Cox Business

Setting up Email

Quick Reference Guide

Overview

The Cox Business email platform requires existing users to validate that an email account is being used and is assigned to the correct employee.

This Quick Reference Guide provides an overview on how to login to the MyAccount Portal, view emails associated with the business, and complete employee verification.

How to Log into the MyAccount Portal

Figure 1. <u>MyAccount Sign In screen</u>

1. Enter **www.coxbusiness.com** in a browser.
2. Click the **Sign In, MyAccount** link in the upper right corner.
3. Enter your MyAccount **User ID** and **Password**. (**Note**: If you **forget your User ID**, please **Chat** online with one of our Care Agents or call Customer Service Center at 866-272-5777. If you **forget your Password**, click the **Forgot Password** link and follow the prompts)
4. If you do not have a MyAccount profile, click the **No Account? Register Now!** link and follow the prompts to create one.

How to Configure an Email Address

When an administrator logs into MyAccount, they are directed to an email configuration screen. This page remains in place for 60 days or until the page is updated by the account administrator. If the email address(es) are not verified after 60 days, the emails will be deleted automatically by the system.

Emails associated to an account are listed alphabetically. A pull-down menu is located to the right of an email and contains names of employees that have a MyAccount user profile. This list includes current and former employees. (**Tip**: Perform regular maintenance on the account to prevent the size of the list from becoming too large.)

Figure 2. <u>Email Configuration screen</u>

Email Configuration

Below is a list of email addresses and their associated user name. Please confirm that each email belongs to its associated user name. To reconfigure the association, click the dropdown and select a user or add a new user to associate with that email address. You may also verify the administrator status of a user by checking or unchecking Email Admin checkbox. Lastly, if you are unsure about a mailbox, choose an option in "Action" column. Once you are satisfied with the management and configuration, click Save.

Email Address ❓	MyAccount User ❓	Email Admin ❓	Action ❓
607646901_eu7@mailinator....	Select a user ▾	✓	Choose An Option ▾
607646901_eu8@mailinator....	Select a user ▾	✓	Choose An Option ▾
607646901_eu9@mailinator....	Select a user ▾	✓	Choose An Option ▾

Can't find an email address? Click here to add email address(es).

[Cancel]   [Save]

1. From the Email Configuration screen, click the **Select a user** drop-down menu to assign a user to an email address. If an employee is not listed in the MyAccount User field, click the **Add New User** option. Populate the required fields and click the **Confirm** button.

2. If you want employees to have email administration rights, click the **Admin Email Access** checkbox. (**Caution**: Email administrators have the right to manage mailbox settings of other employees. Use discretion before assigning this type of permission.)

3. If an email account is displayed that you no longer need, choose **Not Needed**. If an email account is unknown, choose **Not Recognized**.

4. Repeat for all employees and click the **Save** button to validate the email account.