CONTENTS:

If you need assistance, please call us at 800-444-0258, and we'll be happy to help!

REGISTRATION
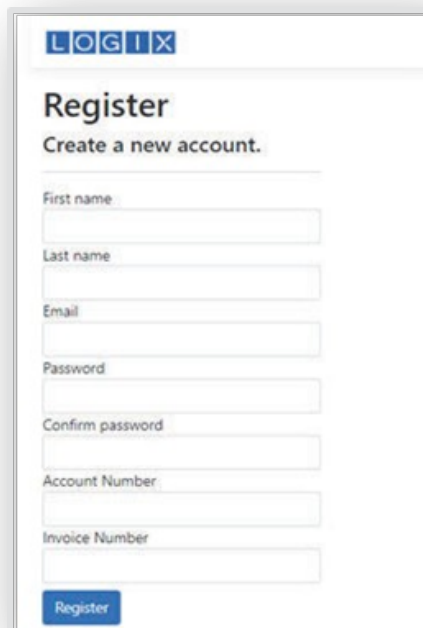
There are two ways to access the LOGIX Customer Portal: visit https://logix.com/customer-portal/ or via the Customer Portal link on the LOGIX homepage. First-time users must register for a new profile to gain access:

1. Click **Register as a new user:**

2. Enter the requested information for all fields and click the **Register** button to continue.

   - *You will need your account number and an invoice number.*

   - *Passwords must be at least 12 characters, contain one alphanumeric character, and include at least one digit ("0" thru "9").*

3. You should receive the confirmation email within a few minutes. Please check your spam or junk mail folder(s) if the confirmation does not appear in your inbox.
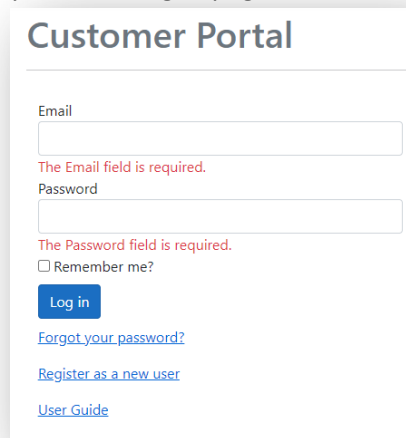
From: customerportal@logixcom.net <customerportal@logixcom.net>
Sent: Tuesday, September 20, 2022 1:26 PM
To: Your Name <Your.Name@email.com>
Subject: Confirm your email

Please confirm your account by clicking here.

If the confirmation email is not in a spam or junk mail folder, please have your internal IT team whitelist customerportal@logixcom.net (or IP: 216.201.128.40) in your spam filter.
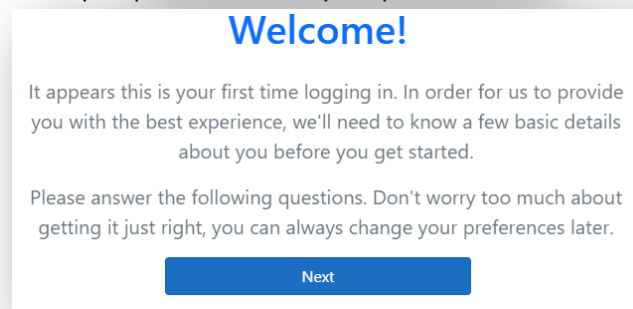
***NOTE:** Please do not attempt to log in until after completing the confirmation email registration step (logging in prior to confirmation can lock access to your portal account).*

4. The confirmation link will return you to the logon page. You can now log in to your account:
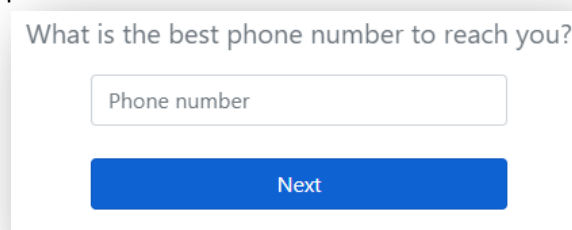
Customer Portal

Email

The Email field is required.
Password

The Password field is required.
☐ Remember me?

Log in

Forgot your password?

Register as a new user

User Guide

5. Next, you'll answer a few simple questions to set your preferences. Click **Next** to continue:

Welcome!

It appears this is your first time logging in. In order for us to provide you with the best experience, we'll need to know a few basic details about you before you get started.

Please answer the following questions. Don't worry too much about getting it just right, you can always change your preferences later.

Next

6. Enter the desired contact phone number and click **Next**:

What is the best phone number to reach you?

Phone number

Next

7. Select your preferred contact availability (days/hours) and click **Next**:

When are you available to be contacted?

Available Days

Su   Mo   Tu   We   Th   Fr   Sa

Available Hours
Start Time   Stop Time
--:-- --   🕐   --:-- --   🕐

Next

8. We offer and encourage Paperless Billing for our customers. Select your preferred delivery method to continue:

Paperless Billing

Do you require a physical copy of your invoices sent by mail?

Paperless billing reduces processing times and removes potential issues with delivery of invoices and receipt of payments. We encourage all customers to go paperless if possible.

If you are unsure or are not the responsible party within your company, you can always adjust this later in your profile.

Go Paperless   **Maybe Later**

9. You can edit these preferences any time as needed from the Profile menu. Click **Finish** to continue to the account Overview page:
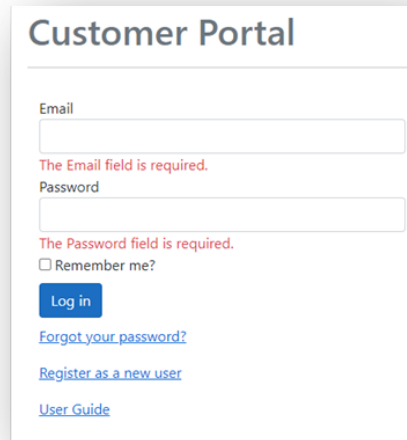
Almost there!

Click "Finish" below to save your preferences. I'll use the information you provided as your defaults going forward.

If you would like to review or change these preferences, you can do so at any time from your profile.

Finish

RESETTING YOUR PASSWORD

1. From the login page click **Forgot your Password**:

2. Enter your email address and click **Submit**:
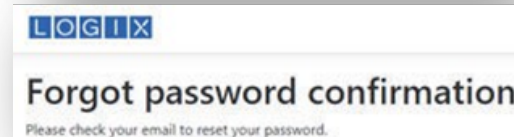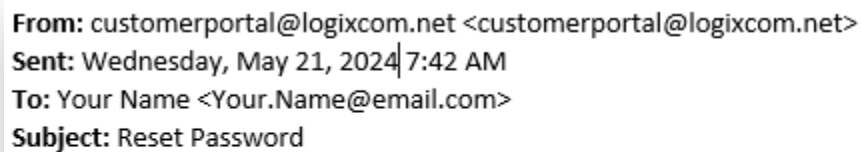
3. Check your email and click the provided link:

If you do not receive the email within a few minutes, please check spam or junk mail folders.
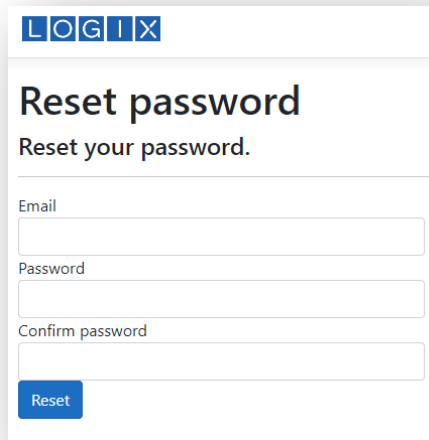

From: customerportal@logixcom.net <customerportal@logixcom.net>
Sent: Wednesday, May 21, 2024 7:42 AM
To: Your Name <Your.Name@email.com>
Subject: Reset Password

Please reset your password by clicking here.

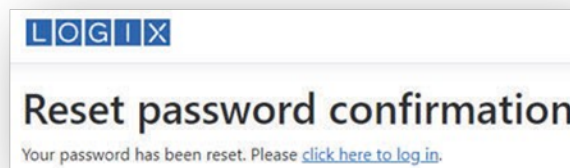4. The email link will redirect you to the Reset password page:

Passwords must be at least 12 characters, contain one alphanumeric character, and include at least one digit ("0" thru "9").

5. You will receive a confirmation email. Click the provided link to return to the login page:

    If you do not receive the email in your inbox within a few minutes, please check your spam or junk mail folder(s).

Note: *The confirmation link can only be used once. Repeat the steps above to generate a new link if needed.*

NAVIGATION:

Use the navigation header to quickly access the desired account information.

Each page is described below:

I. OVERVIEW:

The Overview page displays an account summary (use the account number drop-down if multiple accounts are registered to see detail for each), LOGIX Customer Care contact information, and helpful links to customer resources, including Autopay Enrollment. You can also view and pay bills directly from this page, (more on invoices and payments below):

II. **INVOICES**:

Here you can view summary information for any invoice. You can also download detailed PDF invoices, and/or export files in XLS or CSV format. If multiple accounts are registered, select the desired account from the Account dropdown:

Exported summaries include a link to each invoice. Click the link to download the desired invoice in PDF format:

III. PAYMENTS:

From the Payments page you can view summary payment history by account and/or export a summary file in XLS or CSV format. The default view will display all your accounts. The Account dropdown box can be used to display accounts individually.

NOTE: *Not all customers can make online payments at this time. Please contact your Client Advocate with any questions regarding available payment options.*

- Click **Make a Payment** to open the payment dialogue, select the desired account (*), enter the dollar amount, and click **Next.**

NOTE: Accepted forms of payment for the selected account are indicated by the icons (*) displayed below the Amount field.

- Payments can be made from a bank account or credit card (Visa or Mastercard) for most accounts. You can save payment methods for future use.

- Once saved, the payment method is displayed as an option the next time you open the form:

- After submitting your payment, you will receive a Payment Confirmation Email with a summary of the payment from noreply@mail.authorize.net:

Transaction Receipt

AR Auto-Receipt <noreply@mail.authorize.net>
To Your.Name@email.com

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Order Information
Description: Goods or Services

Billing Information   **Shipping Information**
Your Name
123 Street
City, ST. Zip
Your.Name@email.com
555-555-555

Total: $1.00 (USD)

Payment Information
Date/Time: 20-Sep-2022 11:50:05 PDT
Transaction ID: 60201245891
Payment Method: Visa xxxx
Transaction Type: Purchase
Auth Code: Z3UAI5

- o New payments are immediately reflected on the **Payments** page (you may need to refresh the page).

- o When a payment has completed via the selected payment method (cleared the credit card or bank account used), it will also appear on the account **Overview** page. Payment posting varies based on the paying institution.

IV.   USAGE:

From the Usage page you can view summary usage history by account: and/or download files in XLS or CSV format:

You have the option to download files in XLS or CSV format:

Account Number	Billing Number	Call Date	Call Time	Call Duration	Orig Phone	Orig Location	Term Phone	Term Location	Usage Call Class Code	Usage Call Class
	5555555555	12/30/202	10:33:55 AM	00:00:30	5555555555	DALLAS, TX	4444444444	TAMPA, FL	DOS	DIRECT DIALED OUT OF STATE
	5555555555	12/30/202	10:32:15 AM	00:00:30	5555555555	DALLAS, TX	4444444444	WAXAHACHIE, TX	DIS	DIRECT DIALED IN STATE
	5555555555	12/30/202	10:28:27 AM	00:00:36	5555555555	DALLAS, TX	4444444444	DENTON, TX	DIS	DIRECT DIALED IN STATE
	5555555555	12/30/202	10:28:25 AM	00:06:36	5555555555	DALLAS, TX	4444444444	GRANDPRARI, TX	DIS	DIRECT DIALED IN STATE
	5555555555	12/30/202	3:06:34 PM	00:00:36	5555555555	DALLAS, TX	4444444444	STNSN-BLNS, CA	DOS	DIRECT DIALED OUT OF STATE
	5555555555	12/30/202	3:05:12 PM	00:01:12	5555555555	DALLAS, TX	4444444444	STNSN-BLNS, CA	DOS	DIRECT DIALED OUT OF STATE
	5555555555	12/29/202	10:53:00 AM	00:00:06	5555555555	DALLAS, TX	4444444444	GRANDPRARI, TX	DIS	DIRECT DIALED IN STATE
	5555555555	12/29/202	10:51:22 AM	00:00:42	5555555555	DALLAS, TX	4444444444	DALLAS, TX	DIS	DIRECT DIALED IN STATE
	5555555555	12/29/202	4:25:19 PM	00:04:12	5555555555	DALLAS, TX	4444444444	LENEXA, KS	DOS	DIRECT DIALED OUT OF STATE
	5555555555	12/29/202	4:22:05 PM	00:01:30	5555555555	DALLAS, TX	4444444444	LENEXA, KS	DOS	DIRECT DIALED OUT OF STATE

V.   SUPPORT:

Here you can create a new support ticket, view/update existing tickets, and view ticket history.

- Tickets are displayed in date-order (newest to oldest).
- Click the **Ticket ID** to open a detailed view.

- You can export a summary of ticket history in .xls or .csv format.

CREATING A NEW SUPPORT TICKET:

To open a new ticket, you must identify the affected service. Creating a new ticket can differ slightly based on account type:
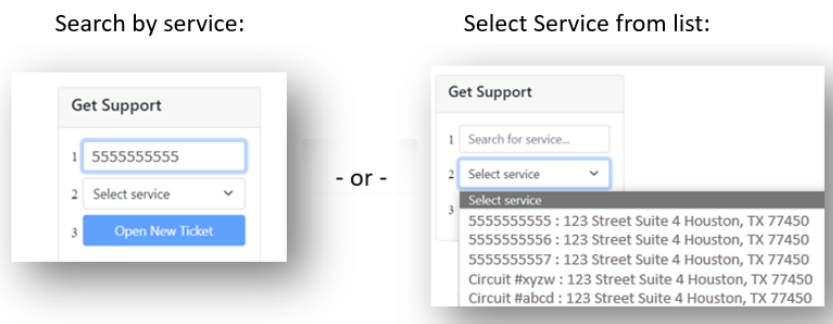
**Retail Accounts:**

- Click **Open New Ticket:**
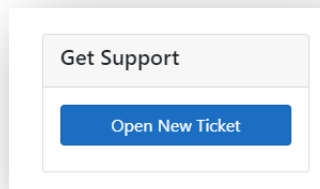
Wholesale Accounts:

- Enter the service identifier (box 1) - **or** - select the service from a prepopulated list (box 2), then click **Open New Ticket**:

Important: Accurate selection of the affected Service will ensure your ticket is routed correctly and aid in troubleshooting analysis.

Note: To avoid accidental duplication, the system will allow only one active ticket on a service at a time. If there is already an open ticket on a service, the system will automatically redirect you to the existing ticket, where you can view status and add additional notes as needed:
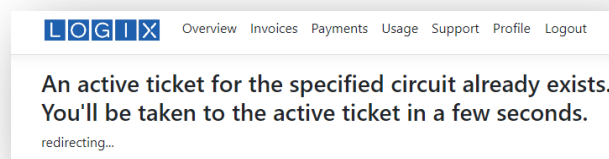
- In the **Create Ticket** form:
  - Complete all required fields (indicated by red asterisk *****).
  - Add any relevant notes (*10 character minimum*).

- Click the **Submit** button to submit your ticket - *the submit button will not be active (*blue*) until all required fields are completed* (if you are unable to click the submit button, please check the required fields for missing information).

Tickets are updated in real-time. Refresh your browser window to view the latest technician notes.

Note: previously resolved tickets cannot be reactivated; however, you will have the option to refer to a previous ticket in the notes section of a new ticket.

VI. PROFILE

Use the Profile page to edit your account preferences:

- **Phone**: Change your contact phone number.

- **Contact Preferences**: Specify preferred contact method and days/times you are available.

- **Password**: Change your password.

- **Additional Accounts**:

  - Select paperless billing and invoice recipient. *(Please see note below for important information on paperless invoice changes):*

  - View/add/remove additional accounts:

IMPORTANT: <u>PAPERLESS INVOICE AND RECIPIENT SELECTIONS</u>

  - Only one invoice is generated per account.

  - Paperless invoices will only go to the address specified in the Recipient field above.

  - When the Paperless option is selected, and a Recipient email address is entered, it will overwrite existing invoice delivery methods for the account.

<u>THESE OPTIONS WILL CHANGE HOW AND WHERE YOU RECEIVE INVOICES.</u>