



	Input phone number Associated w/Acct	User chooses CRU or TCM	First User to register?	Email domain on profile?	User has a choice of how to get their PIN?	PIN delivery method chosen	Register Flow	Send email with PIN	Error message	Information message
Small Business No FAN CRU self-registration available TCM or CRU without FAN user	✓ Present Captcha if: Outside the US or made 3 failed attempts	Yes , but regardless, we will take them down CRU path	Yes: No: user chooses to replace existing TCM No: user stops				CRU Text Flow	SMS Temp PIN	No	Yes , if they choose to register and there is already someone else registered: "There is already an administrator on this account. If you proceed you will delete that user's registration. Do you want to continue?"
Small Business Has FAN TCM & CRU self-registration available	✓ Present Captcha if: Outside the US or made 3 failed attempts	Yes: TCM	n/a	n/a	n/a	n/a	TCM Flow	ROME PIN	No	No
Small Business Has FAN TCM & CRU self-registration available	✓ Present Captcha if: Outside the US or made 3 failed attempts	Yes: CRU	n/a	Yes: No:	Yes: No: CRU Text Flow	Text: Email:	CRU Text Flow CRU Email Flow	SMS Temp PIN	No	No
Small Business Has FAN TCM self-registration available only	✓ Present Captcha if: Outside the US or made 3 failed attempts	Yes: TCM	n/a	n/a	n/a	n/a	TCM Flow	ROME PIN	No	No
Small Business Has FAN TCM self-registration available only	✓ Present Captcha if: Outside the US or made 3 failed attempts	Yes: CRU	n/a	n/a	n/a	n/a	n/a	ROME PIN	Yes: An administrator on your account has disabled single line registration. Please choose the multi-line option to register.	Yes:
Large Business Has FAN CRU self-registration available only	✓ Present Captcha if: Outside the US or made 3 failed attempts	Yes: TCM	n/a	n/a	n/a	n/a	n/a	SMS Temp PIN	Yes: Your contract type doesn't support multi-line self registration. Please choose the single line option to register.	No
Large Business Has FAN CRU self-registration available only	✓ Present Captcha if: Outside the US or made 3 failed attempts	Yes: CRU	n/a	Yes: No:	Yes: No: CRU Text Flow	Text: Email:	CRU Text Flow CRU Email Flow	SMS Temp PIN	No	No
Large Business Has FAN No self-registration available	✓ Present Captcha if: Outside the US or made 3 failed attempts	Yes , but can't self register regardless	n/a	n/a	n/a	n/a	n/a	n/a	Yes: Your contract type doesn't support online registration. Please call 555-55-5555 or start a chat.	Yes

Other possible errors:

IRU User detected:
You are in the wrong place. Go to MyAT&T (Link)

Invalid CTN:
This isn't an att number

System error:
?????

Email not verified:
????