

FLAG SelfServe Portal

New Features

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New Features

At FLAG, we remain committed to improving the way you interact with our services. The below features were developed based on your feedback and our ongoing efforts to simplify and strengthen your digital journey with us.

These new features are effective from **14-March-2026**.

1. Admin User Self-Registration via the 'Register' Link

The User Registration feature allows customers to onboard themselves onto the SelfServe portal through a structured registration and approval process. This ensures access is secure and validated.

Users can register as Admins on the SelfServe portal by providing the following validation details:

- Email ID registered in our system (contact your FLAG Account Manager if not yet registered)
- CAN (Customer Account Number)
- FLAG Order or Service ID (found on your invoice)

These validations ensure that only authorized users associated with a valid customer account can start the registration process.

Please use the '**Register**' link found at <https://selfserve.flagtel.com/login>.

1.1. Admin User Approval Process

After submitting a registration request, it is sent for approval to either a Customer Admin or an Account Manager Admin.

This step ensures proper verification before granting portal access.

1.2. Portal Access After Approval

Once approved, users can log in to the SelfServe portal and begin managing their services, users, monitoring activities, and carrying out daily operational tasks.

2. Enhanced Customer Admin Role Capabilities

The Customer Admin Enhancements feature provides customer administrators with improved control and flexibility in managing user access and permissions within the SelfServe portal. These enhancements allow customer administrators to efficiently manage roles, assign delegates(Service ID), resolve login issues, and request access to new entities.

2.1. Key Features

These enhancements offer administrators greater flexibility and streamline the management of users and services.

2.1.1. Approve or Create and Manage users

Customer Administrators can create new user accounts within their organisation by providing key details such as name, email address, contact information, and relevant customer account data. Users may be linked to one or several entities, depending on organisational needs.

Additionally, administrators may approve registration requests submitted by colleagues, thereby streamlining the onboarding process and maintaining robust control over portal access.

2.1.1.1. Activate or Deactivate Users

If a user no longer requires access to the portal, administrators can deactivate the account.

2.1.2. Assign and Manage Roles

Administrators have the ability to assign tailored roles to users according to their specific responsibilities.

Access privileges—such as **Read**, **Write**, or **View-Only**—can be granted across essential areas including Case Management, Order Management, and Inventory, ensuring each user has the appropriate level of access required for their role.

Administrators can update user contact details, roles, and services to keep profiles accurate and current.

2.1.3. Edit User Details

Administrators can update user information such as contact details, assigned roles, and associated services. This helps ensure that user profiles remain accurate and up to date.

2.1.4. Edit/Add Delegates(Service IDs)

Customer Administrators are able to designate or modify delegates as needed.

Delegated services offer flexibility, enabling efficient management of responsibilities and oversight for specific tasks or services within the portal.

2.1.5. Unlock Password

When a user account is locked following multiple unsuccessful login attempts or as a result of security protocols, the customer administrator is authorized to unlock the account. This process allows users to regain access to the portal promptly, eliminating the necessity to contact portal administration support and minimizing any unnecessary delays.

2.1.6. Raise New Entity Access Requests

Customer administrators can request access to unlinked entities directly from the SelfServe portal Dashboard. These requests go through an approval process to validate and authorize access for their work needs.

3. Online Planned Work Visibility

The portal now provides visibility for:

- Upcoming planned work for the **next month**
- Past planned work for the **last twelve months**
- A **calendar view** for easy navigation and filtering

Customers can plan ahead and stay updated on planned work schedules.

4. Administrator (Admin) Accounts Visibility for each Entity

The new visibility feature allows users to quickly see who the account administrators are for any customer entity.

Benefits:

- Users can easily find the right contact for administrative needs.
- Approvals for access happen faster thanks to improved coordination.

Help?

If you need help or wish to share your thoughts about these new features, feel free to reach out to our GNOC Team at gnoc@flagtel.com.