



# **LOGIX Fiber Networks** **Customer Portal**

**This guide will take you step-by-step through  
the newly enhanced LOGIX Customer Portal**

## Contents

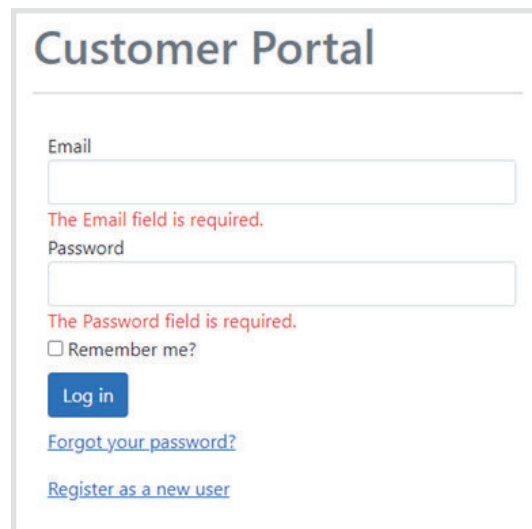
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**If you need assistance, please call us at [800-444-0258](tel:800-444-0258), and we'll be happy to help!**

## REGISTRATION

There are two ways to access the LOGIX Customer Portal: by visiting <https://portal.mylogix.com/> and from the [Pay My Bill](#) link on the LOGIX homepage. First-time users must register for a new profile to gain access:

1. Click the **Register as a new user** link under the Login button to open the registration page.



Customer Portal

Email

The Email field is required.

Password

The Password field is required.

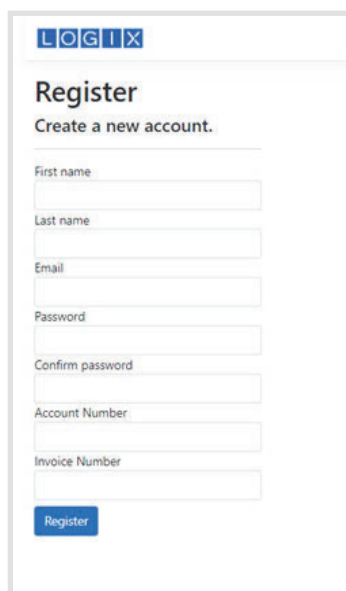
Remember me?

Log in

[Forgot your password?](#)

[Register as a new user](#)

2. Enter the requested information for all fields and click the **Register** button to continue.
  - Passwords must be at least 12 characters, contain one alphanumeric character, and include at least one digit
  - ("0" thru "9"). You will need your account number and an invoice number.



LOGIX

Register

Create a new account.

First name

Last name

Email

Password

Confirm password

Account Number

Invoice Number

Register

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

If the confirmation email is not in a spam or junk mail folder, please have your internal IT team whitelist [customerportal@logixcom.net](mailto:customerportal@logixcom.net) (or IP: [216.201.128.40](#)) in your spam filter.

Please do not attempt to log in until after completing the confirmation email registration step (logging in prior to confirmation can lock access to your portal account).

**From:** [customerportal@logixcom.net](mailto:customerportal@logixcom.net) <[customerportal@logixcom.net](mailto:customerportal@logixcom.net)>  
**Sent:** Tuesday, September 20, 2022 1:26 PM  
**To:** Your Name <[Your.Name@email.com](mailto:Your.Name@email.com)>  
**Subject:** Confirm your email

Please confirm your account by [clicking here](#).

**Note:** The confirmation link can only be used once. If you need assistance with the confirmation link, please contact Customer Care at 800-444-0258.

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

**Customer Portal**

Email

The Email field is required.

Password

The Password field is required.

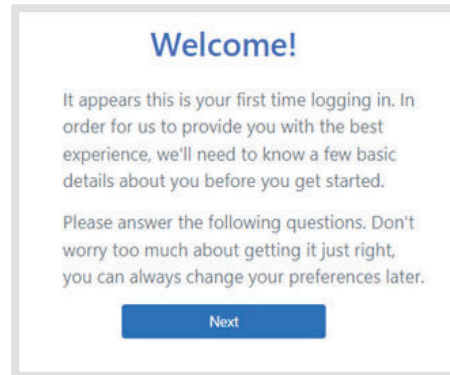
Remember me?

[Forgot your password?](#)

[Register as a new user](#)

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

Click **Next** to continue:



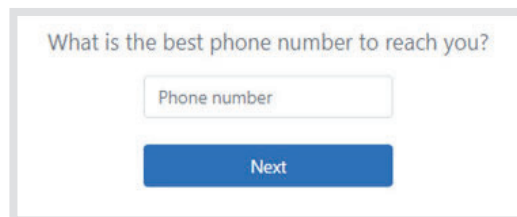
**Welcome!**

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

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

Next

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

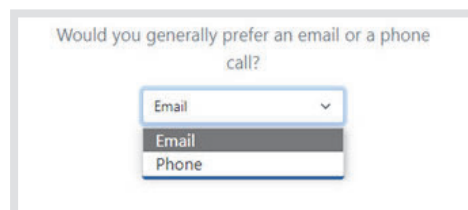


What is the best phone number to reach you?

Phone number

Next

7. Select your preferred contact method and click **Next**:



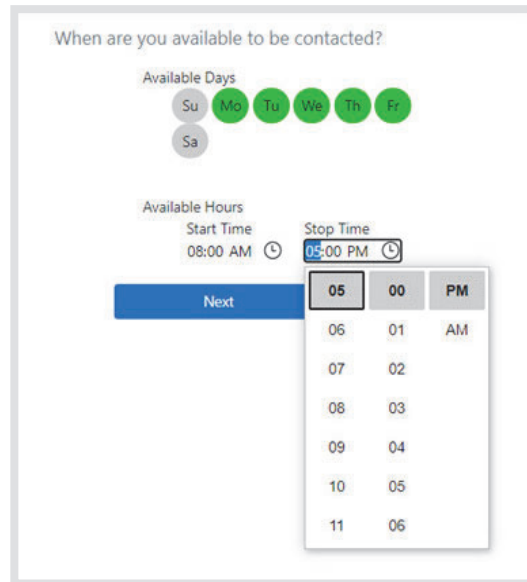
Would you generally prefer an email or a phone call?

Email

Email

Phone

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



When are you available to be contacted?

Available Days

Su Mo Tu We Th Fr Sa

Available Hours

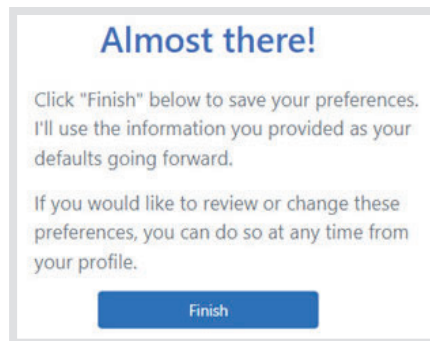
Start Time 08:00 AM

Stop Time 05:00 PM

Next

05	00	PM
06	01	AM
07	02	
08	03	
09	04	
10	05	
11	06	

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



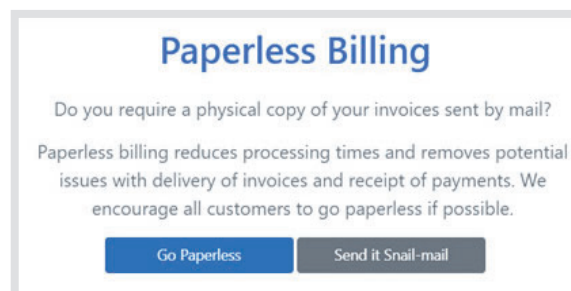
**Almost there!**

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

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

Finish

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



**Paperless Billing**

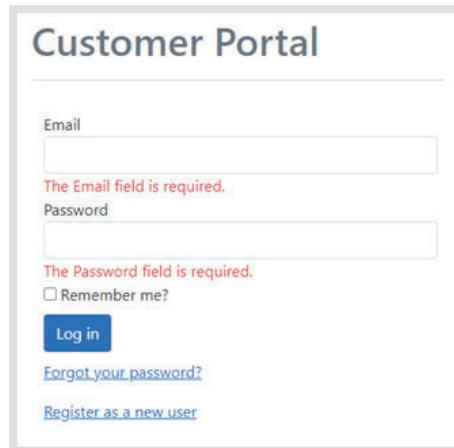
Do you require a physical copy of your invoices sent by mail?

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

Go Paperless Send it Snail-mail

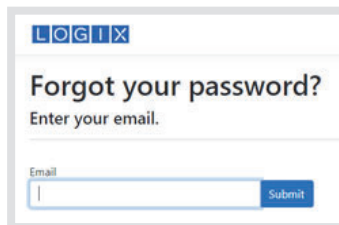
## RESETTING YOUR PASSWORD

1. From the login page click the **Forgot your Password** link to reset your password:



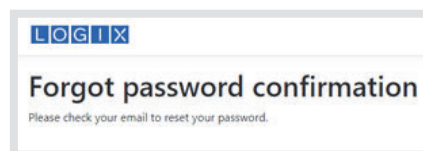
The screenshot shows the 'Customer Portal' login page. It features an 'Email' input field with a red error message 'The Email field is required.' below it. Below the email field is a 'Password' input field with a red error message 'The Password field is required.' below it. There is a 'Remember me?' checkbox, a blue 'Log in' button, and two links: 'Forgot your password?' and 'Register as a new user'.

2. Enter your email address and click **Submit**:



The screenshot shows the 'Forgot your password?' form. It has the LOGIX logo at the top, followed by the heading 'Forgot your password?' and the instruction 'Enter your email.' Below this is an 'Email' input field with a blue 'Submit' button to its right.

3. Check your email and click the provided **link**:



The screenshot shows the 'Forgot password confirmation' email. It has the LOGIX logo at the top, followed by the heading 'Forgot password confirmation' and the instruction 'Please check your email to reset your password.'

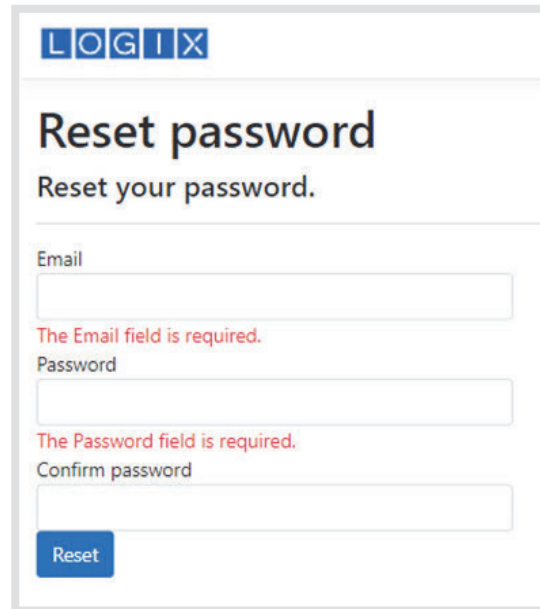
If you do not receive the email in your inbox within a few minutes, please check your spam or junk mail folder(s)

**From:** [customerportal@logixcom.net](mailto:customerportal@logixcom.net) <[customerportal@logixcom.net](mailto:customerportal@logixcom.net)>  
**Sent:** Tuesday, September 20, 2022 2:32 PM  
**To:** Your Name <[Your.Name@email.com](mailto:Your.Name@email.com)>  
**Subject:** Reset Password

Please reset your password by [clicking here](#).

4. You will be redirected to the **Reset password** page to create a new password:

- Passwords must be at least 7 characters, contain one alphanumeric character, and include at least one digit ("0" thru "9").



LOGIX

## Reset password

Reset your password.

Email

The Email field is required.

Password

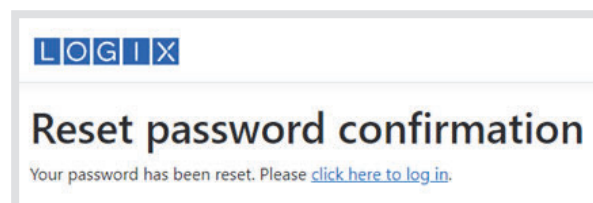
The Password field is required.

Confirm password

Reset

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

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



LOGIX

## Reset password confirmation

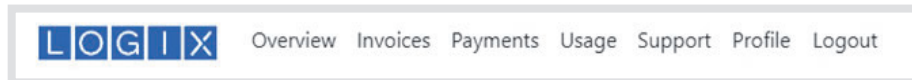
Your password has been reset. Please [click here to log in.](#)

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



## NAVIGATION:

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



Each page is described below:

### 1 OVERVIEW:

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

The screenshot displays the LOGIX Overview page with the following content:

- Navigation Header:** LOGIX Overview Invoices Payments Usage Support Profile Logout
- Current Balance:** \$10,594.29 with a [View Bill](#) button.
- Payment Due:** 04/04/2022 with a [Make a Payment](#) button.
- Personal information:**
  - Account Number:** [Dropdown menu]
  - Account Name:** LOGIXLP COMMUNICATIONS HOUSTON -
  - Account Status:** Active
  - Account Group:** Internal Services
  - Current Cycle:** 04/14/2022 - 05/14/2022
  - Billing Address:** 2950 NORTH LOOP W STE 800 HOUSTON, TX 77092
- Contact information:**
  - Customer Care:** (800) 444-0258
    - Service Operations Center: 7 a.m.-7 p.m. Monday-Saturday (CST)
    - Network Operations Center: 24/7 year-round
  - Sales:** (281) 688-6283
  - Resources:**
    - [Customer Resources](#)
    - [Speed Test](#)
    - [Autopay Enrollment](#)
    - [Privacy Policy](#)

## 2 INVOICES:

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

### Invoices

	Invoice	Date	Account #	Due Date	New Charges	Balance	PDF
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <b>Account</b>  <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">All ▾</div> <div style="background-color: #28a745; color: white; text-align: center; padding: 5px; margin-top: 5px;">Make a Payment</div> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <b>Export</b>  <div style="background-color: #17a2b8; color: white; text-align: center; padding: 5px; margin-bottom: 5px; width: 100%;">XLS</div> <div style="background-color: #17a2b8; color: white; text-align: center; padding: 5px; width: 100%;">CSV</div> </div>	444444	10/14/2022	44444444	11/04/2022	\$967.50	\$0.00	<a href="#">PDF</a>
	444444	09/14/2022	44444444	10/05/2022	\$973.56	\$0.00	<a href="#">PDF</a>
	444444	08/14/2022	44444444	09/04/2022	\$969.97	\$0.00	<a href="#">PDF</a>
	444444	07/14/2022	44444444	08/04/2022	\$856.13	\$0.00	<a href="#">PDF</a>
	444444	06/14/2022	44444444	07/05/2022	\$833.89	\$0.00	<a href="#">PDF</a>
	444444	05/14/2022	44444444	06/04/2022	\$835.60	\$1665.85	<a href="#">PDF</a>
	444444	03/14/2022	44444444	04/04/2022	\$833.75	\$0.00	<a href="#">PDF</a>

### 3 PAYMENTS:

From the Payments page you can pay your bill online using the **Make a Payment button**. You can also view summary payment history by account and/or download files in XLS or CSV format:

The screenshot shows the 'Payments' section of the customer portal. On the left, there is an 'Account' dropdown menu set to 'All' and a green 'Make a Payment' button. Below that is an 'Export' section with 'XLS' and 'CSV' buttons. The main area contains a table of payments:

Date	Account #	Description	Status	Amount
01/23/2023	44444444	Payment	Pending	\$1.00
01/23/2023	44444444	Payment	Pending	\$1.00
11/01/2022	44444444	Payment	Posted	\$-780.46
10/11/2022	44444444	Payment	Posted	\$-786.30

Below the payments table is the 'Other Charges & Credits' section, which includes a table with the following entry:

Date	Account #	Description	Status	Amount
10/19/2022	44444444	Paper Invoice Charge	Invoiced	\$19.99

- Click the **Make a Payment** button to open the payment dialogue:
  - Select the desired account, enter the dollar amount, and click **Next**.

The screenshot shows the 'Payment Information' dialog box. It has a title bar with a close button (X). The form contains the following elements:

- Account:** A dropdown menu with a red arrow pointing to the downward arrow.
- Amount\*:** A text input field containing '\$0.00'.
- Payment Methods:** Logos for VISA, Mastercard, and American Express.
- Next:** A large, light gray button at the bottom.

- Payments can be made from a bank account or credit card (we accept Visa and Mastercard). After entering credit card or bank account details, you will have the option to save them to use for future payments.
- Select the payment method type, enter the requested information, and click **Pay** to continue:

### Order Summary

---

Total \$ 10,594.29

Credit Card  Bank Account (USA Only)

### Billing Address

USA

- When a payment method is saved for future use, it will show as an option on the payment form:

**Payment Methods**

ending in 1111  
Exp 12/22 Card Code XXX

**— Or New Payment Method**

Credit Card  Bank Account (USA Only)

Card Number \*

Exp. Date \* Card Code \*

**Billing Address**

First Name Last Name  
Billing Country USA Zip  
Street Address City  
State Phone Number  
Email \*

Save this Credit Card information for the future.

Pay Cancel

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

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

**Transaction Receipt**

AR Auto-Receipt <noreply@mail.authorize.net>  
To: [Your.Name@email.com](mailto:Your.Name@email.com)

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

**Order Information**  
Description: Goods or Services

**Billing Information** **Shipping Information**  
Your Name  
123 Street  
City, ST, Zip  
[Your.Name@email.com](mailto:Your.Name@email.com)  
555-555-555

**Total: \$1.00 (USD)**

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

- New Payments are immediately reflected on the **Payments page** (you may need to refresh the page).
- When a payment has completed via the selected payment method (cleared the credit card or bank account used), it will also appear on the account **Overview** page. Payment posting varies based on the paying institution.

## 4 USAGE:

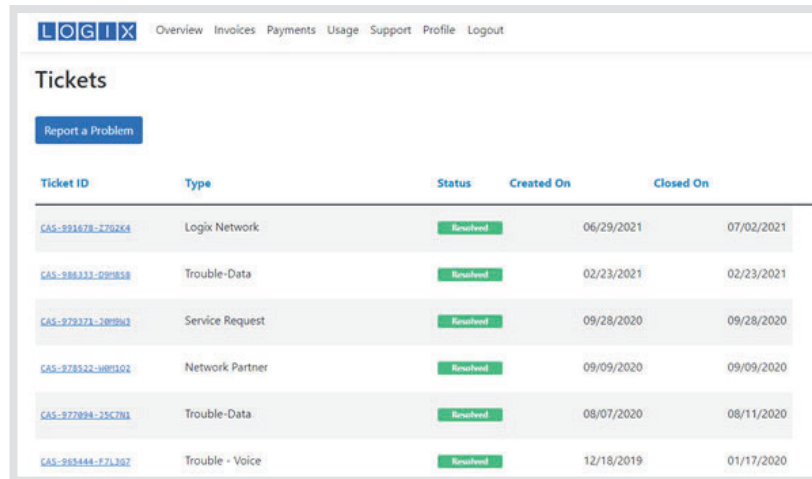
From the Usage page you can view summary usage history by account, and/or download files in XLS or CSV format:

The screenshot displays the 'Call Detail Records' page in the LOGIX customer portal. At the top, there is a navigation bar with links for Overview, Invoices, Payments, Usage, Support, Profile, and Logout. Below the navigation bar, the page title 'Call Detail Records' is followed by an 'Export Data' section. This section contains three dropdown menus: 'Account' (set to 'All'), 'Service Reference' (set to 'All'), and 'Billing Period' (set to 'current'). To the right of these dropdowns are two buttons labeled 'XLS' and 'CSV'. Below the export options is a table with the following columns: Date, Time, Reference, Duration, Class, From #, From Place, To #, To Place, and Usage Call Class. The table contains seven rows of data, all representing 'Conference Call' records with a duration of 00:28:00 and a class of 'CONF'. The dates range from 12/10/2019 to 12/23/2019.

Date	Time	Reference	Duration	Class	From #	From Place	To #	To Place	Usage Call Class
12/23/2019	9:27:50 AM	5555555555	00:28:00	CONF				5555555555	Conference Call
12/16/2019	9:30:27 AM	5555555555	00:28:00	CONF				5555555555	Conference Call
12/13/2019	12:02:31 PM	5555555555	00:28:00	CONF				5555555555	Conference Call
12/13/2019	7:30:55 AM	5555555555	00:28:00	CONF				5555555555	Conference Call
12/11/2019	7:25:34 AM	5555555555	00:28:00	CONF				5555555555	Conference Call
12/10/2019	11:02:26 AM	5555555555	00:28:00	CONF				5555555555	Conference Call
12/10/2019	7:22:51 AM	5555555555	00:28:00	CONF				5555555555	Conference Call

## 5 SUPPORT:

Here you can create a new support ticket, view/update existing tickets, and view ticket history. Tickets are displayed in date-order (newest to oldest). Click the **Ticket ID** link to open the detailed view:

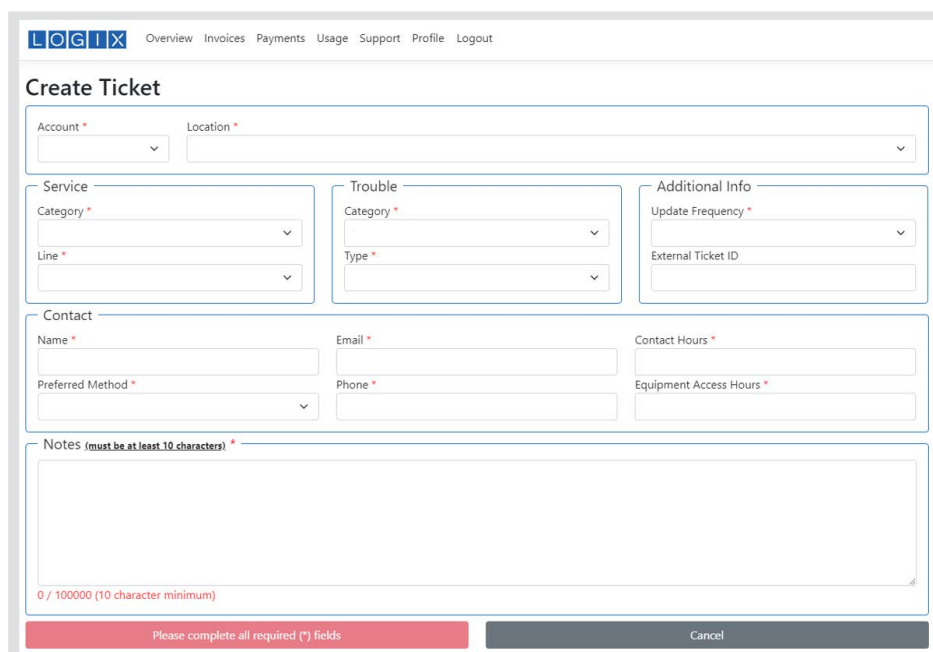


Ticket ID	Type	Status	Created On	Closed On
<a href="#">CAS-391678-270264</a>	Logix Network	Resolved	06/29/2021	07/02/2021
<a href="#">CAS-586333-029858</a>	Trouble-Data	Resolved	02/23/2021	02/23/2021
<a href="#">CAS-379373-209963</a>	Service Request	Resolved	09/28/2020	09/28/2020
<a href="#">CAS-378522-308302</a>	Network Partner	Resolved	09/09/2020	09/09/2020
<a href="#">CAS-377894-252703</a>	Trouble-Data	Resolved	08/07/2020	08/11/2020
<a href="#">CAS-565444-371397</a>	Trouble - Voice	Resolved	12/18/2019	01/17/2020

### CREATING A NEW SUPPORT TICKET:

- Click on **Report A Problem** to create a new ticket:
  - Complete the required fields - red asterisks (\*) indicate required fields
  - Add any relevant notes (10 character minimum)

*Important: Accurate selections for Service and Trouble categories will ensure your ticket is routed correctly and aid in troubleshooting analysis.*



**LOGIX** Overview Invoices Payments Usage Support Profile Logout

### Create Ticket

Account \* Location \*

Service Category \* Line \*

Trouble Category \* Type \*

Additional Info Update Frequency \* External Ticket ID

Contact Name \* Email \* Preferred Method \* Phone \* Contact Hours \* Equipment Access Hours \*

Notes (must be at least 10 characters) \*

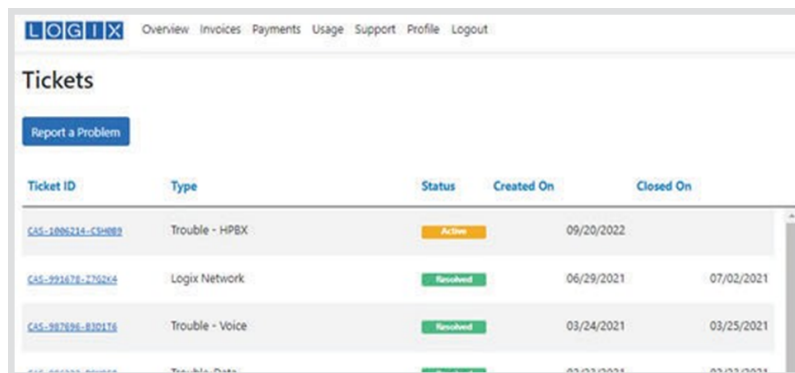
0 / 100000 (10 character minimum)

Please complete all required (\*) fields Cancel

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

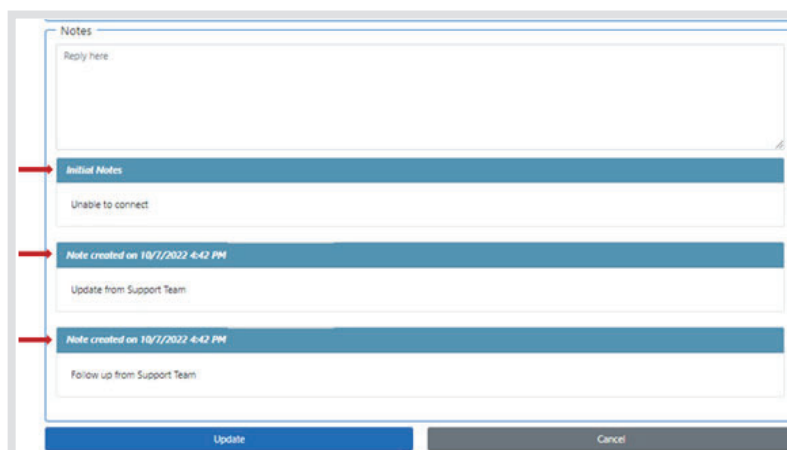


- After submitting your new trouble ticket will appear in the tickets view with the status of Active: click the Ticket ID to open it (you can also open previously resolved tickets):



Ticket ID	Type	Status	Created On	Closed On
<a href="#">CAS-1006214-C94889</a>	Trouble - HPBX	Active	09/20/2022	
<a href="#">CAS-991678-750264</a>	Logix Network	Resolved	06/29/2021	07/02/2021
<a href="#">CAS-987896-830476</a>	Trouble - Voice	Resolved	03/24/2021	03/25/2021

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

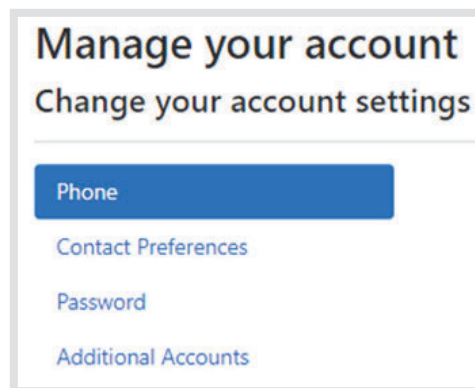




## 6 PROFILE:

### Use the Profile page to edit your account preferences

- **Phone:** Change your contact phone number.
- **Contact Preferences:** Specify your preferred contact method and days/times you are available.
- **Password:** Change your password here.
- **Additional Accounts:** View, add or remove additional accounts, select the option for paperless billing and specify the invoice recipient



- You can select paperless billing from the Additional Accounts page and enter the desired email address in the Recipient field (Please see the note below for important information on paperless invoice changes):

### Manage your account

#### Change your account settings

Phone

Contact Preferences

Password

**Additional Accounts**

#### Linked Accounts

Account Number	Account Name	Paperless	Recipient	Unlink
		<input checked="" type="checkbox"/>	<input type="text" value=""/>	<input type="button" value="x"/>
Account Number	Invoice Number			<b>Add</b>
<input type="text" value=""/>	<input type="text" value=""/>			<input checked="" type="checkbox"/>

#### **IMPORTANT** – PAPERLESS INVOICE AND RECIPIENT SELECTIONS

1. Only one invoice is generated per account.
2. Paperless invoices will **only** go to the address specified in the **Recipient** field above.
3. **When the Paperless option is selected, and a Recipient email address is entered, it will overwrite existing invoice delivery methods for the account.**

**THESE OPTIONS WILL CHANGE HOW AND WHERE YOU RECEIVE INVOICES.**