

TPx Customer Portal

CUSTOMER GUIDE

Version 7.0
4/20/2026



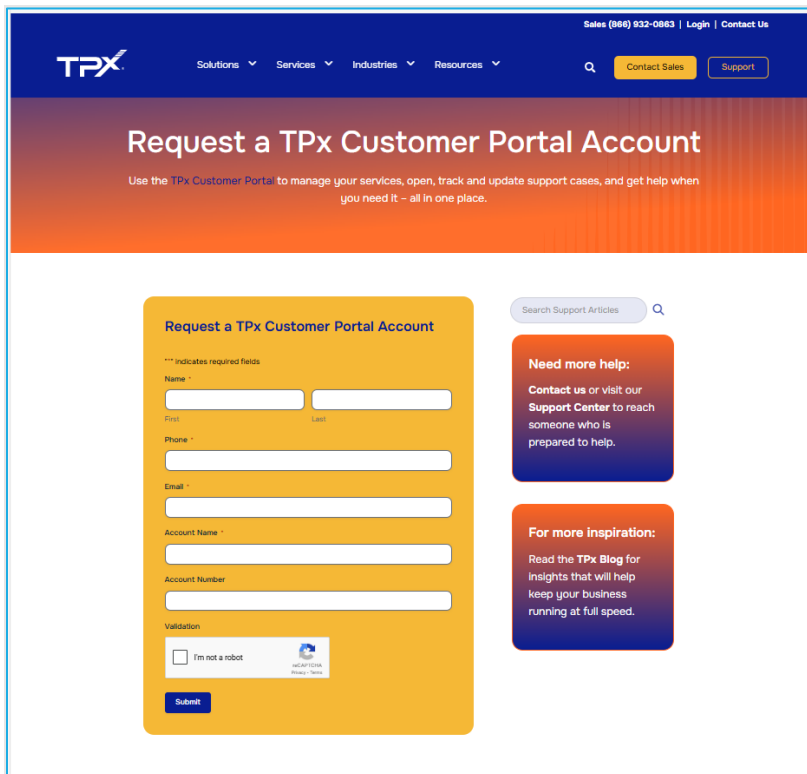
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Introduction

Accessing the Portal

- To request access to the TPx Customer Portal, visit <https://www.tpx.com/support/open-case/>
 - Complete the necessary details such as your name, phone number, email, account name, account number, and service address.
 - Click **Submit**.
 - If you need more help, please click on contact us or visit support center to get assistance.



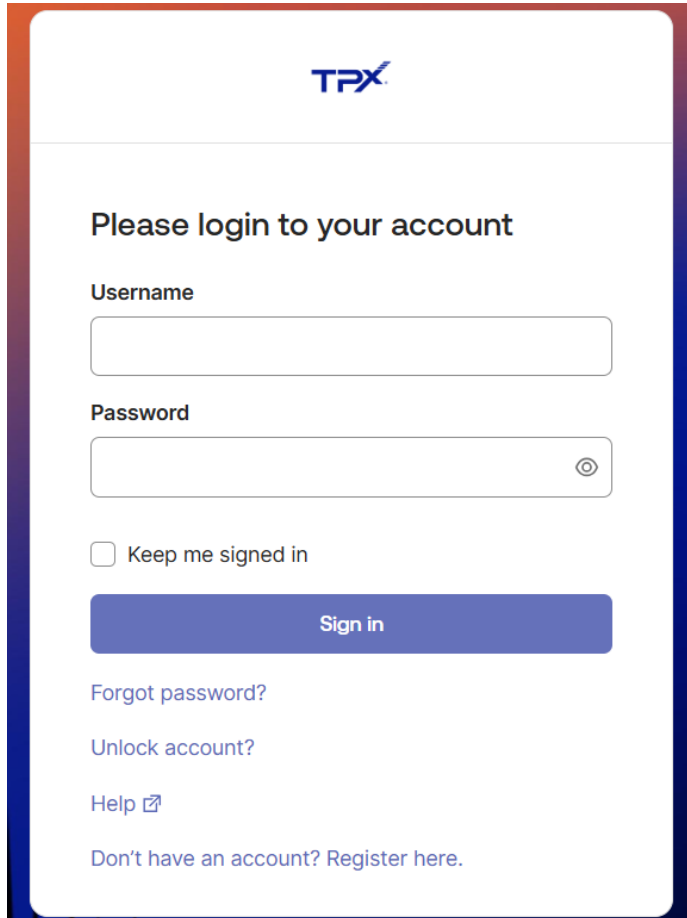
The screenshot shows the TPx website's 'Request a TPx Customer Portal Account' page. The page has a dark blue header with the TPx logo, navigation menus for Solutions, Services, Industries, and Resources, and links for Sales (888) 932-0863, Login, and Contact Us. Below the header is a search bar and buttons for 'Contact Sales' and 'Support'. The main content area features a large orange banner with the title 'Request a TPx Customer Portal Account' and a sub-headline: 'Use the TPx Customer Portal to manage your services, open, track and update support cases, and get help when you need it - all in one place.' Below the banner is a yellow form titled 'Request a TPx Customer Portal Account'. The form includes fields for Name (First and Last), Phone, Email, Account Name, and Account Number. It also has a 'Validation' section with a 'I'm not a robot' checkbox and a CAPTCHA image. A 'Submit' button is at the bottom of the form. To the right of the form are two blue boxes: 'Need more help: Contact us or visit our Support Center to reach someone who is prepared to help.' and 'For more inspiration: Read the TPx Blog for insights that will help keep your business running at full speed.'

- After we handle your request, we send an email with an activation link so you can activate your Portal account and set your password.

Getting Started

Logging In

1. To access the Portal, simply enter the following URL in your web browser:
<https://tpxcommunications.service-now.com/tpx> (Note: Be sure to bookmark this particular URL rather than the link provided in the activation letter.)
2. Sign in using the email address and password configured during the activation process.



The screenshot shows the TPX login interface. At the top center is the TPX logo. Below it, the text "Please login to your account" is displayed. There are two input fields: "Username" and "Password". The "Password" field includes a toggle icon for visibility. Below the fields is a checkbox labeled "Keep me signed in". A blue "Sign in" button is positioned below the checkbox. At the bottom of the form, there are four links: "Forgot password?", "Unlock account?", "Help" (with an external link icon), and "Don't have an account? Register here.".

If you have Multifactor Authentication enabled, a secondary screen continues your login. See the [Multifactor Authentication](#) section.

Overview Page

After logging in, the Portal's main landing page (Overview page) displays, known as the. Here, you'll find a range of options for getting the help you need, including Technical Support, Account & Billing Support, Adding New Services, or Changing Existing Services. The Overview Page also provides a quick snapshot of your ongoing support cases and recent updates. From the Overview Page, you can:

- Create a new support request
- Request changes to your account
- Live chat with a support agent
- Search for support requests
- Perform a speed test
- View the status of our network performance
- Access Resource Library which provides links to the portal and other product guides
- New “Service Logins” slide-out that provides quick and easy access to additional portal logins

Managed Firewalls That Protect Your Network

TPX's Managed Firewalls service go beyond the traditional constructs of a firewall - we deliver secure access, visibility, and control so that your business can benefit from greater cybersecurity and productivity.

[Read More](#)

Create a Support Case

- Technical Support**
Request assistance from our Technical Support Team.
- Account & Billing Support**
General questions about your account or billing.
- Add New Service**
Add additional services to your account.
- Change Existing Service**
Make changes to your existing services.
- Customer Portal Feedback**
Report an issue or Enhancement for the Customer Portal.

Open Support Cases
Showing 4579 cases.

MSx WAN

State	Number	Location	Case Type	Category
NEW	CS00001672775	Harbor Freight 1000 USG Inc - Store #3445...	Customer Health	Backups
Last Updated	Opened	Customer Location ID		
05-22-2025	05-22-2025	UQCD-0004 - Oulford		

Account Maintenance - Test

State	Number	Location	Case Type	Category
NEW	CS00001672762	I Fire Tune	Account & Billing Support	PrintJobs
Last Updated	Opened	Customer Location ID		
05-23-2025	05-20-2025	UQUS-0037 - Hibdale		

Proactive - || Managed SD-WAN | Metrics Alert | Exceeding metrics: [92.41 % of Bandwidth Rx] on 'SFP1' | XQ - US0076 Disney Springs - DO...

State	Number	Location	Case Type	Category
NEW	CS00001672791	Zz Fast Ion Corp - 6903 Tilgus St	Customer Health	Account Maintenance
Last Updated	Opened	Customer Location ID		
05-22-2025	05-14-2025	UQUS-0140 - Dallas Galleria		

Showing 1 of 4579 [See All Cases](#)

Updates

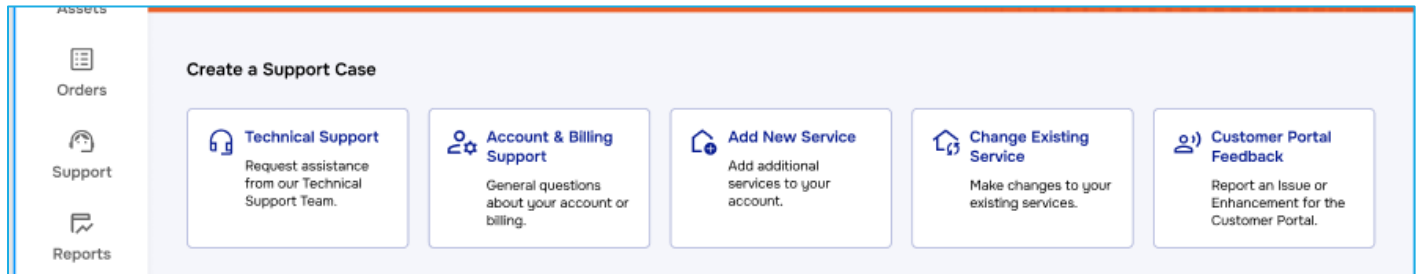
- CS00001629074 System posted**
2025-05-27 11:31:02
Case Assigned
- CS00001629072 System posted**
2025-05-23 10:15:01
Case Assigned
- CS00001629070 System posted**
2025-05-20 09:38:04
Case Assigned
- CS00001629068 System posted**
2025-05-20 08:45:03
Priority 2 - High was 4 - Low
- CS00001629066 System posted**
2025-05-18 03:31:01
Priority 3 - Moderate was 4 - Low
- CS00001629064 System posted**
2025-05-18 03:31:01

TPX Customer Portal Guide | TPX.com | Terms and Conditions | Privacy Policy | System Status | Send Feedback | Version: 20250502

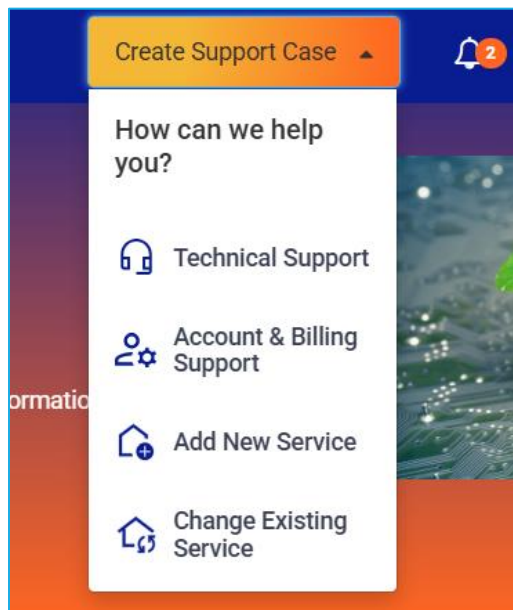
Managing Support Cases

Opening Support Case

1. Go to the Overview page to initiate a support case/request. Choose one of the following options: Technical Support, Account & Billing Support, Add New Service, or Change Existing Service.

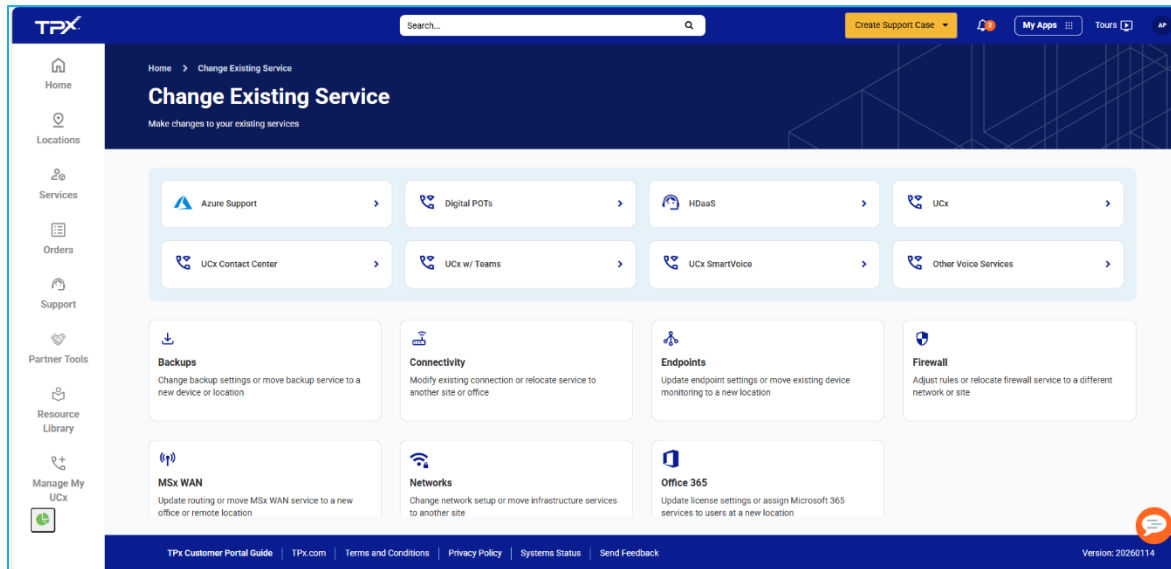


2. Alternatively, you can also click **Create Support Case** in the top-right corner of the Portal window to create a support case. This displays the same options available on the Overview page: Technical Support, Account & Billing Support, Add New Service, or Change Existing Service.



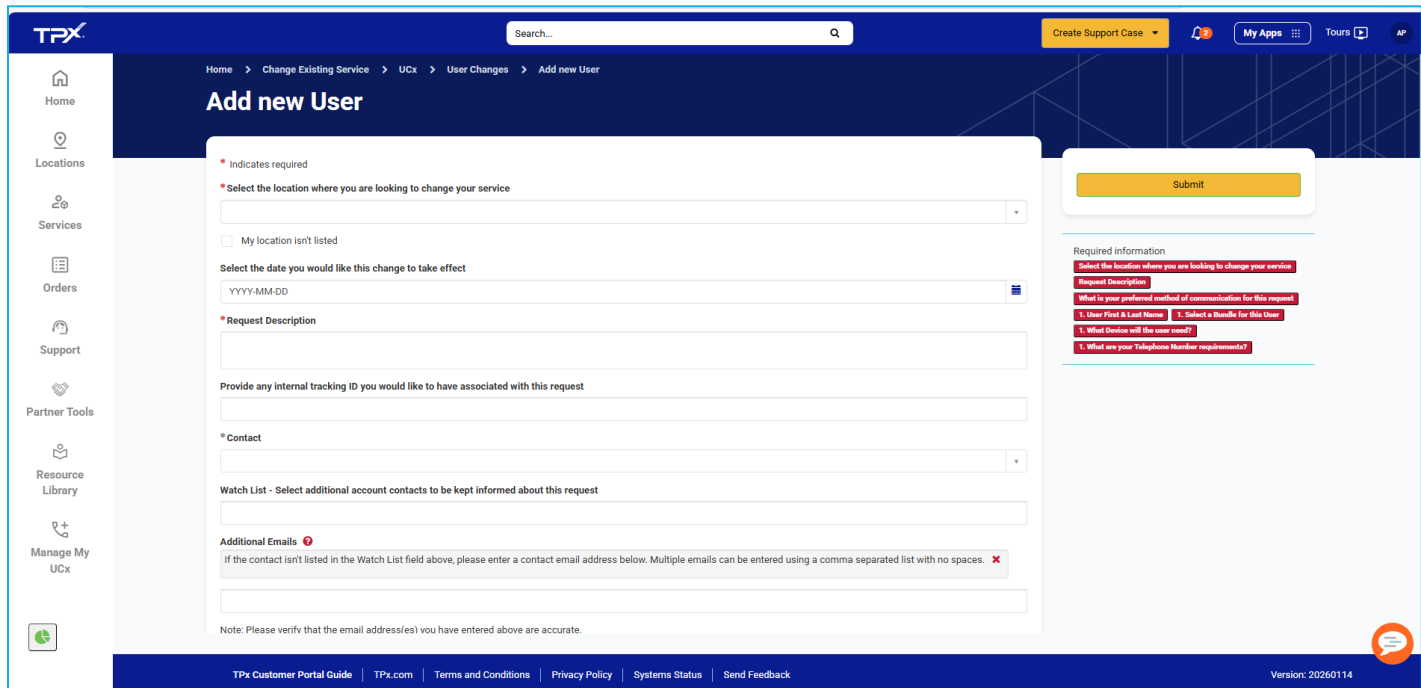
- Select the relevant category for your request type and follow the prompts in the case wizard.

Example:



- Following the case wizard prompts, provide additional details about your support request in the form, then click **Submit**.

Example:



Viewing a Support Case

1. Click **Support** in the left navigation panel to view and/or export a list of all your support cases. This list can be filtered by multiple variables including status, category, and account.
2. Click any case to view further details.

The screenshot displays the TPX Customer Portal interface for viewing support cases. The left navigation menu includes options like Home, Locations, Services, Orders, **Support** (highlighted), Partner Tools, Resource Library, and Manage My UCx. The main content area shows a list of cases under the heading 'TPx Support Cases'. The cases are sorted by 'Last updated' and can be exported. The first case is 'Account Maintenance' with ID CS00002250309. The second case is a notification about Zscaler updates with ID CS00002250308. The third case is 'Proactive - | 202-AZD | Managed SD-WAN | Network Interface Down | Source Ping for sp-ipsla.silverpeak.cloud,8.8.8.8.8.4.4 on Port wan0 tunnel N/A label INET1 An IP SLA' with ID CS00002430267. The fourth case is another Zscaler notification with ID CS00002250307. The footer contains links to the TPX Customer Portal Guide, TPX.com, Terms and Conditions, Privacy Policy, Systems Status, and Send Feedback, along with the version number 20260114.

The Overview page also includes a snapshot of open cases that can be selected to view additional case details:

Managed Firewalls That Protect Your Network

TPX's Managed Firewalls service go beyond the traditional constructs of a firewall – we deliver secure access, visibility, and control so that your business can benefit from greater cybersecurity and productivity.

[Read More](#)

Create a Support Case

- Technical Support**
Request assistance from our Technical Support Team.
- Account & Billing Support**
General questions about your account or billing.
- Add New Service**
Add additional services to your account.
- Change Existing Service**
Make changes to your existing services.
- Customer Portal Feedback**
Report an Issue or Enhancement for the Customer Portal.

Open Support Cases

Showing 4579 cases

MSx WAN

State	Number	Location	Case Type	Category
NEW	CS00001672775	Harbor Freight Tools USA Inc. - Store #3445-...	Customer Health	Backups
Last Updated	Opened	Customer Location ID		
05-22-2025	05-22-2025	UDCD-0004 - Guilford		

Account Maintenance - Test

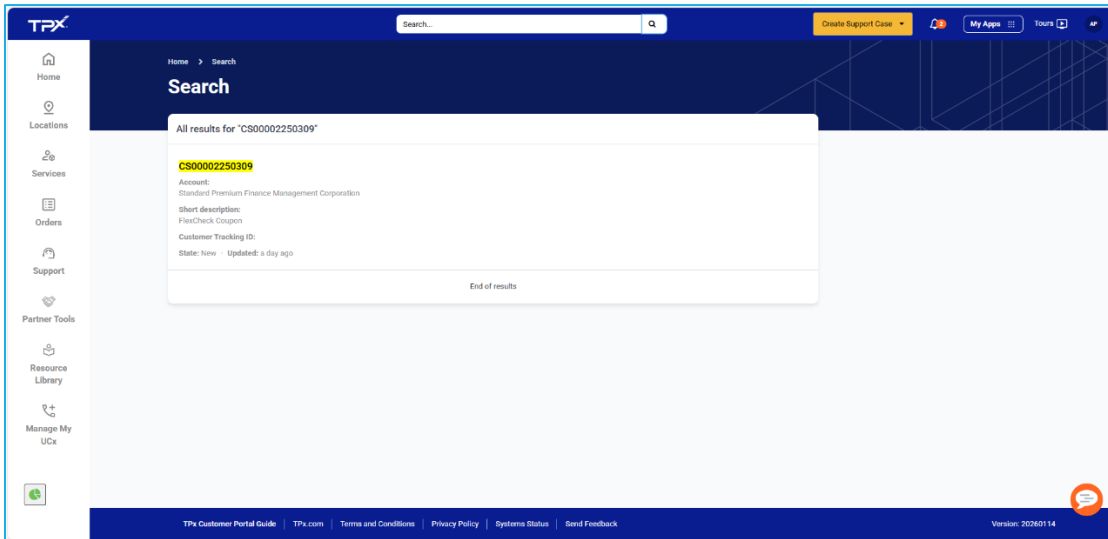
State	Number	Location	Case Type	Category
NEW	CS00001672762	1 Fine Tune	Account & Billing Support	Endpoints
Last Updated	Opened	Customer Location ID		
05-22-2025	05-20-2025	UDUS-0037 - Hildale		

Updates

- CS00001629074 System posted**
2025-05-22 11:31:02
Case Assigned
- CS00001629072 System posted**
2025-05-22 10:15:01
Case Assigned
- CS00001629070 System posted**
2025-05-20 09:38:04
Case Assigned
- CS00001629068 System posted**
2025-05-20 08:45:03

Searching for a Support Case

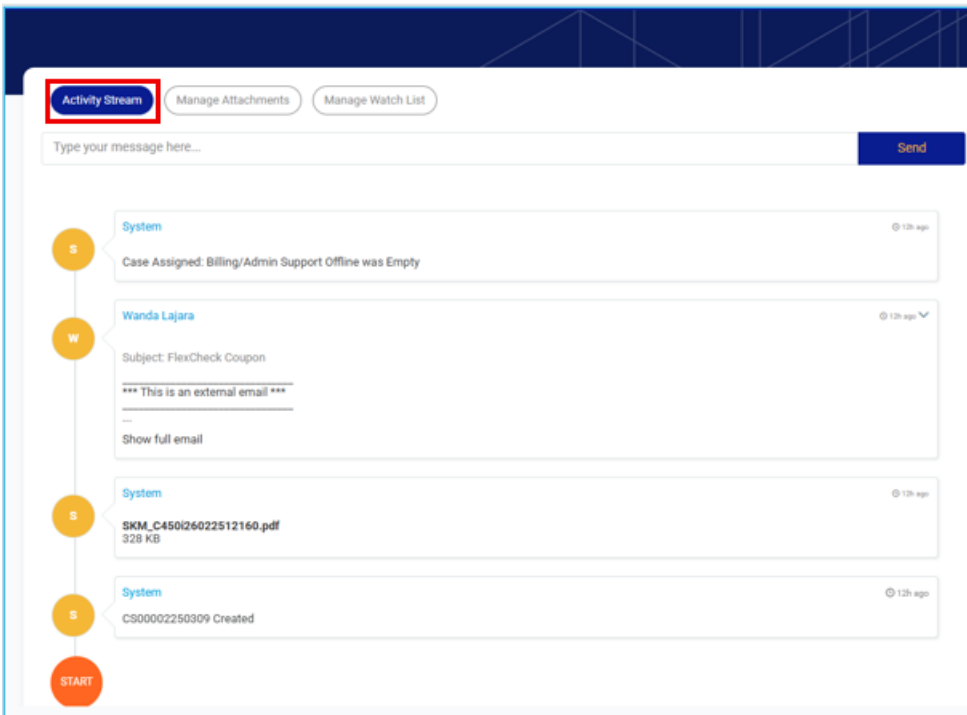
Search for a support case by entering the case number or case details in the global search bar.



Updating a Support Case

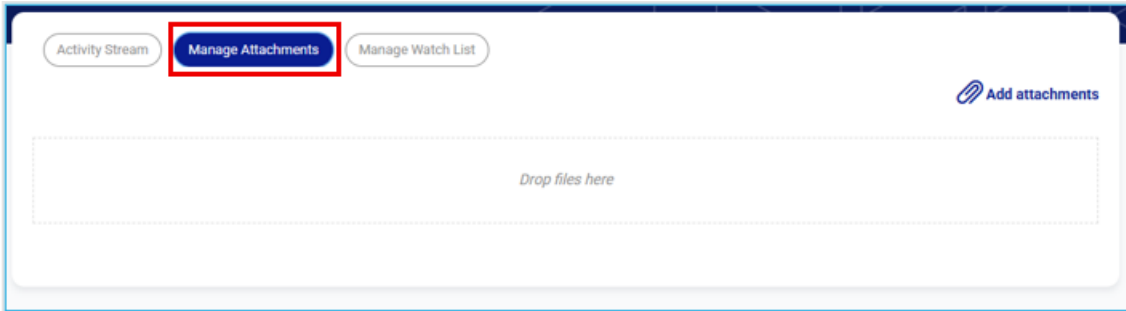
Activity Stream:

The case details view has an **Activity Stream** tab, which displays the history of activities and updates related to the case. You can also add comments in the **Type your message here** dialogue box.



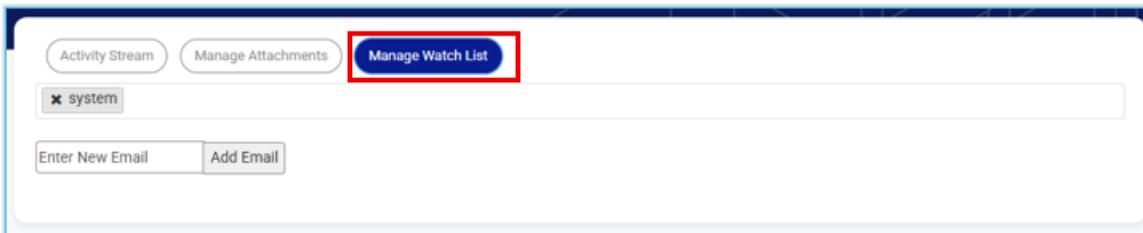
Managing Attachments:

Add, edit, or delete attachments associated with the support case in the **Manage Attachment** tab.



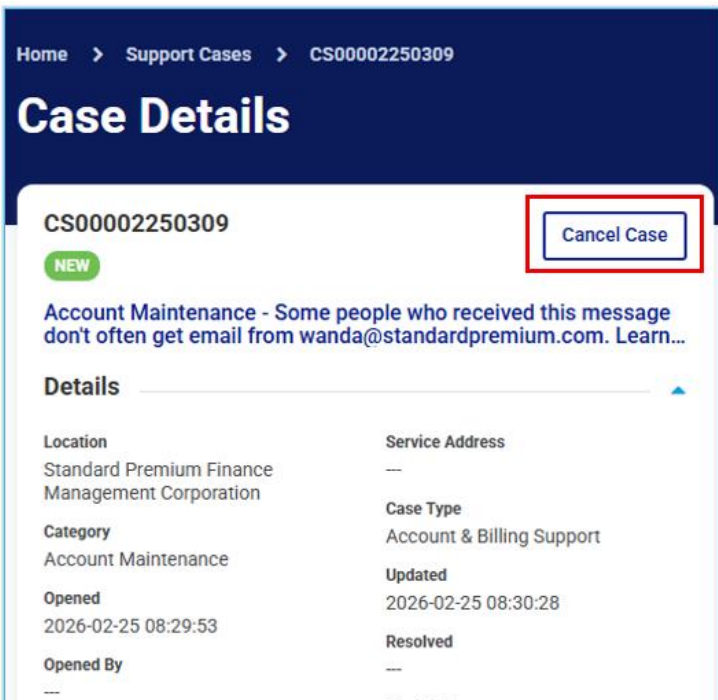
Managing the Watch List:

View, add, or remove additional contacts in the **Manage Watch List** tab. This enables or disables notifications for that specific case, depending on your preferences.



Canceling a Case:

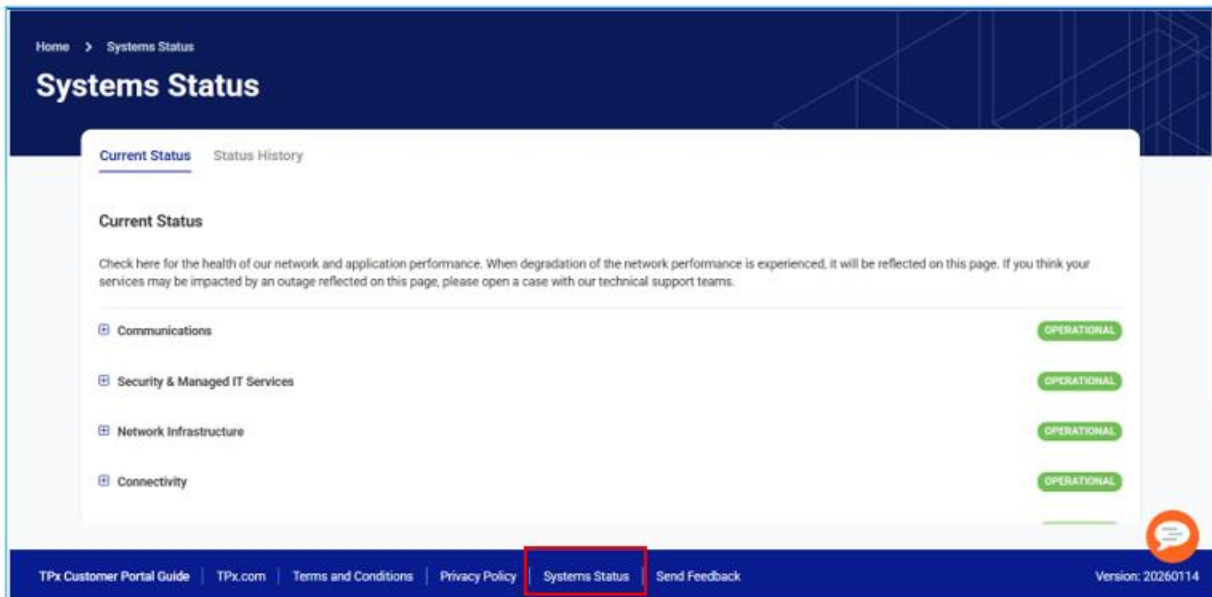
If you no longer require assistance for any reason, click **Cancel Case**.



Additional Resources

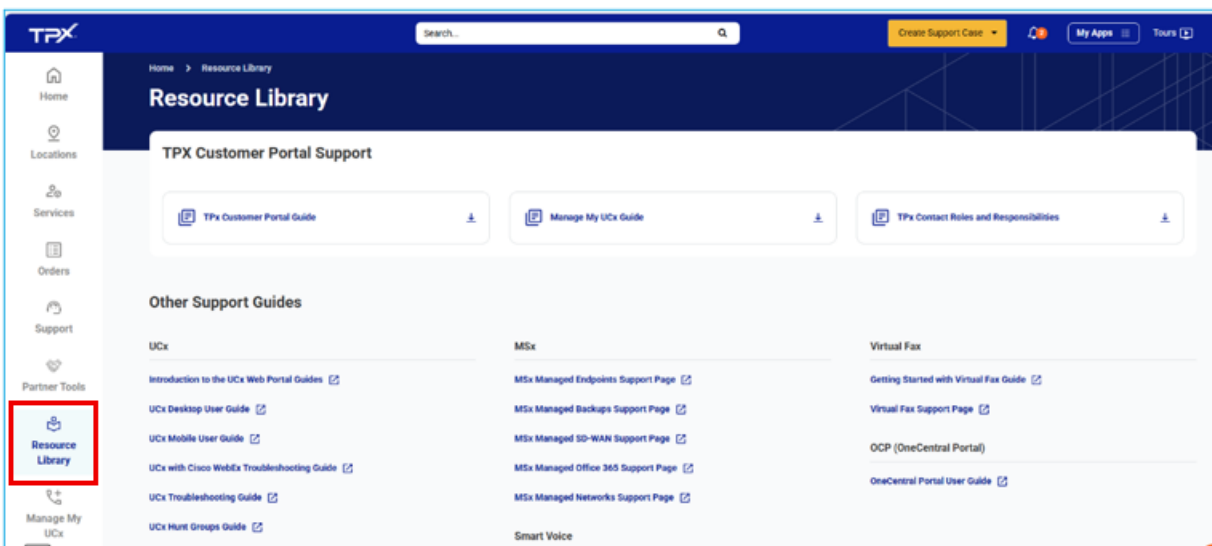
Systems Status

This page provides you with information on the status of our network performance. If you notice a degradation in network performance, it displays here. If you suspect that your services are affected by an issue shown on this page, you can quickly open a support case with our technical support teams for assistance.



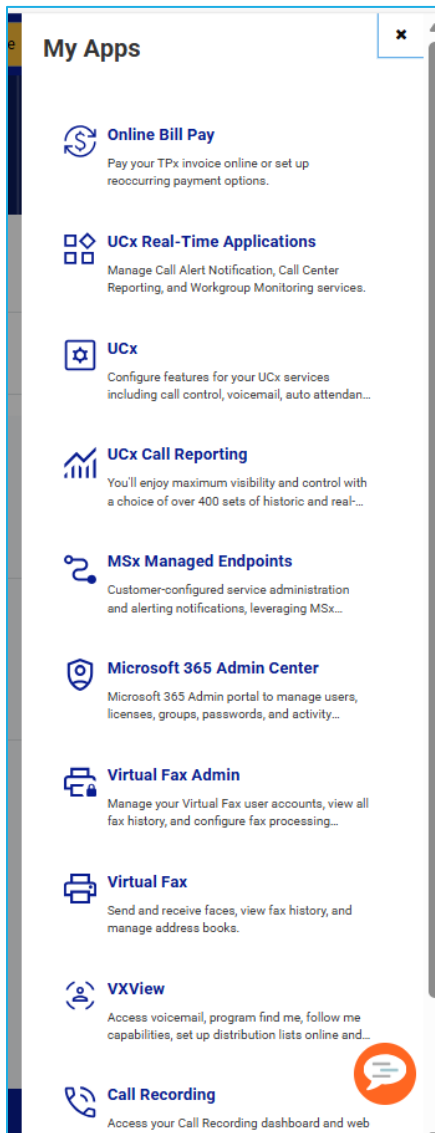
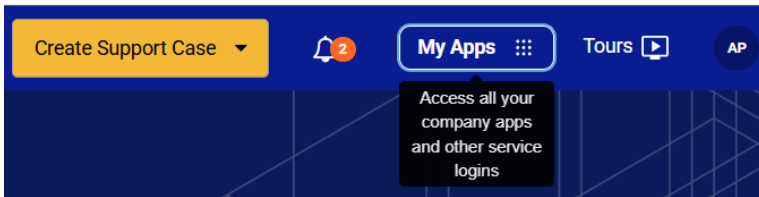
Resource Library

Discover easy access to support resources and user guides for quick answers to your questions.



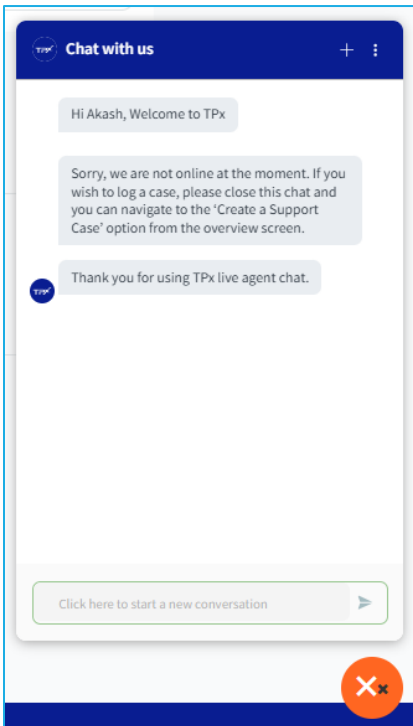
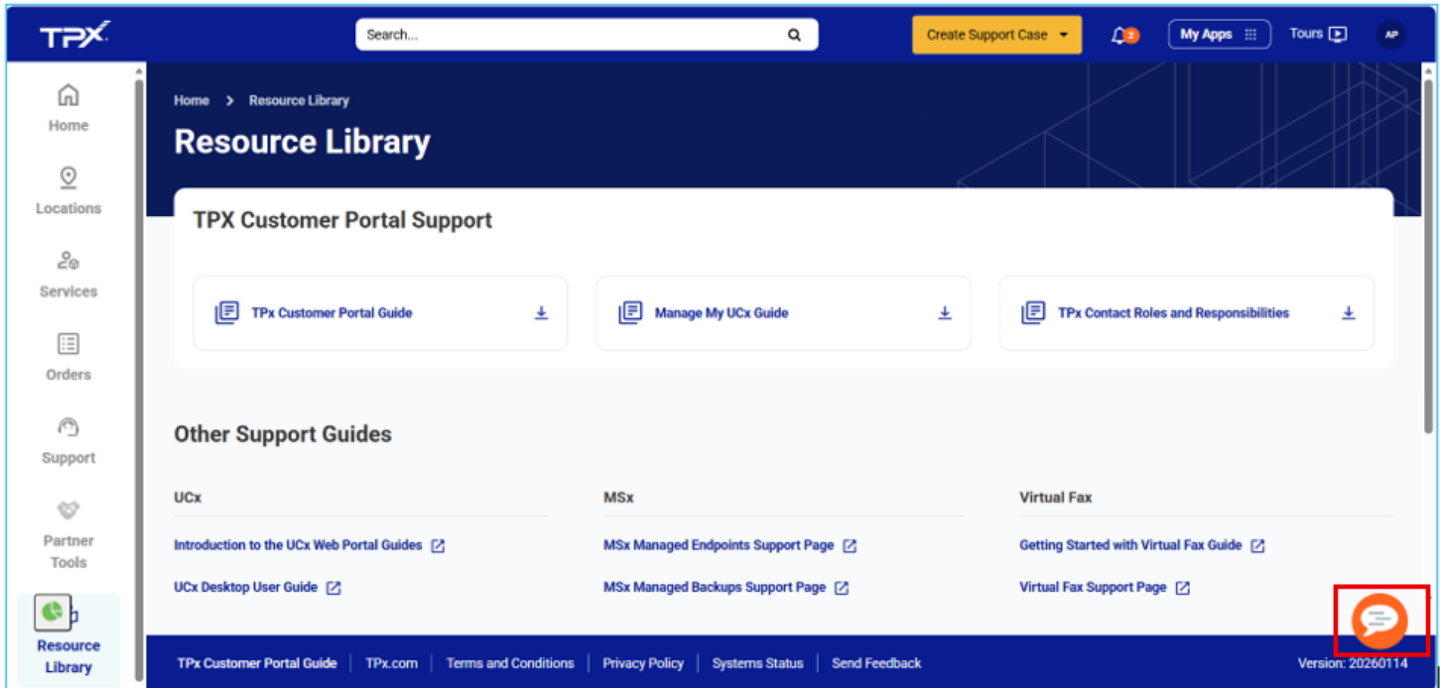
My Apps

My Apps provides quick access to additional portal links and shortcuts tailored to specific products.



Live chat

Live chat with a support agent to report a trouble ticket or get a status on an existing support case.



Billing

Billing Summary Home Page

The Billing Summary displays the Due Date and Total Amount Due.

The screenshot displays the Billing Summary Home Page. On the left, there are sections for 'Open Support Cases' and 'Account Maintenance - Test'. The 'Open Support Cases' section shows a table with columns: State (NEW), Number (CS00001672775), Location (Harbor Freight Tools USA Inc. - Store #3445-...), Case Type (Customer Health), and Category (Backups). The 'Account Maintenance - Test' section shows a table with columns: State (NEW), Number (CS00001672762), Location (1 Fine Tune), Case Type (Account & Billing Support), and Category (Endpoints). On the right, the 'Billing Summary' section is highlighted with a red border. It contains two cards for invoice INV00001234. Each card shows a 'Due Date' of 05-22-2025 and a 'Total Amount Due' of \$ 727.28. There are also links for 'Download Invoice', 'Charges Breakdown', and 'Show Details'.

NOTE: Only Primary Authority, Alternate Authority, and Billing users see the home page widget *and* the Billing menu on the left-hand side.

The **Billing** menu has options to view invoices, pay bills, and review billing charges and call reports.

The screenshot shows the Billing menu in the left-hand side navigation. The 'Billing' menu item is highlighted. A dropdown menu is open, showing three options: 'View My Invoices', 'Pay My Current Bill', and 'Bill Charges & Call Reports'. The dropdown menu is highlighted with a red border.

View My Invoices

Click **View My Invoices** to view account information and download invoices.

- Home
- Support
- Locations
- Assets
- Services
- Billing
- Orders
- Resource Library

Home > Billing > View My Invoices

View My Invoices

Account

1234567890

Details

Address
123 Any Street
City / State
Atlanta, GA
ZIP
30309
Phone

Bill Notification Email
abc@xyz.com

Sort by Newest
Pay Invoices

INV00001234 [Download Invoice](#)

Invoice Date	Due Date	Total Amount Due
05-22-2025	05-22-2025	\$ 727.28

INV00001234 [Download Invoice](#)

Invoice Date	Due Date	Total Amount Due
05-22-2025	05-22-2025	\$ 727.28

INV00001234 [Download Invoice](#)

Invoice Date	Due Date	Total Amount Due
05-22-2025	05-22-2025	\$ 727.28

INV00001234 [Download Invoice](#)

Invoice Date	Due Date	Total Amount Due
05-22-2025	05-22-2025	\$ 727.28

16

Pay My Current Bill

Click **Pay Invoices** in the **View My Invoices** page to be routed to our billing payment portal to pay Invoices.

The screenshot displays the 'View My Invoices' interface. On the left is a navigation sidebar with options: Home, Support, Locations, Assets, Services, Billing (highlighted), Orders, and Resource Library. The main content area has a dark blue header with the title 'View My Invoices' and a breadcrumb trail: Home > Billing > View My Invoices.

Account Details:

- Account: 1234567890
- Details: Harbor Freight Tools USA Inc. - Store #3445...
- City / State: Lyndhurst NJ
- ZIP: 07071
- Phone: (617) 597-6800
- Bill Notification Email: tim.fish@tpx.com

Invoice List:

Invoice ID	Invoice Date	Due Date	Total Amount Due	Action
INV00001234	05-22-2025	05-22-2025	\$ 727.28	Download Invoice
INV00001234	05-22-2025	05-22-2025	\$ 727.28	Download Invoice
INV00001234	05-22-2025	05-22-2025	\$ 727.28	Download Invoice
INV00001234	05-22-2025	05-22-2025	\$ 727.28	Download Invoice

At the top right of the main content area, there is a search bar, a 'Sort by' dropdown set to 'Newest', and a blue button labeled 'Pay Invoices' which is highlighted with a red rectangular box.

Billing Charges & Call Reports

Click **Bill Charges & Call Reports** to display usage charges and exports call reports to CSV, Excel, or PDF formats.

Home > Billing > Bill Charges & Call Reports

Bill Charges & Call Reports

OneCentral

Usage Charges Invoice # 188513033

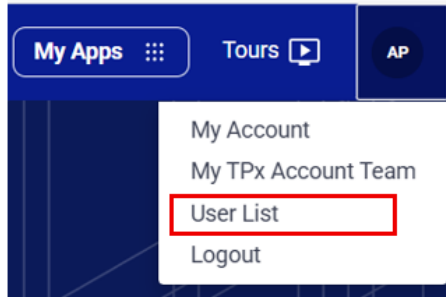
Description	Calls	Minutes	Amount
Total	0	0.0	\$0.00

Export to CSV | Export to Excel | Export to PDF

Portal Profile Settings

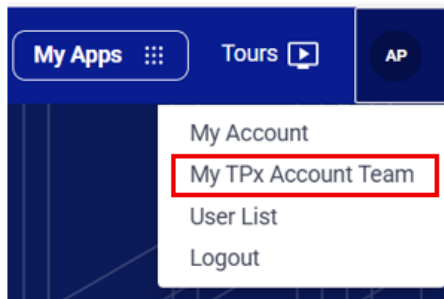
How to Access your User List

1. Click your initials in the top right corner.
2. Select **User List**.



How to Access your TPx Account Team

1. Click your initials in the top right corner.
2. Select **My TPx Account Team**.

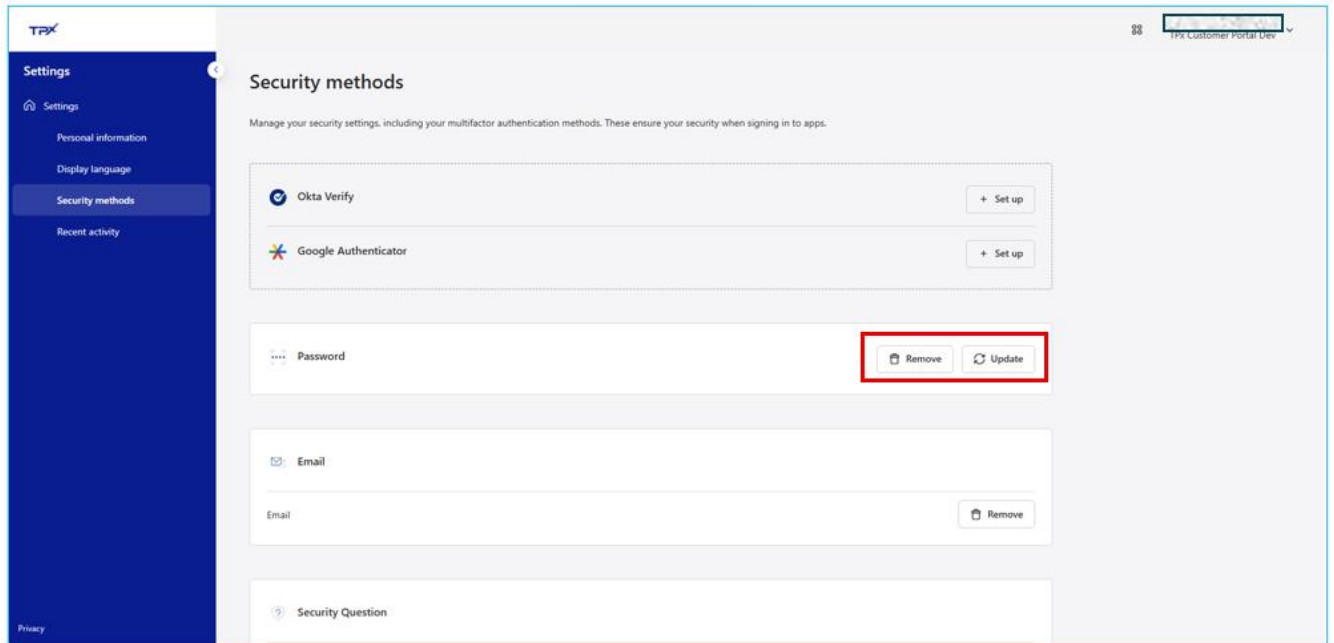


How to Change Password

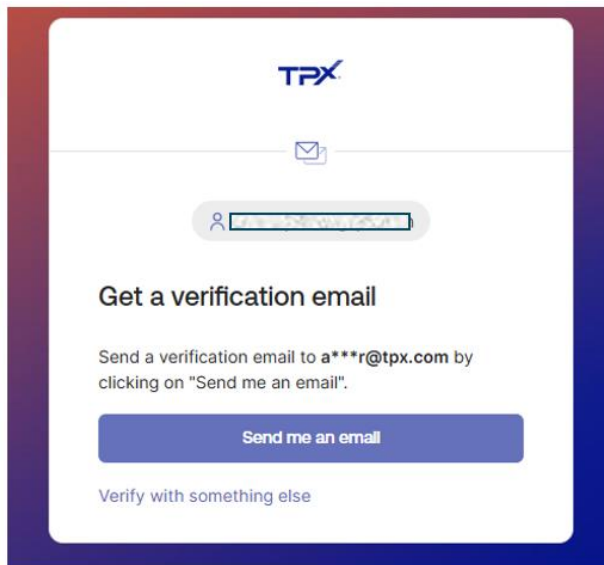
1. Click your initials in the top right corner.
2. Select **My Account**.
3. Select **Change Security Settings**. The system redirects you to the Okta preview dashboard.



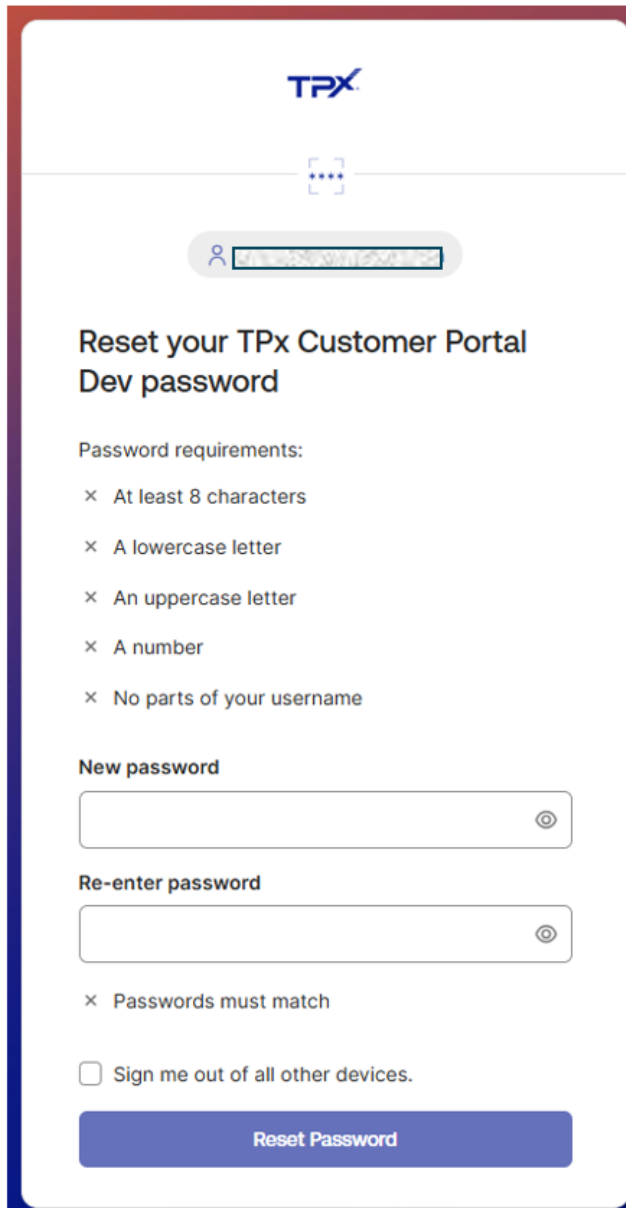
4. Select the **Reset** or **Update** button next to the password option.



5. A pop-up window appears and requests email verification. Click **Send me an email**.



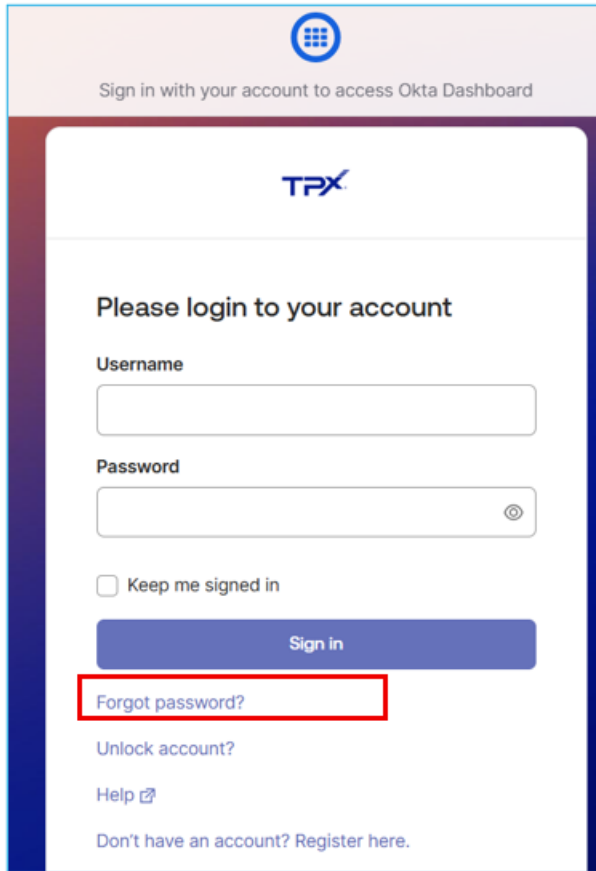
6. Enter the new password, confirm the new password, then select **Reset Password**. The system displays a **Password changed successfully** message.
7. The TPx Admin (noreply@tpx.com) sends a confirmation email indicating that the password change is complete.



The screenshot shows a mobile interface for resetting a password. At the top is the TPX logo and a QR code. Below is a user selection dropdown. The main heading is "Reset your TPx Customer Portal Dev password". Underneath, "Password requirements:" are listed with five criteria: at least 8 characters, a lowercase letter, an uppercase letter, a number, and no parts of the username. There are two password input fields: "New password" and "Re-enter password", both with toggle icons. A "Passwords must match" error message is shown below the second field. At the bottom, there is a checkbox for "Sign me out of all other devices." and a blue "Reset Password" button.

How to Reset a Forgotten Password

1. To reset a forgotten password, select the **Forgot password?** link at the bottom of the login page.



Sign in with your account to access Okta Dashboard

TPX

Please login to your account

Username

Password

Keep me signed in

Sign in

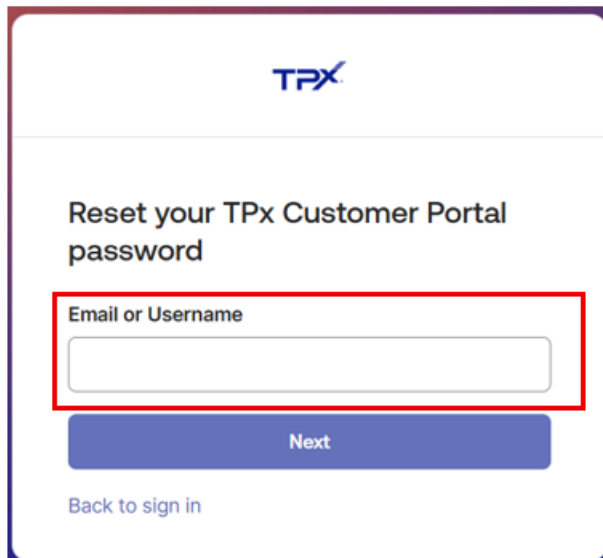
Forgot password?

Unlock account?

Help [?](#)

Don't have an account? Register here.

2. Enter your **Email address or Username**, then select **Next** to select the **Reset via Email** button.



TPX

Reset your TPx Customer Portal password

Email or Username

Next

Back to sign in


TPx Communications (noreply@tpx.com) sends an email with a Complete Password Reset link. The link expires in 1 hour.

How to Unlock Account

1. After too many login attempts, a user is locked out of the Portal. If a Password Challenge Question is set up, you can unlock your account using the **Unlock account?** link.

2. Enter your **Username**, then click **Next** to select **Send Email**.

Open the email from TPx Communications (noreply@tpx.com) and follow the instructions to unlock your account. If the password is unknown, please complete the Forgot Password steps to reset the password.

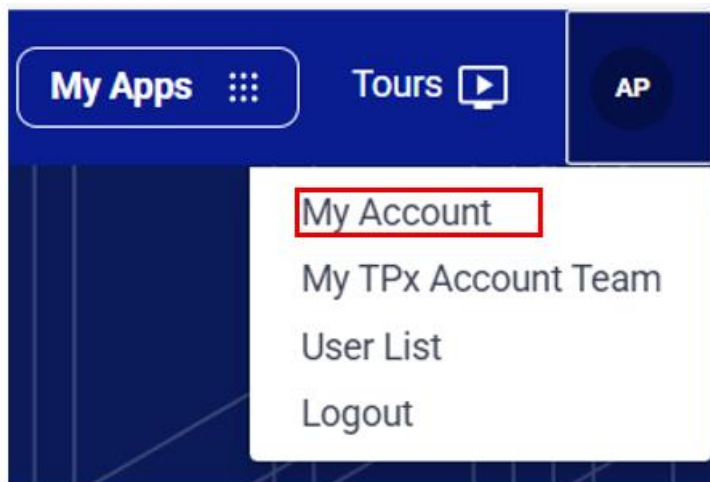


NOTE: Additional functionality is planned for upcoming releases. Please use the **Send Feedback** form to let us know which features you wish to see in the TPx Customer Portal!

How to Setup Multifactor Authentication (MFA)

MFA Setup or Reset for Customer

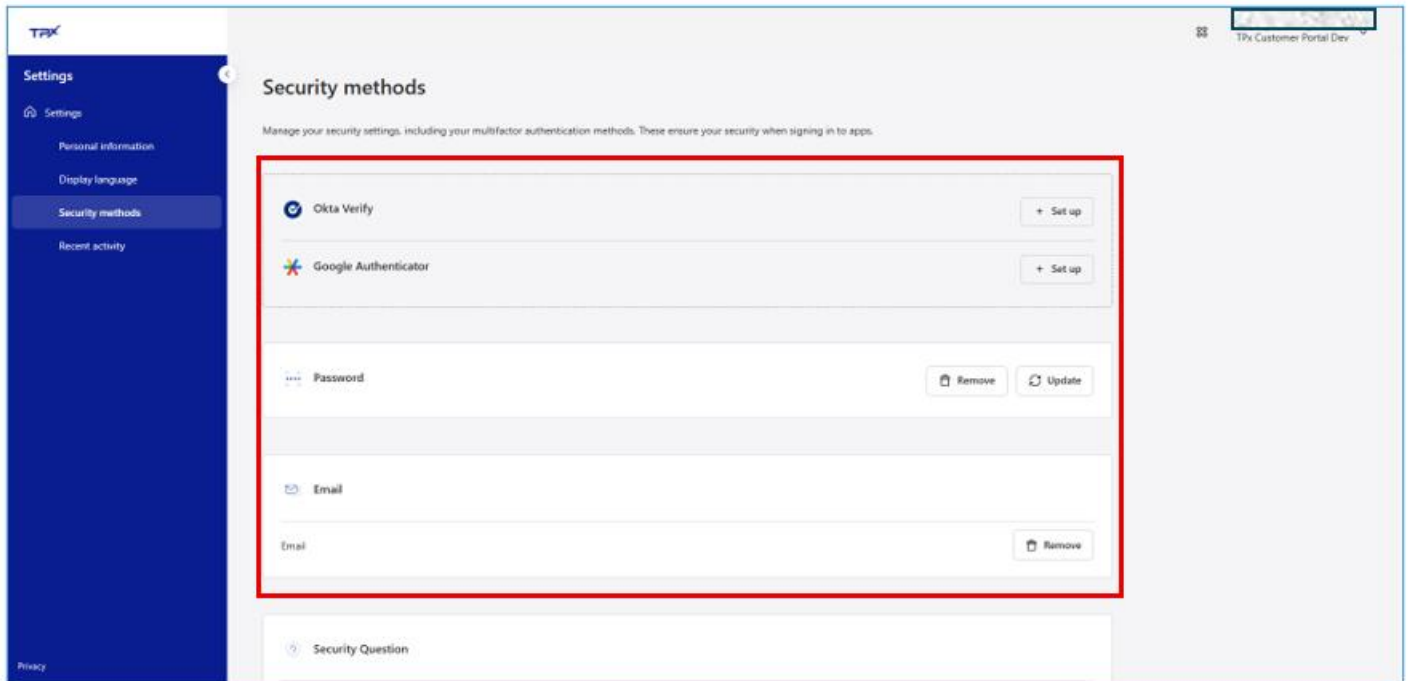
1. Log in and select your user initials in the top right corner, then select **My Account**.



2. Select **Change Security Settings**.



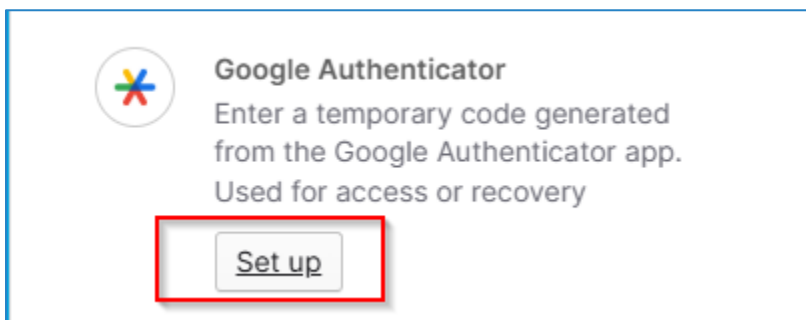
- Use this page to set up a new authentication method or remove an existing authentication method. If an authentication method is removed, at the next log in you can set it up again, and it functions like a reset.



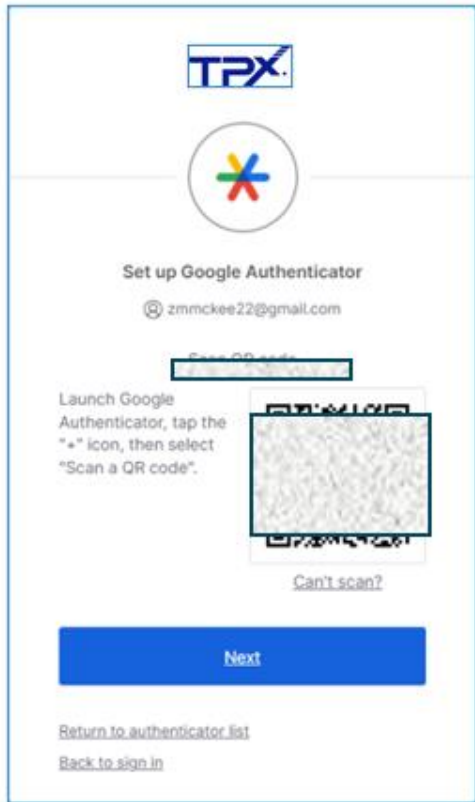
- Follow the steps to remove the authentication method, such as entering your password and the MFA method.

Google Authenticator Setup

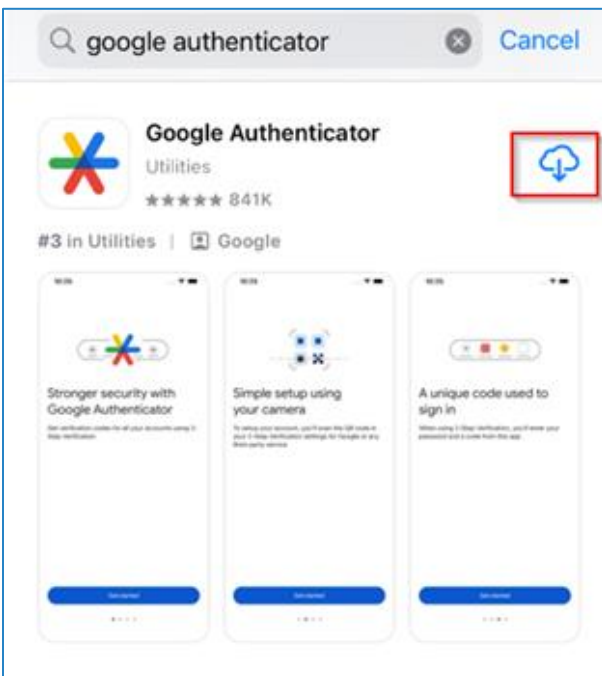
- Log in and click **Set up** for Google Authenticator.



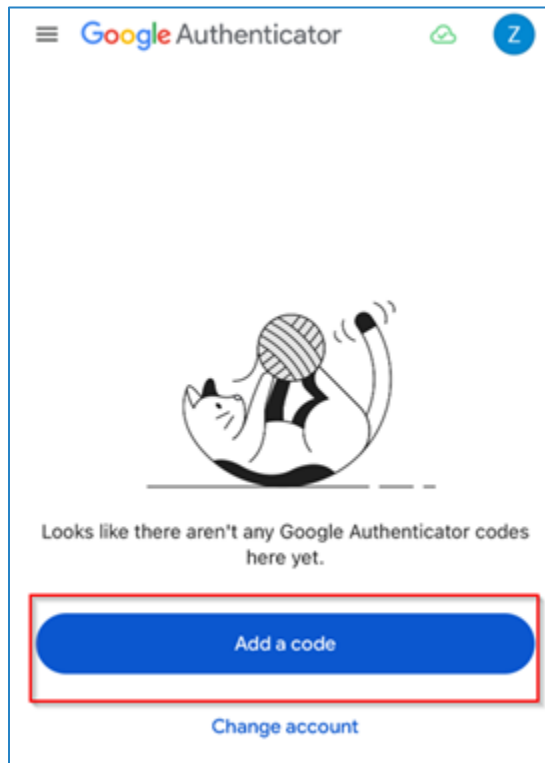
2. Follow the directions below to download the app and scan the QR Code.



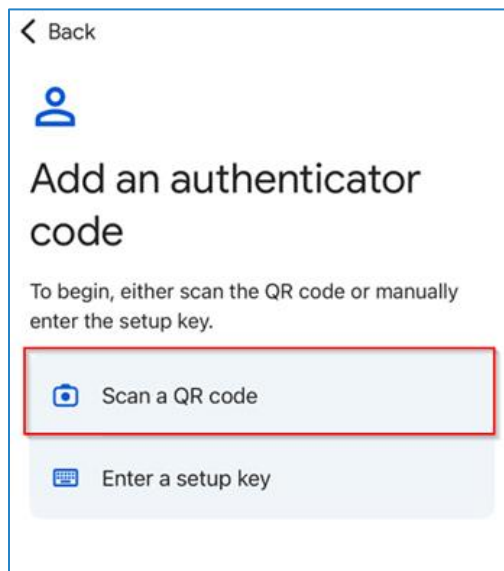
3. Go to the app store on your mobile phone and download Google Authenticator.



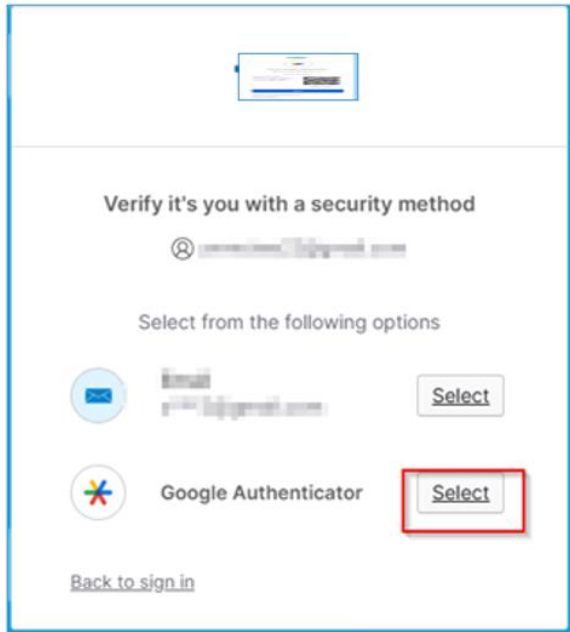
4. Open the app and click **Add a code**.



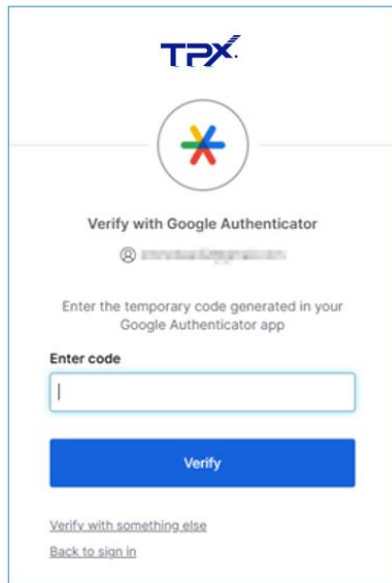
5. Select **Scan a QR code** and scan the QR Code on your web browser.



6. Sign in and select Google Authenticator.

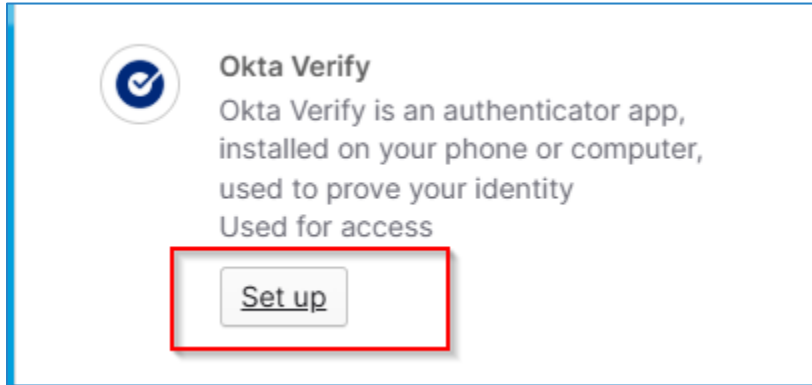


7. Open your Google Authenticator app and enter the code.

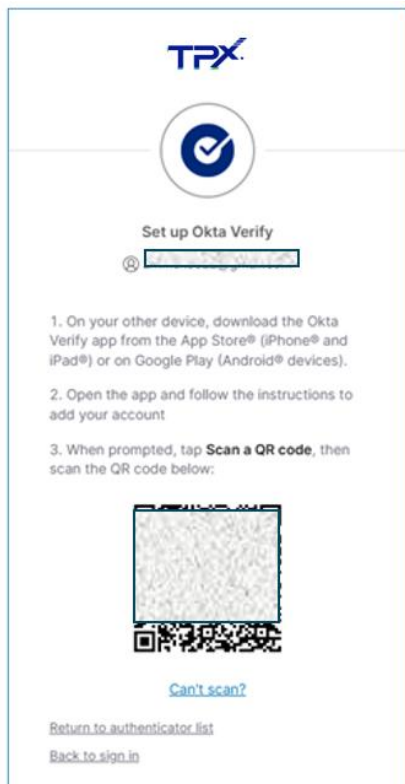


Okta Authentication Setup

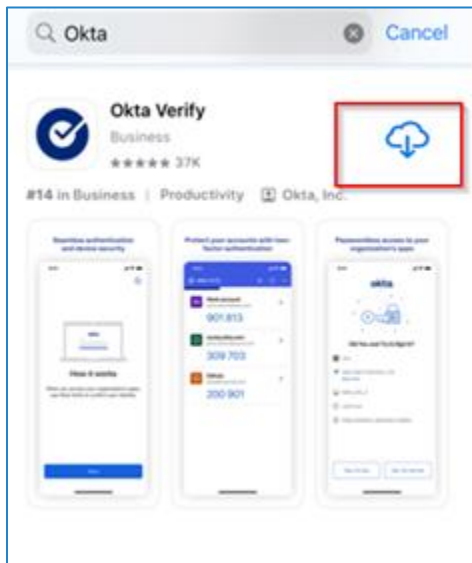
1. Log in and click **Set up** for Okta Verify.



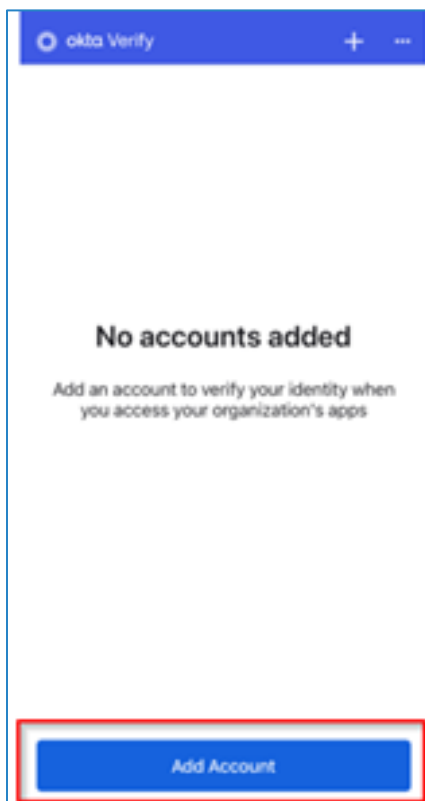
2. Follow the directions below to download the app and scan the QR Code.



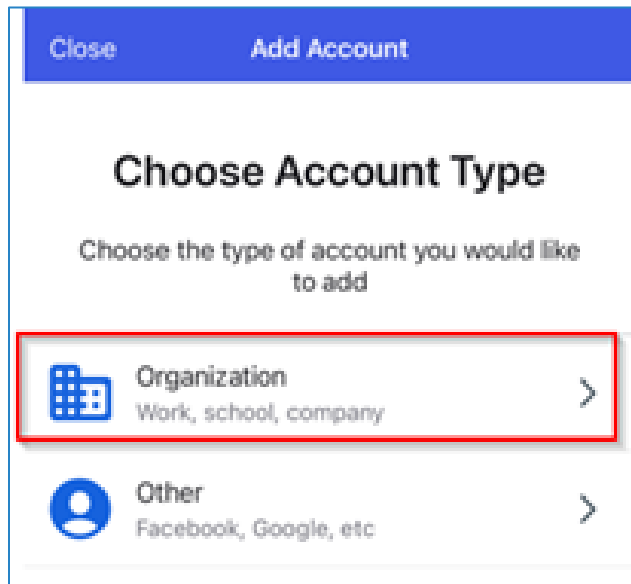
3. Go to the app store on your mobile phone and download Okta Verify.



4. Open the app and click **Add Account**.



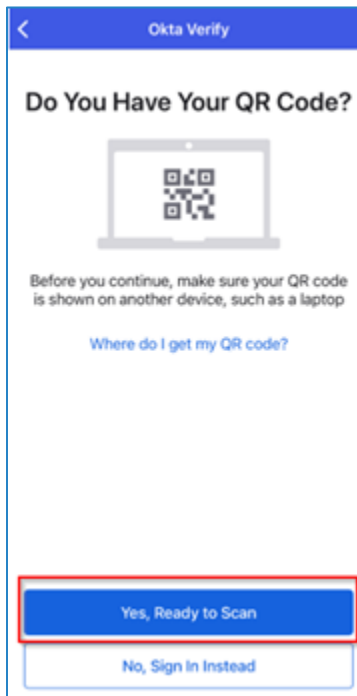
5. Select Organization.



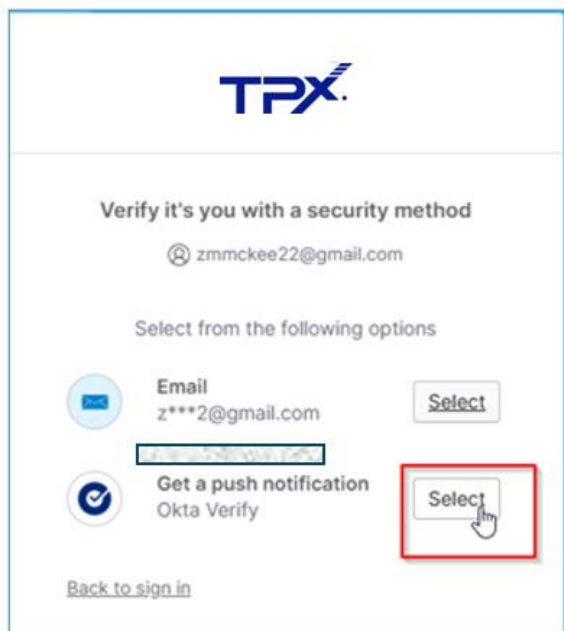
6. Click **Skip**.



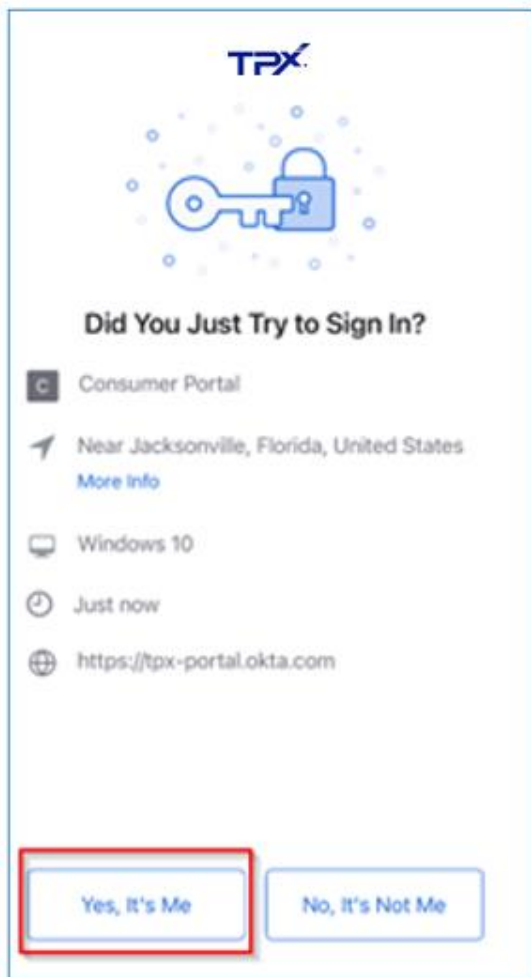
7. Click **Yes, Ready to Scan**, then scan the QR Code on your web browser.



8. Sign in and select Okta Verify.



9. When the push notification arrives on your mobile device, click **Yes, It's Me** to verify your login.



Toll Free Ring To Changes

To request changes to your Toll Free **Ring To** settings, navigate to the **Toll Free Ring To** section from the left-hand navigation menu.

You will see a list of your Toll Free Numbers, along with an **Action** column.

Home > Toll Free Ring To

Ring To Status

Ring To Status 45

Account Number

Toll Free Number	Ring To Termination	Network	Action
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	7374757677	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	
8003831234	9527123456	On-Net	

Toll Free Ring To allows you to manage your Toll Free service efficiently. Point your traffic to any number within the continental U.S. Please note, in certain cases, the Ring to Number must be in the same state where your Toll Free Number is located. Just select the Toll Free Number that you want to change and click the 'Submit' button.

Note: Not all Toll Free Numbers can be modified online. If you don't see your number listed, please submit a case [Click Here](#). Please note that Toll Free usage rates may change based on the location of the new Ring To Number.

Select the Action icon next to the number(s) you want to update. After making your selection, click the checkmark, then choose Submit.

Home > Toll Free Ring To

Ring To Status

Ring To Status 45 Account Number Toll Free Number, Ring to Number

Review your changes before clicking Submit to process the request.

Toll Free Number	Ring To Termination	Network	Action
8003831234	<input type="text" value="8586878889"/>	On-Net	✓ ×
8003831234	9527123456	On-Net	✎
8003831234	9527123456	On-Net	✎
8003831234	9527123456	On-Net	✎
8003831234	<input type="text" value="3435363738"/>	On-Net	✓ ×
8003831234	9527123456	On-Net	✎
8003831234	9527123456	On-Net	✎
8003831234	9527123456	On-Net	✎
8003831234	9527123456	On-Net	✎

Submit

Toll Free Ring To allows you to manage your Toll Free service efficiently. Point your traffic to any number within the continental U.S. Please note, in certain cases, the Ring to Number must be in the same state where your Toll Free Number is located. Just select the Toll Free Number that you want to change and click the 'Submit' button.

Note: Not all Toll Free Numbers can be modified online. If you don't see your number listed, please submit a case [Click Here](#). Please note that Toll Free usage rates may change based on the location of the new Ring To Number.

Review and confirm your changes. Once submitted, your request will be sent for processing and the necessary updates will be made.

Change Ring To Termination ×

Toll Free Number	Existing Ring To Termination	New Ring To Termination
8003831234	9527123456	8586878889
8003831234	7374757677	3435363738

Off-Net Rate Change

Changing the termination number to this off-net TelePacific number will change your rate. The standard off-net rate of \$0.062 may apply.

On-Net Rate Change

Changing the termination number to this on-net TelePacific number will change your rate. The standard on-net rate of \$0.059 may apply.