LOGIX Fiber Networks
Customer Portal

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

Contents

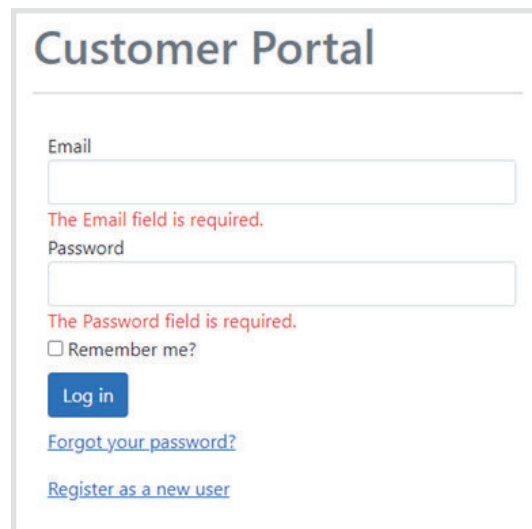**If you need assistance, please call us at 800-444-0258, and we'll be happy to help!**

REGISTRATION

There are two ways to access the LOGIX Customer Portal: by vising 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.

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.*

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

Please confirm your account by clicking here.

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

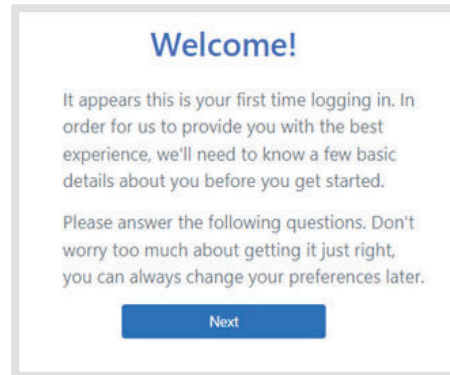The Email field is required.
Password

The Password field is required.
☐ Remember me?
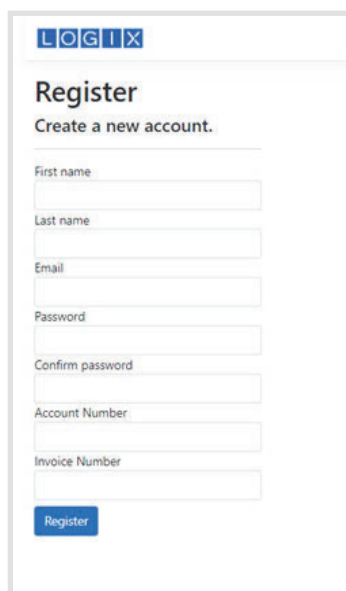
Log in

Forgot your password?

Register as a new user

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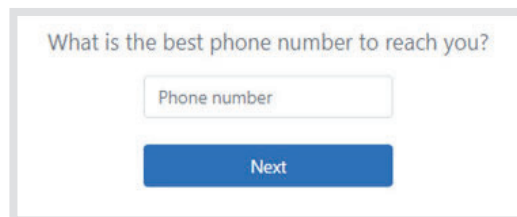
   Click **Next** to continue:

6. Enter the desired phone number for contact and click **Next:**
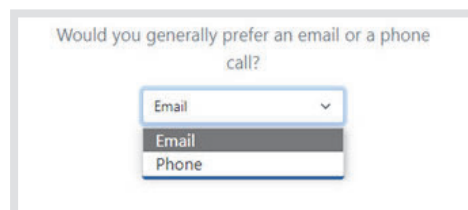
7. Select your preferred contact method and click **Next:**
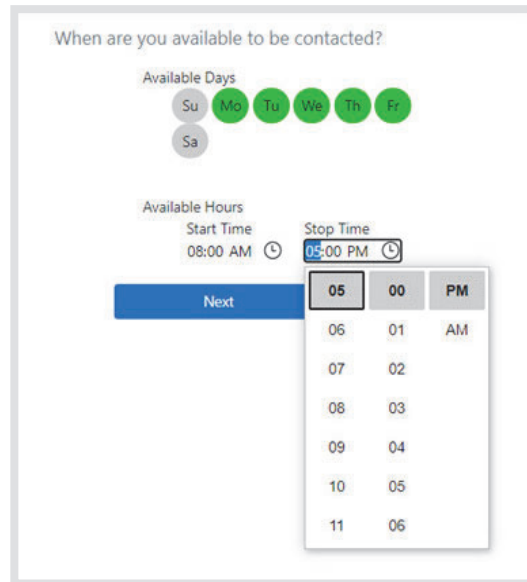
8. Select your preferred contact availability (days/hours) and click **Next:**
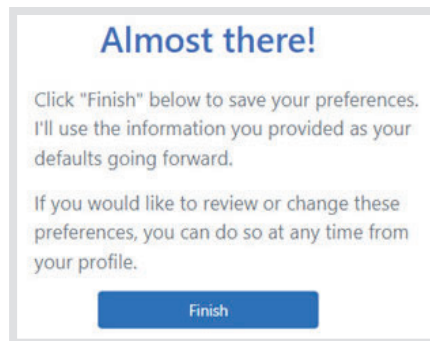
9. You can edit these preferences any time as needed from the Profile menu. Click **Finish** to continue to the account Overview page:
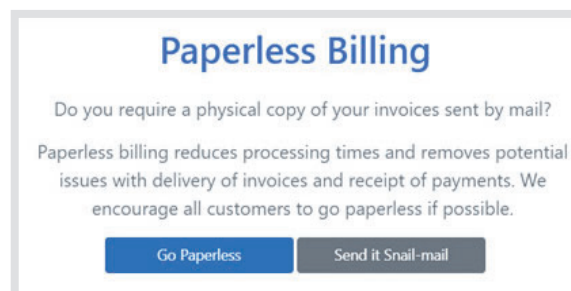

10. We offer and encourage Paperless Billing for our customers. Select your preferred delivery method to continue:
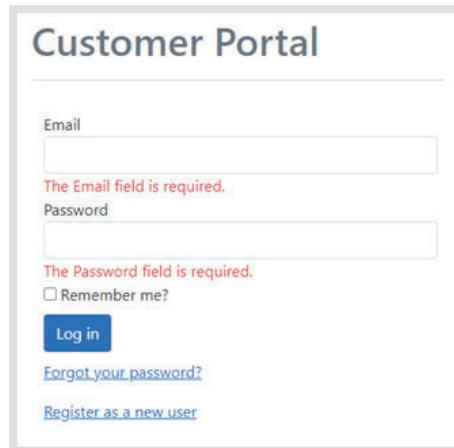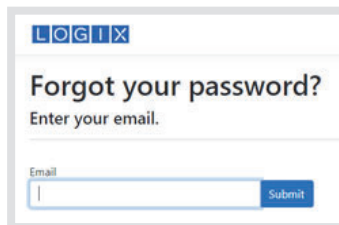
RESETTING YOUR PASSWORD

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

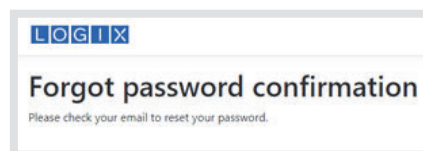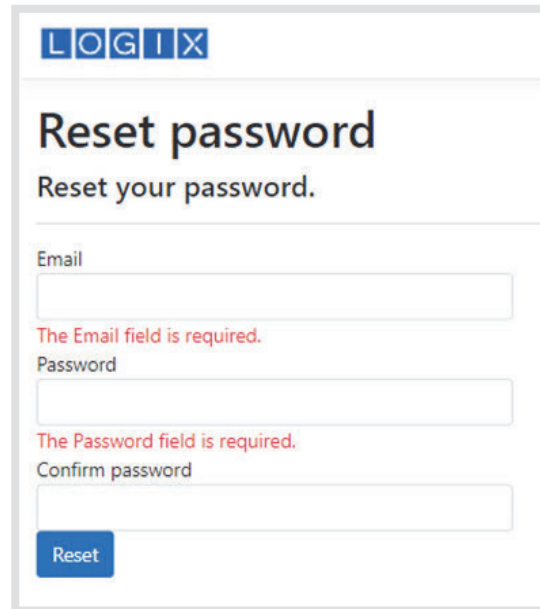2. Enter your email address and click **Submit:**

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

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

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").*

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

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

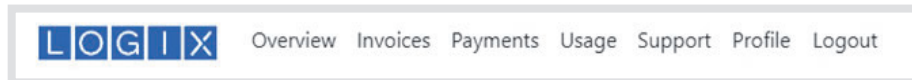*Note: The confirmation link can only be used once. Repeat the steps above to generate a new link.*

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):

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:

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:

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

● 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:

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

● After submitting your payment, you will receive a Payment Confirmation Email with a summary of the payment from 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)

● 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.
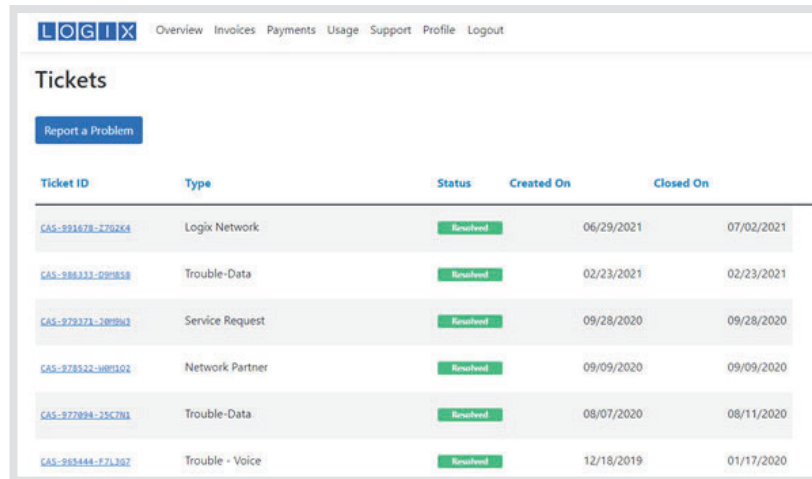
4 **USAGE:**

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

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:
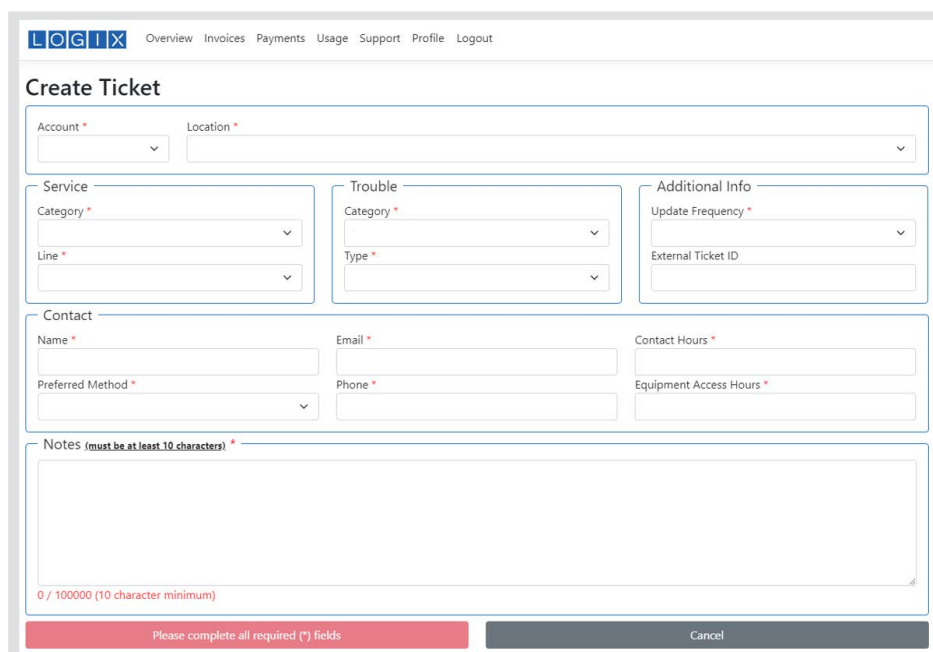
CREATING A NEW SUPPORT TICKET:

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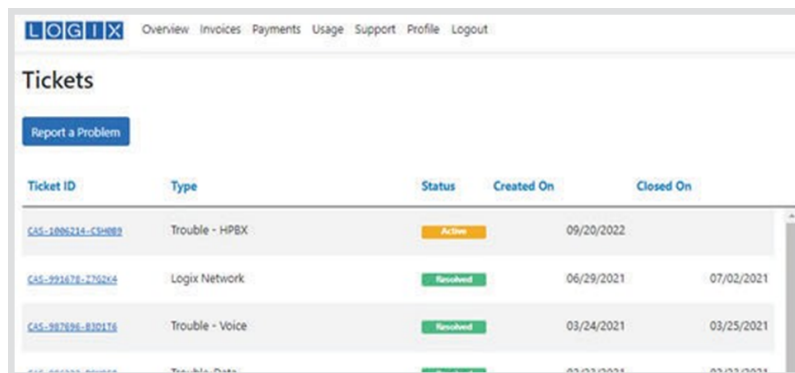
● Click the **Submit** button to submit your ticket - the submit button will not be active **(blue)** until all required fields are completed (if you are unable to click the submit button, please check the required fields for missing information).

● **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):

> **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.*
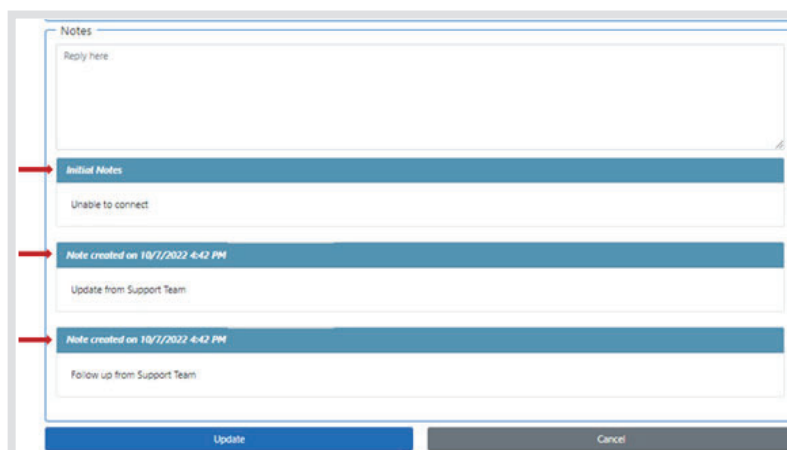
6 PROFILE:

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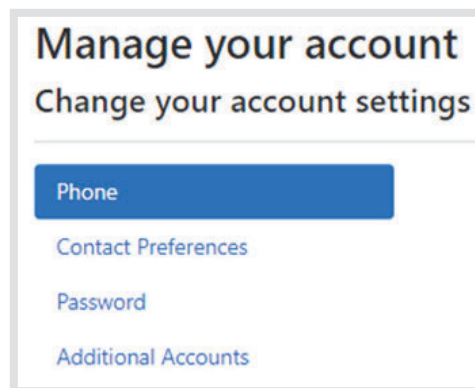
- You can select paperless billing from the Additional Accounts page and enter the desired email address in the Recipient field (Please see the note below for important information on paperless invoice changes):

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.