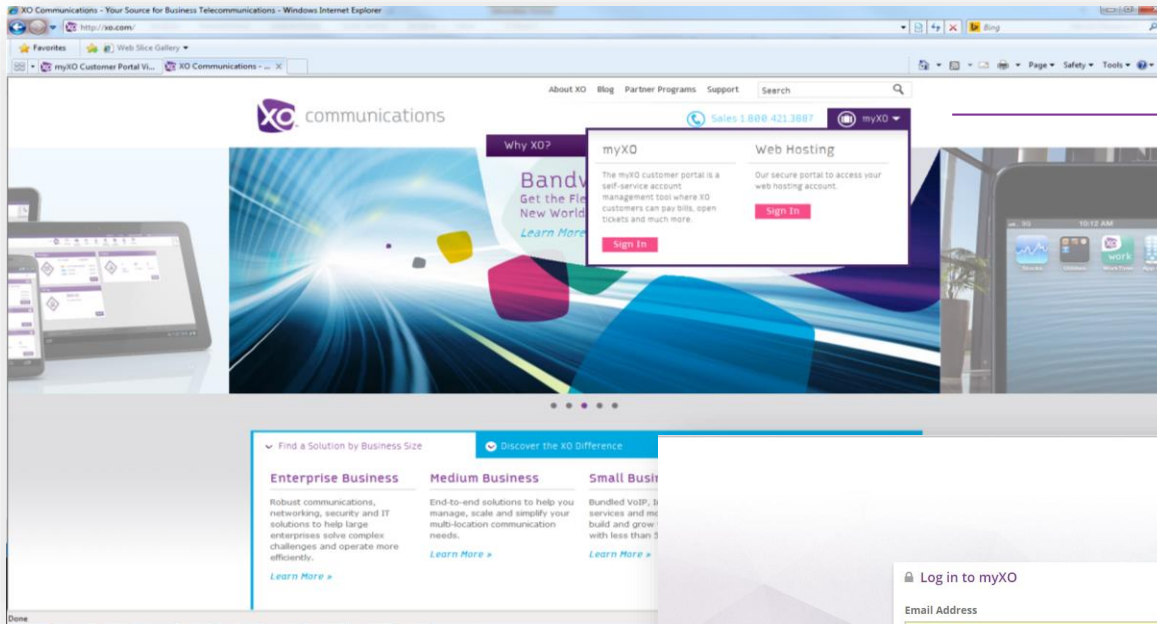


Best in Class Customer Experience

# myXO Customer Portal

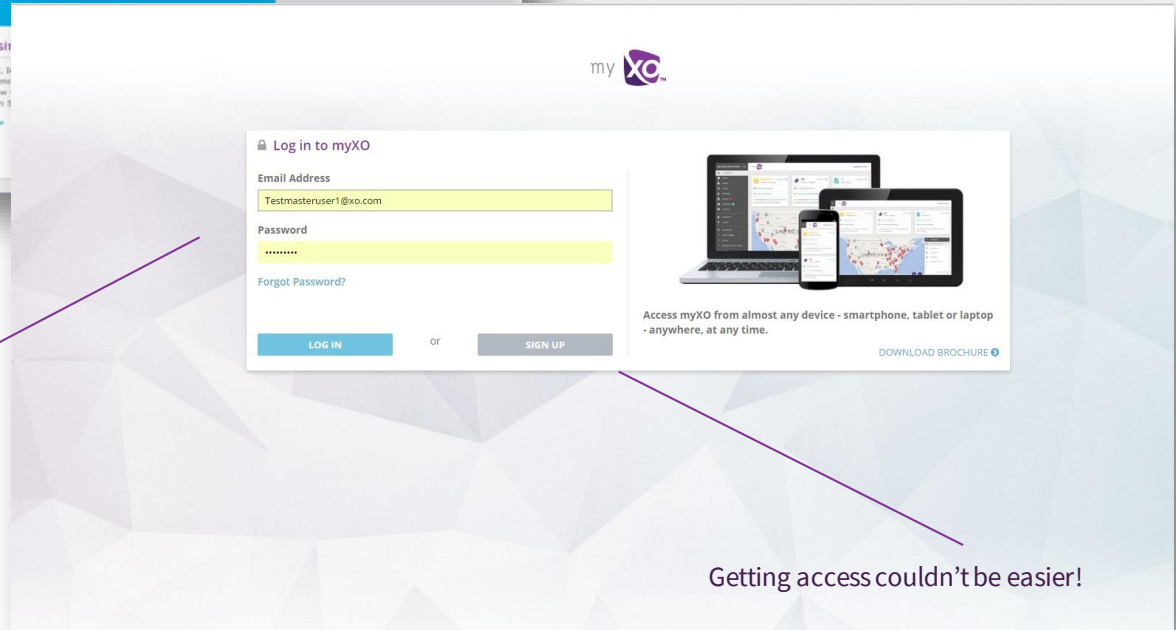
Navigating for Business Continuity

# myXO Customer Portal Log-in



Login through xo.com homepage or use the URL: <https://portal.xo.com>

Single log in



Getting access couldn't be easier!



# Self Registration

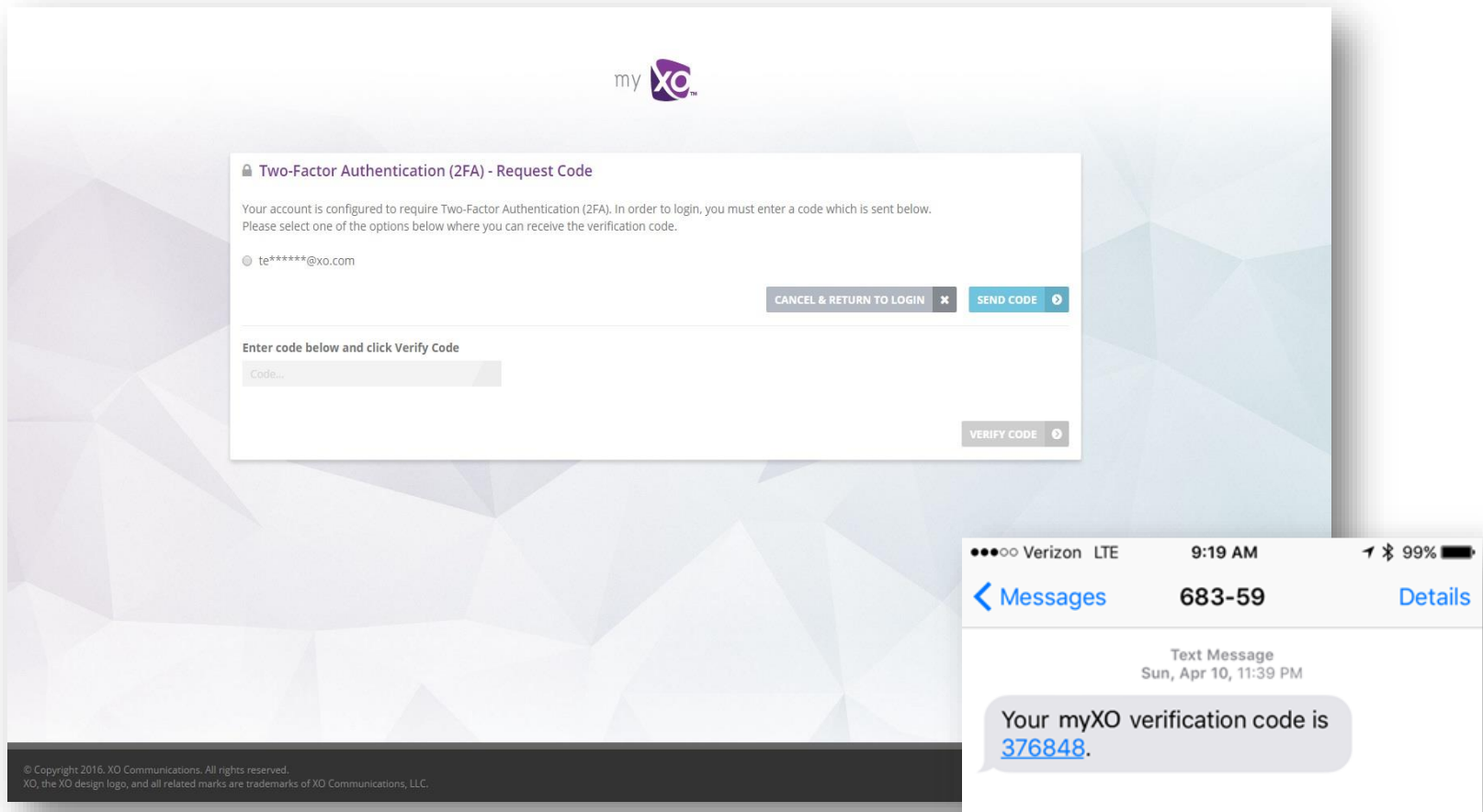
The screenshot shows a web form titled "Request Access to myXO - Next Steps". At the top, the "myXO" logo is displayed. Below the title, the "Email Address" is pre-filled with "keyasha.d.herron@xo.com". The form contains five input fields: "First Name", "Last Name", "BAN", "Company Name", and "Phone Number". A blue "REQUEST ACCESS" button with a right-pointing arrow is located at the bottom right of the form.

This screenshot shows a smaller version of the registration form titled "Request Access to myXO". It prompts the user to "Enter your email address below:" with a text input field labeled "Your Email Address" and a red error icon. Below the input field, there is a paragraph of instructions: "After you click 'Send Code', please check your email account for the verification code and enter it on the next screen." A blue "SEND CODE" button with a right-pointing arrow is positioned below the instructions. At the bottom, there is a link: "Already have a code? [Click Here](#)".

- Request access to myXO through the portal
  - your request will be sent to your company's [myXO](#) Administrator for approval.
  - If your company does not have an Administrator yet, our Customer Care team will create your account and send you everything you need to log in and start using [myXO](#).



# Enhanced Security with 2-Factor Authentication

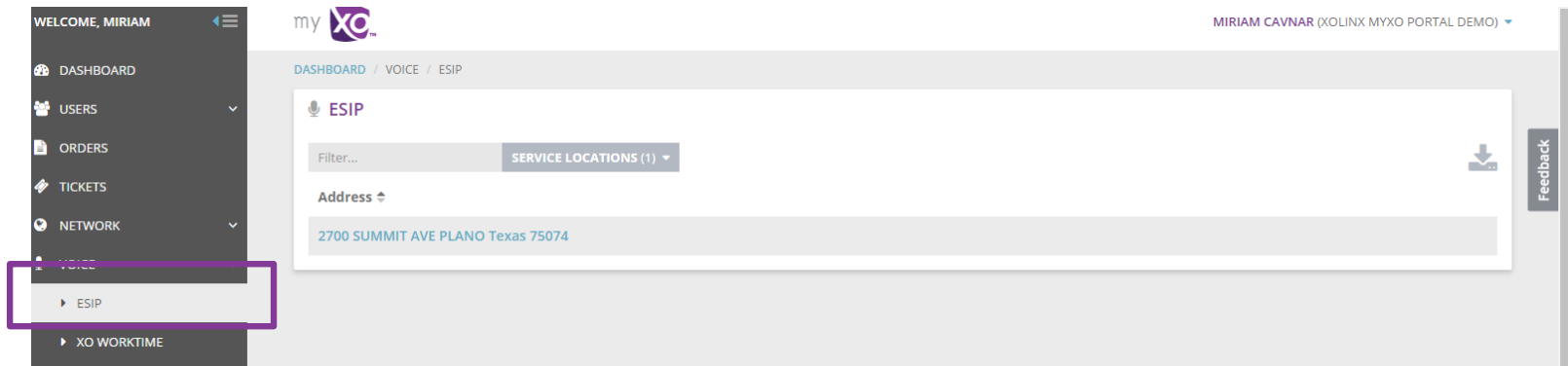


- 2-Factor authentication is now available to guard your critical business information with an additional layer of security for their account
  - Add SMS or email passcodes to your login process



# Voice: ESIP

The ESIP section will allow authorized users to manage key features within their enterprise and branch locations.



- After accessing the Enterprise SIP Location (ESL), the portal displays all associated branches.
- Manage the following features from the E
  - Outbound Calling ID for associated TNs
  - Manage Automatic Call Routing (ACR)
  - Access ESL associated XO Worktime licenses
  - Access all Enterprise Branch Locations (EBL)

# Voice: Automatic Call Routing (ACR)


DASHBOARD / VOICE / ESIP / SERVICE LOCATION / AUTOMATIC CALL ROUTING

**Automatic Call Routing - 2700 SUMMIT AVE, PLANO Texas 75074**

Configure ACR

Automatic Call Routing allows customers to pre-program a phone number or group of phone numbers to which individual DIDs will automatically forward in case of an out-of-service situation at the customer's office. Customers manage this feature and program the forwarding location using OnLine Feature Management.

What would you like to do?

[ADD CALL FORWARD](#) [CALL FORWARD LIST](#) 

Access ACR to create individual TN routing or routing list

Enter forwarding information or download template for multiple TNs

DASHBOARD / VOICE / ESIP / SERVICE LOCATION / AUTOMATIC CALL ROUTING / ADD CALL FORWARD

**Add Call Forward**


Step 1: Call Forwarding Info


Create Single Call Forward Listing

Call Forward Name:

Call Forward Number:

Create Multiple Call Forward Listing

[DOWNLOAD ACR TEMPLATE FILE](#) 

[UPLOAD FILE](#) 

[CANCEL](#) [CONTINUE](#)

DASHBOARD / VOICE / ESIP / SERVICE LOCATION / AUTOMATIC CALL ROUTING / ADD CALL FORWARD

**Add Call Forward**

Step 2: Add/Remove Telephone Numbers

Filter...

Select All

<input checked="" type="checkbox"/>	(214) 291-0447
<input checked="" type="checkbox"/>	(214) 291-0450

\* Checked Phone Numbers are included in the Automatic Call Routing list.  
\* To add a Phone Number to the list, select its corresponding checkbox.  
\* To remove a Phone Number from the list, uncheck its corresponding checkbox.

[CANCEL](#) [CONTINUE](#)

Select which TNs should forward to previously entered number, and continue to save in real time



# Voice: Flex/SIP OFM (On-Line Feature Management Tool)

WELCOME, MIRIAM

myXO

MIRIAM CAVNAR (XOLINX MYXO PORTAL DEMO)

DASHBOARD / VOICE / OFM

Online Feature Management

004000000352436 - XOLINX MYXO PORTAL DEMO  
2700 SUMMIT AVE  
XOptions IP IA

CONFIGURE EXISTING SERVICES

Feedback

Dashboard Sidebar:  
DASHBOARD  
ORDERS  
TICKETS  
NETWORK  
VOICE  
    ▶ ESIP  
    ▶ XO WORKTIME  
    ▶ OFM  
SERVICES

- Access OFM Via Dashboard
- Search by address or TN

OFM Home Star Feature Commands Glossary

Find a telephone number or location, and manage its options & services.

Telephone Number Location

Enter a telephone number Find

Example: "2142345678"

OFM Home

OFM Dashboard

Locations

( User Guide )

2653 SUMMIT AVE - PLANO - Texas - 75074



# Voice: OFM-TN Management

Find a telephone number or location, and manage its options & services.

Telephone Number Location

Enter a location

Examples: "117 Beech Street" or "San Jose"

Online Feature Management

FM Home > 2653 SUMMIT AVE, PLANO, Texas MYXOPORTAL\_00005491 Flex II

**Location Profile**

2653 SUMMIT AVE, PLANO, Texas

Profile Associated Service Numbers

**General Information**

Phone Number	Name	Address	City	State	Zip
(214) 291-0345	2142910345 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0346	0346 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0369	0369 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0370	0370 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0371	0371 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0372	0372 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0373	2142910373 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0374	2142910374 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0416	2142910416 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0417	2142910417 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0418	2142910418 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0419	2142910419 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0442	2142910442 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0443	2142910443 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0444	2142910444 User	2653 SUMMIT AVE	PLANO	Texas	75074
(214) 291-0446	MYXO POR TAL DEM	2653 SUMMIT AVE	PLANO	Texas	75074

**Manage This Location**

- Recent Transactions
- Manage Telephone Numbers
- Edit Profile**
- Configurable Calling Line ID
- Manage Telephone Numbers
- Departments
- XO WorkTime
- Automatic Call Routing
- Incoming Call Routing
- Call Pickup

**Help**

- OFM Quick Start Guide
- Contact Customer Care

**Additional Services**

Other customers who have Flex services have purchased these features:

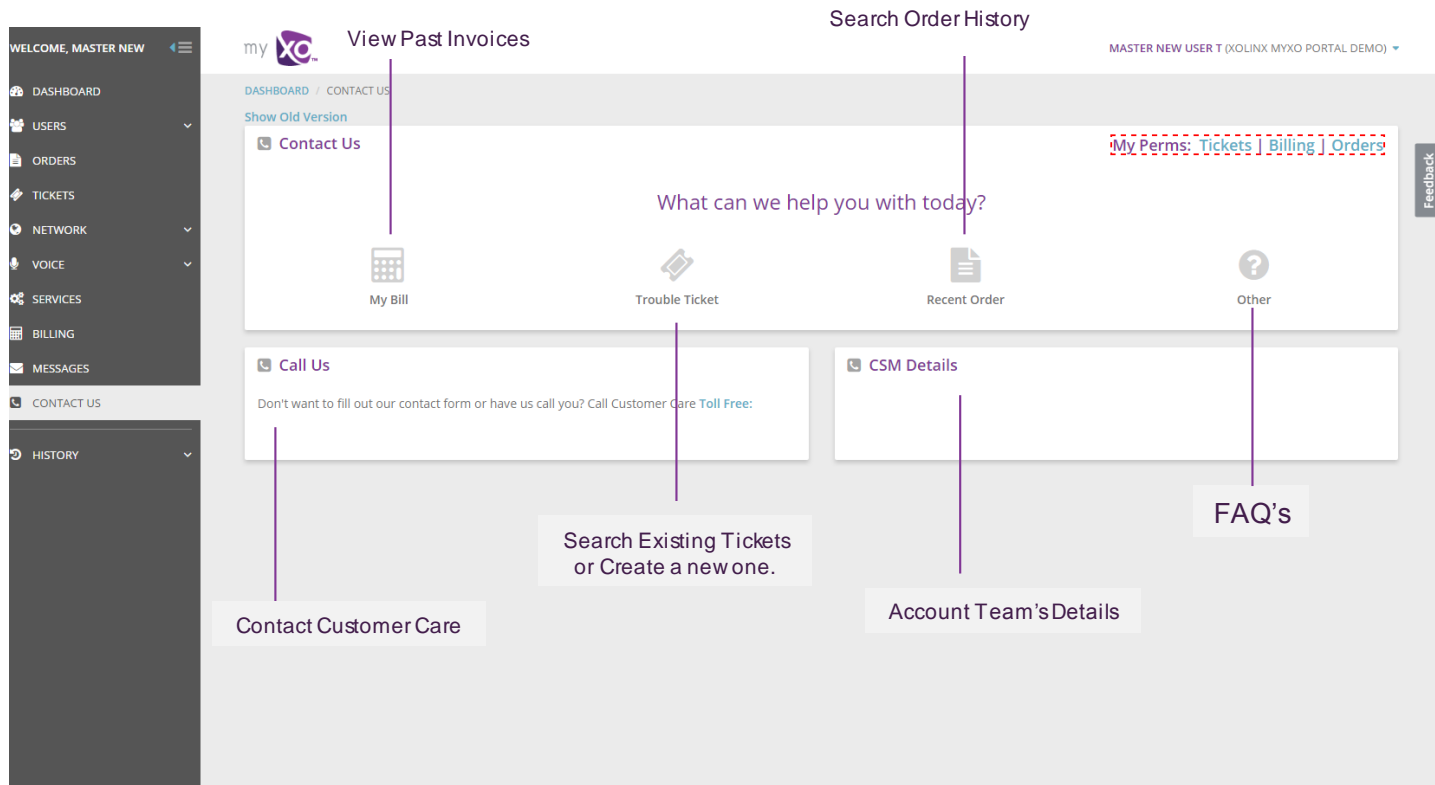
- Hunt Groups
- AnyWhere Feature Package
- Auto Attendant
- Account Codes
- Call Center

Hover over TN to view manageable features.

Location and TN feature menu will highlight selected features as user navigates portal



# Contact Customer Care & Repair



- The “Contact Us” section now includes additional options for customers to select for assistance such as: account team’s telephone numbers, FAQs, and new ways to send XO secure messages, or request callback from a Customer Care representative