

TPx Customer Portal

CUSTOMER GUIDE



CONTENTS

Introduction.....	4
Accessing the Portal.....	4
Getting Started	5
Logging In	5
Overview Page.....	6
Managing Support Cases.....	7
Opening a Support Case	7
Viewing a Support Case.....	9
Searching for a Support Case.....	10
Updating a Support Case.....	10
Additional Resources	12
Systems Status.....	12
Quick Links.....	12
Live chat.....	13
Portal Profile Settings	14
How to Change Password	14
How to Reset a Forgotten Password.....	16
How to Unlock Account.....	17

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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.
- Choose "Request TPx Customer Portal Access" from the Type of Request dropdown.
- If you're making a request for other contacts associated with your account, simply include their information in the description field.

TPX Services Solutions Partners Resources Support [Sales 866-706-0631](#) | [Login](#) | [Support Center](#) | [Contact Support](#) [Contact Sales](#)

Open a Support Case

Complete this form to open a support case. Alternatively, you can chat with a support engineer right away by clicking the chat icon below.

How can we help you?
Please complete the following form:

Name (Required)
First Last

Phone (Required)

Email (Required)

Account Name (Required)

Account Number

Service Address/Location (Required)

Type of Request (Required)
Request TPx Customer Portal Access

Please describe the issue: (Required)

GET HELP
Use the following to manage your current support needs:
[Open a Support Case](#)
[Track a Support Case](#)

NEED MORE HELP
We're ready to answer any of your questions. Visit our [Technical Support](#) page for phone numbers and web portal links.
[Contact Support](#)

FOR EVEN MORE INSPIRATION
Read the [TPx Blog](#) for insights that will help keep your business running at full speed.

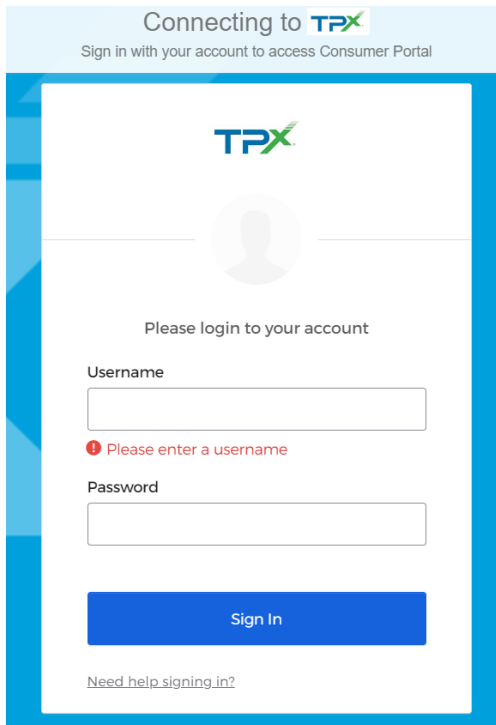
After the request is handled, you will receive an email containing an activation link to initiate your Portal account and establish your password.

GETTING STARTED

LOGGING IN

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.)

Sign in using the email address and password configured during the activation process.



The screenshot shows a login page for the TPX Consumer Portal. At the top, it says "Connecting to TPX" and "Sign in with your account to access Consumer Portal". Below this is the TPX logo and a placeholder for a user profile picture. The main heading is "Please login to your account". There are two input fields: "Username" and "Password". The "Username" field is empty, and there is a red error message below it that says "Please enter a username". Below the "Password" field is a blue "Sign In" button. At the bottom left, there is a link that says "Need help signing in?".

OVERVIEW PAGE

After logging in, you'll arrive at the Portal's main landing page, known as the Overview page. 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:

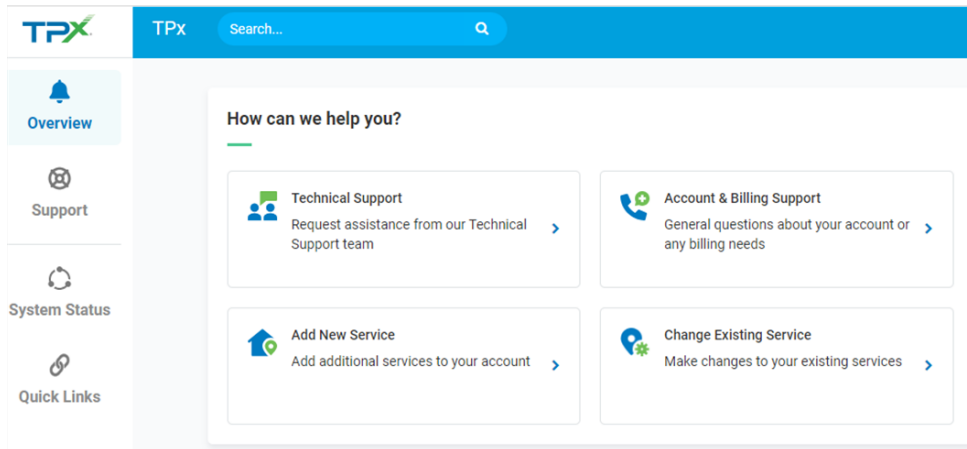
- Create a new support request
- Request changes to your account
- Live chat with a support agent
- Search for support requests
- Perform a speed test
- View the status of our network performance
- Access quick links to product portals and guides

The screenshot shows the TPX Customer Portal Overview page. The top navigation bar includes the TPX logo, a search bar, and a 'Create Support Case' button. The left sidebar contains navigation options: Overview (highlighted), Support, System Status, and Quick Links. The main content area is titled 'How can we help you?' and contains four service categories: Technical Support, Account & Billing Support, Add New Service, and Change Existing Service. Below this is an 'Updates' section with two recent posts from support agents and a test user. The 'Open Support Cases' section displays three tables of active cases: Bill Inquiry, Backups, and MSx WAN, each with columns for State, Number, Account, Service Address, and Case Type.

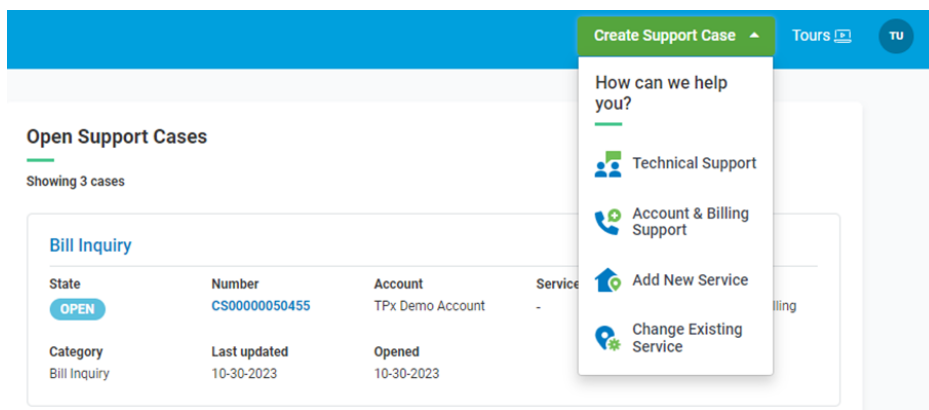
MANAGING SUPPORT CASES

OPENING A SUPPORT CASE

To initiate a support case/request, start by going to the Overview page. You'll find various options listed there: Technical Support, Account & Billing Support, Add New Service, or Change Existing Service.

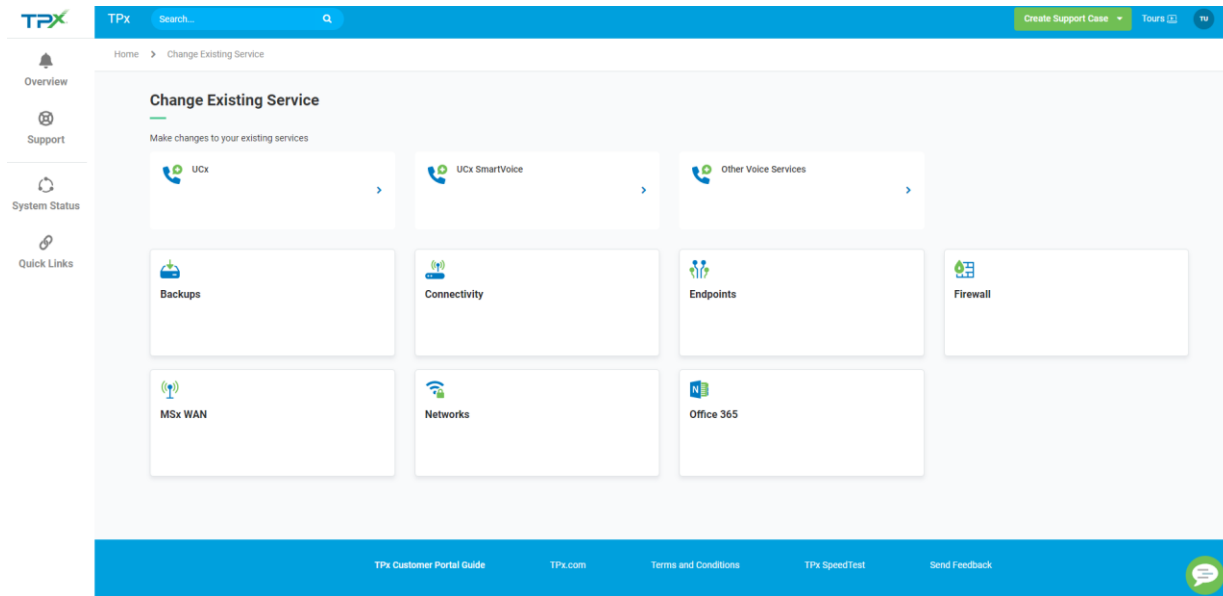


Alternatively, you can also create a support case by clicking "Create Support Case" in the top-right corner of the Portal window. This will present you with the same options available on the Overview page: Technical Support, Account & Billing Support, Add New Service, or Change Existing Service.



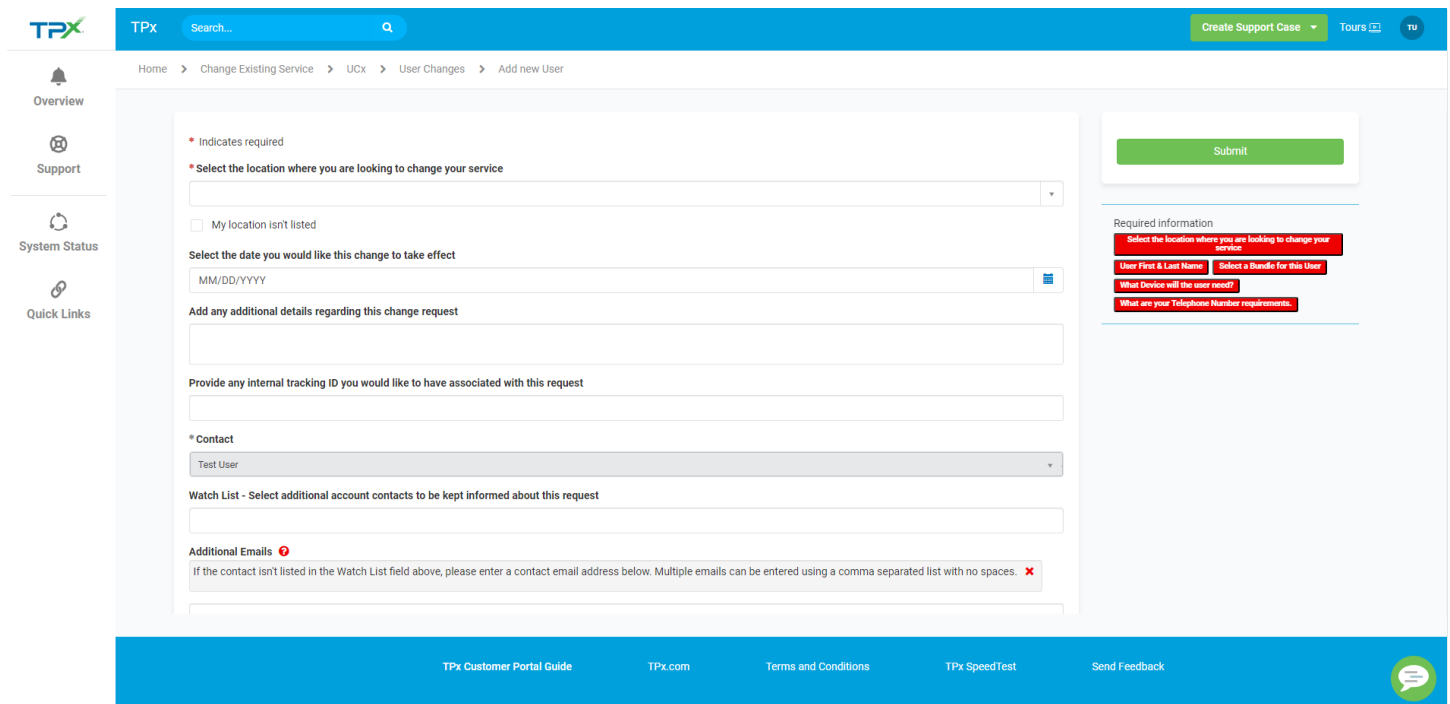
Once you've chosen a support option, select the relevant category for your request type and follow the prompts provided by the case wizard.

Example:



Finally, you'll encounter a brief form where you can provide additional details about your support request. Complete the form and click "submit."

Example:



VIEWING A SUPPORT CASE

Click on the Support icon 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. Click on any case to view its details.

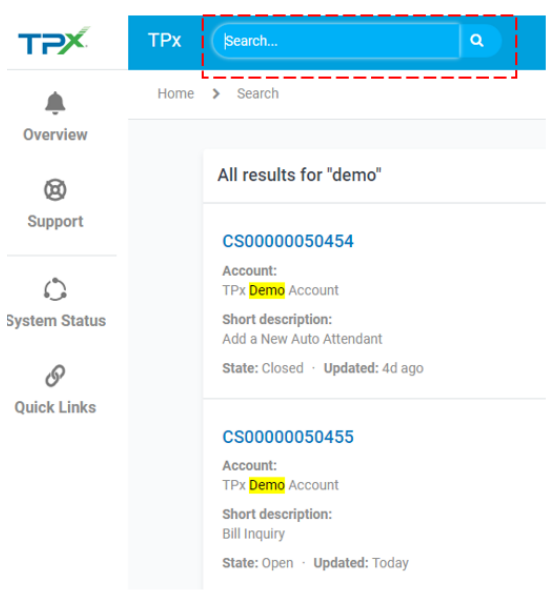
The screenshot displays the TPX Support Cases interface. At the top, there's a search bar and a 'Create Support Case' button. The main content area shows a list of support cases, each with a title, status (e.g., CLOSED, OPEN, NEW), and a table of details including Account, Service Address, Case Type, Category, Last updated, Opened, Resolved, and Opened By. A sidebar on the right provides filtering options for Status and Case Type. The left navigation panel includes 'Overview', 'Support' (highlighted), 'System Status', and 'Quick Links'. The footer contains links to 'TPx Customer Portal Guide', 'TPx.com', 'Terms and Conditions', 'TPx SpeedTest', and 'Send Feedback'.

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

The screenshot shows the TPX Overview page. The 'How can we help you?' section offers quick access to various support services. The 'Updates' section provides a feed of recent support activity. The 'Open Support Cases' section, highlighted with a red dashed box, lists three active cases with details such as State (OPEN), Number, Account, Service Address, Case Type, Category, Last updated, and Opened. The left navigation panel shows 'Overview' and 'Support' (highlighted), along with 'System Status' and 'Quick Links'.

SEARCHING FOR A SUPPORT CASE

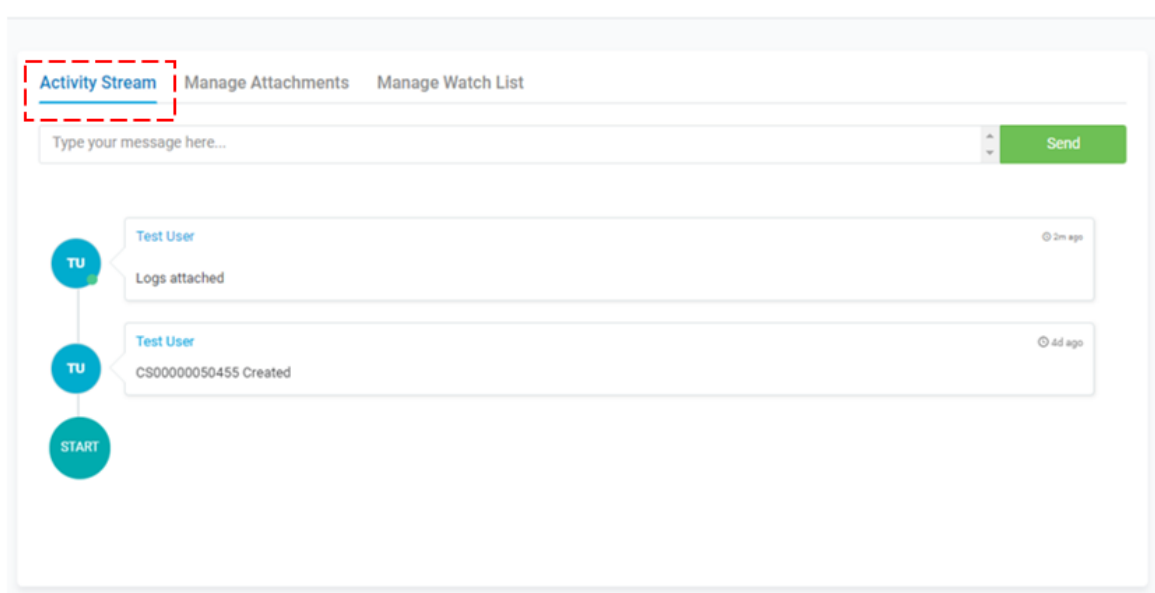
Search for a support case by entering the case number or case details in the global search bar.



UPDATING A SUPPORT CASE

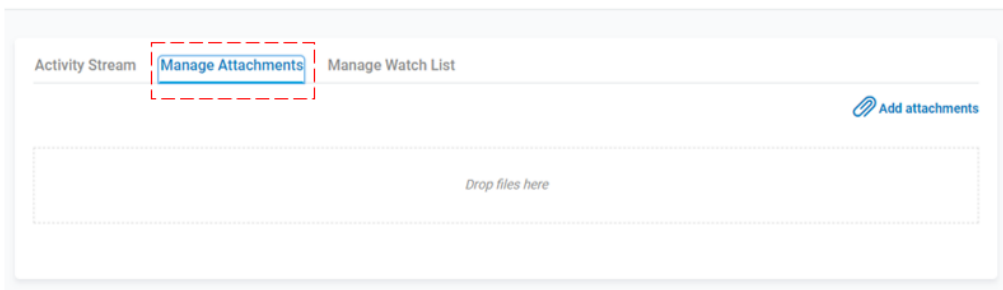
ACTIVITY STREAM:

Within the case details view, you'll find the "Activity Stream" tab, which displays the history of activities and updates related to the case. You can also contribute by adding comments directly from this tab by typing in the 'Type your message here' dialogue box."



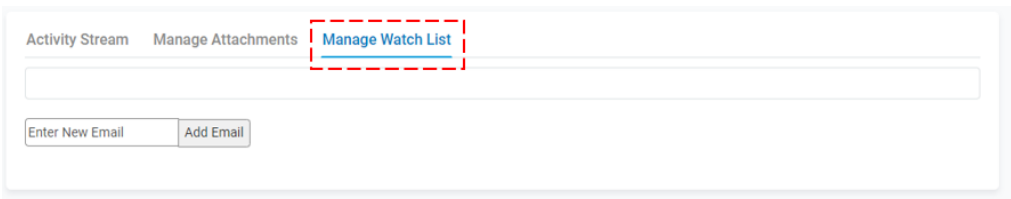
MANAGING ATTACHMENTS:

Head to the "Manage Attachments" tab to view, add, edit, or delete attachments associated with the support case.



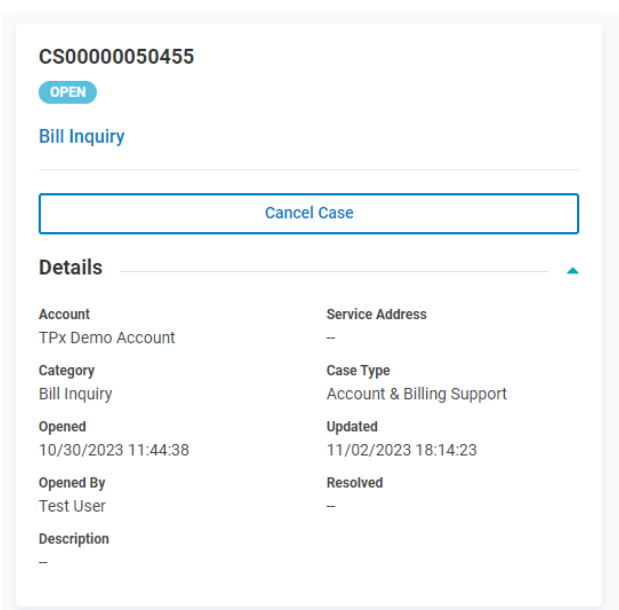
MANAGING THE WATCH LIST:

In the "Manage Watch List" tab, you can view, add, or remove additional contacts. 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, you can cancel your case by simply clicking the "Cancel Case" button.



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 will be displayed 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.

The screenshot shows the TPX System Status page. The navigation menu on the left includes Overview, Support, System Status (highlighted with a red dashed box), and Quick Links. The main content area is titled 'Current Status' and shows a list of services with their status:

Service	Status
Communications	OPERATIONAL
Security & Managed IT Services	OPERATIONAL
Network Infrastructure	OPERATIONAL
Connectivity	OPERATIONAL
UCx Webex Teams	OPERATIONAL
Microsoft 365	OPERATIONAL

The footer contains links for TPX Customer Portal Guide, TPX.com, Terms and Conditions, TPX SpeedTest, and Send Feedback.

QUICK LINKS

Discover additional portal links and shortcuts tailored to specific products, along with easy access to support resources and user guides for quick answers to your questions.

The screenshot shows the TPX Quick Links page. The navigation menu on the left includes Overview, Support, System Status, and Quick Links (highlighted with a red dashed box). The main content area is titled 'Customer Logins and Links' and displays a grid of 12 service tiles:

- Online Bill Pay**: Pay your TPX invoice online or set up recurring payment options.
- UCx Real-Time Applications**: Manage Call Alert Notification, Call Center Reporting, and Workgroup Monitoring services.
- UCx**: Configure features for your UCx services including call control, voicemail, auto attendant and more.
- UCx Call Reporting**: You'll enjoy maximum visibility and control with a choice of over 400 sets of historic and real-time...
- MSx Managed Endpoints**: Customer-configured service administration and alerting notifications, leveraging MSx Endpoints'...
- Network Monitor**: Network Monitor's web-based dashboard gives you an instantly understandable picture of both enterprise...
- MSx Managed WAN**: View centralized installation, configuration and MSx Managed SD-WAN network monitoring. Core...
- Smart Voice**: Administrator and End User portal access to activate, deactivate and configure SmartVoice features.
- Virtual Fax Admin**: Manage your Virtual Fax user accounts, view all fax history, and configure fax processing settings.
- Virtual Fax**: Send and receive faxes, view fax history, and manage address books.
- VXView**: Access voicemail, program find me, follow me capabilities, set up distribution lists online and more.
- Call Recording**: Access your Call Recording dashboard and web interface for managing your company's recorded calls.

The footer contains links for TPX Customer Portal Guide, TPX.com, Terms and Conditions, TPX SpeedTest, and Send Feedback.

LIVE CHAT

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

Open Support Cases
Showing 3 cases

Bill Inquiry

State	Number	Account	Service Address	Case Type
OPEN	CS00000050455	TPx Demo Account	-	Account & Billing Support
Category	Last updated	Opened		
Bill Inquiry	11-02-2023	10-30-2023		

Backups

State	Number	Account	Service Address	Case Type
OPEN	CS00000050453	TPx Demo Account	-	Technical Support
Category	Last updated	Opened		
Backups	10-30-2023	10-30-2023		

MSx WAN

State	Number	Account	Service Address	Case Type
NEW	CS00000050456	TPx	-	Add New Service or Location
Category	Last updated	Opened		
MSx WAN	10-30-2023	10-30-2023		

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Open Support Cases
Showing 3 cases

Bill Inquiry

State	Number	Account	Service Address	Case Type
OPEN	CS00000050455	TPx Demo Account	-	Account & Billing Support
Category	Last updated	Opened		
Bill inquiry	11-02-2023	10-30-2023		

Backups

State	Number	Account	Service Address	Case Type
OPEN	CS00000050453	TPx Demo Account	-	Technical Support
Category	Last updated	Opened		
Backups	10-30-2023	10-30-2023		

MSx WAN

State	Number	Account	Service Address	Case Type
NEW	CS00000050456	TPx	-	Add New Service or Location
Category	Last updated	Opened		
MSx WAN	10-30-2023	10-30-2023		

TPX Chat with us

Hi Test, Welcome to TPX

Would you like to connect to ?

Thank you for using TPx live agent chat.

6 minutes ago

Hi Test, Welcome to TPX

just now

Would you like to connect to ?

Sales

Support

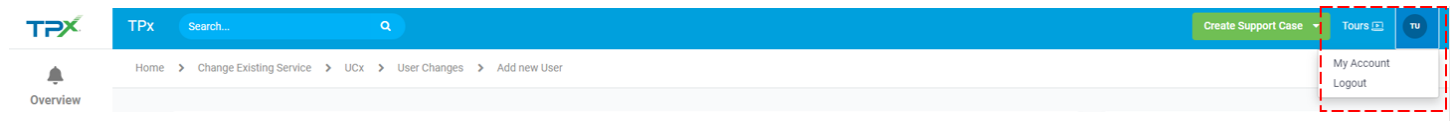
Please pick an option

Terms and Conditions | TPx SpeedTest | Send Feedback |

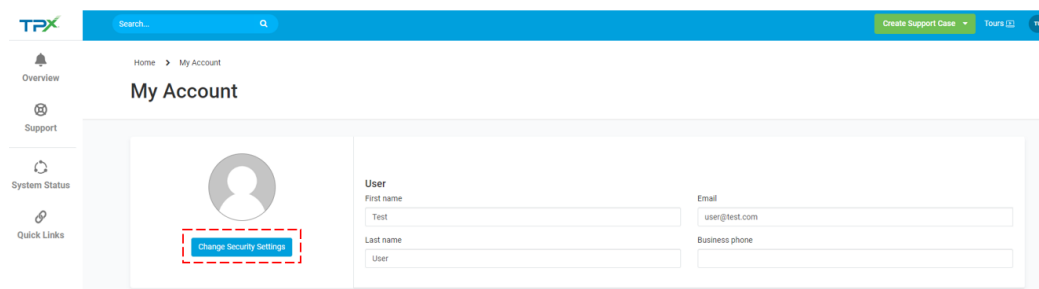
PORTAL PROFILE SETTINGS

HOW TO CHANGE PASSWORD

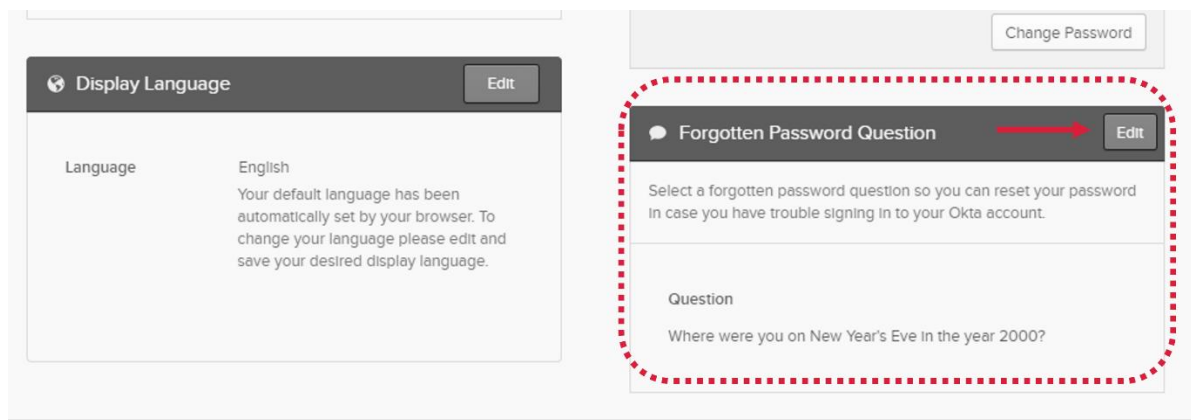
Click on your initials in the top right and select My Account.



Select the Change Security Settings button.



Select a forgotten password question to reset or unlock account if the password is ever forgotten.



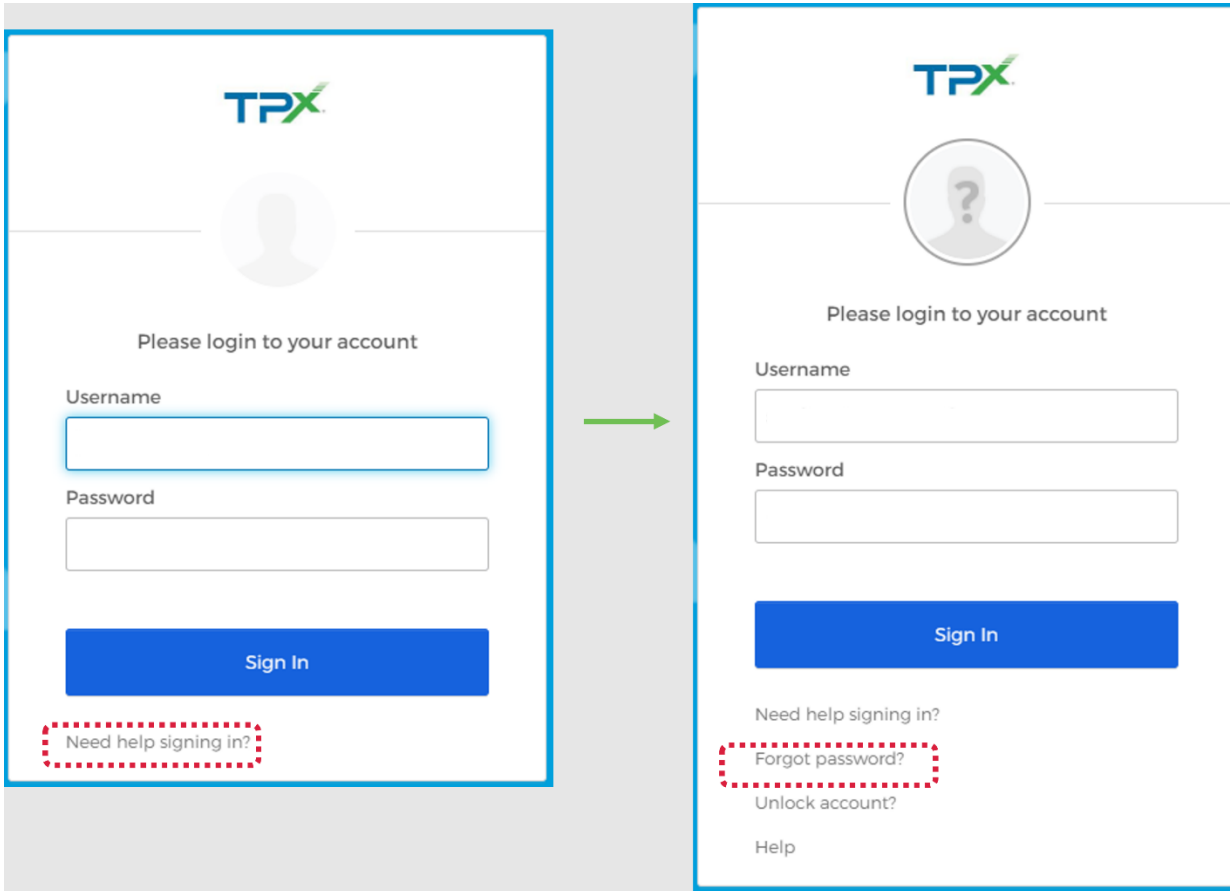
Choose a Question from the drop-down list. Enter the answer in the Answer field and select the Save button to save the challenge question.

To change a password, enter the Current and New password, confirm the new password, then select the Change Password button. A “Password changed successfully” message will appear.

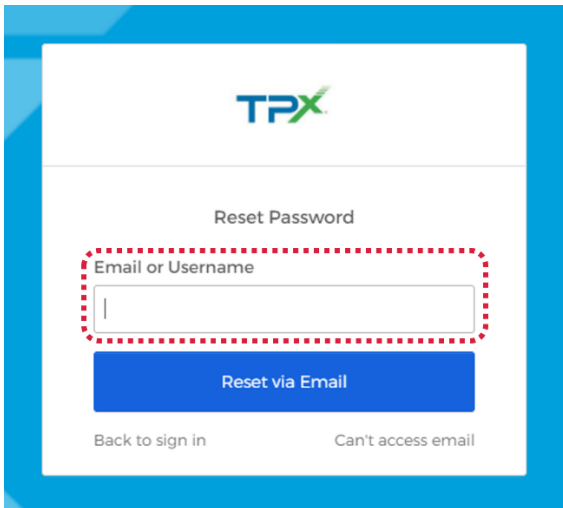
A confirmation email will be sent from TPx Admin (noreply@tpx.com) indicating a password change was made.

HOW TO RESET A FORGOTTEN PASSWORD

To reset a forgotten password, select the “Need help signing in?” link at the bottom of the login page. Select the “Forgot password?” link.



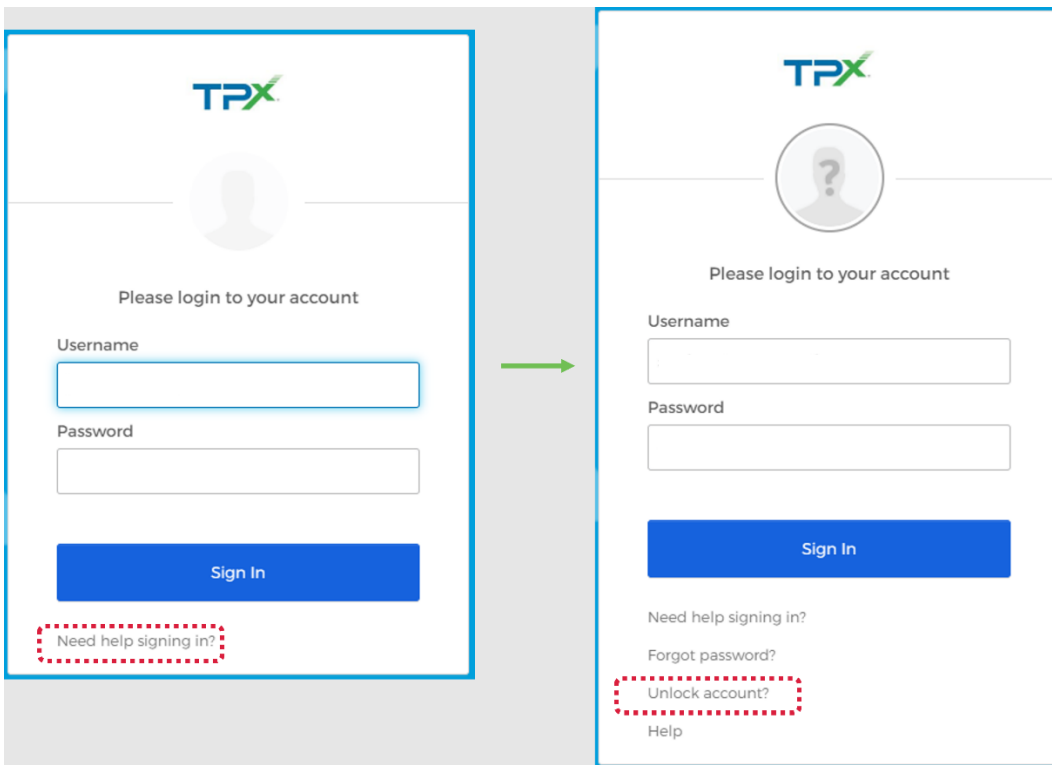
Enter your Email address or Username and select the Reset via Email button.



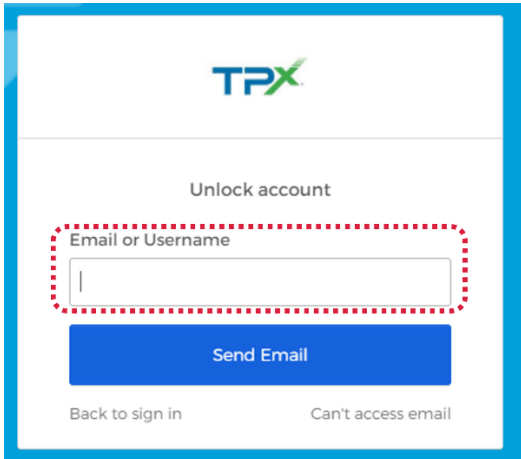
An email will be sent from TPx Communications (noreply@tpx.com) with a Complete Password Reset link that will expire in 1 hour.

HOW TO UNLOCK ACCOUNT

After too many login attempts, a user will be locked out of the Portal. If a Password challenge question has been setup, you can unlock your account by selecting the “Need help signing in?” link. Next, select “Unlock account?”



Enter your Email address or username and select Send Email.



TPX

Unlock account

Email or Username

Send Email

[Back to sign in](#) [Can't access 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 will be available in upcoming releases. Please use the Send Feedback form to let us know what features you would like to see in the TPx Customer Portal!