Cox Business
MyAccount Portal
Quick Reference Guide

This guide will help you access and use the features on the MyAccount Portal. It includes instructions on how to sign in, update your profile and utilize the most common features and functionalities.

Overview

The Cox Business MyAccount Portal allows you to easily view and pay bills, manage important features for your services, find useful setup guides, and submit and track tickets to resolve any service issues. You can access MyAccount from your phone, tablet or desktop.

Signing In

Use the following steps to sign in to the MyAccount Portal.

1. Navigate your browser to http://coxbusiness.com/myaccount.

2. Sign in with the User ID and password provided to you.

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

3. Click the **Sign In** button to view your online profile information and associated accounts.

MyAccount Roles

The functionality provided on the MyAccount Home page depends on the role you have been assigned and the permissions granted to that role.

Profile Owners/Profile Administrators

MyAccount Management allows you to:

- Create and edit users
- Assign access rights and permissions
- Edit locations and names
- Manage subscribed user and group voice settings
- Update customer-specific information for technical, billing and marketing communications
- Log in as a different user

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)
- Voice permissions (can set up basic calling features)
- 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)

MyAccount Portal Home Page

The MyAccount Portal Home page is divided into three major sections: MyAccount Overview, My Services and My Support. Each section includes options that allow you to perform a variety of tasks related to your accounts.

Note: The options and features you see on the MyAccount Home page are dependent on the services purchased and the access permissions you have been assigned.

MyAccount Overview

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

- Manage your profile or change your password
- View bill totals, enroll in Auto Pay or Paperless Billing, and access Billing Tools
- View messages and access more information in the Message Center Panel.
- Quickly submit and resolve service issues using the Online Ticketing Panel.
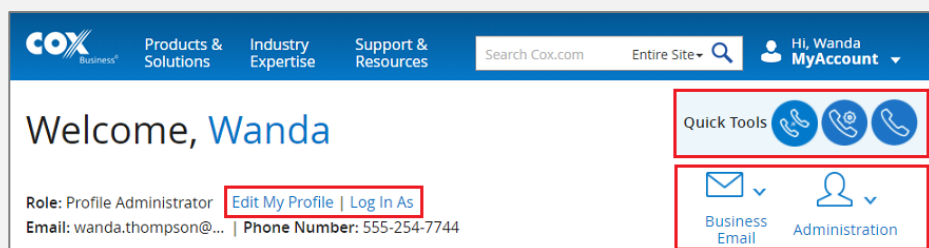
Click **Edit My Profile** to open the Online Account Management page and update your profile information or change your password.

Click the **Log In As** link to log in as a different user on the account to change that user's settings or configure VoiceManager options for the user. **Note:** This link is only available for profile owners, profile administrators or users who have been granted administrative access.

Editing Your Profile

1. Change information as needed in the **My Profile** section.
2. Click the **Save** button.

Changing Your Password

1. Enter your current password in the **Current Password** field.
2. Enter the new password in the **New Password** field and then re-enter the new password in the **Confirm New Password** field.
3. Click the **Save** button.
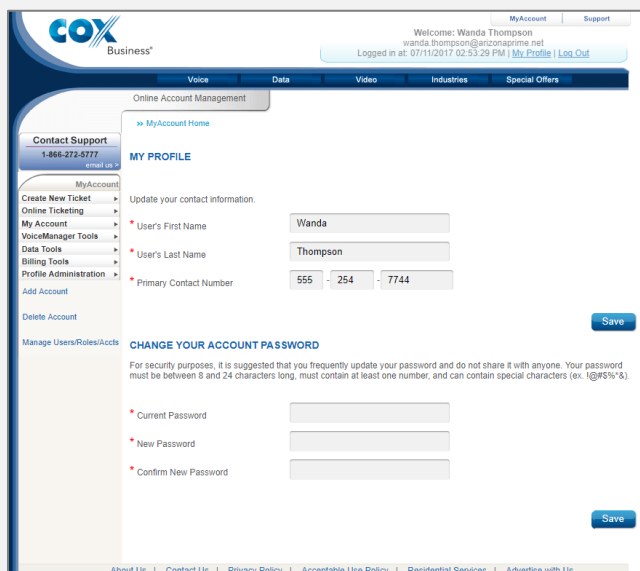
Quick Tools

The Quick Tools icons provide easy access to Call Forwarding, Voicemail and VoiceManager Tools, depending on the voice services that have been purchased for your account.

MyAccount Administrative Icons

Business Email

Click the **Business Email** dropdown arrow to sign 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.

Administration

Click the **Administration** dropdown arrow to access Account and Profile Administration tools.

Note: The Administration icon only displays if you are if you are a profile owner, profile administrator or an end user who has been granted administrative access to certain features.

Account Administration options are:

- Edit Account Alias
- Update Contacts
- Manage Account Access

Profile Administration options are:

- Add Account
- Delete Account
- Manage Users
- Manage Accounts
- Manage Profile Owner
- Log in as a different user

For more information about performing any of these functions, refer to the **MyAccount Portal User Guide**.

My Bills

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 click the **Pay Bill** button or the **Billing Tools** icon. Either option opens the Billing Tools page, where you can pay your bill or access a variety of billing tools.

The My Bills panel also makes it easy for you to enroll in Auto Payments or Paperless Billing.

Note: The My Bills panel is only available to Profile Owners, Profile Administrators and End Users with billing permissions

My Support

The My Support panel provides access to the online ticketing system, where you can 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

You can also start a chat session with customer support by clicking the **Chat** icon.

Message Center

The Message Center panel is often updated with system messages. Check it often for the latest update messages.

Updating Preferences

Click the **Update Preferences** button in the Message Center to choose who will receive certain communications such as billing, planned maintenance or promotional emails.
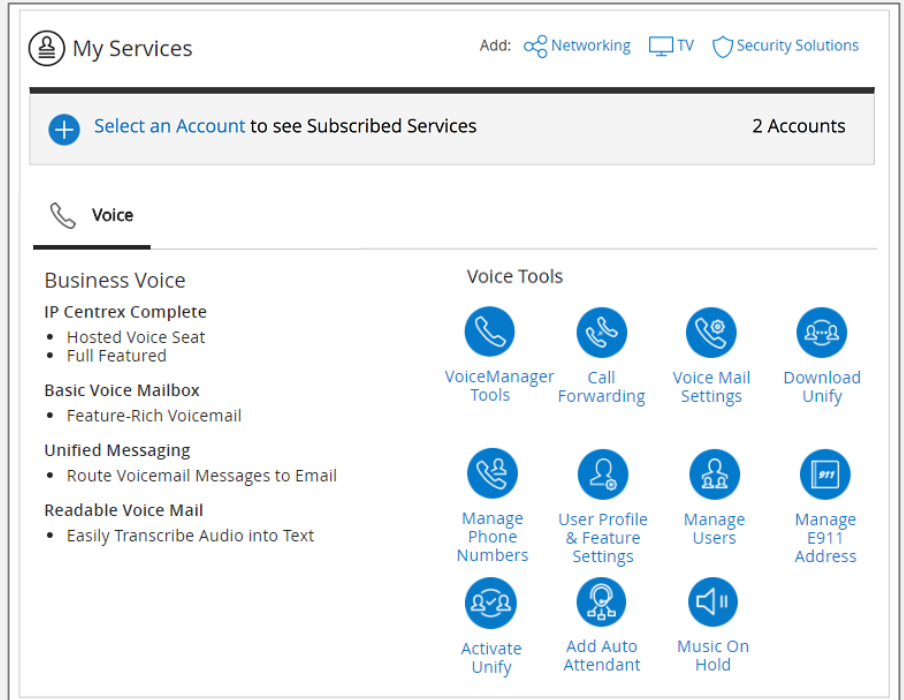
My Services

The My Services section of the Home page displays the services purchased for your account. Available services include:

- Voice
- Internet
- Networking
- TV
- Security Solutions

Services that you are not subscribed to are displayed to the right of the **My Services** heading. Click a link to find out more information and schedule a consultation.

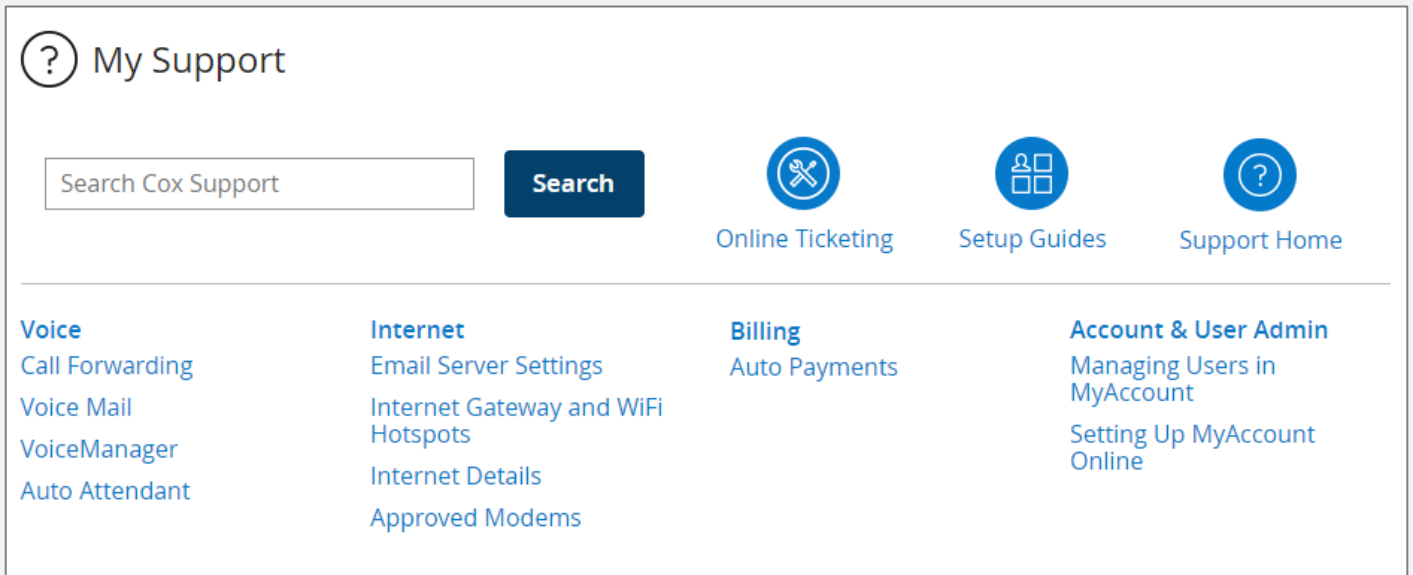If you have multiple accounts, click the plus sign ⊕ to select an account and view subscribed services.

Click a subscribed service tab to view features you can access for that service. For example, click the Voice tab to view and access Voice features.

My Support

The My Support section of the MyAccount Home page provides access to informational articles. Click a link for more information.