

# Time Warner Cable PayXpress Online Bill Pay

## Setting up PayXpress in My Account (CR)

The Time Warner Cable PayXpress service is now available on My Account. Follow these steps to set up PayXpress in My Account today.

\*Note that the [My Account](#) user name and password is **different** from your [current PayXpress](#) user name and password.

### REGISTER FOR MY ACCOUNT

If your company is NOT signed up for Voice Manager, Online Account Detail, or Mobile Manager, register for My Account:

#### Step 1: Go to My Account Login Page

1. Go to [www.twcbc.com/myaccount](http://www.twcbc.com/myaccount).
2. Click **Register Now**.

#### Step 2: Enter Email Address and Zip Code

1. Enter your email address and zip code.
2. Click **Continue**.

If asked to select your business location, select your location and click **Continue**.

#### Step 3: Click on Registration Link in Email

1. Email from [support@twcbc.com](mailto:support@twcbc.com) is sent to email address entered in Step 2.
2. Click on registration link within **72 hours**.

#### Step 4: Complete Account Setup

1. Enter **Account Number** and **Customer Code** (available on your Time Warner Cable Business Class bill).
2. Create **User Name** and **Password**.
3. Create two **Security Questions**.
4. Review **Terms and Conditions** and click **I Accept** to proceed.
5. Click **Continue**.

### OR SIGN IN TO MY ACCOUNT

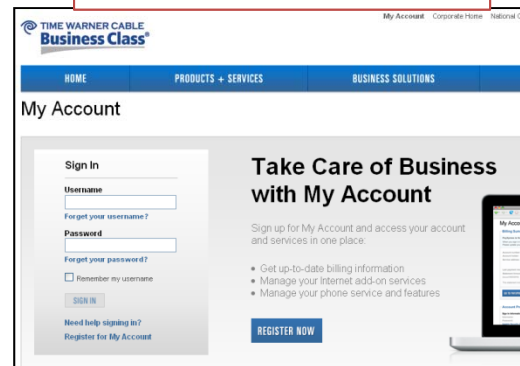
If your company is already signed up for Voice Manager, Online Account Detail, or Mobile Manager, sign in to My Account:

#### Step 1: Primary Administrator\* Logs in to My Account

1. Go to [www.twcbc.com/myaccount](http://www.twcbc.com/myaccount).
2. Enter **Username** and **Password**.
3. Click **Sign In**.

\*The user who first signed up for Voice Manager, Online Account Detail, or Mobile Manager is the Primary Administrator. If another user needs to access PayXpress, please see reverse side for details on **Creating Secondary Administrator**.

[www.twcbc.com/myaccount](http://www.twcbc.com/myaccount)



### ACCESS PAYXPRESS

#### Step 1: Go to My Account Login Page

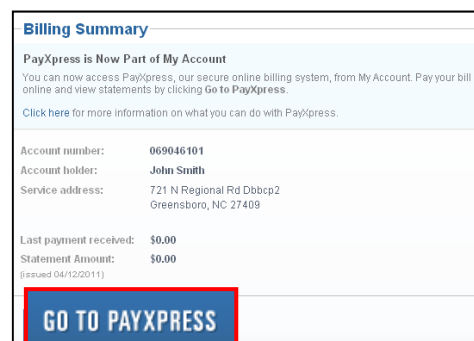
1. Go to [www.twcbc.com/myaccount](http://www.twcbc.com/myaccount).
2. Enter **Username** and **Password**.\*
3. Click **Sign In**.

\*If you just signed up for My Account and are unable to log in, please try again later to allow time for your new registration to be processed.

#### Step 2: Click Go to PayXpress

#### Step 3: Opt In to Online Bill Pay

1. Review **Terms of Use**.
2. Check **I accept the Terms and Conditions**.
3. Click **Submit** to access your company's PayXpress account page.



Questions? Call 1-877-892-2220

# Time Warner Cable PayXpress Online Bill Pay

## Creating Secondary Administrator (MW)

By default, only the Primary Administrator (the first user who registers for Voice Manager, Online Account Detail, Mobile Manager or My Account) can access PayXpress via My Account. To give another user access to PayXpress, the Primary Administrator needs to create a Second Administrator.

### CREATE A SECOND ADMINISTRATOR

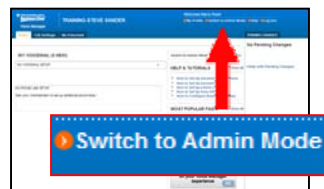
#### Step 1: Primary Admin logs in to Voice Manager

1. Go to <http://myaccount.twcbc.com>.
2. Enter your **Username** and **Password**.
3. Click **Login**.



#### Step 2: Switch to Admin Mode

1. In upper right corner, select **Switch to Admin Mode**.



#### Step 3: Add Second Administrator

1. Click on **Manage Users** tab.
2. Click **Add User**.
3. Enter user's **Name** and **Email**.
4. Check **Set as administrator**.\*

\*Note: There can only be two administrators per account.

### REGISTER NEW ADMINISTRATOR

#### Step 1: Click on Registration Link in Email

1. Two emails from [support@twcbc.com](mailto:support@twcbc.com) are sent to the new admin with Registration Link and Code.
2. Click on the **Registration Link** in the Link email.
3. Enter the **Registration Code** in the Code email.
4. Click **Continue**.

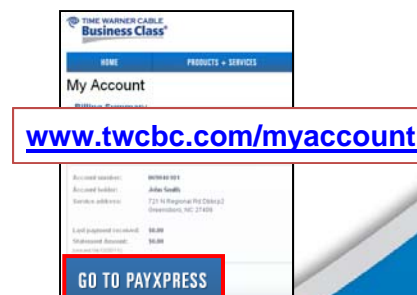


#### Step 2: Complete Registration

1. Create **User Name** and **Password**.
2. Create two **Security Questions**.
3. Review the **Terms and Conditions** and click **I Accept** to proceed.
4. Click **Save Settings & Login**. You will be logged into Voice Manager.

#### Step 3: Go to [www.twcbc.com/myaccount](http://www.twcbc.com/myaccount)

1. To access PayXpress, type in [www.twcbc.com/myaccount](http://www.twcbc.com/myaccount) in browser.
2. Click on **Go to PayXpress** and follow the opt in instructions (see reverse side for details).



Questions? Call 1-877-892-2220