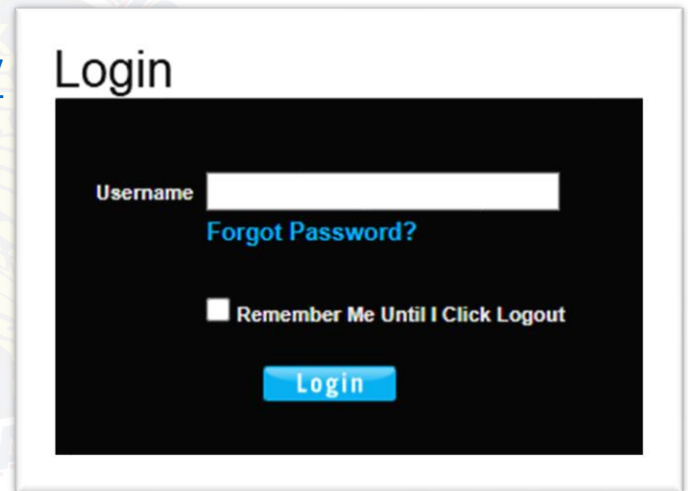


# Residential: Quick Setup for Voice Portal

## Login for the First Time:

- Go to <https://www.mydigitalservices.com/>
- Enter your Username
  - *It will be your email address when you signed up for fiber.*
- Click “Login”
- Enter your Password
  - *It will be your full Tombigbee Fiber account number (Ex: 555555-111111).*
- Click “Login”



The screenshot shows a login form titled "Login" on a dark background. It features a "Username" input field, a "Forgot Password?" link in blue, a checkbox labeled "Remember Me Until I Click Logout", and a blue "Login" button.

**After you get logged in, you may be prompted to update and change some login information.**

**Please follow the “Getting Started” instructions as you setup your account.**

If you have any trouble accessing the voice portal, feel free to call us at 1-877-FIBER2U and someone will assist you.

**For Additional Voice Documentation:**

<https://www.tombigbeefiber.com/voice-documentation>



**FIBER**  
bringing your fiber to you

**Customer Service:**  
**1-877-FIBER2U | 1-877-342-3728**  
Office Hours: Mon - Fri (7:00 a.m. – 4:30 p.m.)  
[fiberservice@tepa1.com](mailto:fiberservice@tepa1.com)

**24/7 Tech Support:**  
**1-888-601-2449**  
[tombigbeefiber.com/tech-support](https://tombigbeefiber.com/tech-support)  
[support@tombigbeefiber.com](mailto:support@tombigbeefiber.com)

**tombigbeefiber.com**



## Getting Started

Hello and welcome to the training for our End-User Portal. This portal will be the one you use to manage your telephone services.

We created this portal to offer a greater range of tools allowing you increased flexibility and functionality.

### Requirements

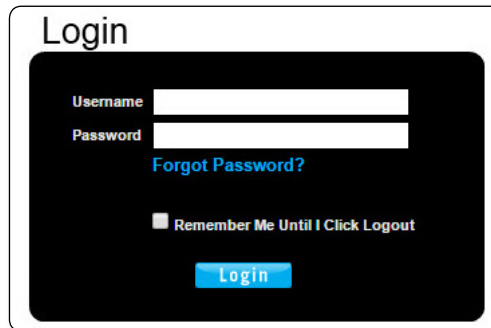
Before we get started, there are a few requirements that we need to discuss. First, since the End-User Portal is a web-based application, you are going to need access to a supported web browser. Microsoft Internet Explorer, Apple Safari and Mozilla Firefox are all examples of supported browsers.

Next, you will need to make sure you have your supplied username and password.

### First Login

If you have these two items, you are ready to begin. Open your web browser and type the following in the browser's address bar:

After pressing the ENTER key, you will be taken to a login screen similar to the one shown here.



The image shows a login form titled "Login". It features two input fields: "Username" and "Password". Below the password field is a blue link that says "Forgot Password?". There is a checkbox labeled "Remember Me Until I Click Logout". At the bottom of the form is a blue button labeled "Login".

Enter your username and password in the fields provided and click "Login" to proceed.

# GETTING STARTED

If prompted to update email, enter your email address (see **1** in image 1.1) and click submit (see **2** in image 1.1). Your email address will become your new username.

Home Features E911 Call History Download Account Info

**Account Information:**

**Customer No.:** 323278

**Name:** My Demo

**Street:** 222 Chastain Meadows CT

**City:** KENNESAW

**State:** GA

**Zip:** 30144

**Updated:** 5/17/2016 4:20:53 PM

## Update Email

\*(required fields)

Enter your email address below.

\*Your email:  **1**

Note: This will be your new username.

**2**

**Image 1.1**

If this is the first time you have logged in, you will be taken to the page below.

Home Features E911 Call History Download Account Info

**Account Information:**

**Customer No.:** 323278

**Name:** My Demo

**Street:** 222 Chastain Meadows CT

**City:** KENNESAW

**State:** GA

**Zip:** 30144

**Updated:** 5/17/2016 4:20:53 PM

## Update CPNI

\*(required fields)

The Federal Communications Commission has recently implemented a new ruling designed to improve privacy and security for all telecommunications consumers' Customer Proprietary Network Information (CPNI). This code requires telecommunications providers to have their customers create a 4-digit CPNI code. This code will help us validate your identity protecting your private information from unauthorized access.

Please choose a 4-digit numeric code and enter it in the field below. The 4-digit numeric code should not consist of any significant portion of your account number, telephone number, street address, zip code, social security number, date of birth, other account information, or easily guessed string of digits.

Please make a record of the code you enter below as this CPNI Passcode will be used to verify your identity when we provide support.

\*4-digits CPNI:  **1**

**2**

**Image 1.2**

This page will only be displayed one time and is a requirement from the Federal Communications Commission (FCC). It allows you to create a 4-digit Customer Proprietary Network Information (CPNI) number that is used in the protection of your private information. Information will not be given out unless the requestor has the CPNI number. Please create an easily remembered number in the event you ever need access to your private information.

Enter your 4-digit number (see **1** in image 1.2) and then click Submit (see **2** in image 1.2) to proceed.

# GETTING STARTED

Next, you will be directed to the change password page where you will be prompted to create a new password.

Home Features E911 Call History Download Account Info

**Service Number:**  
(470)336-3366  
To choose a different number, please select from the drop-down.

**Account Information:**  
**Customer No.:**  
323278  
**Name:**  
My Demo  
**Street:**  
222 Chastain Meadows CT  
**City:**  
KENNESAW  
**State:**  
GA  
**Zip:**  
30144  
**Updated:**  
5/17/2016 4:20:53 PM

## Change Password

Logon username: myemail@email.com \*(required fields)

Password should not consist of any significant portion of you name, family names, account number, telephone number, street address, zip code, social security number, date of birth, other biographical or account information, or easily guessed words or strings of digits.

- The password length must be at least 6 characters.
- The password must contain at least 1 number, at least 1 lower case letter, and at least 1 upper case letter.

\* Current password:  1  
\* New password:  2  
\* Verify password:  3

Submit 4

*Image 1.3*

Enter the password you initially used to login in the “Current Password” field (see 1 in image 1.3).

Create a new password and enter it twice, once in the “New Password” field (see 2 in image 1.3) and again in the “Verify Password” field (see 3 in image 1.3).

When ready, click “Submit” (see 4 in image 1.3) to complete your login.

Note: You will only have to follow these steps once, the first time you log into the system. This must be done for each account allowed to log into the system.

# GETTING STARTED

Finally, a page similar to image 1.4 will load, and you will be asked to use the new login credentials you have just created in order to login.

The screenshot shows a web browser window with a navigation menu at the top containing links for Home, Features, E911, Call History, Download, Account Info, and International Rates. Below the menu is a 'Login Help' sidebar with a 'Forgot Password?' link. The main content area is titled 'Login' and features an 'Announcement' box with text regarding international calling. Below the announcement, there is a prompt: 'Please login into your account using your username and password.' This is followed by two input fields: 'Username:' and 'Password:'. A 'Login' button is positioned below the password field. Three red circular callouts with numbers 1, 2, and 3 are placed over the input fields and the button, respectively, to indicate the login steps.

**Image 1.4**

- 1** – Enter your username.
- 2** – Enter your password.
- 3** – Click "Login."