continuing to Payments: - The "Pay Now" option leads you to the payment page, offering a seamless process to settle bills. - Pay Now Option: Users can make payments directly from a selected bill instead of the account overview. This feature allows for targeted payments against specific invoices, providing a more granular payment experience.

- To make a payment, pay now button will be available for bills with due amounts greater than zero.



Bill Number	Bill Amount	Due Amount	Due Date	Billing Cycle	Invoice	ACTION
REG20240000271193	\$7141.24	\$94.34	05-26-2024	04-01-2024 to 05-01-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP20240000271220	\$7211.89	\$15.95	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP20240000271219	\$7195.94	\$16.65	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>
EQP20240000271218	\$7179.29	\$38.05	04-29-2024	05-01-2024 to 04-04-2024	<a href="#">View Invoice</a>	<a href="#">Pay Now</a>

- When clicking on Pay Now option, the system will redirect to Make Payment page and prepopulate the Due Amount by default.
- Follow the steps in the “Make payment” section.



9.- Additional Features: - The Bills tab provides a streamlined pathway for immediate payments, directing users to the same payment page as the home tab for a seamless payment experience. These notes should assist users in navigating the Bills tab efficiently within the OAP BRM self-care portal.

Account Hierarchy: View a list of service accounts associated with your customer number, along with account names and numbers.

Bills Listing: Access a list of the last six bills, including equipment bills or service bills if applicable. 6. View Bills: View and download your bills, including the option to print them.

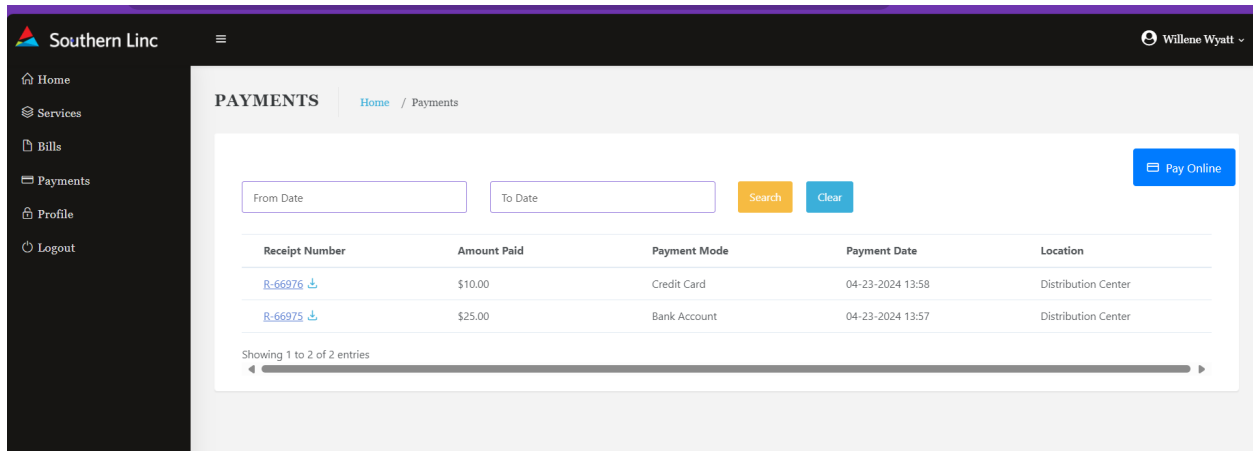


## Payments Page

Customers can easily make payments online using either credit cards or bank accounts with routing numbers and account numbers. They have the option to set up multiple payment methods and search through their payment history based on dates. Validating credit card information involves entering the card number, expiration date, and CVV code, with the system automatically verifying if the details are accurate. Customers can choose default payment methods and receive a receipt upon successful payment processing. The process is similar for setting up bank account payments, requiring routing and account numbers for validation. Users can also edit or remove saved payment methods, ensuring flexibility in managing their payment options. The system securely stores payment information for easy access and reference, guaranteeing a seamless payment experience for customers.

### Make a payment.

- By default, page will load the last 6 months payment details in the list.
- To view the payments made prior to 6 months -
  - Use the Search filters by providing the Start and End Date.
  - Then click on Search.



On clicking the Pay Online button, system will redirect to Make Payment page.


- This will be considered as Account Level payment.
- ACH/Bank Account or Credit Card payment types are available.
- Enter the amount and proceed with Payment.

Payment methods supported.


- Credit/Debit Card (AMEX, MC & VISA)
- ACH (Checking/Savings account)

**MAKE PAYMENT** [Home](#) / [Make Payment](#)

Credit/Debit Cards Bank Account



**Test Account**  
Ending in 1006  
Expiry 12/2024



Add New


Amount\*

[Save & Submit](#) [Cancel](#)


### ACH – Checking/Savings Account

**MAKE PAYMENT** [Home](#) / [Make Payment](#)


Credit/Debit Cards ACH



**Sal**  
Ending with 5645



**Arun Ach One**  
Ending with 5645



Add New

Amount\*

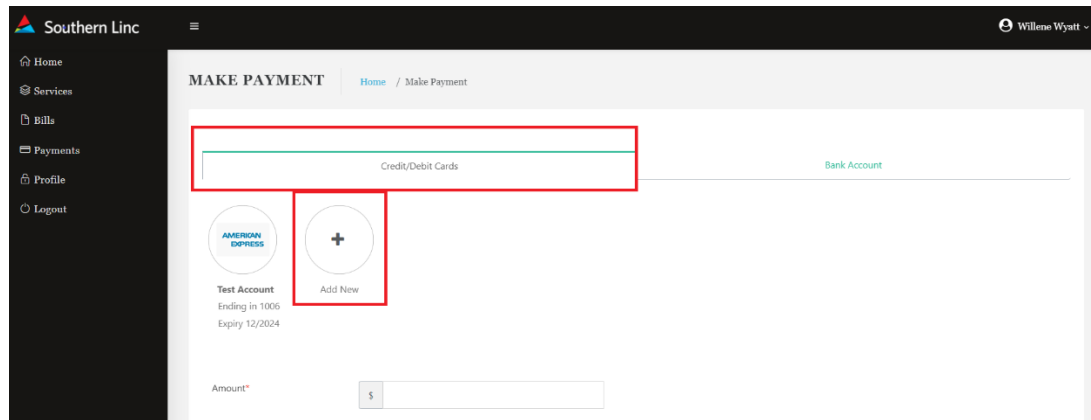
Reason\*

[Save & Submit](#) [Cancel](#)

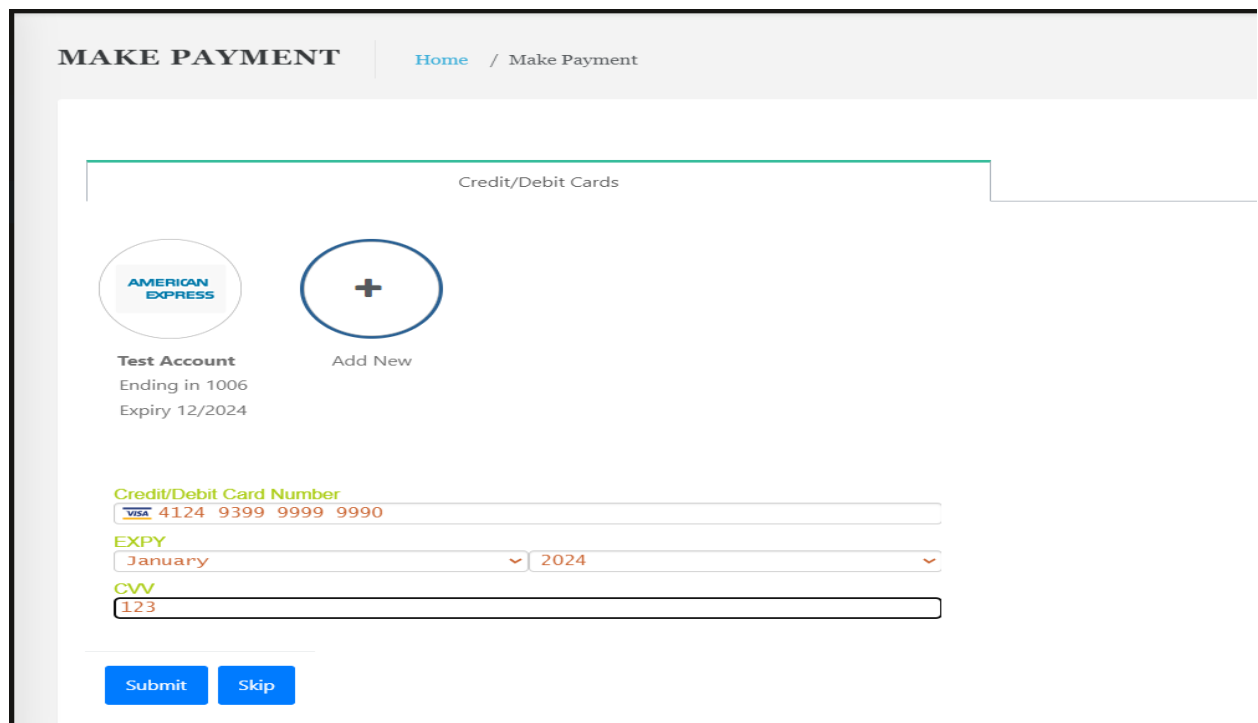


## Credit card Payment/Add new payment.

- Click on the Credit/Debit Cards Tab & Click on Add New option.




- The credit card detail fields will load.
- Enter the card details and click on the submit button.
- The entered information is validated successfully.




- Once, the account detail fields populate. Enter the Full Name and Amount
- Select checkbox if this new payment method should be outlined as default payment method.
- Click on Save and Submit to complete payment process.

Credit/Debit Cards Bank Account



**Test Account**  
Ending in 1006  
Expiry 12/2024



Add New


Account Number	XXXXXX9990
Currency	USD
Full Name*	Credit Card Test

Make Default


Amount\*

- On screen confirmation dialog will be shown with the payment reference number.

Credit/Debit Cards Bank Account



**Test Account**  
Ending in 1006  
Expiry 12/2024




Add New

Account Number	XXXXXX9990
Currency	USD
Full Name*	Credit Card Test

Make Default

Amount\*



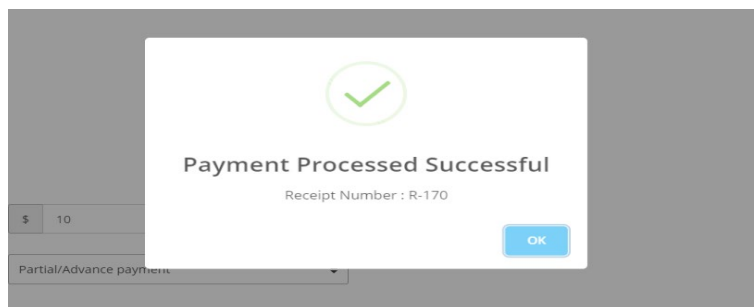
**Payment Processed Successful**  
Receipt Number : R-66982

## Credit card payment with Existing card payment option.

- Click on the Credit/Debit Cards Tab
- Click on any existing credit card payment options.
  - Enter the amount.
  - Select the reason for payment.
  - Click the Save & Submit button.

The screenshot shows a web interface for making a payment. At the top, it says 'MAKE PAYMENT' and 'Home / Make Payment'. Below this, there's a section titled 'Credit/Debit Cards'. It features three circular icons: 'VISA' (labeled 'Credit Card Test' with details 'Ending in 9990' and 'Expiry 12/2024'), 'AMERICAN EXPRESS' (labeled 'Test Account' with details 'Ending in 1006' and 'Expiry 12/2024'), and a plus sign icon (labeled 'Add New'). Below these icons is a text input field for 'Amount\*' with a dollar sign and the value '30.00'. At the bottom of this section are two buttons: 'Save & Submit' (blue) and 'Cancel' (orange).

- The payment process will be completed, and on-screen confirmation dialog will be shown with the payment reference number.



## ACH payment with new payment option.

- Click on the Bank Account Tab and then Add New option.

The screenshot shows the 'MAKE PAYMENT' interface. At the top, there is a breadcrumb trail: 'Home / Make Payment'. Below this, there are two tabs: 'Credit/Debit Cards' and 'Bank Account'. The 'Bank Account' tab is selected and highlighted with a red box. Under the 'Credit/Debit Cards' tab, there are three circular icons: two labeled 'Test ACH Account' (one ending in 5644, one ending in 5643) and one labeled 'Add New' with a plus sign. The 'Add New' icon is highlighted with a red box. Below the icons, there is an 'Amount\*' input field with a dollar sign and a 'Save & Submit' button (blue) and a 'Cancel' button (yellow).

- Enter ACH details for Bank Account and Routing Number
- Click on the Authorize button.



The screenshot shows the 'MAKE PAYMENT' interface. At the top, there is a breadcrumb trail: 'Home / Make Payment'. Below this, there are two tabs: 'Credit/Debit Cards' and 'Bank Account'. The 'Bank Account' tab is selected and highlighted with a green line. Under the 'Credit/Debit Cards' tab, there are three circular icons: two labeled 'Test ACH Account' (one ending in 5644, one ending in 5643) and one labeled 'Add New' with a plus sign. Below the icons, there are two input fields: 'Bank Account' and 'Routing Number'. Both input fields are highlighted with a red box. Below the input fields, there is a blue 'Authorize' button.

- After authorizing account details, if success then below account details will be displayed.
- Enter the Full name and Amount.
- If this payment method should be set as default for the future transactions, click on the Make Default checkbox.

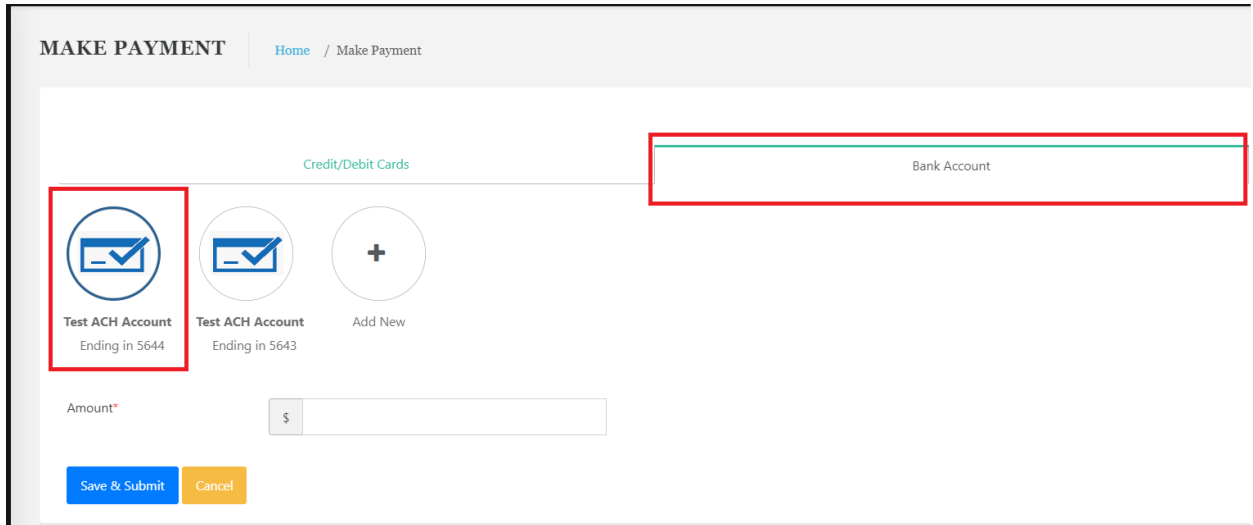
The screenshot shows the 'MAKE PAYMENT' interface. At the top, there is a breadcrumb trail: 'Home / Make Payment'. Below this, there are two tabs: 'Credit/Debit Cards' (active) and 'Bank Account'. Under 'Credit/Debit Cards', there are two options: 'Test ACH Account' (Ending in 5644) and 'Add New'. Below these options, there are input fields for 'Account Number' (XXXXXX5643), 'Currency' (USD), and 'Full Name\*' (Test ACH Account). There is a checkbox for 'Make Default' which is checked. Below that is an 'Amount\*' field with a '\$' symbol and the value '5.00'. At the bottom, there are two buttons: 'Save & Submit' (blue) and 'Cancel' (yellow).

- Clicking the Save & Submit button the payment process will be completed, and on-screen confirmation dialog will be shown with the payment reference number.

The screenshot shows the 'MAKE PAYMENT' interface with a confirmation dialog box overlaid. The dialog box has a green checkmark icon and the text 'Payment Processed Successful'. Below this, it says 'Receipt Number : R-66983'. There is an 'OK' button in the bottom right corner of the dialog box. The background interface is dimmed, showing the same 'MAKE PAYMENT' form as in the previous screenshot.

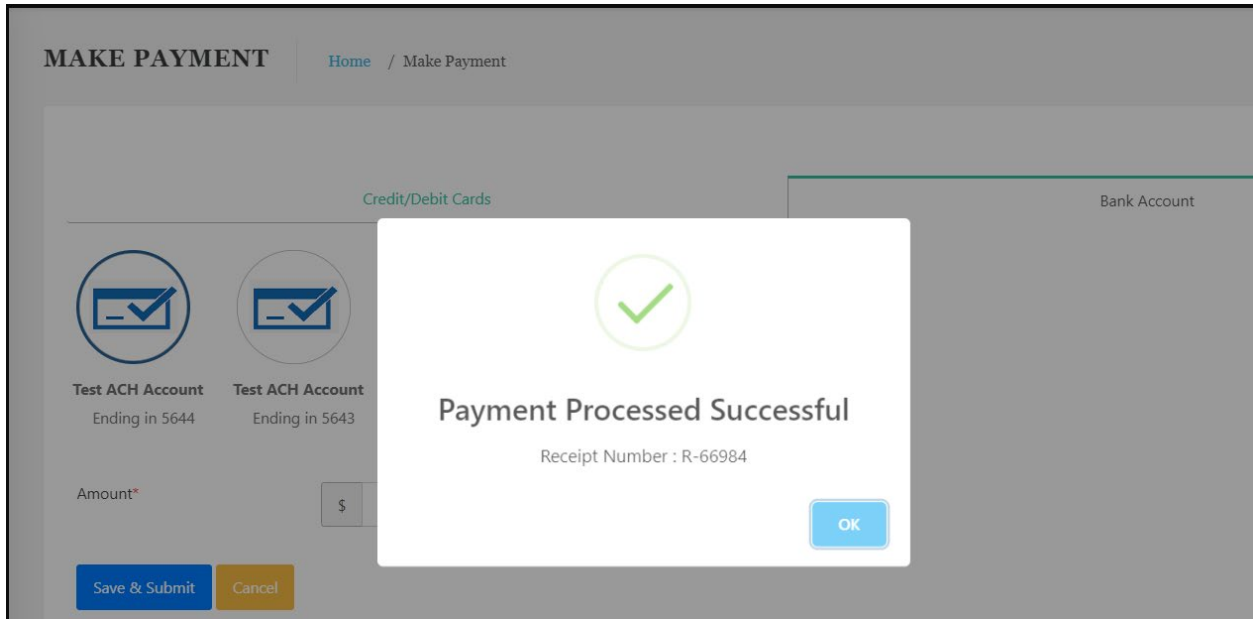
## ACH payment with existing ACH payment option.

- Click on the Bank Account Tab and select any one of the existing ACH payments.



The screenshot shows the 'MAKE PAYMENT' interface. At the top, there is a breadcrumb trail: 'Home / Make Payment'. Below this, there are two tabs: 'Credit/Debit Cards' and 'Bank Account'. The 'Bank Account' tab is selected and highlighted with a red box. Under the 'Credit/Debit Cards' tab, there are three circular icons: a checkmark in a circle (labeled 'Test ACH Account Ending in 5644'), another checkmark in a circle (labeled 'Test ACH Account Ending in 5643'), and a plus sign in a circle (labeled 'Add New'). The first 'Test ACH Account' icon is highlighted with a red box. Below the icons, there is an 'Amount\*' input field with a dollar sign (\$) and a 'Save & Submit' button (blue) and a 'Cancel' button (yellow).

- Enter the Amount
- Clicking the Save & Submit button. The payment process will be completed, and on-screen confirmation dialog will be shown with the payment reference number.



The screenshot shows the 'MAKE PAYMENT' interface with a confirmation dialog box overlaid. The dialog box is white with a green checkmark icon at the top. The text inside the dialog reads: 'Payment Processed Successful' and 'Receipt Number : R-66984'. There is an 'OK' button (blue) at the bottom right of the dialog. The background interface is dimmed, showing the same 'MAKE PAYMENT' screen as the previous screenshot.



## Profile Page Guide

The profile page provides details about the account name, associated emails, access code (security code for customer inquiries), and various account details. Default Settings: - The system sets default access codes unless customers request specific updates.

**Account Information:** - Displays phone number, account name, account number, and username. - Account email is essential for login but can be changed. - Billing address, contact information, and tax address associated with the account are visible. Payment Details: - Payment information is duplicated across tabs for easy access. - Options available to view bills, make payments, and view payment history.

Changing Information: -Users can change passwords and usernames on this page. - Edit the username to a preferred choice if not initially specified. - Password changes can be done for security reasons.

Customer Assistance: - Customer Solutions can assist in case of lost access codes or issues with account details. - Updates made on the profile page reflect in the OAP screens for reference. \*\*Password

Management: - Users can customize passwords to match usernames or choose unique combinations. - Email notifications are sent to users when password changes are made. - Customer Solutions can resend emails for password change notifications if needed.

Functionality: - Profile page functionality includes changing passwords, usernames, and setting payment defaults. - For setting up new payment methods, users can refer to the payment option section on the profile page.

Southern Linc Willene Wyatt

Home Services Bills Payments Profile Logout

**PROFILE** Home / Profile

ACCOUNT NUMBER	FIRST NAME	LAST NAME	MOBILE NUMBER
2000044311	Willene	Wyatt	2052570137

USERNAME	ACCESS CODE	E-MAIL ADDRESS
Willene8199	-	mwyatt@southernco.com

**BILLING ADDRESS**

Primary	Secondary
600, 18th St N, Birmingham, AL, 35203-2206, USA	35310, Sandwith Road, PEARL, MS, 39208, USA

**TAX ADDRESS**

Primary	Secondary
35310, Sandwith Road, PEARL, MS, 39208, USA	600, 18th St N, Birmingham, AL, 35203-2206, USA

**CONTACT ADDRESS**

Primary	Secondary
600, 18th St N, Birmingham, AL, 35203-2206, USA	No records found.

**SHIPPING ADDRESS**

Primary	Secondary
No records found.	No records found.

**CHANGE PASSWORD**

New Password

Confirm Password

Southern Linc Willene Wyatt

Home Services Bills Payments Profile Logout

**SHIPPING ADDRESS**

Primary	Secondary
No records found.	No records found.

**CHANGE PASSWORD**

New Password

Confirm Password

**SAVED PAYMENT DETAILS**

Payment methods	Name on card	Expires on	Set Default
ACH ending with 5644	Test ACH Account		<input type="radio"/>
Invoice (Cash/Check)			<input checked="" type="radio"/>
Credit Card ending with 1006	Test Account	12/2024	<input type="radio"/>

- Change Default payment method from Profile page.
- Choose payment details radio button for default method.
- System opens a confirmation dialog.

Southern Linc Willene Wyatt

- Home
- Services
- Bills
- Payments
- Profile
- Logout

### SHIPPING ADDRESS

**Primary**  
No records found.

**Secondary**  
No records found.

### CHANGE PASSWORD

New Password

Confirm Password

**Submit**

### SAVED PAYMENT DETAILS

Payment methods	Name on card	Expires on	Set Default
ACH ending with 5644 	Test ACH Account		<input type="radio"/>
Invoice (Cash/Check)			<input checked="" type="radio"/>
Credit Card ending with 1006 	Test Account	12/2024	<input type="radio"/>

### SHIPPING ADDRESS

**Primary**  
No records found.

### SAVED PAYMENT DETAILS

Payment methods	Name on card	Expires on	Set Default
ACH ending with 5644 	Test ACH Account		<input type="radio"/>
Invoice (Cash/Check)			<input checked="" type="radio"/>
Credit Card ending with 1006 	Test Account	12/2024	<input type="radio"/>

## Warning!

Do you want to set this Payment as Default?

No
Yes

- If no selected, then no actions will take.
- If yes selected, then the new payment method will be set as default.
- Success Confirmation will be populated.

SHIPPING ADDRESS

Primary  
No records found.

CHANGE PASSW



rd  
sword



Success

Set Payinfo Successful

SAVED PAYMENT DETAILS

Payment methods	Name on card	Expires on	Set Default
ACH ending with 5644 	Test ACH Account		<input type="radio"/>
Invoice (Cash/Check)			<input checked="" type="radio"/>
Credit Card ending with 1006 	Test Account	12/2024	<input type="radio"/>

## Profile – Username Update

- Username can be changed from the Profile page.
- Select the update button and create the new Username.

The screenshot shows the Southern Linc Profile page. The Username field is highlighted with a red box. The profile information is as follows:

ACCOUNT NUMBER	FIRST NAME	LAST NAME	MOBILE NUMBER
2000044311	Willene	Wyatt	2052570137

USERNAME	ACCESS CODE	E-MAIL ADDRESS
Wille8199	-	mwwyatt@southernco.com

**BILLING ADDRESS**

Primary	Secondary
600, 18th St N, Birmingham, AL, 35203-2206, USA	35310, Sandwith Road, PEARL, MS, 39208, USA

**TAX ADDRESS**

Primary	Secondary
35310, Sandwith Road, PEARL, MS, 39208, USA	600, 18th St N, Birmingham, AL, 35203-2206, USA

**CONTACT ADDRESS**

Primary	Secondary
600, 18th St N, Birmingham, AL, 35203-2206, USA	No records found.

- Update the Name
- Submit change.



The screenshot shows the 'Edit Username' dialog box. The new username 'Wille2024' is entered in the text field. A green 'Submit' button is visible at the bottom right of the dialog.

- The Updated Username will be listed in profile.

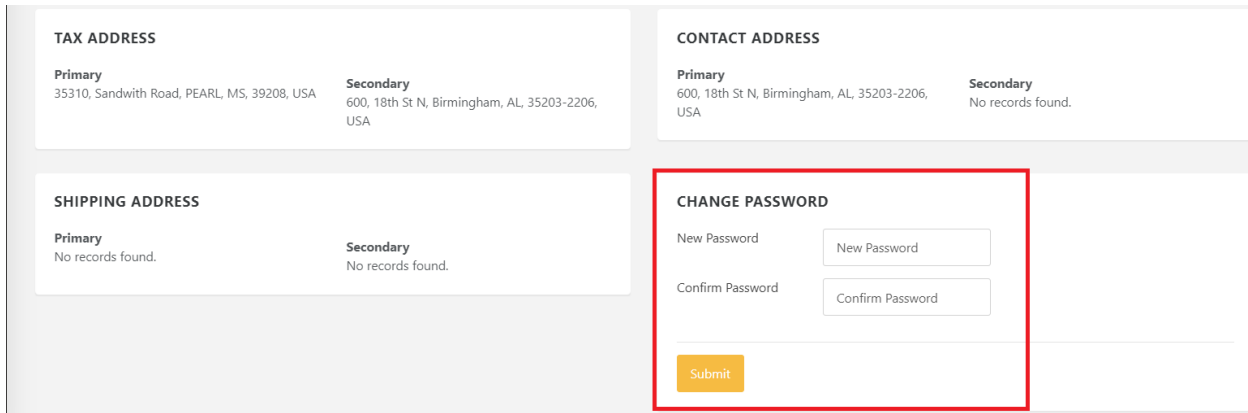
The screenshot shows the Southern Linc Profile page with the updated username. The profile information is as follows:

ACCOUNT NUMBER	FIRST NAME	LAST NAME	MOBILE NUMBER
2000044311	Willene	Wyatt	2052570137

USERNAME	ACCESS CODE	E-MAIL ADDRESS
Wille2024	-	mwwyatt@southernco.com

## Profile - Password Update

- Password can be changed from the Profile page.
- Enter new Password and Confirm with same Password.
  - *Password requirements: Minimum of eight characters with no spaces*
- Submit change.
- Success Confirmation will be provided.



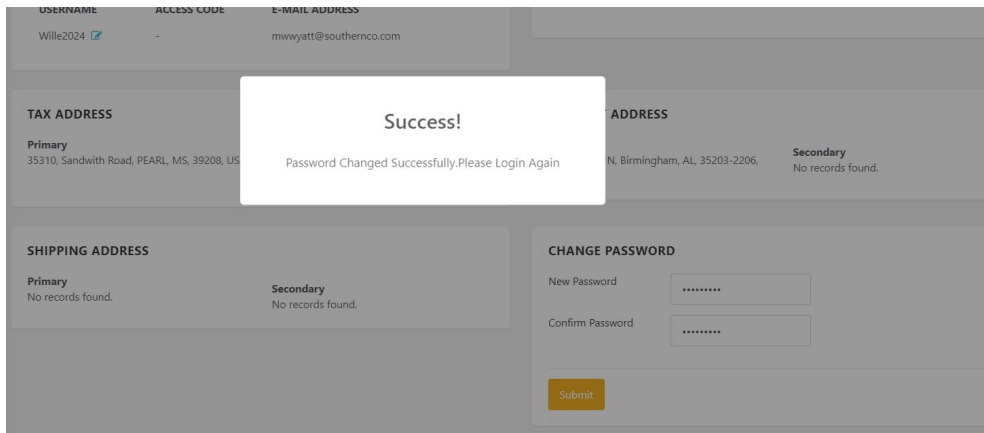
The screenshot shows a user profile page with several address sections and a 'CHANGE PASSWORD' section. The 'CHANGE PASSWORD' section is highlighted with a red border. It contains two input fields: 'New Password' and 'Confirm Password', both with placeholder text 'New Password' and 'Confirm Password' respectively. Below these fields is a yellow 'Submit' button.

TAX ADDRESS		CONTACT ADDRESS	
<b>Primary</b> 35310, Sandwith Road, PEARL, MS, 39208, USA	<b>Secondary</b> 600, 18th St N, Birmingham, AL, 35203-2206, USA	<b>Primary</b> 600, 18th St N, Birmingham, AL, 35203-2206, USA	<b>Secondary</b> No records found.

SHIPPING ADDRESS		CHANGE PASSWORD	
<b>Primary</b> No records found.	<b>Secondary</b> No records found.	New Password New Password	Confirm Password Confirm Password

Submit



The screenshot shows the same user profile page as above, but with a white 'Success!' message box overlaid in the center. The message reads: 'Success! Password Changed Successfully. Please Login Again'. The background is dimmed.

USERNAME	ACCESS CODE	E-MAIL ADDRESS
Wille2024	-	mwyatt@southernco.com

Success!  
Password Changed Successfully. Please Login Again

TAX ADDRESS		CONTACT ADDRESS	
<b>Primary</b> 35310, Sandwith Road, PEARL, MS, 39208, USA	<b>Secondary</b> 600, 18th St N, Birmingham, AL, 35203-2206, USA	<b>Primary</b> 600, 18th St N, Birmingham, AL, 35203-2206, USA	<b>Secondary</b> No records found.

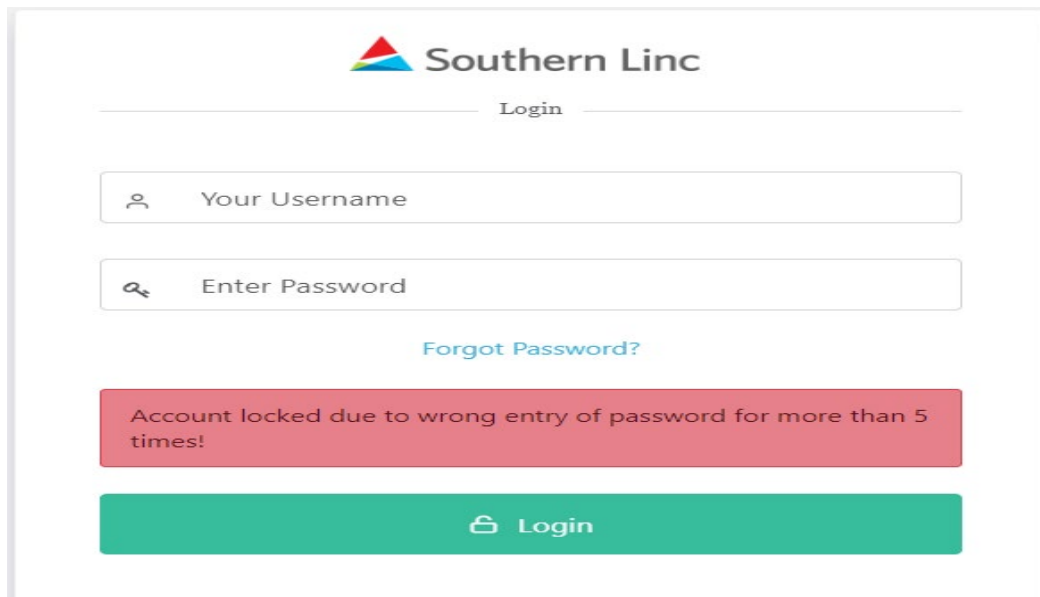
  

SHIPPING ADDRESS		CHANGE PASSWORD	
<b>Primary</b> No records found.	<b>Secondary</b> No records found.	New Password *****	Confirm Password *****

Submit

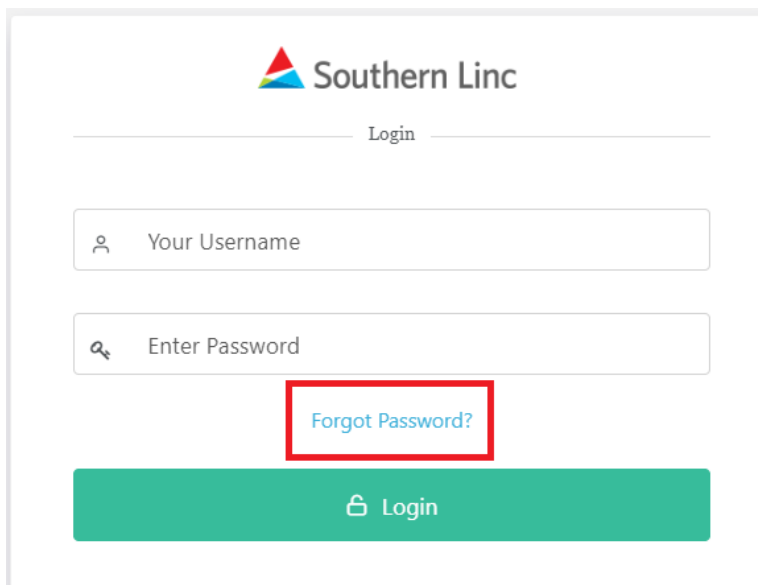
## Forgot Password

- When password attempts fail, a password reset option is available from the login page.
  - After 5 failed attempts the account is locked, and a password reset request will need to be submitted.



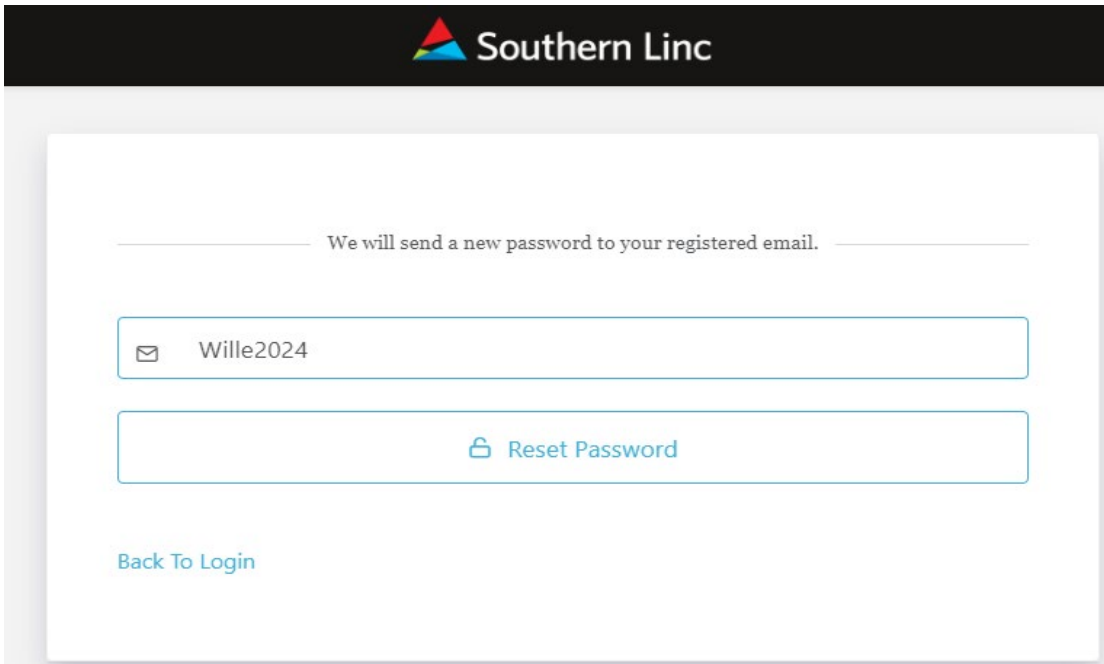
The screenshot shows the Southern Linc login page. At the top is the Southern Linc logo and the word "Login". Below this are two input fields: "Your Username" and "Enter Password". A blue link labeled "Forgot Password?" is positioned below the password field. A red error message box states: "Account locked due to wrong entry of password for more than 5 times!". At the bottom is a green "Login" button with a lock icon.

- When password reset is needed
- Click on 'Forgot Password?' Link

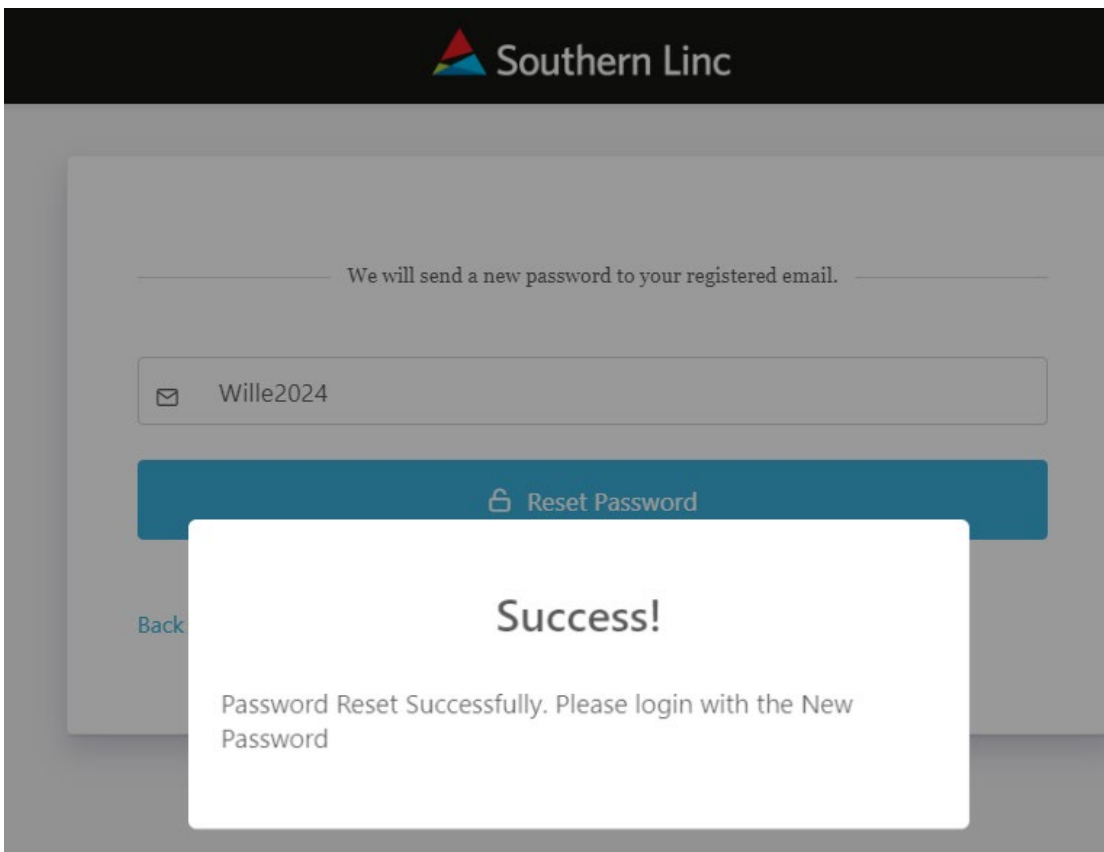


This screenshot is identical to the previous one, but the "Forgot Password?" link is highlighted with a red rectangular box to draw attention to it.

- Enter Username
- Click on Reset Password

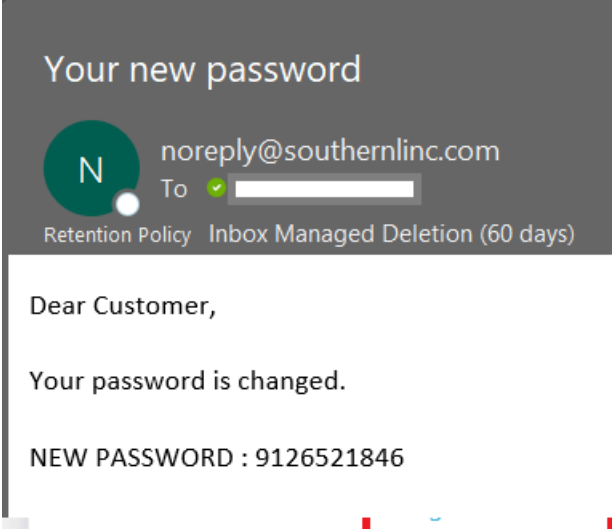


- Reset request successful returns.



- User will receive a reset password in email to the email address on customer account.





Dear Customer,

Your password is changed.

NEW PASSWORD : 9126521846

- Use the new password to log into Selfcare with existing username.
- Create a new password, enter for Password, and Confirm Password

A screenshot of a web form titled "Set New Password". It contains two input fields: "Password \*" and "Confirm Password", both with a magnifying glass icon on the left. Below the fields is a blue "Submit" button. A small "+" icon is visible at the bottom left of the form's border.

- Once Password created log into Selfcare with existing username and new password



Login



Your Username



Enter Password

[Forgot Password?](#)

Password Changed Successfully. Please login with the New Password

Login