User Guide

# July '24 Changes to ULS Sign-In Experience

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1.   Introduction

When you sign in to ULS, you use your My CommScope account[1] and PKI Center OTP (One-Time Password) for authentication. During the second weekend of July 2024, CommScope will move to a different sign-in process for your My CommScope account. This document explains the changes to your ULS sign-in experience.

2.   First-Time Sign-In After the Move

After the move, if ULS is the first CommScope application you sign in to using your My CommScope account, you will be asked to verify the account's email address and reset the account's password.
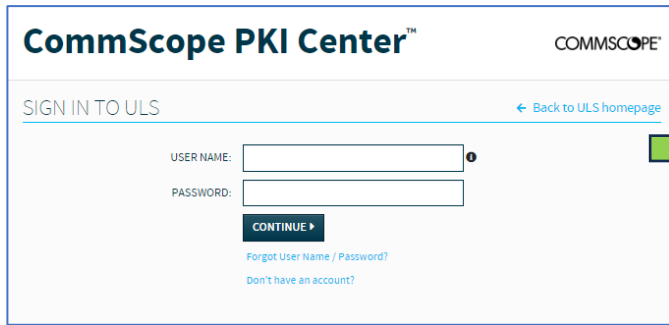
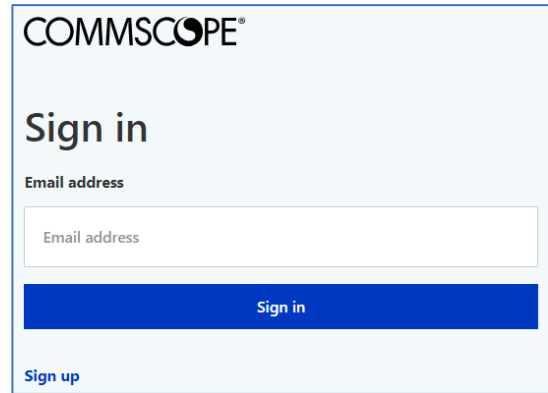Starting at the ULS home page (https://uls.pki-center.com), click the "SIGN IN" button:
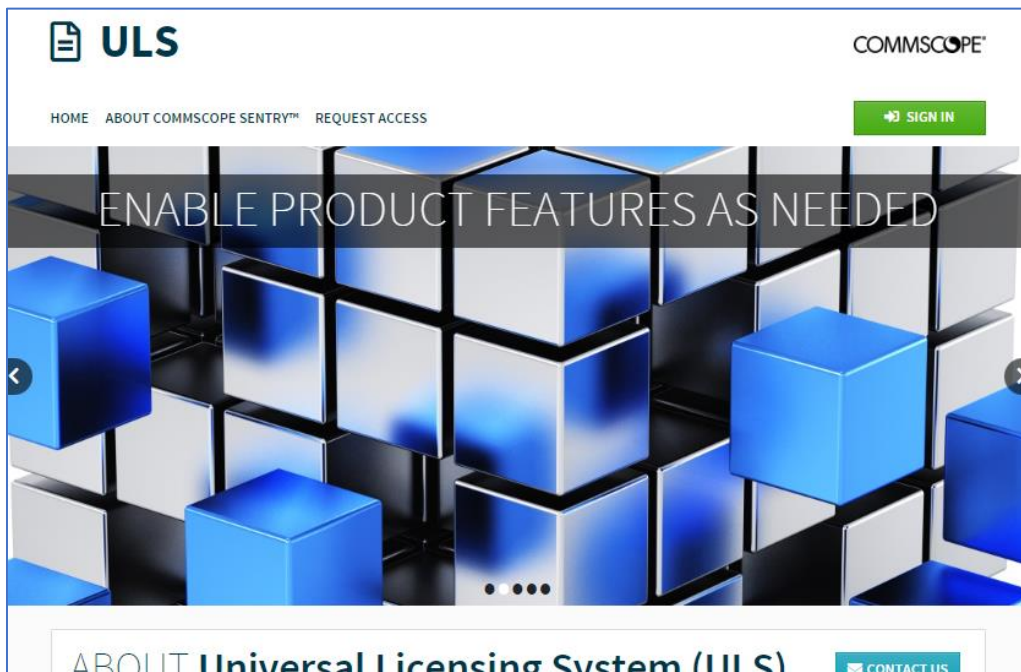
ULS Home Page

Then, instead of seeing the PKI Center sign-in screen, you will see the My CommScope sign-in screen:

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[1] My CommScope account may also be known as CommScope Membership account.
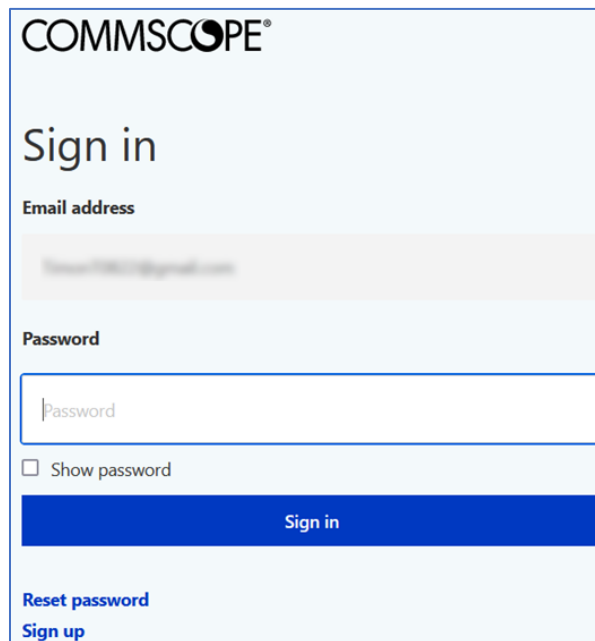
PKI Center Sign-In Screen   My CommScope Sign-In Screen

In the My CommScope sign-in screen, enter the email address associated with your My CommScope account, and click the "Sign in" button.
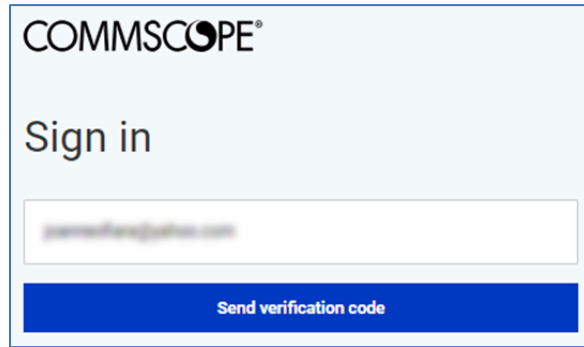
Next, you will see the password screen:

Password Screen

In the password screen, enter your current My CommScope password and click the "Sign in" button.

Next, you will see the send-verification-code screen:
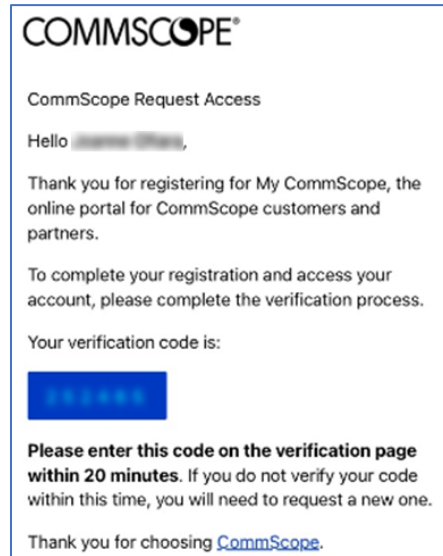
Send-Verification-Code Screen

In the send-verification-code screen, click the "Send verification code" button.

Next, you will see the email verification screen:

Email Verification Screen

A verification email is sent to the email address you entered. Check the inbox[2] of that email account and find the verification email that looks like this:

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[2] The verification email may be put into a "spam" or "junk" folder by your email system. If you don't find it in the inbox, check those folders.
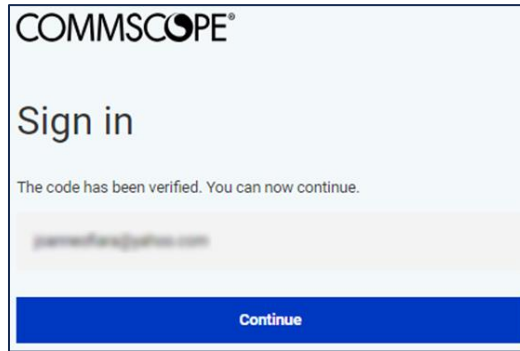
Verification Email

Go back to the email verification screen in your browser, enter the verification code in the email into the "Code" field, and click the "Verify Code" button:
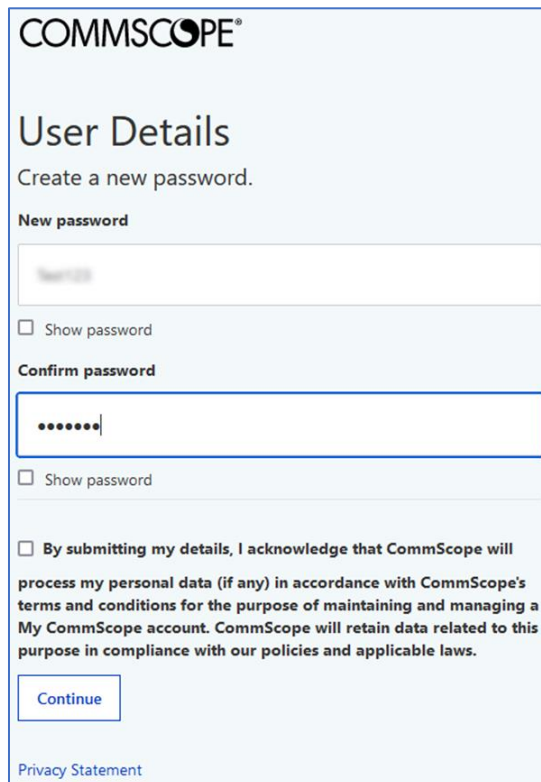

Email Verification Screen with Code Entered

When the code is verified, you will see the verification successful screen:

Verification Successful Screen

Click the "Continue" button and you will see the password reset screen:

Password Reset Screen

In the password reset screen, enter your new password twice, check the acknowledgement box, and click the "Continue" button.

Next, you will see the same PKI Center OTP screen as before:

PKI Center OTP Screen

Find the PKI Center OTP code associated with your My CommScope account on the same device you have been using. Enter the code and click the "NEXT" button:

PKI Center OTP Screen with OTP Code Entered

Once the OTP code is validated, you are signed in to ULS and will see your ULS account home page:
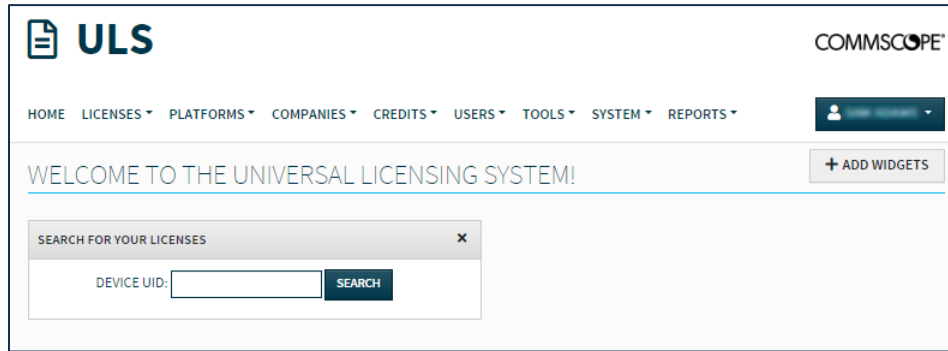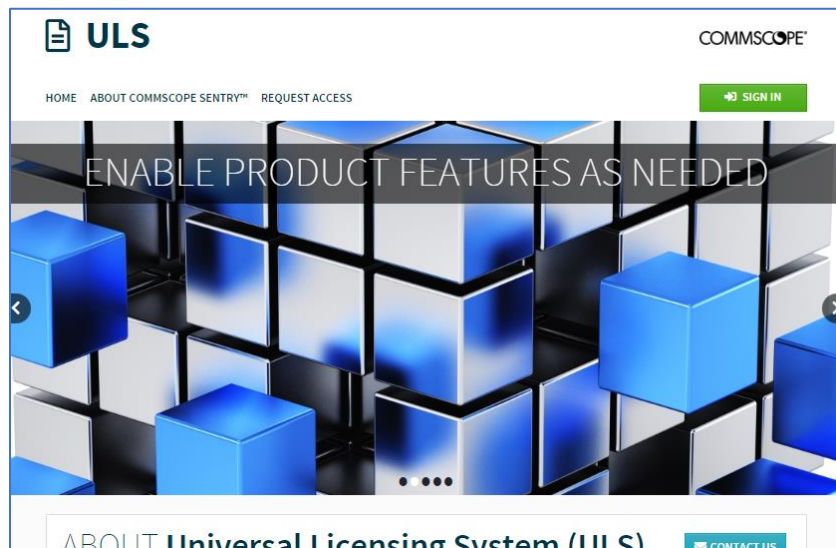
ULS Account Home Page

3.   Subsequent Sign-Ins

After the first time you sign in to any CommScope application that uses your My CommScope account, you will not be asked to verify your email and reset password. Once you provide your correct My CommScope email address, password, and PKI Center OTP code, you will be signed in to ULS.

To sign in to ULS, go to the ULS home page at https://uls.pki-center.com, and click the "SIGN-IN" button:
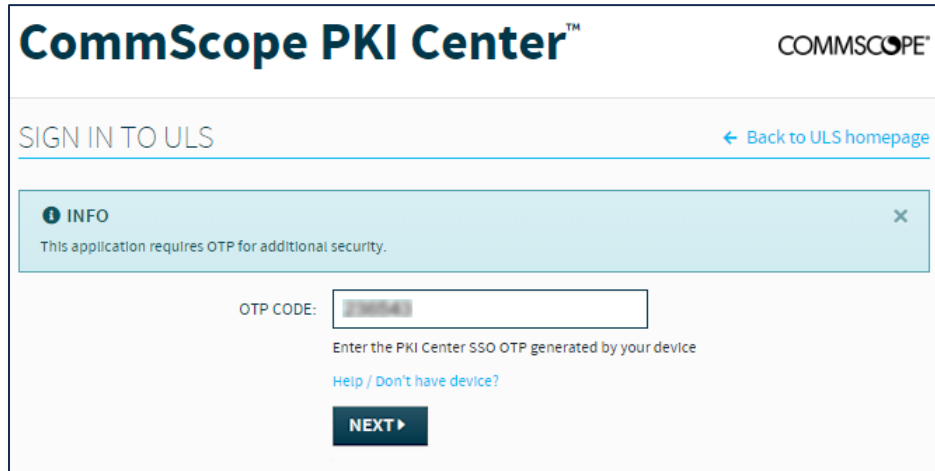

ULS Home Page

Then, you will see the My CommScope sign-in screen:

My CommScope Sign-In Screen

Enter the email address associated with your My CommScope account and click the "Sign in" button. Then, you will see the My CommScope password screen:


My CommScope Password Screen

Enter your My CommScope account password and click the "Sign-in" button. Then, you will see the same PKI Center OTP screen. Find the PKI Center OTP code associated with your My CommScope account on the same device you have been using. Enter the code and click the "CONTINUE" button:

PKI Center OTP Screen with OTP Code Entered

Once the OTP code is validated, you are signed in to ULS and will see your ULS account home page:
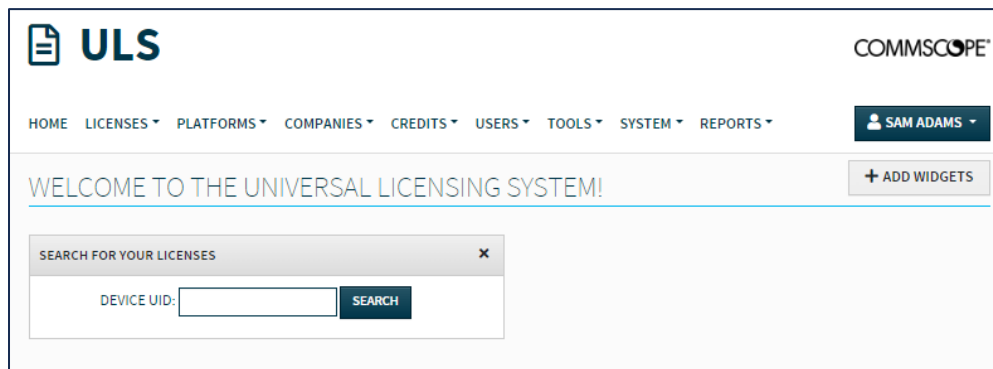
ULS Account Home Page

4.   Support Contacts

If you encounter any issue when signing in to ULS, you can send an email to sdnoc@commscope.com for support.