

OneCentral[®] Portal



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OVERVIEW

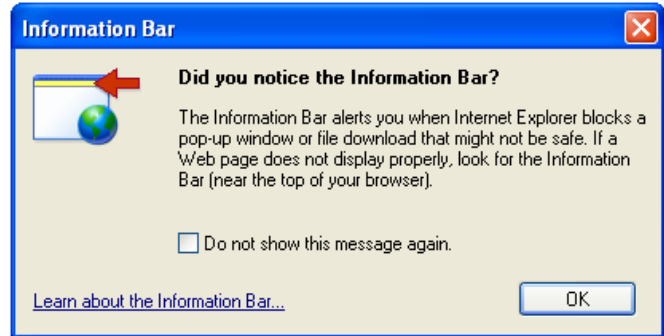
OneCentral Portal (OCP) is designed to enhance your experience with TPx. This User Guide defines all of the menu options and features within the OCP that allow you and your end users to manage your TPx Services.

Home	Returns you to the landing page for easy navigation
My OneCentral	Allows you to create and edit end users and control password administration
My Billing	Billing management including tracking and payments for OCP Billing
My Trouble Tickets	Access to create and check status of trouble tickets
Network Monitor	View individual and network wide activity
Products	Administrator access to TPx's product portals
Email/Voicemail	End user access to TPx's email and voicemail portals

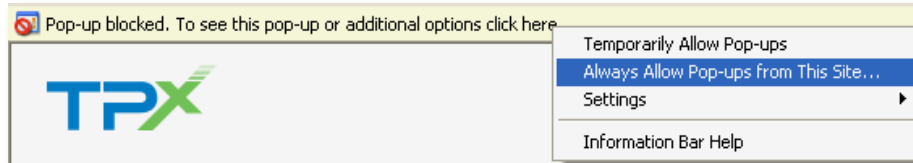
GETTING STARTED

Pop Up Blocker

To properly navigate within the OCP site, it is recommended that you disable the “Pop-Up” option in Internet Explorer. To allow the OCP Pop-Up page, click **OK**.



Mouse over the “Information Bar” and right-click to show “Pop-Up” options. Select **Always Allow Pop-ups from This Site**.



Minimum Browser Requirements

The minimum browser version requirements are Internet Explorer 7, Mozilla Firefox 43.0.4, and Google Chrome 48.0.2564.97.

Login Security and Time Out

Your security is important to us, so we have adopted state-of-the-art portal architecture and authentication to ensure your privacy. Additionally, Federal Communications Commission Consumer Proprietary Network Information (CPNI) apply to the username and password policy that is designed to prevent disclosure of sensitive proprietary information to unauthorized parties. To protect your account information, we advise you to logout. Otherwise, OCP will automatically time out if there is no activity in the following instances:

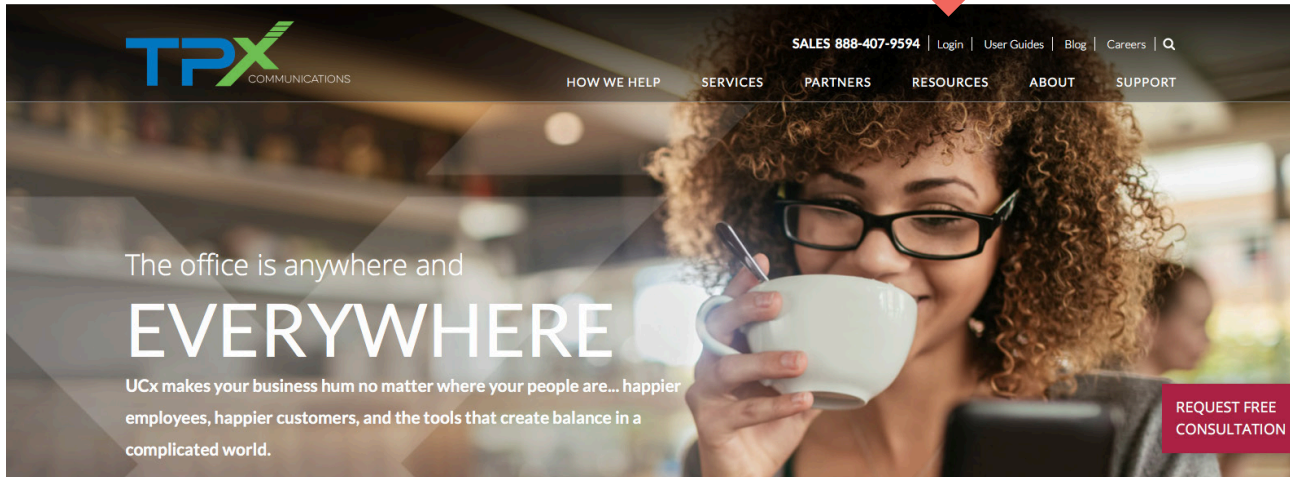
- The OCP session terminates in 30 minutes
- n The Bill Payment session terminates in 10 minutes

USER/ADMIN LOGIN

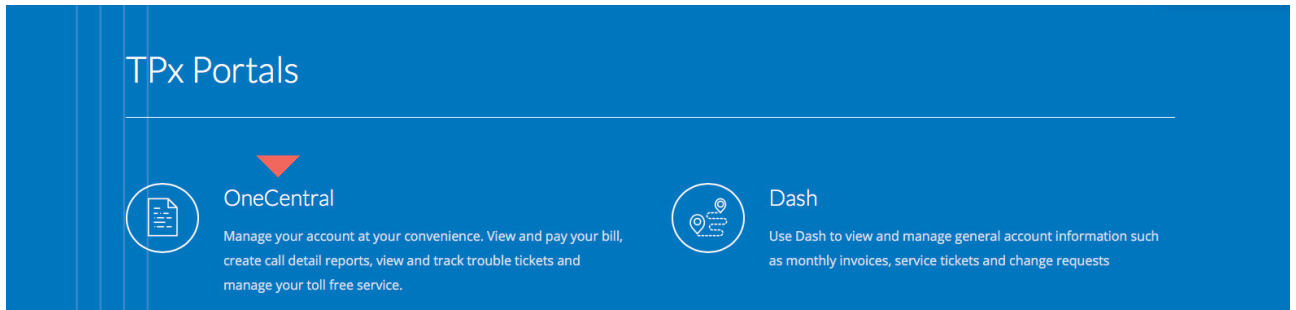
You should have received your OCP Administrator account login information in your email. If not, details for signing up can be found on page 5. (Further OCP Admin details are available on page 12.)

Access the OCP Login Page

Go to www.tpx.com and click on **Login** in the topmost navigation.



On the Portals page, click **OneCentral**. You will be taken to the OneCentral portal.



HOW TO REGISTER TO BECOME AN OCP ADMIN

OneCentral Customer Portal



Welcome to OneCentral, your online account manager. This is the fastest way to manage your account -- at your convenience. View your billing information, create call detail reports, pay your bill online and much more!

Network Status

Last updated today at 11:29 am Pacific time.

Current Network Status: There are no network events to report at this time.

For up-to-date status information, please click [here](#).



Email:

Password:

[Forgot your password?](#)

[New Admin Sign Up](#)



If you are not registered as an OCP administrator, call **Customer Care** at **877-487-8722** (8:00am – 5:30pm Pacific, Monday – Friday) or register online. To register online:

1. Go to <https://onecentralportal.tpx.com/>, then click on the **New Admin Sign Up** link under the login fields.
2. Complete the form and click **Submit**.

This will automatically send an email to the Primary Account Authority for the account specified in the form to

OneCentral Customer Portal

New Admin Sign Up

Directions:

Welcome to the OneCentral self-enrollment page. To protect TelePacific account information we must validate your identity and obtain authorization to give you access to the OneCentral site. Please fill in the required fields and click 'Submit'.

Requester First Name

Requester Last Name

Requester Title

Requester Phone Number - -

Requester Cell Phone - -

Email Address (User Name)

Re-enter Email Address

Account Number

Last Invoice Total Due 0.00

If you do not know the Last Invoice Total Due, contact Customer Care to register.



authorize and approve the request.

3. If the OCP Administrator request is approved, the requestor will receive an email with a link to set up their password and security question.

If the request is denied by the Primary Account Authority, the requestor will receive an email notifying them that the request was not approved.

If the Primary Account Authority does not approve/deny the request, the request can be re-submitted after 7 days have passed since the original submission.

4. When the Registration email is received, fully complete the information requested in the link and hit **Enter**. The email address entered must match the email address used in the New OCP Administrator Sign Up form.

5. You will then be automatically directed to the OneCentral Portal login page where you will enter your email and

OneCentral Customer Portal

Type the indicated information into the indicated fields, then click ENTER.

Email: Your corporate email address

Password: Your password MUST follow the following format:

- Password must be 8 characters or longer.
- Password must not contain your UserName or its character in reverse order.
- Password must not contain 4 or more repeated characters consecutively.
- Password must be different from the last 4 used passwords.
- Password must contain at least one character of each of the following character types:
 - i. Lower case alphabetic character
 - ii. Upper case alphabetic character
 - iii. Numeric character (0,1-9)
 - iv. Non alphanumeric character (!, @, #, \$, %, ^, &, *)

Security Question & Answer: Select a security question from the list and provide a corresponding answer.

Your Email:	<input type="text"/>
Your New Password:	<input type="text"/>
Retype Your Password:	<input type="text"/>
Select Security Question:	<input type="text" value="Please select one of the questions below:"/>
Enter Security Answer:	<input type="text"/>

ENTER

password.

SITE ORGANIZATION

The home page is organized by the six areas in the OCP home landing page illustrated below. To expand the module options, click on any of the six modules.

OneCentral Customer Portal



My OneCentral

My Billing

My Trouble Tickets

Network Monitor

Products

Email/Voicemail

UCx

Upgrade to comprehensive managed services and business communications solutions like these.

[GET DETAILS >](#)

Module	Feature	Description
My OneCentral	My OneCentral Password Administrator	Change your OCP account password and update your security question and answer
	My TPx	Access InsideTPx which includes user guides, support contacts and other key TPx customer support info
	Alerts	View TPx corporate security and fraud alerts
	OneAdmin	Create and manage multiple End User profiles that authorize access to specific functionalities within OneCentral
My Billing	Billed Charges and Call Reports	Allows you to access the following functions:
	■ Account Summary	View Account Summary Information that includes current charges, payments, previous billed amount, total balance, etc.
	■ Recurring Charges	View Monthly Recurring Charges by invoice and location
	■ Non-Recurring Charges	View Non-Recurring Charges by location
	■ Usage Charges	View Usage Charges by invoice by location
	■ Taxes & Fees	View Taxes and Surcharges by invoice by location
	■ Other Charges	View Other Charges by invoice by location
	■ Location Report	Location summary report by charge type, i.e., monthly recurring charges, usage, taxes, and surcharges
	■ BTN Report	Usage report aggregated by BTN/TN (billing telephone number and telephone number) and grouped by location
	■ Account Code Report	Usage report by account code
	■ Management Reports	View most frequently called numbers, longest duration calls and highest cost calls for the given month
	■ Call Detail Query	Request Call Detail records based on your search parameters
	■ Usage Details	Request call summary information sorted by location, BTN, and/or account code (if applicable)
	■ Account Code Report (PDF)	Download a PDF report that details the call records associated by account code
View & Pay Bill My Current Bill	Make a payment to your invoice and/or set up recurring payments	

Module	Feature	Description
My Trouble Tickets	Trouble Tickets	Create and track trouble tickets in our system by account, address and ticket type
Network Monitor	Network Monitor	At-a-glance understanding of your network's performance
Products	OneSecure	Access OneSecure/BAE reports portal
	Web Hosting	Access Web Hosting management portal
	Email Domain Control Panel	Access your Email Domain management portal
	Cloud Services	Access Hosted Exchange and ancillary services
Email/Voice Mail	Toll Free	Instant access to configure your toll-free "ring-to" numbers
	Web Mail	Access your TPx POP3 email
	Hosted Exchange Webmail	Access your TPx Hosted Exchange email
	VXView	Access to configure end-user voice mail features

MY ONECENTRAL

MY ONECENTRAL PASSWORD ADMINISTRATOR

My OneCentral Password Administrator is where you change your security settings. Change it regularly to ensure your account information is protected.

1. To change your password, enter your current password and the new one.
2. Click **Update Password** to submit the request.

Current Password

New Password

Confirm New Password

Update Password

3. You will be required to create a Security Question in the case you forget your password.

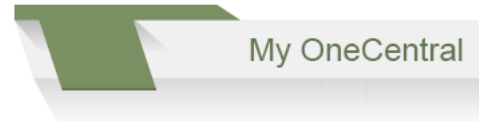
MY TPX

Update Security Question/Answer:

Please Select New Security Question

Enter New Security Answer (3-30 characters)

Update Security Q/A



My OneCentral Password Administrator

My TPx

Alerts

OneAdmin

Passwords must:

- be 8 characters or longer
- not contain your username or its characters in reverse order
- not contain 4 or more repeated characters consecutively
- be different from the last 4 used passwords
- contain at least one character of each of the following character types:

lowercase alphabetic character

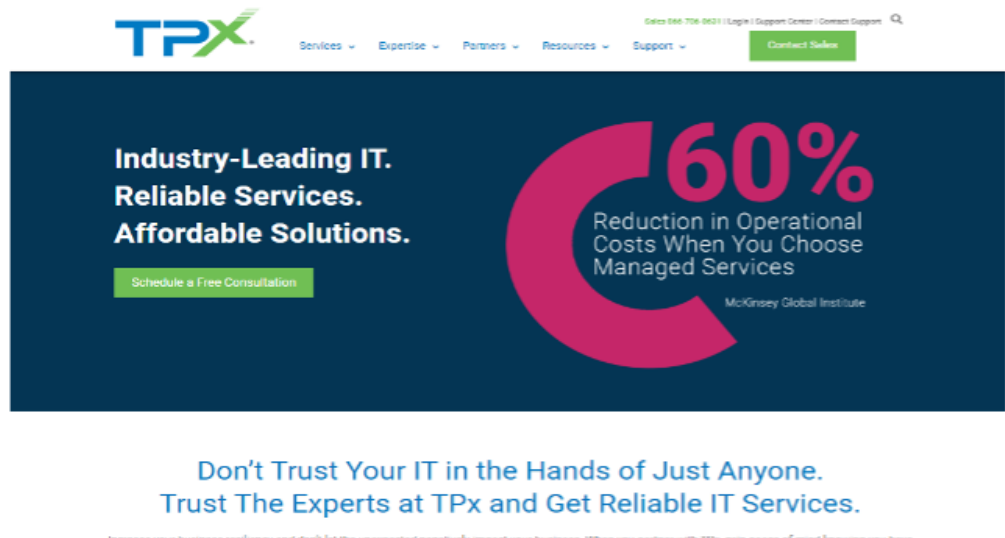
uppercase alphabetic character

numeric character (0, 1-9)

non-alphanumeric character

*(!, @, #, \$, %, ^, &, *)*

My TPx takes you to TPx's customer website where you will find all the resources you need to use your TPx services and find support contacts.



TPx [Services](#) [Expertise](#) [Partners](#) [Resources](#) [Support](#) [Contact Us](#)

Call us 866-736-8621 | [Login](#) | [Support Center](#) | [Contact Support](#)

**Industry-Leading IT.
Reliable Services.
Affordable Solutions.**

[Schedule a Free Consultation](#)

60%
Reduction in Operational Costs When You Choose Managed Services
McKinsey Global Institute

**Don't Trust Your IT in the Hands of Just Anyone.
Trust The Experts at TPx and Get Reliable IT Services.**

ALERTS

Alerts consist of ongoing communications to customers regarding fraud or security issues. Examples include international countries we have blocked in our networks because they have been highly targeted by fraudsters and known systems vulnerabilities that may cause toll fraud to customers. Access to Alerts is not universal and can be granted to any User by their account's OCP Administrator.

Page 1 of 1 [First](#) / [Previous](#) [Next](#) / [Last](#)

Issued On	Message Header
Tue Dec 23 12:17:12 PST 2014	New international code blocked to protect you from toll fraud and hackers
Fri Nov 14 15:46:58 PST 2014	Telepacific Network Security Advisory SA 014 005
Wed May 07 15:03:58 PDT 2014	Outbound International Calling Restrictions
Tue May 06 09:08:45 PDT 2014	Network Security Advisory - OpenSSL Heartbleed Vulnerability Update
Tue Apr 29 09:24:43 PDT 2014	Network Security Advisory - OpenSSL Heartbleed Vulnerability (CVE-2014-0160)
Fri Apr 04 20:15:13 PDT 2014	FRAUD ALERT: Avaya IP Office Technical Bulletin

[Print](#) [Email](#)

ONEADMIN

The OneAdmin portal provides the ability for TPx customers with OCP Administrator credentials to create and manage multiple End User profiles that authorize access to specific functionalities within OneCentral. Only OCP Administrators have access to the OneAdmin portal. Due to Customer Proprietary Network Information (CPNI) regulations, OCP Administrators may not add other OCP Administrators via the OneAdmin tool.

OneCentral Role Definitions

Primary Account Authority: the customer contact(s) authorized to approve others to act on the company's behalf in accordance with CPNI guidelines. The Primary Account Authority is usually determined when the account is initially set up with the TPx sales representative.

OCP Administrator: a person or persons authorized by a Customer's Primary Account Authority to create and manage OneCentral "End User" profiles on behalf of the customer for an account(s). In order for an OCP Administrator to have access to multiple accounts, they must register for each account individually.

These End User profiles can be defined to allow/disallow access to any one or more of the following portals within the OneCentral Portal:

- **Alerts** – TPx corporate security and fraud alerts
- **OCP Billing** – view/pay TPx invoices
- **Trouble Ticketing** – submit/view trouble tickets
- **Toll Free** – make "Toll Free Ring To" changes to TPx's Basic Toll Free service

End User: a TPx Customer employee/contractor/authorized person granted login credentials to the OneCentral Portal by the OCP Administrator for their account(s). An End User's OneCentral Portal access is defined by their End User Profile as set up by the OCP Administrator in the OneAdmin portal. End Users will not have access to OneAdmin. If an End User requires OneAdmin access, then they must follow the OCP Administrator registration process.

User: either an OCP Administrator or End User with login credentials to the OneCentral Portal.

OneAdmin Instructions

My OneCentral

My OneCentral
Password Administrator

My TPx

Alerts


OneAdmin

Click on the **My OneCentral** tab (left) on the OneCentral homepage, then click on **OneAdmin**.

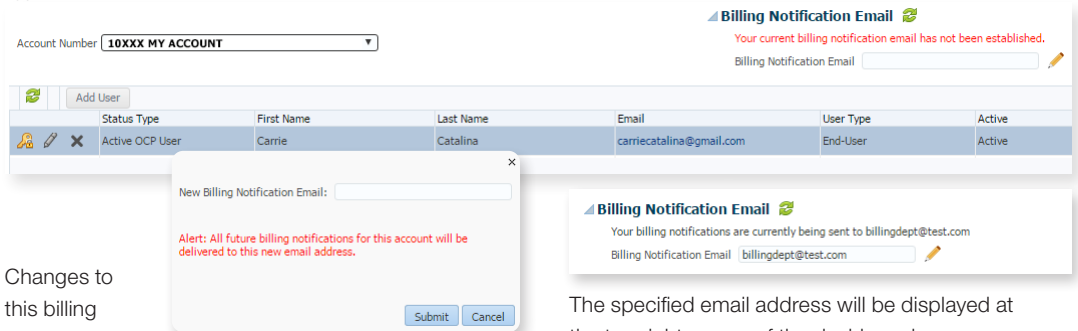
The OneAdmin dashboard will display. Click on the **Account Number** drop-down menu at the top of the dashboard.

Billing Notification Email SetUp

Prior to adding any additional Users into the OneCentral Portal, the first OCP Admin on an account must assign the customer email address that TPx billing notifications will be sent to. This billing notification email address may be an individual or group email address, and can be changed as needed. TPx recommends an email address with a group distribution list to ensure that important billing notices are received by more than a single point of contact.

To assign the billing email address, simply click on  at the top right of the screen.

Type in a valid email address and click **Submit**.



The screenshot shows the OneAdmin dashboard interface. At the top, there is an 'Account Number' dropdown menu with the value '10XXX MY ACCOUNT'. To the right, there is a 'Billing Notification Email' section with a red alert message: 'Your current billing notification email has not been established.' Below this is a text input field for the 'Billing Notification Email' and a pencil icon. A table of users is visible below, with columns for Status Type, First Name, Last Name, Email, User Type, and Active. A modal dialog is open in the foreground, titled 'New Billing Notification Email:', with a text input field and a red alert message: 'Alert: All future billing notifications for this account will be delivered to this new email address.' Below the input field are 'Submit' and 'Cancel' buttons. In the background, another 'Billing Notification Email' section is visible, showing a confirmation message: 'Your billing notifications are currently being sent to billingdept@test.com' and the 'Billing Notification Email' field containing 'billingdept@test.com' with a pencil icon.

Changes to this billing notification email address can be made as necessary.

The specified email address will be displayed at the top right corner of the dashboard.


After the email address is submitted, the OCP Billing portal will open. No action is needed there, and you may close that window and return to OneAdmin to confirm that the billing notification email address is correctly displayed in the top right-hand corner.













Additional Instructions

All TPx account numbers that the OCP Administrator has been given access to will display on this screen. Choose the TPx account number to display the appropriate dashboard and hit **Enter**.

The account dashboard will display all the OCP Administrators and End Users with access to that specific TPx

Account Number

Billing Notification Email  Your billing notifications are currently being sent to BillingDept@...
Billing Notification Email

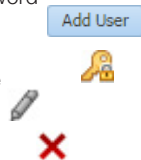
	Status Type	First Name	Last Name	Email	User Type	Active
  	Active OCP User	Carrie	Catalina	carriecatalina@gmail.com	End-User	Active
  	Active OCP User	Fred	Fresno	fresno@gmail.com	End-User	Deactivated
  	Active OCP User	Nancy	Napa	nancy.napa@yahoo.com	End-User	Active
  	Active OCP User	Matt	Malibu	matt@gmail.com	Admin	Active

account with the following displayed information:

- **Status Type** – this displays “Pending OCP User” until the OneCentral platform sends the registration link to the User. Once the email has been sent, the status displays as “Active OCP User” and their profile can be modified by the OCP Administrator. It may take OCP up to 30 minutes to display a “Pending OCP User” as an “Active OCP User”. (An “Active OCP User” does not acknowledge that the End User has completed their registration.)
- n **First Name/Last Name** – first/last names of the OCP User
- n **Email Address** – the email address used to create the user’s profile
- n **User Type** – whether the person is an OCP Administrator or an End User
- n **Active Status** – if the user’s profile is “Active” or “Inactive”

From the dashboard, the OCP Administrator will be able to do the following:

- Add a new End User
- n Re-set user’s password
- n Edit a user profile
- n Delete a user profile



Adding a New User

To add a new End User to a TPx Account:

1. Click on the blue **Add User** box below the Account Number displayed.



Account Number **10XXX MY ACCOUNT** ▼



Be sure that the desired TPx account number is displayed correctly. The End User needs to be “added” to EACH TPx account number they require access to.

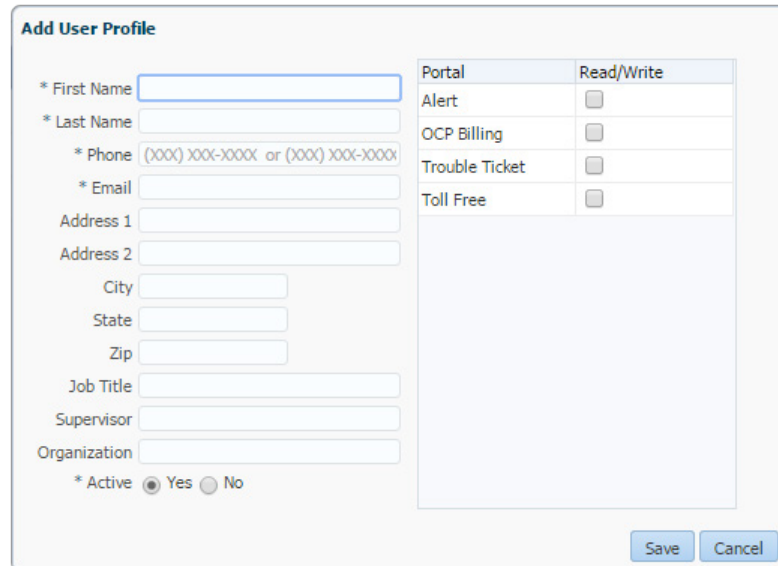
End User permissions are applied globally across associated accounts. For example:

- End User A is added to Account X with only permission to access Trouble Ticketing.
- n Then End User A is added to Account Y with permission to access OCP Billing.
- n When End User A logs into the OneCentral Portal, End User A will then have access to both Account X and Account Y with permission to access Trouble Ticketing AND OCP Billing in BOTH accounts.

If an End User needs different permissions by account, please refer to *Troubleshooting* section.

2. Complete the **Add User Profile** form

All fields with an * are required. This includes:



Add User Profile

* First Name

* Last Name

* Phone

* Email

Address 1

Address 2

City

State

Zip

Job Title

Supervisor

Organization

* Active Yes No

Portal	Read/Write
Alert	<input type="checkbox"/>
OCP Billing	<input type="checkbox"/>
Trouble Ticket	<input type="checkbox"/>
Toll Free	<input type="checkbox"/>

- First Name
- Last Name
- Phone number (10-digit format)
- Email address – this is the only field that the OCP Administrator will NOT be able to edit later, so please be sure that the correct email address is used. NOTE: IF there has been a mistake with the email address or the email address needs to be changed, then the End User profile needs to be deleted, and a new End User Profile created with the correct email address.
- Active Status: **YES** = active status **NO** = inactive status

This feature allows for a user profile to be temporarily turned off in the expectation that the user profile will be active later. This eliminates the need to delete a profile and re-create it in its entirety later.

When a User Profile is Inactive, the user will not be able to log into OneCentral. The user will receive an error message to contact their OCP Administrator to reactivate the profile.

All other address and organizational fields are optional, including Portal Access.

Choose which OCP portal functionality the End User will be granted read/write access to:

- Alerts
- OCP Billing
- Trouble Ticketing
- Toll Free

NOTE: If the End User is added to another account, any portal permissions displayed above will be applied globally across all accounts.

NOTE: At this time, “read-only” access is not available for these portals. (Example: any End User granted access to OCP Billing will be able to view and pay the invoice)

3. Click the **Save** button at the bottom of the **Add User Profile** form.
















The new user profile will display in the dashboard as “Pending OCP User” in the Status Type.

Once the new End User profile has been saved, it will display in the OneAdmin dashboard for that account in

Account Number **10XXX MY ACCOUNT**

Billing Notification Email
Your billing notifications are currently being sent to BillingDept@test.com
Billing Notification Email

Add User

	Status Type	First Name	Last Name	Email	User Type	Active
  	Active OCP User	Carrie	Catalina	carriecatalina@gmail.com	End-User	Active
  	Active OCP User	Fred	Fresno	fresno@gmail.com	End-User	Deactivated
  	Active OCP User	Nancy	Napa	nancy.napa@yahoo.com	End-User	Active
  	Active OCP User	Matt	Malibu	matt@gmail.com	Admin	Active
  	Pending OCP User	Randy	Reno	randy@gmail.com	End-User	Active

Pending OCP Status.

The OneCentral Portal platform automatically sends an OCP Registration email within 30 minutes to the email address in the End User profile with a link for the End User to set up their new OCP password and Security Question. Once that Registration email is sent, the Status Type will display **Active OCP User**, regardless of whether the End User has completed their registration.

The email address used for the registration MUST match the email address in the End User Profile.

When the End User completes the Registration form emailed to them to set up their password and security question, they will be instantly allowed to access the OneCentral Portal.


Reset a User's Password

Three failed login attempts will lock a user's account for thirty minutes. If the User is not able to wait for the thirty minutes to expire for the OCP Admin to reset their password and needs immediate access to the OneCentral Portal, then they will need to contact Customer Care at 877-487-8722.


If a User has forgotten both their account password and security question response AND/OR the User's account has locked, but the thirty minutes has expired, then the User may do one of the following:

1. Use the **Forgot Password** link on the login screen to reset their account password.

This requires the User to enter the correct response to their chosen security question.

2. Ask their OCP Administrator to use the  icon to send an email to the User with the link to set up a new OneCentral account password and security question.

How to Reset a User's Account Password


1. Click on the  icon next to the User's name on the OneAdmin dashboard.
2. Click **Yes** on the confirmation pop-up screen.

Password Reset Confirmation

Do you want to reset the password for Carrie Catalina (carriecatalina@gmail.com) ?

The End User will receive an email containing a link to set up a new password and security question for their OneCentral account.

Modifying an Existing User

1. Choose the OCP Administrator or End User Profile that requires editing and click on the  icon by their name. OCP Administrators may modify another OCP Administrator on the same account, as well as their own OCP Administrator profile.

Edit User Profile

* First Name	<input type="text" value="Carrie"/>
* Last Name	<input type="text" value="Catalina"/>
* Phone	<input type="text" value="520-555-1234"/>
Email	<input type="text" value="carriecatalina@gmail.com"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip	<input type="text"/>
Job Title	<input type="text"/>
Supervisor	<input type="text"/>
Organization	<input type="text"/>
* Active	<input checked="" type="radio"/> Yes <input type="radio"/> No

Portal	Read/Write
Alert	<input checked="" type="checkbox"/>
OCP Billing	<input type="checkbox"/>
Trouble Ticket	<input checked="" type="checkbox"/>
Toll Free	<input checked="" type="checkbox"/>

2. When the chosen User profile displays, any field may be edited EXCEPT for the email address.

Email

If modifications are made to the allowed portal functionality, then those changes will apply universally to other accounts that the User is attached to.













If the User profile is modified to be “Inactive”, then the User will not be able to access the OneCentral Portal until the profile is changed to “Active” again.

The Active/Inactive Status will display on the User’s profile on the OneAdmin dashboard for all accounts the End User profile is attached to.

Account Number


Billing Notification Email
Your billing notifications are currently being sent to BillingDept@test.com
Billing Notification Email

Add User

	Status Type	First Name	Last Name	Email	User Type	Active
  	Active OCP User	Carrie	Catalina	carriecatalina@gmail.com	End-User	Active
  	Active OCP User	Fred	Fresno	fresno@gmail.com	End-User	Deactivated
  	Active OCP User	Nancy	Napa	nancy.napa@yahoo.com	End-User	Active
  	Active OCP User	Matt	Malibu	matt@gmail.com	Admin	Active

3. Click the **Save** button at the bottom right corner of the “Edit User Profile” screen to apply the changes to the User profile across all accounts the profile is attached to.

Deleting an Existing End User Profile

1. To delete an End User profile for a specific account, click on the  icon next to the End User’s profile on the OneAdmin dashboard. OCP Administrators may NOT “Delete” another OCP Administrator’s profile from any account.

2. Confirm the deletion of the End User profile for the displayed account by clicking **Yes**.

Delete User Confirmation

Are you sure you want to delete this user from account 10XXX?

The End User profile will be deleted from this account, HOWEVER, it will still be active for other accounts the profile is attached to.

Delete User Confirmation

Are you sure you want to delete this user from the OneCentral Portal?

When the End User profile only exists in one account, then this confirmation screen will display.

IMPORTANT NOTE: It takes **up to 30 minutes** for an End User profile to be deleted by the OneCentral Portal platform. Therefore, if there is a need to immediately terminate OneCentral Access for an End User, the OCP Administrator should first “Edit” the End User profile to change the profile to “Inactive”, and then “Delete” the profile. **De-activating the End User profile immediately blocks OneCentral Portal access** to the End User on their next login attempt.

Deleting an Existing OCP Administrator Profile

In keeping with CPNI regulations, the only way an OCP Administrator profile may be deleted is for the Primary Account Authority to contact Customer Care at 877-487-8722.

To return to the OneCentral homepage

To return to the OneCentral homepage, please close the OneAdmin window.

OCP Billing

MY BILLING

OCP BILLING

My Billing offers billing information on invoices, usage, credit and adjustments, account level reporting, and online payment options. You may access up to twelve months of records, the current month, and the previous 11 months.

Click **My Billing** to show the Account Summary page, which displays your account and invoice number along with the current status of your account.

- Invoices
- Account Summary
 - Recurring Charges
 - Non-Recurring Charges
 - Usage Charges
 - Other Charges
 - Taxes & Fees
 - Location Report
 - BTN Report
 - Account Code Report (HTML)
 - Management Reports
 - Call Detail Query
- Analytics
- Usage Details
- Other Documents
- Special Notices
- Account Code Report (PDF)
- Back to One Central

Select the account you want to review. You may view different account activity for a particular month.

Account Number	ba36xxx	Invoice Number	12345678
Name & Address			
Sample Inc. 1234 Main Street Los Angeles, CA 90071			
Summary of Charges			
Invoice Date			10/16/2009
Due Date			11/07/2009
Previous Invoice Amount			\$2,611.22
Payments			-\$2,611.22
Adjustments			-\$1,084.21
Balance Forward			-\$1,084.21
Late Fee			\$0.00
Current Charges			\$5,661.68
Total Amount Due			\$4,527.47

Once the account is selected, choose the invoice you want to review. You can view up to 12 months of account history.

Summary of Charges displays account charges, adjustments, last payment processed, and fees. It provides an account overview of the total balance up to the invoice date.

Introduction to OCP Report Basics

There are many standard **Billing Reports** available in OCP. These reports offer insightful information about your account that helps you track your telecom expenses by type, location and/or specific BTN (billing telephone number).

Every report may be exported to a number of available format i.e., xls, csv, and pdf for further analysis and review.

Invoices	⤴
▫ Account Summary	
▫ Recurring Charges	
▫ Non-Recurring Charges	
▫ Usage Charges	
▫ Other Charges	
▫ Taxes & Fees	
▫ Location Report	
▫ BTN Report	◀
▫ Account Code Report (HTML)	
▫ Management Reports	
▫ Call Detail Query	
Analytics	⤴
▫ Usage Details	◀
Other Documents	⤴
▫ Special Notices	
▫ Account Code Report (PDF)	
Back to One Central	

Most of these reports are **predefined** in the system and cannot be manipulated.

These two **user-defined reports** allow you to create the reports that are most meaningful to you. You can create report templates and save them for later use. When you want to pull another report, you can do so based on the latest available invoice data, and your preferred format will apply.

My Billing

View invoices, access reports

Invoices

Account Summary

Recurring Charges

Non-Recurring Charges

Usage Charges

Other Charges

Taxes & Fees

Location Report

BTN Report

Account Code Report (HTML)

Management Reports

Call Detail Query

Recurring Charges Invoice#12345678

Location ▲ ▼

Type	From Date	To Date	Quantity	Amount
Location: HQ Office				
TelePacific OneCentral	10/16/2009	11/15/2009	1	\$0.00
Dynamic Duo Promotion 20%	10/16/2009	11/15/2009	1	\$0.00
1.544M Internet Access	10/16/2009	11/15/2009	1	\$220.00
Caller ID Name	10/16/2009	11/15/2009	1	\$0.00
DID Numbers, Block of 20	10/16/2009	11/15/2009	6	\$10.00
Long Distance Access Charge	10/16/2009	11/15/2009	12	\$0.00
DID Numbers, Block of 20	10/02/2009	10/15/2009	1	\$4.67
Toll Free Number Charge	10/16/2009	11/15/2009	2	\$9.00
*IP Addresses Block of 8	10/16/2009	11/15/2009	1	\$0.00
10000 Minute Bundle Monthly Charge - CA	10/16/2009	11/15/2009	1	\$160.00
OnePac PRI Channel - SBC	10/16/2009	11/15/2009	12	\$240.00
				\$643.67
Total				\$643.67

Create Filter

Export To CSV

Export To Excel

Export To PDF

Monthly Recurring Charges

Service	From	To	Qty	Amount
CA - OnePac PRI Bundle	10/02/09	10/15/09	1	\$4.67
DID Numbers, Block of 20			1	
CA - OnePac PRI Bundle	10/16/09	11/15/09	3	\$730.00
*IP Addresses Block of 8			1	
1.544M Internet Access			1	
10000 Minute Bundle			1	
Monthly Charge - CA				
Caller ID Name			1	
DID Numbers, Block of 20			6	
Dynamic Duo Promotion 20%			1	
OnePac PRI Channel - SBC			12	
Long Distance Access Charge	10/16/09	11/15/09	12	\$0.00
TelePacific OneCentral	10/16/09	11/15/09	1	\$0.00
Toll Free Number Charge	10/16/09	11/15/09	2	\$9.00
Total Recurring Charges				\$643.67

Your invoice will reflect the same detail.

Click **Recurring Charges** to list the monthly recurring charges (MRC) by service and location. Click (-) to collapse the individual MRC service view

My Billing
View invoices, access reports

Invoices

- [Account Summary](#)
- [Recurring Charges](#)
- **[Non-Recurring Charges](#)**
- [Usage Charges](#)
- [Other Charges](#)
- [Taxes & Fees](#)
- [Location Report](#)
- [BTN Report](#)
- [Account Code Report \(HTML\)](#)
- [Management Reports](#)
- [Call Detail Query](#)

Non-Recurring Charges Invoice#23456789

Location ▲ ▼

Type	Date	Quantity	Amount
[-] Location: Downtown Office			
Out of Rate Center Numbers: Single DID Installation	09/17/2009	36	\$360.00
DID Installation	09/17/2009	7	\$0.00
Voice Only PRI Installation Charge	09/17/2009	2	\$1,000.00
Expedite Circuit Charge	09/17/2009	2	\$0.00
Total			\$1,360.00

[Create Filter](#)

Click **Non-Recurring Charges** to list the monthly non-recurring charges (MRC) by service and location.

My Billing
View invoices, access reports

- Invoices ⌵
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- [Recurring Charges](#)
- [Non-Recurring Charges](#)
- **[Usage Charges](#)**
- [Other Charges](#)
- [Taxes & Fees](#)
- [Location Report](#)
- [BTN Report](#)
- [Account Code Report \(HTML\)](#)
- [Management Reports](#)
- [Call Detail Query](#)

Click **Usage Charges** to list monthly usage within the account. To review Usage Charges by location, by call type and by jurisdiction, point and click (+) to expand the view.

Usage Charges Invoice# 34567890

Location ▲ ▼ Type ▲ ▼

	Jurisdiction ▼	Calls ▼	Minutes ▼	Amount ▼
[-] Location: 1234 Main Street				
[+] Type: Directory Assistance				
		2	1.0	\$2.50
[-] Type: Domestic				
Canada		16	69.3	\$6.32
Inter-State/Inter-LATA		297	820.2	\$0.00
Intra-LATA		34	112.6	\$0.00
Intra-State/Inter-LATA		13	40.6	\$0.00
Zone 3		32	96.4	\$0.00
Zones 1&2		505	1,333.0	\$0.00
		897	2,472.1	\$6.32
		899	2,473.1	\$8.82
[+] Location: 9876 First Avenue				
		77	277.6	\$138.48
[+] Location: North Hollywood				
		23	175.4	\$8.72
Total				\$156.02

[Create Filter](#)

Export To CSV Export To Excel Export To PDF

Location usage Account total usage

My Billing
View invoices, access reports

- Invoices
- [Account Summary](#)
- [Recurring Charges](#)
- [Non-Recurring Charges](#)
- [Usage Charges](#)
- **[Other Charges](#)**
- [Taxes & Fees](#)
- [Location Report](#)
- [BTN Report](#)
- [Account Code Report \(HTML\)](#)
- [Management Reports](#)
- [Call Detail Query](#)

Other Charges Invoice# 34567890

Location ▲ ▼

	Type	From Date	To Date	Quantity	Amount
<input type="checkbox"/>	Location: 1234 Main Street				
	FCC Charge for Network Access (EUCLC)	09/18/2009	10/15/2009	2	\$43.22
	FCC Charge for Network Access (EUCLC)	10/16/2009	11/15/2009	1	\$23.15
	Administrative Service Fee	09/16/2009	10/15/2009	1	\$49.13
	FCC Charge for Network Access (EUCLC)	10/16/2009	11/15/2009	2	\$46.30
					\$161.80
Total					\$161.80
Create Filter					
<div style="display: flex; justify-content: space-around;"> Export To CSV Export To Excel Export To PDF </div>					

Click **Other Charges** to view FCC allowed charges per location within the account. To view what Other Charges are included at each location, click (+) to expand.

My Billing
View invoices, access reports

- Invoices ⌵
- [Account Summary](#)
- [Recurring Charges](#)
- [Non-Recurring Charges](#)
- [Usage Charges](#)
- [Other Charges](#)
- **Taxes & Fees**
- [Location Report](#)
- [BTN Report](#)
- [Account Code Report \(HTML\)](#)
- [Management Reports](#)
- [Call Detail Query](#)

Click **Taxes & Fees** to view government charges associated with each location. Point and click (+) to see the account detail by location.

Taxes & Fees Invoice# 34567890

Location ▲ ▼

Type	Amount
[-] Location: 1234 Main Street	
California High Cost Fund A Surcharge	\$4.99
California High Cost Fund B Surcharge	\$9.07
California Teleconnect Fund Surcharge	\$2.60
Carrier Internet Service Access Fee	\$15.38
Relay Service Communications Device Fund (DEAF) Surcharge	\$7.41
911 Tax	\$14.97
State Universal Service Fund Surcharge	\$45.04
California Advanced Service Fund	\$9.07
Federal Universal Service Fund Surcharge	\$103.78
P.U.C. Tax (Fees)	\$6.73
Federal Excise Tax	\$70.91
\$289.95	
[+] Location: 9876 First Avenue	
\$138.48	
Total	
\$428.43	

[Create Filter](#)

Location taxes & fees

Account total taxes & fees

My Billing

View invoices, access reports

Invoices

- Account Summary
- Recurring Charges
- Non-Recurring Charges
- Usage Charges
- Other Charges
- Taxes & Fees
- Location Report**
- BTN Report
- Account Code Report (HTML)
- Management Reports
- Call Detail Query

The **Location Report** offers an overall account summary organized by location. Total MRC, local/LD usage, other charges, and taxes & surcharges are outlined by account location. At a glance, you can review charges by individual locations or total account. Click (+) to expand each location to show all current charges.

Location Report Invoice# 34567890					
Location ▲ ▼					
Type					Amount ▼
+	Location: 3Mb MPLS btwn Napa & OakInd				\$1,330.18
-	Location: 1234 Main Street				
	Monthly Recurring Charges				\$2,169.00
	Other Charges				\$189.64
	Taxes & Fees				\$118.43
	Usage Charges				\$158.40
					\$2,635.47
+	Location: 3Mb MPLS btwn OakInd & Napa				\$1,330.18
+	Location: 1234 Main Street				
	Current Charges				\$1,794.27
+	Location: 1234 Main Street				
	Monthly Recurring Charges				\$1,794.27
	<u>Service</u>	<u>From</u>	<u>To</u>	<u>Qty</u>	<u>Amount</u>
	TelePacific Value 10000	09/16/09	10/15/09	1	\$161.02
	Commitment Deficit				
	1.544M Internet Access	10/16/09	11/15/09	2	\$837.50
	Business Line Custom - SBC	10/16/09	11/15/09	5	\$51.40
	Business Line Deluxe - SBC	10/16/09	11/15/09	9	\$92.52
	Conference Central 500	10/16/09	11/15/09	1	\$0.00
	DID Numbers, Block of 20	10/16/09	11/15/09	10	\$90.00
	Long Distance Access Charge	10/16/09	11/15/09	15	\$56.00
	MPL Channel Origination	10/16/09	11/15/09	2	\$280.00
	Charge - P				
	MPL Channel Termination	10/16/09	11/15/09	2	\$280.00
	Charge - P				
	MPL Fixed Mileage Monthly	10/16/09	11/15/09	2	\$110.00
	Charge - P				
	Switched LD California Voice	10/16/09	11/15/09	5	\$0.00
	Services				
	TelePacific OneCentral	10/16/09	11/15/09	1	\$0.00
	Voice Only PRI	10/16/09	11/15/09	1	\$210.56
	Total Recurring Charges				\$2,169.00

Your invoice will reflect the same detail.

My Billing
View invoices, access reports

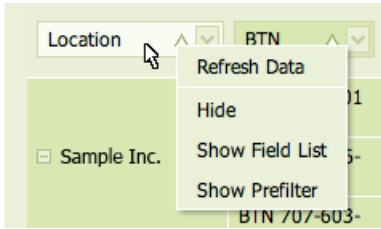
- Invoices ⤴
- Account Summary
- Recurring Charges
- Non-Recurring Charges
- Usage Charges
- Other Charges
- Taxes & Fees
- Location Report
- BTN Report**
- Account Code Report (HTML)
- Management Reports
- Call Detail Query

BTN Report Invoice# 12345678

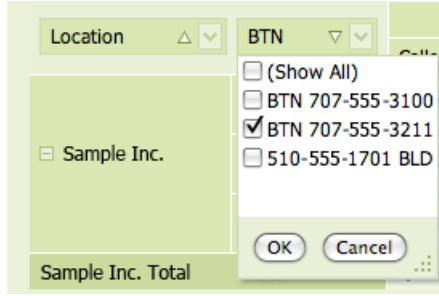
		Calls	Minutes	Amount	Type △			Grand Total		
Location △		Domestic			International					
BTN △		Calls	Minutes	Amount	Calls	Minutes	Amount	Calls	Minutes	Amount
Sample Inc.	510-555-1701 BLD	3	3.3	\$0.08				3	3.3	\$0.08
	BTN 707-555-3211	1,014	3,070.5	\$57.61	1	0.8	\$0.13	1,015	3,071.3	\$57.74
	BTN 707-555-3100	897	4,774.9	\$100.58				897	4,774.9	\$100.58
Sample Inc. Total		1,914	7,848.7	\$158.27	1	0.8	\$0.13	1,915	7,849.5	\$158.40

You may hide, move, and sort the header field to suit your reporting needs.

The **BTN Report** provides a summary view by account Billing Telephone Number (BTN) or Telephone Number (TN). In this view, usage is reported by BTN/TN by location. Here, you can track, monitor, and analyze usage on a particular TN or by location.

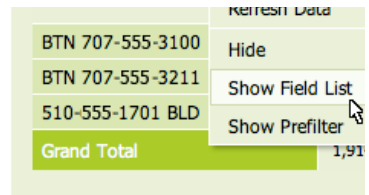


To hide, mouse over the header field and left-click. Select "Hide" and click to hide the entire field.

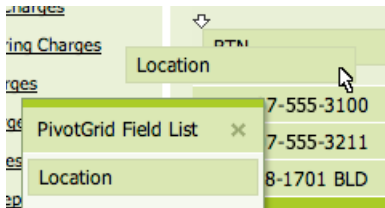


To hide a partial field—click the down arrow to display the entire field list. Uncheck the BTN/TN you want to hide and click **OK**.

To unhide/move, mouse over the header field and left click. Select "Show Field List" to display the hidden fields...



...then drag & drop the field label to the position until you see the arrows appear.



My Billing

View invoices, access reports

Invoices

- Account Summary
- Recurring Charges
- Non-Recurring Charges
- Usage Charges
- Other Charges
- Taxes & Fees
- Location Report
- BTN Report

Account Code Report (HTML)

- Management Reports
- Call Detail Query

Analytics

- Usage Details

Other Documents

- Special Notices

Account Code Report (PDF)

[Back to One Central](#)

Account Code Report Invoice# 12345678

Account Code ▲ ▼ Type ▲ ▼

	Jurisdiction ▼	Calls ▼	Minutes ▼	Amount ▼
⊕ Account Code:		1,894	8,600.9	\$238.07
⊖ Account Code: 0001				
⊖ Type: Domestic				
	Canada	1	6.8	\$0.62
	Inter-State/Inter-LATA	238	2,096.2	\$103.86
	Intra-State/Inter-LATA	43	128.8	\$6.48
	Zones 1&2	2	4.1	\$0.07
		284	2,235.9	\$111.03
		284	2,235.9	\$111.03
⊕ Account Code: 0012		132	829.9	\$41.26
⊕ Account Code: 0027		6	6.1	\$0.33
⊕ Account Code: 0058		107	773.2	\$38.28

Both report links are active if you have an account code service within the account.

The Account Code Reports provides call usage by account code. This report allows you to associate a department code, project number or client ID for tracking and billing purposes. **Account Code Report (HTML)** provides the usage summary by account code. **Account Code Report (PDF)** is a supplemental report providing both the summary and detailed usage by specific account codes.

My Billing

View invoices, access reports

Invoices

- [Account Summary](#)
- [Recurring Charges](#)
- [Non-Recurring Charges](#)
- [Usage Charges](#)
- [Other Charges](#)
- [Taxes & Fees](#)
- [Location Report](#)
- [BTN Report](#)
- [Account Code Report \(HTML\)](#)
- **[Management Reports](#)**
- [Call Detail Query](#)

Management Reports Invoice# 23456789

Frequently Called Numbers

Frequently Called Numbers

Long Duration Calls

Highest Cost Calls

10 Most Frequently Called Numbers	
Number Called	Number of times called
(415)555-3333	72
(212)555-6047	46
(212)555-6049	28
(415)555-9009	27
(415)555-4700	25
(650)555-1801	25

10 Highest Cost Calls				
Date	Number Called	Minutes	Amount	Location
11/10/2009	(212)555-6041	132.9	\$6.52	Sample Inc.
11/03/2009	(212)555-6041	129.2	\$6.34	Sample Inc.
11/12/2009	(858)555-1584	108.0	\$5.30	Sample Inc.
11/10/2009	(212)555-6046	92.3	\$4.53	Sample Inc.
11/09/2009	(408)555-2438	80.5	\$3.95	Sample Inc.
10/27/2009	(914)555-5322	76.4	\$3.75	Sample Inc.
10/16/2009	(212)555-1112	71.8	\$3.52	Sample Inc.

10 Longest Duration Calls					
Date	Number Called	Minutes	Amount	Location	BTN
11/10/2009	(212)555-6041	132.9	\$6.52	Sample Inc.	415-555-8282
11/03/2009	(212)555-6041	129.2	\$6.34	Sample Inc.	415-555-8282
11/10/2009	(415)555-1190	121.3	\$0.89	Sample Inc.	415-555-8282
11/12/2009	(858)555-1584	108.0	\$5.30	Sample Inc.	415-555-8282
11/10/2009	(212)555-6046	92.3	\$4.53	Sample Inc.	415-555-8282
11/09/2009	(408)555-2438	80.5	\$3.95	Sample Inc.	415-555-8282
10/27/2009	(914)555-5322	76.4	\$3.75	Sample Inc.	415-555-8282
10/16/2009	(212)555-1112	71.8	\$3.52	Sample Inc.	415-555-8282
10/16/2009	(917)555-6120	71.0	\$3.48	Sample Inc.	415-555-8282
10/21/2009	(650)555-0800	61.5	\$3.02	Sample Inc.	415-555-8282

Management Reports

provide a monthly statistical view of the most frequently called numbers, longest duration calls and highest cost calls. These reports allow you to monitor the calling pattern internal to your organization and helps you understand your telecom needs.

My Billing

View invoices, access reports

Invoices

- Account Summary
- Recurring Charges
- Non-Recurring Charges
- Usage Charges
- Other Charges
- Taxes & Fees
- Location Report
- BTN Report
- Account Code Report (HTML)
- Management Reports
- Call Detail Query**

Call Detail Query provides database record look-up functionality based on your input criteria. You can screen particular records based on duration, amount, type or call date or any combination thereof. It a useful tool to monitor and track calls based on user-defined criteria. Based on the input parameters in the example below, this report should list all calls where:

- Call amount is greater than **\$2.50**
- Call duration is longer than **20 minutes**

Note: The call detail records can be exported to CSV format—useful for data manipulation and reporting. Note: MS Excel truncates files that exceeds 65,000 records; you may need to open the file with another database program such as MS Access.


Call Detail Query Invoice# 12345678

Location / BTN		From	To		
<input checked="" type="checkbox"/>	Sample Inc.	<input checked="" type="checkbox"/> Filter on Amount	\$2.50	\$500.00	View
<input checked="" type="checkbox"/>	415-555-1930 BLC				
<input checked="" type="checkbox"/>	415-555-8282	<input checked="" type="checkbox"/> Filter on Duration	20.0	500.0	Export to CSV
<input checked="" type="checkbox"/>	CONFERENCE CENTRAL 34721				
		<input type="checkbox"/> Filter on Date	12/24/2009	12/24/2009	
		Category			
		<input type="checkbox"/> Filter on Category	Conference Central Service		

Drag a column header here to group by that column

Location	BTN	Type	Jurisdiction	Date	Number	Destination	Minutes	Amount	Account Code
Sample Inc	415-555-8282	Domestic	Inter-State/Inter-LATA	10/16/2009 11:11 AM	(212)555-1112	New York, NY	71.8	\$3.52	0125
Sample Inc	415-555-8282	Domestic	Inter-State/Inter-LATA	10/16/2009 11:12 AM	(917)555-6120	New York, NY	71.0	\$3.48	0125
Sample Inc	415-555-8282	Domestic	Intra-LATA	10/16/2009 04:03 PM	(650)555-2717	Palo Alto, CA	56.8	\$2.79	

View and Pay My Current Bill

Invoices 

- Account Summary
- Recurring Charges
- Non-Recurring Charges
- Usage Charges
- Other Charges
- Taxes & Fees
- Location Report
- BTN Report
- Account Code Report (HTML)
- Management Reports
- Call Detail Query

Analytics 

- Usage Details

Other Documents 

- Special Notices

Account Summary Invoice# 12345678

Account Number ba36xxx  **Invoice Number** 12345678 

Name & Address
Sample Inc.
1234 Main Street
Los Angeles, CA 90071

Summary of Charges

Invoice Date	10/16/2009
Due Date	11/07/2009
Previous Invoice Amount	\$2,611.22
Payments	-\$2,611.22
Adjustments	-\$1,084.21
Balance Forward	-\$1,084.21
Late Fee	\$0.00
Current Charges	\$5,661.68
Total Amount Due	\$4,527.47

Make Electronic Payment

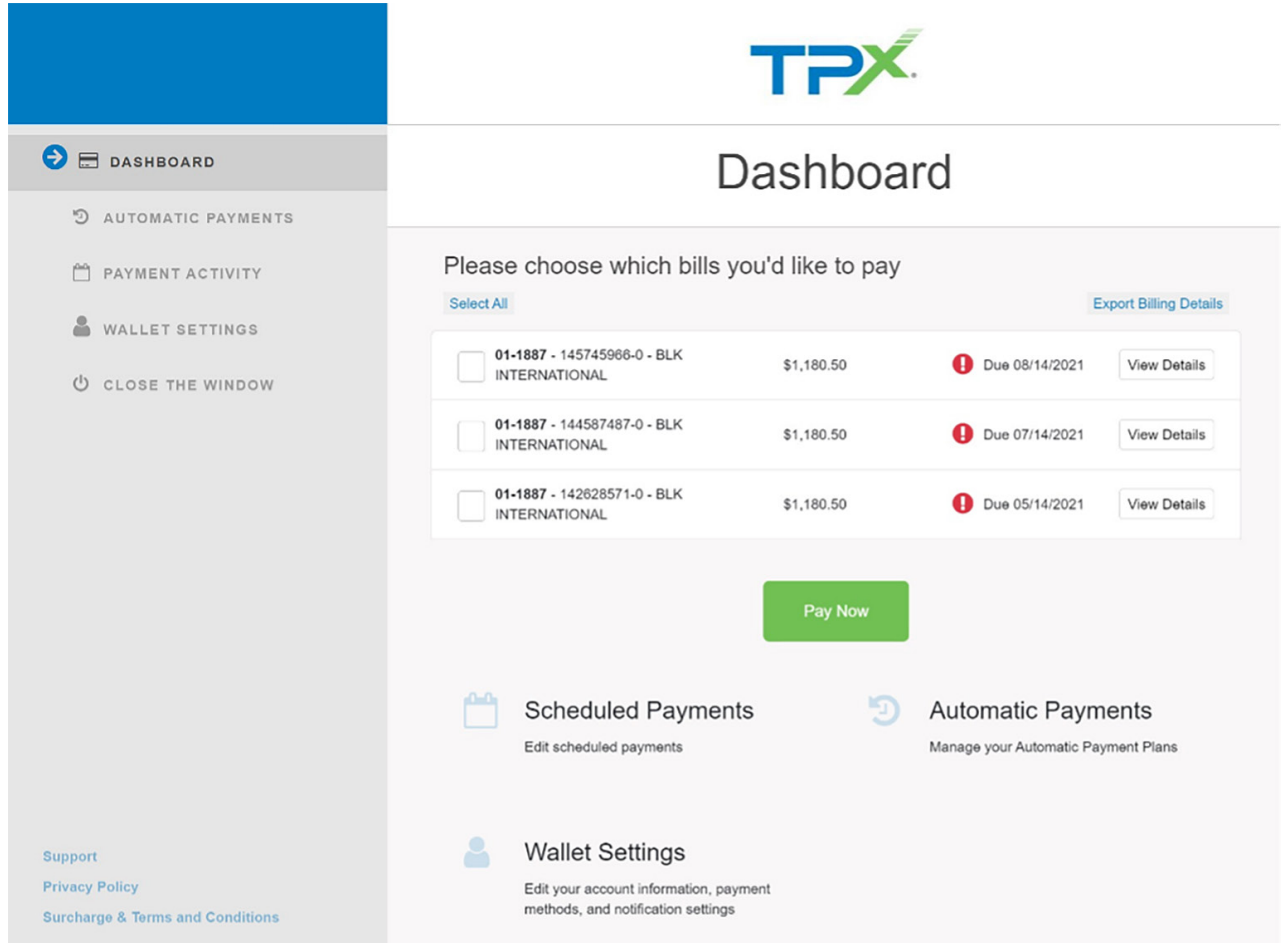
You can now settle your monthly bill by a few mouse clicks—easy, fast, and convenient. No need to write a check and send in the payment. E-pay accepts Automated Clearing House (ACH) payments using your bank account and most major credit cards. For added convenience, you can schedule your payment in advance.

View Full Invoice

Go green. When you become an OCP customer, your regular monthly paper invoice is reduced to “summary” pages. You will receive an email notification when your new online invoice is ready for review.

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**.



The screenshot shows the TPx E-payment Dashboard. At the top right is the TPx logo. The main heading is "Dashboard". Below this is a prompt: "Please choose which bills you'd like to pay". There are two links: "Select All" and "Export Billing Details". A table lists three bills, each with a checkbox, account number, amount, due date, and a "View Details" link. A green "Pay Now" button is centered below the table. At the bottom, there are three sections: "Scheduled Payments" (with a calendar icon), "Automatic Payments" (with a refresh icon), and "Wallet Settings" (with a person icon). A sidebar on the left contains navigation links: "DASHBOARD", "AUTOMATIC PAYMENTS", "PAYMENT ACTIVITY", "WALLET SETTINGS", and "CLOSE THE WINDOW". At the bottom left of the sidebar are links for "Support", "Privacy Policy", and "Surcharge & Terms and Conditions".

TPx

Dashboard

Please choose which bills you'd like to pay

[Select All](#) [Export Billing Details](#)

<input type="checkbox"/>	01-1887 - 145745966-0 - BLK INTERNATIONAL	\$1,180.50	Due 08/14/2021	View Details
<input type="checkbox"/>	01-1887 - 144587487-0 - BLK INTERNATIONAL	\$1,180.50	Due 07/14/2021	View Details
<input type="checkbox"/>	01-1887 - 142628571-0 - BLK INTERNATIONAL	\$1,180.50	Due 05/14/2021	View Details

[Pay Now](#)

Scheduled Payments
Edit scheduled payments

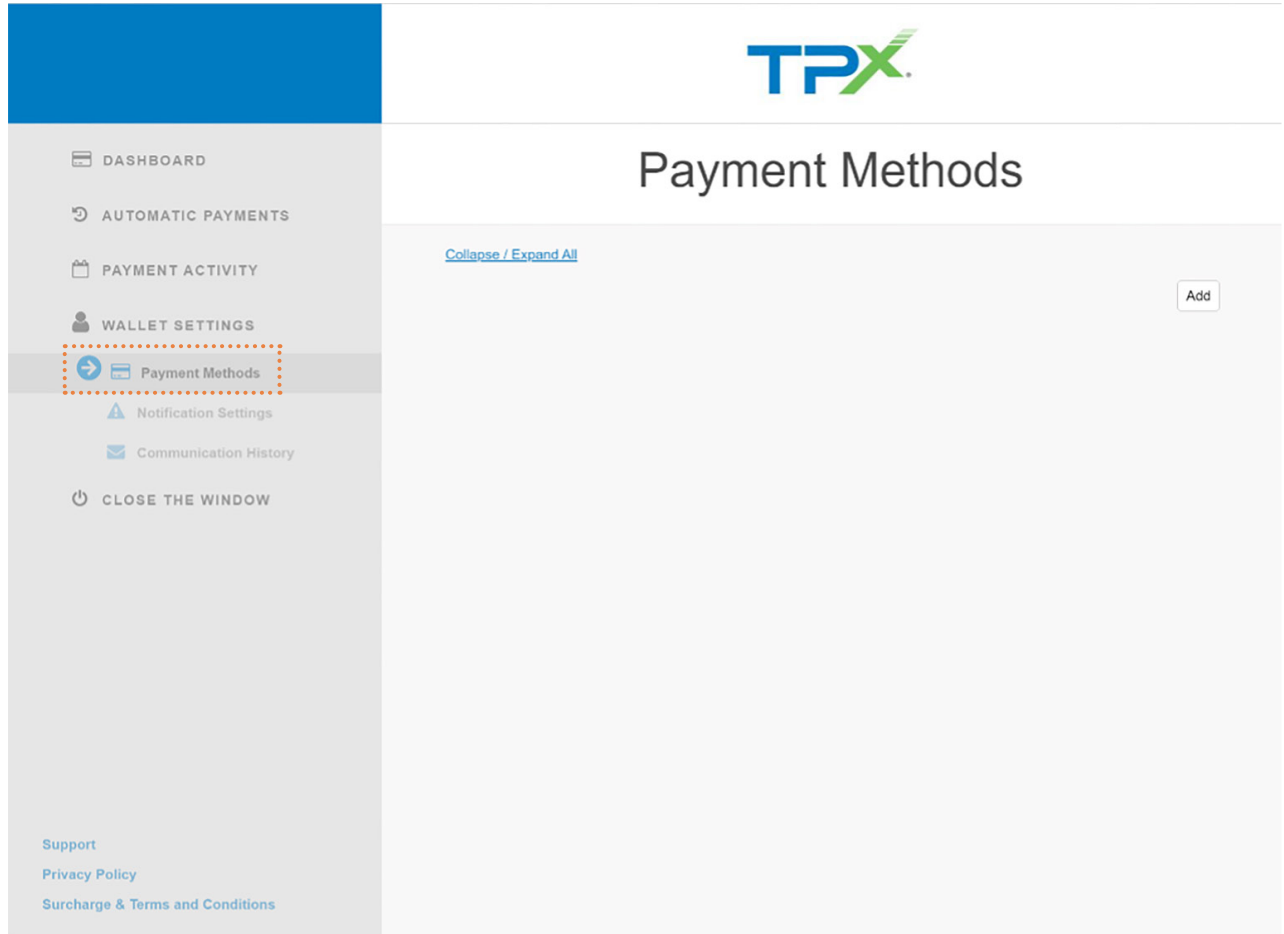
Automatic Payments
Manage your Automatic Payment Plans

Wallet Settings
Edit your account information, payment methods, and notification settings

[Support](#)
[Privacy Policy](#)
[Surcharge & Terms and Conditions](#)

Establish a Payment Account

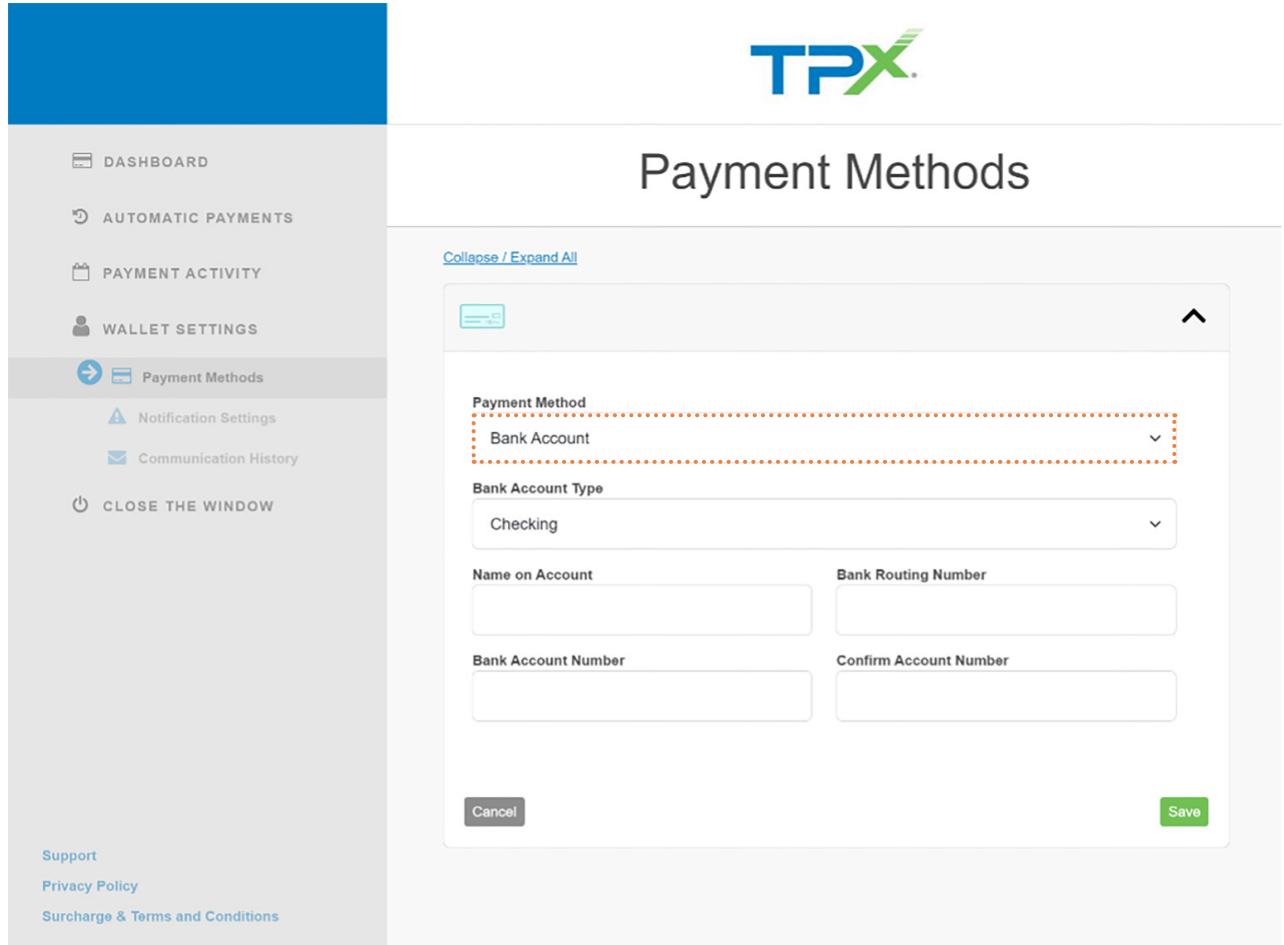
To begin the process, click **Payment Methods** under the **Wallet Settings** section to set up a checking or credit card account.



The screenshot displays the TPX user interface. At the top right, the TPX logo is visible. The main heading is "Payment Methods". Below this heading, there is a link for "Collapse / Expand All" and an "Add" button. On the left side, a navigation menu is shown with the following items: DASHBOARD, AUTOMATIC PAYMENTS, PAYMENT ACTIVITY, WALLET SETTINGS, Payment Methods (highlighted with a red dashed box), Notification Settings, Communication History, and CLOSE THE WINDOW. At the bottom of the navigation menu, there are links for Support, Privacy Policy, and Surcharge & Terms and Conditions.

Adding a bank account

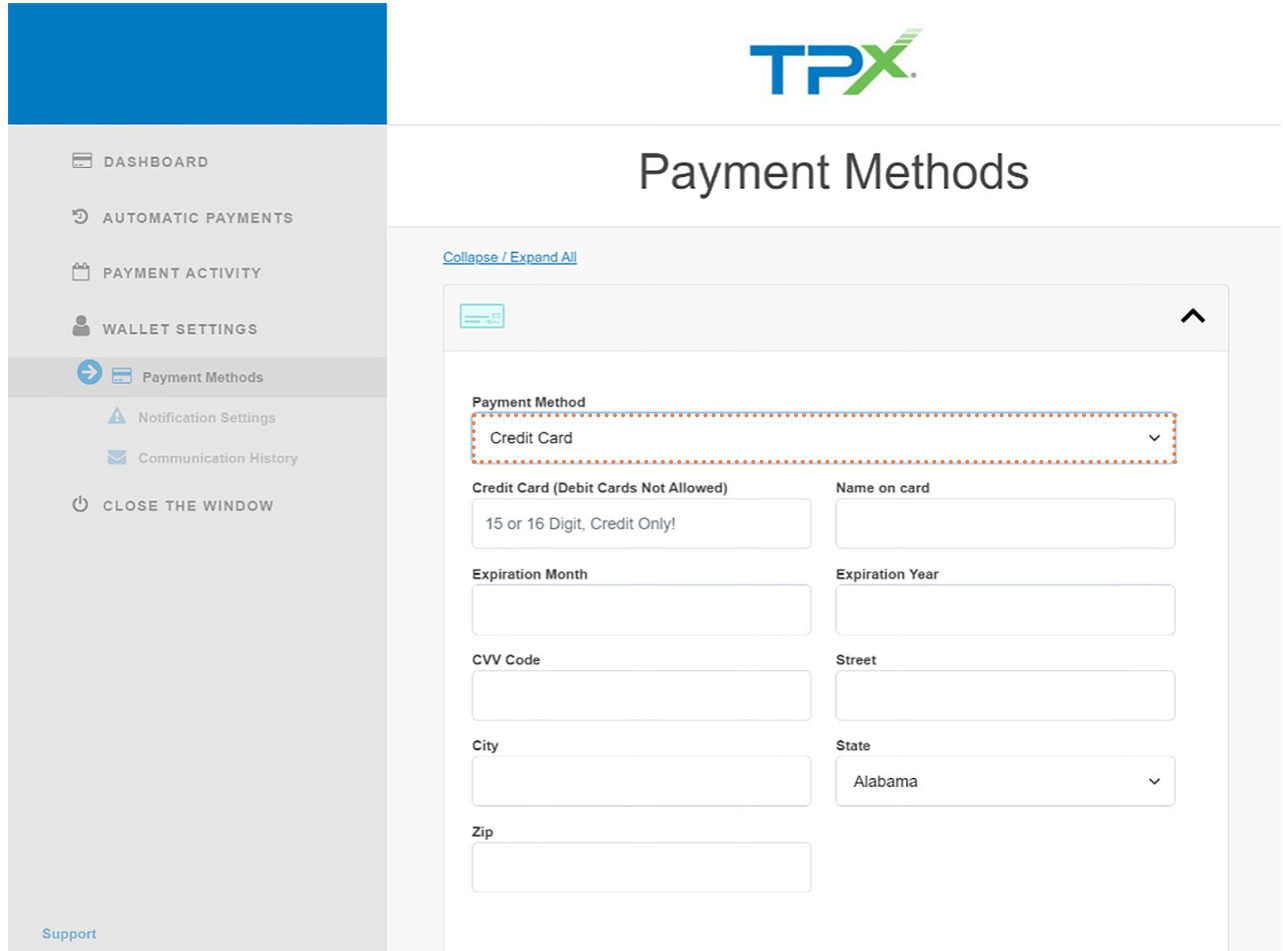
Click the **Add** button, then choose **Bank Account** from the drop-down. Fill in the appropriate fields and click **Save** to store your information in OCP.



The screenshot displays the TPX user interface for managing payment methods. On the left is a navigation sidebar with a blue header and a grey menu containing: DASHBOARD, AUTOMATIC PAYMENTS, PAYMENT ACTIVITY, WALLET SETTINGS, **Payment Methods** (highlighted with a blue arrow), Notification Settings, Communication History, and CLOSE THE WINDOW. At the bottom of the sidebar are links for Support, Privacy Policy, and Surcharge & Terms and Conditions. The main content area features the TPX logo and the title 'Payment Methods'. Below the title is a 'Collapse / Expand All' link and a card containing a form. The form includes a 'Payment Method' dropdown menu with 'Bank Account' selected and highlighted by a red dashed border. Below this is a 'Bank Account Type' dropdown menu with 'Checking' selected. The form also contains four text input fields: 'Name on Account', 'Bank Routing Number', 'Bank Account Number', and 'Confirm Account Number'. At the bottom of the form are 'Cancel' and 'Save' buttons.

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.

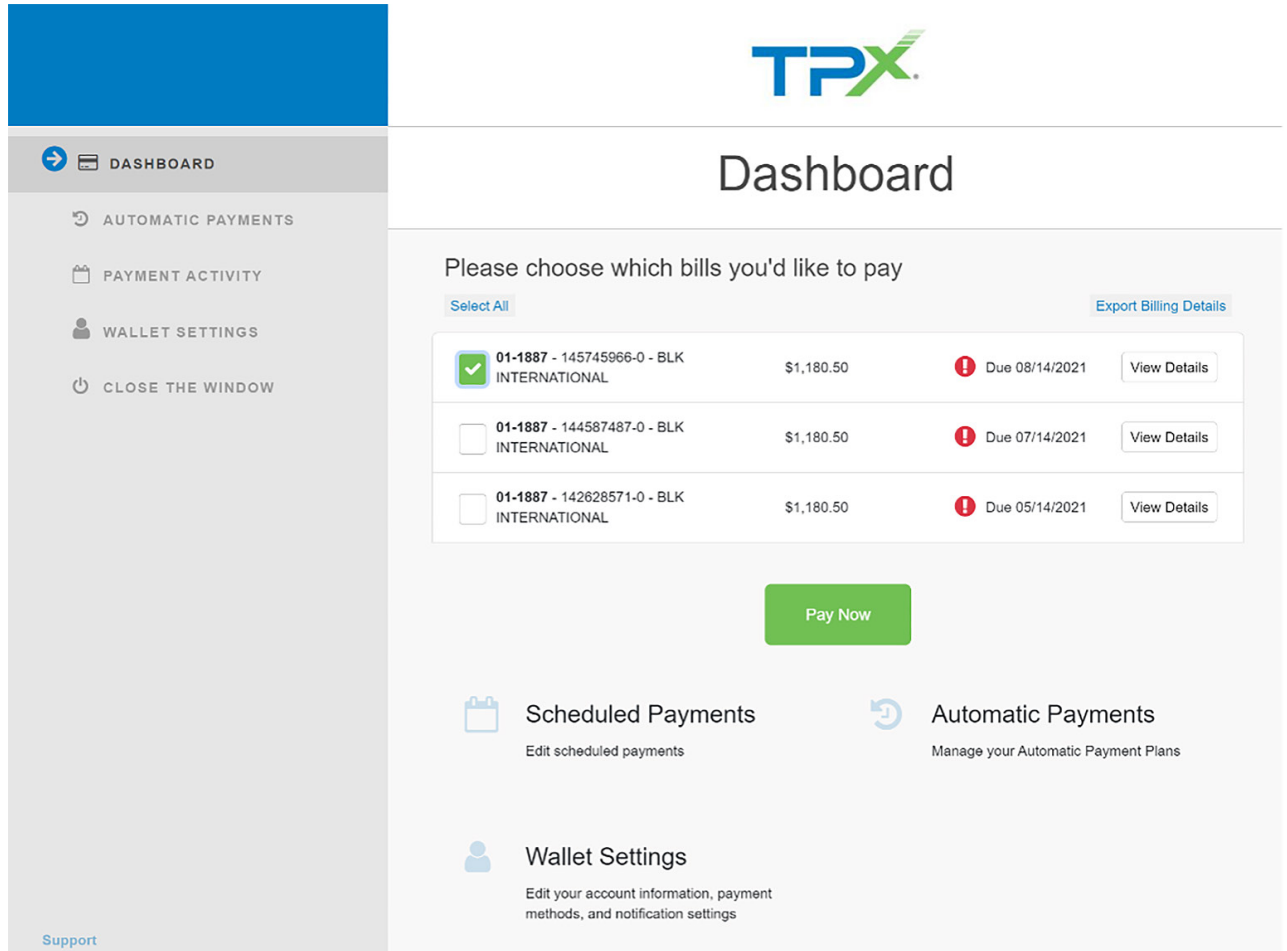


The screenshot displays the TPX Payment Methods interface. On the left is a navigation sidebar with the following items: DASHBOARD, AUTOMATIC PAYMENTS, PAYMENT ACTIVITY, WALLET SETTINGS, **Payment Methods** (highlighted), Notification Settings, Communication History, and CLOSE THE WINDOW. At the bottom of the sidebar is a 'Support' link. The main content area features the TPX logo at the top right and the title 'Payment Methods' in the center. Below the title is a 'Collapse / Expand All' link. The main form area contains a credit card icon and an upward arrow. The 'Payment Method' dropdown menu is open, showing 'Credit Card' selected. The form fields are as follows:

Field Label	Field Content / Value
Payment Method	Credit Card
Credit Card (Debit Cards Not Allowed)	15 or 16 Digit, Credit Only!
Name on card	
Expiration Month	
Expiration Year	
CVV Code	
Street	
City	
State	Alabama
Zip	

Make a one-time payment

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



The screenshot shows the TPX Dashboard interface. At the top right is the TPX logo. The main heading is "Dashboard". Below this is a section titled "Please choose which bills you'd like to pay". This section includes a "Select All" button and an "Export Billing Details" link. A table lists three bills, each with a checkbox, invoice number, amount, due date, and a "View Details" button. The first bill is selected. Below the table is a large green "Pay Now" button. At the bottom, there are three cards: "Scheduled Payments" (with a calendar icon), "Automatic Payments" (with a circular arrow icon), and "Wallet Settings" (with a person icon). A "Support" link is located in the bottom left corner of the sidebar.

TPX

Dashboard

Please choose which bills you'd like to pay

[Select All](#) [Export Billing Details](#)

<input checked="" type="checkbox"/>	01-1887 - 145745966-0 - BLK INTERNATIONAL	\$1,180.50	Due 08/14/2021	View Details
<input type="checkbox"/>	01-1887 - 144587487-0 - BLK INTERNATIONAL	\$1,180.50	Due 07/14/2021	View Details
<input type="checkbox"/>	01-1887 - 142628571-0 - BLK INTERNATIONAL	\$1,180.50	Due 05/14/2021	View Details

Pay Now

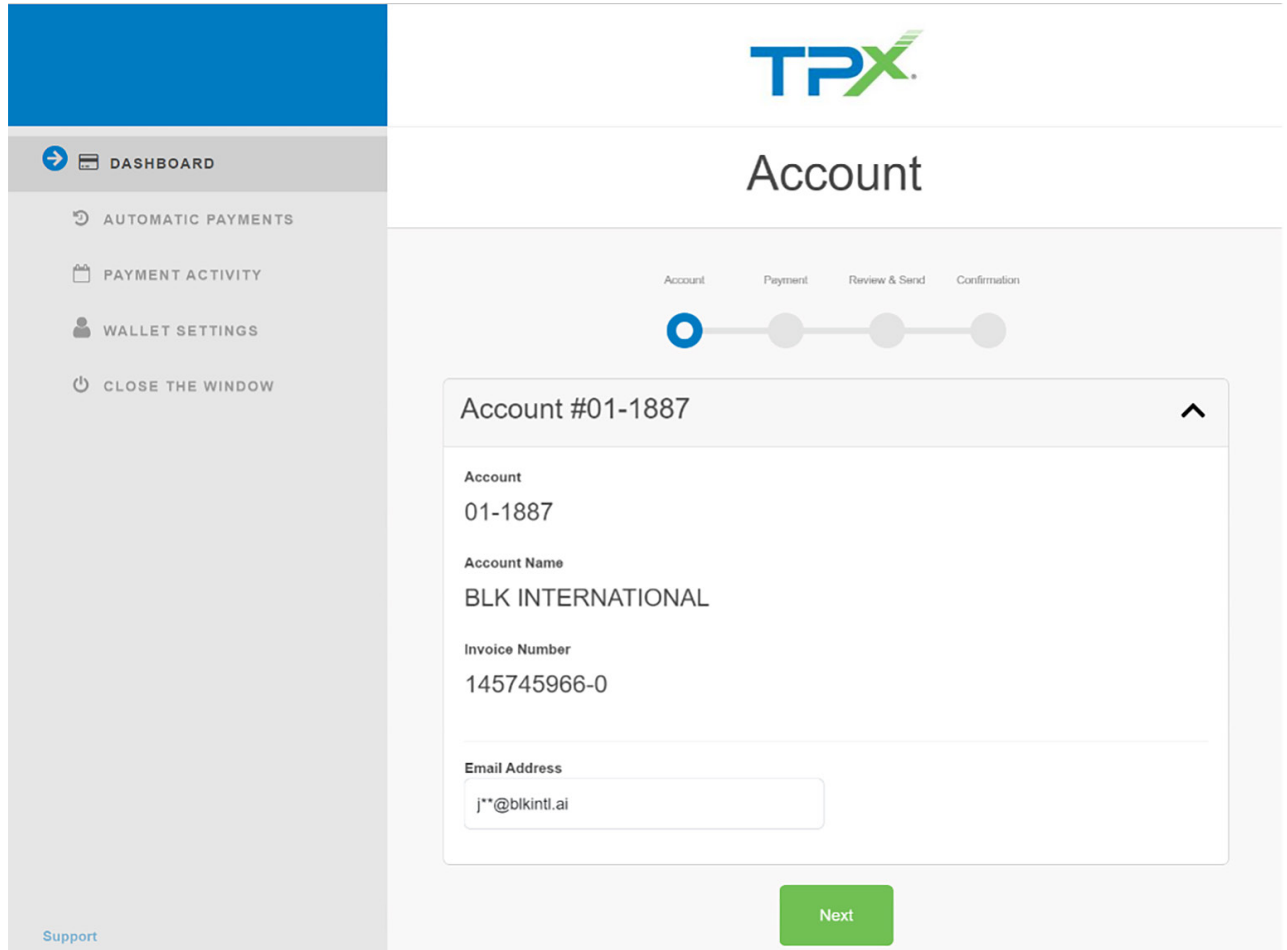
Scheduled Payments
Edit scheduled payments

Automatic Payments
Manage your Automatic Payment Plans

Wallet Settings
Edit your account information, payment methods, and notification settings

[Support](#)

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



The image shows a web interface for TPX account confirmation. On the left is a vertical sidebar with a blue header and a grey menu containing: DASHBOARD (with a right arrow icon), AUTOMATIC PAYMENTS (with a refresh icon), PAYMENT ACTIVITY (with a calendar icon), WALLET SETTINGS (with a person icon), and CLOSE THE WINDOW (with a power icon). At the bottom left of the sidebar is a 'Support' link. The main content area has a white header with the TPX logo and the word 'Account'. Below the header is a progress bar with four steps: 'Account' (active, blue circle), 'Payment' (grey circle), 'Review & Send' (grey circle), and 'Confirmation' (grey circle). The main content area contains a form with the following fields: 'Account #01-1887' (with an up arrow icon), 'Account' (01-1887), 'Account Name' (BLK INTERNATIONAL), 'Invoice Number' (145745966-0), and 'Email Address' (j**@blkintl.ai). A green 'Next' button is located at the bottom right of the form area.

TPX

Account

Account Payment Review & Send Confirmation

Account #01-1887

Account
01-1887

Account Name
BLK INTERNATIONAL

Invoice Number
145745966-0

Email Address
j**@blkintl.ai

Next

Support

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

The image shows a web interface for making a payment. At the top right is the TPX logo. Below it is the heading "Payment". A progress bar shows four steps: "Account", "Payment", "Review & Send", and "Confirmation". The "Payment" step is currently active. The main content area is a form titled "Total Amount of \$1,180.50". The form contains the following information and fields:

Bill Amount \$1,180.50	Min. Payment Amount \$1.00
View Invoice	Invoice Number 145745966-0
Due Date 08/14/2021	Payment Amount <input type="text" value="1180.50"/>
Payment Date <input type="text" value="06/10/2024"/>	Surcharge Fee (3%) on credit card payments \$0.00
Add a new payment method	Total Payment Amount \$1,180.50
<input type="checkbox"/> VISA Card ending ****1111 expires 12/2029	


At the bottom of the form are two buttons: "Previous" (grey) and "Next" (green). On the left side of the page is a navigation menu with the following items: "DASHBOARD", "AUTOMATIC PAYMENTS", "PAYMENT ACTIVITY", "WALLET SETTINGS", and "CLOSE THE WINDOW". At the bottom left of the page are links for "Support", "Privacy Policy", and "Surcharge & Terms and Conditions".

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

Review & Send

Account Payment **Review & Send** Confirmation

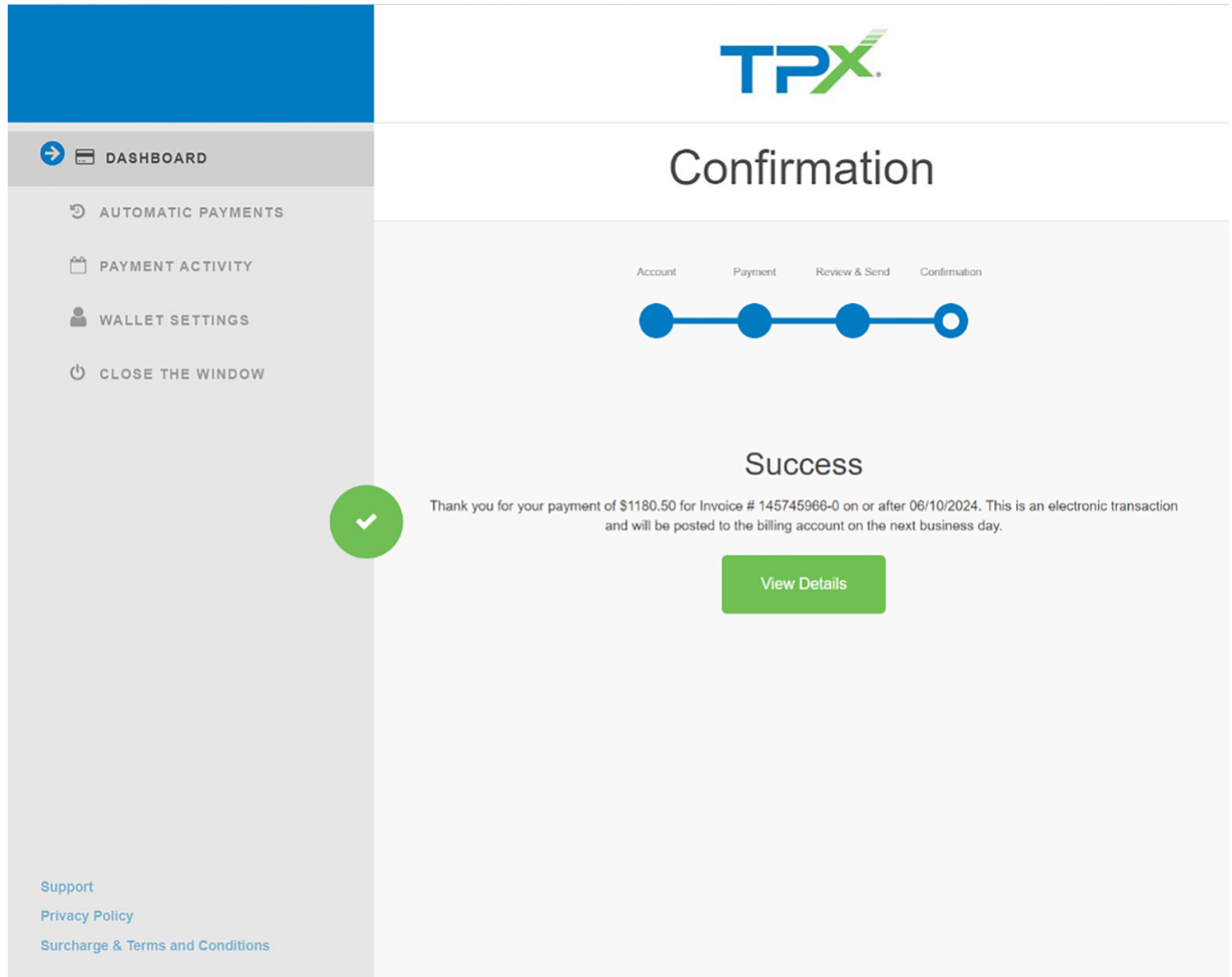
Invoice 145745966-0, Total Amount of \$1,180.50

Payment Date	Account
06/10/2024	01-1887
Customer Name	Email
BLK INTERNATIONAL	[REDACTED]
Invoice Number	Due Date
145745966-0	08/14/2021
Payment Type	Bill Amount
Bill Payment	\$1,180.50
Min. Amount	
\$1.00	
Payment Method	Surcharge Fee (3%) on credit card payments
 Checking ...0089	\$0.00
Payment Amount	Total Payment Amount
\$1,180.50	\$1,180.50

[Support](#)
[Privacy Policy](#)
[Surcharge & Terms and Conditions](#)

[Previous](#) [Pay](#)

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



The image shows a web application interface for TPX. On the left is a vertical sidebar with a blue header and a grey body. The sidebar contains a 'DASHBOARD' menu item with a right-pointing arrow icon, and four other menu items: 'AUTOMATIC PAYMENTS' with a refresh icon, 'PAYMENT ACTIVITY' with a calendar icon, 'WALLET SETTINGS' with a person icon, and 'CLOSE THE WINDOW' with a power icon. At the bottom of the sidebar are links for 'Support', 'Privacy Policy', and 'Surcharge & Terms and Conditions'. A green circular icon with a white checkmark is positioned to the right of the sidebar. The main content area has a white background with the TPX logo at the top center. Below the logo is the word 'Confirmation' in a large, bold font. Underneath is a progress indicator consisting of four blue circles connected by a horizontal line. The circles are labeled 'Account', 'Payment', 'Review & Send', and 'Confirmation' from left to right. The 'Confirmation' circle is the largest and has a white center, indicating it is the current step. Below the progress indicator is the word 'Success' in a bold font. Underneath that is a paragraph of text: 'Thank you for your payment of \$1180.50 for Invoice # 145745968-0 on or after 06/10/2024. This is an electronic transaction and will be posted to the billing account on the next business day.' At the bottom of this section is a green rectangular button with the text 'View Details' in white.

TPX

Confirmation

Account Payment Review & Send Confirmation

Success

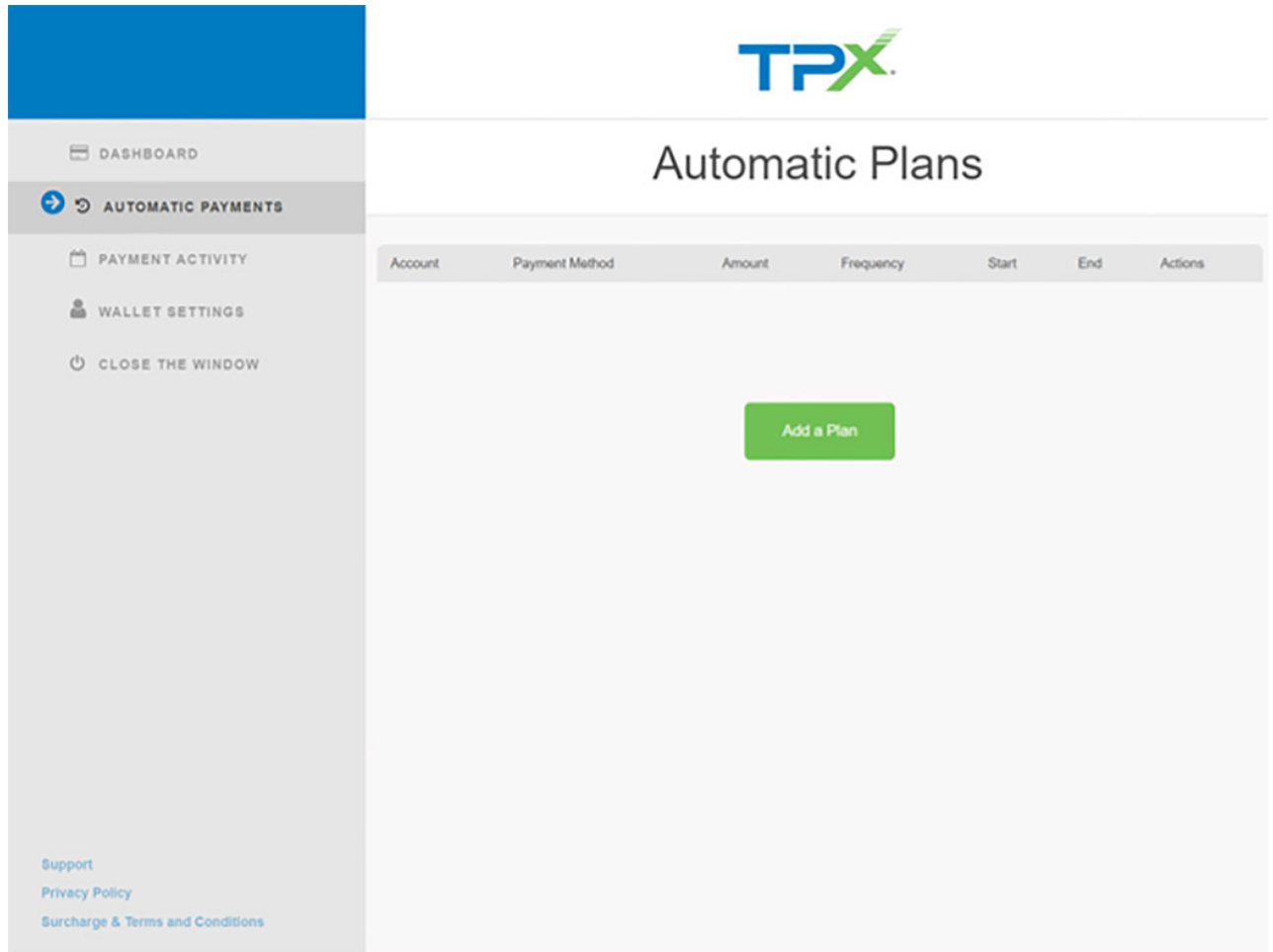
Thank you for your payment of \$1180.50 for Invoice # 145745968-0 on or after 06/10/2024. This is an electronic transaction and will be posted to the billing account on the next business day.

[View Details](#)

Support
Privacy Policy
Surcharge & Terms and Conditions

Set up a recurring automatic payment

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



The screenshot displays the TPX user interface for managing automatic payments. The left-hand navigation menu is highlighted on 'AUTOMATIC PAYMENTS', with other options including 'DASHBOARD', 'PAYMENT ACTIVITY', 'WALLET SETTINGS', and 'CLOSE THE WINDOW'. At the bottom of the menu, there are links for 'Support', 'Privacy Policy', and 'Surcharge & Terms and Conditions'. The main content area features the TPX logo at the top right and the title 'Automatic Plans'. Below the title is a table header with columns: 'Account', 'Payment Method', 'Amount', 'Frequency', 'Start', 'End', and 'Actions'. A prominent green button labeled 'Add a Plan' is centered in the main area, indicating the next step in the process.

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



- DASHBOARD
- AUTOMATIC PAYMENTS**
- PAYMENT ACTIVITY
- WALLET SETTINGS
- CLOSE THE WINDOW

Support
Privacy Policy
Surcharge & Terms and Conditions

New Payment Plan

Please note that a Bill Triggered Plan using a Credit Card will carry an additional 3% surcharge.

BLK INTERNATIONAL - 01-1887

[Add a new payment method](#)

VISA Card ending ****1111 expires 12/2029

 Checking ...0089

Payment Method

Automatic
Pay your bills automatically each time a bill posts to your account

Days Before Due Date

5


Do not automatically pay any bill over:


Leave this field blank to automatically pay any bill regardless of its amount


Back


Next


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




 DASHBOARD

 **AUTOMATIC PAYMENTS**

 PAYMENT ACTIVITY

 WALLET SETTINGS

 CLOSE THE WINDOW

Support

[Privacy Policy](#)

[Surcharge & Terms and Conditions](#)

Confirm Payment Plan

Please note that a Bill Triggered Plan using a Credit Card will carry an additional 3% surcharge.

Account

BLK INTERNATIONAL - 01-1887

Payment Method

VISA Card ending ****1111 expires 12/2029

Payment Method

Automatic
Pay your bills automatically each time a bill posts to your account

Days Before Due Date

5

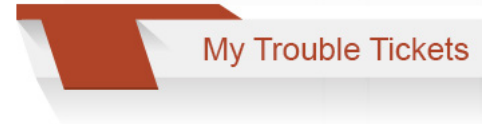
I authorize TPx to electronically debit my Visa ****1111, 5 days before the bill due date. I understand that this authorization will remain in effect until I log into the website and cancel the bill triggered payment.

Back

Authorize

MY TROUBLE TICKETS

My Trouble Tickets enables you to create and track trouble tickets in our system by account, address, and ticket type. It simplifies the process of reporting and resolving issues and keeps you abreast of their status along the way.



Trouble Ticket

My Tickets

▪ [View Ticket Status](#)

▪ [Create New Ticket](#)

[OneCentral Home](#)

View Tickets

Select View Ticket Status. Choose the account number and the corresponding service location for the ticket. Ticket information, including ticket number, creation date, ticket type, ticket category, and ticket issue, are provided in the single view.

Create New Ticket

Select Create New Ticket. Choose the account number and the corresponding service location for the ticket. For service-related issues, select Ticket Type "Technical" and then refine by the Category and Issue that best describes the problem. You can also report a billing issue by choosing Billing in the Ticket Type drop-down menu.

Create New Ticket

Account Number:

123456 ▾

Service Address:

1234 Main, Mytown ▾

Contact Name

Contact Phone

Alternate Contact

Phone

Email

Business Days

MON_FRI ▾

Business Hours

8:00 am - 5:00 pm

Use the series of pull down menus below to isolate the particular issue you are having with your service or to submit a request. Thank you.

Ticket Type

Technical ▾

Please enter a brief description: (limit 128 characters)

Category

Data/Internet ▾

Issue

Down Hard ▾

Remaining characters: (128)

For additional assistance, please call us at 877-487-8722.

Submit

My Tickets

▀ [View Ticket Status](#)



▀ [Create New Ticket](#)

[OneCentral Home](#)

Viewing the Status of a Trouble Ticket

Select **View Ticket Status**. Choose an account and service address from the drop downs. You can specify the search criteria by Ticket Status and creation date. OCP will return all tickets that are associated with the specified criteria.

Trouble Ticket Status

Account Number	Service Address	Ticket Type	Ticket Status	Select Date Range	Submit
123456 ▾	All ▾	Technical ▾	Open ▾	08/25/2009  to 08/25/2010 	Submit

All Open Technical Tickets from 08/25/2009 thru 08/25/2010 for Account 174533, All Service Addresses
Sorted by Ticket #:Descending

Page 1 of 8 First / Previous [Next](#) / [Last](#)

Ticket # ↑	Create Date ↕	Ticket Type	Ticket Category ↕	Ticket Issue ↕	Next Action Scheduled ↕
HD0000001115983	08/25/2010 07:39:15 AM	Technical	Data/Internet		
HD0000001115982	08/25/2010 07:04:03 AM	Technical	Data/Internet		
HD0000001115981	08/25/2010 06:59:53 AM	Technical	Data/Internet		
HD0000001115980	08/24/2010 10:54:41 PM	Technical	Data/Internet		
HD0000001115979	08/24/2010 06:54:47 PM	Technical	Data/Internet		
HD0000001115972	08/24/2010 12:52:47 PM	Technical	Data/Internet		
HD0000001115969	08/24/2010 12:06:39 PM	Technical	Data/Internet		
HD0000001115965	08/24/2010 10:01:48 AM	Technical	Data/Internet		

NETWORK MONITOR

Network Monitor



Network Monitor's web-based dashboard gives you an instantly understandable picture of both enterprise-wide and individual interface performance. Top 10 lists break out key performance metrics that spotlight the hotspots where network overutilization could build into potential problems. Clear visual icons and real-time reporting let you immediately see the big picture of your network's performance and then pinpoint exactly where to use Network Monitor's powerful reporting capabilities to drill down to specific trouble spots. Network Monitor is available with ①Net MPLS and ①Net MPLS plus SmartVoice services using TPx-provided customer premises equipment.

Customers are provided a single Network Monitor set of login credentials per account. Please contact our Support team if your company's technical contact has not been provided Network Monitor access. The Network Monitor User Guide can be found on TPx's Customer Support website via the *My TPx* tab on the OneCentral homepage.

Customer Summary Home

TelePacific Links HELP

Customer website for support and escalation contacts, user guides, portal access and more

TelePacific portals links

Submit a trouble ticket

Contact us

Escalation support resources

Current Node Issues HELP

NODE	DESCRIPTION	CURRENT RESPONSE TIME	PERCENT LOSS
10xxxx - 4 Austin Ln - Adtran 9xx	Node is Down.	No Response	100 %

All Nodes HELP

BY SITE

- Austin
- Bakersfield
- Gardena
- Las Vegas
- Los Angeles
- Reno
- SANTA MONICA
- Yuba City

Last Events - Last 7 Days HELP

EVENT_TIME	MESSAGE	_01_ACCT_NO
2/19/2015	10xxxx - 1234 Main St - Adtran 9xx is responding again. Response	10xxxx

Top 10 Nodes by Current Response Time HELP

NODE	CURRENT RESPONSE TIME	PERCENT LOSS
10xxxx - 4 Austin Ln - Adtran 9xx	No Response	100 %
10xxxx - 10 Santa Monica Blvd - Adtran 9xx	33 ms	0 %
10xxxx - 25 Dry St - Adtran 6xx	21 ms	0 %
10xxxx - 5678 Example Blvd - Adtran 9xx	18 ms	0 %
10xxxx - 1234 Main St - Cisco 19xx	16 ms	0 %
10xxxx - 11 Reno Rd - Adtran 6xx	10 ms	0 %
10xxxx - 54 Standard Way - Cisco 19xx	10 ms	0 %
10xxxx - 101 Las Vegas Blvd - Cisco 28xx	10 ms	0 %

Top 10 Nodes by Average Response Time HELP

NODE	AVERAGE RESPONSE TIME	PERCENT LOSS
10xxxx - 4 Austin Ln - Adtran 9xx	No Response	100 %
10xxxx - 10 Santa Monica Blvd - Adtran 9xx	18 ms	0 %
10xxxx - 5678 Example Blvd - Adtran 9xx	17 ms	0 %
10xxxx - 1234 Main St - Cisco 19xx	15 ms	0 %
10xxxx - 25 Dry St - Adtran 6xx	13 ms	0 %
10xxxx - 101 Las Vegas Blvd - Cisco 28xx	11 ms	0 %
10xxxx - 54 Standard Way - Cisco 19xx	10 ms	0 %
10xxxx - 11 Reno Rd - Adtran 6xx	9 ms	0 %

Top 10 Nodes by Percent Packet Loss HELP

NODE	CURRENT RESPONSE TIME	PERCENT LOSS
10xxxx - 4 Austin Ln - Adtran 9xx	No Response	100 %
10xxxx - 10 Santa Monica Blvd - Adtran 9xx	33 ms	0 %
10xxxx - 25 Dry St - Adtran 6xx	21 ms	0 %
10xxxx - 5678 Example Blvd - Adtran 9xx	18 ms	0 %
10xxxx - 1234 Main St - Cisco 19xx	16 ms	0 %
10xxxx - 11 Reno Rd - Adtran 6xx	10 ms	0 %
10xxxx - 54 Standard Way - Cisco 19xx	10 ms	0 %
10xxxx - 101 Las Vegas Blvd - Cisco 28xx	10 ms	0 %

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PRODUCTS

TPx has four product-specific portals to manage your services. Each of the portals requires their own access passwords — with the exception of Toll Free. If your OCP User profile allows access to the Toll Free portal, you will be automatically directed to the portal when you click “Toll Free”.

Products

OneSecure

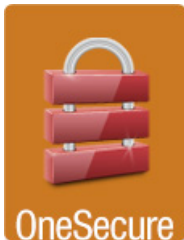
Hosted PBX

Web Hosting

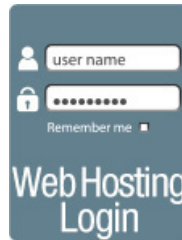
Cloud Services

Email Domain
Control

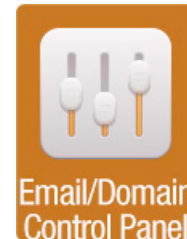
Toll Free



Monitor your business' security including security attack trends, attack logs, incident alerts, real-time activity details, and access to over 30 additional reports.



Access administrative controls for your website such as managing your FTP site and website forwarding.



Add and remove user accounts to your company's email profile.

User guides for these portals are available on TPx's Customer Support website via the My TPx tab on the OneCentral homepage. If you have a question about access to any of these portals, please contact your sales representative or Customer Care at 877-487-8722.



Get instant access to configure your toll-free “ring-to” numbers and appraises you of the potential impacts of changes on your rates.

TOLL FREE

Users with Toll Free permissions set in their user profile are given instant access to configure your toll-free “ring-to” numbers and apprises you of the potential impacts of changes on your rates.

Changing your Ring To Number

Select **Toll Free** and enter the account number where your Toll Free numbers are built. You should see a list of active Toll Free numbers.

You can sort by clicking the arrows next to the column headers.

Ring To Status

Account Number

Toll Free Number

Ring To Number

Page 1 of 5 [First](#) / [Previous](#) [Next](#) / [Last](#)

Toll Free Number ↕	Existing Ring To Termination ↕	Network ↕	Status
800383XXXX	Unknown	Unknown	
800399XXXX	Unknown	Unknown	
800653XXXX	Unknown	Unknown	
800783XXXX	925627XXXX	On-Net	
866308XXXX	213223XXXX	On-Net	
866799XXXX	323972XXXX	Off-Net	
866900XXXX	Unknown	Unknown	
866908XXXX	Unknown	Unknown	
866944XXXX	213666XXXX	On-Net	
866955XXXX	213440XXXX	Off-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. Please contact Customer Care at 877-487-8722, option 5 to make changes to Toll Free Numbers not listed or those that cannot be changed online. Toll-free usage rates may change based on the location of the new Ring To Number.

Changing your Ring To Number (cont.)

If your account has multiple Toll Free numbers, you may enter EITHER a specific Toll Free number OR a specific ring to number in one of the respective search boxes at the top of the screen and hit **Search** to more quickly find the desired Toll Free number.

Once the Toll Free Number or Ring To Number has been located, select it by moving the pointer over the record and clicking. Once the record is highlighted, click **Submit** to proceed.

- My Configuration 
- ▾ Toll Free Ring To
- OneCentral Home

Ring To Status

Account Number	<input type="text" value="12xxx"/>	Toll Free Number	<input type="text" value="877209XXXX"/>	<input type="button" value="Search"/>
		Ring To Number	<input type="text"/>	<input type="button" value="Clear"/>


Page 1 of 5 [First](#) / [Previous](#) [Next](#) / [Last](#)

Toll Free Number	Existing Ring To Termination	Network	Status
877209XXXX	213225XXXX	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. Please contact Customer Care at 877-487-8722, option 5 to make changes to Toll Free Numbers not listed or those that cannot be changed online. Toll-free usage rates may change based on the location of the new Ring To Number.

Changing your Ring To Number (cont.)

My Configuration 

Toll Free Ring To

[OneCentral Home](#)

Enter the new Ring To number in the field (no space or hyphen is required) and click **Submit**.

If the new Ring To number you entered is invalid, an error message will show (see below).


Change Ring To Termination

Account Number	<input type="text" value="12xxx"/>		
Toll Free Number	Existing Ring To Termination	Network	Change Ring To Termination
877209xxxx	213225xxxx	On-Net	<input type="text" value="213213xxxx"/>
		<input type="button" value="Back"/>	<input type="button" value="Submit"/>

Change Ring To Termination

Account Number	<input type="text" value="12xxx"/>		
Toll Free Number	Existing Ring To Termination	Network	Change Ring To Termination
877209xxxx	213225xxxx	On-Net	<input type="text" value="212"/>
		<input type="button" value="Back"/>	<input type="button" value="Submit"/>

The phone number you have entered is invalid. Please enter a valid 10 digit phone number.

- My Configuration 
- ▾ Toll Free Ring To
- OneCentral Home

Confirming the Details

Please verify the Ring To change details, then click **Confirm** to process the request. Based on the on-net or off-net status of both the existing and new Ring To numbers, you may see a red or green message alerting you to a possible rate change due to the change in Ring To number status.

Change Ring To Termination Changes

Account Number	<input type="text" value="12xxx"/>	
Toll Free Number	Existing Ring To Termination	Network
877209xxxx	925627xxxx	On-Net

Please confirm that the new Toll Free Number is accurate.

Note: Your change may take a few moments to process. Your request is not complete until you receive and ACCEPT your confirmation on the next screen.

Back

Cancel

Confirm

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


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

Confirmation Screen

The top screen is your confirmation screen. Perform a test call to make sure the Toll Free call is now ringing to the new number. Since your CPE may be configured to work in conjunction with the Ring To number, you must verify that all equipment settings and features such as DNIS/Advanced Routing are working as expected.

If the equipment/feature does not function properly, click **Reject** to change the new Ring To number. The Ring To number will go back to the original setting. If it does work, click **Accept** to update the network and other business systems.

Below is the final confirmation page validating that the change to the Toll Free/Ring To number has been successfully completed in all systems.

- My Configuration 
- Toll Free Ring To
- OneCentral Home

Confirmation of Ring To Termination Change

Account Number	<input type="text" value="12xxx"/>			
Toll Free Number	New Ring To Termination	Network	Confirmation Numbers	
877209XXXX	925627XXXX	On-Net	WS820010002941289950979070	We have completed your toll free termination number change. Please validate the changes by dialing the toll free number. Select Accept if the change is working properly. Select Reject if you would like the change to be reversed.
		<input type="button" value="Reject"/>	<input type="button" value="Accept"/>	


877209XXXX	925627XXXX	On-Net	WS820010002941289950979070	We have completed your toll free termination number changes. Record your confirmation numbers for future reference.
------------	------------	--------	----------------------------	--

To Check Status Of Ring To Changes

Choose the account number where the Toll Free number you are inquiring about is located.

Any Toll Free numbers changes that are pending are marked in red. You cannot make changes to these Toll Free numbers until the pending status is completed and removed from the system.

The error message below will show if a change is attempted on a “pending” change.

- My Configuration 
- Toll Free Ring To
- OneCentral Home

Ring To Status

Account Number	<input type="text" value="12xxx"/>	Toll Free Number	<input type="text" value="877209XXXX"/>	<input type="button" value="Search"/>
		Ring To Number	<input type="text"/>	<input type="button" value="Clear"/>

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Toll Free Number	Existing Ring To Termination	Network	Status
877302XXXX	925984XXXX	Off-Net	Order Pending

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. Please contact Customer Care at 877-487-8722, option 5 to make changes to Toll Free Numbers not listed or those that cannot be changed online. Toll-free usage rates may change based on the location of the new Ring To Number.

The page at <http://nvlvfx1.telepacific.com:10021> says:



Pending orders cannot be updated. You can change your Toll Free Termination once the existing order is complete. This may take 24 hours from the initial request.

OK

EMAIL/VOICEMAIL

For your convenience, the links to the two TPx email services and voicemail end user portals. End users can access their email and configure their voicemail settings.



Access your TPx POP3 email anywhere, anytime.



Access voicemail, fax mail, program find me, follow me capabilities, set up distribution lists online, and more.

Email/Voicemail

Webmail

Hosted Exchange Webmail

VXView



Microsoft provided Outlook Web App as part of Hosted Exchange Server to allow users to connect remotely via a web browser.

TROUBLESHOOTING

First, refresh your browser. This may fix the issue you are experiencing. If the issue persists, here are the answers to many common questions:

OCP ADMINISTRATOR QUESTIONS

I have been my company's OCP Administrator for long time, but when I tried to login using my same password, I got an error message.

Use the "Forgot my Password" link on the login page to set up a new password and security question.

I want to be an OCP Administrator but do not know my TPx account number or last invoice amount.

Contact Customer Care at 877-487-8722 (8:00am – 5:30pm Pacific, Monday – Friday) for assistance.

I work in my company's procurement department and am my company's OCP Administrator, but do not want to manage all of the End Users that require access for trouble ticketing or other products. How do I add another OCP Administrator from our IT department to manage those End Users?

OneCentral supports multiple OCP Administrators for an account, however, an OCP Administrator cannot add another OCP Administrator in OneAdmin. Have the colleague you wish to have access follow the instructions on page 5 or contact Customer Care at 877-487-8722.

I added a new End User, but they never received an email to register.

For the first account:

The OneCentral Portal takes up to 30 minutes from the time the new user profile was added to send the registration email. Check your OneAdmin dashboard to see if the profile is displaying as a "Pending OCP user" or an "Active OCP User".

If the dashboard displays "Pending" after 30 minutes and the user has not received an email link, contact Customer Care at 877-487-8722.

If the dashboard displays "Active", look at the user's profile to make sure the correct email address was entered. If the email address is correct, then ask the user to check their junk or spam email folder. If the registration email has still not arrived, re-set their password. This will send them a new registration link. If that fails, then contact Customer Care at 877-487-8722.

If the dashboard shows the profile is "Active", but an incorrect email address is in the user profile, then delete the profile, and create a new one with the correct email address.

TROUBLESHOOTING (CONT.)

Subsequent account:

Once a user has registered for a single account on OneCentral, they do not need to re-register for any subsequent accounts that their profile is attached to, if the same email address is used.

I typed in the wrong email address on a new user profile.

Email addresses cannot be edited in OneAdmin. Delete the user profile with incorrect email address and create a new user profile with the correct email address.

I need to give an End User access to multiple accounts but only give them permissions for OCP Billing for one of those accounts.

Permissions granted in End User profiles apply to all accounts that the User is attached to. If a User needs a unique set of permissions for an account that does NOT apply to other accounts they are attached to, then a separate User profile with a different email address needs to be created.

That new profile will allow for the End User to have account-specific permissions, however, they will need to use separate login credentials depending on which account they need to access in OneCentral.

I need to delete an End User immediately without waiting for the 30 minutes to update the system to lock the user out of their OneCentral account.

If an End User needs to be blocked from accessing OneCentral immediately, then prior to deleting their account, edit their active status in their user profile to "no", then delete their profile on every account necessary.

Note: If the End User is currently logged into the system while the OCP Administrator is editing their user profile, their OneCentral session will remain open until the browser refreshes.

When I click on "Add Users" on the OneAdmin dashboard, nothing happens.

Check to see if the top right-hand corner of the dashboard displays a current billing notification email address. If one is not displayed, then a billing notification email address must be submitted before any additional users may be added.

TROUBLESHOOTING (CONT.)

I submitted a payment but did not receive an email confirmation of the payment.

Check the billing notification email address displayed at the top right corner of the OneAdmin dashboard. If it is not correct, edit it for future notifications. For confirmation of the current payment, please contact TPx at 877-487-8722.

If it is correct and that email address did not receive a notification, check to see if the notification may have gone to a spam or junk email folder. If not, please report the problem to TPx at 877-487-8722.

There is more than one employee that needs to receive TPx billing notifications.

For customers who require billing notifications to be sent to multiple recipients, it is recommended that you set up an email address with a group distribution list.

USER QUESTIONS

My OCP Administrator added me to OneCentral, but I never received an email to register.

First account:

The OneCentral Portal takes up to 30 minutes from the time the new user profile is added to send the registration email.

If more than 30 minutes have passed, ask your OCP Administrator to check your profile to see if it is displayed on their OneAdmin dashboard. If it is, then you may ask the OCP Administrator to “reset your password” to send you a new registration link OR call Customer Care at 877-487-8722.

If your profile does not display on your OCP Administrator’s OneAdmin dashboard, then they may need to create a new user profile.

Subsequent account:

Once you have registered for a single account on OneCentral, then you do not need to re-register for any subsequent accounts your profile is attached to as long as the same email address is used.

I used “Forgot my Password” but the security question did not populate.

Place your cursor on the security question block and click. The security question should populate. If it does not, then ask your OCP Administrator to reset your password and a new registration link will be sent to your email to create a new password and set up your security question. If you continue to have issues with the security question, contact Customer Care at 877-487-8722.

TROUBLESHOOTING (CONT.)

I want access to OneCentral but do not know who my OCP Administrator is.

Contact Customer Care at 877-487-8722 for assistance.

I have OneCentral Access but was asked for login information when I tried to access Network Monitor.

The links to these portals are included in OneCentral for convenience; however, they utilize different login credentials.

If you would like access to one of these portals, please contact either your sales representative or Customer Care for assistance.

Depending on the portal, login credentials may be restricted to a single customer contact for the account (this restriction applies to Network Monitor, Web Hosting Login, and Email Domain Control Panel). Therefore, it is likely that another colleague of yours already has the allotted login credentials. If a change is needed, please contact Customer Care at 877-487-8722.

I am no longer receiving my full invoice in the mail.

You will receive a summary statement when you become an OCP customer. To obtain a copy of the full invoice, please log in to OCP and download it from “My Billing”.

I am being forced to log in again after a period of time.

The “View and Pay My Current Bill” site will time-out if you leave your session inactive for 10 minutes. To ensure your account information is secured, you are advised to log out from your current session if you are leaving your workspace for an extended period of time.

I cannot remove my credit card and/or checking account information from “E-pay”.

Check if you have a scheduled or automatic recurring payment set up against the account that you want to remove. You must cancel these payment options before removing the information.