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Overview

The Cox Business Managed WiFi portal ("Portal") is an online, secure gateway that is designed for Managed WiFi customers to configure the Internet experience for their guests and private users.

At a high level, the Portal enables customers to:

• Design their WiFi splash pages (e.g., photo/image, logo, password, and text)
• Manage network names (SSIDs)
• Analyze statistics about their Internet, such as the number of Internet users, sessions, and bandwidth consumed during specific timeframes

**Note:** Portal users are assigned permissions based on their individual roles and responsibilities.

System Requirements

The Managed WiFi portal runs on the following device types, operating system(s), browsers, and software versions.

<table>
<thead>
<tr>
<th><strong>Device Type</strong></th>
<th><strong>Operating System</strong></th>
<th><strong>Browser Type/Version</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop/Laptop</td>
<td>Mac</td>
<td>• Yosemite</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sierra</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• High Sierra</td>
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<td></td>
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<td>• El Capitan</td>
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<td></td>
<td></td>
<td>• Mountain Lion</td>
</tr>
<tr>
<td></td>
<td>Windows</td>
<td>• Windows XP and above</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Windows 7</td>
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<tr>
<td></td>
<td></td>
<td>• Windows 8</td>
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<tr>
<td></td>
<td></td>
<td>• Windows 8.1</td>
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<tr>
<td></td>
<td></td>
<td>• Windows 10</td>
</tr>
<tr>
<td>Mobile/Tablet</td>
<td>Apple</td>
<td>v7 and above</td>
</tr>
<tr>
<td></td>
<td>Android</td>
<td>v5 and above</td>
</tr>
<tr>
<td></td>
<td>Kindle Fire</td>
<td>v5.0 and above</td>
</tr>
<tr>
<td>Browsers</td>
<td>IE</td>
<td>v10 and above</td>
</tr>
<tr>
<td></td>
<td>Chrome</td>
<td>v17 and above</td>
</tr>
<tr>
<td></td>
<td>Firefox</td>
<td>v10 and above</td>
</tr>
<tr>
<td></td>
<td>Safari</td>
<td>v5.1.7 and above</td>
</tr>
<tr>
<td></td>
<td>Safari Windows</td>
<td>v5.1.7 and above</td>
</tr>
<tr>
<td></td>
<td>Silk Browser</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Android Mobile/Tablet</td>
<td></td>
</tr>
</tbody>
</table>
Accessing the Portal

Managed WiFi users can access the portal from MyAccount; however, first time users must activate their account to enter the portal. Instructions on how to activate a Portal account are provided in the Activating a WiFi Portal Account section.

Use the following instructions to login to MyAccount and access the Portal.

1. Enter coxbusiness.com in your web browser.
2. Click to expand the Sign in MyAccount drop down menu. (See Figure 1.)
   **Result:** The MyAccount Sign In screen appears. (See Figure 2.)

**Figure 1. Cox Business MyAccount Access screen**

3. Enter your **User ID** and **Password**. (Note: The User ID is your email address. If you forget your password, click the Forgot Password link to obtain a temporary password to login.)
   **Result:** The MyAccount Welcome page appears.

**Figure 2. MyAccount Sign in drop-down**
4. Proceed to the next section.
Activating a WiFi Portal Account

The first time you attempt to enter the Managed WiFi Portal, you will be asked to activate your account.

**Figure 4. Managed WiFi Portal Sign In**

![Managed WiFi Portal Sign In](image)

Use the following instructions to activate a WiFi Portal account.

1. Navigate to the MyAccount home page and click the Managed WiFi Administration thumbnail. (See 0)
   **Result:** The Managed WiFi Portal Sign In dialog box appears.

2. Click the First Time User? Click here to Activate your Account link.
   **Result:** An Activate Account screen appears.

3. Enter your Business ID or Customer Account number, included in your Welcome Kit, and click the Sign In button.
   **Result:** An email will be sent with the subject line, “Cox Business Managed WiFi Portal Activation.” *(Note: The type of email you receive is related to your user status, “Business Owner” or “Property Manager.”)* (See Figure 5.)
4. Click the here link in the email.

Result: The Activate Account dialog appears. (See Figure 6.)
Figure 6. **Activate Account dialog**

5. Enter the **Customer Account #** that was provided in the Welcome email and click the **Sign In** button.
   **Result:** The **Cox Managed WiFi Portal Activation Verification** dialog appears.

Figure 7. **Cox Managed WiFi Portal Activation Verification dialog**

6. Populate the fields and click the **I Accept the terms of use** checkbox.
7. Click the **Activate Account** button.
   **Result:** An activation confirmation message appears.
8. Click the URL.
   Result: The Cox Business Sign In screen appears.

9. Enter the **User ID** and **Password** that you just created.
   Result: The Manage Your Location screen appears if you are a **Customer Master Admin**. (See Figure 14). If you are a **Customer Property Owner**, the View and Manage Properties screen appears. (Note: If you forget your User ID or Password, follow the steps in the *Using* Passwords section on page 42.)
Managing Property Admins and Accounts

Adding a Property Admin

Use the following steps to add property admin.

1. Login to MyAccount, click the Internet tab and Managed WiFi Administration icon.
   Result: The Managed WiFi Portal Sign In dialog box appears.
2. Enter your Portal login credentials and click the Sign In button.
   Result: The View and Manage Properties screen appears.
3. Scroll down the page to the table and click the Edit button under the Assigned Admin column.
   Result: The Assign Admin dialog box appears.
4. Click the Confirm button.
   Result: The Assign Property Admin screen appears.
5. Populate the Admin’s First Name/Last Name, Admin Email and Phone Number; the click the Assign button.
   Result: The Assign User dialog box appears.
6. Click the Confirm button.
   Result: A message appears that the “Property Admin Account assignment is successful.”

Figure 10. Assign Property Admin screen
Editing an Account

Cox Tier 1 Support is responsible for editing Account Information, but there are other areas that an admin can change. (See Figure 11.)

Use the following steps to modify an existing location’s information and QoS profiles.

1. Login to the Managed WiFi portal.
   **Result:** The View and Manage Properties screen appears.

2. Search/select the account you want to modify.
   **Result:** The account appears. (See Figure 11.)

**Figure 11. View and Manage Properties screen**

3. Scroll to the table at the bottom of the screen and click the Edit button.
   **Result:** The Account Edit dialog box appears.

4. Click the Confirm button.
   **Result:** The Edit Business ID Profile screen appears. (See Figure 12.)
5. Scroll to the table at the bottom of the screen and click the **Edit** button under the Edit heading.
   **Result**: The Account Edit dialog box appears.

6. Click the **Confirm** button.
   **Result**: The View and Manage Properties / Edit SMB Account screen appears.
7. Scroll to the Location Info section and modify the desired fields (See Figure 13.)
8. Make changes to any of the fields in the Location Info section.
9. Scroll to the Assign Quality of Service (QoS) Profiles and edit the desired fields.
10. Click the Update Location & Save button and click the Confirm button.
    **Result:** The modifications are saved.
**How to Set a Default Account**

A Business ID Admin with a single location can check the “Default” checkbox, and the next time a user logs in with their Business ID credentials, they are redirected to the Property Admin interface, which bypasses the Business ID Admin page. To return to the Business ID Admin page, click the “Back to Business ID” link in the My Profile drop-down.

**Figure 14. Default Account**

![Default Account Image](image)

Use the following steps to set an account to a “Default” status.

1. Login to MyAccount, click the Internet tab and Managed WiFi Administration icon.
   
   **Result:** The Managed WiFi Portal Sign In dialog box appears.

2. Enter your Portal login credentials and click the Sign In button.

   **Result:** The View and Manage Properties screen appears.

3. From the Property ID table, check the Default Account box next to the property you want to be the default. (See Figure 14.)

   **Result:** The selected account becomes the Default.
Managing the WiFi Portal Dashboard

When a user logs in to the Portal, the Dashboard page appears and displays four tabs: Guest WiFi, Private WiFi, Configuration, and Support & Resources.

Figure 15. WiFi Portal tabs

Understanding the Dashboard

After the activation process is complete and the user logs in, they will see the WiFi Network Information link under the Dashboard tab.

WiFi Network Information

The information on the Network-at-a-Glance tab is informational and is intended to provide an informal summary of the health of the Managed WiFi network. It reflects near-real-time information, but actual status information may be delayed by Internet traffic congestion and latency. Session, port usage, and client data may not reflect real-time observations.

Figure 16. WiFi Network Information link

Use the following steps to see a summary of the health of the network.

1. Login to MyAccount, click the Internet tab and Managed WiFi Administration icon.
   Result: The Managed WiFi Portal Sign In dialog box appears.

2. Enter your Portal login credentials and click the Sign In button.
   Result: The View and Manage Properties screen appears.

3. Hover the cursor over the Dashboard link in the top toolbar and click the WiFi Network Information link.
   Result: An image of the health status for the components of the WiFi network appears. (See Figure 17.)
Figure 17. **Network-at-a-Glance image (sample)**

Note: Figure 17 depicts the health of the Internet, router, switches and one access point are functioning well, while the two other access points are down (red).

4. Click the **Sessions** link to view highlights and details of the network. (See Figure 18.)
WiFi Network Sessions

WiFi Network Information provides a summary of: **Unique Clients** (number of different users on the network), **Total KB** (the amount of kilobytes used in a given timeframe), **Most Popular OS** (the operating system that is used most frequently), and the amount of **Total Sessions** registered on the network. The view can be customized to show data for time ranges: 24 hours, 7 days, 30 days, and 12 months. The charts and graphs below display specific session details.

- **Active Sessions** displays the total active sessions currently using the WiFi network in 15-second intervals.
- **Historical Sessions** shows the sessions from the last hour, 24 hours, 7 days, 30 days, and 12 months.
- **Bandwidth** displays the number of concurrent users using the network simultaneously in bits per second (bps) during the last hour, 24 hours, 7 days, 30 days, and last 12 months.
- **Operating System (OS) Type** displays the total sessions by OS type used on the WiFi network during the last hour, 24 hours, 7 days, 30 days, and 12 months.

**Figure 18. WiFi Network Information**
WiFi Network Top Applications

The Top Allocations (by Client) graph indicates the types of activities your WiFi visitors do on your network; download and stream videos, etc. The Top Applications By Traffic graph displays websites they visit; e.g., Facebook, LinkedIn, etc. that your WiFi users visit based on time ranges.

Figure 19. Top Applications
Configuring the Guest WiFi

*Networks*

**Introduction**

This section instructs you on how to configure the network for your Guests' WiFi experience. The Manage Guest Network screen describes the steps to follow and the purpose of each.

**Step 1.** Configure your SSID and review your bandwidth allocation.

**Step 2.** If you would like to limit access to your Guest WiFi network, you may set a passcode that your guests must provide when connecting to your network.

**Step 3.** Choose a splash page by clicking *Splash Page* under the Guest WiFi menu. You can create a Click & Connect or Passcode-based splash page using one of our templates.

**Step 4.** Manage when your Guest WiFi network is available, save power and increase security by turning off the network outside of your business hours. Click the *Power Schedule* link under the Configuration Menu to set the hours for when your customers can connect.

**Figure 20.** *Manage Guest (WiFi) Networks*
SSID (Name)

The service set identifier (SSID) is the name a business wants to use to identify their wireless network. For example, if a guest is in “Joe's Coffee Shop” and wants to connect to the coffee shop’s WiFi, they will need to access the SSID name; e.g., JoesCoffee_2ndSt (as opposed to other SSIDs broadcasting in the area) in the list provided on your device. **Note:** A business can have up to four (4) guest SSIDs.

**Figure 21. Guest WiFi Network SSID Name and SSID Enable**

Use the following steps to make changes to your SSID.

1. Login to MyAccount, click the **Internet** tab and **Managed WiFi Administration** icon.  
   **Result:** The Managed WiFi Portal Sign In dialog box appears.
2. Enter your Portal login credentials and click the **Sign In** button.  
**Result:** The View and Manage Properties screen appears.

3. Hover the cursor over the Guest WiFi menu and click the **Networks** link.

4. Click the **SSID** tab.  
**Result:** The SSID Name screen appears.  

**Figure 22. Configure Guest WiFi / Network SSID name**

- Click the **Current SSID Name** drop-down menu and select network name you want to change.

- Enter the new name of the network in the **New SSID Name** field. (**Note:** Follow the requirements to create the new name.)

- Click the **Update** button.
SSID (Enable)

Use the following steps to Enable/Disable your Guest WiFi.

1. Repeat steps 1-4 for how to make changes to your SSID, shown on the previous page.
2. Scroll to the SSID Enable section.
3. From the Select SSID drop-down menu, choose the SSID for which you want to enable your SSID.
4. Click the Always On radio to identify your network as active in the list of networks in the area.
5. Click the Always Off radio button to identify your network as inactive in the list of networks in the area.
6. Click the Update button.

Landing Page Experience

When your users connect to your SSID and have a successful authentication from your splash page, you can redirect their browser to a Web page you specify, like your company’s website.

If you do not have a preferred landing page, Cox Business will redirect your users to our standard “Thank You” landing page. They can then navigate to the Web page of their choice from either your landing page or Cox Business’s.

Figure 23. Standard “Thank You” landing page

![Standard “Thank You” landing page](image)

Important: Cox Business will set up four SSIDs that can be renamed. For a Guest WiFi experience, the SSIDs will share the bandwidth profile, splash page, and passcode.

The Private WiFi experience does not include a splash page or Bandwidth profile; however, it does include passcode management.

Note: When changes are saved, guests will lose connection and will have to reconnect to the new SSID. In addition, the change can take up to five minutes to update in the platform.
Bandwidth

View the bandwidth profile and manage the duration of active network sessions.

Figure 24. Bandwidth

Use the following steps to modify the Active Session Duration time.

1. Login to MyAccount, click the Internet tab and Managed WiFi Administration icon.  
   Result: The Managed WiFi Portal Sign In dialog box appears.

2. Enter your Portal login credentials and click the Sign In button.  
   Result: The View and Manage Properties screen appears.

3. Hover the cursor over the Guest WiFi menu in the top toolbar and click the Networks link.  

4. Click the Bandwidth link.  
   Result: The Bandwidth Profiles screen appears.

5. From the Active Session Duration drop-down, select the time range you want to keep a session active before the user needs to re-login to the Internet. The options are: 1 hour, 4 hours, 24 hours, 7 days, 14 days, 30 days, and 90 days. However, when you are logged into an account, you can stay logged in up to one (1) year.

6. Choose one and click the Update link.
**Passcode**

If you want to restrict access to your Guest WiFi Network, navigate to the Passcode screen and select the method you want to use to configure the passcode. You have two options:

- **Manual Passcode** allows you to set a passcode that does not change and is valid until you replace it with a new one.
- **Automated Passcode** allows the system to generate and deliver a new and unique passcode on a predefined schedule.
- **Update Automated Passcode Delivery Email** allows you to modify the email address used for Automated Passcode delivery.

**Figure 25. Passcode (Manual Setup)**

**Manual Passcode Setup**

Use the following steps to set a passcode **manually**.

1. Login to MyAccount, click the **Internet** tab and **Managed WiFi Administration** icon. 
   **Result**: The Managed WiFi Portal Sign In dialog box appears.
2. Enter your Portal login credentials and click the **Sign In** button. 
   **Result**: The View and Manage Properties screen appears.
3. Hover the cursor over the **Guest WiFi** menu in the top toolbar and click the **Networks** link. 
   **Result**: The Guest WiFi Setup Guide menu in the top toolbar and click the **Networks** link.
4. Click the **Passcode** link. 
   **Result**: The Setting Passcodes screen appears.
5. Click the **ON** button to the right of the **Manual Passcode** field. 
   **Result**: A Manual Passcode dialog box appears.
6. Click the **Confirm** button.
7. Populate the **Passcode Prefix** field.
8. Click the **Set Manual Passcode** button. 
   **Result**: A confirmation message states that the Manual Passcode has been set.
Automated Passcode Setup
Automated passcodes enable the system to generate a new, unique passcode on a predefined scheduled.

Figure 26. Passcode (Automated Setup)

Use the following steps to configure an automated passcode. (Note: An automated passcode can be up to 32 characters and only needs to be setup once.)

1. Repeat the steps for Manual Passcode Setup.
2. Click the ON button to the right of Automated Passcode Option. 
   Result: A confirmation message appears at the top of the screen.
3. Populate the fields accordingly.
4. Click the Set Automated Passcode button.
   Result: A confirmation message displays that the Automated Passcode has been set. (Important: The business admin will receive an email from Cox Business that provides the new passcode to use. See Figure 27.)
Figure 27. **Cox Business Managed WiFi Automated Passcode**

![Cox Business Managed WiFi Automated Passcode Image]

Your Cox Business Managed WiFi Automated Passcode

Dear Valued Cox Business Customer,

Below please see your system generated Automated Passcode for USI Justice School (Account Number: 236300159801)

Automated Passcode: testthisUaO

This passcode is valid from 03/07/2011 06:10 PM until 03/09/2011 06:30 PM

Click [here](https://preprod-mwif.coxbusiness.com/campaign_portal) or paste the below link in the browser to access the Cox Business Managed WiFi portal.

For questions, contact our dedicated 24/7 support team at 877-984-0175 or submit an online ticket through [MyAccount](https://preprod-mwif.coxbusiness.com/campaign_portal).

Thank you,

Cox Business

Privacy Policy © 2017 Cox Communications, Inc. All rights reserved.

This email was sent by:
Cox Communications, Inc.
6205 Peachtree Dunwoody Road
Atlanta, GA 30328
Update Automated Passcode Delivery Email

Use the following steps to update or add an email address that designates who should receive the Cox Business WiFi Passcode email.

Update Email

**Figure 28. Update Automated Passcode Delivery Email**

Use the following steps to update or add an email address for the Passcode Delivery email.

1. Repeat the steps for *Manual Passcode Setup*.
2. Scroll to the **Update Automated Passcode Delivery Email** section. (See Figure 28.)
3. Enter a new email address and reconfirm the address in the corresponding fields.
4. Click the **Update Primary Email** button, **Result**: A confirmation dialog box appears.
5. Click the **Confirm** button. **Result**: The modified passcode is set.

Add Email

1. Repeat the steps for *Manual Passcode Setup*.
2. Scroll to the Update Automated Passcode Delivery Email section.
3. Click the **Add Secondary Email** button. (Important: The New email address field must be populated before this button is enabled.) **Result**: A Secondary Email dialog box appears.
4. Click the **Confirm** button. **Result**: A message appears at the top of the screen stating that the Secondary Email addition is successful.

**Note**: You can add up to five (5) secondary email addresses, all of which will receive emails regarding the account passcodes.
Configuring the Splash Page

The splash page is the look and layout of information that your guests see when they access the WiFi login page. The WiFi portal enables you to create and manage the design for your splash page as you prefer.

Figure 29. Splash Page overview

Splash Page Creator

Several elements of the splash page are customizable*, including text and photo options. You can provide your own photos and logos to give your page a strong brand identity and a welcome message for your guests, or Cox can provide default text and stock photo options.

Note: Cox Business offers five page design templates. They are: Modern Horizontal, Modern Vertical, Block, Standard, and Photo. You have the option to create a tent card and place throughout your business.

Use the following steps to create your business’s splash page.

1. Login to MyAccount, click the Internet tab and Managed WiFi Administration icon.
   Result: The Managed WiFi Portal Sign In dialog box appears.

2. Enter your Portal login credentials and click the Sign In button.
   Result: The View and Manage Properties screen appears.

3. Hover the cursor over the Guest WiFi menu in the top toolbar and click the Splash Page link.
   Result: The Splash Page Creator screen appears.

4. Click the Create link.

5. Populate the fields in Step 1. (See 0.) (Important: The Template Name field offers six types of template types: Block, Standard, Modern Horizontal, Photo Only, and Modern Vertical. Refer to the Appendix for examples of each.)
Figure 30. **Splash Page Creator – Step 1**

**Step 1:** Customize your Guest WiFi Network Portal by giving your splash page a name, selecting your location and choosing a template. You can either choose the "Click & Connect" or "Passcode Authentication" option for each template.

- **Splash Page Name:**
- **Group Tag / Location:** Select Group Tag
- **Language:** English
- **Browser Title:** Welcome to Guest WiFi Access
- **Loading Text:** Loading
- **Redirect Type:** Select Redirect Type
- **Template Name:** COX - Block template
- **Registration Type:** Passcode Authentication

Note: If Passcode Authentication is selected, please validate your current passcode generation method or change it as desired. It is currently set to the following: Manual Passcode.
Use the following steps to create your business’s splash page.

1. **Login to MyAccount, click the Internet tab and Managed WiFi Administration icon.**  
   **Result:** The Managed WiFi Portal Sign In dialog box appears.

2. **Enter your Portal login credentials and click the Sign In button.**  
   **Result:** The View and Manage Properties screen appears.

3. **Hover the cursor over the Guest WiFi menu in the top toolbar and click the Splash Page link.**  
   **Result:** The Splash Page Creator screen appears.

4. **Click the Create link.**

5. **Populate the fields in Step 2. (See 0.)**

   **IMPORTANT:** We recommend that you use an online process to size your image so that it meets the size restrictions.
Managing the Splash Page

The Manage Splash Page allows you to turn on/off, edit, and remove the splash page image for a specific customer account.

Figure 32. Manage Splash Page

Use the following steps to manage your splash page.

1. Repeat steps 1-3 in the Splash Page Creator section.
2. Click the Manage link. **Result:** The Manage (Splash Page) screen appears.
3. Locate the splash page you want to set.
4. Click the On/Off button to enable/disable the splash page status.
5. Click the Edit link to modify the splash page. **Result:** A Manage Splash Page dialog box appears.
6. Click the Confirm button. **Result:** The Splash Page Creator screen appears.
7. Repeat Steps in Figure 31
8. Splash Page Creator – Step 1 and Figure 31 Splash Page Creator – Step 2.
9. Click the **Update** button.
**Previewing the Splash Page**

When you have configured your splash page, you can preview what the page will look like on an Android or iPhone mobile phone, and tablet. (*Note: Click the Generate URL link to preview the page on a laptop.)*

![Figure 33. Splash Page Preview](image)

Use the following steps to preview your splash page on different devices.

1. Login to MyAccount, click the **Internet** tab and **Managed WiFi Administration** icon.
   **Result:** The Managed WiFi Portal Sign In dialog box appears.

2. Enter your Portal login credentials and click the **Sign In** button.
   **Result:** The View and Manage Properties screen appears.

3. Hover the cursor over the **Guest WiFi** menu in the top toolbar and click the **Splash Page** link.
   **Result:** The **Splash Page Creator** screen appears.

4. Click the **Preview** link.

5. Select the **Splash Page** from the value(s) listed in the drop-down.

6. Select the **Type** of user who will see the page.
7. Click the **Preview** button to view the splash page mock-up on an Android, iPhone, and Tablet.

8. Click the **Generate URL** button to create a URL that can be shared electronically and will allow the recipient to test and view the splash page layout natively on a laptop or other device.

9. Click the **Open URL in new tab** button to launch the splash page on the device and browser you are currently using.
Private WiFi

Private WiFi Network allows you to configure a protected WiFi environment for your employees and business use. The steps to set up a Private WiFi are similar to those of a Guest WiFi.

Manage Private Network

Introduction

The Introduction link displays the steps necessary to configure a Private WiFi network.

Figure 34. Private WiFi Setup Guide

Use the following steps to configure Private WiFi in your business.

1. Login to MyAccount, click the Internet tab and Managed WiFi Administration icon. 
   **Result:** The Managed WiFi Portal Sign In dialog box appears.

2. Enter your Portal login credentials and click the Sign In button. 
   **Result:** The View and Manage Properties screen appears.

3. Hover the cursor over the Private WiFi menu in the top toolbar and click the Networks link. 
   **Result:** The Manage Private Network screen appears.

4. Review the information in the Introduction section to understand the steps necessary to setup Private WiFi.

5. Click the SSID link to configure that component. (See next section for details.)
SSID

Your end users will be able to access your WiFi service by connecting to your network using the Service Set Identifier, or SSID. The SSID is the network name that you want specific users to identify the network and connect.

SSID (Name)

Figure 35. SSID Name / Enable screen

Use the following steps to set up the Private WiFi SSID.

1. Login to MyAccount, click the Internet tab and Managed WiFi Administration icon. **Result:** The Managed WiFi Portal Sign In dialog box appears.

2. Enter your Portal login credentials and click the Sign In button. **Result:** The View and Manage Properties screen appears.
3. Hover the cursor over the Private WiFi menu in the top toolbar and click the Networks link.
   **Result:** The Private WiFi Setup Guide screen appears.

4. Click the SSID link.
   **Result:** The SSID Name screen appears.

5. From the list of Private SSIDs, click to Show or Hide the network name.

6. Select the SSID you want to modify in the Current SSID Name drop-down menu.

7. Enter the new name of the network in the New SSID Name field. **(Note:** Follow the requirements shown below the field to create the new name.)

8. Click the Update button.

**SSID (Enable)**

Use the following steps to Enable/Disable your Guest WiFi.

1. From the SSID screen, scroll to the SSID Enable section.

2. From the Select SSID drop-down menu, choose the SSID you want to enable.

3. Click the Always On radio to identify your network as active in the list of networks in the area.

4. Click the Always Off radio button to identify your network as inactive in the list of networks in the area.

5. Click the Update button.
Authentication

You can login to your private network SSID in two ways: through regular password authentication using WPA2/AES encryption or enterprise authentication using WPA2/AES encryption. (*Note:* Enterprise authentication and AAA are only for large customers who have LDAP server and RADIUS.) To enable enterprise authentication, you must first set up your AAA server.

Figure 36. Authentication screen

Use the following steps to set Private WiFi Authentication.

1. **Login to MyAccount, click the Internet tab and Managed WiFi Administration icon.**
   **Result:** The Managed WiFi Portal Sign In dialog box appears.

2. **Enter your Portal login credentials and click the Sign In button.**
   **Result:** The View and Manage Properties screen appears.

3. **Hover the cursor over the Private WiFi menu in the top toolbar and click the Networks link.**
   **Result:** The Manage Private Network screen appears.

4. **Click the Authentication link.**
   **Result:** The Authentication configuration screen appears.

5. **Select the name of the SSID that you want users to provide authentication for when a user attempts to login.**

6. **Click the Encryption radio button and select the type of encryption: WPA2/AES. Enter the Password for the encryption type. Check the Show password box to display the value. (*Note:* Follow the specifications for passwords.)**

7. **For large-sized businesses only: Before you select the Enterprise from the drop-down menu, click the AAA Set-up to view AAA server settings if configured (this is a read only option).**
AAA Set-up

The Cox Business Private WiFi service supports Remote Authentication Dial-In User Service (RADIUS) is a client/server protocol and software that enables remote users to a dial-in access server.

**IMPORTANT**: The setup of the RADIUS is a customer responsibility and typically coordinated with your IT department. The AAA screen presented in the portal is for information only. You will need to provide Cox support teams with the required information, including the Shared Secret to allow Cox to set the AAA authentication configuration.

**Figure 37. AAA Set-up screen**
Configuring the Power Schedule

The Power Schedule screen enables you to set the time periods in which your employees or users can connect to the WiFi network.

**Tip:** Set the WiFi Power Schedule to be the same as your business hours. This allows your employees and/or guests to access WiFi when you are open and prevents unauthorized individuals from accessing your network outside business hours.

**Note:** When a Power Schedule is turned OFF, it impacts the Guest WiFi SSID and the Private WiFi SSID networks. Your internet access and any devices connected to the to the Managed and Unmanaged Ports will still be operational.

**Managing the Power Schedule**

**Figure 38. SSID Power Schedule (part 1)**

Use the following steps to create a Power Schedule for your business’ WiFi.

1. Login to MyAccount, click the **Internet** tab and **Managed WiFi Administration** icon.  
   **Result:** The Managed WiFi Portal Sign In dialog box appears.

2. Enter your Portal login credentials and click the **Sign In** button.  
   **Result:** The View and Manage Properties screen appears.

3. Click the **Configuration** tab, and then click the **Power Schedule** link.

4. Enter a **Name** for the power schedule in the corresponding field. See Figure 38.
5. From the Power Option column, choose the option you want for the power schedule. You may select Always On, Always Off, or Customized.
   - Always On: the WiFi is on 24/7.
   - Always Off: indicates no WiFi will be available on that day. This means the SSID will not be broadcasted. A benefit to having the schedule set to off is the low power mode which reduces power consumption.
   - Customized can be used when you need to select a specific timeframe for when WiFi is available.

6. (Optional) Use the Customized Power Option panel to change the schedule for every day of the week.

7. Review the configuration and click the Set button.

**Result:** The Schedule will display on the bottom of the screen. **(Note:** You can create multiple schedules, but only one schedule can be ON at any time. You can also turn the schedule on or off, remove the schedule from your business’ profile, and edit the schedule.)

**Tip:** Check the Power Schedule to ensure the WiFi is set to ON when troubleshooting any WiFi issues.
Figure 40. SSID Power Schedule (part 3)

Figure 41. SSID Power Schedule (part 4)
Using Content Filtering

Basic Content Filtering is an optional feature that ensures your WiFi users cannot access websites that are prohibited because of objectionable reputation and/or content.

**Figure 42. Content Filtering screen**

![Content Filtering Screen]

**Note:** Content Filtering can be turned off or on by Cox Business only. Contact your account representative for assistance.

**Important:** Content Filtering functionality will impact both Guest and Private WiFi. In other words, if you activate it for Guest users, it will also be activated for employees.

Users cannot customize a URL or website they want to block. Cox Business does not block YouTube or apps like HBO. However, if the IP address matches a known objectionable site, it is blocked.

The WiFi Portal delivers comprehensive filtering for all aspects of web traffic requests and leverages a managed set of objectionable categories and reputations. User-initiated web requests are categorized; and the Basic Content Filtering use policy is enforced against the requests.

The use policy leverages category information and reputation scores and blocks access to objectionable material accordingly. The category and reputation scores of certain web destinations are derived from the McAfee Global Threat Intelligence system. The McAfee Global Threat Intelligence system is constantly updated to identify and categorize new and continuously evolving web destinations.

**General Content Policy Categories**

- Pornography
- Nudity
- Sexual Materials
- Violence

- Phishing
- Potential Criminal Activities
- Hacking / computer crime
- Potential illegal software

- Profanity
- Provocative attire
- Malicious Sites
- Malicious Downloads
Connecting Wired Devices

Follow the instructions below to configure the switch as needed.

- To physically connect printers, Point of Sale (POS) systems or other Local Area Network (LAN) devices to a business's WiFi network, connect a device to one of the available **Managed Ports** on the switch.

- To physically connect a LAN device with direct access to the Internet, and exclude the device from a business's WiFi network, connect to the Unmanaged Port on the Power Over Ethernet (POE) switch.

- Guest WiFi Package: Both Managed and Unmanaged Ports are disabled with the Guest WiFi Package.

**Figure 43. Switch Ports**

A Public Static IP Address is required for an Unmanaged Port. Enter the IP Address, Gateway, and Network Mask. The Cox Business Field Service Technician will provide this information on the Cox Business WiFi Brochure during initial installation.

**Note**: Devices connected to Managed WiFi Ports will only be able to communicate with other devices that are connected to Managed Ports—and wireless devices that are connected to a WiFi Private SSID #1. You cannot remotely access a device that is connected to a Managed Port from the Internet or outside the firewall.
Using Passwords

Resetting Managed WiFi Portal Password

If you forget your WiFi Portal password, use the following steps to reset.

1. Log in to MyAccount.
2. Click the Managed WiFi Administration link.  
   Result: The Cox Business Sign In screen appears. (See Figure 44.)
3. Click the Forgot User ID or Password? link.  
   Result: The Reset Password dialog appears.

Figure 44. Cox Business Sign In

![Cox Business Sign In]

Figure 45. Reset Password dialog box

![Reset Password dialog box]

4. Enter the Customer Account #, Business ID, Email or User ID in the field and click the Reset button.
5. Check your email for a message titled “Cox Business Managed WiFi Portal Activation Confirmation.” (See Figure 46.)
6. Open the email and click the click here link to change your passcode or copy and paste the full URL in your browser and change it from there.

Figure 46. Password Reset Email
Support and Resources

The Managed WiFi Portal offers two ways to get assistance with questions or issues.

Figure 47. **Support & Resources link on WiFi Portal**

Use the following steps to get support.

1. Login to MyAccount, click the **Internet** tab and **Managed WiFi Administration** icon.
   **Result:** The Managed WiFi Portal Sign In dialog box appears.
2. Enter your Portal login credentials and click the **Sign In** button.
   **Result:** The View and Manage Properties screen appears.
3. Hover the cursor over the **Support & Resources** menu item and click the **FAQ** link.

For additional technical support, call the Cox Business National Support Center for Managed WiFi at 1-877-984-0175.

You can also log a ticket online by signing in to Cox Business **MyAccount** and clicking the Cox Business **Online Ticketing** link or the **Create New Ticket** button. Once you have populated the fields, press the **View Ticket Summary** button to track the status.

Figure 48. **Generate a Ticket**
Appendix

The following image displays the components that make up a splash page. You can customize the sections as you prefer.

The following pages depict types of layouts for splash pages and information on how to configure each.

**Block Template**

Figure 49. Block Template with Passcode Option
Figure 50. **Block Template without Passcode Option**

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1       | **Property Title**  
  • Plain text up to 40 characters **OR**  
  • Images (such as logos) up to 353 pixels wide by 264 pixels high |
| 2       | **Image**  
  • Vertical layout: Image dimensions are 353 pixels wide by 486 pixels high |
| 3       | **Banner**  
  • Default message: “Courtesy Services Provided by”  
  • This text is not editable. See the HTML content section below to add your business name or logo to this statement |
| 4       | **HTML Content**  
  • Image: Dimensions are 360 pixels wide by 64 pixels high **OR**  
  • Text: Text content can be up to 45 characters; the font size will be altered to fit the contents to the section |
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong></td>
<td><strong>Greeting</strong></td>
</tr>
<tr>
<td></td>
<td>• First sentence can be customized; 120-character limit</td>
</tr>
<tr>
<td></td>
<td>• Default message without Passcode: “We are pleased to offer you our free WiFi service to keep you connected while you’re here. Review and agree to the Terms of Use, click SUBMIT and you’ll be on your way.”</td>
</tr>
<tr>
<td></td>
<td>• Default message with Passcode: “We are pleased to offer you our free WiFi service to keep you connected while you’re here. Review and agree to the Terms of Use, enter the passcode and click SUBMIT.”</td>
</tr>
</tbody>
</table>

**Other Customizable Options**

- Color of the Submit button
- Background color
- Color of horizontal line next to the Cox Business logo
- Color of header and footer bar

**Fixed Elements (cannot be customizeds)**

- Terms of Use
- Checkbox to agree to Terms and Conditions
- Need Help link
- Customer support message
- Cox Business logo
Standard Template

Figure 51. **Standard Template with Passcode Option**

![Standard Template with Passcode Option](image)

Figure 52. **Standard Template without Passcode Option**

![Standard Template without Passcode Option](image)
### Appendix

#### Managed WiFi Portal User Guide

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1       | Property Title  
  • Plain text up to 40 characters OR  
  • Images (such as logos) up to 353 pixels wide by 100 pixels high |
| 2       | Image  
  • Only the vertical image may be changed: Image dimensions are 360 pixels wide by 480 pixels high.  
**Note**: The top image cannot be changed. |
| 3       | Greeting  
  • First sentence can be customized; 85-character limit  
  • Default message without Passcode: “We are pleased to offer you our free WiFi service to keep you connected while you’re here. Review and agree to the Terms of Use, click SUBMIT and you’ll be on your way.”  
  • Default message with Passcode: “We are pleased to offer you our free WiFi service to keep you connected while you’re here. Review and agree to the Terms of Use, enter the passcode and click SUBMIT.” |
| 4       | Property Message  
  • Customizable description or message from you to your end users  
  • 350-character limit |

#### Other Customizable Options
- Color of the Submit button
- Color of header and footer bar

#### Fixed Elements (cannot be customized)
- Terms of Use
- Checkbox to agree to Terms and Conditions
- Need Help link
- Customer support message
- Cox Business logo
- Background color
Modern Templates

Modern Templates offer more customizations and options than other styles. See the next page for details.

Figure 53.  **Modern Horizontal Template with Passcode Option**

![Modern Horizontal Template with Passcode Option](image)

Figure 54.  **Modern Vertical Template without Passcode Option**

![Modern Vertical Template without Passcode Option](image)
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1       | Property Title  
- Plain text up to 40 characters OR  
- Images (such as logos) up to 353 pixels wide by 264 pixels high |
| 2       | Image  
- Modern Horizontal layout: Image dimensions are 353 pixels wide by 186 pixels high  
- Modern Vertical layout: Image dimensions are 353 pixels wide by 435 pixels high |
| 3       | Banner  
- Default message: “Courtesy Services Provided by”  
- Add your business name (up to 30 characters long) to this statement |
| 4       | Greeting  
- First sentence can be customized; 85-character limit  
- Default message without Passcode: “We are pleased to offer you our free WiFi service to keep you connected while you’re here. Review and agree to the Terms of Use, click SUBMIT and you’ll be on your way.”  
- Default message with Passcode: “We are pleased to offer you our free WiFi service to keep you connected while you’re here. Review and agree to the Terms of Use, enter the passcode and click SUBMIT.” |

**Other Customizable Options**
- Color of the Submit button  
- Color of courtesy services bar  
- Color of horizontal line next to the Cox Business logo  
- Color of header and footer bar

**Fixed Elements (cannot be customized)**
- Terms of Use  
- Checkbox to agree to Terms and Conditions  
- Need Help link  
- Customer support message  
- Cox Business logo
Photo-Only Template

Figure 55. Photo-Only Template with Passcode Feature

Figure 56. Photo-Only Template without Passcode Feature
## Appendix

### Managed WiFi Portal User Guide

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>Logo</td>
</tr>
<tr>
<td></td>
<td>• Provide a high-resolution logo, 300 dpi or higher</td>
</tr>
<tr>
<td></td>
<td>• Logos should be layered .ai, .psd or .eps files</td>
</tr>
<tr>
<td></td>
<td>• Logos will be used on the splash page and for the printed tent card, so PDF or Web images cannot be used; finished size up to 2.25&quot; wide</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Image</td>
</tr>
<tr>
<td></td>
<td>• Only Horizontal layout: Image dimensions are 900 pixels wide by 410 pixels high</td>
</tr>
<tr>
<td></td>
<td>• Customers must supply their own high resolution photograph</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Customer Support Message</td>
</tr>
<tr>
<td></td>
<td>• Information will include Cox end-user technical support phone number and Cox-assigned property ID</td>
</tr>
<tr>
<td></td>
<td>• This information may not be edited, but it can be removed entirely</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>Property Title</td>
</tr>
<tr>
<td></td>
<td>• Plain text up to 40 characters OR</td>
</tr>
<tr>
<td></td>
<td>• Images up to 258 pixels wide by 80 pixels high*</td>
</tr>
<tr>
<td></td>
<td>• Must be a high-resolution logo with a transparent background, preferably .ai, .eps or .psd files</td>
</tr>
<tr>
<td></td>
<td>• Submit button color can be changed</td>
</tr>
</tbody>
</table>

*Logo submissions should have transparent background

### Fixed Elements (cannot be customized)

- Terms of Use
- Checkbox to agree to Terms and Conditions
- Need Help link
- Cox Business logo

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*End of Document*