

TPx Customer Portal

CUSTOMER GUIDE



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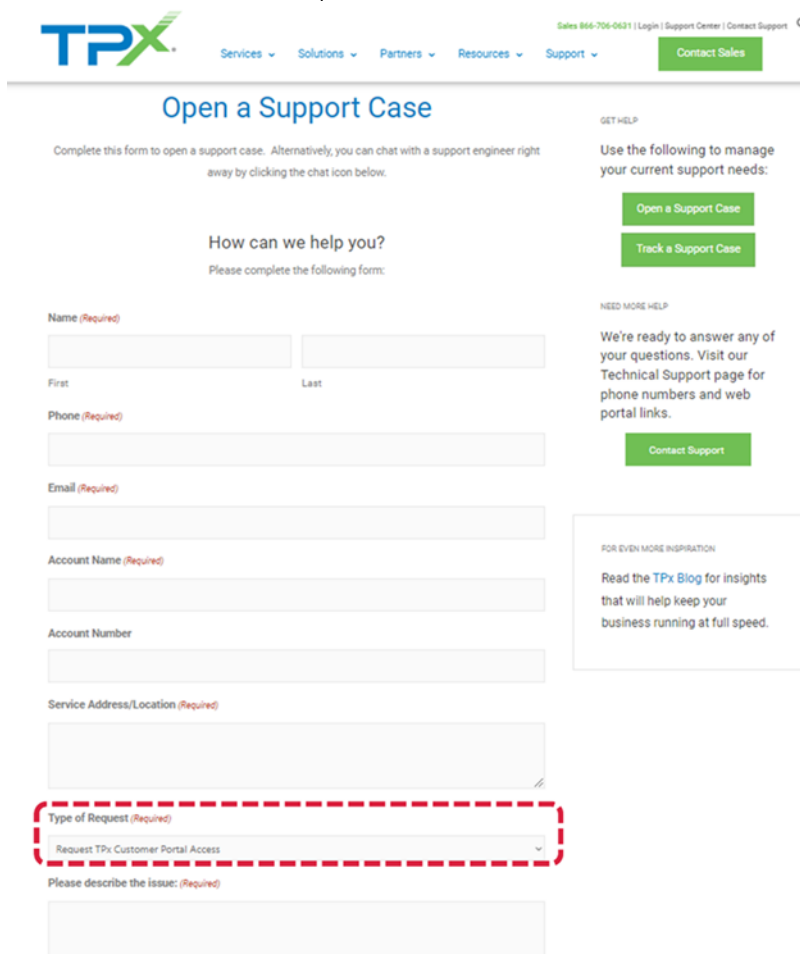
Version 5.0
May 6, 2025

INTRODUCTION

ACCESSING THE PORTAL

To request access to the TPx Customer Portal, visit <https://www.tpx.com/support/open-case/>

- Complete the necessary details such as your name, phone number, email, account name, account number, and service address.
- Choose "Request TPx Customer Portal Access" from the Type of Request dropdown.
- If you're making a request for other contacts associated with your account, simply include their information in the description field.



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

Open a Support Case

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

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

Name (Required)
First Last

Phone (Required)

Email (Required)

Account Name (Required)

Account Number

Service Address/Location (Required)

Type of Request (Required)
Request TPx Customer Portal Access

Please describe the issue: (Required)

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

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

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

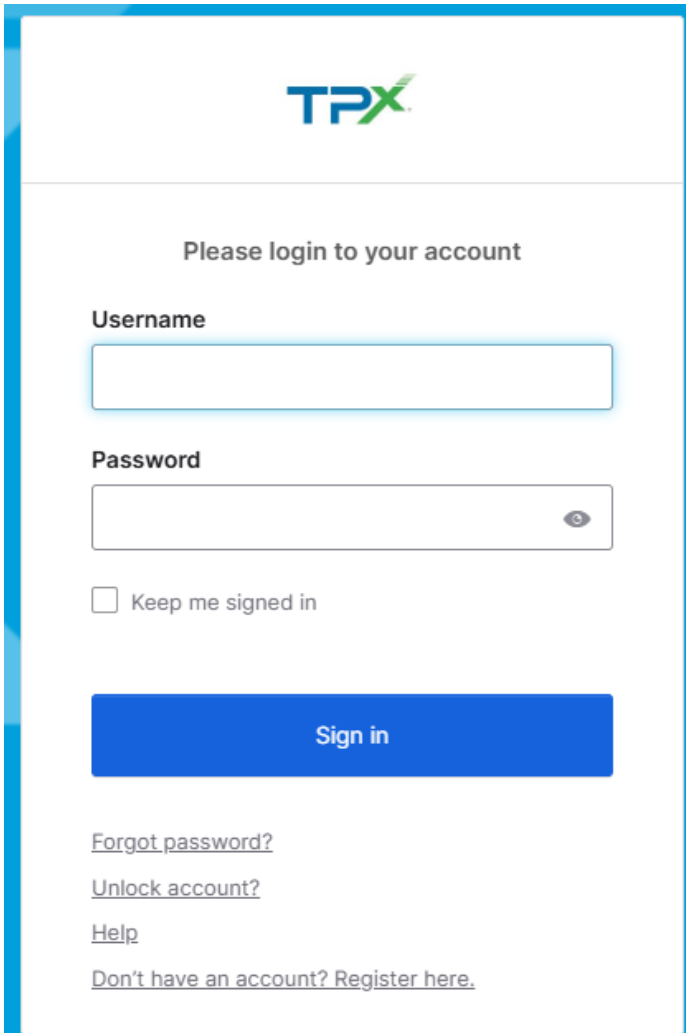
After the request is handled, you will receive an email containing an activation link to initiate your Portal account and establish your password.

GETTING STARTED

LOGGING IN

To access the Portal, simply enter the following URL in your web browser: <https://tpxcommunications.service-now.com/tpx> (Note: Be sure to bookmark this particular URL rather than the link provided in the activation letter.)

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



The screenshot shows the TPX login interface. At the top is the TPX logo. Below it is the instruction "Please login to your account". There are two input fields: "Username" and "Password". The "Password" field has a toggle icon (an eye) to the right. Below the password field is a checkbox labeled "Keep me signed in". A large blue "Sign in" button is centered below the checkbox. At the bottom, there are four links: "Forgot password?", "Unlock account?", "Help", and "Don't have an account? Register here."

If you have Multifactor Authentication enabled, you will be presented with a secondary screen to continue your login. Please see the [Multifactor Authentication](#) section.

OVERVIEW PAGE

After logging in, you'll arrive at the Portal's main landing page, known as the Overview page. Here, you'll find a range of options for getting the help you need, including Technical Support, Account & Billing Support, Adding New Services, or Changing Existing Services. The Overview Page also provides a quick snapshot of your ongoing support cases and recent updates. From the Overview Page, you can:

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

How can we help you?

- Technical Support**
Request assistance from our Technical Support team
- Account & Billing Support**
General questions about your account or any billing needs
- Add New Service**
Add additional services to your account
- Change Existing Service**
Make changes to your existing services

Updates

- CS00001817236 [redacted] posted
2025-04-08 07:52:48
Case Re-Assigned
- CS00001817236 [redacted] posted
2025-04-08 07:52:06
Case Assigned

Open Support Cases
Showing 6 cases

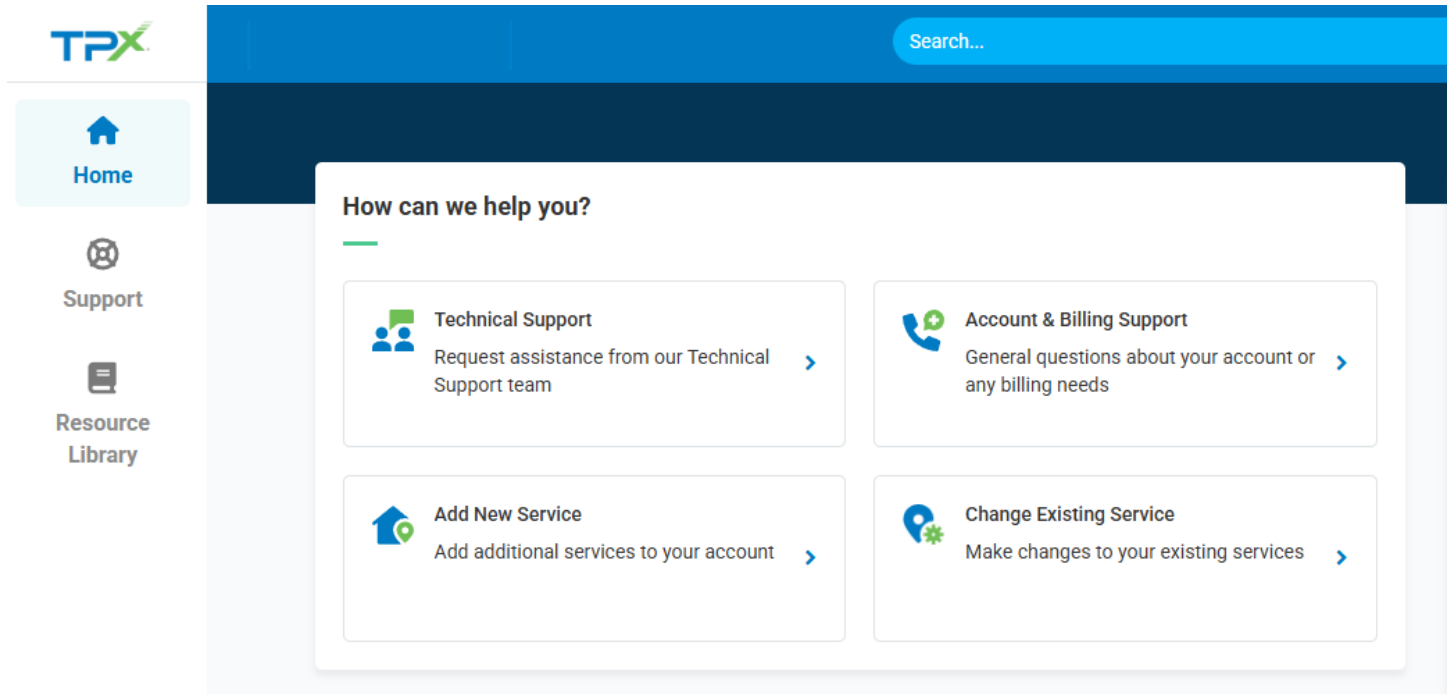
State	Number	Location	Case Type	Last updated
NEW	CS00001817266	Bacheckl, Crom & Co., LLP - 400 Oyster Point Blvd...	Technical Support	04-15-2025
Opened	Customer Tracking ID			
	04-15-2025	-		
NEW	CS00001817259	Bacheckl, Crom & Co., LLP	Technical Support	04-10-2025
Opened	Customer Tracking ID			
	04-10-2025	-		
NEW	CS00001817236	Bacheckl, Crom & Co., LLP - 400 Oyster Point Blvd...	Technical Support	04-08-2025
Opened	Customer Tracking ID			
	04-03-2025	-		

TPX Customer Portal Guide | TPX.com | Terms and Conditions | Privacy Policy | Systems Status | Send Feedback | Version: 20250502

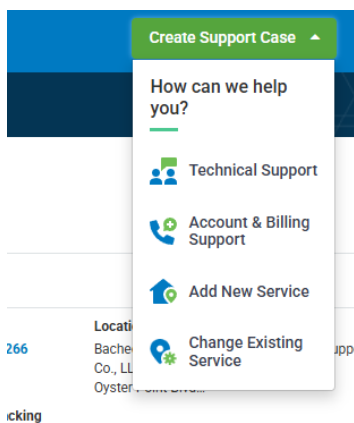
MANAGING SUPPORT CASES

OPENING A SUPPORT CASE

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

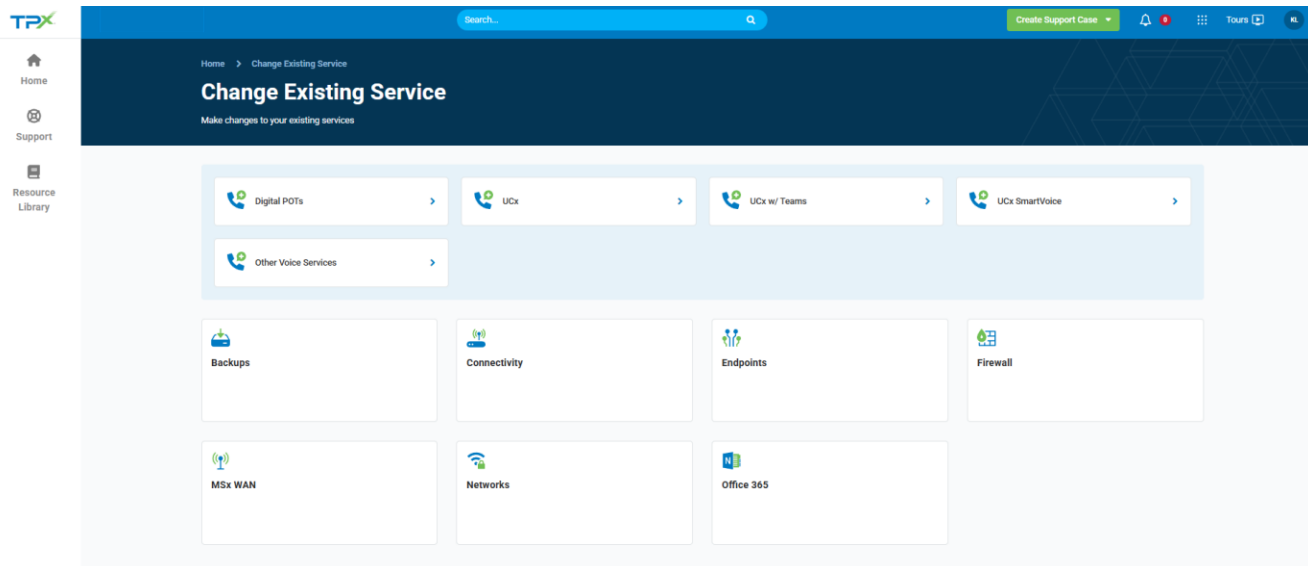


Alternatively, you can also create a support case by clicking "Create Support Case" in the top-right corner of the Portal window. This will present you with the same options available on the Overview page: Technical Support, Account & Billing Support, Add New Service, or Change Existing Service.



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

Example:



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

Example:

VIEWING A SUPPORT CASE

Click on the Support icon in the left navigation panel to view and/or export a list of all your support cases. This list can be filtered by multiple variables including status, category, and account. Click on any case to view its details.

The screenshot shows the TPX Support Cases overview page. The left navigation panel has the 'Support' icon highlighted with a red box. The main content area shows a list of support cases with columns for Location, Case Type, Last updated, Opened, Resolved, Opened By, and Customer Tracking ID. A 'Filter Cases' sidebar is visible on the right.

Location	Case Type	Last updated	Opened	Resolved	Opened By	Customer Tracking ID
Bachecki, Crom & Co. LLP -400 Oyster Point Blvd Ste 106	Technical Support	04-15-2025	04-15-2025	-	Bryan Tosi	CS00001817266
Bachecki Crom & Co. LLP	Technical Support	04-10-2025	04-10-2025	-	Kimberly Lam	CS00001817259
Bachecki, Crom & Co. LLP -400 Oyster Point Blvd Ste 106	Technical Support	04-08-2025	04-03-2025	-	Bryan Tosi	CS00001817236
Bachecki, Crom & Co. LLP	Phone Extension	04-05-2025	04-05-2025	-	Kimberly Lam	CS00001817240

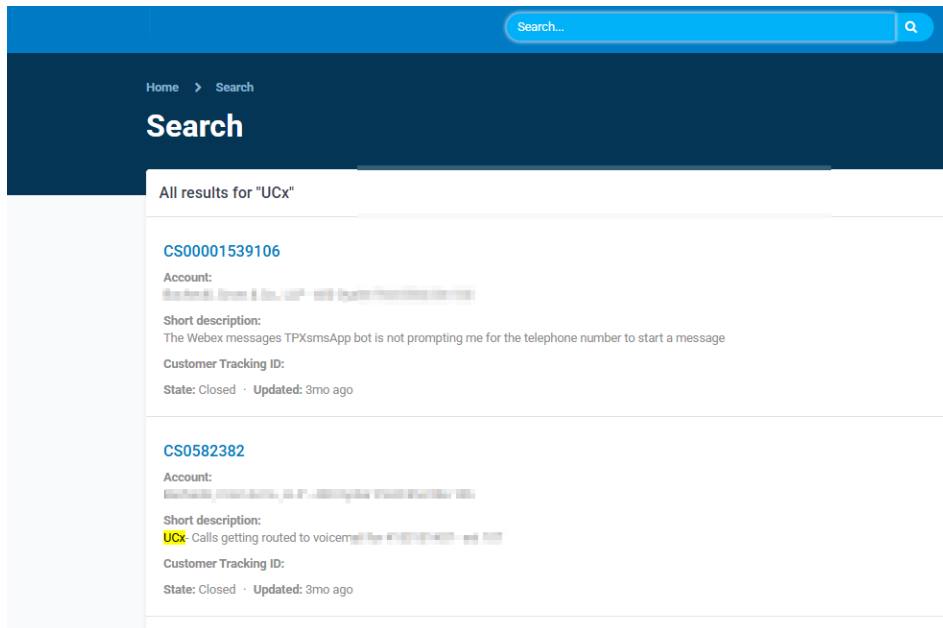
The Overview page also includes a snapshot of open cases that can be selected to view additional case details:

The screenshot shows the TPX Overview page. The 'Support' icon in the left navigation panel is highlighted with a red box. The 'Open Support Cases' section is also highlighted with a red box. The page shows service categories, updates, and a list of open support cases.

State	Number	Location	Case Type	Last updated
NEW	CS00001817266	Bachecki, Crom & Co. LLP - 400 Oyster Point Blvd...	Technical Support	04-15-2025
NEW	CS00001817259	Bachecki Crom & Co. LLP	Technical Support	04-10-2025
NEW	CS00001817236	Bachecki, Crom & Co. LLP - 400 Oyster Point Blvd...	Technical Support	04-08-2025

SEARCHING FOR A SUPPORT CASE

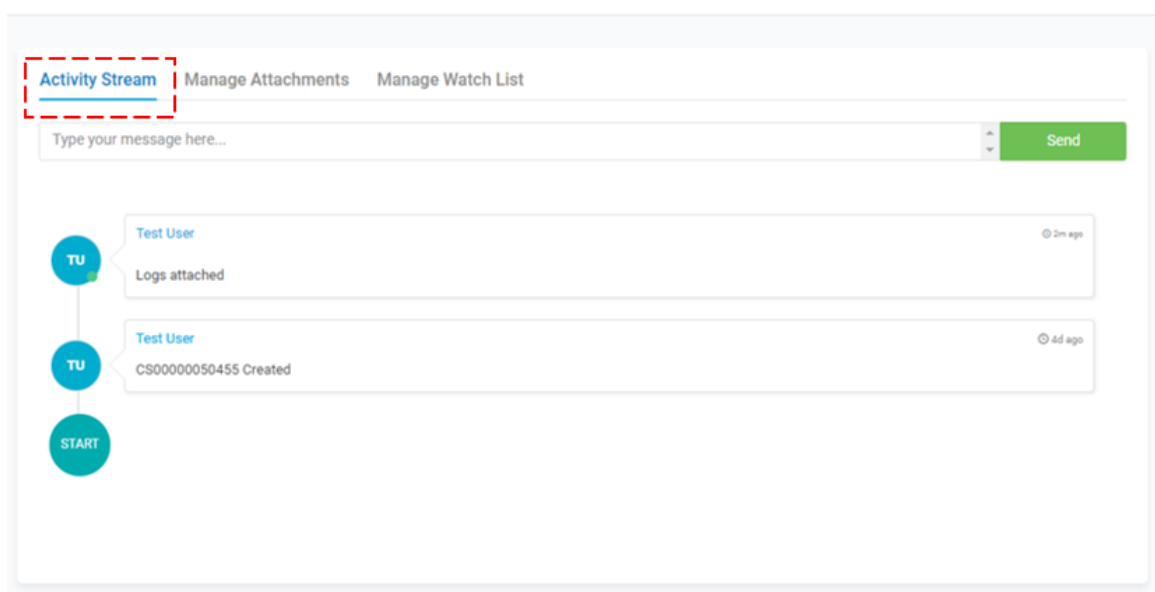
Search for a support case by entering the case number or case details in the global search bar.



UPDATING A SUPPORT CASE

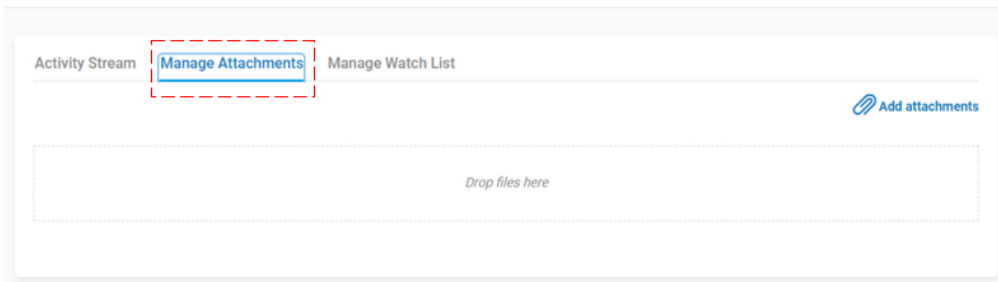
ACTIVITY STREAM:

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



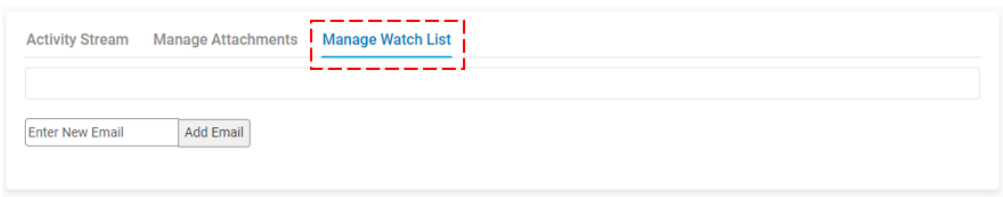
MANAGING ATTACHMENTS:

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



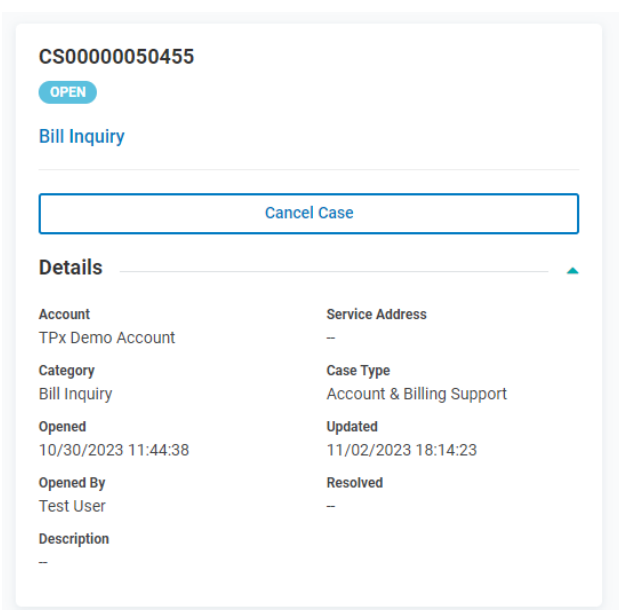
MANAGING THE WATCH LIST:

In the "Manage Watch List" tab, you can view, add, or remove additional contacts. This enables or disables notifications for that specific case, depending on your preferences.



CANCELING A CASE:

If you no longer require assistance for any reason, you can cancel your case by simply clicking the "Cancel Case" button.



ADDITIONAL RESOURCES

SYSTEMS STATUS

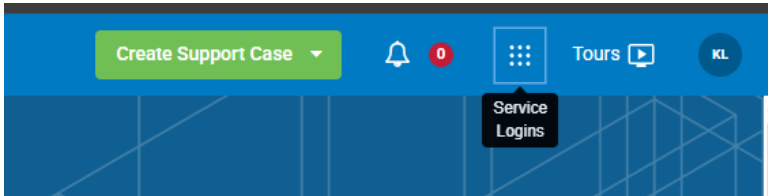
This page provides you with information on the status of our network performance. If you notice a degradation in network performance, it will be displayed here. If you suspect that your services are affected by an issue shown on this page, you can quickly open a support case with our technical support teams for assistance.

RESOURCE LIBRARY









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

SERVICE LOGINS

Quick Access to additional portal links and shortcuts tailored to specific products.



Service Logins ✕

- 
Online Bill Pay ↗
 Pay your TPx invoice online or set up reoccurring payment options.
- 
UCx Real-Time Applications ↗
 Manage Call Alert Notification, Call Center Reporting, and Workgroup Monitoring...
- 
UCx ↗
 Configure features for your UCx services including call control, voicemail, auto...
- 
UCx Call Reporting ↗
 You'll enjoy maximum visibility and control with a choice of over 400 sets of historic and...
- 
MSx Managed Endpoints ↗
 Customer-configured service administration and alerting notifications, leveraging MSx...
- 
Network Monitor ↗
 Network Monitor's web-based dashboard gives you an instantly understandable picture...
- 
MSx Managed WAN ↗
 View centralized installation, configuration and MSx Managed SD-WAN network monitoring...
- 
Virtual Fax Admin ↗
 Manage your Virtual Fax user accounts, view all fax history, and configure fax processing...

LIVE CHAT

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

Open Support Cases
Showing 3 cases

Bill Inquiry

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

Backups

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

MSx WAN

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

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Open Support Cases
Showing 3 cases

Bill Inquiry

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

Backups

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

MSx WAN

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

TPX Chat with us

Hi Test. Welcome to TPX

Would you like to connect to ?

Thank you for using TPx live agent chat.

6 minutes ago

Hi Test. Welcome to TPX

just now

Would you like to connect to ?

- Sales
- Support

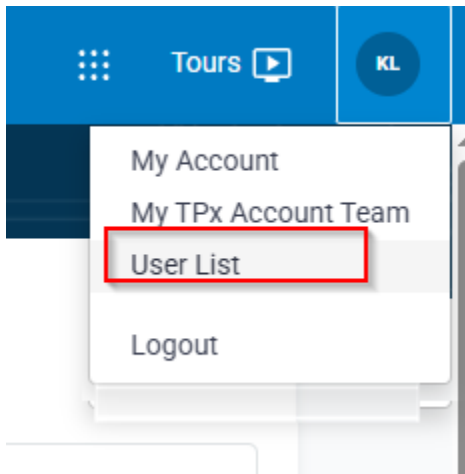
Please pick an option

Terms and Conditions | TPx SpeedTest | Send Feedback |

PORTAL PROFILE SETTINGS

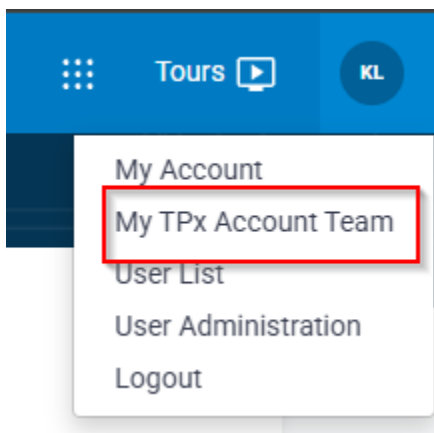
HOW TO ACCESS YOUR USER LIST

Click on your initials in the top right and select User List



HOW TO ACCESS YOUR TPX ACCOUNT TEAM

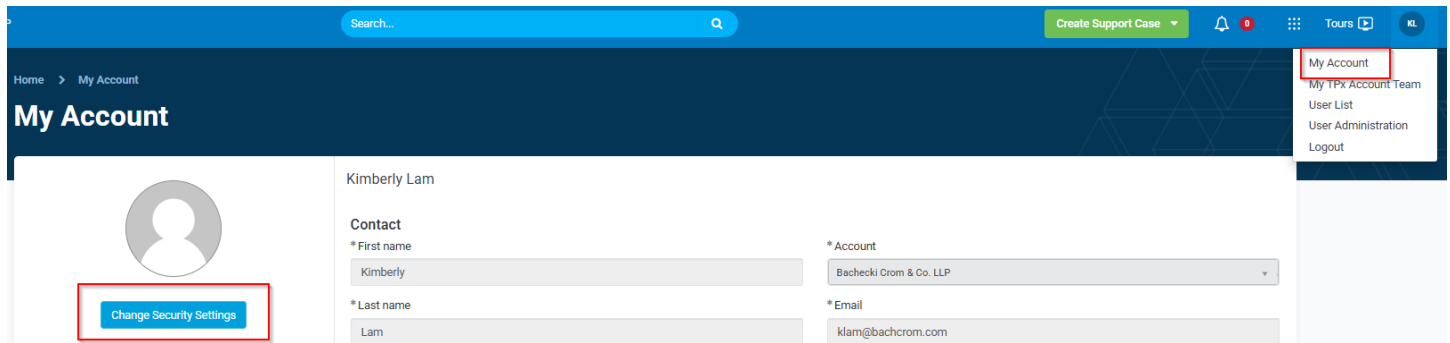
Click on your initials in the top right and select My TPx Account Team



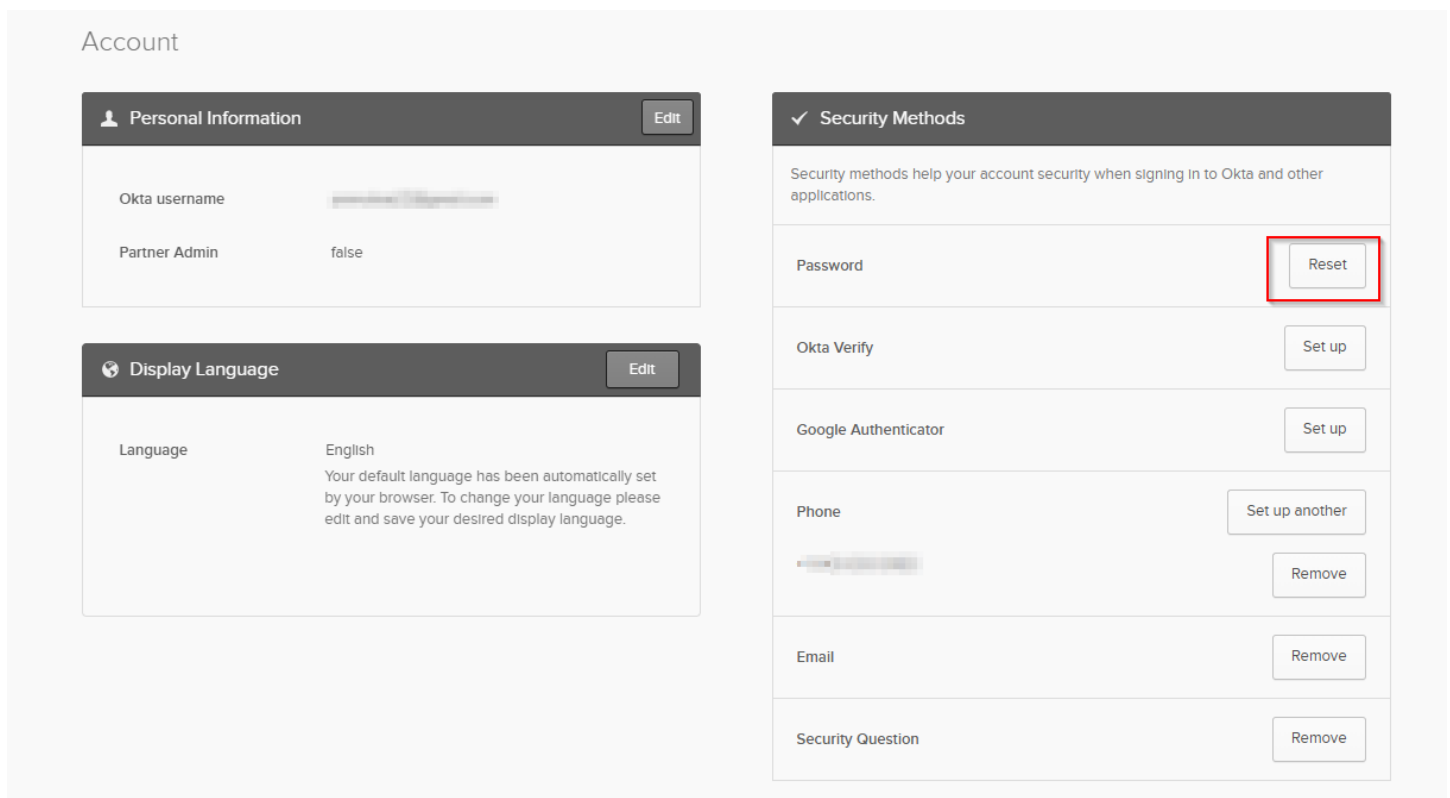
HOW TO CHANGE PASSWORD

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

Select the Change Security Settings button.



Select a Reset button next to the password option.



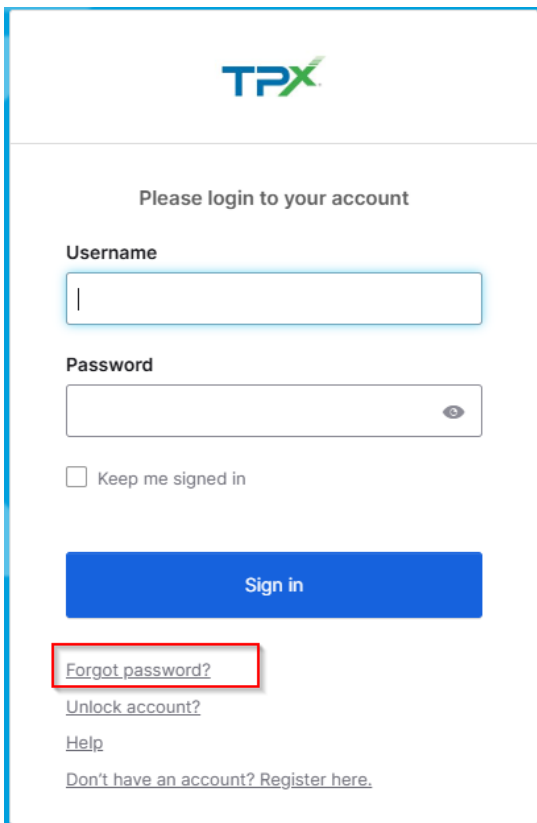
To change a password, enter the new password, confirm the new password, then select Reset Password button. A “Password changed successfully” message will appear.

The screenshot shows a web form for resetting a password. At the top is the TPX logo. Below it is a circular icon with a padlock and four asterisks. The main heading is "Reset your TPx Customer Portal password". There is a blurred input field for the current password. Below that, the "Password requirements:" are listed as a bulleted list: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "No parts of your username", and "Password can't be the same as your last 4 passwords". There are two input fields: "New password" and "Re-enter password", each with a toggle icon for visibility. A checkbox labeled "Sign me out of all other devices." is located below the second input field. At the bottom is a blue button labeled "Reset Password".

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

HOW TO RESET A FORGOTTEN PASSWORD

To reset a forgotten password, select the “Forgot Password?” link at the bottom of the login page.



The image shows a screenshot of the TPX login page. At the top is the TPX logo. Below it is the text "Please login to your account". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Keep me signed in". A blue "Sign in" button is positioned below the checkbox. At the bottom of the login form, there are four links: "Forgot password?", "Unlock account?", "Help", and "Don't have an account? Register here.". The "Forgot password?" link is highlighted with a red rectangular box.

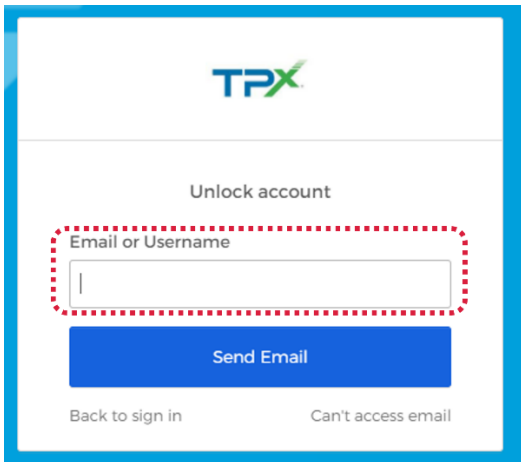
Enter your Email address or Username and select the Reset via Email button.

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

HOW TO UNLOCK ACCOUNT

After too many login attempts, a user will be locked out of the Portal. If a Password challenge question has been setup, you can unlock your account by selecting "Unlock account?" link.

Enter your Email address or username and select Send Email.



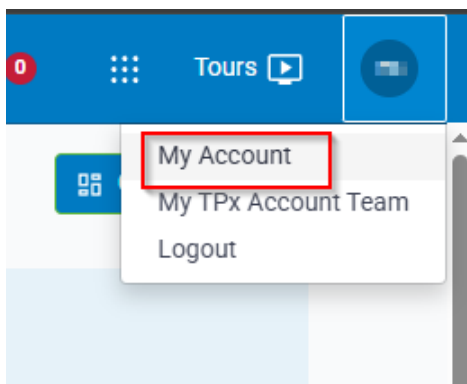
Open the email from TPx Communications (noreply@tpx.com) and follow the instructions to unlock your account. If the password is unknown, please complete the Forgot Password steps to reset the password.

Note: Additional functionality will be available in upcoming releases. Please use the Send Feedback form to let us know what features you would like to see in the TPx Customer Portal!

HOW TO SETUP MULTIFACTOR AUTHENTICATION (MFA)

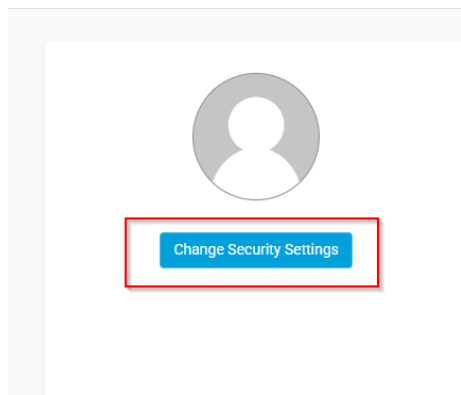
MFA SETUP OR RESET FOR CUSTOMER

Login and select your User in top right corner and select "My Account"

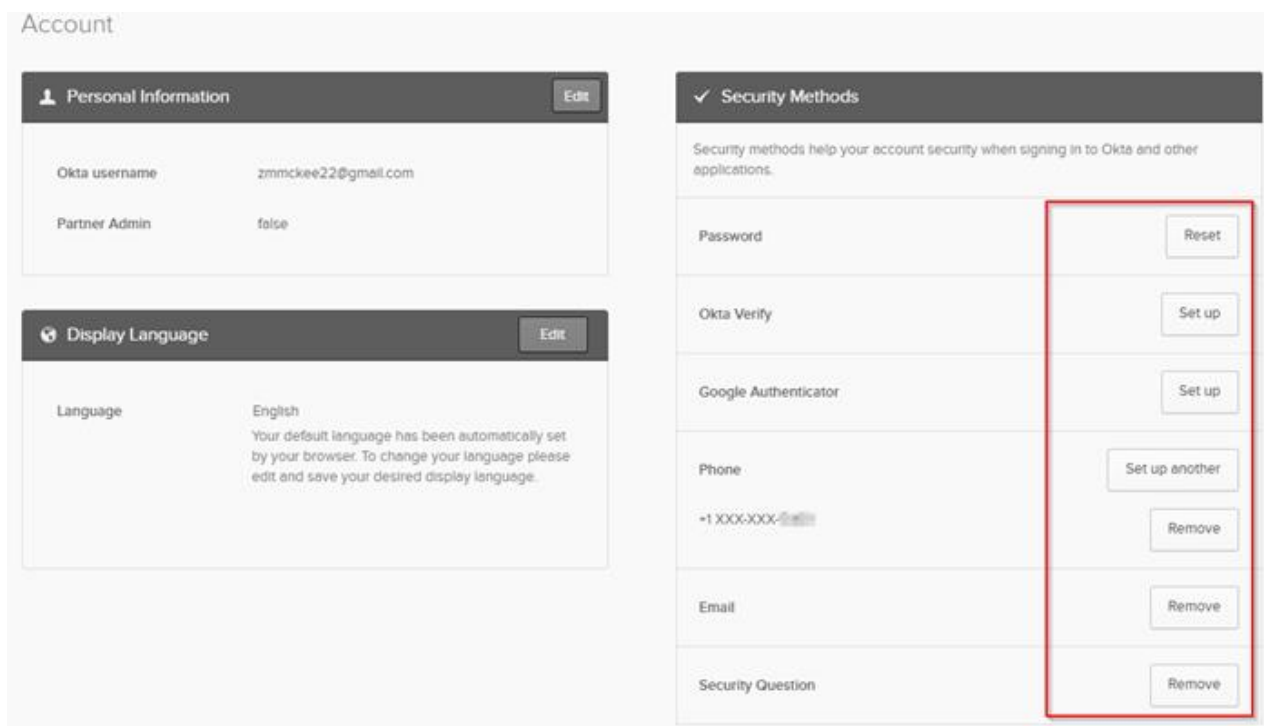


Select "Change Security Settings"

My Account



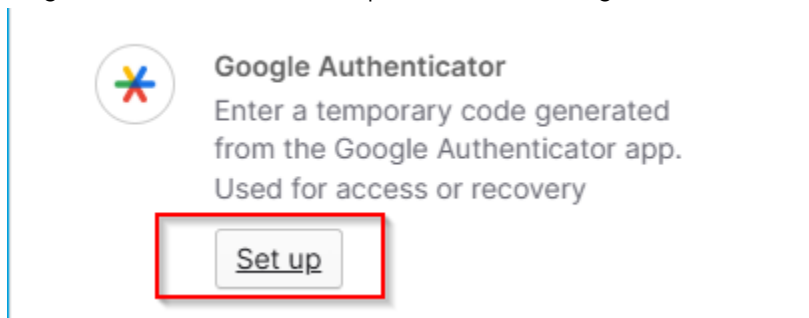
You can use this page to either Setup a new authentication method or remove an existing authentication method. If you remove the authentication method, then when you relog in you will have the ability to set up the authentication method and it will work like a reset.



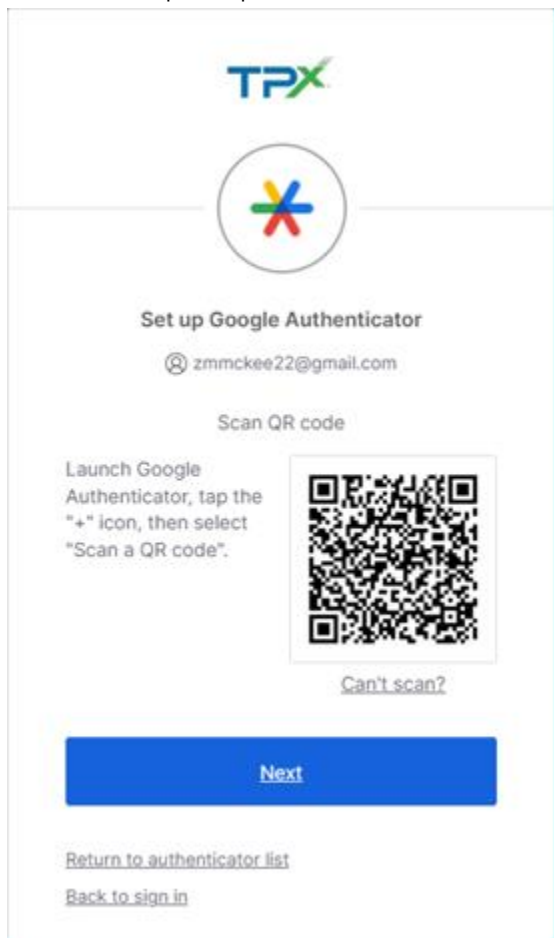
Follow the steps to remove the authentication method such as entering your password and the MFA method.

GOOGLE AUTHENTICATOR SETUP

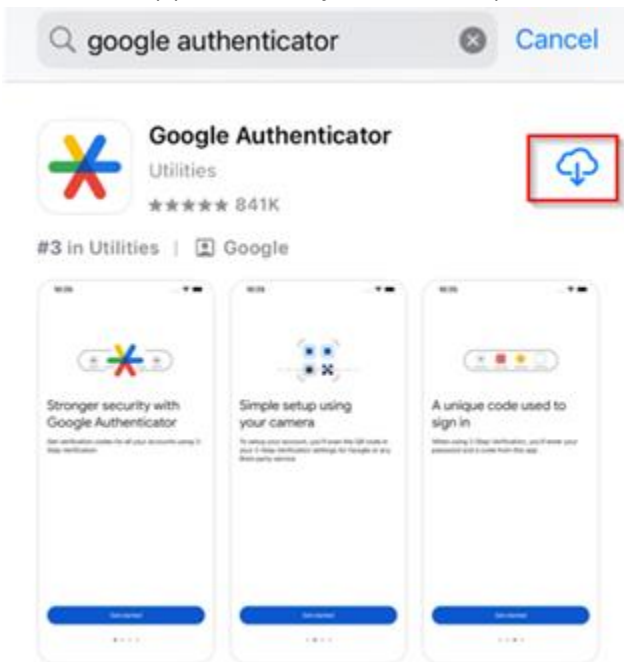
Login and select the Set up button for Google Authenticator



You will be prompted with the directions below to download the app and scan the QR Code.



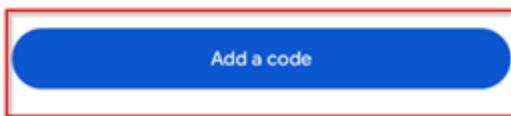
Go to the app store on your mobile phone and download Google Authenticator.



Open app and click "Add Code"



Looks like there aren't any Google Authenticator codes here yet.



[Change account](#)


Select "Scan a QR code" and scan the QR Code on your web browser


[← Back](#)




Add an authenticator code

To begin, either scan the QR code or manually enter the setup key.


 Scan a QR code

 Enter a setup key


Sign in and select Google Authenticator




Verify it's you with a security method

 [\[redacted\]@tpx.com](#)

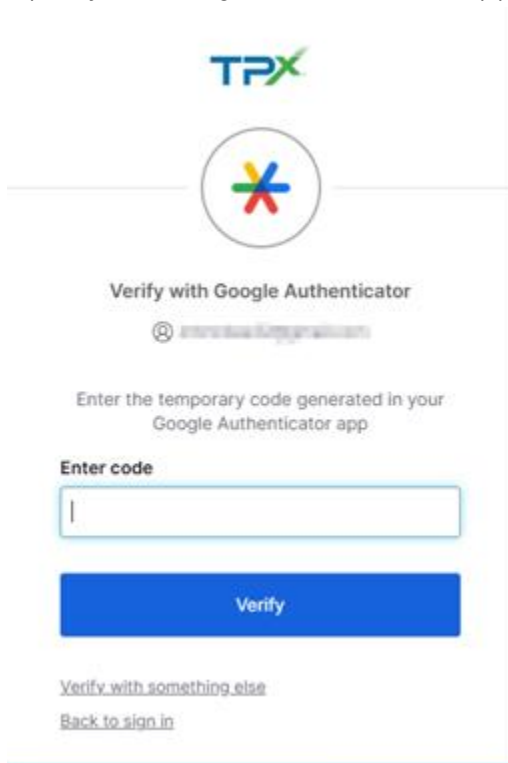
Select from the following options

 [\[redacted\]@tpx.com](#)

 Google Authenticator

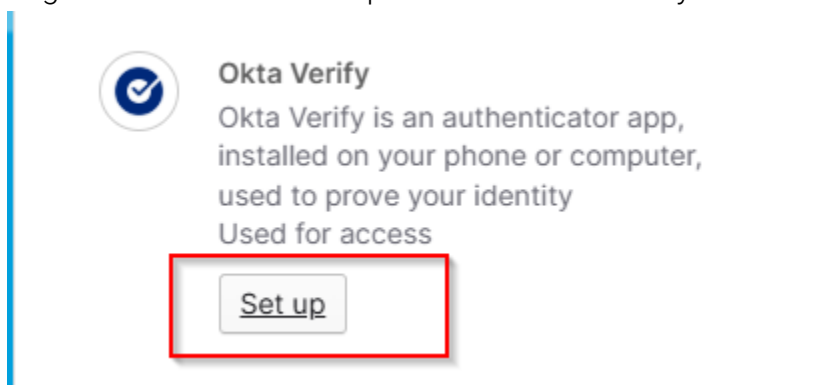
[Back to sign in](#)

Open your Google Authenticator app and enter the code



OKTA AUTHENTICATION SETUP

Login and select the Set up button for Okta Verify



You will be prompted with the directions below to download the app and scan the QR Code.

TPX

Set up Okta Verify
zmmckee22@gmail.com

1. On your other device, download the Okta Verify app from the App Store® (iPhone® and iPad®) or on Google Play (Android® devices).
2. Open the app and follow the instructions to add your account
3. When prompted, tap **Scan a QR code**, then scan the QR code below:

[Can't scan?](#)

[Return to authenticator list](#)

[Back to sign in](#)

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

Okta Cancel

Okta Verify
Business
★★★★★ 37K

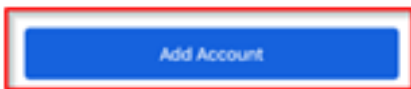
#14 in Business | Productivity | Okta, Inc.

Open app and click "Add Account"



No accounts added

Add an account to verify your identity when you access your organization's apps



Select Organization



Choose Account Type

Choose the type of account you would like to add



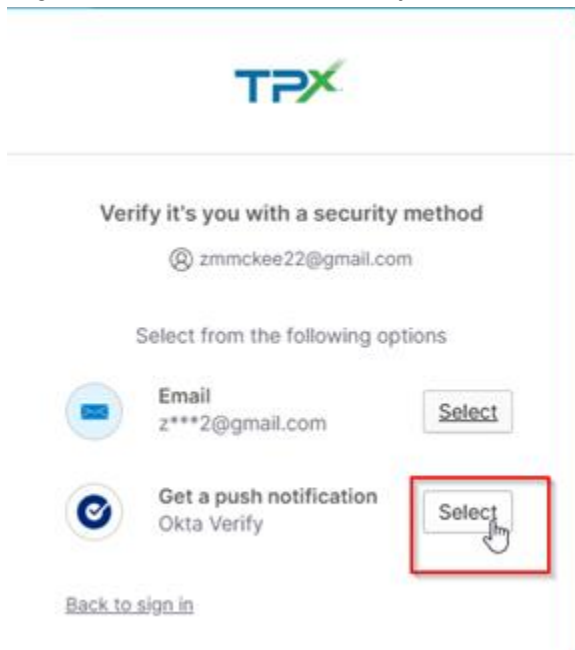
Select skip



Select "Yes, Ready to Scan" and scan the QR Code on your web browser



Sign in and select Okta Verify



You will receive a push notification on your mobile device to verify login.

