Cox Business
MyAccount Portal
User Guide
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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 telecommunications, internet, and data service needs.

MyAccount Roles

The functionality provided on the MyAccount Home screen depends on the role you have been assigned. Refer to the following sections to view the options available to you.

Profile Owners/Profile Administrators

MyAccount Management allows you to:

- Create and edit users
- Create and manage unique roles and individual privileges
- Assign access rights and permissions
- Edit locations and names
- Add accounts and assign users’ privileges for each account
- Update customer-specific information for technical, billing and marketing communications
- Log in as a different user

For more information about MyAccount Management, refer to the Cox Business MyAccount Administrator Guide.

End Users

End Users can navigate MyAccount according to the permissions that an administrator has assigned to them, such as:

- Billing permissions (can view or pay bill)
- Repair Request permissions (can create repair requests)
- Data Supervisor permissions (can create service orders and repair requests; and view all reports)
- Service and Repair Reports (can view those types of reports)
- Service Order entry (can create requests for service)
**Access MyAccount**

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

![Figure 1: MyAccount Login Screen](image)

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

1. Enter the MyAccount URL (http://myaccount.coxbusiness.com) in your web browser.  
   **Result:** The MyAccount Portal login screen displays.

2. Enter the login name that has been assigned to you in the **User ID** field.

3. Enter your **Password** in the corresponding field.

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

4. Click the **Sign In** button to view your online profile information and associated accounts.
**Timeout Warning Screen**

MyAccount has a timeout warning screen that appears when the user has not had any activity for 20 minutes. The current session can be re-established if the warning is addressed within 10 minutes after it displays.

*Figure 2: Timeout Warning Screen*

![Timeout Warning Screen]

Your application will time out soon.

For your safety and protection, your online session will be timed out if there is no additional activity. You will be redirected to the login screen.

If you are still working in your online session, simply click OK to continue.
MyAccount Home Screen

When you log in to the portal, the MyAccount Home screen appears. The Home screen is divided into the following sections:

- MyAccount Overview
- My Services
- My Equipment
- My Support

Each section includes options that allow you to perform a variety of tasks related to your accounts. This guide describes each section and how to use the available options.

**Note:** The options you see on the MyAccount Home screen are dependent on the access rights your profile administrator has assigned to you.

![Figure 3: MyAccount Home Screen](image)
My Profile

At the top of the MyAccount Home screen, you can view contact information or access the Online Account Management screen to update or change information for the owner of the account.

**Figure 4: Edit My Profile Link**

Update Contact Information

1. Click Edit My Profile to open the Online Account Management screen.
2. Change information as needed in the My Profile section (see Figure 5).
3. Click the Save button.

Change Account Password

1. Click Edit My Profile to open the Online Account Management screen.
2. In the Change Your Account Password section, enter your current password in the Current Password field.
3. Enter the new password in the New Password field and then re-enter the new password in the Confirm New Password field.
4. Click the Save button.

**Figure 5: Online Account Management Screen**
Quick Tools

The Quick Tools icons provide easy access to **Call Forwarding**, **VoiceMail** and **Voice Tools**, depending on the voice services that have been purchased for your account and the permission level you have been assigned.

![Quick Tools](image)

**Business Email**

Click the **Business Email** dropdown arrow to log in to your Cox Business Email or access the Cox Business Email Customer Control Panel, where you can self-manage your company’s email accounts.

If you need help to set up your company's E-mail or have any questions, go to [http://support.coxbusiness.com](http://support.coxbusiness.com) or call (866) 272-5111.

![Business Email](image)
MyAccount Overview

The MyAccount Overview section of the Home screen provides options to:

- View the total amount due, enroll in Auto Payments or Paperless Billing, and access Billing Tools (see Billing Tools for more information).
- Manage your devices, chat with a customer service representative, or quickly submit and resolve service issues using the My Support Panel.
- View messages and access more information in the Message Center Panel.

Figure 8: MyAccount Overview

My Bills Panel

Paying your Cox Business bills is easy with the My Bills panel. It displays the total amount due and enables you to click and pay easily. You can also enroll in Auto Payments or Paperless Billing (see Manage Auto Payments or Paperless Billing for more information).

Figure 9: My Bills Panel
If an account is past due, the text indicating the total due and the due date turns red. Hover the mouse cursor over the red triangle to view a popup message.

**Figure 10: Past Due Message**

![Past Due Message](image)

**Billing Tools**

From the Billing Tools screen, you can:

- Make a one-time payment
- Manage payment methods
- Sign up for and manage auto payments so that your invoice payments will be made automatically when they are due
- Sign up for paperless billing
- View statement details and make payments
- View transaction history

Click the **Billing Tools** icon (Figure 8) to access any of these options.

**Figure 11: Billing Tools Screen**

![Billing Tools Screen](image)
Pay Bills

1. Click the **Pay Bills** icon (see Figure 11) to expand the **Payment Amount** section to make a one-time payment.

   **Figure 12: Billing Tools Screen – Payment Amount**

   ![Payment Amount](image)

2. Click the **Make a One-Time Payment** button to initiate a payment. **Result:** The **Payment Method** section of the screen expands.

3. Enter payment information as indicated on the screen (see Figure 13).

4. To save the payment method for future use, click the checkbox. **Result:** An additional checkbox appears, allowing you to save this method as your default payment method.

5. Do one of the following:
   a. Click the **Add Payment Method** button to store the information for future use. **Result:** The payment information is stored and a new screen displays, allowing you to split the payment between different payment methods on your account (see Figure 14). Proceed to step 6.
   b. If you do not wish to store the payment method or split the payment, click the **Review & Pay** button and skip to step 10.
6. If you want to split the payment between payment methods, click the **Split Payment** checkbox (see Figure 14). Otherwise, skip to step 10.
7. If only one payment method has been set up, click the Add New Payment Method link (see Figure 14) and enter new payment method information as indicated on the screen.

8. Click the Add Payment Method button to store the new information.

9. Enter an amount to be paid from each payment method and then click the Review & Pay button (see Figure 15). The total of the split payments must equal the payment amount displayed on the screen.

Result: You are presented with a Review Payment screen (see Figure 16).

Figure 15: Enter the Balance of the Split Payment

10. Review the payment details and then click the checkbox to indicate you have read and agree to the One-Time Payment Terms and Conditions.

11. Click the Submit button to submit the payment.
**Payment Methods**

You can store up to five payment methods through the Payment Methods screen.

1. Click the **Payment Methods** icon on the Billing Tools screen (see Figure 11) to add or change a method of payment.

2. If there are multiple accounts, select the account for which the payment method will be used and then click the **Next** button.

3. Click the **Add New Payment Method** link to add a new method of payment.
4. Select whether to use a bank account or credit/debit card and enter all the information as requested in the form.

5. When all information has been entered, click the Add Payment Method button (see Figure 19).
   - Click the Back button to return to the previous screen.
   - Click the Cancel button or the Cancel New Payment Method link to cancel the process.
   - Click the Return to Billing Tools link to return to the Billing Tools screen.
Figure 19: Enter New Payment Method Information

Payment Methods

Click the link below to add a new payment method. You may store up to 5 payment methods.

Cancel New Payment Method

- Checking or Savings Account
- Credit/Debit Card

Enter Account Details

Name on Account

Routing Number

123456789

Account Number

Account Number

Confirm Account Number

Account Number

Account Type

Select Account Type

☐ Make this my default payment method

Cancel ▪ Back ▪ Add Payment Method

< Return to Billing Tools
Manage Auto Payments
Cox Auto Payments is a safe, automatic and recurrent payment program that allows you to have your bill paid automatically each month from a designated bank account or credit card.

- To enroll in automatic payments, click the **Enroll in Auto Payments** icon from the My Bills panel (*Figure 10*).
- To manage automatic payment options, click the **Manage Auto Payments** icon from the Billing Tools screen (*Figure 11,*).

1. Select the account for which automatic payments will be set up, and then click the **Next** button.

   ![Figure 20: Select an Account](image)

2. Select the statement you would like to enroll.

   ![Figure 21: Auto Payments Setup](image)
3. If you do not have a payment method set up, click the Add New Payment Method link.
Result: This expands the New Payment Method form.

4. Fill in the payment information for the bank account or credit card you want to assign, and then click the Continue button.
Result: You will be presented a payment authorization screen (Figure 23).

![Figure 22: Create Payment Method](image)

5. Review the information, and if you need to make changes, click the Back button to return to the previous screen. If the information is correct:
   a. Click the checkbox to indicate you have read and agree to the Auto Payments Terms and Conditions of Authorization and Disclosures.
   b. Type your first and last name in the Signature field. The Submit button will remain grayed until you have signed.
   c. Click the Submit button to submit the form.
Result: You will be presented with a Setup Results screen (Figure 24).
If there is a problem with the payment information the result will be “Failed” and the reason will be explained. Click the Cancel button to cancel the transaction or click the Return to Billing Tools link to return to the Billing Tools screen.

Figure 24: Setup Results Screen
Paperless Billing

Paperless Billing is an electronic version of your bill statement that you can view and pay online from within MyAccount. When you sign up for Paperless Billing, you will no longer receive a paper bill statement. Instead, you will receive an electronic statement notification at the email address you assign.

- Click the Enroll in Paperless icon in the My Bills panel (Figure 9) to enroll.
- To manage paperless billing, click the Paperless Billing icon on the Billing Tools screen (Figure 11).

1. Select an account you want to enroll in paperless billing and click the Next button.

   Figure 25: Select an Account

   ![Select an Account](image)

2. Click the dropdown arrow and select an Email address to receive electronic bills for the account.

   Figure 26: Paperless Billing Screen

   ![Paperless Billing Screen](image)
View My Statements

1. Click the View My Statements icon in the Billing Tools screen (see Figure 11) to open the View My Statements screen.

2. Select the account for which you would like to view statements.

3. Click the dropdown arrow to select a statement.

   Result: The statement for the selected period opens in a separate window.

   Note: Statements are in portable document format (PDF), and you must have Adobe Acrobat Reader installed to view your bill.

Additional options available in the View My Statements screen include:

- Make a One-Time Payment (see Pay Bills)
- Enroll in Auto Payments (see Manage Auto Payments)
- Enroll in Paperless Billing (see Paperless Billing)
Transaction History

1. Click the Transaction History icon on the Billing Tools screen (Figure 11) to select an account for which you want to view transaction history.

2. Select an account and then click the Next button.

   Figure 29: Select an Account

3. On the Transaction History screen, choose the year the transaction history should cover.

4. To export the information, click the preferred format and save the report to your device. Export formats include PDF, CSV or XLS.

5. Click the Cancel button to cancel, or click the Back button to return to the previous screen.

   Figure 30: Transaction History
My Support Panel

The My Support panel provides access to the following:

- Online ticketing system, where you can view ticket history or submit a service request
- Device Management, where you can manage or view information about your voice and data equipment
- Customer Service chat capability

**Figure 31: Online Ticketing Panel**

View Ticket History

If there are no open service tickets a View Ticket History link displays in the My Support panel. Click the link to open the Ticket Summary screen (see Figure 32). From this screen you can:

- Create a new ticket
- Search tickets by Ticket ID number
- View all tickets or filter by viewing only open or resolved tickets
- Export tickets within a specified date range in PDF, CSV or XLS format

**Figure 32: Ticket Summary Screen**
**Create a Ticket**

The online ticketing system enables you to submit a request for the following issue types:

- Trouble with Service
- Billing & Payments
- Account & User Administration
- Order Status Inquiry
- How to Use Existing Services/Features

To submit an online ticket:

1. Click the **Create Ticket** button to open the **Create a Ticket** screen.

   **Figure 33: Create a Ticket Screen**

2. Click a category to select the type of ticket to create, and then click the **Next** button.

3. If there are multiple accounts, select the affected account and then click the **Next** button.

   **Figure 34: Select an Account**
4. Enter information as requested and attach any supporting documents, then click **Next** to proceed to the Contact Information screen.

If you received an error message containing a transaction ID (see **Figure 36**), be sure to include that transaction ID in your description.

**Figure 35: Describe the Problem and Attach Supporting Documents**

![Create a Ticket](image)

**Figure 36: Error Message Containing Transaction ID**

![Payment Methods](image)

5. Review your contact information and click **Add Alternate Contact** to add contact information for another person in the even you cannot be reached.

6. Select a preferred method of contact, and then select the best time to contact you. Click the **Next** button to proceed to the next screen.
7. When all requested information has been entered, you will be presented with a review screen.
   a. Click the **Back** button to return to a screen and make changes.
   b. Click the **Submit** button to submit the ticket.

*Manage Devices*

Clicking the **Manage Devices** icon takes you to the My Equipment panel, where you can view information and personalize the name of each device on your account. See *My Equipment* for more information.
Message Center Panel
The Message Center panel is often updated with system messages. Check it often for the latest update messages.

Figure 38: Message Center Panel

Note: You must be a Profile Administrator or Profile Owner to update your account preferences or to upgrade services for your account. For more information, refer to the Cox Business MyAccount Portal Administrator Guide.
**My Services**

The *My Services* section of the MyAccount Home screen displays account information and active services.

**Voice**

Click the *Voice* tab to access Voice Tools and manage your voice services.

*Note:* The available Voice Tools are dependent on the services purchased. The sections below cover a few of the more common voice features. For more information about using voice features purchased for your account, refer to the *Cox Business VoiceManager User Guide*.

*Figure 39: My Services Panel – Voice*
**Voice Tools**

Click the **Voice Tools** icon to open the VoiceManager Dashboard (see Figure 40), where you can manage or access the following:

- User and System Management
- Call Settings
- Advanced Call Settings
- Applications

**Figure 40: VoiceManager Dashboard**

![VoiceManager Dashboard](image)

Note: The sections below describe some of the more common Voice features. For any Voice features not described below, refer to the *Cox Business VoiceManager User Guide*. 
Call Forwarding
To manage call forwarding settings:

1. Log in to the MyAccount Portal.
2. Scroll down to the My Services section and click the Voice tab.
3. Click the Call Forwarding icon (see Figure 39) to open the VoiceManager Call Settings screen. You can also access the Call Settings screen by clicking the Call Forwarding icon in Quick Tools (see Figure 6).

Figure 41: Call Forwarding

Voice Mail Settings
To access and configure voice mail settings:

1. Log in to the MyAccount Portal.
2. Scroll down to the My Services section and click the Voice Mail Settings icon (see Figure 39) to open the Messaging Controls screen.

You can also access Voice Mail Settings by clicking the Voice Mail icon in Quick Tools (see Figure 6).
Manage Phone Numbers

End users with administrator permissions can assign phone numbers, review settings, and manage an employee’s feature settings once the user is added in VoiceManager. This feature is available with all VoiceManager packages and services.

To assign or manage phone numbers:

1. Log in to the MyAccount Portal.
2. Scroll down to the My Services section and click the **Voice** tab.
3. Click the **Manage Phone Numbers** icon (see Figure 39) to open the Online Account Management screen.

Assign a Phone Number

To assign a phone number:

1. Select the user in the list of **Users associated with this Profile**. If the user you are searching for is not in the list, a Profile Administrator or Profile Owner must first add them to the account.
2. In the list of Available Phone Numbers, select the number you want to assign to the user.
3. Place a checkmark in the box next to **send CBVM Welcome E-Mail** to have the system send an email to the user. The Welcome email describes features that are available to the user through VoiceManager.
4. Click the **Assign Number** button to complete the process.
Result: When the phone number is successfully assigned, a confirmation displays on the screen.

Unassign a Phone Number
To disassociate a user from an assigned phone number:

1. Select the user in the list of Users associated with this Profile.
2. Click the Unassign button (see Figure 43).

If the process is successful, a confirmation displays on the screen.
User Profile & Feature Settings

Edit feature settings or search user and phone number details. If your feature package contains the Inventory Report feature, you can download even more information than your on-screen view.

1. Log in to the MyAccount Portal.
2. Scroll down to the My Services section and click the Voice tab.
3. Click the User Profile & Feature Settings icon (see Figure 39) to open the User Feature Settings screen. From here you can edit feature settings or search user and phone number details. If your feature package contains the Inventory Report feature, you can download even more information than your on-screen view.

Figure 46: User Feature Settings Screen
### Internet

Click the **Internet** tab to access Internet Tools and manage your data services.

**Note:** The Internet Tools displayed are based on services purchased for your account, and the permission level you have been assigned.

**Figure 47: My Services Panel – Internet Tools**
**Data Tools**

Click the **Data Tools** icon to open the Data Tools screen. From here you can access and configure data services for your account and device IP Address information.

**Note:** The Internet Tools displayed on the Data Tools screen are based on services purchased for your account, and the permission level you have been assigned.

![Data Tools Screen](image)

**Figure 48: Data Tools Screen**

<table>
<thead>
<tr>
<th>IP Address Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Account Name</strong></td>
</tr>
<tr>
<td>CB Marketing - Ted</td>
</tr>
</tbody>
</table>

The IP addresses shown are applicable to your Cox Business Internet cable modem service only. Use the link below to Print and/or Save a PDF.

[Print PDF]

**Your Static IP Address Assignments**

<table>
<thead>
<tr>
<th>Assigned Static IPs</th>
<th>No IP Information Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway</td>
<td>No IP Information Available</td>
</tr>
<tr>
<td>Netmask</td>
<td>No IP Information Available</td>
</tr>
<tr>
<td>Primary Name Server</td>
<td>68.105.28.16</td>
</tr>
<tr>
<td>Secondary Name Server</td>
<td>68.105.29.16</td>
</tr>
</tbody>
</table>

**Dynamic IP Addresses Currently In Use**

- **Cable Modem MAC IDs**
  - Device 1: 78:96:84:64:D7:8A
  - Device 2: 3C:9A:77:81:39:FC

[Return to MyAccount Home]
**View IP Addresses**

You can view IP address information for your devices on the Data Tools screen.

1. Log in to the MyAccount Portal.
2. Scroll down to the My Services section and click the **Internet** tab.
3. Click the **Data Tools** icon and then scroll down to the **IP Address Information** section. Alternatively, you can click the **View IP Addresses** icon (see **Figure 47**) to go directly to the IP Address Information section.
4. If there is more than one account, select an account to view IP address information.

**Result:** The screen expands with IP Address information specific to the selected account.

**Internet Gateway and Hotspots**

Cox Business is a member of a nationwide group of cable providers that offer over 400,000 WiFi Hotspots. Having your business displayed on a WiFi Hotspot map is like a free listing in the Yellow Pages and offers the potential to draw more customers to your business.

The Cox WiFi Hotspot is an added benefit that is available to business owners who subscribe to Cox Business Internet Gateway (CBIG). If you are renting a gateway, your business can be designated as a Hotspot for customers and guests who have Cox residential or business telecommunications services.

To manage your WiFi preferences:

1. Log in to the MyAccount Portal.
2. Scroll down to the My Services section and click the **Internet** tab.
3. Click the **Internet Gateway** icon (see **Figure 47**).

**Result:** The Internet Gateway screen opens.

**Figure 49: Internet Gateway Screen**
Cox WiFi Broadcast Opt In/Opt Out

1. Click the Cox WiFi Broadcast Opt In/Opt Out button (see Figure 49), and then click the Next button to select whether to broadcast “Cox WiFi” at your location. If you select to opt in, your business account name (as shown on your bill) will appear on the public Cox WiFi hotspot map.

   Figure 50: Cox WiFi Broadcast Opt In/Opt Out

   2. Click the checkbox next to a device MAC address to opt in or opt out, and then click the Save Changes button.
Gateway/Guest WiFi Reference Info

1. Click the Gateway/Guest WiFi Reference Info button (see Figure 49), and then click the Next button to open the Internet Gateway Settings screen.

2. Click the dropdown arrow and select a device from the list.

**Figure 51: Internet Gateway Settings Screen**

Result: Once you have selected a gateway, the screen expands to display settings for the selected device. Note that the account number for the selected gateway is automatically populated in the Account Number field.

**Figure 52: Internet Gateway Settings**
You can enter gateway settings in the provided fields and then save the settings to a configuration file on your computer. For help with entering information in the settings fields, hover your mouse button over the question mark to the right of a field in question.

You can also upload an existing configuration file from your computer by clicking the Upload link.

For more information about managing WiFi and Internet Gateway Settings, refer to the Cox Business Internet Gateway and Guest WiFi Administrator Guide or the Cox Business Internet Gateway Quick Reference Guide.

Business TV
Keep Employees Informed and customers entertained from waiting areas to restaurants to resorts. Cox Business TV provides the right programming for the right environment.

To access Cox Business TV features, do the following:

1. Log in to MyAccount.
2. Scroll down to the My Services section of the MyAccount Home screen.
3. Click the TV tab to:
   - View the Local Channel Lineup
   - Manage your Cox Video Service using the new EzVu Portal
   - Access helpful articles for TV support

My Equipment
The My Equipment panel displays devices associated with your account. From here, you can view the following:

- Manufacturer
- MAC address
- Serial number
- Device type
- An image indicating the appearance of the device
Personalize Device Name

For each device associated with your account, you can personalize the name for easier identification.

1. Click the **Personalize Device Name** link.
   - **Result:** The default name becomes editable and the link changes to **Save Device Name**.

2. Highlight the name on the line and type the personalized name.

3. Click the **Save Device Name** link.

**Figure 54: Personalize Device Name**
My Support

The My Support section of the MyAccount Home screen provides links to articles that discuss topics which often require support. Click a link for more information. You can also use the Search field to search for a topic of interest.

Figure 55: My Support Panel

End of Document