Side By Side Guide for Managing Resp Org Change Contact

Somos Portal to Somos Hub

Updated: September 2026 · Version 1.0

CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

The information contained in this document is confidential and proprietary to Somos, Inc. and is intended for the express use of the intended recipients. Any unauthorized release of this information is prohibited and punishable by law. Somos, Somos and Design, 4 Quarters Design, RouteLink, TFNRegistry, TSSRegistry, TFNIdentity, TFNMarketplace, SomosID, FRServices, RealAgent, RealBrand, AuctionRegistry, CTServices and RealNumber are trademarks of Somos.

Copyright © 2026 Somos, Inc. All rights reserved.

About This Guide

This guide compares the Manage Resp Org Change Contact workflow in the Somos Portal (portal.somos.com) to the Somos Hub (hub.somos.com).



BEFORE YOU BEGIN

To manage your Resp Org's Primary Contact, you must have Company Admin role in your User Profile within the Somos Hub to proceed with these steps. Please reach out to your Company Admin for assistance.



DISCLAIMER

Images in this document are intended to be used as a guide for educational purposes only and they may differ slightly between environments.

CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

In this guide, you'll learn how to:

01 Log in to the Somos Hub — Page 4

02 Add Resp Org Change Contacts — Page 6

03 Manage Resp Org Change Contacts — Page 13

CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

Log in to the Somos Hub

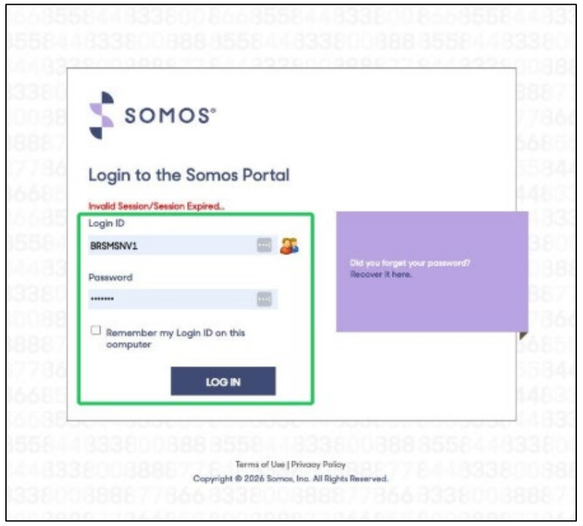
SOMOS®

Log In

SOMOS PORTAL

portal.somos.com

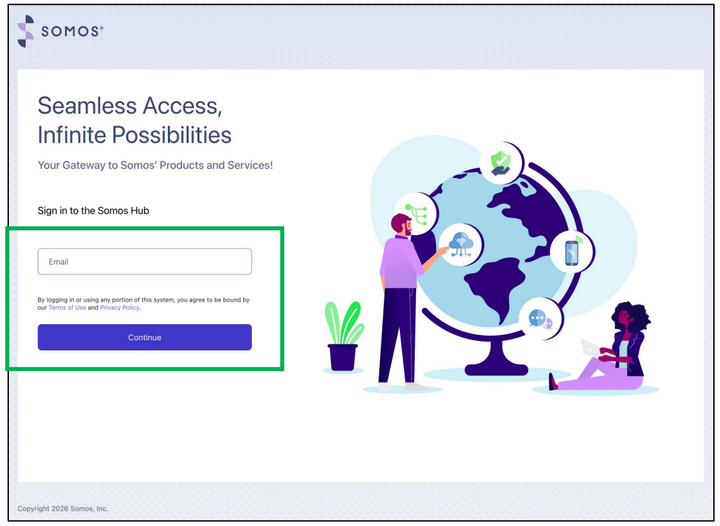
1. Visit portal.somos.com to log in
2. Enter your Login ID and Password
3. Click the LOG IN button



SOMOS HUB

hub.somos.com

1. Visit hub.somos.com to log in
2. Enter your Email Address and Password
3. Click the Continue button



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®



Add Resp Org Change Contact

You must have User Management role in your User Profile within the Somos Hub to proceed with these steps. Please reach out to your Company Admin for assistance.

Users in a Pending status have been sent an invitation email and will be required to sign into the Somos Hub.

Users in an Active status have signed in at least once into the Somos Hub.

SOMOS®

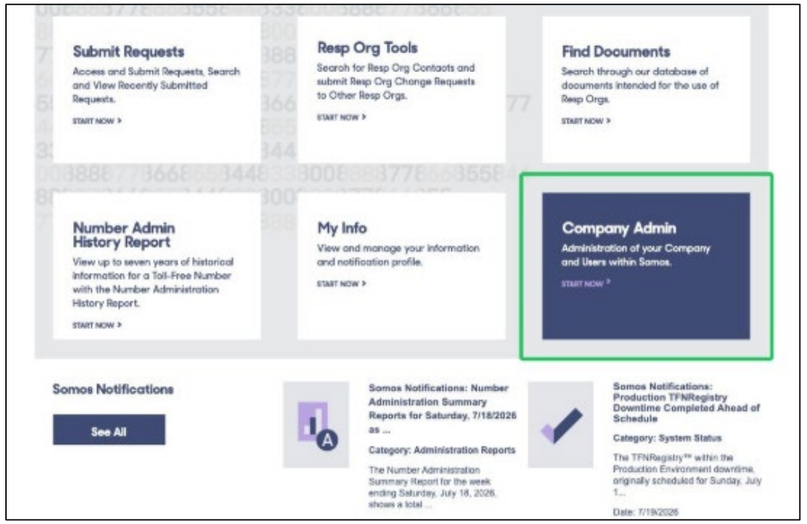
STEP 1

Accessing Contacts

SOMOS PORTAL

portal.somos.com

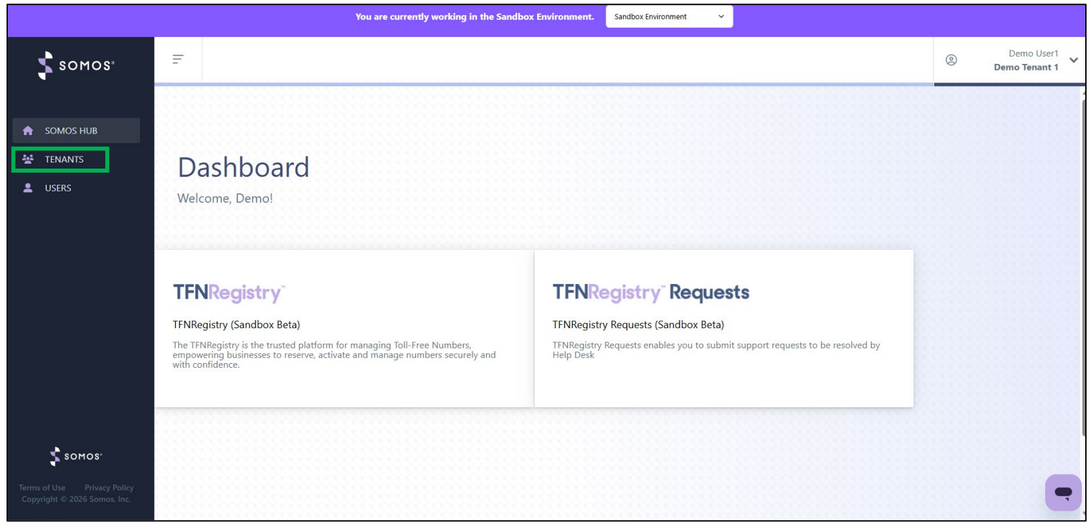
1. Home page
2. Click Company Admin



SOMOS HUB

hub.somos.com

1. Dashboard page
2. Click TENANTS



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

STEP 2

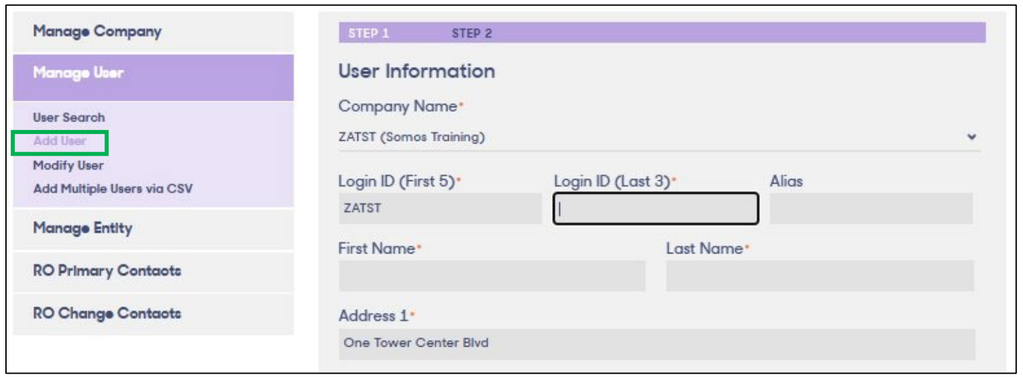
Add Contact

SOMOS PORTAL

portal.somos.com

1 Click Add User

> **NOTE** If the user already exists, proceed to step 6 in this document

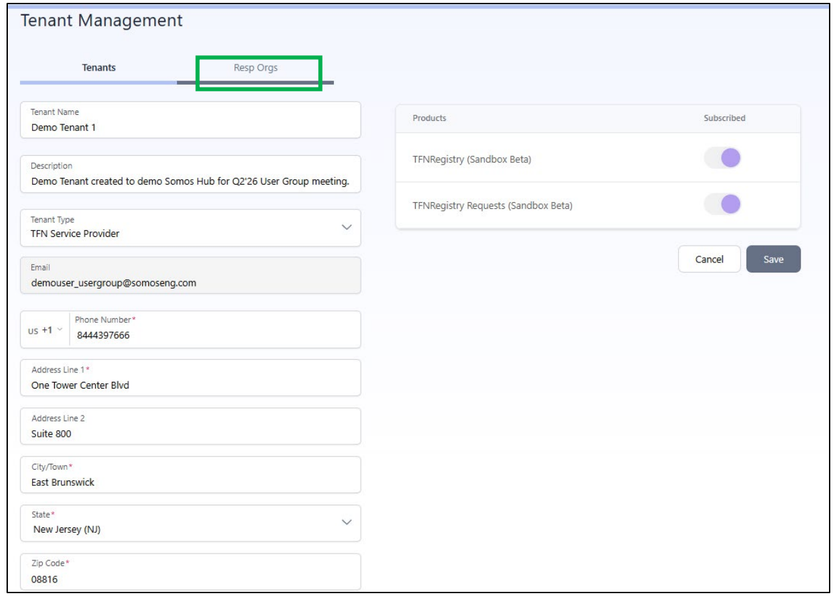


SOMOS HUB

hub.somos.com

1 Tenant Management page

2 Click Resp Orgs tab



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

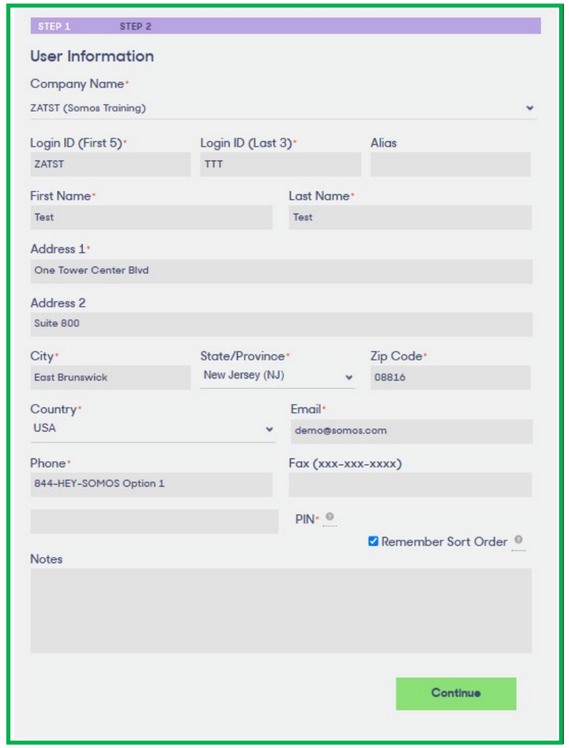
STEP 3

Add Contact Continued

SOMOS PORTAL

portal.somos.com

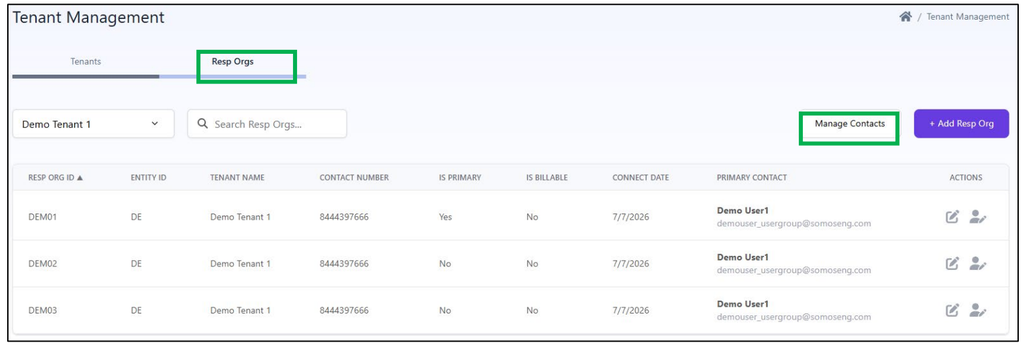
1. Complete all required fields
2. Click the Continue button to proceed with the remaining steps 4-6 as needed



SOMOS HUB

hub.somos.com

1. Tenant Management page, Resp Orgs tab
2. Click Manage Contacts button



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

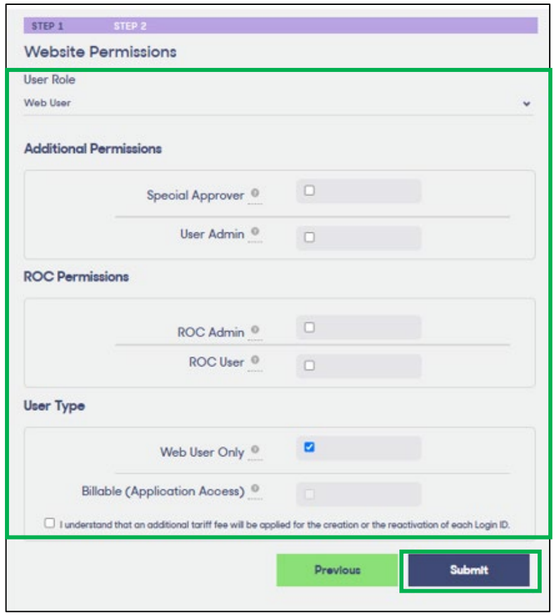
STEP 4

Add Contact Continued

SOMOS PORTAL

portal.somos.com

1. Complete all required fields as prompted
2. Click Submit button



SOMOS HUB

hub.somos.com

1. Manage Contacts
2. Click Add Contact button



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

STEP 5

Add Contact Continued

SOMOS PORTAL

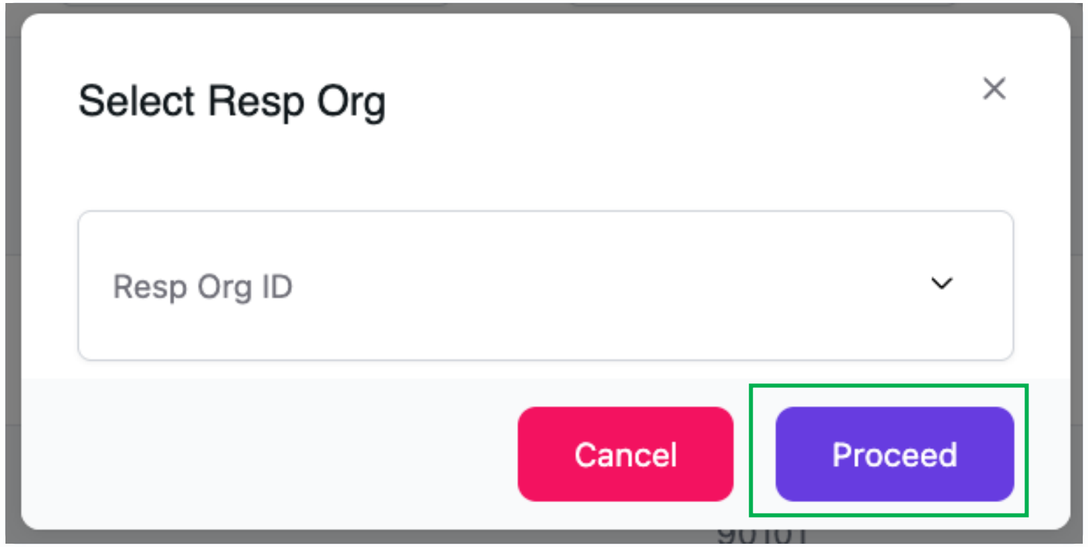
portal.somos.com

1. Proceed to next page

SOMOS HUB

hub.somos.com

1. Select Resp Org
2. Click Proceed button



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

STEP 6

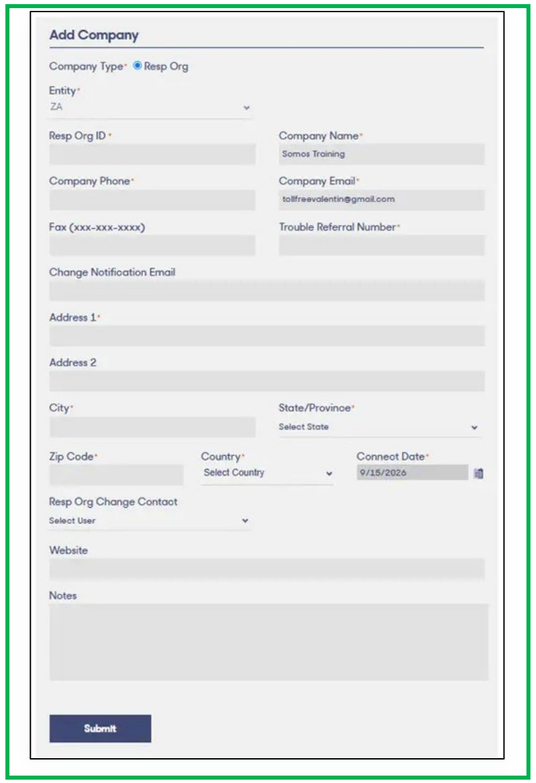
Resp Org Change Contact

Request for a new Resp Org ID will be submitted to the Somos Help Desk for processing.

SOMOS PORTAL

portal.somos.com

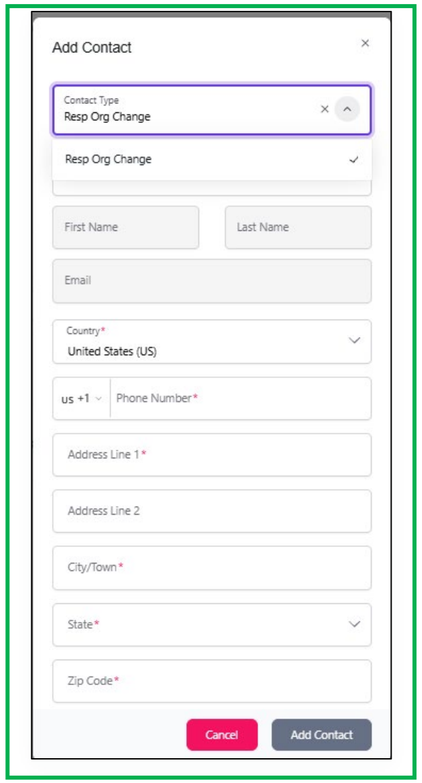
1. Manage Company menu, Add Company sub-menu
2. Complete all required fields
3. Click the recently added user in the Resp Org Change Contact drop down
4. Click Submit button



SOMOS HUB

hub.somos.com

1. Select Contact Type
2. Complete all required fields
3. Click Add Contact button



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®



Manage Resp Org Change Contacts

You must have User Management role in your User Profile within the Somos Hub to proceed with these steps. Please reach out to your Company Admin for assistance.

Users in a Pending status have been sent an invitation email and will be required to sign into the Somos Hub.

Users in an Active status have signed in at least once into the Somos Hub.

SOMOS®

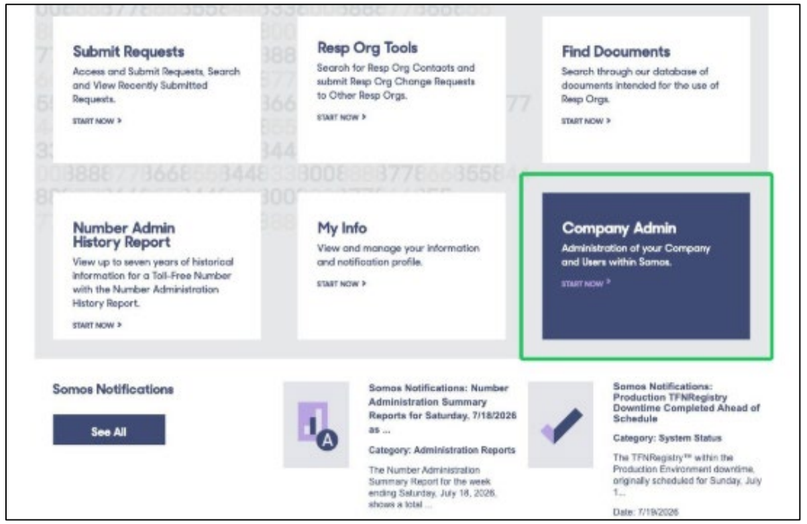
STEP 1

Accessing Contacts

SOMOS PORTAL

portal.somos.com

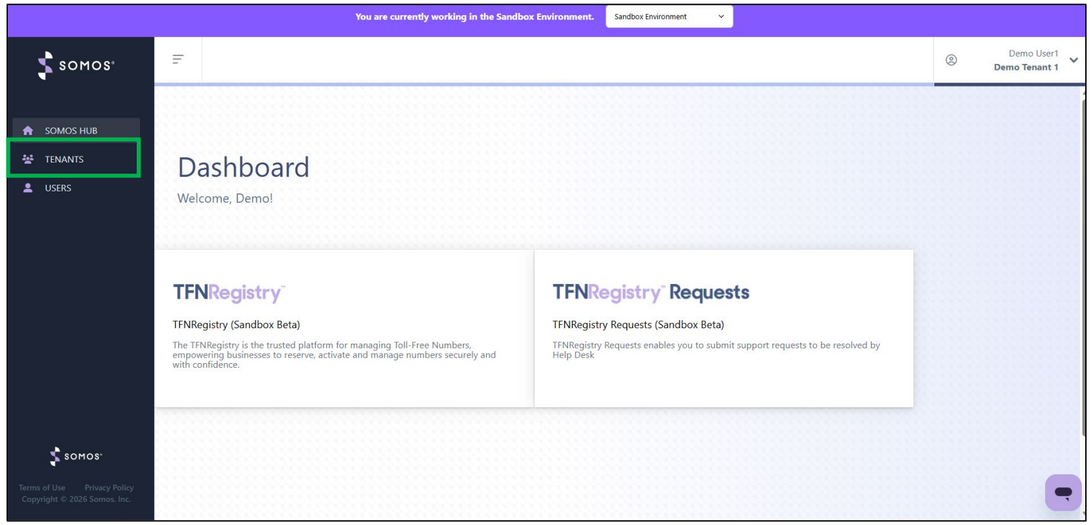
1. Home page
2. Click Company Admin



SOMOS HUB

hub.somos.com

1. Dashboard page
2. Click TENANTS



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

STEP 2

Accessing Resp Org Change Contact

SOMOS PORTAL

portal.somos.com

NOTE The user's Login ID must be created before modifying a Resp Org Contact for an existing Resp Org ID

1. If you need to add a Login ID for a Resp Org Change Contact, review steps 2 - 4 above under the Add Resp Org Change Contact section

2. If you know the user's Login ID, proceed with the remaining steps

SOMOS HUB

hub.somos.com

No equivalent step in the Somos Hub.
Please proceed to next page.

CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

STEP 3

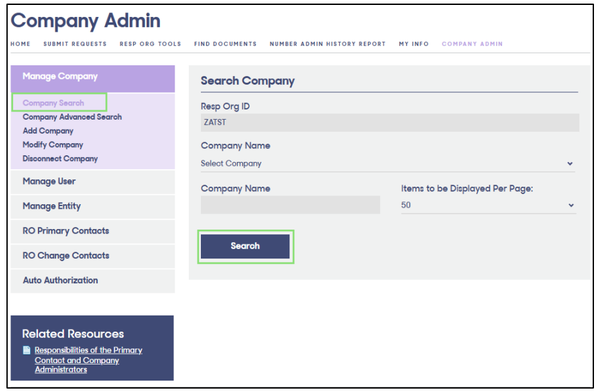
Accessing Resp Org Change Contact Continued

SOMOS PORTAL

portal.somos.com

NOTE If you know the Resp Org ID you want to edit, you can skip this step

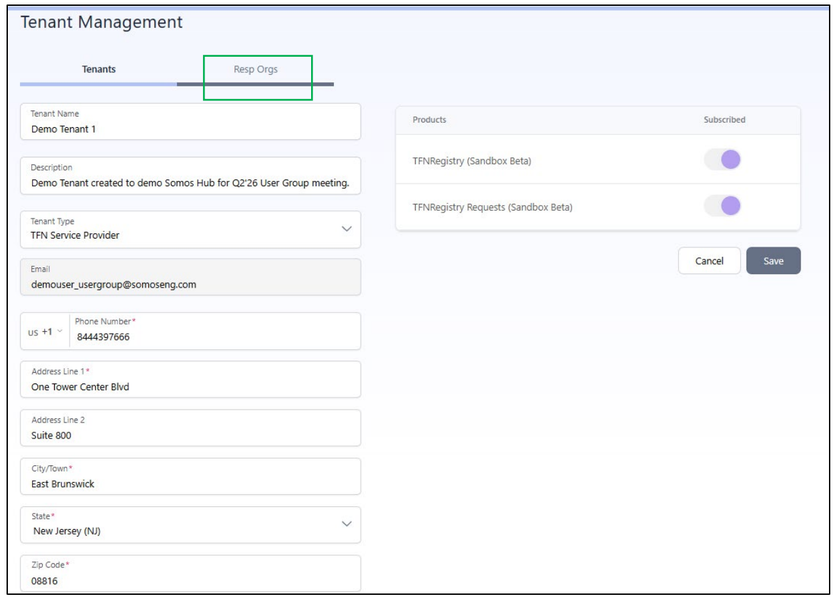
1. Click Manage Company
2. Click Company Search or Company Advanced Search
3. Enter information and click Search button



SOMOS HUB

hub.somos.com

1. Tenant Management page
2. Click Resp Orgs tab



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

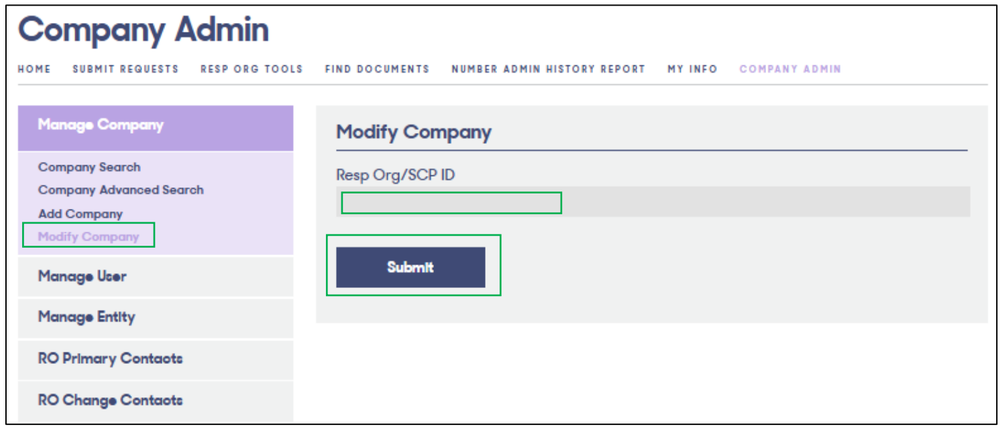
STEP 4

Retrieving Resp Org Change Contact

SOMOS PORTAL

portal.somos.com

1. Click Manage Company and then click Modify Company
2. Enter the desired Resp Org ID
3. Click Submit



SOMOS HUB

hub.somos.com

1. Tenant Management page, Resp Orgs tab
2. Click Manage Contacts button



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

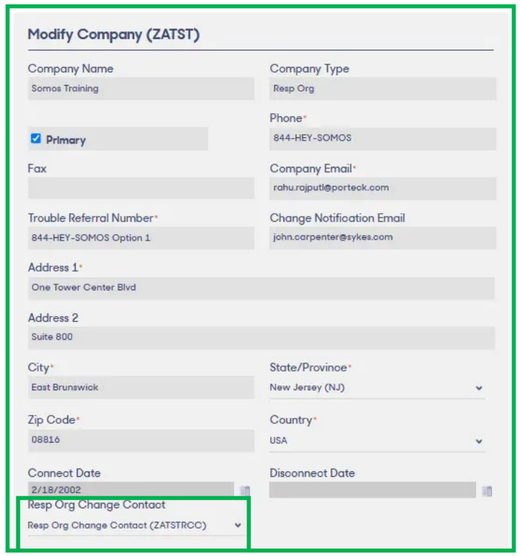
STEP 5

Edit Primary Contact

SOMOS PORTAL

portal.somos.com

1. Modify all required fields as needed
2. Click the user in the Resp Org Change Contact drop down
3. Scroll down and click Submit button



SOMOS HUB

hub.somos.com

1. Resp Org Contacts page
2. Click Edit icon for the Primary Contact



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

STEP 6

Submit Update

Request to update a contact will be submitted to the Somos Help Desk for processing.

SOMOS PORTAL

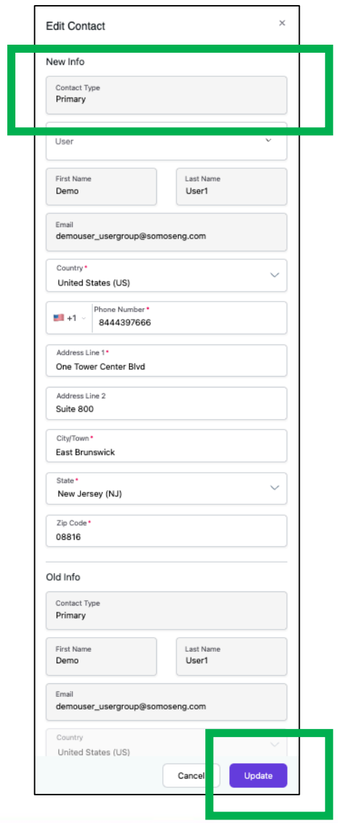
portal.somos.com

No equivalent step in the Somos Portal

SOMOS HUB

hub.somos.com

1. On the Edit Contact page
2. In User, select new user to be the Primary Contact
3. Click Update button



CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

SOMOS®

Key Terms

SOMOS®

Key Terms

SOMOS PORTAL	SOMOS HUB	DEFINITION
Resp Org	Resp Org	A Responsible Organization (Resp Org) associated with TFNRegistry services and the Tenant.
Role	Role	A named set of permissions for Somos Hub or a subscribed product.
Resp Org ID	Scope	The Resp Org ID(s) on whose behalf a TFNRegistry related role may act.
Company	Tenant	Your Resp Org's account with Somos, including shared product subscriptions and organization data.
Company	Home Tenant	The Tenant to which your user account belongs.
Company	Current Tenant	The Tenant whose data you are currently viewing and managing which may be another Resp Org if Acting As permissions have been established.

CONFIDENTIAL & PROPRIETARY INFORMATION OF SOMOS, INC.

Need additional support?

EMAIL

beta@somos.com

PHONE

844.HEY.SOMOS

SOMOS®