

LOGIX FIBER NETWORKS

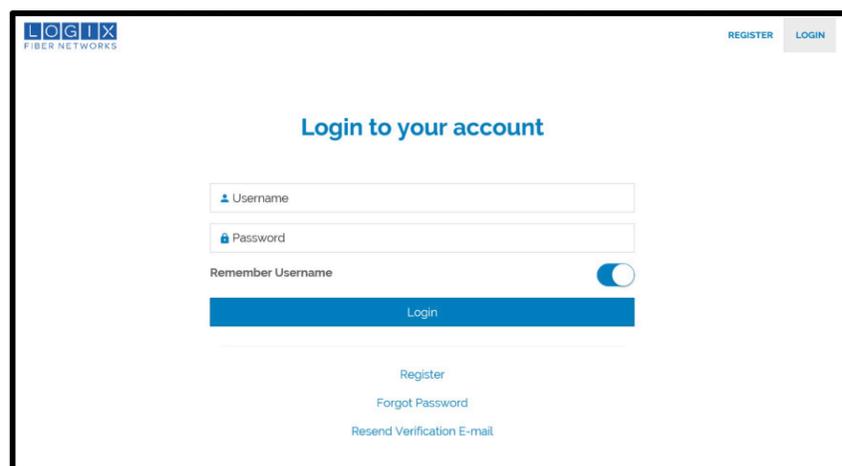
CUSTOMER PORTAL

# LOGIX Fiber Networks Customer Portal

This guide will take you step-by-step through the new LOGIX Customer Portal, showing you how you can pay your bill online. If you get stuck, please call us at 800-444-0258, and we'll be happy to help!

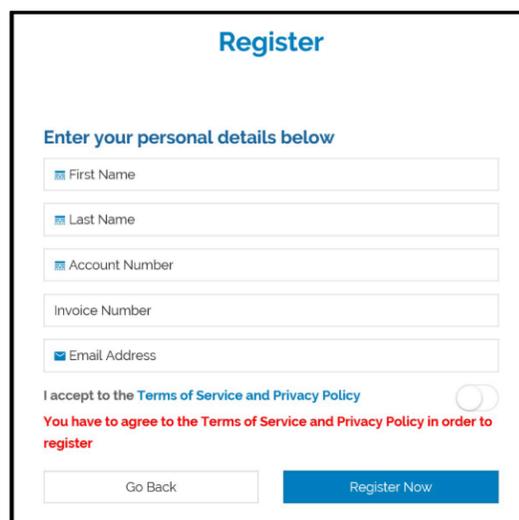
## REGISTRATION AND LOGIN

1. Go to the customer portal at: <https://customercare.mylogix.com/>



2. If you are a first time user of the Customer Portal you will need to register for a new user profile before gaining access. Click the Register link at the top of the Login page or click Register in the menu bar. The

Register page appears:



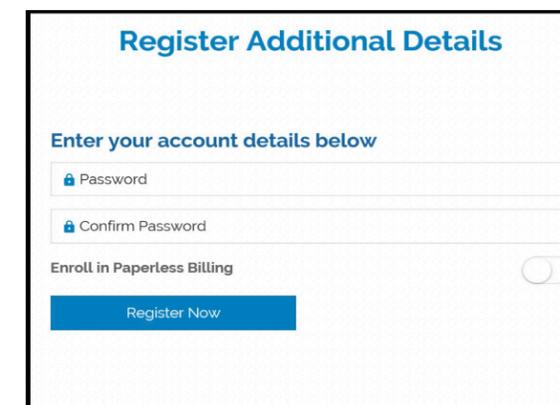
3. Enter your account and personal details in the form and click to accept the Terms of Service and Privacy Policy.

4. Click "Register Now"

5. Once you click Register Now, an email will be sent to you with a link to confirm your email address.

*Note: The confirmation link will only be valid for 60 minutes. To resend the email, simply go back to <https://customercare.mylogix.com/> and hit "Resend Verification Email" at the bottom of the page.*

6. Open the email and click the link, which should lead you to a window where you will be asked to create a password for the account:



**(OPTIONAL)** This is also where you can enroll in Paperless Billing. Customers with Paperless Billing preferences will receive a statement ready notification following the monthly bill cycle.

7. Click "Register Now"

Congrats! You have now successfully registered for a LOGIX Customer Portal account! From now on, you should be able to go to <https://customercare.mylogix.com/> to enter your username and password on this page and access your profile

## CUSTOMER PORTAL FEATURES

### OVERVIEW

Overview is the main home page of your account, the first page you see upon logging in:

The screenshot shows the Overview page with a navigation menu at the top: OVERVIEW, MY BILLS, PAYMENTS, MY USAGE, SUPPORT, PROFILE, and LOGOUT. Below the menu, there are two account cards. Each card displays the current balance, payment due by date, and autopay information. The first account has a balance of \$16,456.14 and a due date of 5/21/2018. The second account has a balance of \$-323.06. Each card also includes buttons for 'View Bill', 'Pay Bill', and 'Update AutoPay'.

From this page you can view and access the following:

1. Current Account Balance
2. Payment Due Date
3. Auto-pay information

### MY BILLS

The second tab in the menu along the top of the Overview page, My Bills is a record of paid and outstanding bills for download:

The screenshot shows the My Bills page with a navigation menu at the top: OVERVIEW, MY BILLS, PAYMENTS, MY USAGE, SUPPORT, PROFILE, and LOGOUT. Below the menu, there is a 'Select Account' dropdown menu. Below that is a table of bills with columns for Invoice, Date, Account #, Due Date, New Charges, and Balance. A PDF icon is visible next to the Balance column for the first row.

Invoice	Date	Account #	Due Date	New Charges	Balance	
[REDACTED]	4/30/2018	[REDACTED]	5/21/2018	\$16,471.14	\$-15.00	PDF

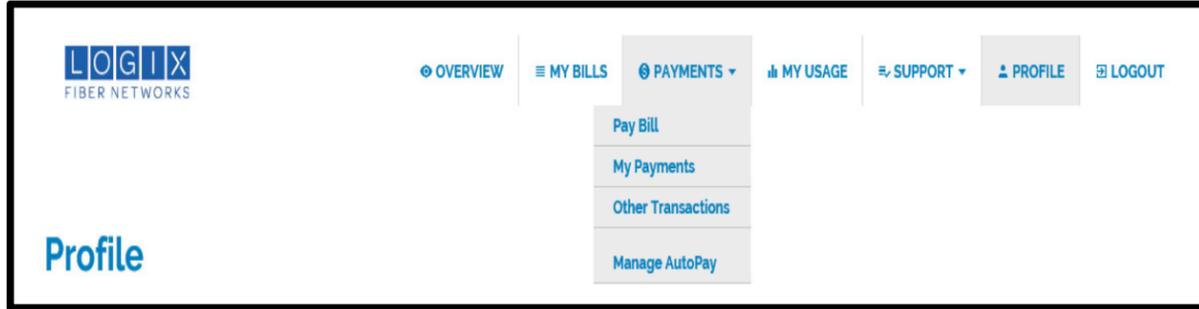
From this page you can view and access the following:

Copies of invoices available in PDF format

1. Invoice number
2. Date
3. Account Number
4. Due Date
5. New Charges
6. Total Balance Due

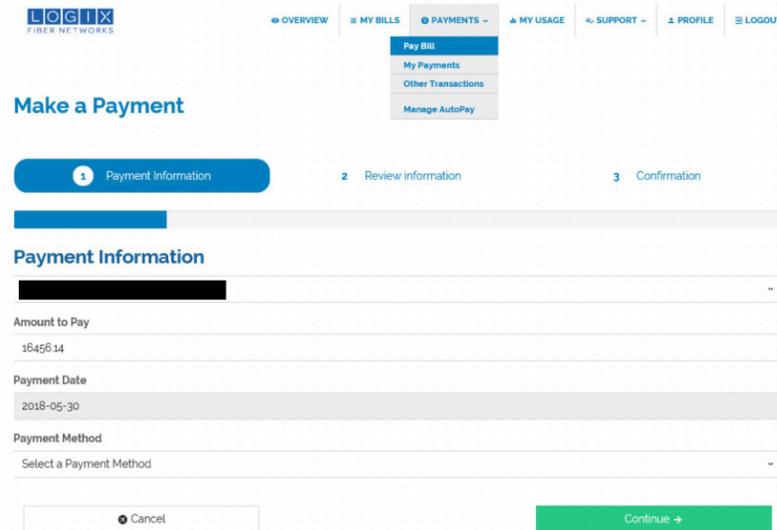
PAYMENTS

Third tab in the menu, Payments provides a dropdown menu.

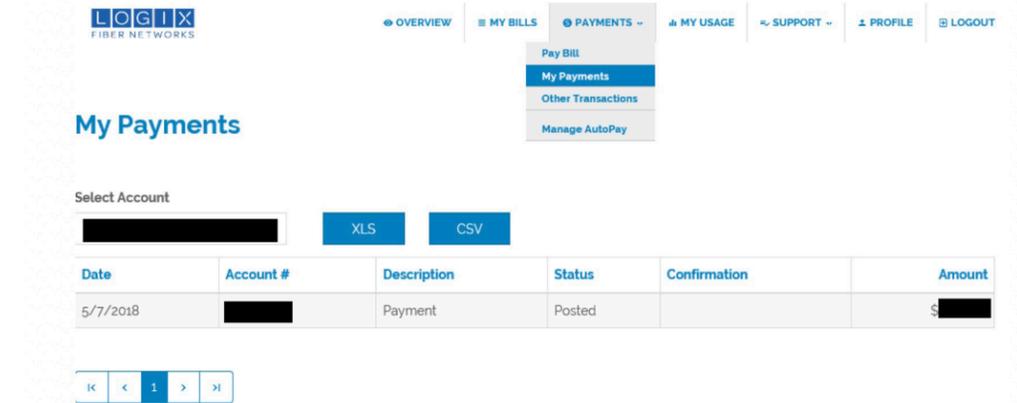


From here, you access the following:

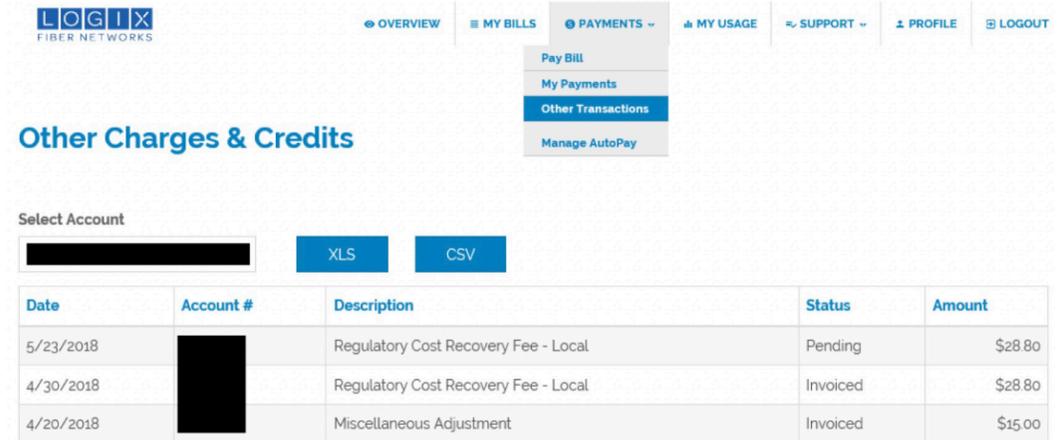
1. Pay My Bill: where you can go to pay your bill online if you signed up for Paperless Billing,



2. My Payments: A current list of previous payments; users can download payment detail to xls or csv format



3. Other Transactions: Credits applied



4. ManageAuto Pay: Call our credit department 800-999-8105

MY USAGE

My Usage provides access to the following

You can download detail to xls or csv format and create custom reports of information such as:

1. Local Calls
2. Long Distance Calls
3. Toll Free Calls

SUPPORT

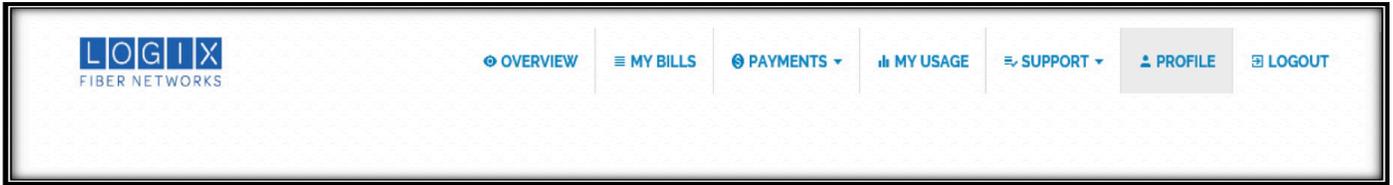
Support provides access to the following

1. Viewing Previous Trouble Tickets

Ticket ID	Type	Status Reason	Created On	Closed On
CAS-874879-D3Q9Ro	TROUBLE - DATA/VOICE	Resolved	4/23/2018 8:18:23 PM	4/24/2018 3:50:47 PM
CAS-874923-D5M5Y0	Trouble - Voice	Resolved	4/19/2018 8:18:19 PM	4/19/2018 4:16:52 PM
CAS-874929-F2K9B1	TROUBLE - DATA/VOICE	Resolved	4/19/2018 8:18:19 PM	4/19/2018 2:17:43 PM
CAS-874884-N2N7C6	TROUBLE - DATA/VOICE	Resolved	4/16/2018 8:18:16 PM	4/17/2018 7:03:57 AM
CAS-874883-W4G2N1	TROUBLE - DATA/VOICE	Resolved	4/11/2018 8:18:11 PM	4/13/2018 1:07:39 PM
CAS-874895-C7N5K5	TROUBLE - DATA/VOICE	Resolved	4/11/2018 8:18:11 PM	4/11/2018 12:55:30 PM

2. Report a Problem

PROFILE



Profile provides access to the following

1. Personal Information
2. Ability to Update E-mail address
3. Ability to change password

**Profile**

**Personal Information**

<p>First name</p> <input type="text" value=""/>	<p>Last name*</p> <input type="text" value=""/>	<p>E-mail*</p> <input type="text" value=""/>
<p>Old password</p> <input type="text" value="Old password"/>	<p>New password</p> <input type="text" value="New password"/>	<p>Re-enter new password</p> <input type="text" value="Re-enter new password"/>

**Stored Payment Methods**

No record found.

**Account Information**

Account #	Account Name	Parent Account	Alias* (click to edit)	Email* (click to edit)	Paperless Billing	Unlink