# TPx Customer Portal

## CUSTOMER GUIDE

Version 13.0
10/27/2026



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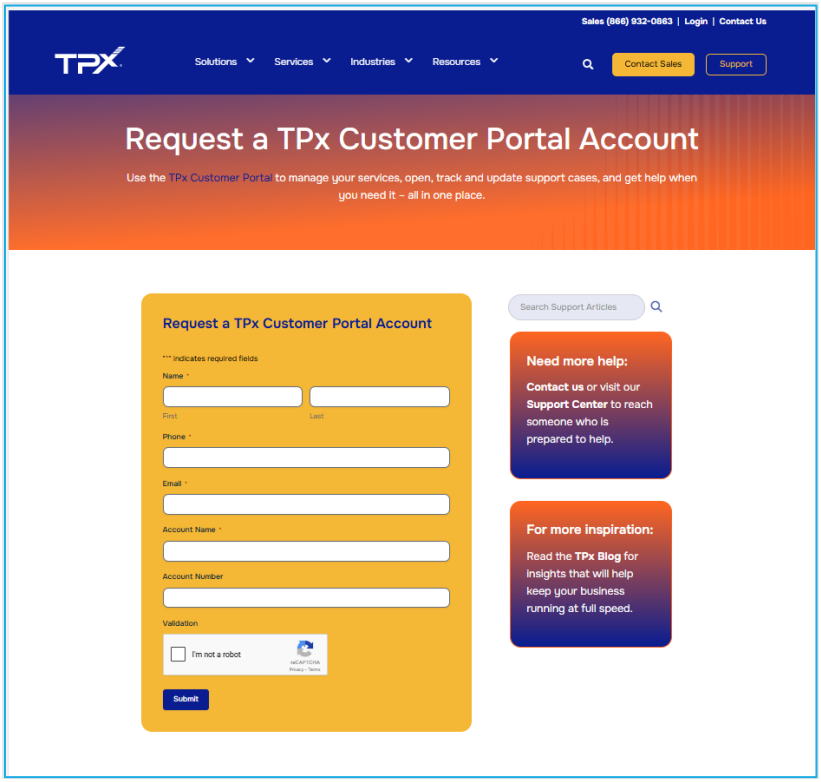

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# Introduction

## Accessing the Portal

1. To request access to the TPx Customer Portal, visit https://www.tpx.com/request-account/
    - 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.

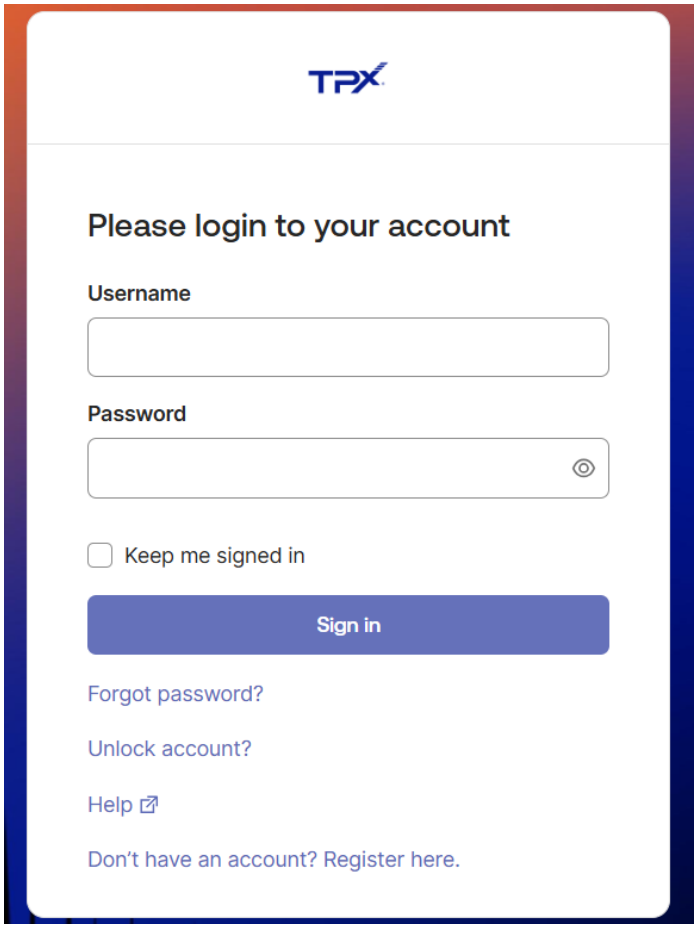



2. After we handle your request, we send an email with an activation link so you can activate your Portal account and set your password.

# Getting Started

## Logging In

1. To access the Portal, simply enter the following URL in your web browser: https://portal.tpx.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.

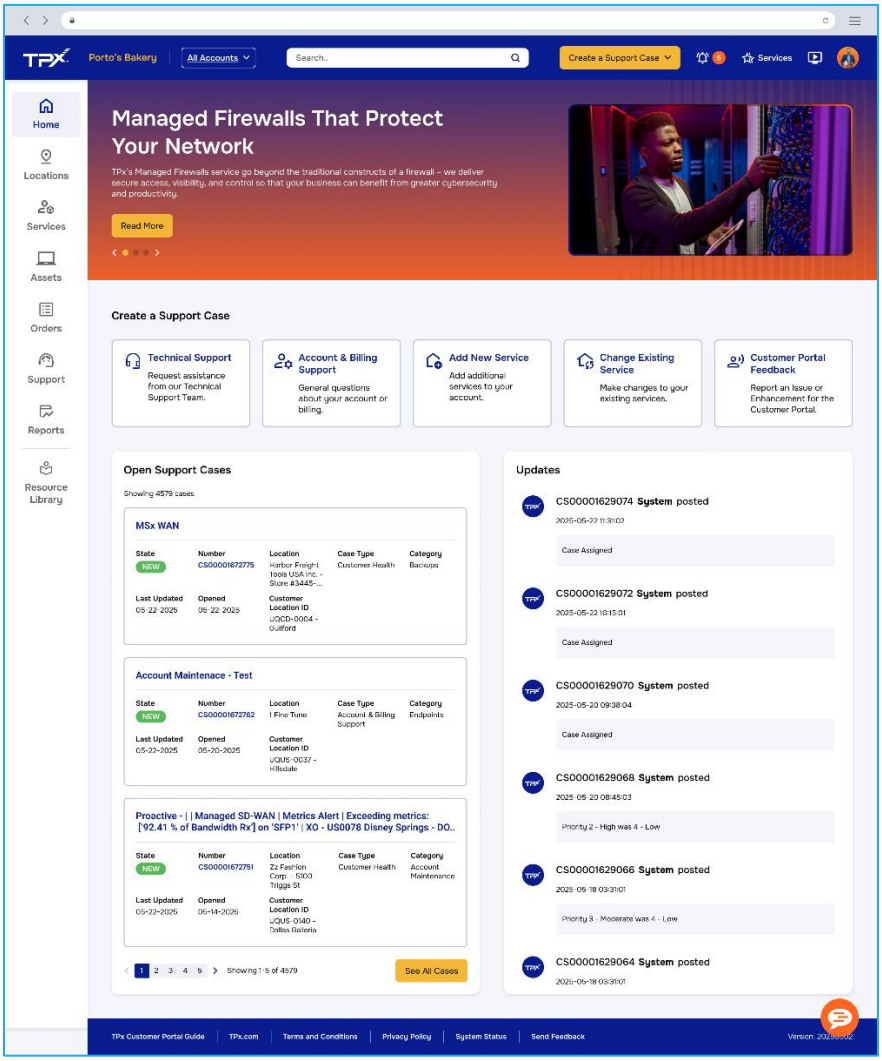



If you have Multifactor Authentication enabled, a secondary screen continues your login. See the Multifactor Authentication section.

## 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:

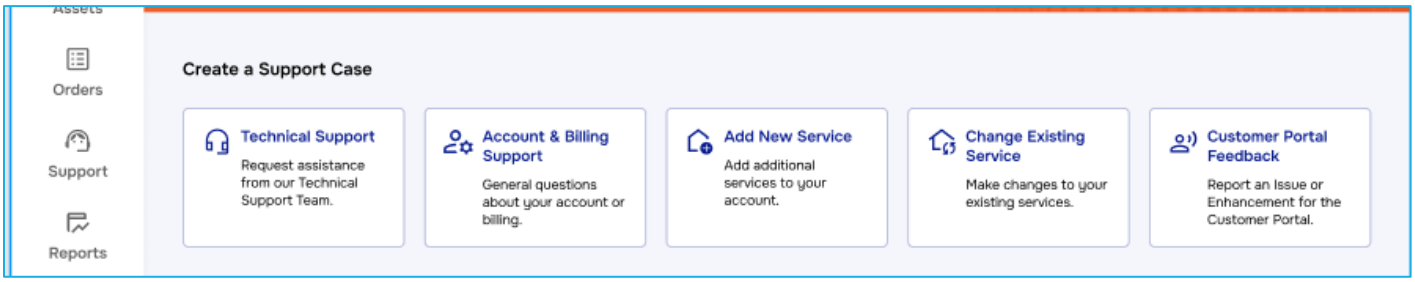
- Create a new support request
- Request changes to your account
- Live chat with a support agent
- Search for support requests
- Perform a speed test
- View the status of our network performance
- Access Resource Library which provides links to the portal and other product guides
- New “Service Logins”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



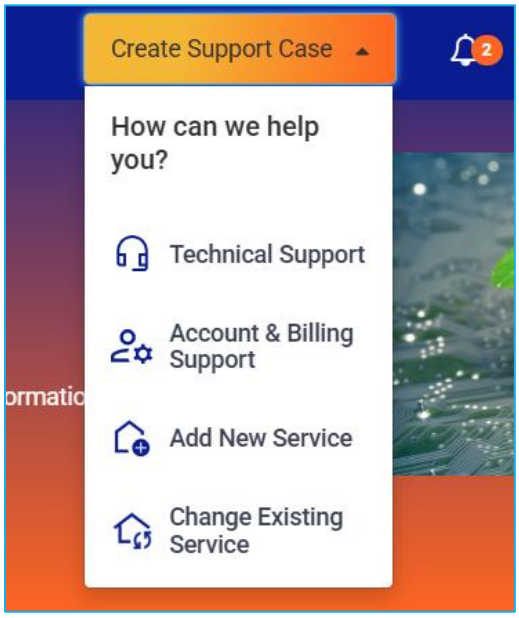
## Managing Support Cases

### *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.

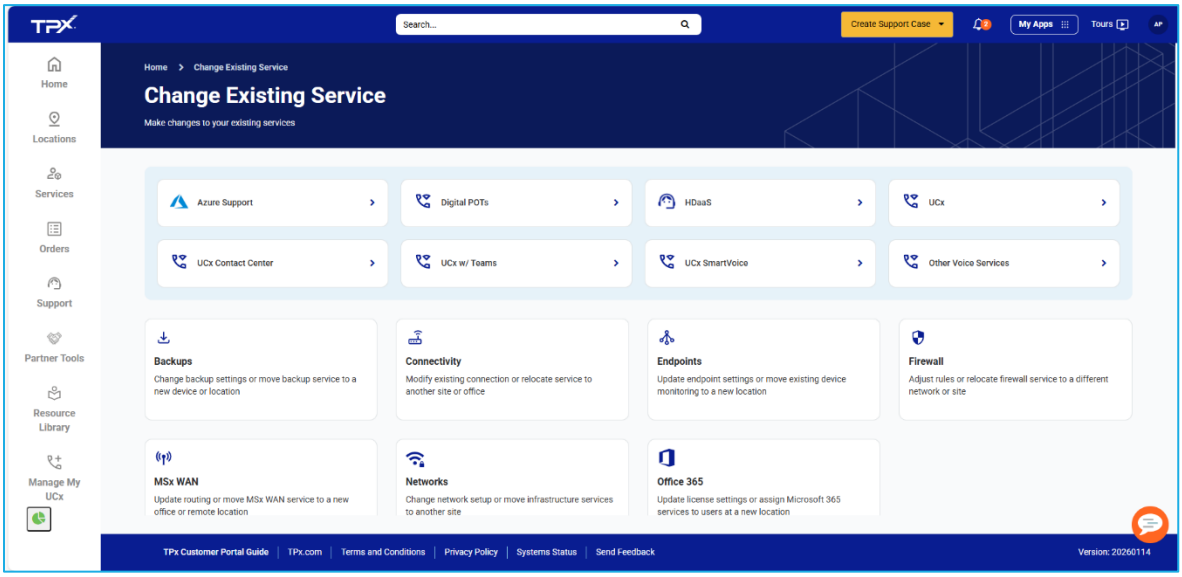



2. Alternatively, you can also click **Create Support Case** in the top-right corner of the Portal window to create a support case. This displays the same options available on the Overview page: Technical Support, Account & Billing Support, Add New Service, or Change Existing Service.



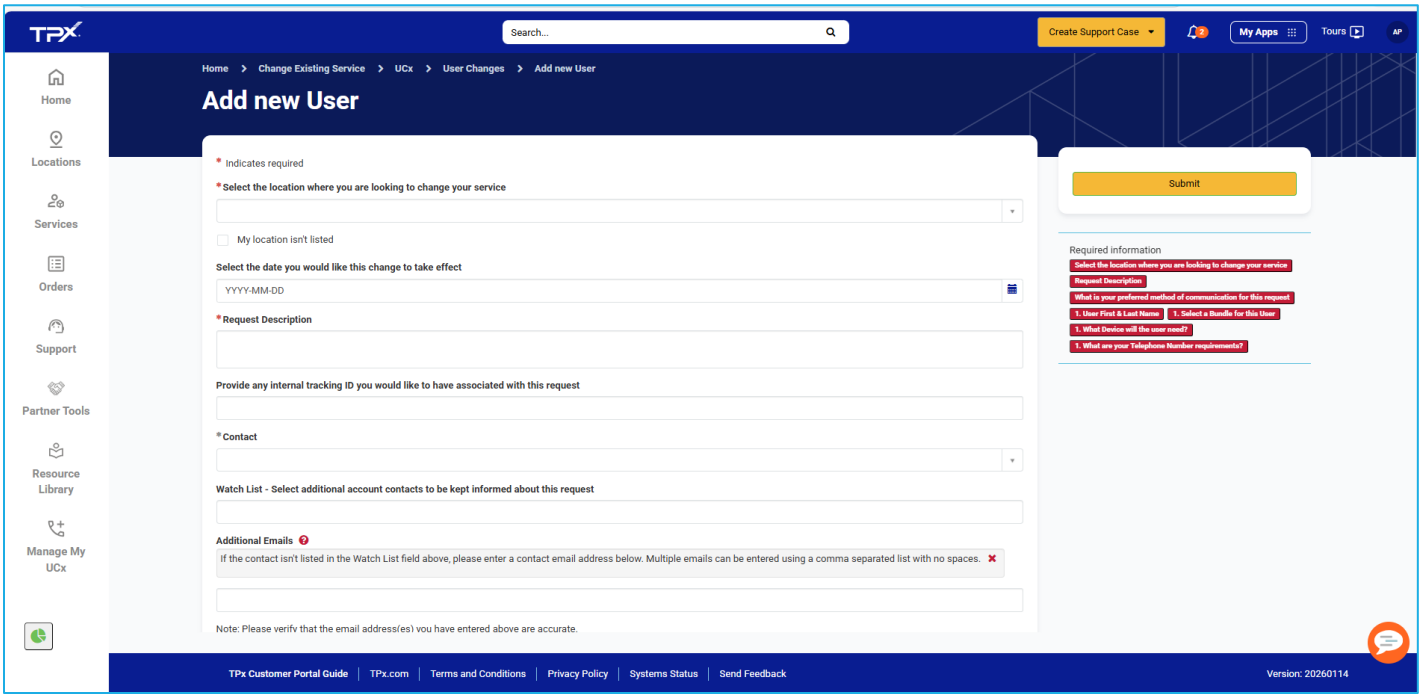
3. Select the relevant category for your request type and follow the prompts in the case wizard.

*Example:*



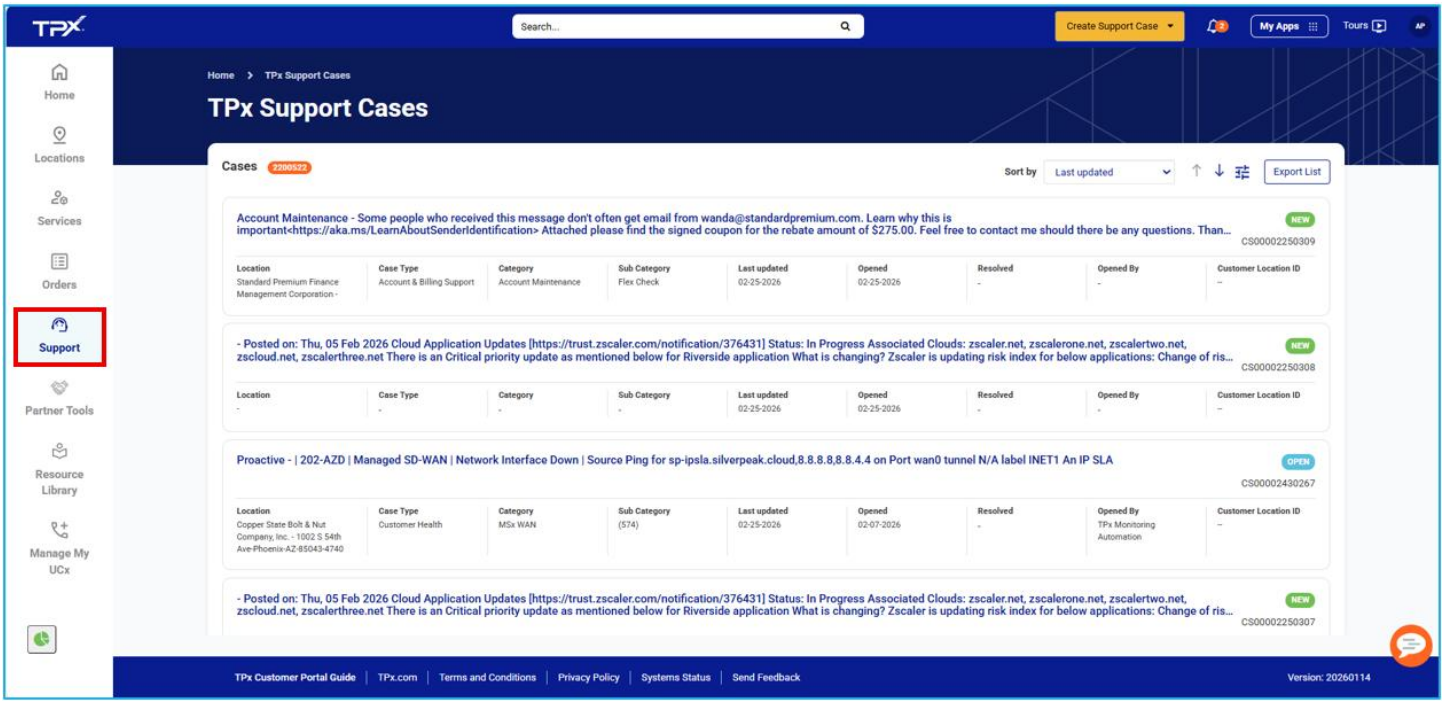

4. Following the case wizard prompts, provide additional details about your support request in the form, then click **Submit**.

*Example:*

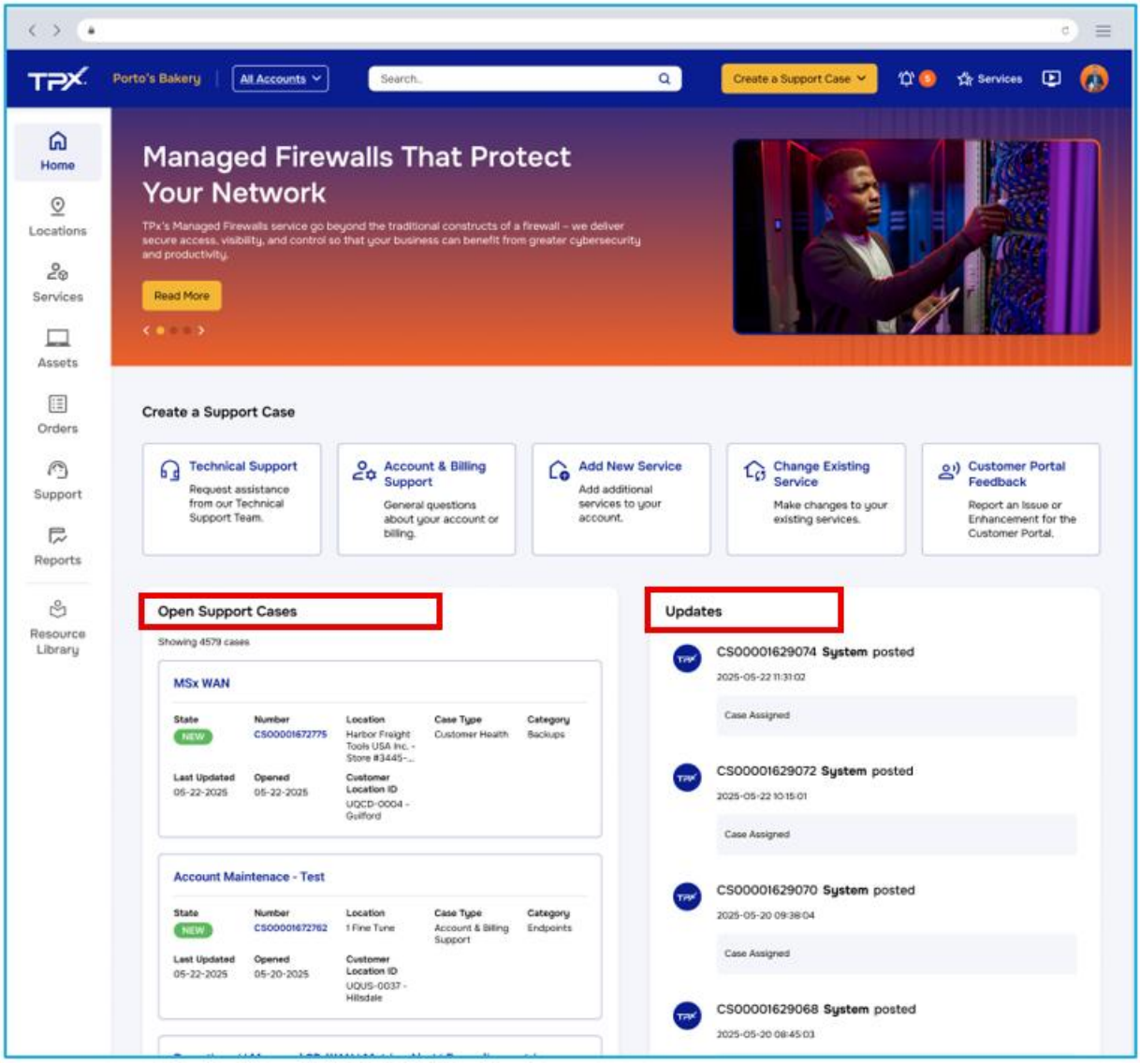


## *Viewing a Support Case*

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.

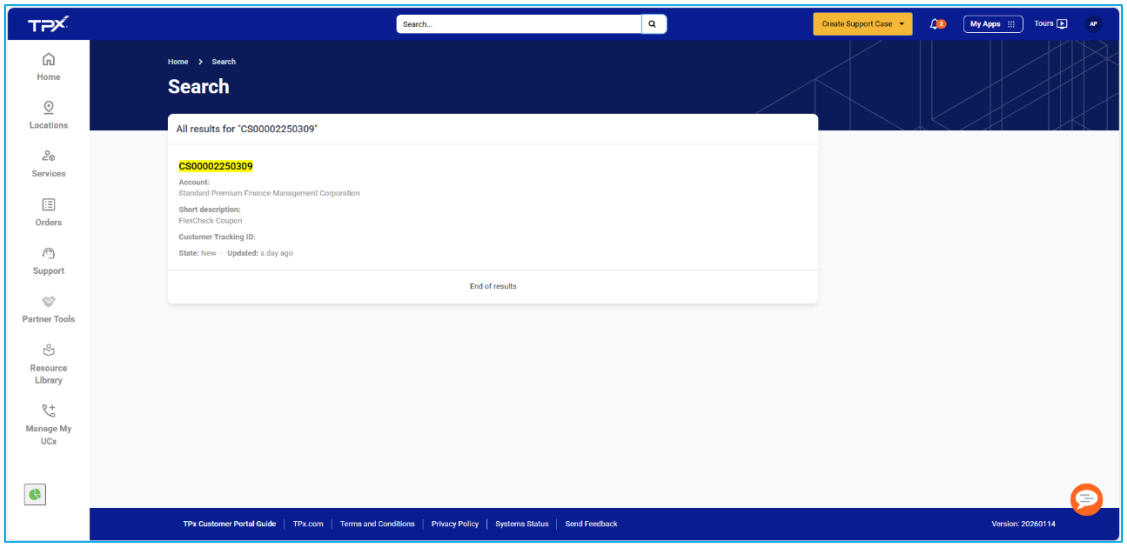


The Overview page also includes a snapshot of open cases that can be selected to view additional case details:



## *Searching for a Support Case*

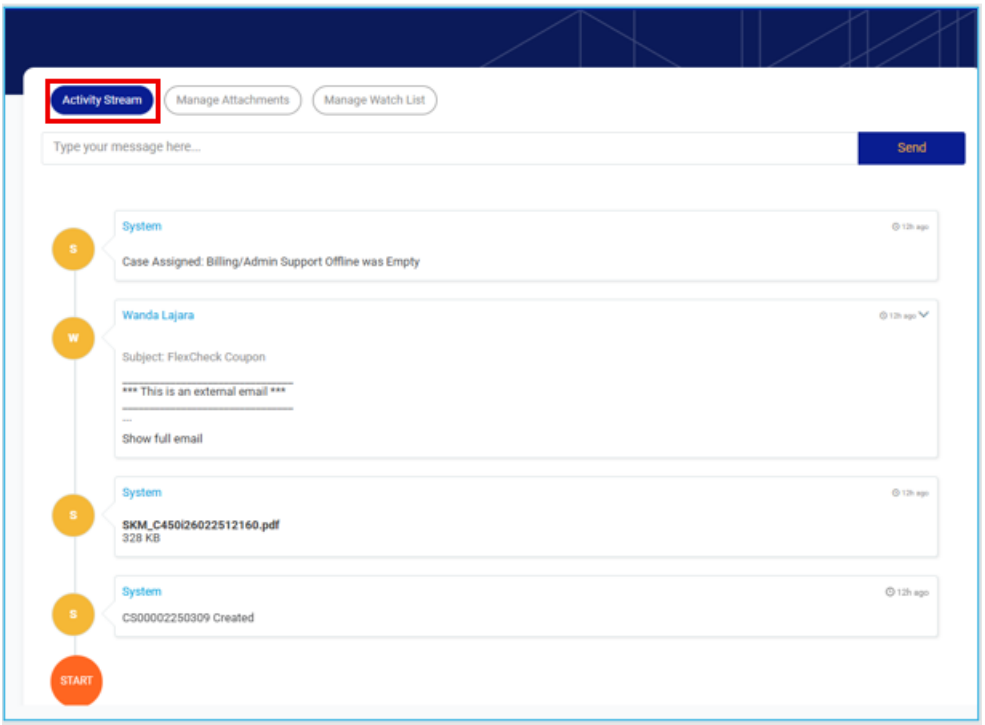
Search for a support case by entering the case number or case details in the global search bar.




## *Updating a Support Case*

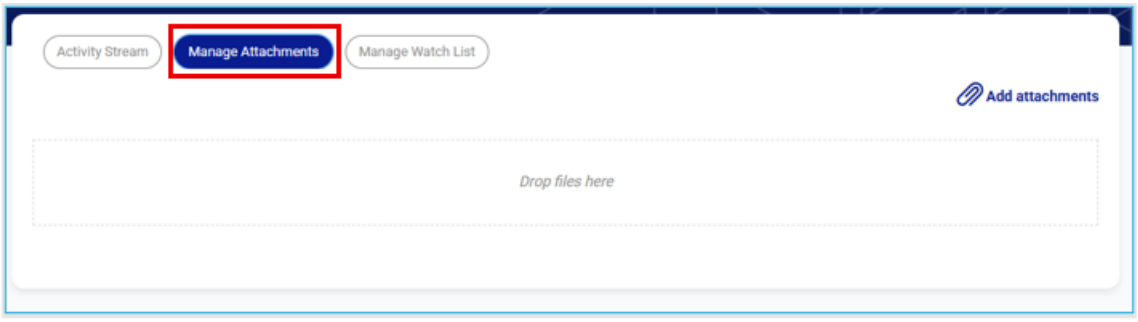
### *Activity Stream:*

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.



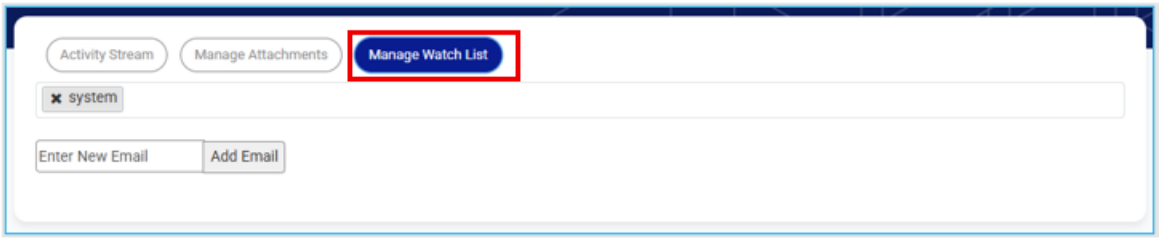
## Managing Attachments:

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



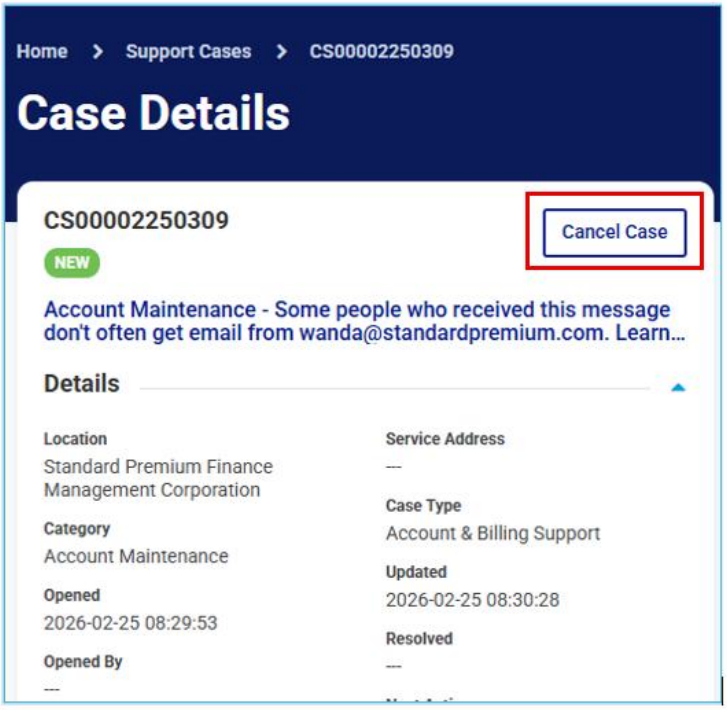

## Managing the Watch List:

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:

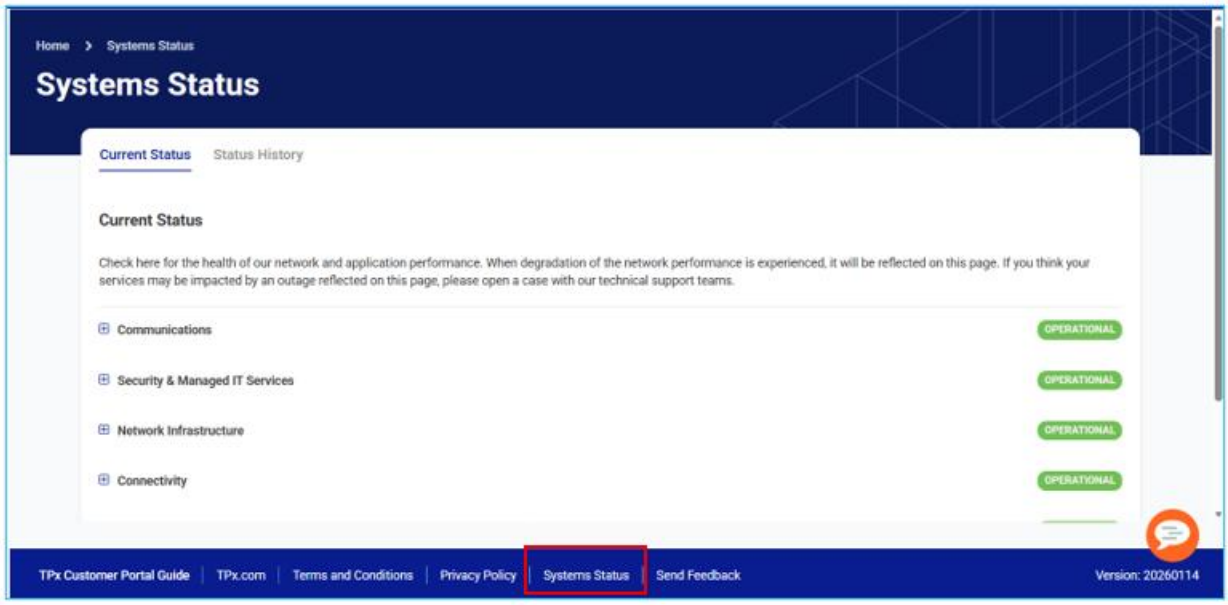
If you no longer require assistance for any reason, click **Cancel Case**.



# Additional Resources

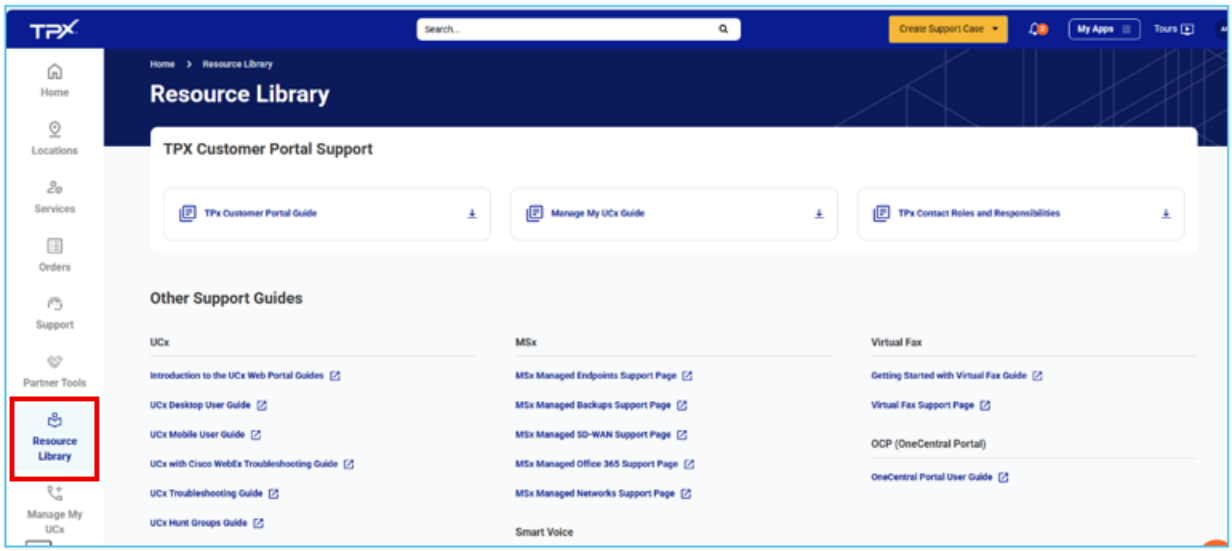
## Systems Status

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.



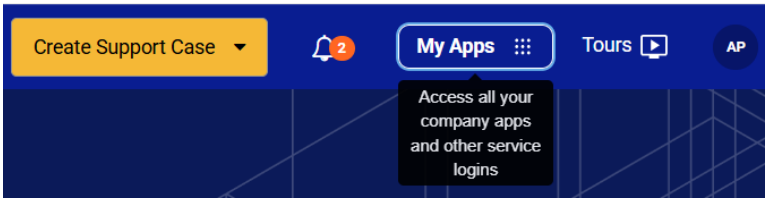

## Resource Library

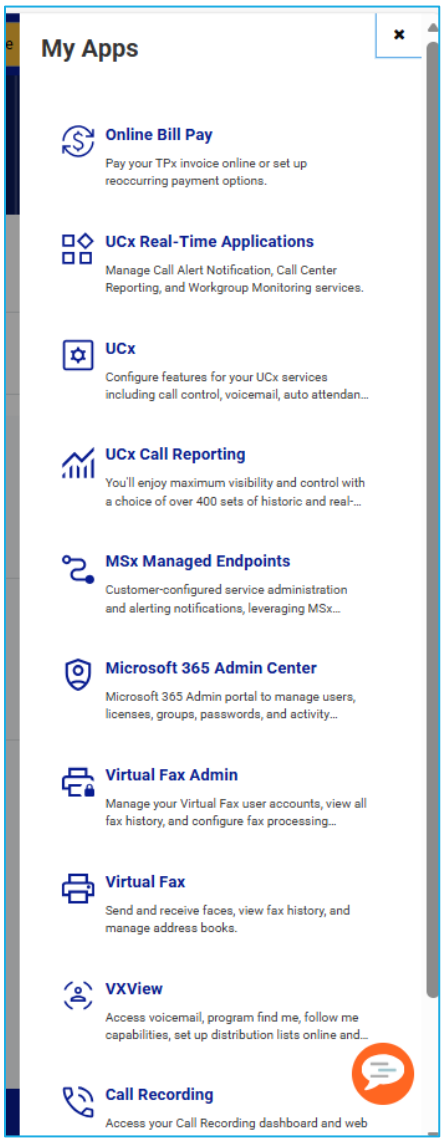
Discover easy access to support resources and user guides for quick answers to your questions.



## My Apps

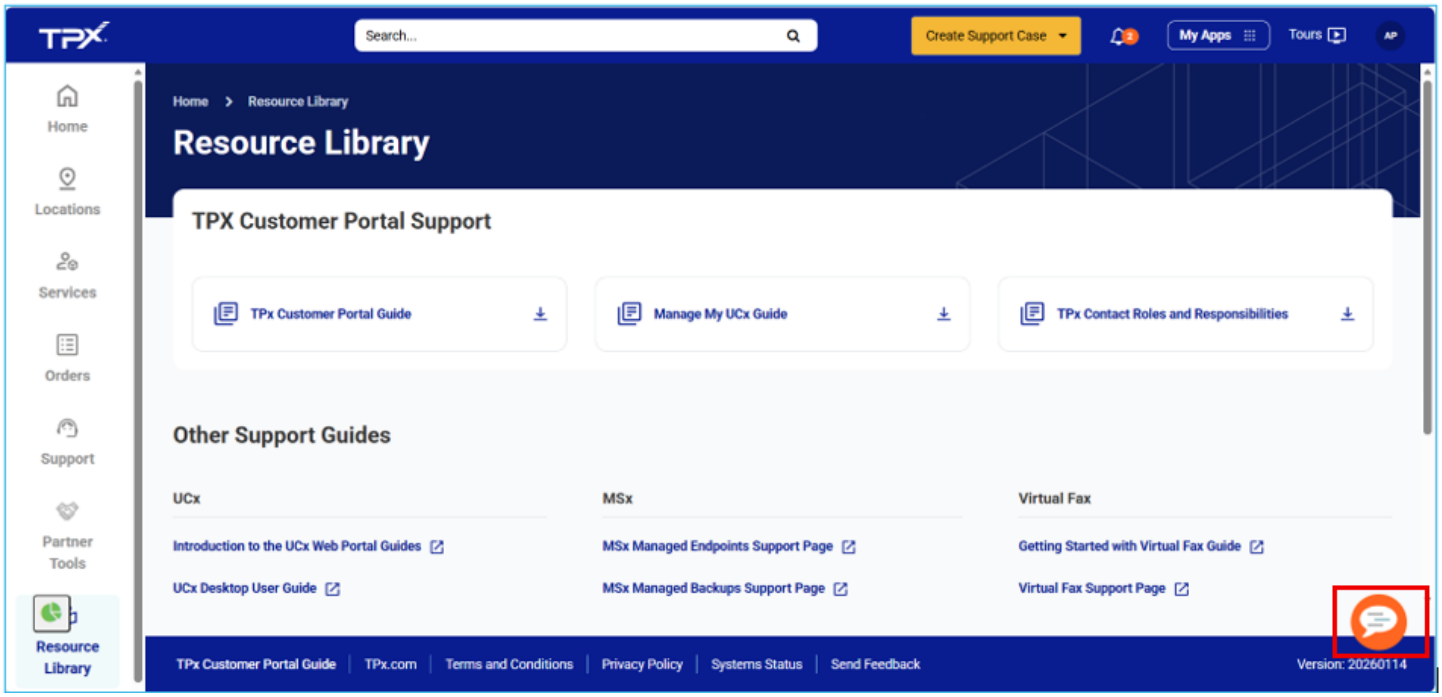
**My Apps** provides quick access to additional portal links and shortcuts tailored to specific products.

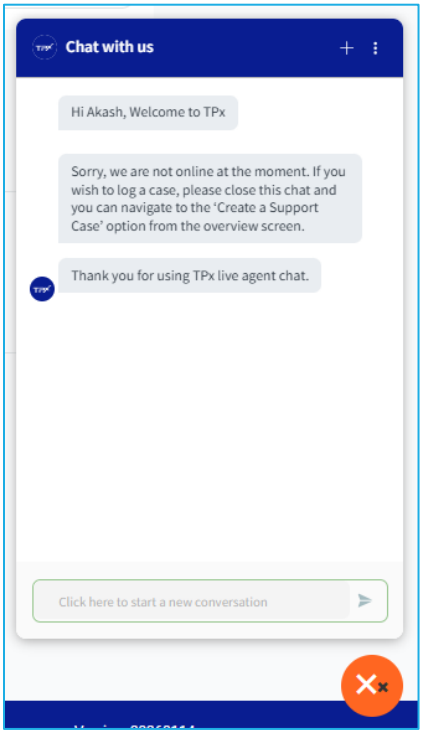


## Live chat

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

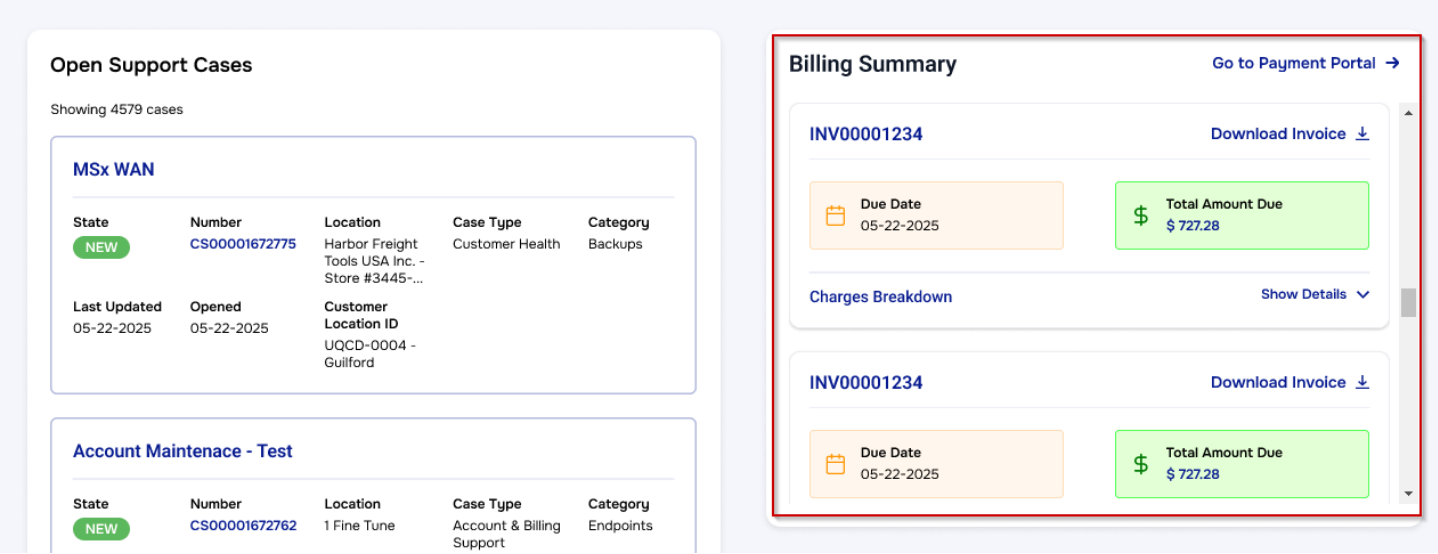


# Billing

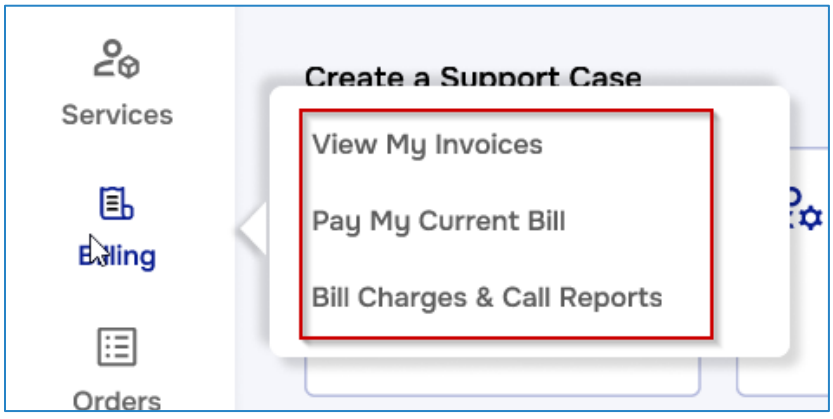
## Billing Summary Home Page

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



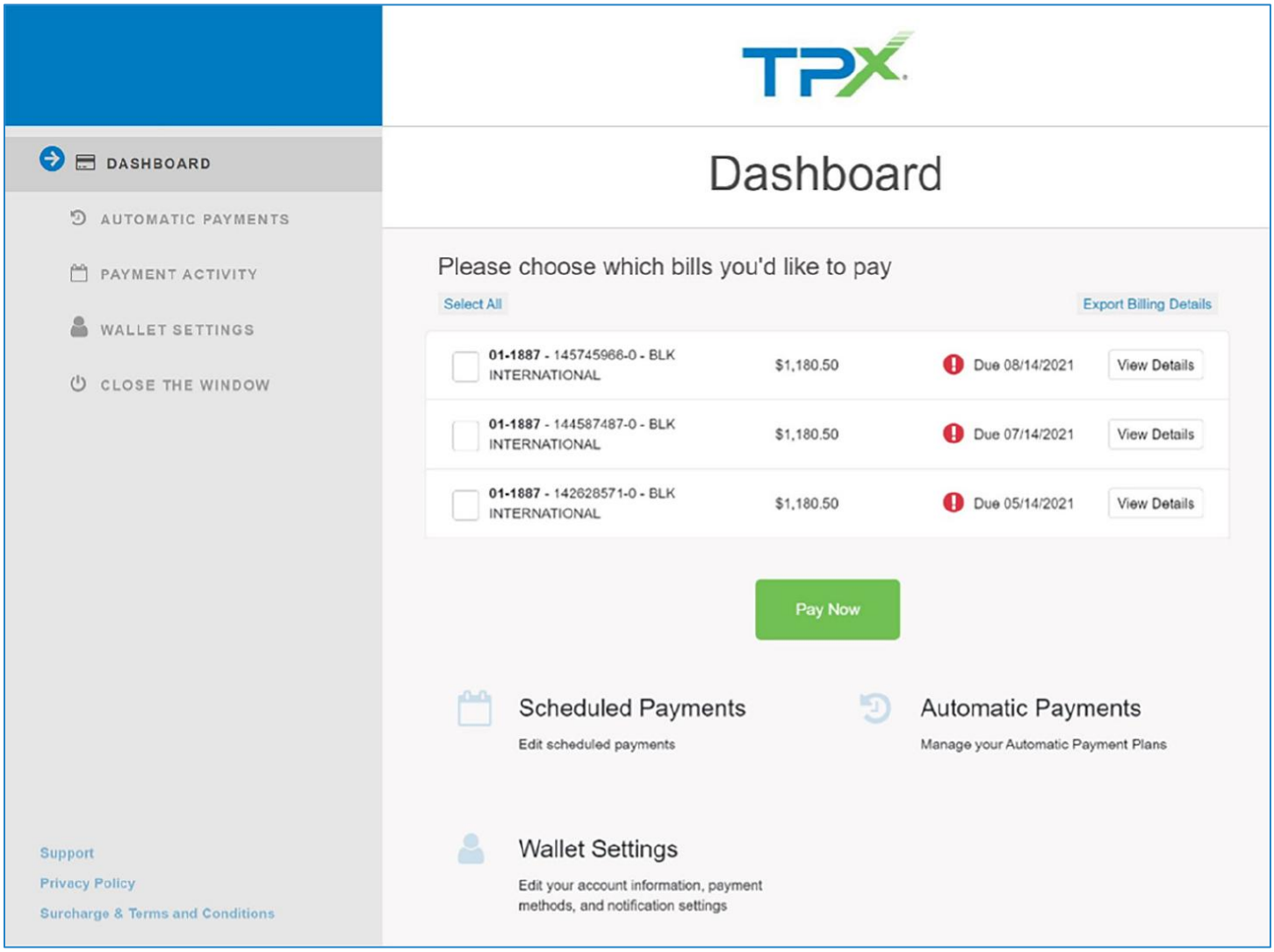

**NOTE:** Only Primary Authority, Alternate Authority, and Billing users see the home page widget *and* the Billing menu on the left-hand side.

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



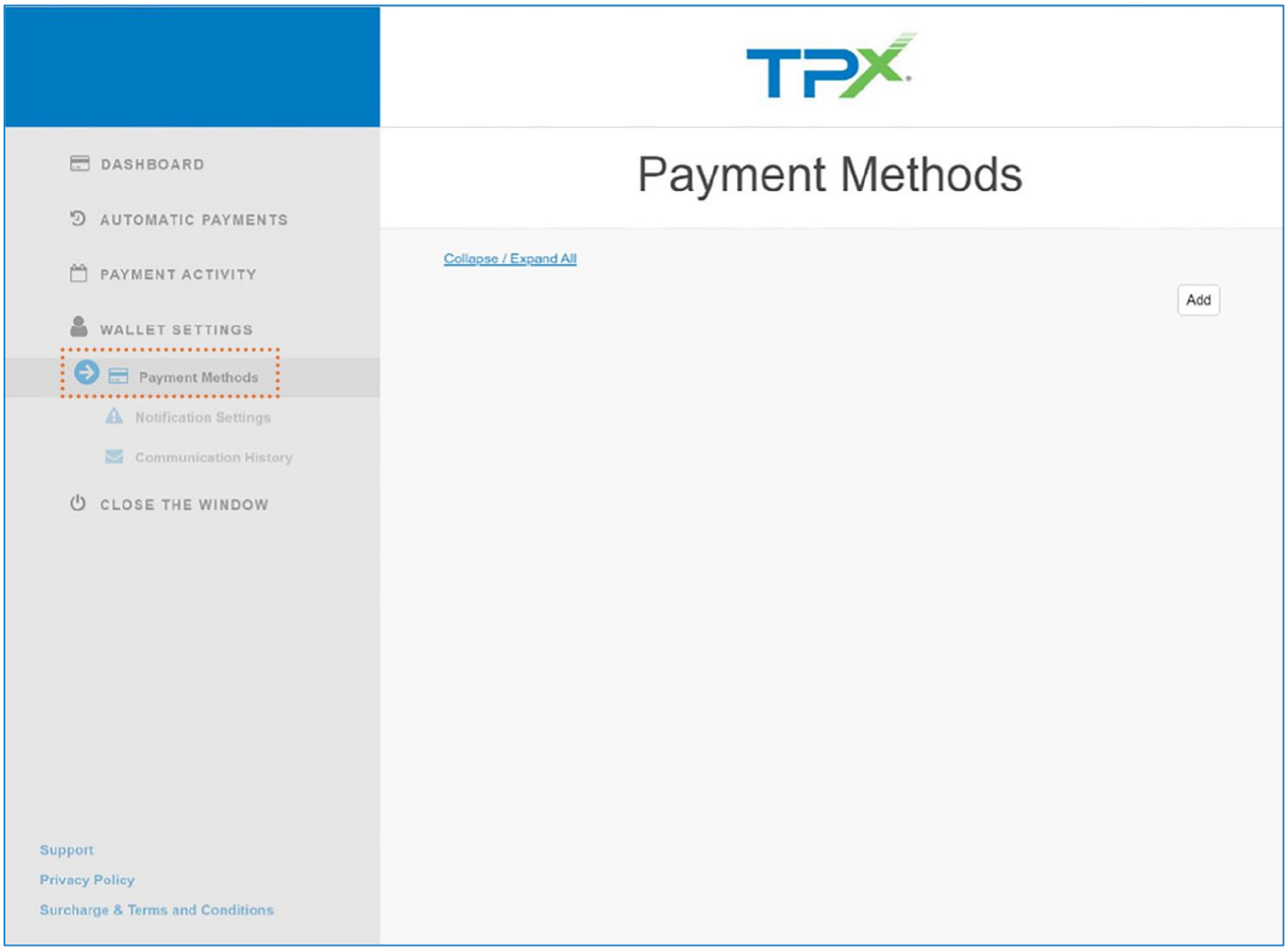
## E-payment Module

On the E-pay landing page, you can review your invoice before making a payment. It is important that the account information matches what is shown on the TPx invoice. If you feel there is a mistake, please report it to the TPx Payment Center at 800-814-4180.



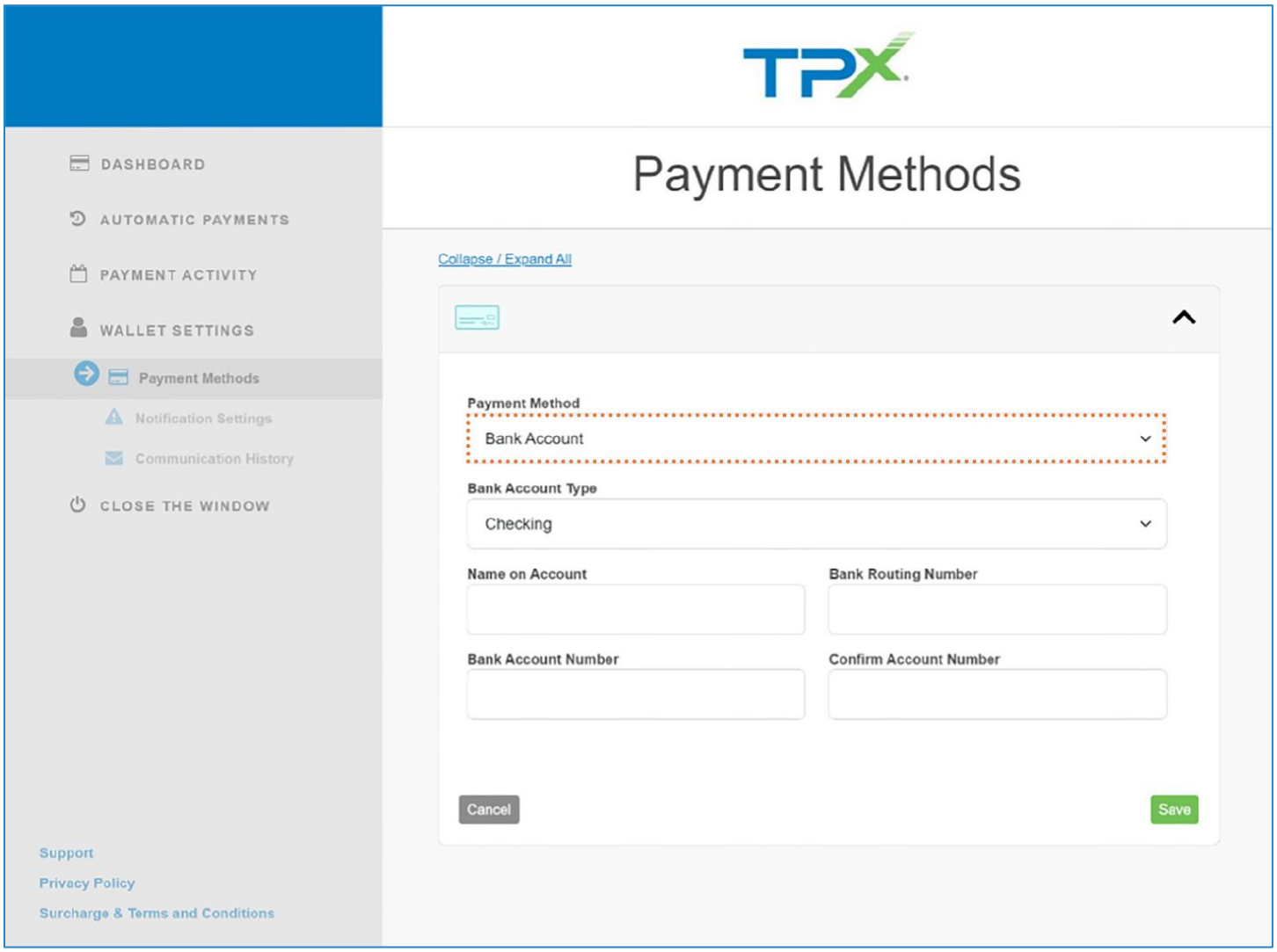
## Establish a Payment Account

To begin the process, click **Payment Methods** under the **Wallet Settings** section to set up a checking or credit card account.



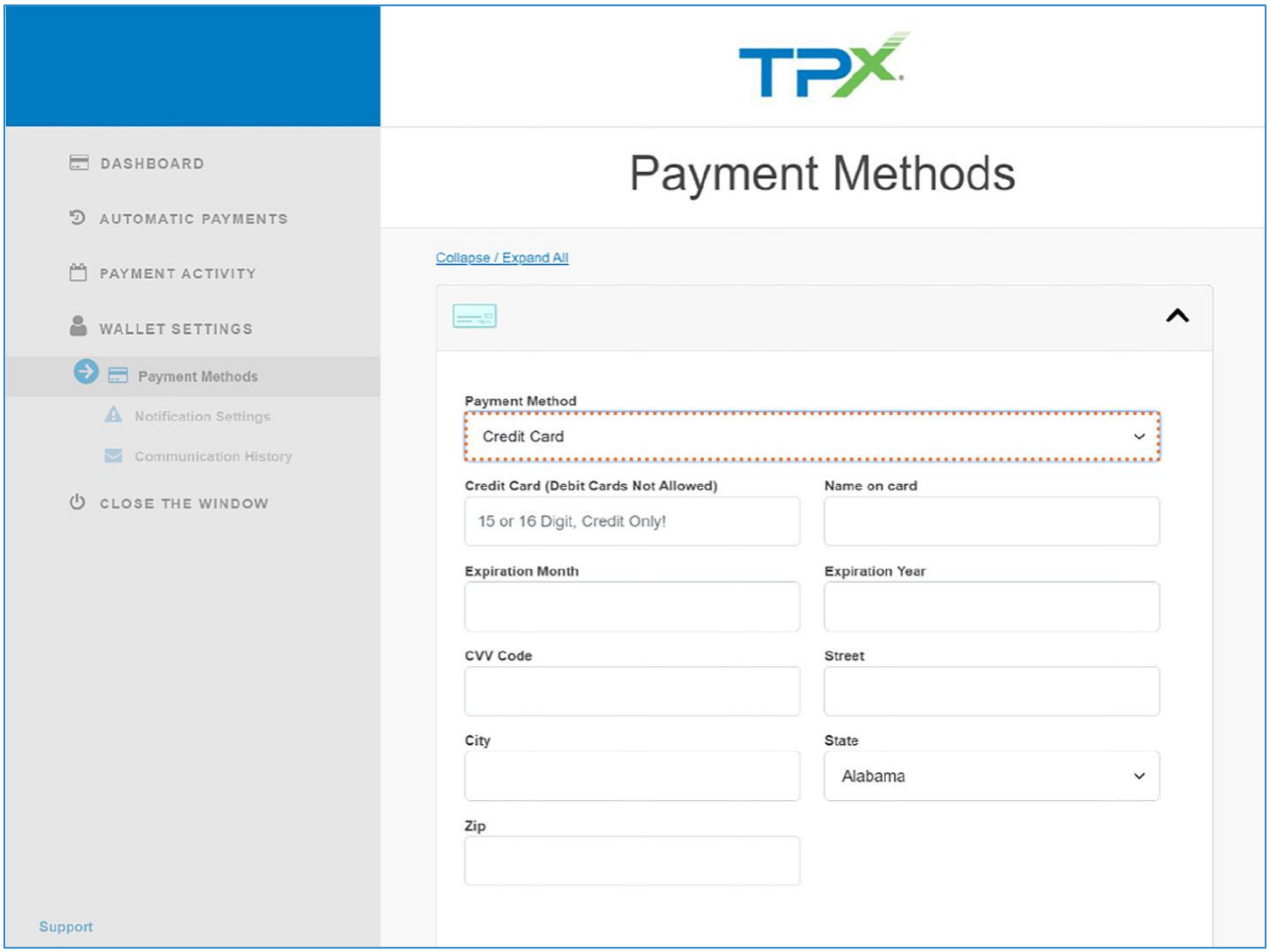
## Adding a bank account

Click the **Add** button, then choose **Bank Account** from the drop-down. Fill in the appropriate fields and click **Save** to store your information in OCP.



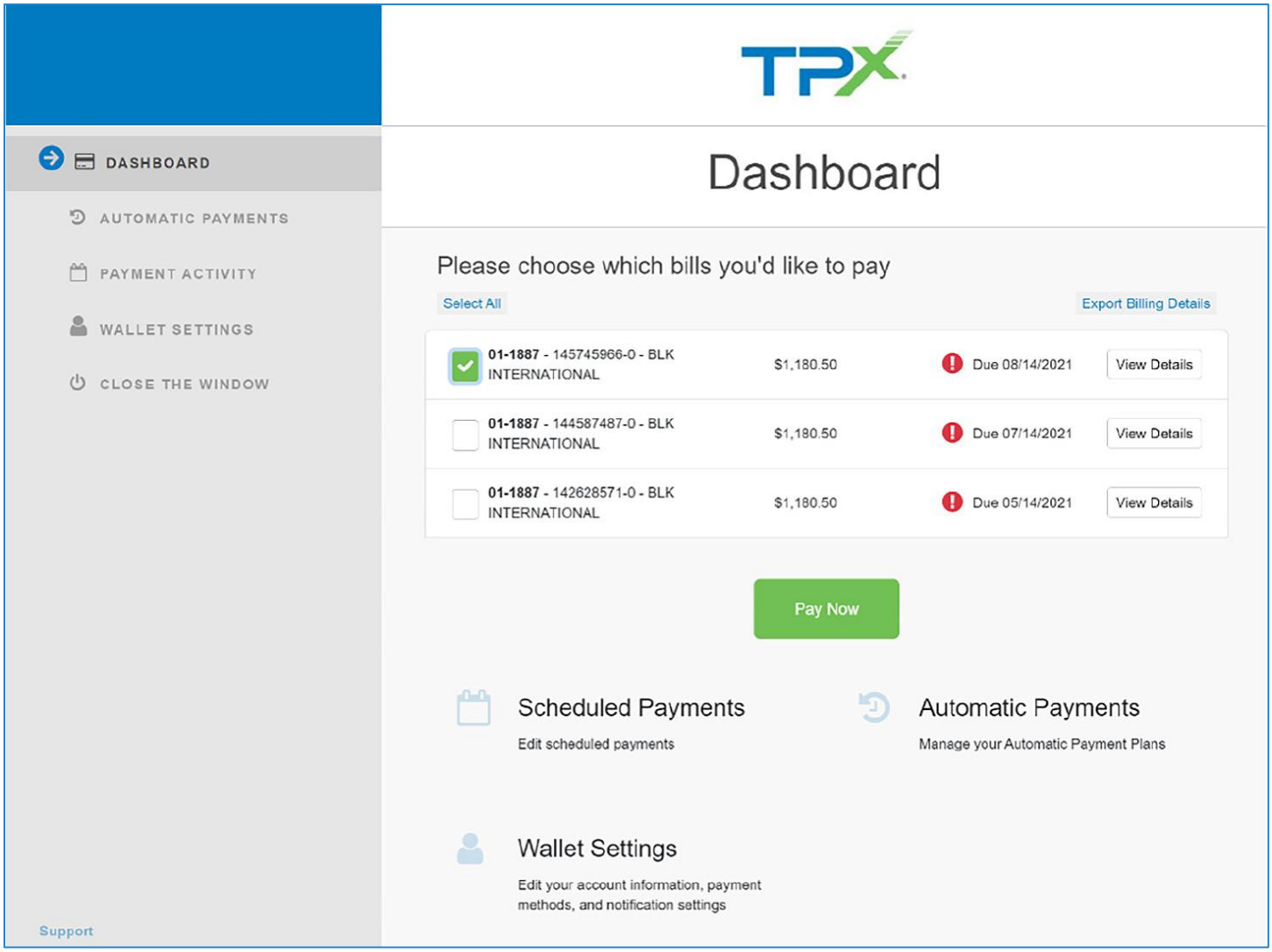
## Adding a credit card

Click the **Add** button, then choose **Credit Card** from the drop-down. Fill in the appropriate fields and click **Save** to store your information in OCP.

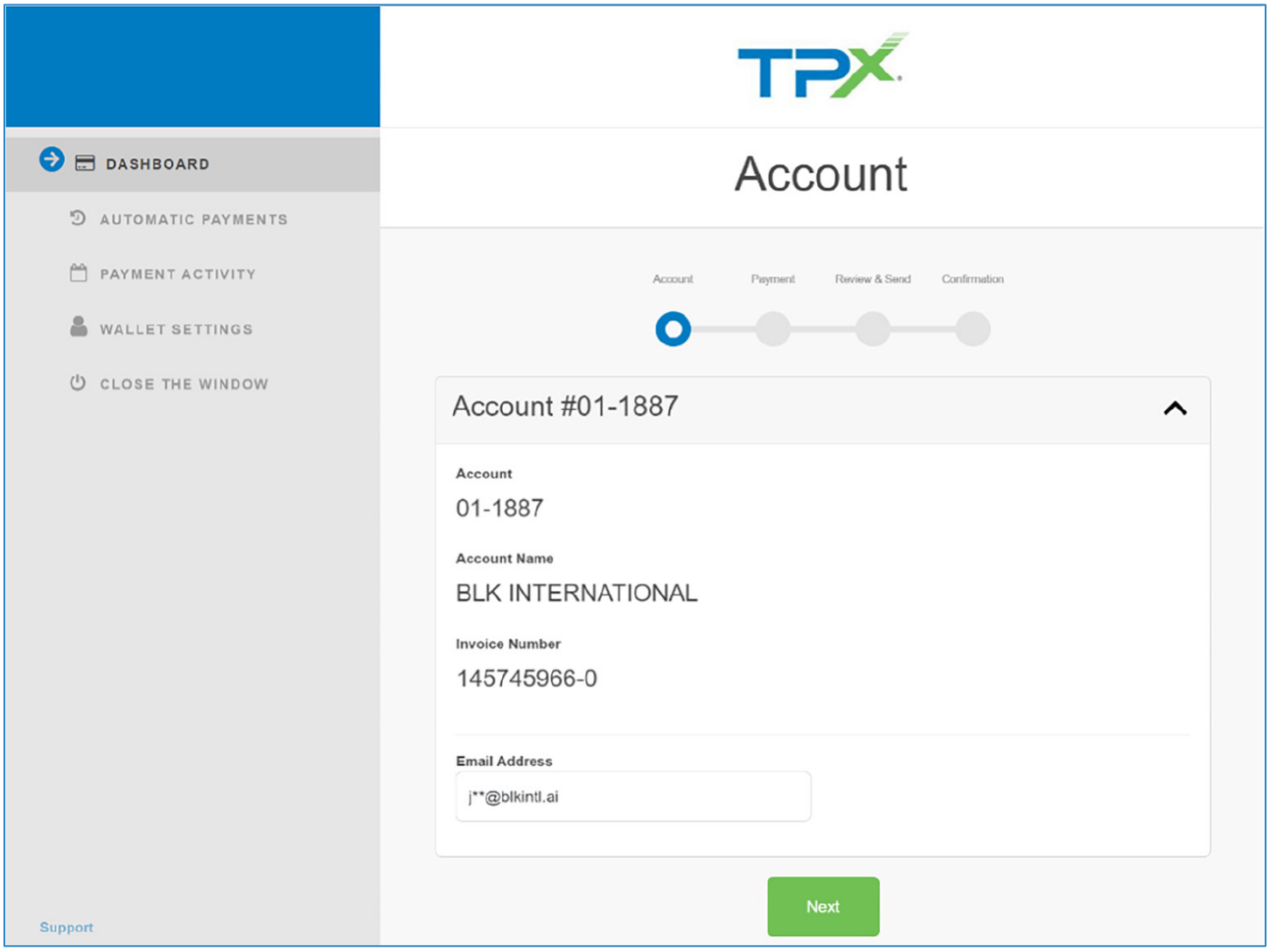


## Make a one-time payment

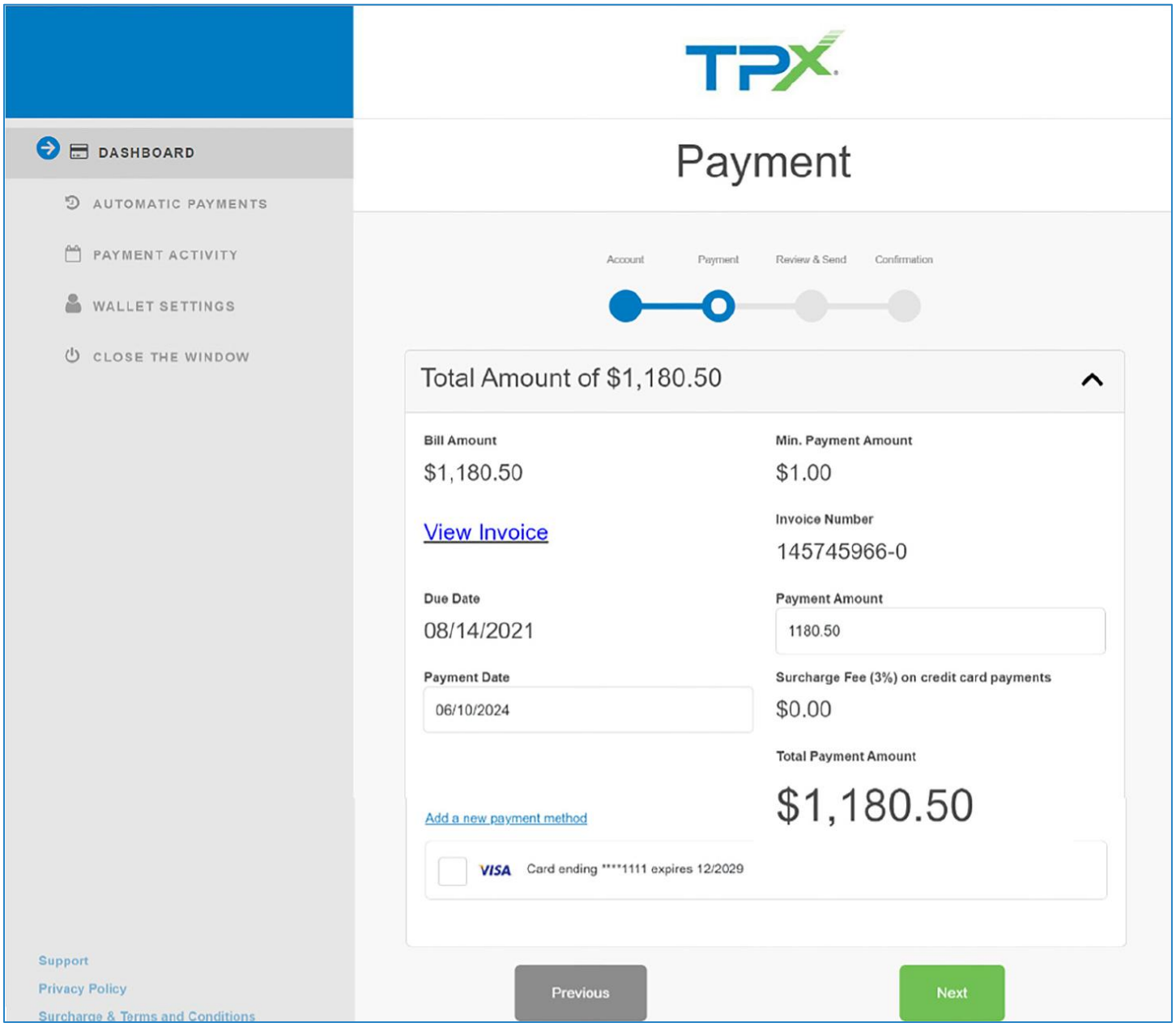
From the Dashboard, select the invoice(s) that you would like to pay and then click **Pay Now**.



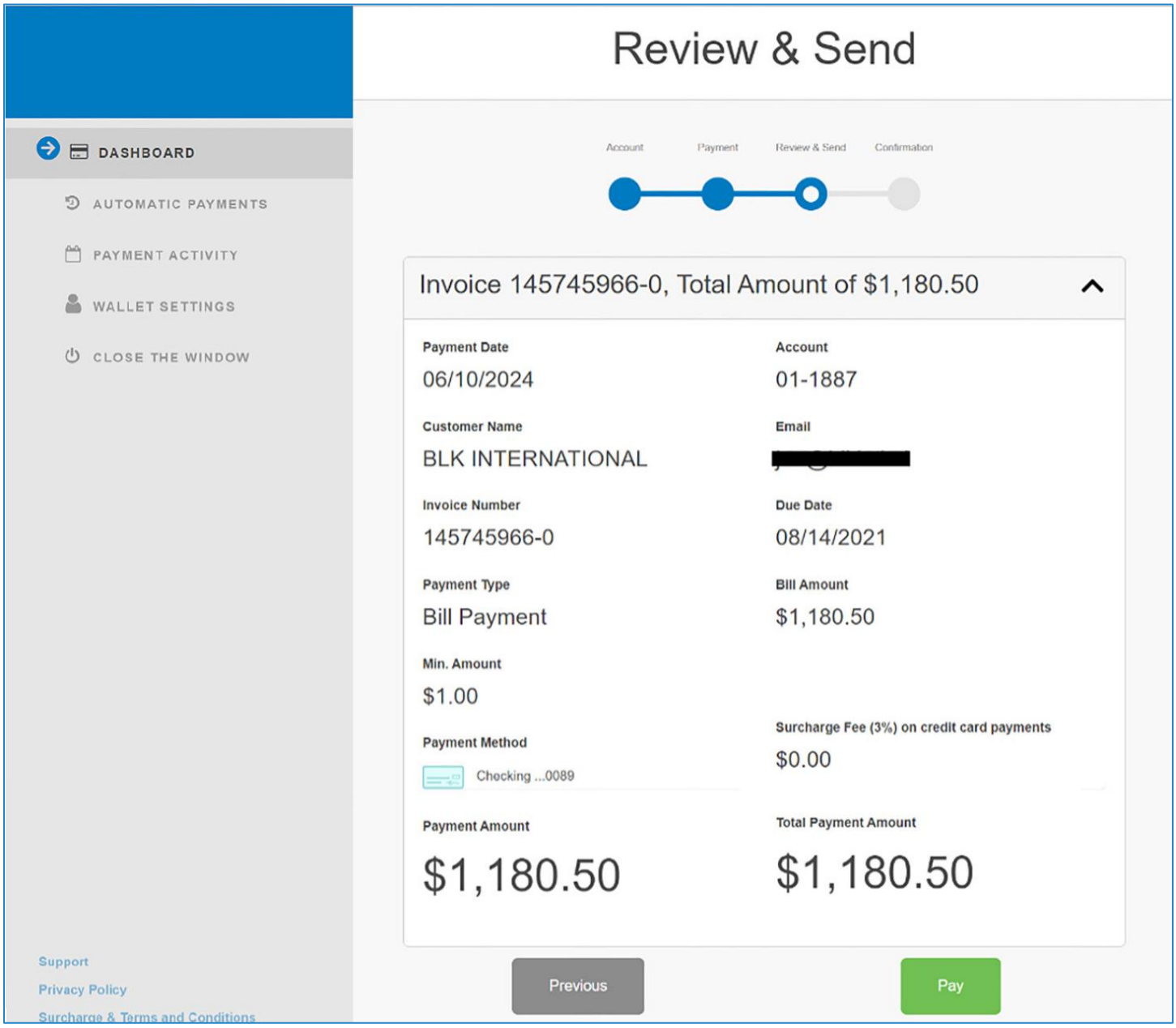
Confirm your account details and click **Next.**



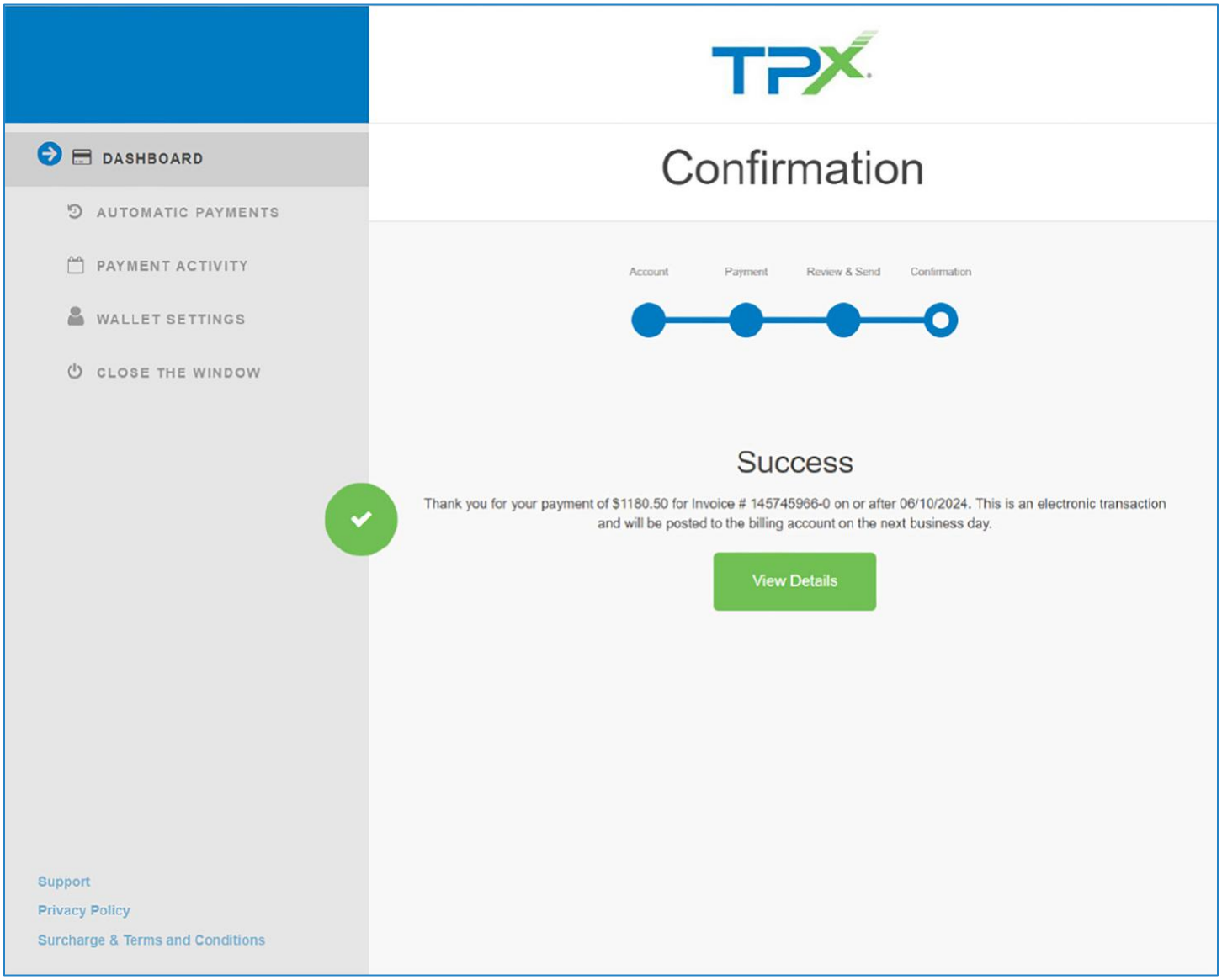
Enter the amount you would like to pay, the desired payment date, and the desired payment method. Then click **Next**.



Review your payment details and click **Pay**.

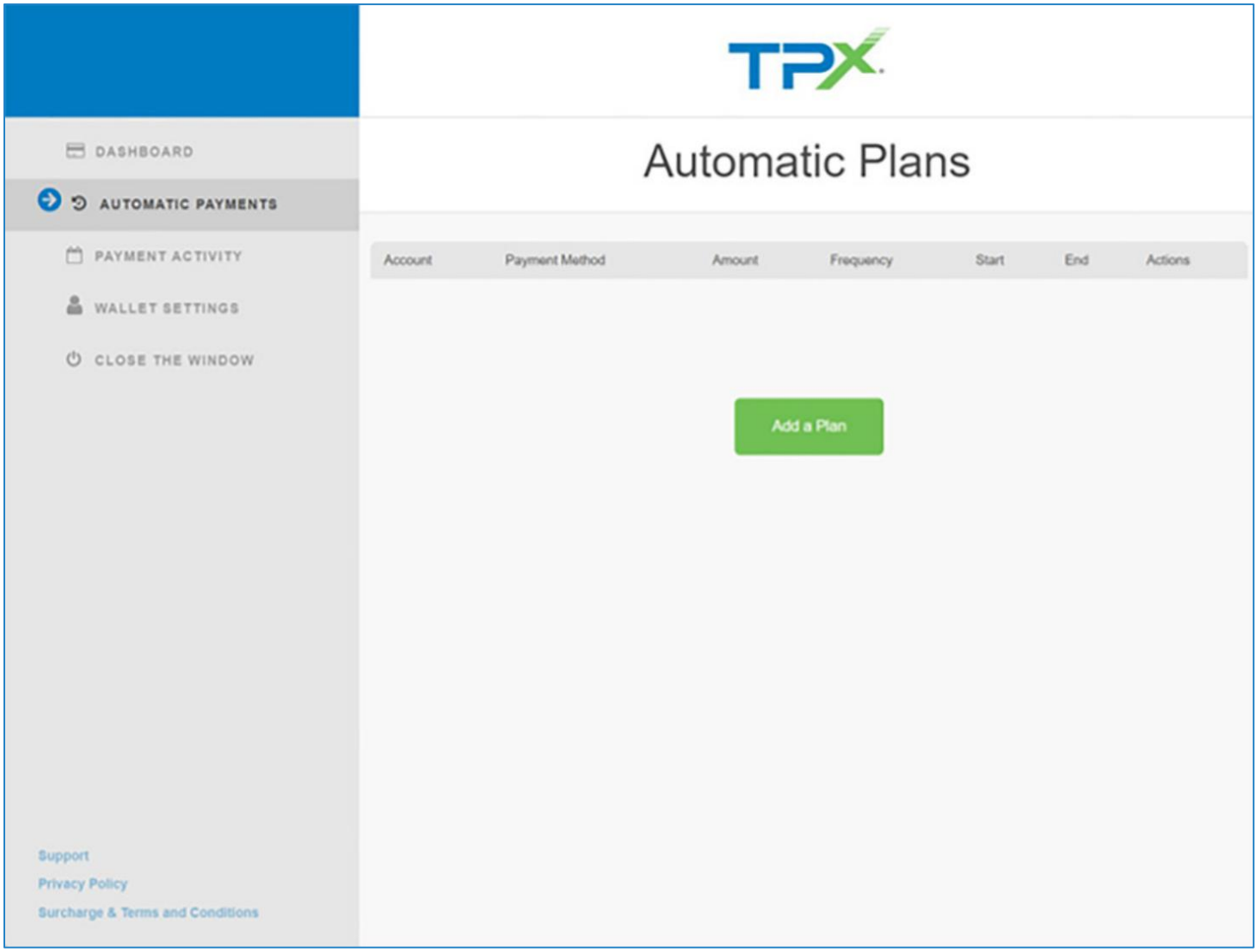


You will receive a confirmation screen when your payment has been submitted.

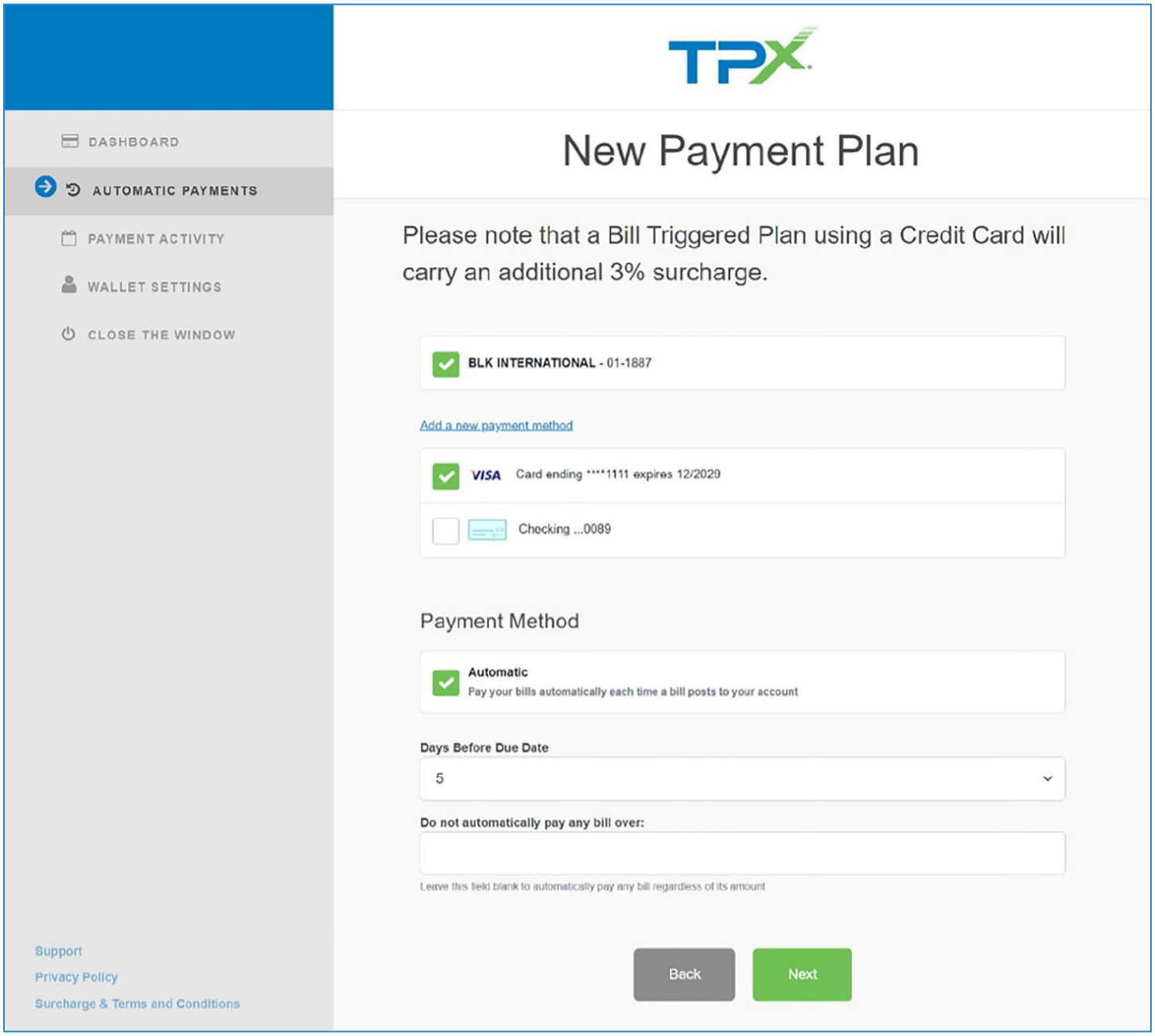


## Set up a recurring automatic payment

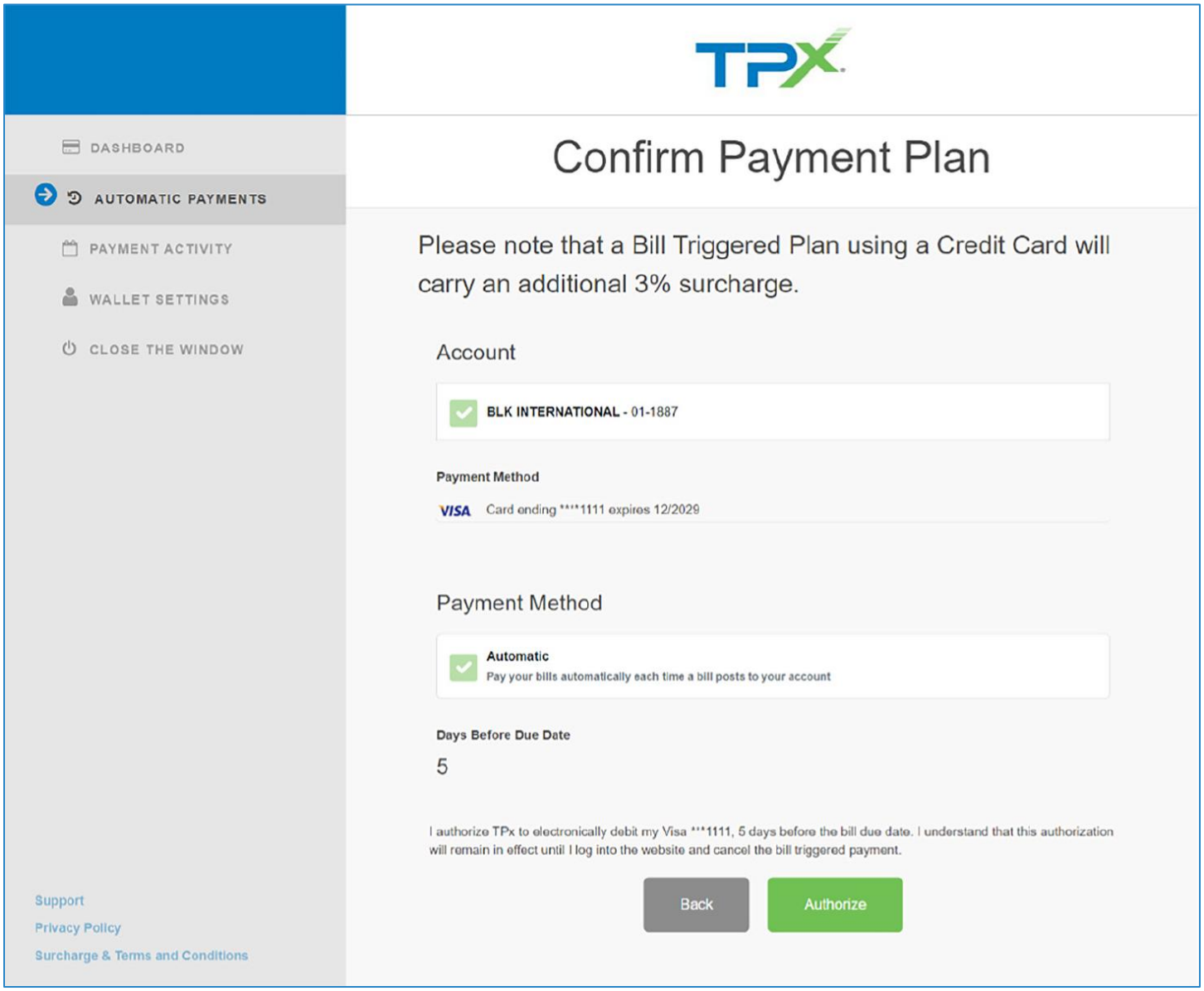
Select **Automatic Payments** from the left navigation bar and then click **Add a Plan**.



Configure the details of your automatic payment plan and then click **Next**.

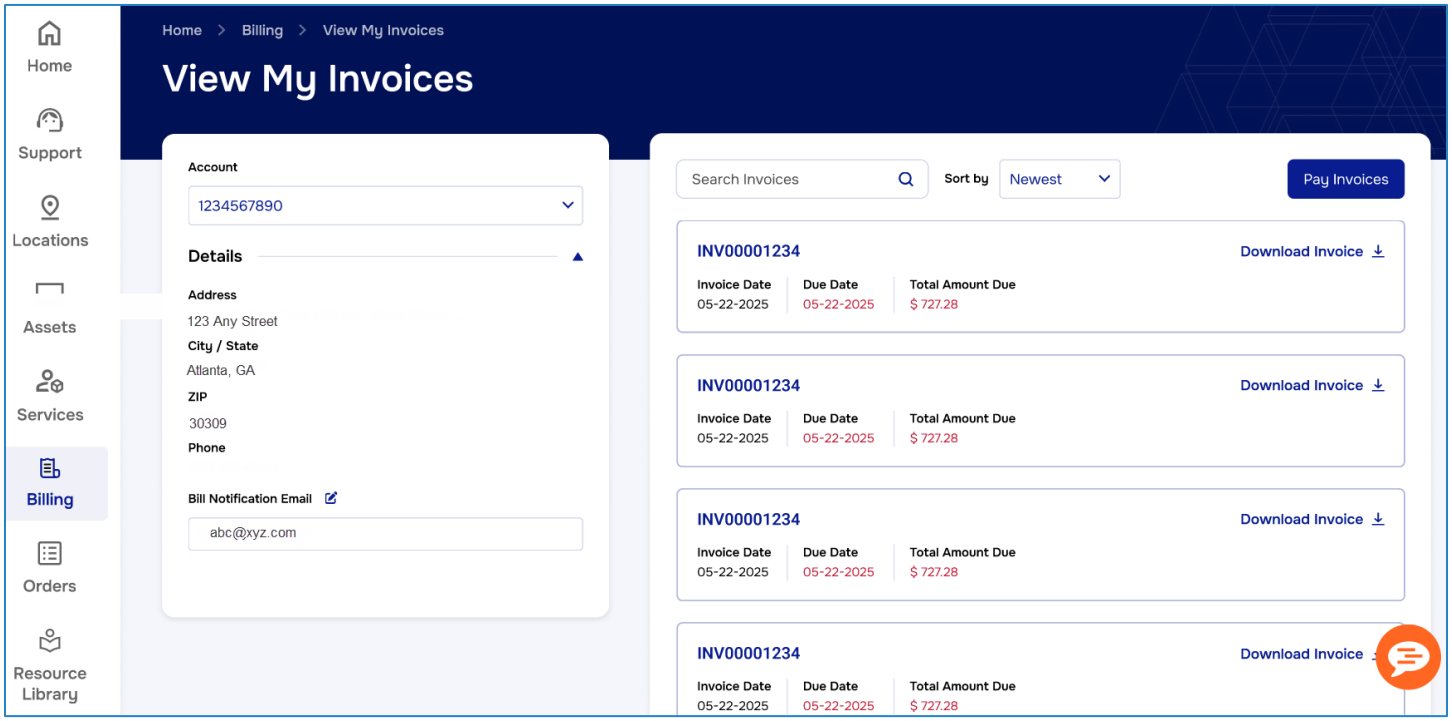


After you have confirmed the details of your automatic payment plan, click **Authorize**.



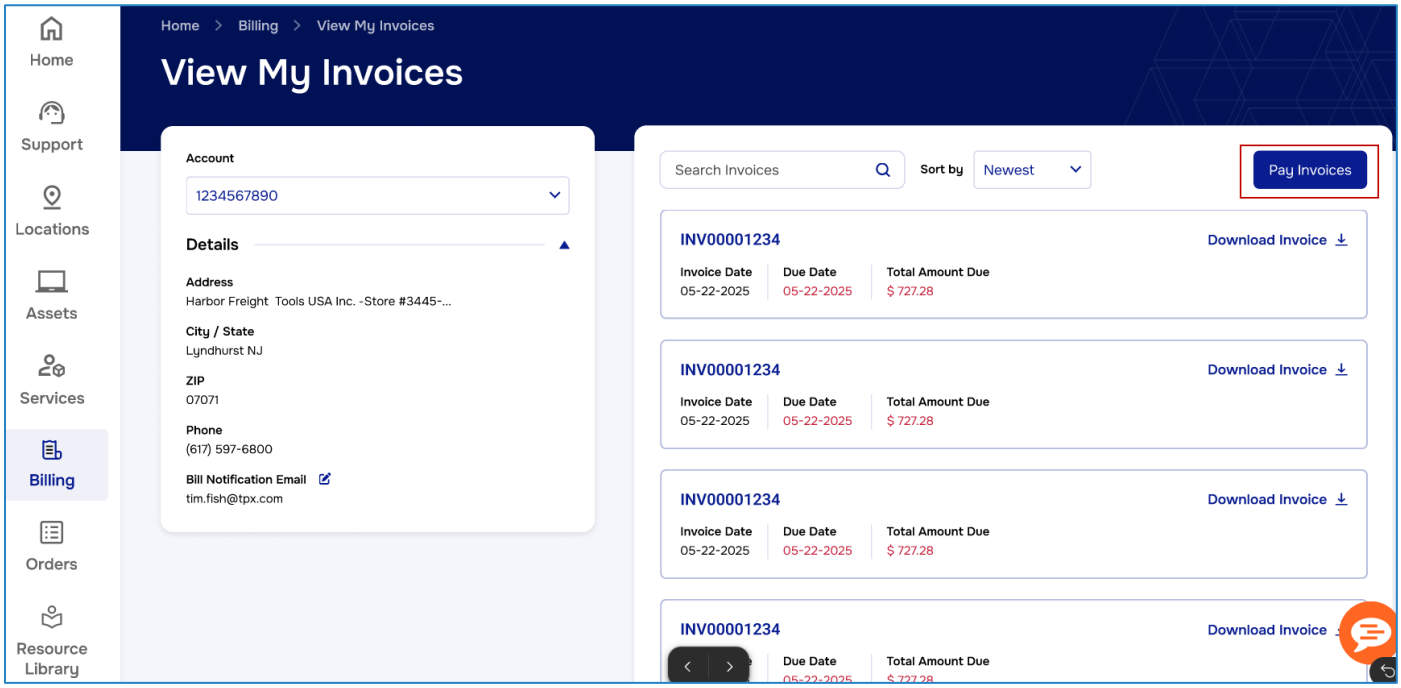
## View My Invoices

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



## Pay My Current Bill

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



## Billing Charges & Call Reports

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



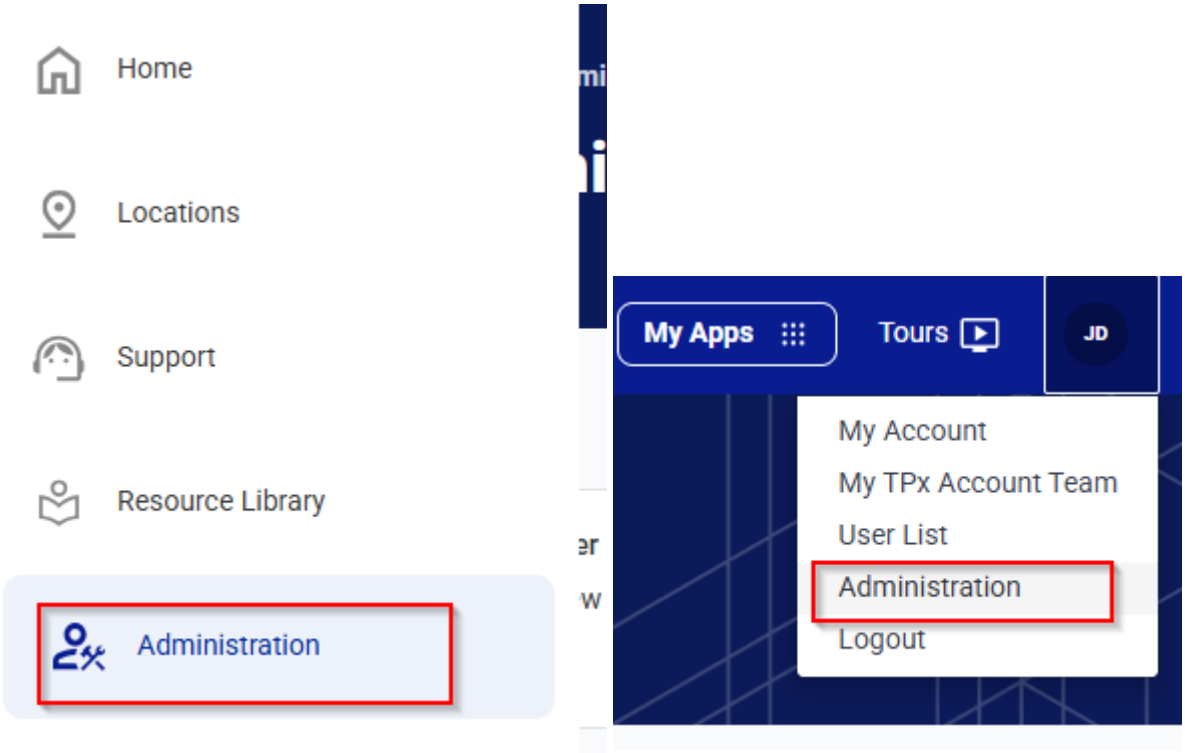
# Administration page

**Note:** The Administration page is only available to users with the Primary Authority or Alternate Authority role.

## Accessing the Administration Page

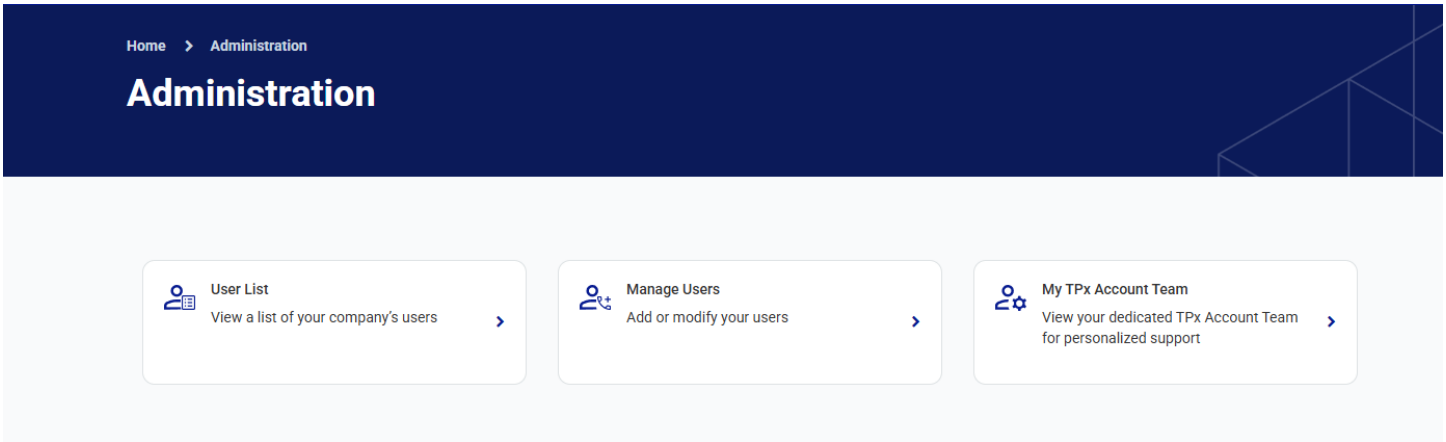
You can access the Administration page in either of the following ways:

- Select Administration from the left-hand navigation menu.
- Select your avatar in the upper-right corner and choose Administration from the menu.



The Administration page provides access to the following:

- User List – View users associated with your organization.
- TPx Account Team – View your assigned TPx account team.
- Customer Contact Authority *(Primary Authority only)* – Request changes to customer contacts.



## Customer Contact Authority (Add, update, or remove contacts)

The Customer Contact Authority card is only visible to users with the Primary Authority role.

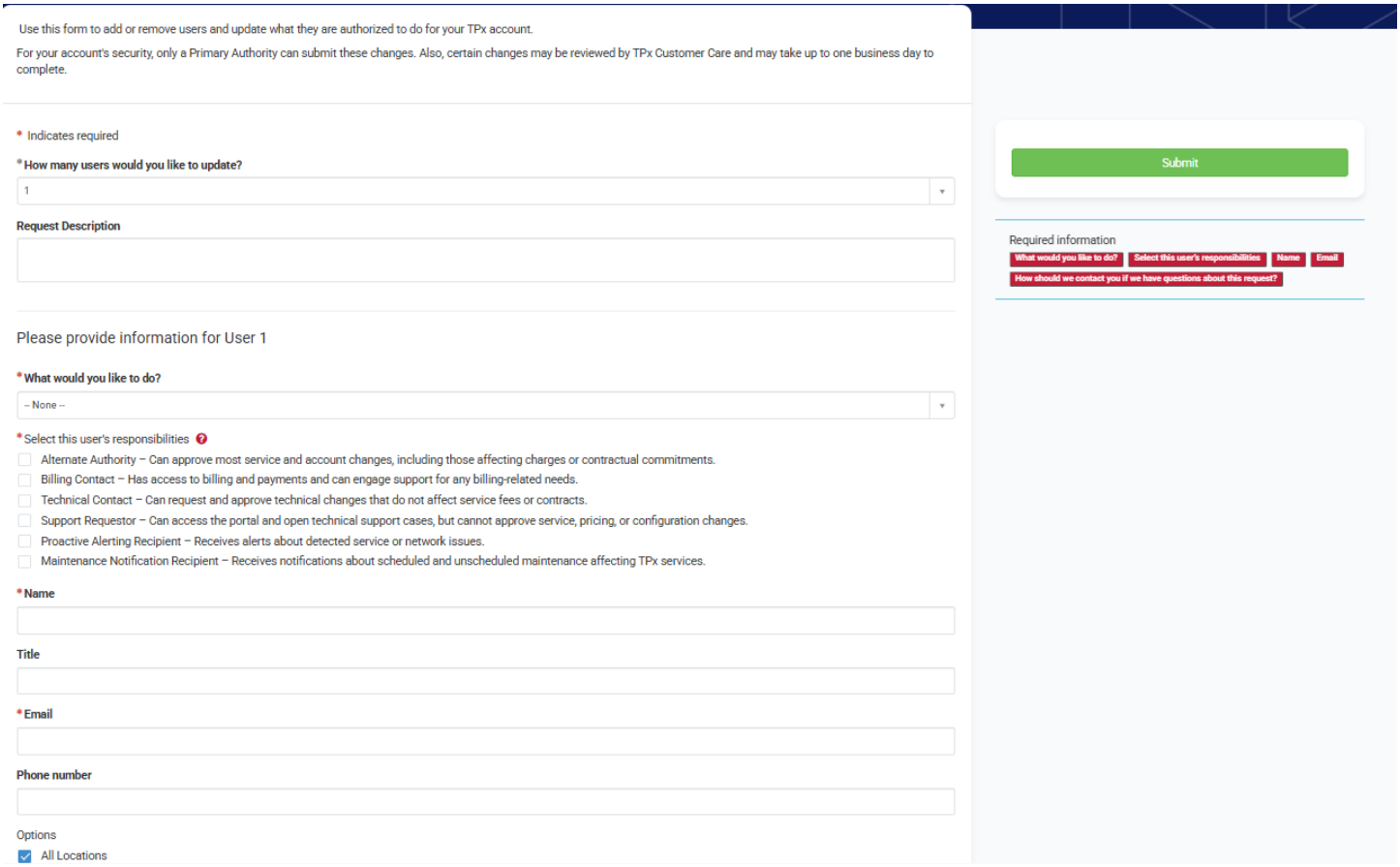
Use this option to request that TPx:

- Add a customer contact
- Update an existing customer contact
- Remove a customer contact

To submit a request:

1. Select the Customer Contact Authority card.
2. Complete the request form with the required information.
3. Select Submit.

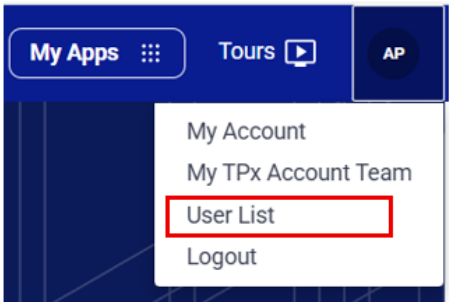
Your request will automatically create a support case, and the TPx Support team will process the requested changes.



# Portal Profile Settings

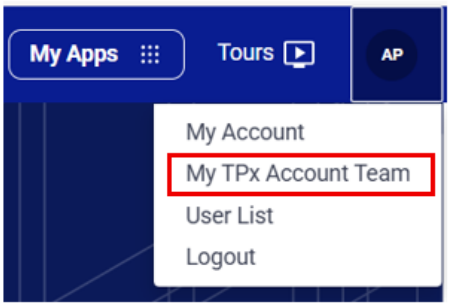
## How to Access your User List

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**.

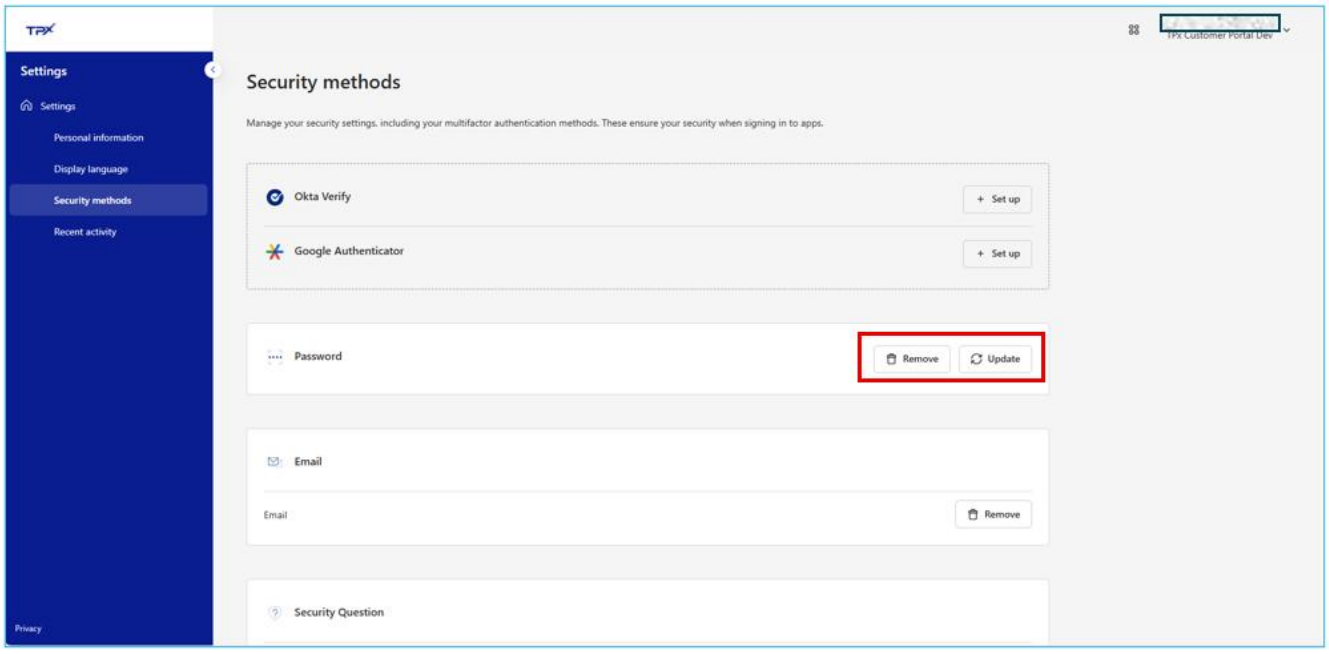



## How to Change Password

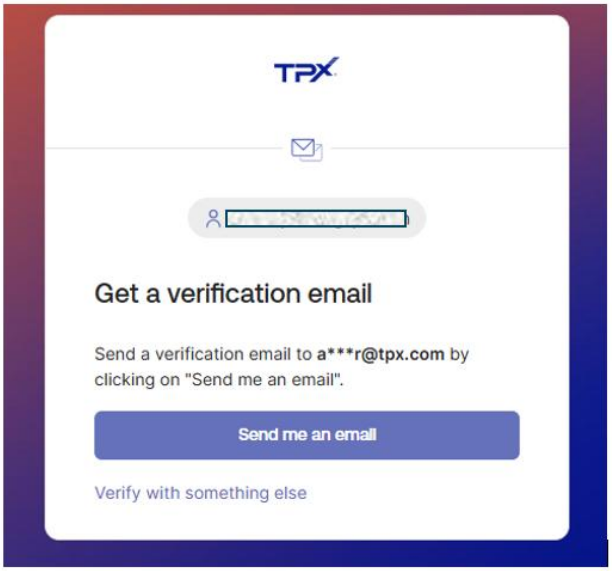
1. Click your initials in the top right corner.
2. Select **My Account**.
3. Select **Change Security Settings**. The system redirects you to the Okta preview dashboard.



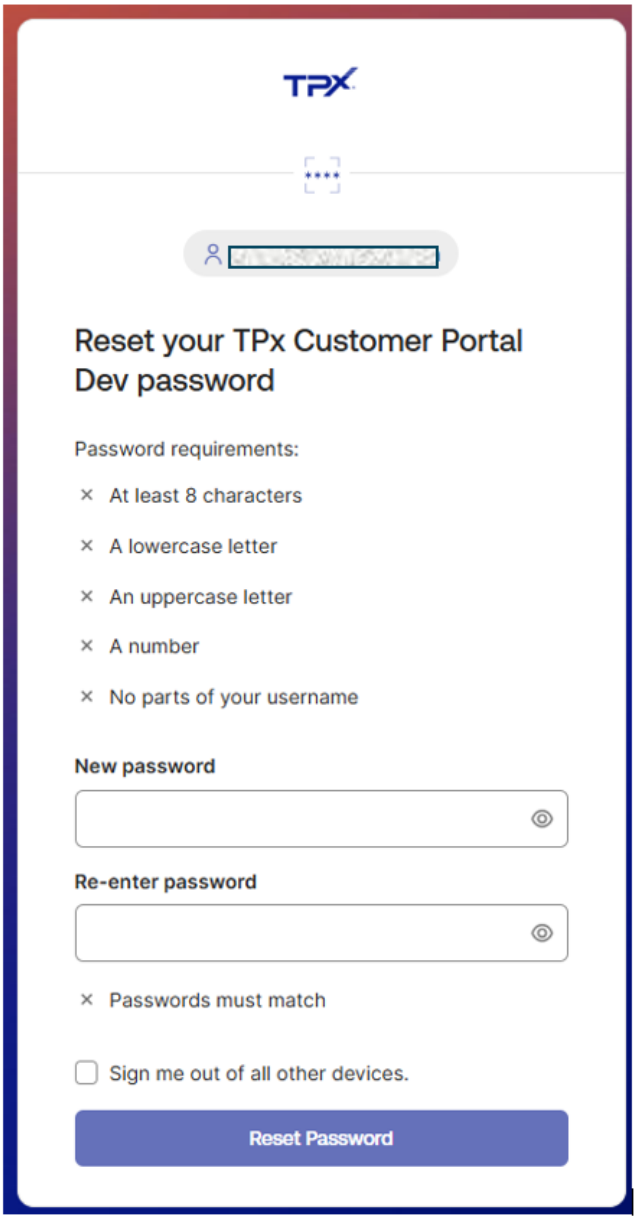
4. Select the **Reset** or **Update** button next to the password option.




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

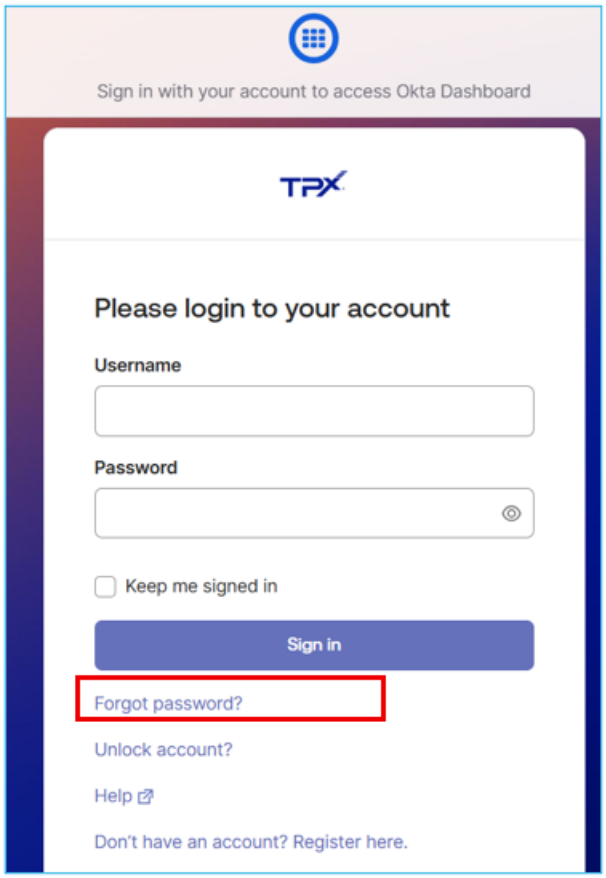


6. Enter the new password, confirm the new password, then select **Reset Password**. The system displays a **Password changed successfully** message.
7. The TPx Admin (noreply@tpx.com) sends a confirmation email indicating that the password change is complete.

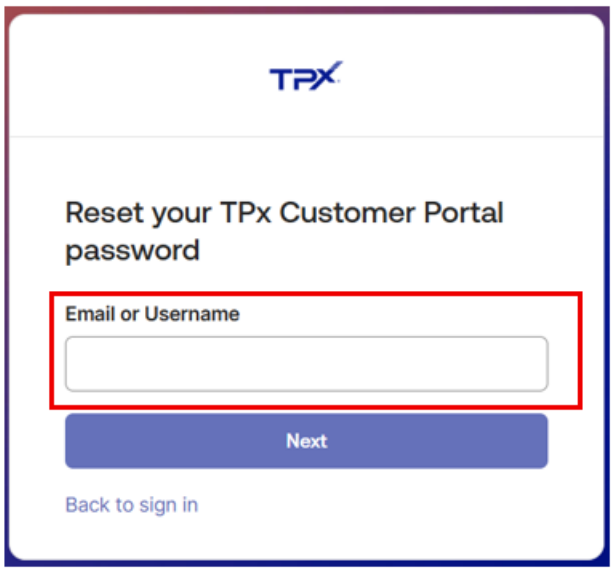


## How to Reset a Forgotten Password

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



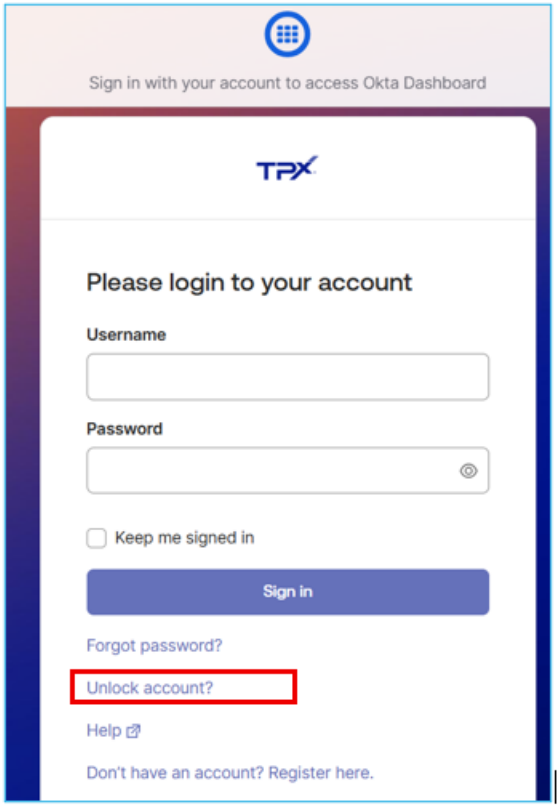

2. Enter your **Email address or Username**, then select **Next** to select the **Reset via Email** button.



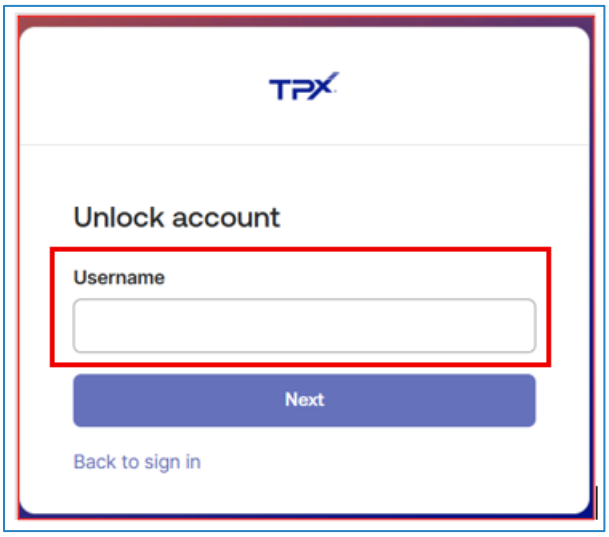
TPx Communications (noreply@tpx.com) sends an email with a Complete Password Reset link. The link expires in 1 hour.

## 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**.



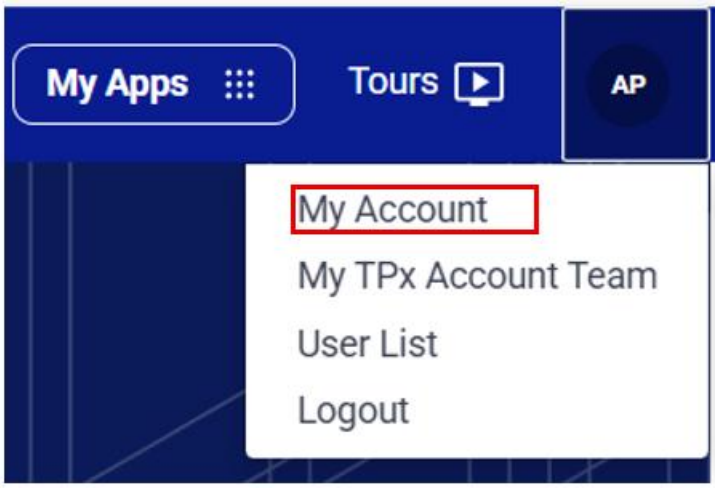
Open the email from TPx Communications (noreply@tpx.com) and follow the instructions to unlock your account. If the password is unknown, please complete the Forgot Password steps to reset the password.

| | |
|---|---|
| | **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

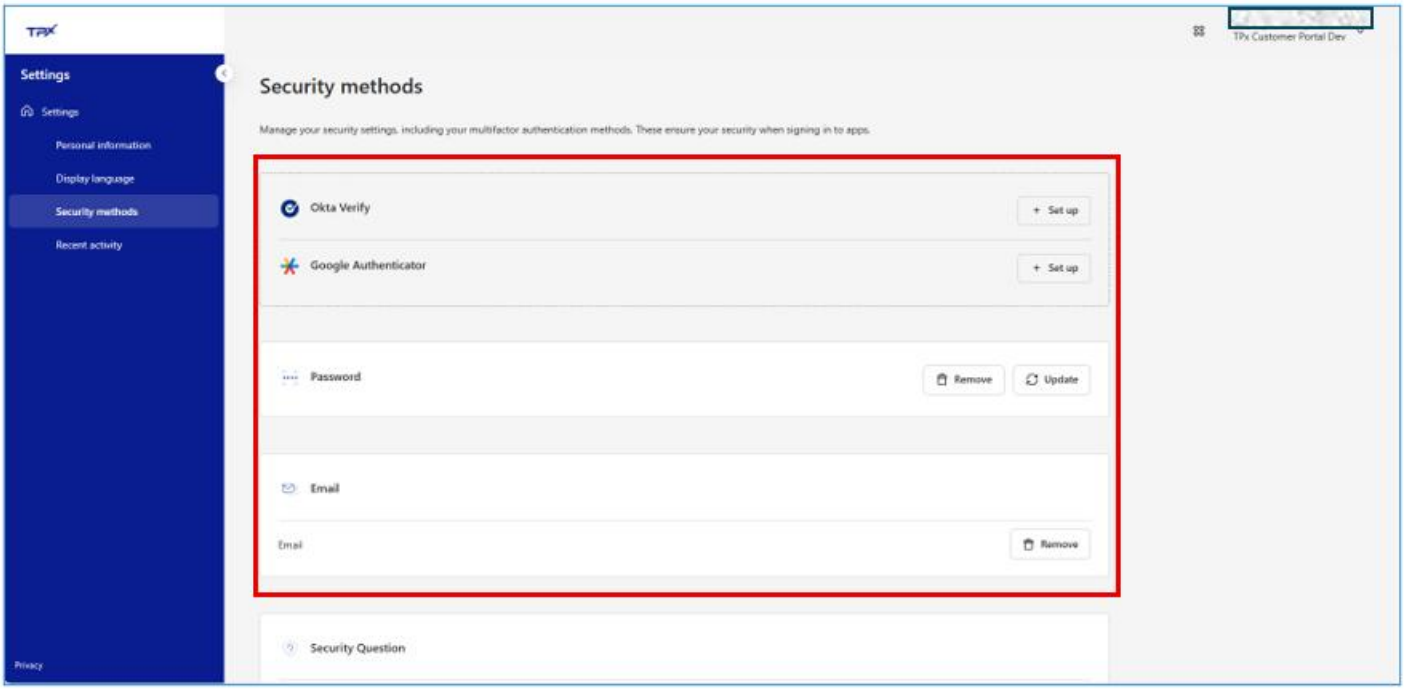
1. Log in and select your user initials in the top right corner, then select **My Account**.




2. Select **Change Security Settings**.



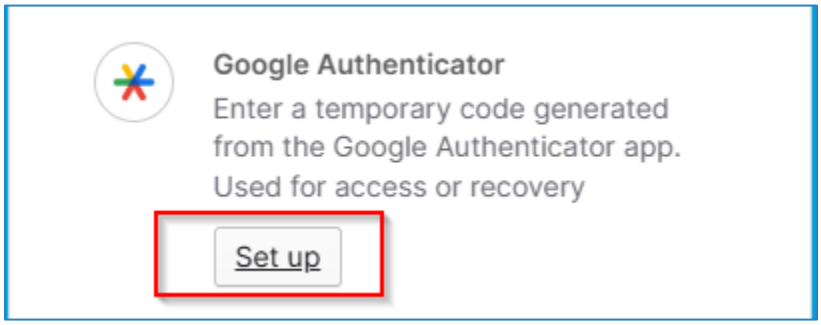
3. Use this page to set up a new authentication method or remove an existing authentication method. If an authentication method is removed, at the next log in you can set it up again, and it functions like a reset.



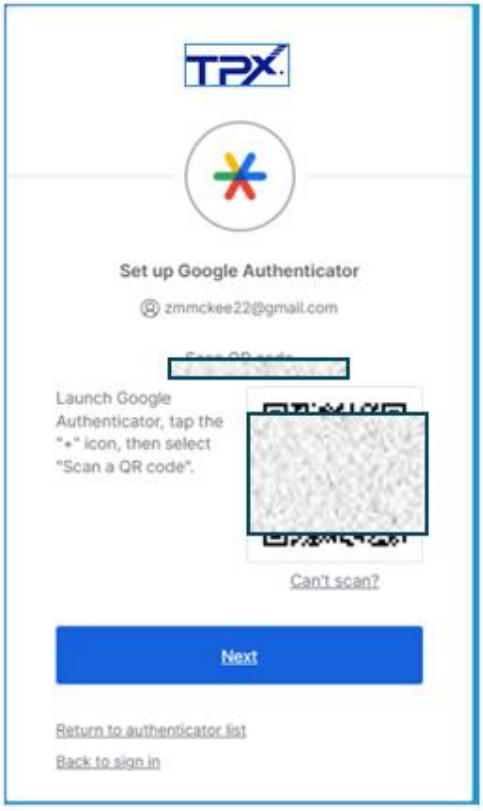

4. Follow the steps to remove the authentication method, such as entering your password and the MFA method.

## Google Authenticator Setup

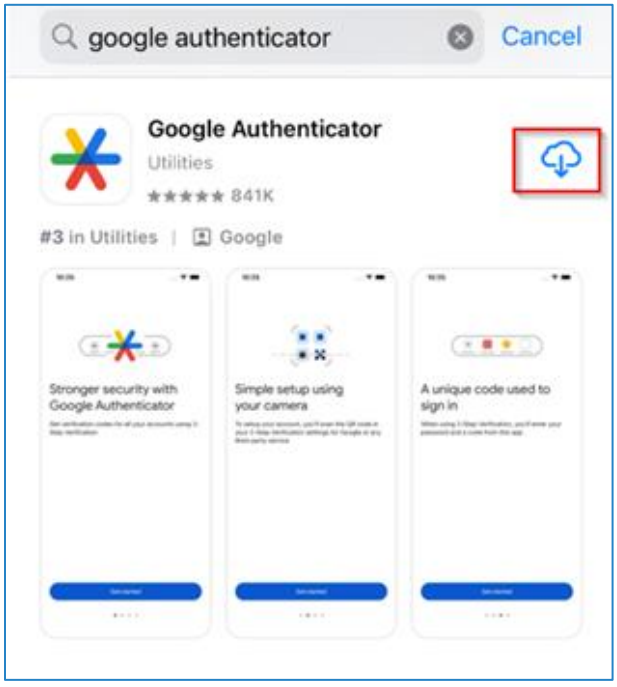
1. Log in and click **Set up** for Google Authenticator.



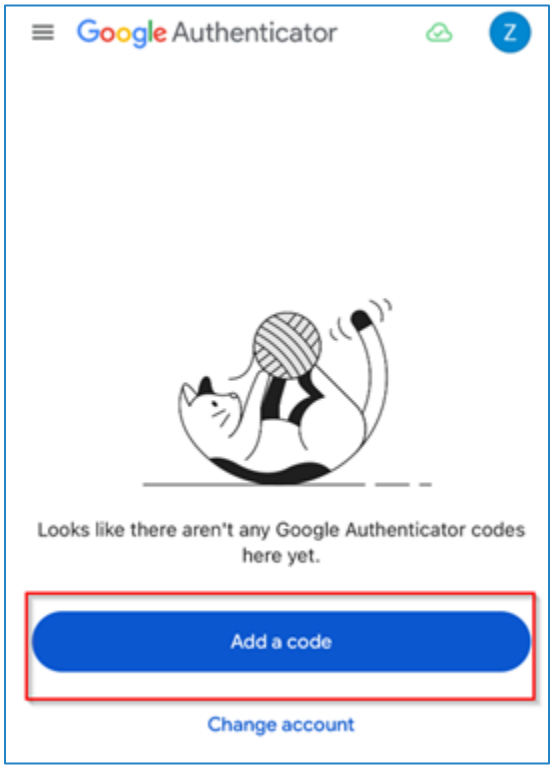
2. Follow the directions below to download the app and scan the QR Code.



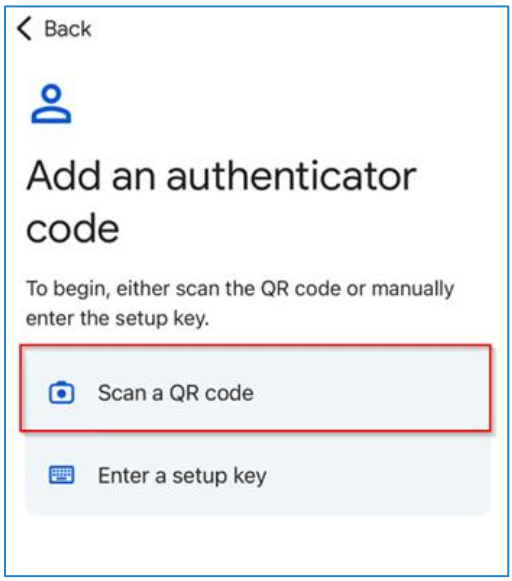

3. Go to the app store on your mobile phone and download Google Authenticator.



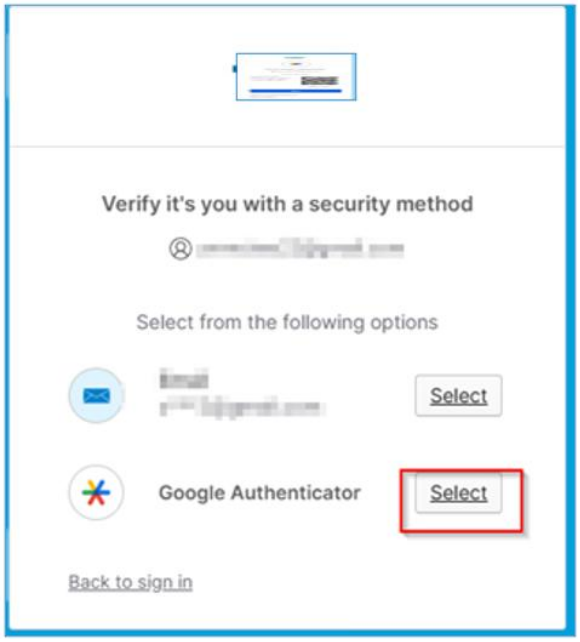
4. Open the app and click **Add a code**.



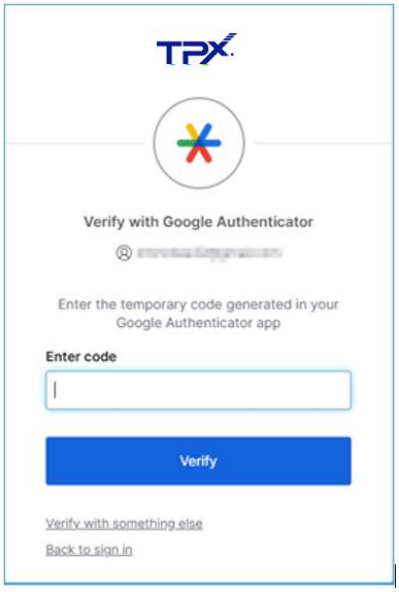

5. Select **Scan a QR code** and scan the QR Code on your web browser.



6. Sign in and select Google Authenticator.

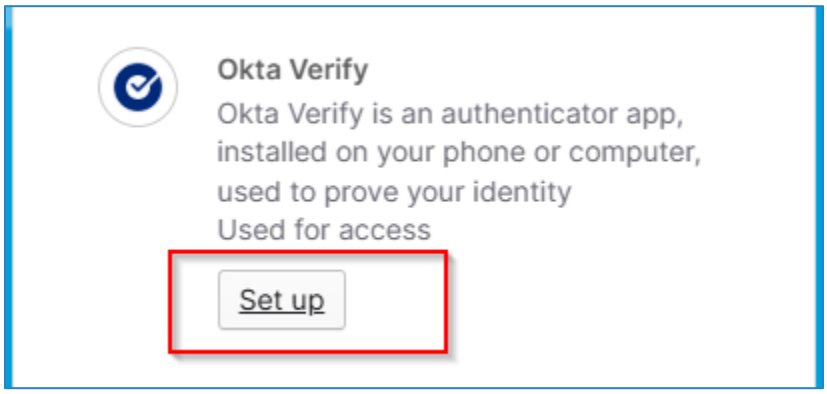



7. Open your Google Authenticator app and enter the code.

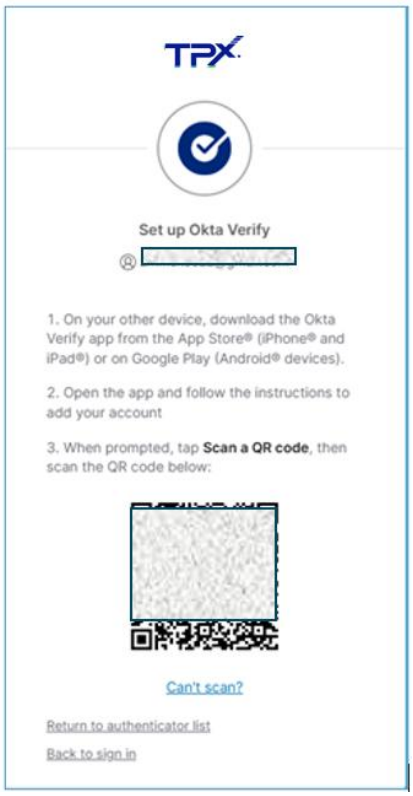


## Okta Authentication Setup

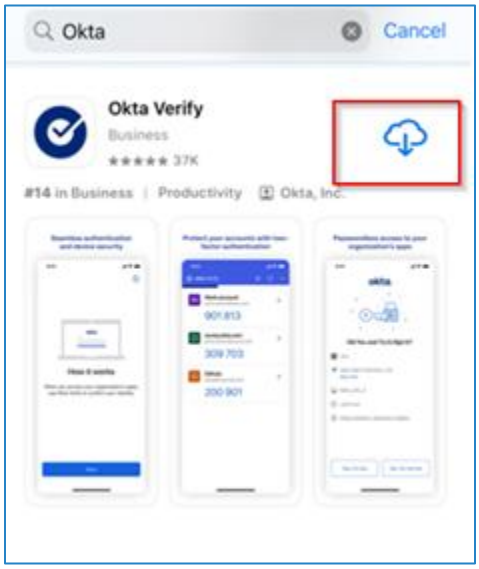
1. Log in and click **Set up** for Okta Verify.



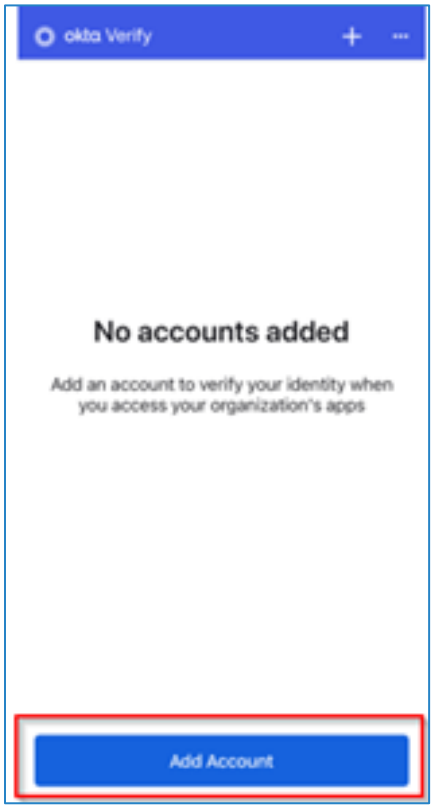

2. Follow the directions below to download the app and scan the QR Code.



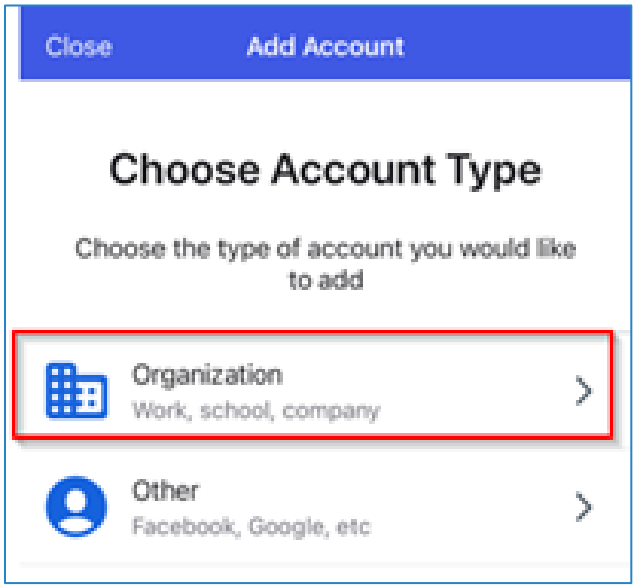
3. Go to the app store on your mobile phone and download Okta Verify.




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



5. Select Organization.



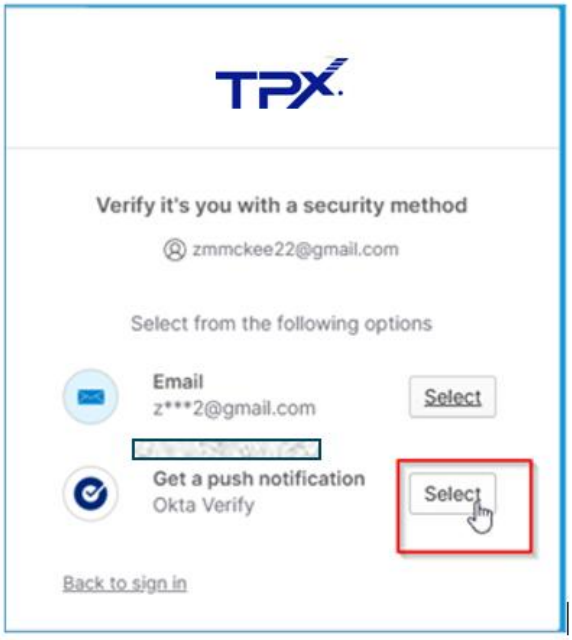

6. Click **Skip**.



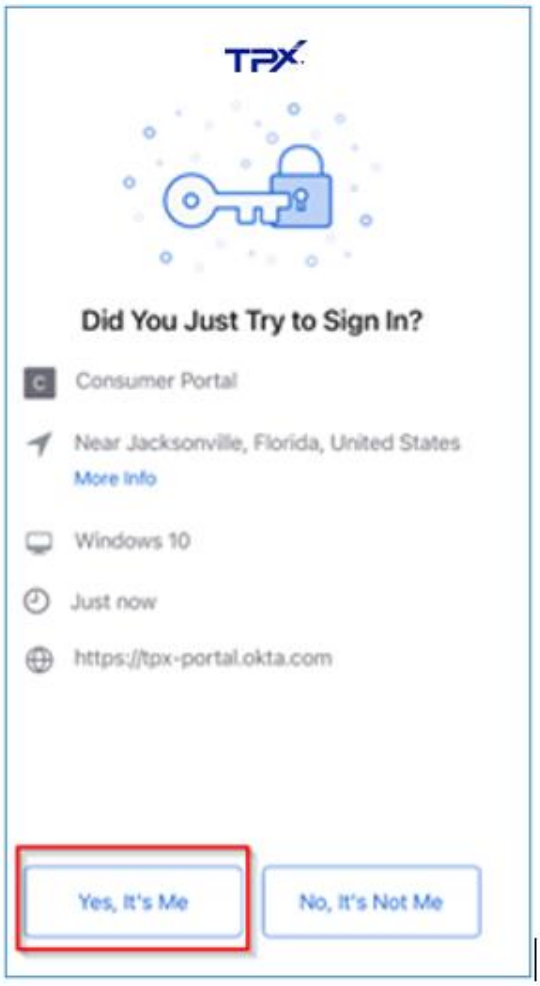
7. Click **Yes, Ready to Scan**, then scan the QR Code on your web browser.




8. Sign in and select Okta Verify.



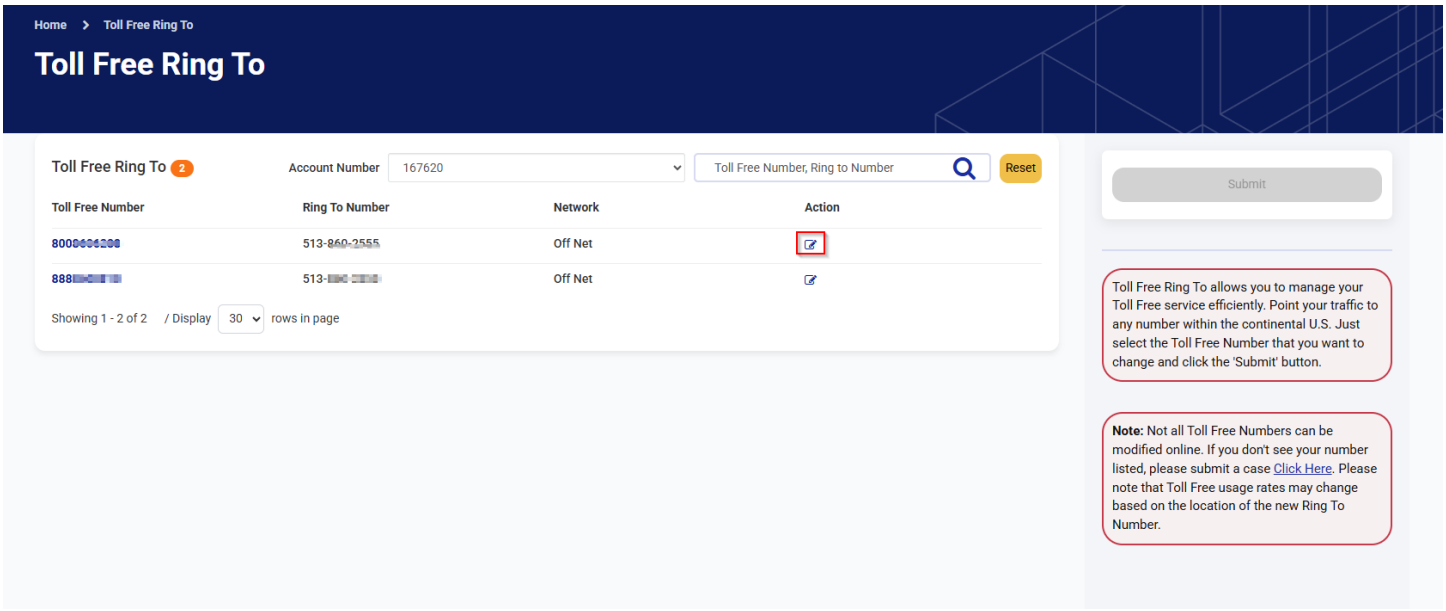
9. When the push notification arrives on your mobile device, click **Yes, It's Me** to verify your login.



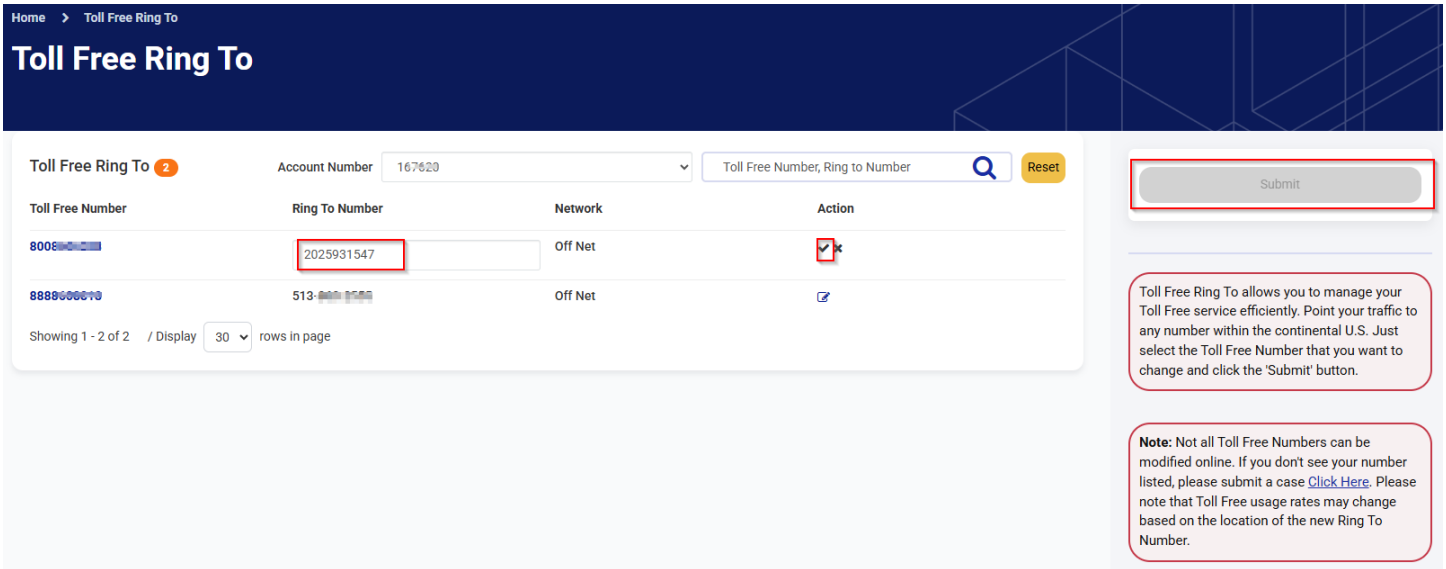
# Toll Free Ring To Changes

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.

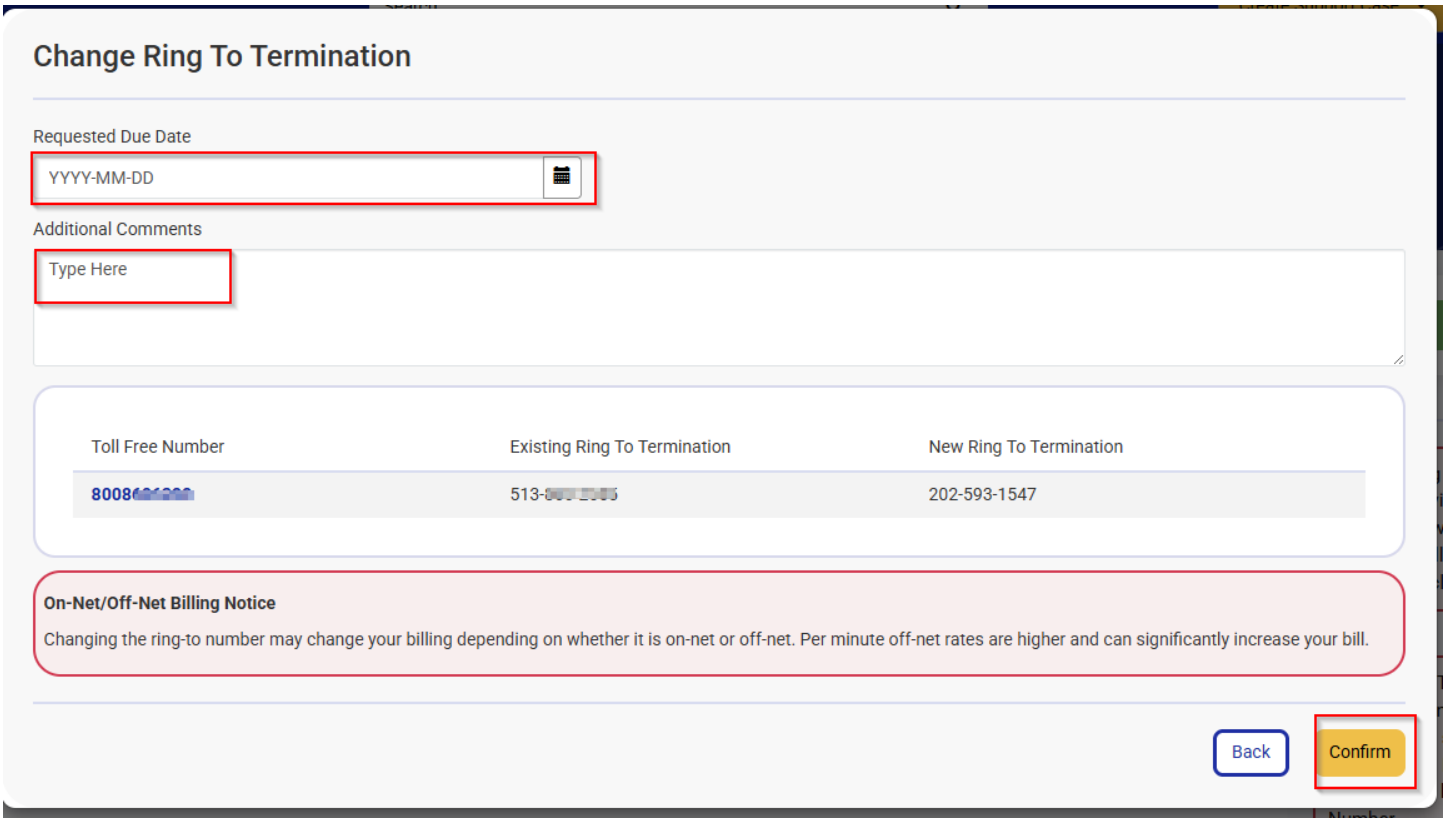



Select the Action icon next to the number(s) you want to update. After making your selection, click the checkmark, then choose Submit.



Fill our Requested Due Date and add any Additional Comments.

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



# Not Receiving Login or MFA Emails?

If you are not receiving the TPx Customer Portal activation email or Multi-Factor Authentication (MFA) emails, first check your SPAM folders or message quarantine. If the message isn't there, please contact your IT department or email administrator for assistance.

Ask your IT team to whitelist (allow-list) **noreply@tpx.com** to ensure authentication and notification emails are delivered successfully.

If the issue persists after whitelisting, please contact TPx, and we'll be happy to assist.