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Introduction

The Cox Business MyAccount Portal provides a single web-based dashboard so users can perform multiple transactions as they relate to Voice, Internet, TV, Networking, and Security Solutions.

The purpose of this guide is to instruct administrators on how to navigate through the Portal and perform tasks related to their role.

MyAccount Roles

MyAccount administrators can manage the account overall and users associated to the account.

The table below lists and describes the areas that administrators control.

<table>
<thead>
<tr>
<th>To...</th>
<th>The account administrator can...</th>
</tr>
</thead>
<tbody>
<tr>
<td>(in the Account Administration section)</td>
<td></td>
</tr>
<tr>
<td>Edit Account Alias</td>
<td>Create an additional name for an account that makes it easier to reference. For example, if the Account Name is “Java Cup 2” the account alias could be “Java Cup on 2nd Street.”</td>
</tr>
<tr>
<td>Update Contacts</td>
<td>Create or modify the person(s) responsible for key areas of a business’s account.</td>
</tr>
<tr>
<td>Account Authorization</td>
<td>Configure users who can speak with a Cox service agent about an account’s billing and services.</td>
</tr>
<tr>
<td>[Establish] Settings</td>
<td>Configure users who can speak with a Cox Customer Service agent about an account.</td>
</tr>
<tr>
<td>Manage Account Access</td>
<td>Add or remove the ability for users within an organization to access the account.</td>
</tr>
<tr>
<td>(in the Profile Administration section)</td>
<td></td>
</tr>
<tr>
<td>Add Account</td>
<td>If an account has service in multiple locations, administrators can associate multiple accounts with the business’s MyAccount username profile.</td>
</tr>
<tr>
<td>Delete Account</td>
<td>Remove an account from a MyAccount profile.</td>
</tr>
<tr>
<td>Manage Users</td>
<td>Add, delete, and edit users and their particular access rights to features and functions in a business’s MyAccount.</td>
</tr>
<tr>
<td>Manage Accounts</td>
<td>View and edit user access to an account.</td>
</tr>
</tbody>
</table>
To... | The account administrator can...
---|---
Manage Profile Owner | Assign a new MyAccount Profile Owner—who has the highest level of access available online for Cox Business services customers.
Log In As | Login to MyAccount as another user to change their specific settings.

**Access MyAccount**

Before we look at how to navigate the application, let’s review how to login to the MyAccount portal.

**Figure 1. MyAccount Login Screen**

Use the following steps to log in to the online portal.

1. Enter the MyAccount URL myaccount.coxbusiness.com in your web browser. **Result:** The MyAccount Portal login screen displays.
2. Enter your User ID. **(Note:** If you forget your User ID, contact Cox Technical Support Chat or call 866.272.5777.)
3. Enter your **Password** in the corresponding field. **(Note:** If you forget your Password, click the **Forgot Password** link and follow the prompts.)

**Note:** All first-time users are prompted to change their password.

4. Click the **Sign In** button. **Result:** An Activate products and features included with your service dialog box appears. (See Figure 2.)
5. Click any icon and follow the prompts or click the Close button to continue to the next screen.
   **Result:** The MyAccount Welcome screen appears. (See Figure 4.)

**Timeout Warning Screen**
MyAccount has a timeout warning screen that appears after the portal has been inactive for 20 minutes. The session can be re-established if you click the OK button within 10 minutes after it displays.

**Figure 3. Timeout Warning Screen**
MyAccount Welcome Screen

When you log into the portal, the MyAccount Welcome screen appears.

**Figure 4. MyAccount Welcome screen**

![MyAccount Welcome Screen](image)
Business Email

If your business has purchased Cox Business email service, you will be able to manage and configure certain components of the service. The Cox Business Email Admin Control Panel allows you to:

- Manage existing email addresses
- Allocate total storage unequally across existing email addresses
- Provision unassigned email addresses
- Request purchase of additional email addresses and storage
- Request assistance for email addresses

Figure 5. Business Email

Email Login

Figure 6. Email Login screen

Use the following steps to access and manage your company’s email.

1. Log into MyAccount.
2. From the Welcome page, click the Business Email icon.
3. Click the Email Login link.
4. Enter your User ID and Password.
5. Click the Sign In button.
6. Follow the prompts.
Email Admin Controls

Figure 7. Email Admin Controls

Use the following steps to access the Email Customer Control Panel.

1. Log into MyAccount.
2. From the Welcome page, click the Business Email icon.
3. Enter your Email address and Password and click the Submit button.
4. Follow the prompts.
Account Administration

The Account Administration section allows you to set an easy reference name (alias) for an account, update contacts for an account, establish privacy settings for an account, and manage users’ access to the account.

Figure 8. Access to Account Administration menu

Figure 9. Account Administration section

Use the following steps to access the Account Administration section in MyAccount.

1. Login to MyAccount.
2. From the Welcome page, click the More icon to expand.
3. Click the Administration option and expand the Account Administration section. Result: A list of options appear.
   - Click the Edit Account Alias link to create a user-friendly name for the account.
   - Click the Update Contacts link to establish which users to contact for different divisions in your company. (Important: Contacts in the Billing, Technical, and Legal departments are required.)
   - Click the Manage Account Access link to add or remove the ability for users in your company to access the account.
Edit Account Alias

The first option in the menu enables you to create an easy-to-remember name, known as an “alias” for the account. For example, instead of referring to account number #0082223321 for Joe’s Coffee Shop, you may wish to identify the account as “Joe’s Coffee Shop.”

Figure 10. Edit Account Alias Screen

![Edit Account Alias Screen]

Use the following steps to edit an alias.

1. Login to MyAccount.
2. From the Welcome page, click the More icon to expand. (See Figure 8.)
3. Click the Administration option and expand the Account Administration section. Result: A list of options appear.
4. Click the Edit Account Alias option. (Note: If there are multiple accounts, click the plus sign + to expand the list of accounts and select the account you want to change.)
5. In the Account Alias field, enter the name for the selected account.
6. Click the Save button.
**Update Contacts**

The Update Contact Information screen allows you to add or edit an existing user for an account. This individual will receive notifications of planned maintenances, network upgrades, product enhancements, or marketing messages.

**Figure 11. Update Contact Information (main page)**

Use the following steps to edit or add a new user to an account.

1. Login to MyAccount.
2. From the Welcome page, click the **More** icon to expand. (See Figure 8.)
3. Click the **Administration** option and expand the Account Administration section. **Result**: A list of options appear.
4. Click the **Update Contacts** option. **(Note)**: If there are multiple accounts on a company profile, you must first click the **Select an Account** link and choose the account for which you want to update a contact. When the account is selected, the Update Contact Information screen will appear. If there is only one account attached to a profile, the Update Contact Information (configuration) screen appears immediately. (See Figure 12.)
Figure 12. **Update Contact Information screen (config page)**

Welcome, Angela

Accessing MyAccount as: Erin

Email: | Phone Number:

**Update Contact Information**

Select an account to update the contact information. The information provided may be used to notify you of planned maintenances or network upgrades and product enhancements or marketing messages. Billing, Technical and Legal contacts are required, and you may use the same user for different contact types.

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Account Alias</th>
<th>Account Number</th>
<th>Location Address</th>
</tr>
</thead>
</table>
| Cox Teleworker - OOF | Ben Neely Teleworker | 238-317918401 | 71 KEITH HILL RD ...

**Note**: If you want to add a new user, click the **Add New User** button and follow the steps listed in the **Add a User** section. Otherwise, proceed with step 4.

5. From the Billing Contact Information, select a username from the drop-down and populate the remaining fields.

6. Click the **Save and Continue** button.

**Result**: The Technical Contact page appears.
7. Populate the fields and click the **Save and Continue** button. **Important:** You must enter contact information for the Billing, Technical, and Legal areas. They can be the same person.

8. (Optional) For the remaining areas, you may populate the fields or click the **Skip and Continue** button.

**Manage Account Access**

Use the **Manage Account Access** screen to configure a user’s permissions. Billing access allows a user to view and pay bills. Feature access such as Voice or Data, allows a user to manage all subscribed User and Group services.

Use the following steps to open the **Manage Account Access** screen:

1. Login to MyAccount.
2. From the Welcome page, click the **More** icon to expand. (See Figure 8.)
3. Click the **Administration** option and expand the Account Administration section. **Result:** A list of options appear.
4. Click the **Manage Account Access** link. **Result:** The Manage Account Access Permissions screen appears.
5. If you have more than one account, click the plus sign  or the **Select an Account** link to choose the account you want to add a user.

**Figure 13. **Manage Account Access – Select Account

6. Click the plus sign next to the access type; e.g., Billing, Internet/Data Services, Voice, etc. to view a list of users in your organization who you want to access the account. (See Figure 14.) **Note:** The access types that display are based on the product/service your company has purchased.)
7. Click the checkbox next to the name of a user to provide access rights for a department.
8. Click the **Save** button to save your changes.
Profile Administration

From the Profile Administration menu, you can:

- Add an account
- Delete an account
- Manage users
- Manage accounts
- Manage profile owner
- Log in as (another user)

Figure 15. Profile Administration Screen

Add Account

If you are a customer with service in multiple locations (offices), you can associate multiple accounts with your My Account username profile.

If you do not have service in multiple locations but want to activate a new account, contact your local Cox representative.

1. Login to MyAccount.
2. From the Welcome page, click the More icon to expand. (See Figure 8.)
3. Click the Administration option and expand the Profile Administration section. **Result**: A list of options appear.
4. Click the Add Account link in the Profile Administration drop-down. **Result**: The Add Account screen opens. (See Figure 16.)
5. Enter the Account Number.
6. Enter the **Account Alias**. By default, the email address displays in this field. If this is not the account alias, enter the correct name.

7. Enter a 4-digit PIN for that account.

8. Click the **Save and Continue** button.

**Figure 16. Add Account**

9. Enter contact information for people who should receive important correspondence from Cox about the account.
Delete Account

1. Login to MyAccount.
2. From the Welcome page, click the More icon to expand. (See Figure 8.)
3. Click the Administration option and expand the Profile Administration section. 
   Result: A list of options appear.
4. Click the Delete Account option.
5. Depending on the number of accounts you have, perform one of the following steps:
   a. If there is only one account, click the Delete button.
   b. If there are multiple accounts, click the plus sign to expand the list of accounts and click the Select link next to the account you want to remove. Click the Delete button.

   Figure 17. Delete Account

6. From the Delete Account Confirmation screen, click the Yes button to confirm. 
   Result: The account is removed.

   Figure 18. Delete Account Confirmation
Manage Users

Profile Owners and Administrators can add, view, modify and delete users on an account.

![View All Users screen](image)

**Add a User**

Use the steps below to add a user to an account.

1. Login to MyAccount.
2. From the Welcome page, click the More icon to expand. (See Figure 8.)
3. Click the Administration option and expand the Profile Administration section. **Result:** A list of options appear.
4. Click the Manage Users option.
5. Click the Add New User button. **Result:** The Manage Users screen opens. (See Figure 20.)
6. Enter the username (the user’s email address), first and last name, primary telephone number, alternate email address, and the user’s mobile number.

7. Scroll to the second half of the screen to set permission rights for the user. (See Figure 21.)
8. Click the radio button to designate whether the user will be an **End User** or an **Administrator** on the account.

9. From the Permission Level and Description table, check the box(es) to identify areas of MyAccount the user will be able to access. *(Note: The Permission Level values displayed depend on the types of products/services your company has purchased.)*

10. To add another new user, click the **Save and Add New User** button and repeat steps 4-7.

11. To complete the setup of the current user, click the **Save & Continue** button.

**Edit and Delete User**

As an administrator, you can also edit and remove existing users from an account.

**Figure 22. View All Users (edit)**

![View All Users](image)

Use the following procedures to access the user edit feature.

1. Login to MyAccount.

2. From the Welcome page, click the **More** icon to expand. *(See Figure 8.)*

3. Click the **Administration** option and expand the Profile Administration section. *(Result: A list of options appear.)*

4. Click the **Manage Users** option. *(Result: The View All Users screen appears.)*

5. Click the **Edit** link. *(Result: The Manage Users screen appears.)*
6. From the Existing User screen, modify any of the fields add new email addresses or mobile phone numbers, and then click the **Save User** button.

7. To remove a user, click the **Delete User** button.
   **Result:** A second dialog box will appear and requests confirmation of the removal.

8. Click the **Yes** button.
   **Result:** The user is removed.
Set Customer Notification Preferences

MyAccount allows you to set how you want to receive notifications in the event of outages, maintenance announcements, and billing purposes.

**Figure 24. Notification Preferences**

<table>
<thead>
<tr>
<th>Notification Category</th>
<th>Choose your email and SMS notification preferences using the toggles below</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number</td>
<td>348749231740927</td>
</tr>
<tr>
<td>Account Alias</td>
<td>Edmond Gate Line</td>
</tr>
<tr>
<td><strong>Outage Notifications</strong></td>
<td>Modify how you would like to receive outage notifications. Use the toggles to turn notifications on or off.</td>
</tr>
<tr>
<td>Notify me of maintenance outage</td>
<td>Email [ ] SMS [x] Mail [ ]</td>
</tr>
<tr>
<td><strong>Billing Notifications</strong></td>
<td>Modify how you would like to receive billing notifications. Use the toggles to turn notifications on or off.</td>
</tr>
<tr>
<td>Notify me of billing</td>
<td>Email [ ] SMS [x] Mail [ ]</td>
</tr>
</tbody>
</table>

Use the following steps to configure notification preferences for a category.

1. Login to MyAccount.
2. From the Welcome page, click the **More** icon to expand. (See Figure 8.)
3. Click the **Administration** option and expand the Profile Administration section. **Result:** A list of options appear.
4. Click the **Manage Users** link.
5. Scroll to the Notification Category and Outage Notifications section.
6. Click the blue plus icon + to the left of Outage Notifications to expand and choose the method you want to trigger when an **outage** occurs. The options are **Email**, **SMS (text)**, and **Mail**. **(Note: A contact method must be selected to receive notifications.)** You can add up to three phone numbers and email addresses.)
7. Follow the steps in the table below based on your selection.

<table>
<thead>
<tr>
<th>If you click...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Email toggle</td>
<td>An Add Email Address dialog box appears. Enter an Alternate Email Address in the field. Click the Save button. OR Click the +Add New link and enter another address. (Note: You can add up to three (3) email addresses.) Click the Save button.</td>
</tr>
<tr>
<td>The SMS toggle</td>
<td>An Add New Phone Number dialog box appears. Enter an alternate mobile phone number you would like notifications messages to be sent. Click the Save button. OR Click the +Add New link and enter another phone number. (Note: You can add up to three (3) phone numbers.) Click the Save button.</td>
</tr>
<tr>
<td>The Mail toggle</td>
<td>An Add Mail Address dialog box appears. Enter an alternate regular mail address in the field. Click the Save button.</td>
</tr>
</tbody>
</table>

8. Repeat the steps provided in the table above to establish how you want to receive notifications about upcoming maintenance schedules.

   **Figure 25. Maintenance Outage Notification**

   ![Maintenance Outage Notification](image.png)

9. Proceed to the Billing Notifications heading and click the plus icon to expand.

10. Repeat the steps provided in the table above to establish how you want to receive notifications related to billing.
Notification Preferences for Multiple Accounts

Similar to the way you can establish notification preferences for a single account, MyAccount allows you to select the type of Notification you want for multiple accounts. (See Figure 26.)

**Figure 26. Multiple Account Notification Preferences**

Use the following steps to set notification preferences for multiple accounts.

1. Login to MyAccount.
2. From the Welcome page, click the **More** icon to expand. (See Figure 8.)
3. Click the **Administration** option and expand the Profile Administration section. **Result:** A list of options appear.
4. Click the **Manage Users** link.
5. Select a user in a company that has multiple accounts. **Result:** The Manage Users screen appears and displays all accounts.
6. Go to the account you want to apply notification settings and click the toggle next to any method.
7. Configure the setting by repeating the steps in the table located in the *Set Customer Notification Preferences* section.
Set User Permissions

When you add a user, you must assign permissions or access rights to customize what that user will or will not be able to see and do in the MyAccount portal.

**Figure 27. User Permissions**

<table>
<thead>
<tr>
<th>Notifications</th>
<th>Permissions</th>
<th>Password</th>
</tr>
</thead>
</table>

**User Permissions**

Select whether you want to make this user a Full Administrator or an End User with some administrative permissions. To give the user full profile administrative permissions, select Administrator. To give an End User some administrative permissions, select End User and then select the applicable permission level.

- **End User**
- **Administrator**

By default, all End Users have access to Cox Business Online Ticketing (CBOT). You can grant this user additional permissions by checking the appropriate boxes below.

- **Billing Access**
- **Call Detail Records**
- **Internet & Data Services**
- **Voice**
- **Voice Traffic Reports**

Use the following steps to assign permissions to new users or modify access rights for existing users.

1. Login to MyAccount.
2. From the Welcome page, click the **More** icon to expand. (See Figure 8.)
3. Click the **Administration** option and expand the Profile Administration section. **Result:** A list of options appear.
4. Click the **Manage Users** link.
5. Click the **Permissions** tab, shown above, and click the **End User** or **Administrator** radio button. **(Reminder:** An End User has fewer permissions by default than an Administrator.)
6. Click the plus icon + to expand the product(s) or service(s) your company has; e.g., Internet & Data Service, Voice, etc.
7. Select the types of permission you want to grant.
8. Click the **Save** button.

**Note:** If you make a user an Administrator, a table displays descriptions of permission levels. (See Figure 28.)
Figure 28. **Permission Levels and Descriptions**

<table>
<thead>
<tr>
<th>Permission Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account &amp; User Management</td>
<td>This permission allows the user to add and manage accounts, users, and permissions.</td>
</tr>
<tr>
<td>Billing Access</td>
<td>This permission allows the user to view and pay bills and to access other billing tools such as Auto Payments, Paperless preferences, Transaction History, Statements, SmartBill (when subscribed), and to manage Payment Methods.</td>
</tr>
<tr>
<td>Call Detail Records</td>
<td>This permission allows the user to view call detail records of all users subscribed to IP Centre.</td>
</tr>
<tr>
<td>Internet &amp; Data Services</td>
<td>This permission allows the user to view and manage subscribed Internet and Data services such as viewing IP Addresses, assigning Online Backup Storage to users, viewing Performance Reports, managing Cox WiFi users and Internet Gateway, monitoring Internet, Ethernet and IP-VPN Performance, Email Administration, Cox Hosting Controls, Cox WiFi Administration, Manage Router &amp; Security, and DDoS Mitigation Service.</td>
</tr>
<tr>
<td>Voice</td>
<td>This permission allows the user to manage all subscribed User and Group voice settings such as Call Forwarding, Auto Attendant, Hunt Group, Enterprise Trunk, Unified Communications, and 8911 Address Management.</td>
</tr>
<tr>
<td>Voice Traffic Reports</td>
<td>This permission allows the user to view voice utilization reports.</td>
</tr>
</tbody>
</table>
Change Your Account Password
All MyAccount users may change their password to login to the portal.

**Figure 29. Change Password**

Use the following steps to change your MyAccount password.

1. Login to MyAccount.
2. From the Welcome page, click the More icon to expand. (See Figure 8.)
3. Click the Administration option and expand the Profile Administration section. **Result:** A list of options appear.
4. Click the Manage Users link. **Result:** The View All Users screen appears.
5. Click the Password tab.
7. Enter and re-enter your New Password.
8. Click the Save button.

```plaintext
<table>
<thead>
<tr>
<th>Current Password:</th>
<th>Enter Current Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Password:</td>
<td>Enter New Password</td>
</tr>
<tr>
<td>Confirm New Password:</td>
<td>Confirm New Password</td>
</tr>
</tbody>
</table>
```
Review Messages

Users can view a summary of messages for their account on the MyAccount Welcome screen. A Messages icon at the top of the screen displays the amount waiting to be viewed. The My Messages pane on the right side provides the message type and time of day the latest three messages were received. Note that messages are arranged from most recent to oldest.

Click the **View All Notifications** link to see details of all messages.

*Figure 30. My Messages (summary)*
**Figure 31. My Messages (historical list)**

To view the details of a message click the message summary link under the notifications label below. Use the search field to search by account, date and time, type, or specific messaging. For additional assistance please contact us.

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Account Number</th>
<th>Account Alias</th>
<th>Type</th>
<th>Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/19/19</td>
<td>05:15 PM EST</td>
<td>263846739873</td>
<td>Oceanic - DW</td>
<td>Outage</td>
</tr>
<tr>
<td>03/18/19</td>
<td>03:20 PM EST</td>
<td>124357890463</td>
<td>Oceanic - DW</td>
<td>Outage</td>
</tr>
<tr>
<td>03/17/19</td>
<td>08:03 PM EST</td>
<td>984756209374</td>
<td>Oceanic - DW</td>
<td>Outage</td>
</tr>
<tr>
<td>03/16/19</td>
<td>01:36 PM EST</td>
<td>1245678090163</td>
<td>Oceanic - DW</td>
<td>Outage</td>
</tr>
<tr>
<td>03/15/19</td>
<td>12:04 PM EST</td>
<td>124357890463</td>
<td>Oceanic - DW</td>
<td>Outage</td>
</tr>
</tbody>
</table>

Using 1-10 of 20

View Unread | Mark as Read | Mark as Unread | Download | PDF | CSV

Go to page: 1 2 3 4 5
Log in As

You can log in as another user assigned to the account to change that user’s settings or configure VoiceManager Tools, VoiceManager Tool Bar, and VoiceMail for the user.

1. Login to MyAccount.
2. From the Welcome page, click the More icon to expand. (See Figure 8.)
3. Click the Administration option and expand the Profile Administration section. Result: A list of options appear.
4. Click the Log in As link. Result: The Log In As screen opens.
5. Click the radio button next to the user you want to log in as and click the Save button. Result: A message appears that states the changes were saved successfully.
6. Proceed to select and configure any feature for that user.
7. To return to your account, click the Log in as me <your name> radio button.

Figure 32. Log In As