Cox Business Security Solutions
Managing the System Portal and Users via MyAccount
Quick Reference Guide

This guide instructs you on how to manage your Cox Business Security Solutions (CBSS) system and set up Security users through the MyAccount portal.

The following topics are covered:

- How to Login to the MyAccount portal
- How to Add Emergency Contacts and Alarm Permit Information
- How to add a new Security user
- How to Access other Security Functions
- Where to add the Alarm Permit number and expiration date
- How to Edit a Security User or Revoke Permissions
- How to Login to the Security System
- Types of Security Users
- How to Access Security Solutions Technical Support

How to Log into the MyAccount Portal

The Cox Business MyAccount portal provides tools to help you set up and self-manage your Cox Business account.

Important: First-time visitors to MyAccount will need to register. Refer to the MyAccount Portal User Guide for instructions.

1. If you have already registered, enter myaccount.coxbusiness.com in the web browser.
2. Enter your MyAccount User ID and Password and click the Sign In button.
3. Scroll to the My Services panel and click the Security Solutions tab.
   Result: You will see three Security Solutions Product icons. See Figure 1.
How to Access Security Functions

Refer to the table below for instructions on how to access different Security functions.

<table>
<thead>
<tr>
<th>Click this icon...</th>
<th>To...</th>
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<tbody>
<tr>
<td>Access the Security web portal.</td>
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- Add or edit individuals you want the Central Monitoring Station to call before and (optional) after dispatching the police.
- Enter your Alarm Permit Registration number and expiration date.

How to Login to the Security System

Click the Security System Login icon to manage the alarm system, view information about events, review video, and more.

1. Log into MyAccount.
2. Click the Security System Login icon. (Note: For details about how to navigate the Portal, refer to the Security System Portal Quick Reference Guide in your Welcome kit.)
How to Add Emergency Contacts and Alarm Permit Information

As part of the set-up process, you will need to:

- Define individuals you want the Central Monitoring Agency to contact before the police are called and, if you choose, after the police are called when an alarm is triggered.
- Add your Alarm Permit Registration number and expiration date, if required by your local police department.
- View and print your Alarm Monitoring Certificate.

Figure 3. Emergency Contacts screen

Follow these instructions to enter emergency contacts and document your Permit Information.

1. Log into MyAccount.
2. Click the Emergency Contact and Permit Information icon.
3. Populate the fields as is shown in Figure 3.
4. Click the Save button.

Types of Security Users

Access to the security system web portal is managed through MyAccount. An individual user’s account access and permissions may be unique to each Cox Business account associated to your MyAccount profile.

There are three types of Security users. Refer to the table below for a description of each.

<table>
<thead>
<tr>
<th>User Type</th>
<th>Description</th>
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| Security Profile Owner (SPO) | • Owns and manages the Cox Business account  
                              | • Can add Security Profile Administrators (SPAs) to manage the account  
                              | • There is only one (1) SPO per account  
                              | • Will be added by the Cox Business Order Management team               |
| Security Profile Administrator (SPA) | • Manages MyAccount portal  
                                      | • Has full profile administrative permissions  
                                      | • Adds End Users  
                                      | • Assigns permissions to users based on their roles and responsibilities  
                                      | • Manages MyAccount portal                                                 |
| End User                   | Has selected administrative permissions as assigned by the SPA.              |
1. Log into MyAccount.
2. Expand the Administration icon and click the **Manage Security Permissions** icon.
3. Click the **Add a New Security User** button and populate the fields on the Add New Security User screen.
4. Click the radio button to select the user type; e.g., **Administrator** or **End User**.
5. Click the radio button to select the **Permission Level** for the user.
6. Click the **Save** button.
How to Edit a Security User or Revoke Permissions

Figure 6. Edit User screen

Follow these instructions to edit a user.

1. Repeat steps 1-2 in the “How to Add a New Security User” section to edit a user or revoke permissions.

2. From the “Manage Security Permissions” screen, click the Edit link to the right of the person you want to modify or revoke permissions. See Figure 4.

3. The “Edit User Security” screen (above) enables you to change any of the fields in the Edit User Security section. You may also change User Permissions, the Permission Level, or Revoke [the user’s] Security Permission. **(Note: If you Revoke Security Permissions, the user will no longer be able to access the security services portal or the mobile app for any locations to which they are associated.)**

4. Click the Save button.

How to Access Security Solutions Technical Support

For help with technical issues, call 1-844-601-5890. To access Online Help, visit www.cox.com/business/support/security-solutions.html.

Customers who have the Cox Business Panel Partitioning product may access the User Guide for information and support.

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