This user guide is intended for external users of the Spectrum-E© e-Licensing module. The guide shows the procedures for external user registration.

External User Registration

The following sections describe how the Spectrum-E© web application supports external user registration.

Sending a request for access

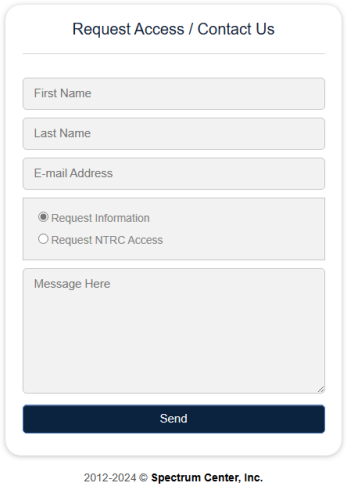
First go to the landing page where the external user can log into Spectrum-E©. Below is the URL: https://ectel.spectrum.center/se/login

New users should click on the "Request Access / Contact Us" link to submit a request for access to the Spectrum-E© system.

Procedure: External User Access Request

1. The external user must first request access to the e-Licensing module to create an account on the system using the "**Request Access / Contact Us**" page. Enter in your first and last name, e-mail address and select the "**Request NTRC Access**" radio button. Enter in an additional comment if you wish.

Spectrum-E© system landing page



Request Access Page

2. The step for verifying an external user's access to the system comes from a validation process internal to the local telecommunications authority. The system analysts in charge of reviewing incoming requests to the system and can choose to deny the incoming requests if they view them as suspicious in any way or if they require further information such as supplemental documentation to verify the identity of the individual. Additional automated steps can be implemented at this stage such as checking a database for existing information.

3. Once the external user's self-registration request passes the verification process, and their access is approved, the external user will receive a notification confirming account has been created and they are free to complete their login access:

Forgot Password?

The external user should go back to the Spectrum-E© login page and this time click on the Forgot/Reset Password link. This will allow the external user to define their own password. Note the password is encrypted on the Spectrum-E© database. The external user should enter their e-mail address in order to receive a link that they can click on to set their password.

Password reset option

Password reset request successfully sent

5. The external user will receive an e-mail with a link for setting their password to access Spectrum-E©.

Password reset e-mail with link

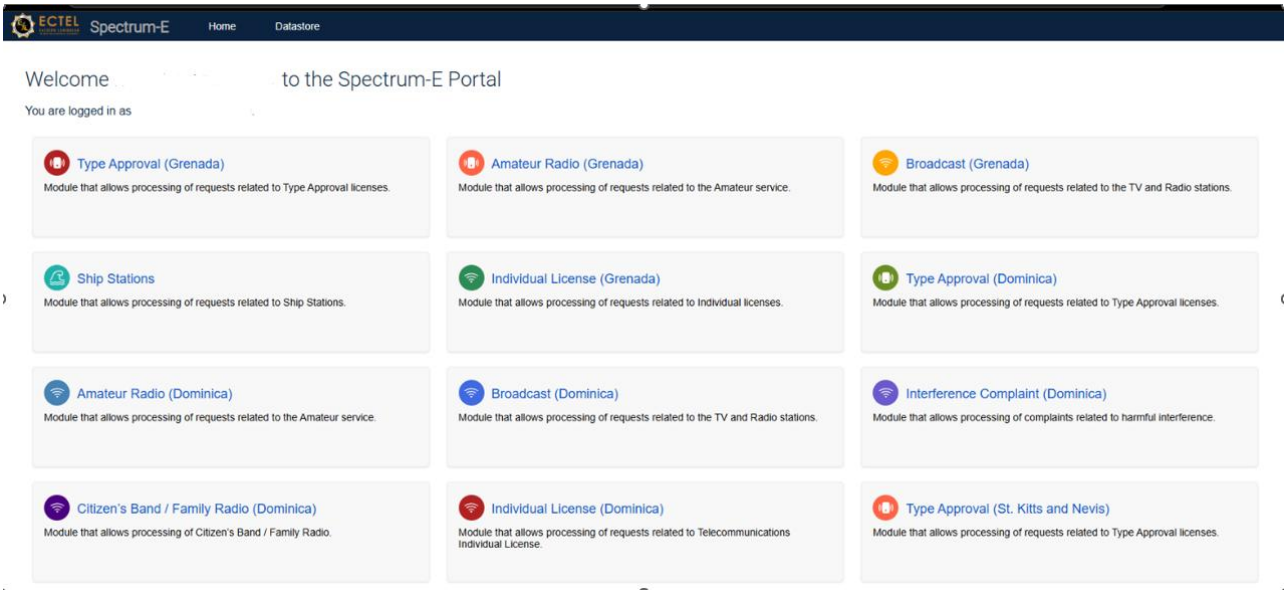
6. After clicking on the e-mail link, the external user can set the password to be associated with their e-mail account. The password must be at least six (6) characters in length.

Set Password screen

Set Password successfully submitted

7. Click on the "**Sign In**" button to return to the Spectrum-E© login page and login with the new login credentials.

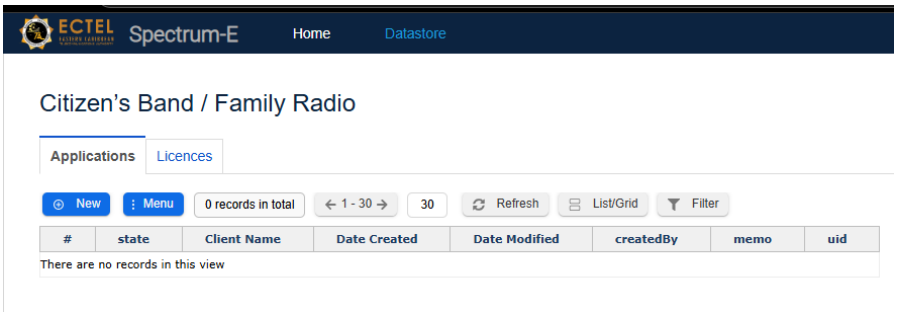
8. Once logged in, the external user will access their Home dashboard.



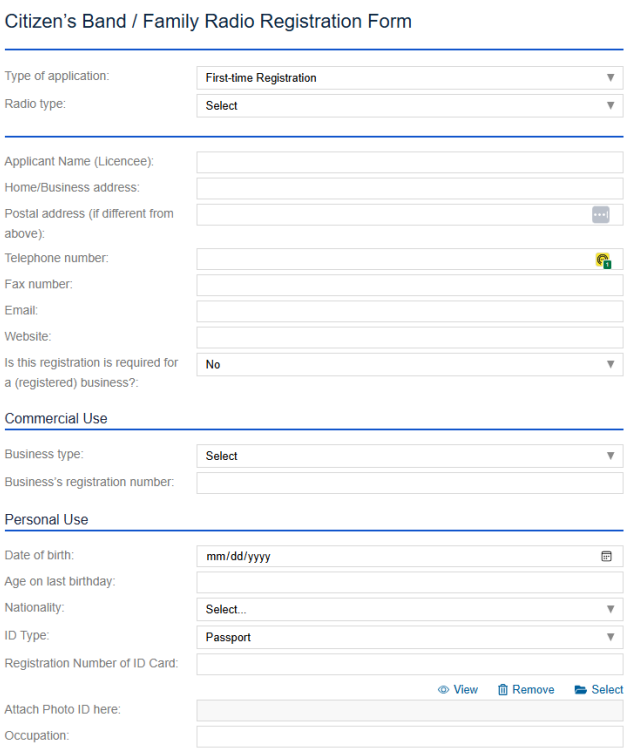
External user's Home dashboard in Spectrum-E©

Procedure: Register as a Citizen Band/Family Radio Operator

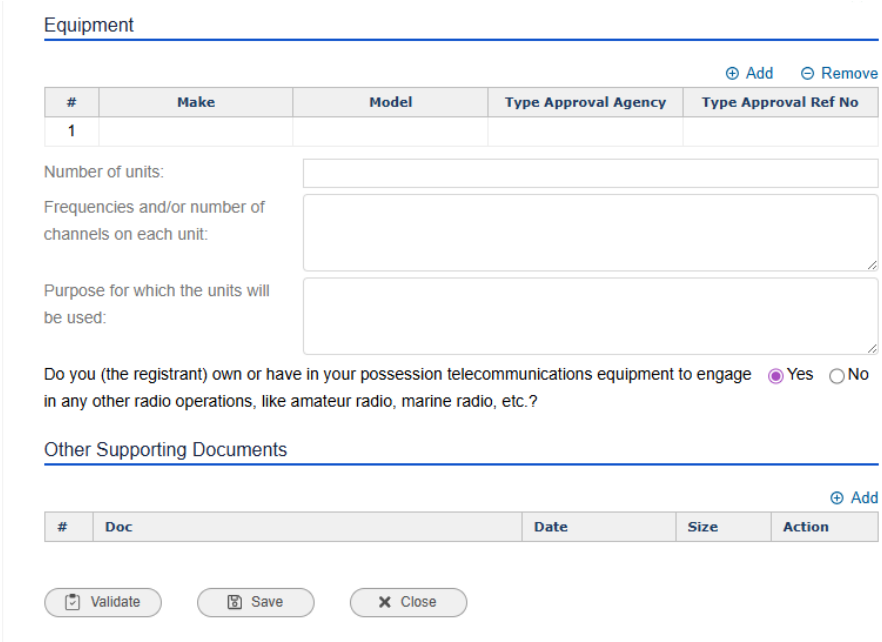
1. While the external user is on the Citizen Band/Family Radio page, if they move to the Applications tab, they can select the New option to enter in the applicant details.



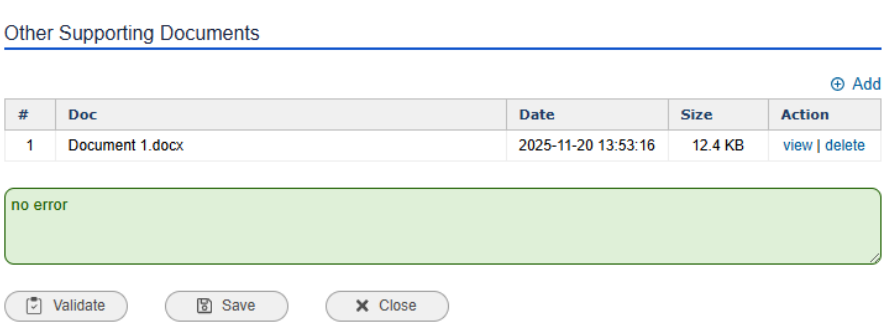
2. The Citizen Band/Family Radio data entry form should include the appropriate details of the applicant.

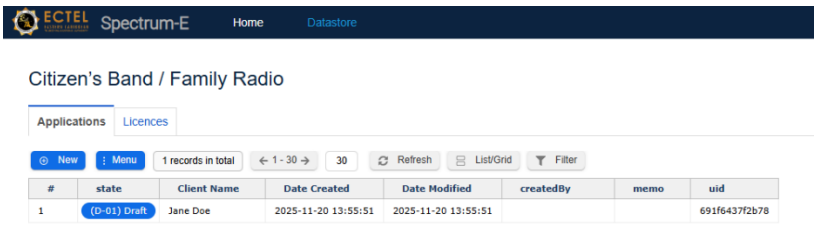


4. The external user can also add an attachment by clicking on the Select/Add button and selecting the appropriate file to upload from their computer or phone. At any point during the attachment upload process, the user can click on the Save button to save the attachments to registration form. When the files are uploaded successfully, the file name will appear in the attachment field.

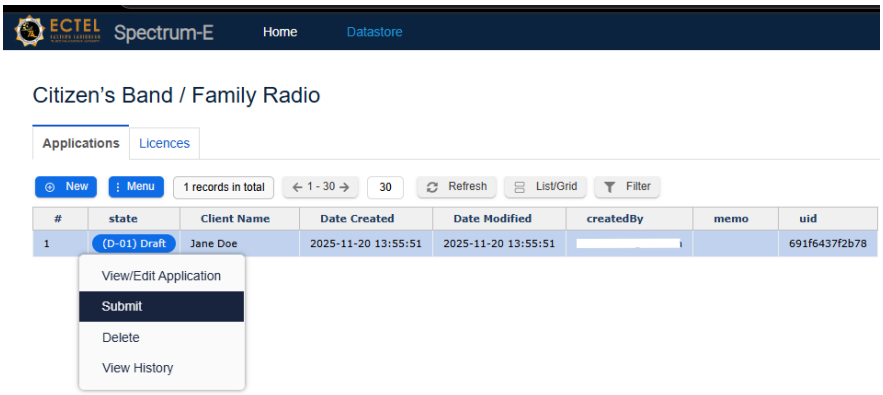


Once the files are uploaded successfully, the user can click on the validate button to verify that the information is correct, then click on the Close button to return to CB/FR Registration page.

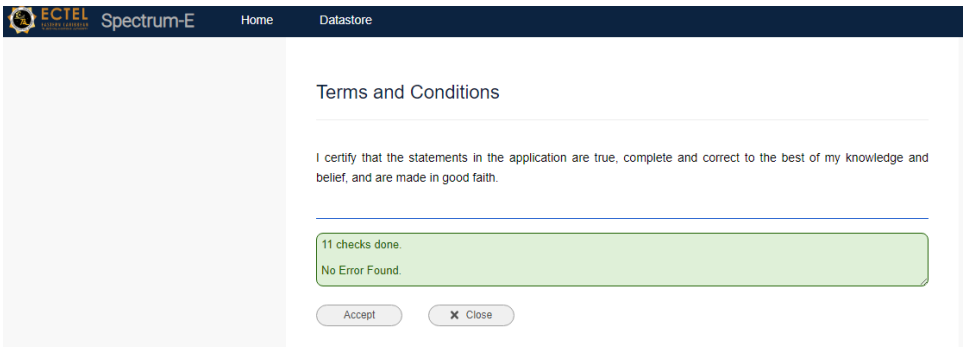




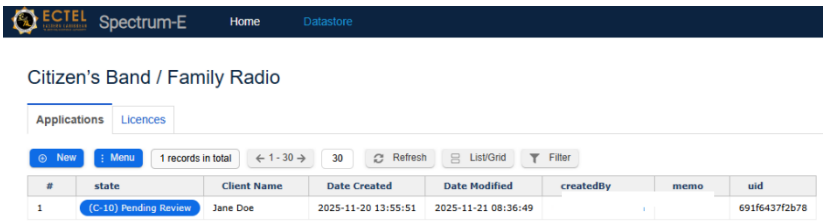
If the application request is ready to be submitted to the telecommunications authority, the external user must click on the three vertical dots next to application request in question and then select the "**Submit**" option. This option only appears when the user selects an application request record that is in the Draft state



Upon selecting the "**Submit"** option, the external user will be presented with the legal terms and conditions for the submission of the request. The external user must elect to either accept the proposed terms and conditions imposed by the local authority or cancel the request submission process. In the event they choose to cancel the submission, then the request will remain in its draft state and the local authority will never take the opportunity to review the request. The only way to move forward with the quest is to click on the Accept button on the Terms and Conditions page.

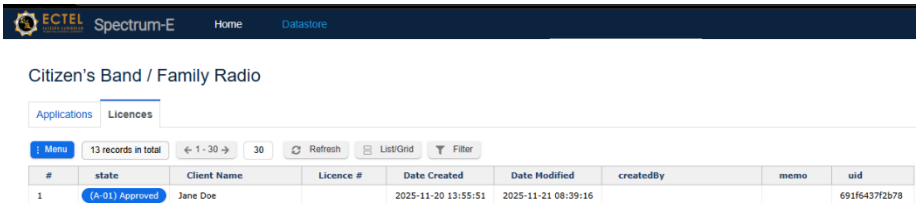


Once the request has been submitted, the state of the request changes to "Pending Review". In this state, the request can no longer be edited by the external user. Upon selection, the options on the left-hand menu bar no longer offer the features to edit the request only to view the request or its attachments or to submit a cancellation request which must be approved by the local authority.



If the request is rejected, the external user can log in and see the rejection memo sent by the local telecommunications authority. The state of the application request is changed to "Rejected". After the user selects the rejected application, they can select the option to "**View Memo**" to see the message from the telecommunications authority that describes why the application request was rejected.

The external user can elect to reset the application request in question back to the draft state to be corrected and resubmitted. The external user can select the rejected request and click on the **Reset** button on the left-hand menu bar to reset the application request back to the draft state for editing.

After the external user proceeds with making the appropriate corrections, they can resubmit the application request to the telecommunications authority.

After the application request has been approved, the authorization will be found in the Licenses tab. The authorized license will have a new state.