

# How to Create and Manage a MyTXOne Portal Account

**Application Note** 

March 2025

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# 1 Registering a MyTXOne Portal Account

#### Procedure

Step 1.

Open a browser and access <u>https://my.txone.com</u>.

🕙 New Tab	b × +	∨ – © ×
$\leftrightarrow \rightarrow c$	Image: Second step 1         Step 1	Guest :
	https://my.txone.com	
	Q. https://my.txone.com - Google Search	
	You're browsing as a Gue	est
	Pages you view in this window won't appear in the brow and they won't leave other traces, like cookies, on the co after you close all open Guest windows. Any files you do be preserved, however.	ser history mputer wnload will
	Learn more	

#### Step 2.

On the MyTXOne portal landing page, click "Register."

MyTXOne Portal	
Welcome to MyTXOne – the ultimate hut way you access, download, and manage f licenses for your devices and services, co need all in one place, all at your fingertip	o that revolutionizes the iles, documents, and nsolidating everything you s.
Login > or Register >	Step 2
© © Construction of the served.	



#### Step 3.

Complete the registration form, then click "REGISTER."

TXOne Account	
Business Email *	
_ Name *	
Industry Type *	
Company Name *	
Country*	
Pessword * Confirm Pessword *	
8-16 characters, with at least one uppercase and lowercase letter, a number and a symbol	
TXOne Networks is committed to protecting your privacy. We will not share your information with third parties. Instead, it will be used solely to keep you informed about relevant content, products, and events. You have the option to unsubscribe from these communications at any time. For more information, please read our <u>Privacy Policy</u> . By clicking 'register' below, you give your consent for TXOne Networks to store and process your personal information provided above in order to deliver the content you have requested.	
REGISTER > Step 3	
Already have an account? Log in now	

#### Step 4.

Your account registration process is now complete. Click "OK" to be redirected to the MyTXOne portal landing page. Check your email to proceed with activating your account.

Company Name * TXOne Networks Country * Taiwan	
Registration Successful	
Your account has been successfully created. Check your email to activate your account.	
ок > Step 4	
REGISTER	
<u>Already have an account? Log in now</u>	



# 2 Activating a MyTXOne Portal Account

#### Procedure

Step 1.

Check the inbox of the email you used for account registration, then open the account activation email.



#### Step 2.

Click the activation link in the email.





#### Step 3.

Your account activation process is now complete. Click "OK" to be redirected to the MyTXOne portal login page. Proceed to logging in to your account.

TXOne Account	
Your account has been successfully activated.	
ок > Step 3	
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# 3 Logging in to a MyTXOne Portal Account

#### Procedure

Step 1.

On the login page, enter the email address and password you used for account registration then click "LOGIN."

😁	
TXOne Account	
Step 1	
Forgot password?	
Don't have an account? Register now	
 © 2023 TXOne Networks. All rights reserved.	

#### Step 2.

You are now logged in to your MyTXOne portal account.

	(One	9
Image: Coverview         Image: Resources         Image: Product Licensing	Welcome to a state of the second state of the state of your TXOne products, you can register your products to monitor the status of your TXOne products right from here! Hease enter your product license key to start the registration.	
© 2023 TXOne Networks. All rights reserved.		



# 4 Resetting a MyTXOne Account Password

You can reset your account password in the following scenarios:

- You forget your original password.
- A regular password update is needed to secure your account.

In this chapter, we will outline two sets of procedures to follow for each of these scenarios.

#### **Procedure (Forgotten Password)**

Step 1.

On the login page, click "Forgot password?"

TXOne Account	
Email *	
Password *	
Step 1	
Torgut passworu:	
LOGIN >	
Some more on secondie: Register How	

Step 2.

Input the email address you used for account registration, then click "REQUEST PASSWORD RESET."

TXOne Account	
Step 2	
REQUEST PASSWORD RESET >	
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#### Step 3.

Check the inbox of the email you used to register your account, then open the password reset email.

Focused Other	By Date ∽ ↑
∠ Today	
TXOne Account TXOne Networks Account	3:37PM Step
1997 Services	12
non L'inche	-
1017	-2
	1.00
	-
See 1	

#### Step 4.

Click the password reset link in the email.

TXOne Networks Account   Reset Your Password	
TXOne Account <noreply@txone.com></noreply@txone.com>	$ \textcircled{\odot} \xrightarrow{\leftarrow} \text{Reply} \xrightarrow{\leftarrow} \text{Reply All} \xrightarrow{\rightarrow} \text{Forward} \qquad \textcircled{1} \qquad  \overset{\textcircled{1}}{\textcircled{1}} \qquad  \overset{}{\textcircled{1}} \cdots$
Hi <b>We have received a request to reset your password.</b> Please enter your at the link below. Please note that this verification code will expire after	new password and the verification code <b>108981</b> er 1 hour. Thank you.
https://account.txone.com/reset_pwd?k=9b518958-6018-48f8-a304-8	<u>3695318a174f</u> Step 4
Best Regards, TXOne Networks	
in y	
<b>EXAMPLE</b> Keep the operation running. Keep assets working.	



#### Step 5.

On the password reset page, enter your new password, confirm it, and input the verification code specified in the email. Then click "RESET PASSWORD."

<b>a</b>	
TXOne Account	
Verification Code *  Verification code you received in the password reset email.	
RESET PASSWORD >	

#### Step 6.

Your password reset process is now complete. After you are redirected to the MyTXOne portal login page, proceed to log in to your account with your new password.

TXOne Account Step 6	
Email*	
Password *	
Forgot password?	
Don't have an account? Register now	
© 2023 TXOne Networks. All rights reserved.	



#### Procedure (Password Update)

#### Step 1.

On the [Overview] page, click ( at the upper right corner and select "Change Password" from the drop-down list.

	XOne	Step 1	θ
Coverview     Resources     Product Licensing	XOne         Welcome         To those who own TXOne products, you can register your products to         monitor the status of your TXOne products right from here!         Please enter your product license key to start the registration.         Register Nov	Step 1	Change Password
© 2023 TXOne Networks. All rights reserved.			

#### Step 2.

A [Change Password] window will pop up. Input your current password, your new password, and confirm the new password. Then click "SAVE."

TXOne Account		9
	Step 2 Change Password	
	Current Password *	
	- Confirm Password *	— <b>)</b>
	SAVE >	
	Cancel	
© 2023 TXOne Networks. All rights reserved.		



#### Step 3.

After you change your password, you will be logged out from the portal. Log in to your account with your new password.

Step 3	
Password *	
Forgot password?	
Don't have an account? Register now	
© 2023 TXOne Networks. All rights reserved.	



# 5 Registering Product Licenses on MyTXOne Portal

When you complete the activation of your account, only the [Overview], [Resources], and [Product Licensing] tabs are accessible. To access other tabs for downloading product firmware or pattern files, and to view documentation such as user's guides, quick start guides, and release notes, you must first activate the relevant product licenses. For example, to download the EdgeIPS Pro firmware, pattern files, and relevant documentation, you must first activate an EdgeIPS Pro product license.

You can access the relevant product-related resources by activating either a full TXOne license or a trial TXOne license.

#### Procedure

Step 1.

Navigate to the [Product Licensing] tab and click "License Registration."

	лутХОпе	9
Uverview	Status     Image: Stat	
Resources	Step 1	
Product Licensing	NO. Status Product License Key Provider License Key Seats/Module Sets Activation Date Expiration Date Action Note	
	No data to display	
	Note: Activation dates are only available for keys provided by TXOne.	
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#### Step 2.

Input your product license key and click "Next."

networks My	/TXOne	0
Uverview	Status     Product License       All     *       Key Provider       All       *       C Reset Filters	
Resources	License Registration ×	
	Image: Constraint Code     Expiration Date     Action     Note	
	No.	
	Step 2	
	Next >	
© 2023 TXOne Networks. All rights reserved.		

#### Step 3.

Verify that the license key digits, product for registration, number of seats/module sets, and license expiration date are accurate. Once confirmed, click "Submit."

ExOne My	/TXOne	Θ
Uverview	Status     Product Litense       All     Image: Comparison of the state of the	
<ul> <li>Resources</li> <li>Product Licensing</li> </ul>	License Registration	Expiration Date Action Note
	Noi License Key EdgelPS Pro Software License Seats/Module Sets 1000 Expiration Date 2023-12-31	
	Step 3	
. 4. 2013 Tellino Mergeniko, All Agoto (concerna)		



#### Step 4.

Your product license is now activated, giving you access to a variety of product-related resources under the [Software], [Patterns], [Documentation], and [Tools] tabs.

ExOne My	yTXOne	8
Cverview	Status	
Resources	+ License Registration	
Product Licensing	NO. Status Product License Key Provider License Key Seats/Module Sets Activation Date Expiration Date Action	Note
<ul> <li>Software</li> <li>Patterns</li> </ul>	1 • Activated EdgelPS Pro Software License TXOne The Table Proc. 1000 2023-01-01 2023-12-31	1
Documentation		
🗲 Tools		
	Note: Activation dates are only available for keys provided by TXOne.	
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# 6 Submitting a Support Ticket

If the product is not performing as expected or as needed, you can submit a support ticket using your MyTXOne portal.

#### Procedure

Step 1.

Navigate to the [Customer Support] tab and click "Submit Ticket."

	2							9
Resources	Status	Pro	duct SKU	C Report Filters				
H Threat Encyclopedia				C Reset Hiters				
Solutions ———	+ Submit	Ticket	]				C Refresh	
Product Licensing	Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time	
🛃 Software	• New	00002192	ElementOne	-	fmorata test	2024-06-13	2024-06-13	
♣ Patterns	New	00002153	Portable Inspector Pro	-	Crash while using	2024-06-07	2024-06-07	
Documentation	• New	00002143	Portable Inspector Pro	-	What is Portable Inspector	2024-06-06	2024-06-06	
Support & Services	• In progress	00002142	ElementOne	-	This is a testing	2024-06-06	2024-06-06	
Customer Support	• In progress	00002134	ElementOne	-	test - PI Fail	2024-06-05	2024-06-05	
© 2024 TXOne Networks. All rights reserved.	• New	00002013	ElementOne	-	Test - USB disk compatibility - Ryan	2024-05-31	2024-05-31	

#### Step 2.

Based on the registered Product Licenses that are currently active, the Product Line field will be automatically populated. Choose the Product Line option you need from the dropdown menu.

					θ
Cverview	Subi	Dit T	Ticket		
Sesources	300	IIIC I	ICKEL		
Threat Encyclopedia	Cybersecurity Platform	]	SageOne Standard		C Refresh
Solutions	Cybersecurity Platform	(1)	- Product Serial Number	(1)	Last Updated Time
Product Licensing		C		U	2024-06-04
🛃 Software	Product Issue		Account Administration		2024-06-03
+ Patterns	Subject*				2024-06-03
🖄 Documentation	Description*		0/2	15	2024-05-31
Support & Services					2024-05-31
🖉 Customer Support					2024-05-31
	<ul> <li>Traubleshooting Steps</li> </ul>		0/150	10	2024-05-31
					25 <del>↓</del> 1–8 of 8 < >



#### Step 3.

Based on the registered Product Licenses that are currently active, the Product SKU field will be automatically populated. Choose the Product SKU option you need from the dropdown menu.

						θ
II Overview	(	-				
Sesources	Subr	nit 1	Ticket			
Si Threat Encyclopedia	Cybersecurity Platform		SageOne Standard	*		C Refresh
Solutions ———	Software Firmware Version*	í	Cybersecurity Platform SageOne Standard	(	Last Up	dated Time
Product Licensing	_ Issue Category				2024-06	-04
🛃 Software	Product Issue		Account Administration	-	2024-06	-03
A Patterns	Subject*				2024-06	-31
Documentation	- Description*			0 / 255	2024-05	-31
Support & Services					2024-05	-31
🖉 Customer Support					2024-05	-31
				0 / 15000	2024-05	-31
	<ul> <li>Iroubleshooting steps</li> </ul>				25 👻	1-8 of 8 < >
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\*Note: Under the [Product Licensing] tab, you can easily see which licenses are still active. The active products are what will show up automatically in the Product Line and Product SKU fields of your support tickets.

	XOne										9
Cverview	All	*	License Type Key Provider All	Ŧ	C Reset F	ilters					
Resources											
🚦 Threat Encyclopedia	+1	License Regist	ration								
Solutions ————	NO.	Status	Product License	Key Provider	Туре	License Key	Seats/Module Set	Activation Date	Expiration Date	Action	Note
Product Licensing	1	• Expired	EdgeOne Node License	TXOne	Formal		10	2024-05-30	2024-10-31	Renew	
🛓 Software	2	• Expired	EdgeIPS Pro 2016 Software License	TXOne	Formal		30	2024-05-30	2024-10-31	Renew	
+ Patterns	3	<ul> <li>Activated</li> </ul>	SageOne Std Software License	TXOne	Formal		20	2024-05-30	2024-12-31	Renew	
Documentation											
Support & Services ———	Note: Activ	ation dates are	only available for keys provided by TXO	ne.							
🕢 Customer Support											
D 2024 TXOne Networks. All rights reserved.											

Step 4.

For the Software Firmware Version, you can find out where to locate that information by clicking on the  $^{(1)}$  symbol.



	MyTXOne			9
<b>W</b> Overview				
		Submit Ticket		
Resources	Product Line*	Product SKU*		
Threat Encyclope		•	Ŧ	Refresh
Solutions	<ul> <li>Software Firmware Version*</li> </ul>	Product Serial Numbe	er	(i) 3
📰 Product Li	Issue Category	Issue Sub-Category –		17
🛃 Software	Product Issue	Account Adminis	stration	6
🚓 Patterns	Subject*			6
囚 Document	Description*		0/255	
Support & Servi				15
© 2024 TXOne Network				:1

This will display a helpful screen that will guide you to the information you need, categorized by product.



Once you retrieve this information, input the Software Firmware Version.



#### Step 5.

For the Product Serial Number, you can find out where to locate that information by clicking on the  $^{(\hat{1})}$  symbol.

	MyTXOne				9
Sverview		-			Refresh
	Subr	nit T	icket		and where
Resources	Product Line*		- Product SKU*		3
Encyclope	¥			Ŧ	17
Solutions	Software Firmware Version*	i	Product Serial Number	(1)	16
🖀 Product Li	Issue Category		- Issue Sub-Category Account Administration		16
🛃 Software	Subject*				15
🚓 Patterns				0 (255	:1
🕒 Document	_ Description*			07233	< >
Support & Servi © 2024 TXOne Network					

This will display a helpful screen that will instruct you on how to find the information you need, categorized by product.

	Product Serial Number	×	
II Overview	Edge Device EdgeOne ElementOne Portable Inspector Safe Port SegeOne StellarOne	_	
E Resources	To find your Edge device's serial number, use either of the following methods:		
Threat Encyclopedia	1. Log in to your Edge device web console, navigate to [User's Account] > [About], and click [Version].		C Refresh
Solutions	About X	La	st Updated Time
Product Licensing	Version Product Serial Number	20	24-06-13
🛃 Software	Edge Console	20	
+ Patterns	User's Account About	20	
Documentation	2. Check the product identification label located on the bottom of the Edge device and find the S/N information.	20	
Support & Services	0 0	20	
Customer Support	5/N	e: 25 <del>~</del>	
© 2024 TXOne Networks. All rights reserved.	Back Label		

Once you retrieve this information, input the Product Serial Number.



#### Step 6.

Select which kind of issue you have from the dropdown menu in the Issue Category.

	/				9
Uverview					
Resources	Sub	mit 1	Ticket		
-	Product Line*		Product SKU*		
S Threat Encyclopedia	Cybersecurity Platform -		SageOne Standard	<b>~</b>	C Refresh
Solutions	- Software Firmware Version*		Product Serial Number		Last Updated Time
Product Licensing		í		(i)	2024-06-04
	Issue Category	ר	Issue Sub-Category		
🛃 Software	Product Issue		Account Administration	-	2024-06-03
A Patterns	Product Issue	-			2024-06-03
	Threat Issue				2024-05-31
Documentation	Description*	<u> </u>		0/255	2024-05-31
Support & Services					2024-05-31
🕞 Customer Support					2024-05-31
	- Traublarkopting Steps			0 / 15000	2024-05-31
	nouneshouting steps				25 ★ 1-8 of 8 < >
© 2024 TXOne Networks. All rights reserved.					

#### Step 7.

Select the relevant issue sub-category from the Issue Sub-Category dropdown menu.

					9
II Overview					
Sesources	Subi	nit 1	Ficket		
-	- Product Line*		Product SKU*		
🚦 Threat Encyclopedia	Cybersecurity Platform -		SageOne Standard	-	C Refresh
Solutions	Software Firmware Version*		Account Administration		Last Updated Time
		í	Change Control	(i)	
Product Licensing			Compatibility		2024-06-04
	Issue Category		Compliance Report		2024.06.02
🛃 Software	Product Issue		Configuration		2024-00-05
A Datterns	Subject*		Crash		2024-06-03
W ruccerns			Deployment		2024-05-31
Documentation	Description		Enhancement		2024-05-31
	Description		Functionality		2024-05-21
Support & Services			Licensing and Activation		
🕢 Customer Support			Performance		2024-05-31
			Product Inquiry		
	- Troubleshooting Steps		UI and Document		2024-05-31
	roubleardoung steps		Update		25 → 1-8 of 8 < >
			Hardware Failure		
© 2024 TXOne Networks. All rights reserved.				_	



#### Step 8.

Fill in the Subject field with a topic sentence or phrase.

			5.15		
	Product Issue	•	Account Administration	٣	θ
	- Subject* -				
Cverview				0/255	
Resources	Description*			.,	
S Threat Encyclopedia					C Refresh
Solutions				0 / 15000	Last Updated Time
Product Licensing	Troubleshooting Steps			0713000	2024-06-04
🛃 Software					2024-06-03
+ Patterns					2024-06-03
				0 / 1000	2024-05-31
Documentation		▲ Drop files here or	click to upload		2024-05-31
Support & Services	(Allowed	File Formats: .crg, .jpeg, .png, .jpg, .pdf	, ./z, .csv, .zip / Limit: 5 hiles, 10MB each)		2024-05-31
🕢 Customer Support					2024-05-31
		Submit	>		2024-05-31
		Cance	l		25 ▼ 1-8 of 8 < >
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#### Step 9.

Fill in the Description field with a brief explanation of the issue or complication you've encountered.

	1 8 6		1			
	Product Issue	•	Account Administration	*		0
	Subject*					
II Overview						
	Description			0/255		
Resources	- Description					
SThreat Encyclopedia					C Refresh	
Solutions ———					Last Updated Time	
	(Teaching backing fragme)			0/15000		
Product Licensing	- Iroubleshooting Steps				2024-06-04	
Software					2024-06-03	
					2024-06-03	
+ Patterns						
				0 / 1000	2024-05-31	
Documentation		▲ Drop files here or	click to upload		2024-05-31	
Support & Services	(Allowed Fi	le Formats: .cfg, .jpeg, .png, .jpg, .pdf	.7z, .csv, .zip / Limit: 5 files, 10MB each)		2024-05-31	
🕑 Customer Support					2024-05-31	
		Submit	>		2024-05-31	
		Cancel			25 🛥 1−8 of 8 < >	
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#### Step 10.

Fill in the Troubleshooting Steps field with the attempts you've made thus far to resolve the issue.

	Product Issue	Account Administration	*	θ
	Subject*			
Cverview				
Resources	Description*		0/255	
S Threat Encyclopedia				C Refresh
Solutions			0 / 15000	Last Updated Time
Product Licensing	- Troubleshooting Steps -		0715000	2024-06-04
🛓 Software				2024-06-03
+ Patterns				2024-06-03
			0 / 1000	2024-05-31
Documentation	🕭 Drop file	es here or click to upload		2024-05-31
Support & Services	(Allowed File Formats: .cfg, .jpeg,	.png, .jpg, .pdf, .7z, .csv, .zip / Limit: 5 files, 10MB each)		2024-05-31
Customer Support				2024-05-31
		Submit >		2024-05-31
		Cancel		25 ✔ 1-8 of 8 < >
© 2024 TXOne Networks. All rights reserved.				

#### Step 11.

Upload any relevant files.

	Product Issue     Account Administration	•	9
	- Subject*		
Overview			
	Deceletion#	0/255	
Resources	- Description		
S Threat Encyclopedia			C Refresh
Solutions ———			Last Updated Time
Product Licensing	Troubleshooting Steps	0/15000	2024-06-04
🛓 Software			2024-06-03
d. Dalbaras			2024-06-03
- Patterns		0 / 1000	2024-05-31
Documentation	ع Drop files here or click to upload		2024-05-31
Support & Services	(Allowed File Formats: .crg, .jpeg, .png, .jpg, .pdf, ./z, .csv, .zip / Limit: 5 files, 10/NB each)		2024-05-31
🖉 Customer Support	1		2024-05-31
	Submit >		2024-05-31
	Cancel		25 🕶 1−8 of 8 < >
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Step 12.

Click "Submit" to complete the process.

	Product Issue	Account Administration	•	θ
# Overview	Subject*		0/255	
E Resources	Description*		07233	
Threat Encyclopedia				C Refresh
Solutions			0/15000	Last Updated Time
Product Licensing	Troubleshooting Steps		0715000	2024-06-04
🛃 Software				2024-06-03
+ Patterns			0/1000	2024-06-03
Documentation	. Drop files h	ere or click to upload		2024-05-31
Support & Services	(Allowed File Formats: .cfg, .jpeg, .png	, .jpg, .pdf, .7z, .csv, .zip / Limit: 5 files, 10MB each)		2024-05-31
🕢 Customer Support				2024-05-31
		Submit >		2024-05-31
		Cancel	25	✓ 1—8 of 8 < >
© 2024 TXOne Networks. All rights reserved.				

Once you've successfully submitted your support ticket, you will receive an email from TXOne Networks confirming that they've received your ticket.



Once you register a MyTXOne account, you become the admin of your own organization (henceforth referred to as 'org'). As an admin, you can easily share information with other employees in your company by adding members to your organization on the MyTXOne portal. This way, a product license key does not need to be manually input every time the information you're already privy to needs to be shared.

## 7.1 Inviting a Registered User

١e

networks

In this scenario, you are an admin named Clare who wants to invite someone from her company to join her org in the MyTXOne portal. In this case, the invitee, Nek, already has a MyTXOne account of their own. Once your invitee accepts the invitation, they become a user in your org.

#### Procedure

Step 1.

From the Overview page, click "Organization"

	TXOne	English 👻 🤤
	Welcome Clare, As a proud owner of TXOne products, you can register them and monitor their status right here! Please enter your product license key to begin registration. Register Nov	
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Step 2.

From here, you can access the details of your org on the [Detail] tab. This information will be available for both admin and user accounts. Navigate to the [User Management] tab. Click "User Management".



(1) Overview		
Resources	Organizatio	n
🛷 Threat Encyclopedia	Detail User Manag	ement
Organization	Organization ID:	*****c370802
Solutions —	Company:	Big Oil Company
Product Licensing	Industry:	Oil & Gas
🛃 Software	Admin List:	Clare
+ Patterns		
Documentation		
Support & Services		
🖌 Customer Support		
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#### Step 3.

This is a feature allowing team members from the same company to share information. The user you invite needs to have the same domain name for their email address as you.

Click "Invite New Member".

(i) Overview			
Resources	Organization		
🛷 Threat Encyclopedia	Detail User Management		
Organization	Invite New Member >		
Solutions ———	No. Role Email	Product Assignment	Action
Product Licensing Software	1 Admin	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	
+ Patterns			
Documentation			
Support & Services ———			
🕢 Customer Support			



#### Step 4. Input the user's email address.



You will be notified that your invitation has been successfully sent. Once your invitee accepts the invitation and registers, you can give him access to the same product information as you.



① Overview			
Resources	Organization		
🛷 Threat Encyclopedia	Detail User Management		
Ø Organization	Invite New Member >		
Solutions ———	No. Role Email	Product Assignment	Action
Product Licensing		Stellar - Endpoint Protection     Edue - Network Defense	
🛃 Software	1 Admin	Element - Security Inspection     Sage - CPS Protection Platform	
<ul> <li>Patterns</li> </ul>			
Documentation			
Support & Services			
🖉 Customer Support			
Member has been invited succes	essfully		

# \*Note: If your invitee already has a MyTXOne account and accepts your invitation, all previous product information, support cases and license keys they had in their possession will be wiped.

Step 5.

Once you know your invitee has logged in to MyTXOne, refresh your page. Their account will now appear on the list. Click "Edit".

② Overview			
Resources	Organization		
🛷 Threat Encyclopedia	Detail User Management		
Organization	Invite New Member >		
Solutions ———	No. Role Email	Product Assignment	Action
Product Licensing		Stellar - Endopint Protection	
🛃 Software	1 Admin	Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	
+ Patterns	2 User		Edit Remove
Documentation			
Support & Services			
Customer Support			

Step 6.

From here, you can assign the products you want to share with the user. Check the boxes next to the product(s) you want to assign. Click "Save".



r	20	7
	Edit member	
<b>n</b> ement	Email:	
	Role: O Admin	
il	User Product Assignment:	
1@indi	Stellar - Endpoint Protection	m
"10@in	<ul> <li>Element - Security Inspection</li> <li>Sage - CPS Protection Platform</li> </ul>	
	Save	
	Cancel	

Once you press save, you will receive a notification that you have successfully edited the user's access. You will also see the products you've assigned in the Product Assignment column. The user can now create support tickets for the products that you've assigned to him.

\*Note: The user can only create support tickets for the products that have been assigned to him, but he can view the support ticket information for all the products that the admin has access to.



How to Create and Manage a MyTXOne Portal Account – Application Note

() Overview			
Resources	Organization		
🛷 Threat Encyclopedia	Detail User Management		
Organization	Invite New Member >		
Solutions ———	No. Role Email	Product Assignment	Action
Product Licensing	1 Admin	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection	
. ◆ Software		Sage - CPS Protection Platform     Stellar - Endooint Protection	
♣ Patterns	2 User	Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	Edit Remove
Documentation			
Customer Support			
Member has been edited success	fully		

#### Step 6a.

Alternatively, you can change the role of your invitee from user to admin. This would grant them access to all the information you are privy to, including support ticket information for every product the admin account has. They would also have the ability to submit support tickets for every product.

Click "Edit".

② Overview			
Resources	Organization		
🕏 Threat Encyclopedia	Detail User Management		
Organization	Invite New Member >		
Solutions ———	No. Role Email	Product Assignment	Action
Product Licensing Software	1 Admin	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	
+ Patterns	2 User		Edit Remove
Documentation			
Support & Services ———			
Customer Support			

Step 6b.

In the Roles section, select "Admin".



20	
Edit member	
Email:	
Role: Admin User	
Product Assignment: Stellar - Endpoint Protection	T
<ul><li>Edge - Network Defense</li><li>Element - Security Inspection</li></ul>	
Sage - CPS Protection Platform	T
Save Cancel	



Step 6c.

Clicking the "Admin" radio will automatically take you to this page. Click "Save".

	<b>2</b> ¢ Edit member	
Email: Role: Admin User	n	- m
Π.	Save Cancel	m

You will receive confirmation that the changes have been made. In the Role column, you will see that they are now an admin. Once they sign out and sign back in, they will have admin privileges, meaning they have access to all the information you do, and can perform the same user management actions.

\*Note: As an admin, you can remove others using the [User Management] tab but not yourself. However, there is a "Leave this org" option.

If you wish to leave the org, select the [Detail] tab and click "Leave this org".



② Overview				
Resources	Organizatio	nc		
🛷 Threat Encyclopedia	Detail User Mana	agement		
Organization	Organization ID:	*****c370a02		
Solutions	Company:	Big Oil Company		
Product Licensing	Industry:	Oil & Gas		
🛃 Software	Admin List:	Clare Nek		
+ Patterns	Leave this org			
Documentation				
Support & Services				
🖉 Customer Support				

Once you leave, your [Detail] tab will look like this.

Overview		
Resources	Organizatio	n
🛷 Threat Encyclopedia	Detail User Mana	gement
Organization	Organization ID:	*****73ea327
Solutions ———	Company:	Big Oil Company
Product Licensing	Industry:	Oil & Cas
	Admin List:	

Your [User Management] tab will still have the same products listed as before.

③ Overview				
Resources	Organiza	tion		
🛷 Threat Encyclopedia	Detail User	Management		
Organization	Invite New Membe	r>		
iolutions	No. Role	Email	Product Assignment	Action
Product Licensing	1 Admin		Stellar - Endpoint Protection     Edge - Network Defense     Element - Socially Inspection     Sage - CPS Protection Platform	

However, your Product Licensing page will be cleared of all information.



① Overview	Status
Resources	
🛷 Threat Encyclopedia	+ License Registration
Organization	NO. Status Product License Key Provider Type License Key Seats/Module Sets Activation Date Expiration Date Action Note
Solutions	- No Data to Display
Product Licensing	
	Note: Activation dates are only available for keys provided by TXOne.

### 7.2 Accepting an Invite as a Registered User

In this scenario, you are Nek, the invitee of Clare. We will go through the steps of accepting an invitation from someone within your company.

\*Note: On your account, you are the admin of your own org.

② Overview											
Resources	Organization										
🕏 Threat Encyclopedia	Detail User Management										
Organization	Invite New Member	Invite New Member >									
Solutions ———	No. Role Email	Product Assignment	Action								
Product Licensing	1 Admin	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform									

#### Procedure

Step 1.

This is your default Overview page.





Once you receive an invitation, refresh your page and it will change to this.

② Overview	
Resources	Welcome Nek,
🛷 Threat Encyclopedia	To join a new organization, your existing license info and support cases will be wiped clean. If you
Organization	agree to this, please click the "Join Now" button below.
Solutions	Join Now >
Product Licensing	Cancel

As noted, joining Clare's org would wipe clean your existing license info and support cases. To proceed, click "Join Now". This will log you out automatically.

(i) Overview		
Resources	Welcome Nek,	
🛷 Threat Encyclopedia	To join a new organization, your existing license info and support cases will be wiped clean. If you	
Organization	agree to this, please click the "Join Now" button below.	
Solutions	Join Now >	
Product Licensing	Cancel	

#### Step 2.

Click "Login".

MyTXOne Portal	
Welcome to MyTXOne – the ultimate hub that revolutionizes the way download, and manage files, documents, and licenses for your devices Even more powerful, MyTXOne connects you directly with our experts seamless communication and prompt assistance whenever you encour Everything you need is all in one place, right at your fingertips, ensurir comprehensive support in one smart system.	you access, a and services. , allowing nter any issues. ng
Login > or Register >	
X     B     2025 TXOne Networks. All rights reserved.	





Your Overview page will have changed again. To see the product details that admin Clare has released to you, click "View Details".

⑦ Overview		
Resources	Welcome Nek,	
🛷 Threat Encyclopedia	Here you can access the details of your products, including their licenses and status.	
Organization	View Details >	- <b>o</b> -o
Solutions		
Product Licensing		

#### Step 4.

This will take you to the Product Licensing page. In this case, Clare has not released any product details to you.

(i) Overview	Status License Type Key Provider All CReset Filters
Resources	
🛷 Threat Encyclopedia	NO. Status Product License Key Provider Type License Key Seats/Module Sets Activation Date Expiration Date Action Note
Organization	No Data to Display
Solutions	
Product Licensing	Note: Activation dates are only available for keys provided by TXOne.

If the admin has released product details to you, you will need to refresh to see the details. This will log you out again.

Click "Login".

÷	hetworks
	MyTXOne Portal
	Welcome to MyTXOne – the ultimate hub that revolutionizes the way you access, download, and manage files, documents, and licenses for your devices and services. Even more powerful, MyTXOne connects you directly with our experts, allowing seamless communication and prompt assistance whenever you encounter any issues. Everything you need is all in one place, right at your fingertips, ensuring comprehensive support in one smart system.
	Login > or Register >

Step 5.



Navigate to the Product Licensing page. The product details will be displayed here.

② Overview	- S A	itatus —	•	All 🔹	Key Provider –	-	C Reset Filters					
Resources												
🛷 Threat Encyclopedia		NO.	Status	Product License	Key Provider	Туре	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
Organization		1	<ul> <li>Activated</li> </ul>	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I 🕎	2	2025-03-01	2025-07-31		
Solutions ———												
Product Licensing	Note	e: Activ	ation dates are o	only available for keys	provided by TXO	ie.						
🛃 Software												
+ Patterns												
🕒 Documentation												
Support & Services												
🖉 Customer Support												

#### Step 6.

To see the support tickets that have been submitted from your company, navigate to the Customer Support page.

<ul> <li>Overview</li> </ul>	A	atus — II	•	All •	All	Ŧ	C Reset Filters					
Resources												
🕏 Threat Encyclopedia		NO.	Status	Product License	Key Provider	Туре	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
Organization		1	<ul> <li>Activated</li> </ul>	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I 🕎	2	2025-03-01	2025-07-31		
Solutions ———												
Product Licensing	Note:	Activa	ation dates are (	only available for keys	provided by TXO	ne.						
🛃 Software												
<ul> <li>Patterns</li> </ul>												
🖄 Documentation												
Support & Services												
🖉 Customer Support												

There, you will find the support tickets that have been submitted by your company.

② Overview	All	Product SKU     All	- C Reset	Filters			
Resources							<b>2</b> -4-4
🛷 Threat Encyclopedia	+ Submit Tie	cket					C Refresh
Organization	Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time
Solutions	New	00002340	EdgeOne	-	Got wanna cry files	2025-03-10	2025-03-10
E Product Licensing	New	00002339	StellarOne	-	agent cannot activate	2025-03-10	2025-03-10
						Rows per page:	25 ▼ 1-2 of 2 < >
🛓 Software							
💠 Patterns							
🖄 Documentation							
Support & Services ———							
🖉 Customer Support							





If you wish to submit a support ticket yourself, you can only submit the support ticket pertaining to the product that Clare has released to you. In this case, that product would be the StellarICSEdition license.

#### Click "+Submit Ticket"

② Overview	All	Product SKU     All		Filters			
Resources							
🕏 Threat Encyclopedia	+ Submit T	icket					C Refresh
Organization	Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time
iolutions	• New	00002340	EdgeOne		Got wanna cry files	2025-03-10	2025-03-10
E Product Licensing	• New	00002339	StellarOne		agent cannot activate	2025-03-10	2025-03-10
Product Licensing						Rows per page: 2	25 • 1–2 of 2 < >
🛓 Software							
<ul> <li>Patterns</li> </ul>							
Documentation							
iupport & Services							
Customer Support							

#### Step 8.

As you can see, you are only able to access the information pertinent to Stellar.

MyTXOne			
	Subm	nit Ticket	
	Product Line* Endpoint Protection	Product SKU* StellarOne	•
	Endpoint Protection		Last Updated
- 11			2025-03-10
	Product Issue	Account Administration	₹
	Subject*		9: 25 ★ 1-2 0
	Description*	0	/255
		0/1	5000
rved.	Troubleshooting Steps		



**EXONE** How to Create and Manage a MyTXOne Portal Account – Application Note networks

One			٦	
	Subn	nit Ticket	- 1	
	Product Line*	Product SKU*		
	Endpoint Protection -	StellarOne	_	
	Software Firmware Version*	Stellar Family		
		StellarOne	(i)	
		StellarProtect		2
	- Issue Category	· ····································		2
	Product Issue	Account Administration  *		
	Subject*		ə:	25 🔻
	- Description*	0/255		
	- Description		- 1	
		0 / 15000	_	
	Troubleshooting Steps			

Fill out the relevant information and click "Submit".



ſ	- Issue Category		— Issue Sub-Category ————————————————————————————————————	
	Product Issue		Account Administration	*
	- Subject*			
	- Description*			07255
	- Troubleshooting Steps			0/15000
	Toddieshooding seeps		Issue Sub-Category Account Administration 0/255 0/15000 0/15000 0/1000 ere or click to upload jpg. pdf7z, .csv, .zip / Limit: 5 files, 10MB each)	
				0 / 1000
		h	liek to volood	
	(Allowed File Formats', cfa, inea, pp.	a ina odfi	IICK LO UPIODO	
	(nuowearnerformues.lerg, ijbeg, ipr	g, jpg, .pdi, .i		
		Submit >		
		Cancel		

#### Step 9.

If the admin releases more products to you, you can view this by refreshing your Product Licensing page once she has made the changes to your access privileges. Again, you will be logged out automatically.

Click "Login".





Navigate to the Product Licensing page to see what products you can access now.

(i) Overview	All	us	All - A	ey Provider	•	C Reset Filters					
Resources											
🛷 Threat Encyclopedia	1	NO. Status	Product License	Key Provider	Туре	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
Organization	1	1 • Activated	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I 📑	2	2025-03-01	2025-07-31		
Solutions ———	C	2 • Activated	EdgeOne Node License	TXOne	Formal	ECDJ-BAJA-Q2L7-4N5W 📴	10	2025-02-13	2026-02-13		
Product Licensing											
🛃 Software	Note: A	Activation dates are	only available for keys provi	ded by TXOne.							
+ Patterns											
Documentation											
Support & Services											
Customer Support											

#### Step 10.

Sometimes, your admin will change your role from User to Admin with their org. This would give you all the access and powers they have, including the ability to remove them. Once the change has been made, you will be logged out again.

Click "Login".

3	networks	
	MyTXOne Portal	
	Welcome to MyTXOne – the ultimate hub that revolutionizes the way you access, download, and manage files, documents, and licenses for your devices and services. Even more powerful, MyTXOne connects you directly with our experts, allowing seamless communication and prompt assistance whenever you encounter any issues. Everything you need is all in one place, right at your fingertips, ensuring comprehensive support in one smart system.	
	Login > or Register >	
	O 2025 TXOne Networks. All rights reserved.	

Navigate to your Organization page. You can see that your role has been changed, and all the products' details you can now access.



⑦ Overview				
Resources	Organiza	ation		
🛷 Threat Encyclopedia	Detail Use	r Management		
Organization	Invite New Membe	er >		
Solutions ———	No. Role	Email	Product Assignment	Action
Product Licensing Software	1 Admin	cl5s1@indigobook.com	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	Edit Remove
Patterns	2 Admin	n5w1o@indigobook.com	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	
Documentation				
Support & Services ———				
🖉 Customer Support				

\*Note: As an admin, you can remove others using the [User Management] tab but not yourself. However, there is a "Leave this org" option.

If you wish to leave the org, select the [Detail] tab and click "Leave this org".

② Overview				
Resources	Organizatio	n		
🛷 Threat Encyclopedia	Detail User Man	gement		
Organization	Organization ID:	*****c370a02		
Solutions	Company:	Big Oil Company		
Product Licensing	Industry:	Oil & Gas		
🛃 Software	Admin List:	Clare		
+ Patterns	Leave this org			
🔁 Documentation				
Support & Services				
🕖 Customer Support				

Once you leave, your [Detail] tab will look like this.

② Overview		
Resources	Organizatio	n
🕏 Threat Encyclopedia	Detail User Mana	igement .
Organization	Organization ID:	*****73ea327
Solutions	Company:	Big Oil Company
Product Licensing	Industry:	Oil & Gas
	Admin List:	

Your [User Management] tab will still have the same products listed as before.



How to Create and Manage a MyTXOne Portal Account – Application Note

(1) Overview			
Resources	Organization		
🛷 Threat Encyclopedia	Detail User Management		
Organization	Invite New Member		
iolutions ———	No. Role Email	Product Assignment	Action
Product Licensing	1 Admin	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	

However, your Product Licensing page will be cleared of all information.

(1) Overview	, F	status — All		License Type     All	Key Provider     All		C Reset Fil	ters				
Resources												
🛷 Threat Encyclopedia		+1	License Re	egistration								
Organization		NO.	Status	Product License	Key Provider	Туре	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
Solutions							I	No Data to Display				
Product Licensing												
	Note	e: Activa	ation date:	s are only available for I	keys provided by ⊤XO	ne.						

# 7.3 Accepting an Invite as an Unregistered User

In this scenario, someone from the same company you work at wants to share product information with you, but you do not have a MyTXOne account. This is how you can register and subsequently accept the invitation from that person.

#### Procedure

Step 1.

Your business email will already be filled out, as well as the Industry Type and Company Name fields. Fill out the fields that are editable.



	TXOne Account
	- Business Email *
l	
ſ	- Name * -
ſ	- Industry Type *
	Oil & Gas 🔹
ſ	– Company Name * –
	Big Oil Company
ſ	- Country * -
	v
l	Password * Conritm Password *
8	16 characters, with at least one uppercase and lowercase letter, a number and a symbol
٢	Lagragita specific amplify from the MuTYOne parts 1 *
l	
T i	'XOne Networks is committed to protecting your privacy. We will not share your nformation with third parties. Instead, it will be used solely to keep you
i	nformed about relevant content, products, and events. You have the option to
ι	insubscribe from these communications at any time. For more information,
F	)lease read our 3y clicking "Pegister" below you give your consent for TYOne Networks to store
a	and process your personal information provided above in order to deliver the
c	ontent you have requested.



Check the box agreeing to receive emails (this is required) and click "Register".

Business Email *  Business Email *  Industry Type *  Oil & Gas  Company Name *  Big Oil Company  Country *  Password *  Password *  Confirm Password *  Password *  One Networks is committed to protecting your privacy. We will not share you formation with third parties. Instead, it will be used solely to keep you formation with third parties. Instead, it will be used solely to keep you formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, sase read our  clicking 'Register' below, you give your consent for TXOne Networks to stord d process your personal information provided above in order to deliver the ntent you have requested.  REGISTER >		
Business Email *		
Name *		
Name *  Industry Type * Oil & Gas Company Name * Big Oil Company Country *  Password *  Password *  Oil agree to receive emails from the MyTXOne portal. *  One Networks is committed to protecting your privacy. We will not share you formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, tase read our clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.  REGISTER	- в	usiness Email *
Industry Type *	_	
Industry Type * Oil & Gas Company Name * Big Oil Company Country * Password * Password * Confirm Password *	- N	ame *
Oil & Gas Company Name * Big Oil Company Country * Password * Confirm		
Company Name * Big Oil Company Country * Password * Confirm Password *	- Ir	idustry Type *
Company Name * Big Oil Company Country * Password * Confirm Password *	_	vira das v
Big Oil Company Country * Password * Confirm Passwo	- C	ompany Name *
Country * Confirm Password * Password * Confirm Password * 6 characters, with at least one uppercase and lowercase letter, a number and a symbol 1 agree to receive emails from the MyTXOne portal. * CONE Networks is committed to protecting your privacy. We will not share you formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, tase read our clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested. REGISTER	B	ig Oil Company
Password * Confirm Password * 6 characters, with at least one uppercase and lowercase letter, a number and a symbol I agree to receive emails from the MyTXOne portal. * Cone Networks is committed to protecting your privacy. We will not share you formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, ease read our clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.	C	ountry *
Password * Confirm Password * Co		•
6 characters, with at least one uppercase and lowercase letter, a number and a symbol I agree to receive emails from the MyTXOne portal. * CONE Networks is committed to protecting your privacy. We will not share you formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, ease read our clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.	P	assword * Confirm Password *
6 characters, with at least one uppercase and lowercase letter, a number and a symbol I agree to receive emails from the MyTXOne portal. * COne Networks is committed to protecting your privacy. We will not share you formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, ease read our clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.		
D I agree to receive emails from the MyTXOne portal. * Cone Networks is committed to protecting your privacy. We will not share you formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, ease read our clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested. REGISTER	-16	characters, with at least one uppercase and lowercase letter, a number and a symbol
I agree to receive emails from the MyTXOne portal. * One Networks is committed to protecting your privacy. We will not share your formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, ease read our cilicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested. REGISTER	-	characters, with at teast one oppertase and twee case texter, a number and a symbol
Cone Networks is committed to protecting your privacy. We will not share you formation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, ease read our vicicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.		Tagree to receive emails from the MyTXOne portal. *
ormation with third parties. Instead, it will be used solely to keep you formed about relevant content, products, and events. You have the option to subscribe from these communications at any time. For more information, ease read our cclicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.	хо	ne Networks is committed to protecting your privacy. We will not share you
subscribe from these communications at any time. For more information, ease read our clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.	1Eo	rmation with third parties. Instead, it will be used solely to keep you
ease read our clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.	-Fo	THE about relevant concent, brougers, and events, too have the concorrect
clicking 'Register' below, you give your consent for TXOne Networks to stor d process your personal information provided above in order to deliver the ntent you have requested.	nfo	ubscribe from these communications at any time. For more information.
d process your personal information provided above in order to deliver the ntent you have requested.	nfo insi	ubscribe from these communications at any time. For more information, ise read our
ntent you have requested.	nfo insi ilea By c	ubscribe from these communications at any time. For more information, ise read our licking 'Register' below, you give your consent for TXOne Networks to stor
	nfo insi ilea By c ind	ubscribe from these communications at any time. For more information, use read our dicking 'Register' below, you give your consent for TXOne Networks to stor process your personal information provided above in order to deliver the
	nfo insi olea By c ind	ubscribe from these communications at any time. For more information, ise read our (licking 'Register' below, you give your consent for TXOne Networks to stor process your personal information provided above in order to deliver the tent you have requested.
REGISTER	nfo insi olea By c ind	ubscribe from these communications at any time. For more information, ise read our dicking 'Register' below, you give your consent for TXOne Networks to stor process your personal information provided above in order to deliver the tent you have requested.
	nfo insi ilea By c nd ont	ubscribe from these communications at any time. For more information, ase read our dicking 'Register' below, you give your consent for TXOne Networks to stor process your personal information provided above in order to deliver the tent you have requested.
	ifo nsi lea y c nd	ubscribe from these communications at any time. For more information, asse read our dicking 'Register' below, you give your consent for TXOne Networks to stor process your personal information provided above in order to deliver the tent you have requested.
	ifo nsi lea y c nd	ubscribe from these communications at any time. For more information, asse read our dicking 'Register' below, you give your consent for TXOne Networks to stor process your personal information provided above in order to deliver the tent you have requested.



You will receive a popup confirming that your account has been created with instructions on activating your account. Once you've activated your account, click "OK".

TXOne Account
Business Email *
Registration Successful
Your account has been successfully created. Check your email to activate your account.
ок >
TXOne Networks is committed to protecting your privacy. We will not share your information with third parties. Instead, it will be used solely to keep you informed about relevant content, products, and events. You have the option to unsubscribe from these communications at any time. For more information, please read our Buclicking 'Benister' below, you give your concent for TXOne Networks to store
and process your personal information provided above in order to deliver the content you have requested.
Already have an account? Log in now

Step 2.

Activate your account. For detailed instructions, refer to Chapter 2.

Step 3.

After activating, log in to your account. For detailed instructions, refer to Chapter 3.

Step 4.

You will land on your Overview page.



<ul><li>Overview</li></ul>	
Resources	Welcome
🛷 Threat Encyclopedia	Here you can access the details of your products, including their licenses
Organization	
Solutions ———	View Details >
Product Licensing	

#### Step 5.

To see the product details that the admin has released to you, click "View Details".

⑦ Overview		
Resources	Welcome	
🛷 Threat Encyclopedia	Here you can access the details of your products, including their licenses and status.	
Organization	View Details >	
Solutions ———		
Product Licensing		

#### Step 6.

This will take you to the Product Licensing page. In this case, the admin has not released any product details to you.

⑦ Overview	All		License Type     All	Key Provider –     All	•	C Reset Filte	ars				
Resources											
🛷 Threat Encyclopedia	NC	). Status	Product License	Key Provider	Туре	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
Organization						N	o Data to Display				
Solutions ———											
🗮 Product Licensing	Note: Act	tivation date:	s are only available for	keys provided by TXOr	ne.						

Step 7.

If the admin has released product details to you, you will need to refresh to see the details. This will log you out again.

Click "Login".





#### Step 8.

Navigate to the Product Licensing page. The product details will be displayed here.

(i) Overview		Status — <b>All</b>	•	- License Type	All	Ŧ	C Reset Filters					
Resources												
🛷 Threat Encyclopedia		NO.	Status	Product License	Key Provider	Туре	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
Organization		1	<ul> <li>Activated</li> </ul>	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I 🕎	2	2025-03-01	2025-07-31		
Solutions												
📰 Product Licensing	Not	e: Activ	ation dates are	only available for keys	provided by TXO	ne.						
🛃 Software												
+ Patterns												
Documentation												
Support & Services ———												
🖉 Customer Support												

#### Step 9.

To see the support tickets that have been submitted from your company, navigate to the Customer Support page.

() Overview		Status – All	•	License Type	All	•	C Reset Filters					
Resources												
🛷 Threat Encyclopedia		NO.	Status	Product License	Key Provider	Туре	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
Organization		1	<ul> <li>Activated</li> </ul>	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I 📑	2	2025-03-01	2025-07-31		B
Solutions												
Product Licensing	Not	e: Activ	ation dates are	only available for keys	provided by TXO	ne.						
🛃 Software												
+ Patterns												
Documentation												
Support & Services												
🖉 Customer Support												



There, you will find the support tickets that have been submitted by your company.

② Overview	All	Product SKU     All	▼ C Reset	Filters			
Resources							
🛷 Threat Encyclopedia	+ Submit Ti	cket					C Refresh
Organization	Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time
Solutions ———	• New	00002340	EdgeOne		Got wanna cry files	2025-03-10	2025-03-10
	New	00002339	StellarOne	-	agent cannot activate	2025-03-10	2025-03-10
Product Licensing Software						Rows per page: 2	25 ♥ 1−2 of 2 < >
+ Patterns							
🖹 Documentation							
Support & Services							
🖉 Customer Support							

#### Step 10.

If you wish to submit a support ticket yourself, you can only submit the support ticket pertaining to the product that Clare has released to you. In this case, that product would be the StellarICSEdition license.

Click "+Submit Ticket"

② Overview	Status     Product SKU       All     Image: All image										
Resources		_									
🛷 Threat Encyclopedia	+ Submit T	icket					C Refresh				
Organization	Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time				
iolutions	• New	00002340	EdgeOne		Got wanna cry files	2025-03-10	2025-03-10				
Product Licensing	New	00002339	StellarOne	-	agent cannot activate	2025-03-10	2025-03-10				
🛓 Software						Rows per page: 2	25 🕶 1–2 of 2 < >				
<ul> <li>Patterns</li> </ul>											
Documentation											
upport & Services											
🕢 Customer Support											

Step 11.

As you can see, you are only able to access the information pertinent to Stellar.



	Submi	t Ticket	
Product Line*		- Product SKU*	
		StellarOne	
Endpoint Protection			
			(1)
- Issue Category		Issue Sub-Category	
Product Issue	•	Account Administration	<b>~</b>
- Subject*			
Description*			0 / 255
- Description			

One			
	Subm	it Ticket	
	Product Line* Endpoint Protection	Product SKU*	
	— Software Firmware Version* ————————————————————————————————————	Stellar Family StellarOne	(i)
	Issue Category	StellarProtect	2
	_ Subject*		ə: 25 <del>-</del>
	C Description*	0 / 255	
		0 / 15000	
	— Troubleshooting Steps —		

Fill out the relevant information and click "Submit".



ſ	- Issue Category	1	<ul> <li>Issue Sub-Category</li> </ul>		
	Product Issue		Account Administration	-	
	- Subject*				
				0 / 255	
	– Description* –				
				0 / 15000	
	– Troubleshooting Steps –				
				0 / 1000	
1					
	t Drop files	here or c	lick to upload		
	(Allowed File Formats: .cfq, .jpeq, .pn	q, .jpq, .pdf, .:	/z, .csv, .zip / Limit: 5 files, 10MB each)		
		Submit			
		Submit /			
		Cancel			

#### Step 12.

If the admin releases more products to you, you can view this by refreshing your Product Licensing page once she has made the changes to your access privileges. Again, you will be logged out automatically.

Click "Login".





Navigate to the Product Licensing page to see what products you can access now.

⑦ Overview	All	us	All -	ley Provider	•	C Reset Filters					
Resources											
🛷 Threat Encyclopedia		NO. Status	Product License	Key Provider	Туре	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
Organization	1	Activated	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I 🕎	2	2025-03-01	2025-07-31		
Solutions ————	C	• Activated	EdgeOne Node License	TXOne	Formal	ECDJ-BAJA-Q2L7-4N5W 🗟	10	2025-02-13	2026-02-13		
Product Licensing											
🛃 Software	Note: A	activation dates ar	e only available for keys provi	ded by TXOne.							
+ Patterns											
Documentation											
Support & Services											
🖉 Customer Support											

#### Step 13.

Sometimes, your admin will change your role from User to Admin with their org. This would give you all the access and powers they have, including the ability to remove them. Once the change has been made, you will be logged out again.

Click "Login".

3	networks
	MyTXOne Portal
	Welcome to MyTXOne – the ultimate hub that revolutionizes the way you access, download, and manage files, documents, and licenses for your devices and services. Even more powerful, MyTXOne connects you directly with our experts, allowing seamless communication and prompt assistance whenever you encounter any issues. Everything you need is all in one place, right at your fingertips, ensuring comprehensive support in one smart system.
	Login > or Register >
	O 2025 TXOne Networks. All rights reserved.



Navigate to your Organization page. You can see that your role has been changed, and all the products' details you can now access.

erview				
esources	Organization			
'hreat Encyclopedia	Detail User Management			
Organization	Invite New Member	>		
ons ———	No. Role	Email	Product Assignment	Action
Product Licensing	1 Admin	cl5s1@indigobook.com	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	Edit Remove
atterns	2 Admin	n5w1o@indigobook.com	Stellar - Endpoint Protection     Edge - Network Defense     Element - Security Inspection     Sage - C-SP crotection Platform	
Ocumentation				
ort & Services ———				
lustomer Support				

\*Note: As an admin, you can remove others using the [User Management] tab but not yourself. However, there is a "Leave this org" option.

If you wish to leave the org, select the [Detail] tab and click "Leave this org".

④ Overview					
Resources	Organization				
🛷 Threat Encyclopedia	Detail User Mar	nagement			
Organization	Organization ID:	*****c370a02			
Solutions ———	Company:	Big Oil Company			
Product Licensing	Industry:	Oil & Gas			
🛃 Software	Admin List:	Clare Nek			
+ Patterns	Leave this org				
Documentation					
Support & Services ———					
🕑 Customer Support					

Once you leave, your [Detail] tab will look like this.

② Overview			
Resources	Organization		
🛷 Threat Encyclopedia	Detail User Manag	pement	
🖨 Organization	Organization ID:	*****73ee327	
Solutions	Company:	Big Oil Company	
Product Licensing	Industry:	Oil & Gas	
	Admin List:		



Your [User Management] tab will still have the same products listed as before.

② Overview			
Resources	Organization		
🛷 Threat Encyclopedia	Detail User Management		
Organization	Invite New Member >		
iolutions ———	No. Role Email	Product Assignment	Action
Product Licensing	1 Admin	Stellar - Endpoint Protection     Edge- Network Defense     Element - Security Inspection     Sage - CPS Protection Platform	

However, your Product Licensing page will be cleared of all information.

① Overview	Status License Type Key Provider C Reset Filters	
Resources		
🛷 Threat Encyclopedia	+ License Registration	
Organization	NO. Status Product License Key Provider Type License Key Se	Seats/Module Sets Activation Date Expiration Date Action Note
Solutions	No Dat	ata to Display
Product Licensing		
	Note: Activation dates are only available for keys provided by TXOne.	

# 7.4 Addendum: Organization ID

Whether you are an admin or a user, if you need to contact TXOne for assistance, you are provided with an Organization ID to help identify you quickly. Note that only the last 7 characters are visible to you. For security purposes, we will keep the first five characters hidden. However, you need only provide the last 7 characters to the TXOne representative you contact.

① Overview		
Resources	Organizat	ion
🛷 Threat Encyclopedia	Detail User Ma	anagement
Organization	Organization ID:	*****c370e02
Solutions ———	Company:	Big Oil Company
Product Licensing	Industry:	Oil & Gas
🛃 Software	Admin List:	Clare Clare Control Clare Cont
+ Patterns	Leave this org	
Documentation		
Support & Services		
🖉 Customer Support		