

Customer Portal

Amplex Internet is transitioning to a new billing platform which supports a more advanced customer portal.

This new portal, accessible at <https://www.amplex.net/web>, provides many new features.

Table of Contents

[Create a Portal Account](#)

[Manage payment methods](#)

[View and pay your bills](#)

[View support tickets](#)

Creating a Portal Account

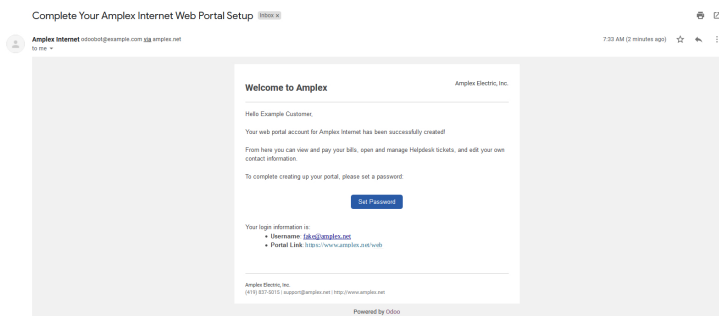
In order to use the new portal system, your account needs to have been migrated to the new platform; if yours has, you will have received communication advising you of this update.

You may have received an email to set up your portal login information when your account was migrated.

Step 1

Contact an Amplex representative - they will need to find and verify your account and send you a link to create your portal login with.

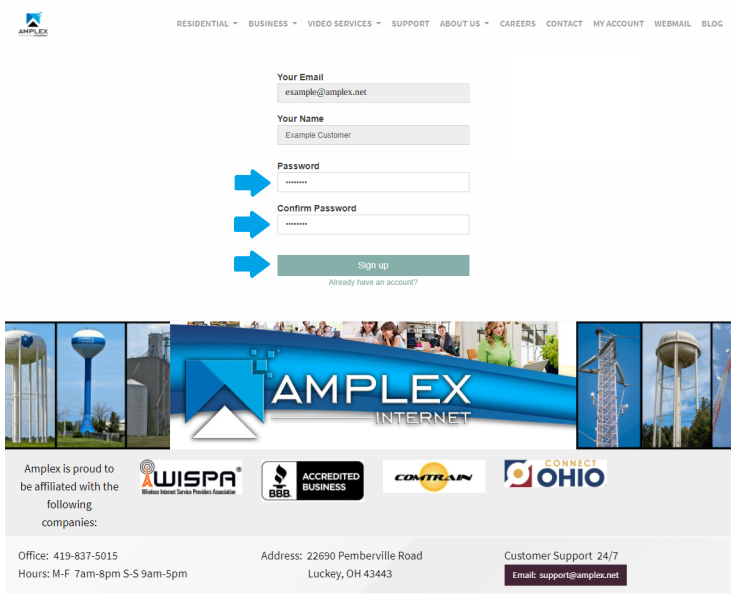
The email you will receive will look something like this:



Click the "Set Password" button to load the account creation page where you will set your password and log in to your new account for the first time.

Step 2

Enter your preferred password and click "Sign Up" to complete creating your account.



RESIDENTIAL - BUSINESS - VIDEO SERVICES - SUPPORT ABOUT US - CAREERS CONTACT MY ACCOUNT WEBMAIL BLOG

Your Email
example@amplex.net

Your Name
Example Customer

Password
.....

Confirm Password
.....

[Sign up](#)
Already have an account?

Amplex is proud to be affiliated with the following companies:
WISPA (Wireless Internet Service Providers Association), **BBB ACCREDITED BUSINESS**, **CONTRAIL**, **CONNECT OHIO**

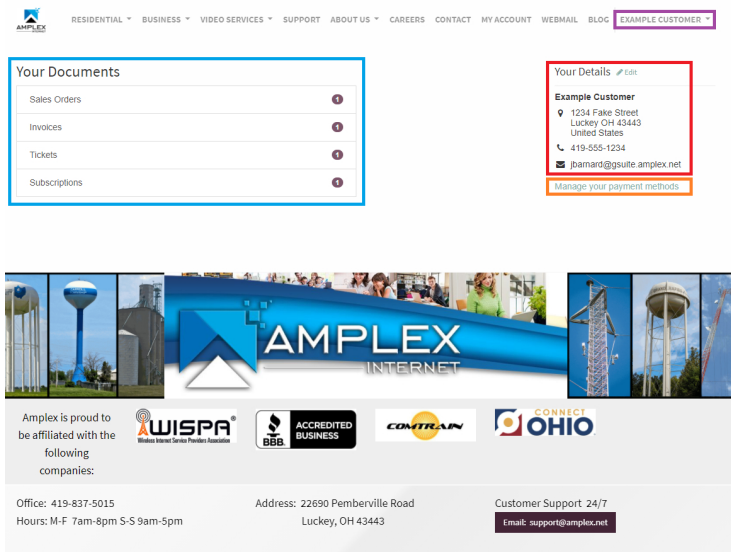
Office: 419-837-5015
Hours: M-F 7am-8pm S-S 9am-5pm

Address: 22690 Pemberville Road
Luckey, OH 43443

Customer Support 24/7
Email: support@amplex.net

Step 3

Review your customer portal dashboard! There can be a lot going on here; let's take a moment to break things down.



RESIDENTIAL - BUSINESS - VIDEO SERVICES - SUPPORT ABOUT US - CAREERS CONTACT MY ACCOUNT WEBMAIL BLOG **EXAMPLE CUSTOMER**

Your Documents

- Sales Orders (1)
- Invoices (1)
- Tickets (1)
- Subscriptions (1)

Your Details [Edit](#)

Example Customer

- 1234 Fake Street
Luckey OH 43443
United States
- 419-555-1234
- jbamard@gsuite.amplex.net

[Manage your payment methods](#)

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Office: 419-837-5015
Hours: M-F 7am-8pm S-S 9am-5pm

Address: 22690 Pemberville Road
Luckey, OH 43443

Customer Support 24/7
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Your Documents

- Any documents which are related to your account, including your initial Sale Order, Invoices, Helpdesk Tickets, and Subscriptions

Your Details

- Your contact and address information; you can update this information yourself using the "Edit" button next to the title

Manage your payment methods

- From here you can view, update, add, and remove ACH Checking accounts and credit cards

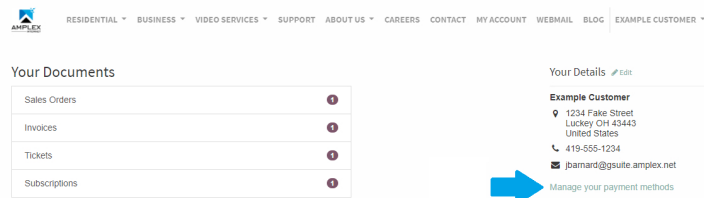
Account Toolbar

- Return to this dashboard view, or log out

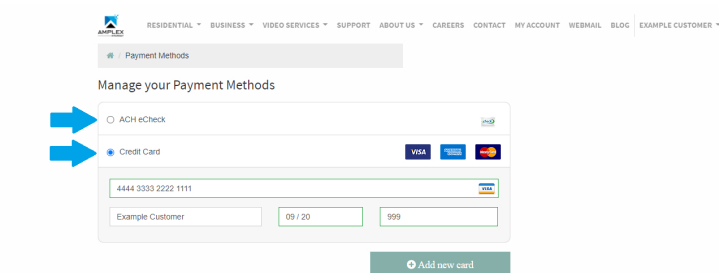
Back to Top

Managing Payment Methods

Click on the "Manage your payment methods" on the right-hand side of the screen:



Select either the ACH eCheck or Credit Card option and enter all the relevant fields:



Next, click the "Add new card" button (for both eChecks and credit cards) to save your payment method.

Payment Methods

Manage your Payment Methods

ACH eCheck

Account Number ABA

Credit Card

Back to Top

Viewing & Paying Bills

To view and make payments on your bills, click on the "Invoices" option from your dashboard.

Your Documents

Sales Orders	1
Invoices	1
Tickets	1
Subscriptions	1

Your Details

Example Customer
1234 Fake Street
Luckey OH 43443
United States
419-555-1234
jbamard@gsuite.amplex.net

This will open a list of your invoices, including those which are still waiting for payment. To open an invoice, you may either click the invoice number or, if the invoice has yet to be paid, the "Pay Now" button:

INVOICES

Invoice #	Invoice Date	Due Date	Status	Amount Due
INV/2020/0976	09/15/2020	09/30/2020	<input type="button" value="Waiting for Payment"/> <input type="button" value="Pay Now"/>	\$ 49.95

Let's take a moment to review the different parts of an invoice we can see in the portal:

RESIDENTIAL BUSINESS VIDEO SERVICES SUPPORT ABOUT US CAREERS CONTACT MY ACCOUNT WEBMAIL BLOG EXAMPLE CUSTOMER

Invoices / INV/2020/0976

\$ 49.95
Due in 15 days

Play Now
Download Print

Your Contact
Jacob Barnard
Send message
Powered by odoo

Amplex Electric, Inc.
22690 Pemberville Rd
Luckey OH 43443
United States

Example Customer
1234 Fake Street
Luckey OH 43443
United States

Invoice INV/2020/0976

Invoice Date: 09/15/2020 Due Date: 09/30/2020 Source: SUB024 Reference: INV/2020/0976/06

Description	Quantity	Unit Price	Taxes	Amount
Wireless 2x Home Premium	1.000 Unit(s)	49.95000		\$ 49.95
			Subtotal	\$ 49.95
			Total	\$ 49.95

Please use the following communication for your payment : INV/2020/0976/06
This invoice covers the following period: 10/15/2020 - 11/14/2020
Payment terms: 15 Days

(419) 837-5015 @support@amplex.net http://www.amplex.net Tax ID: 34-1337290

Total Due

Buttons

- Here you can access the payment portal and download or print the document

Contact support

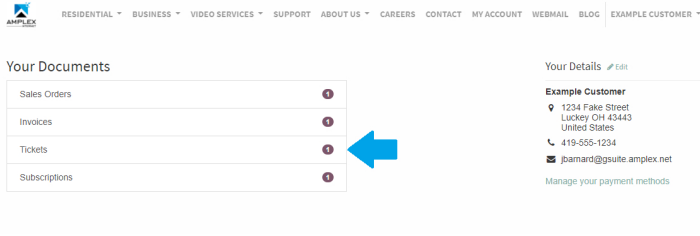
- Message a Customer Service Representative with any issues regarding your bill

Document Preview

Back to Top

Helpdesk Tickets

To view your open Helpdesk Tickets, click the "Tickets" option in the home dashboard.



RESIDENTIAL BUSINESS VIDEO SERVICES SUPPORT ABOUT US CAREERS CONTACT MY ACCOUNT WEBMAIL BLOG EXAMPLE CUSTOMER

Your Documents

- Sales Orders
- Invoices
- Tickets
- Subscriptions

Your Details [Edit](#)

Example Customer

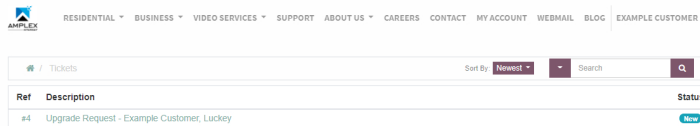
1234 Fake Street
Luckey OH 43443
United States

419-555-1234

jbarnard@gsuite.amplex.net

[Manage your payment methods](#)

This will open a list view of all your tickets and their current status; click any ticket to open it's details.

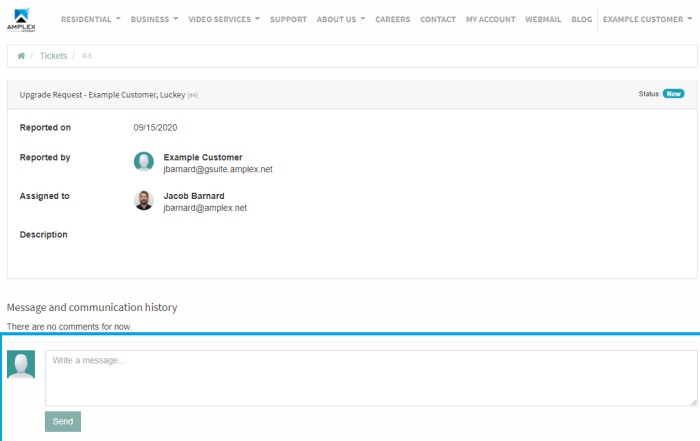


RESIDENTIAL BUSINESS VIDEO SERVICES SUPPORT ABOUT US CAREERS CONTACT MY ACCOUNT WEBMAIL BLOG EXAMPLE CUSTOMER

Tickets

Sort By: Newest Search

Ref	Description	Status
#4	Upgrade Request - Example Customer, Luckey	New



RESIDENTIAL BUSINESS VIDEO SERVICES SUPPORT ABOUT US CAREERS CONTACT MY ACCOUNT WEBMAIL BLOG EXAMPLE CUSTOMER

Tickets / #4

Upgrade Request - Example Customer, Luckey (4) Status: New

Reported on 09/15/2020

Reported by Example Customer
jbarnard@gsuite.amplex.net

Assigned to Jacob Barnard
jbarnard@amplex.net

Description

Message and communication history

There are no comments for now.

Write a message...

Send

Only some details from your ticket will be visible, such as the title, ticket number, reported on date, assigned to technician, and the description. You may also send a message to the Customer Service Representative managing your ticket using the "Send" button at the bottom of the ticket screen.

Back to Top