



This Quick Reference Guide describes some of the commonly performed activities on Cypress Connexion. For more information, click on the orange HELP button located in the upper right-hand corner of the website or type "Connexion" in the knowledgebase search.



GETTING STARTED

To log into your Cypress Connexion account, go to www.cypressconnexion.com

1. Enter your username (email address).
2. Enter your password.
3. Click Submit.

The first time you log in, go to **My Profile** and change your password to something easy to remember. If you forget your password, click on the *I forgot my password* link and a new password will be emailed to you.

ACCESS LEVELS (ROLES)

There are three access levels (called "roles") that a user can have:

- Administrator: Can access all Connexion features, view account and billing details, and make changes to the company's Cypress account.
- Manager: Can access communication tools, support resources, and billing details.
- General User: Can access communication tools and support resources.

Access levels for each user can be modified by the Administrator.

1. Go to the **Manage Account** page.
2. Click on the **Connexion User Admin** link.
3. Click the **Edit** option for any user.
4. Select the desired Role or modify account access.
5. Click Save.

Administrators can also delete an existing user or add new users anytime.

SUBMIT A SERVICE ORDER

Administrators can submit service orders (Moves, Adds & Changes) to Cypress Customer Support online at any time.

1. Go to the **Manage Account** page.
2. Click on the **Service Management** link.
3. Select the order type and subtype in the Service Order Entry window.
4. Complete the dynamically populated order entry form.
5. Click Submit. The ticket ID will be displayed.

SUBMIT A SUPPORT TICKET

Any user can submit a support ticket to Cypress Customer Support online at any time.

1. Go to the **Support** page.
2. Select the ticket type and subtype in the Support Ticket Entry window.
3. Click Go.
4. Complete the ticket entry form.
5. Click Submit. The ticket ID will be displayed.

VIEW INVOICES

Administrators and Managers can access the Billing Center to view invoices, payment history and call details.

To view your most recent invoice, click on the View Bill icon located in the upper right-hand corner of the Billing Summary window on the homepage. This will open a PDF version of your invoice. You can view past invoice summaries by selecting the desired month from the drop-down menu.

To view your complete invoice and payment history (up to 10 months), go to the **Billing Center** and click on the **Billing History** link.

GET HELP

Getting help on Cypress Connexion is easy. You can download user guides and other documentation in the Resource Center or search the AskCypress Knowledgebase. You can access the knowledgebase in one of three ways:

1. From the main toolbar, enter your keyword(s) and click Go.
2. From the **Support Overview** page, enter your keyword(s) in the AskCypress window and click Go.
3. Click on the **Knowledgebase** link on the left hand side of the Support page, enter your keyword(s) and click Go.

The results of your search will populate in the Knowledgebase page. Click on the desired article heading to view the entire article.