



# **How to Create and Manage a MyTXOne Portal Account**

Application Note

March 2025

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- EdgeIPS Pro
- EdgeIPS LE
- EdgeFire
- EdgeOne
- OT Defense Console
- Portable Inspector
- Safe Port
- ElementOne
- StellarProtect
- StellarProtect (Legacy Mode)
- StellarEnforce
- StellarOne
- SageOne

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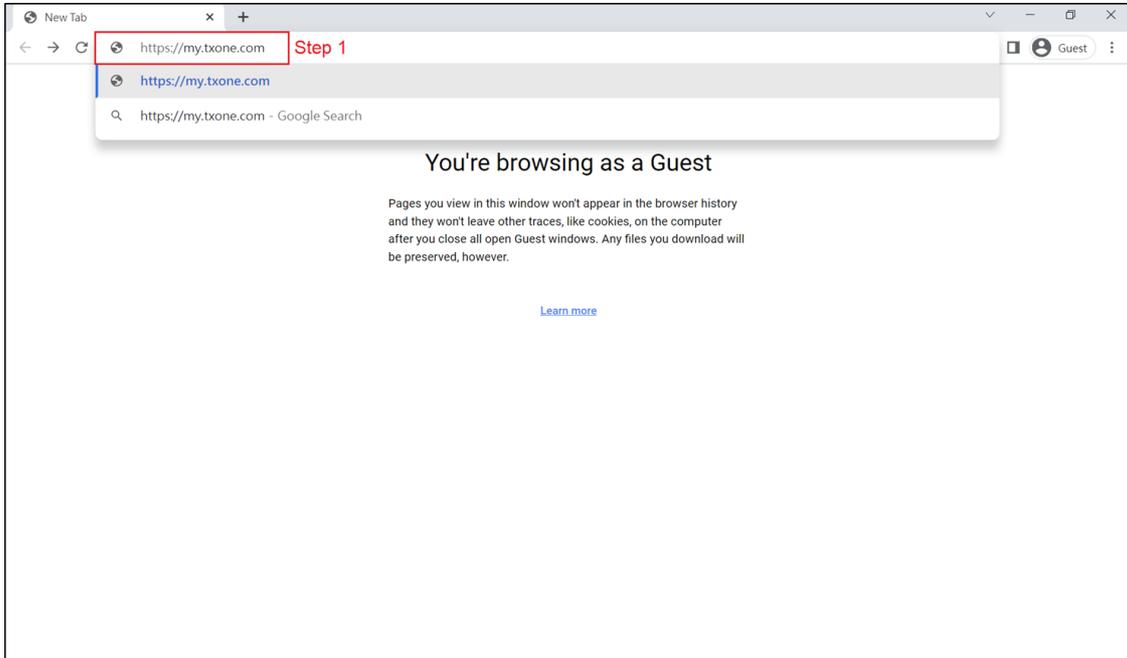
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# 1 Registering a MyTXOne Portal Account

## Procedure

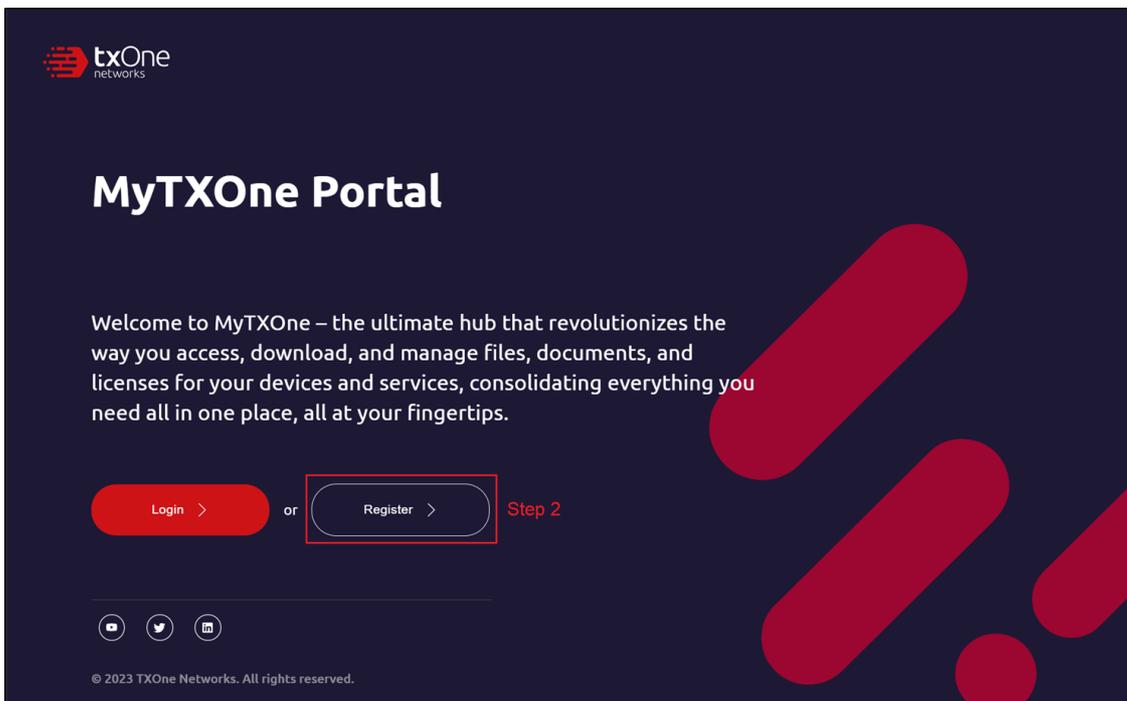
Step 1.

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



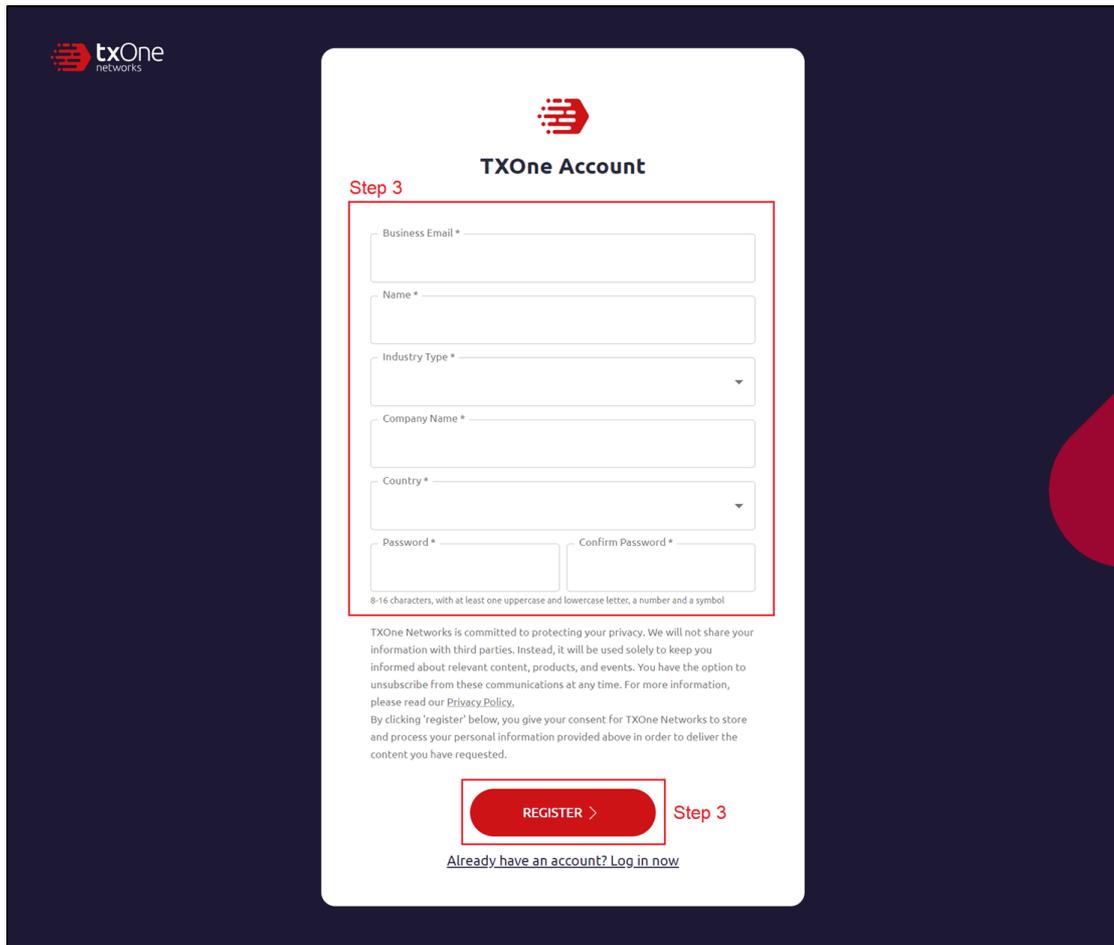
Step 2.

On the MyTXOne portal landing page, click “Register.”



Step 3.

Complete the registration form, then click “REGISTER.”



**TXOne Account**

**Step 3**

Business Email \*

Name \*

Industry Type \*

Company Name \*

Country \*

Password \*      Confirm Password \*

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 [Privacy Policy](#).

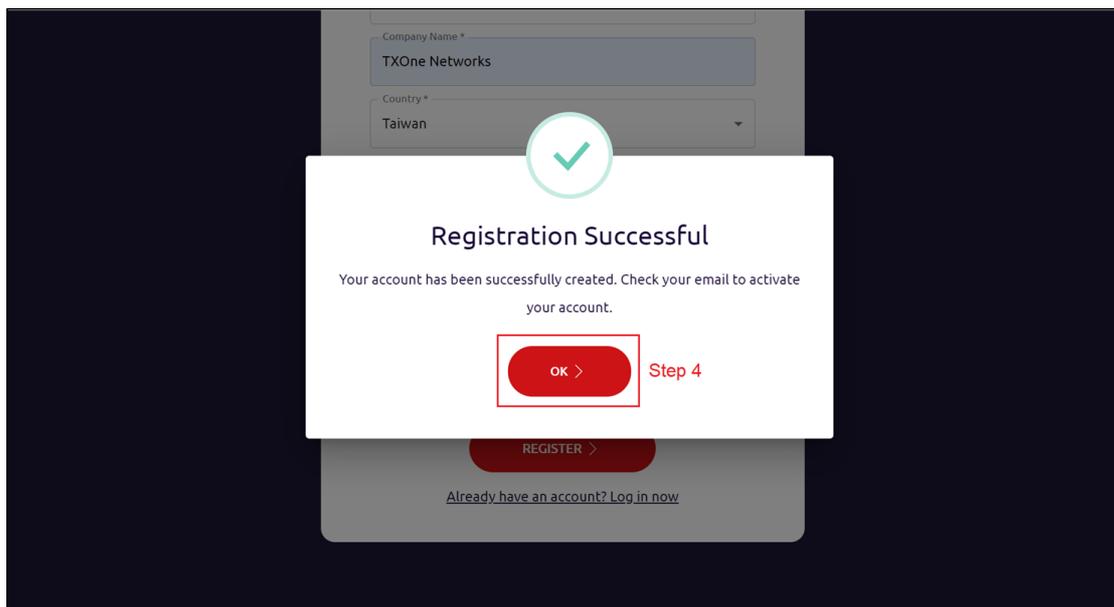
By clicking 'register' below, you give your consent for TXOne Networks to store and process your personal information provided above in order to deliver the content you have requested.

**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.



**Registration Successful**

Your account has been successfully created. Check your email to activate your account.

**OK >**      **Step 4**

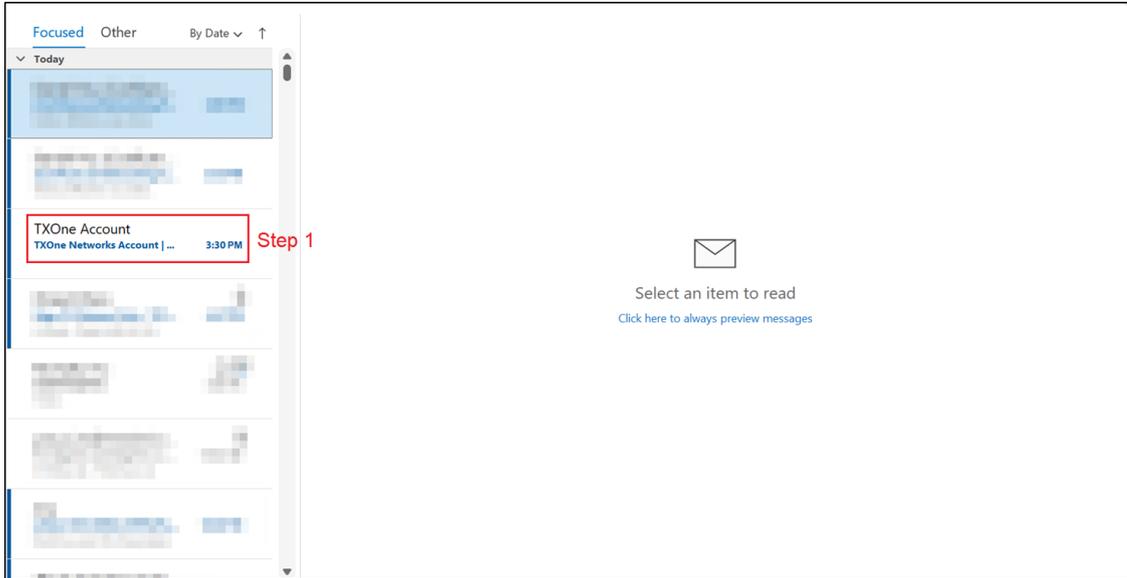
[Already have an account? Log in now](#)

## 2 Activating a MyTXOne Portal Account

### Procedure

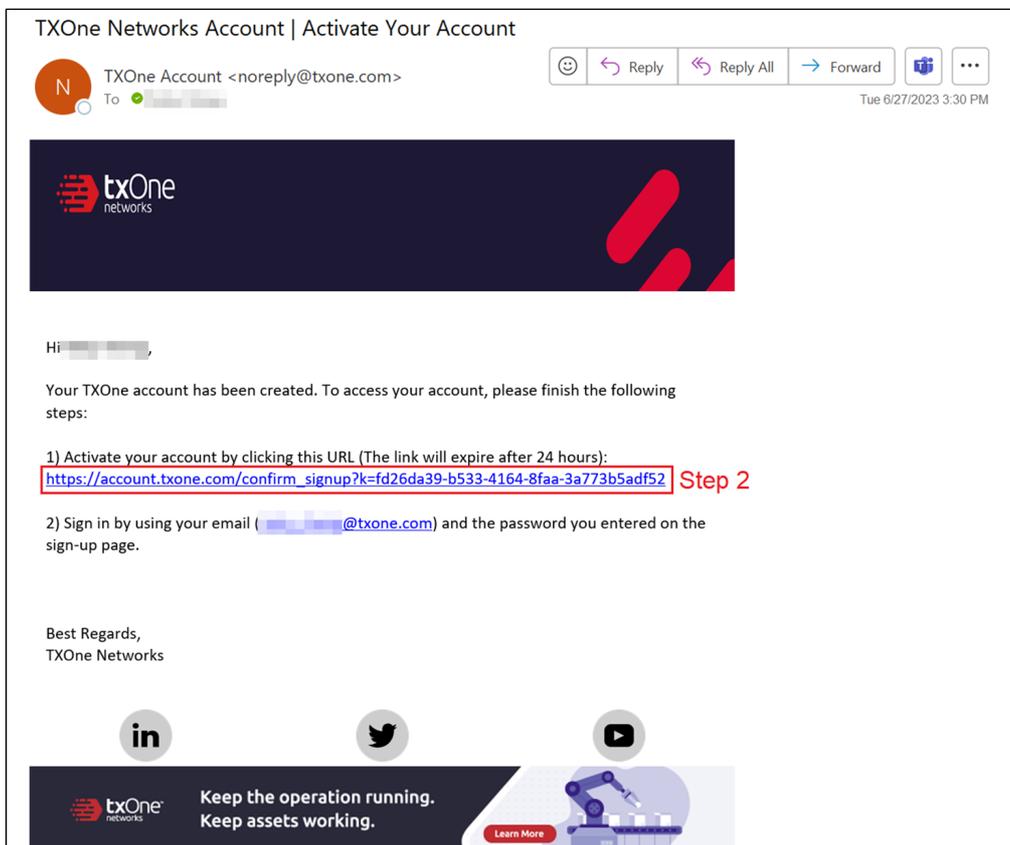
#### Step 1.

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



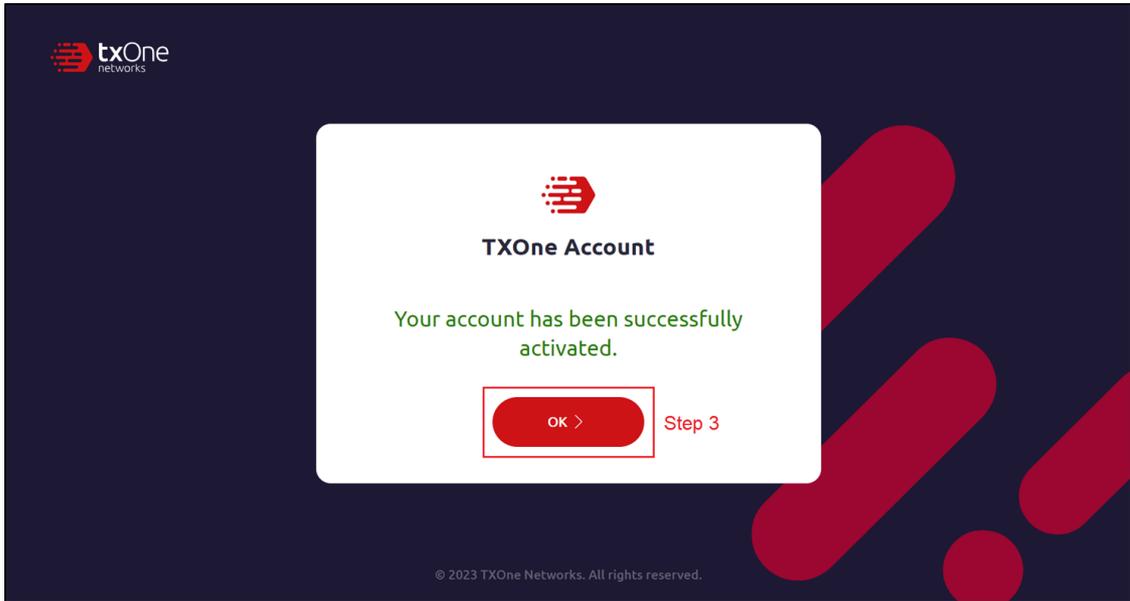
#### Step 2.

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.

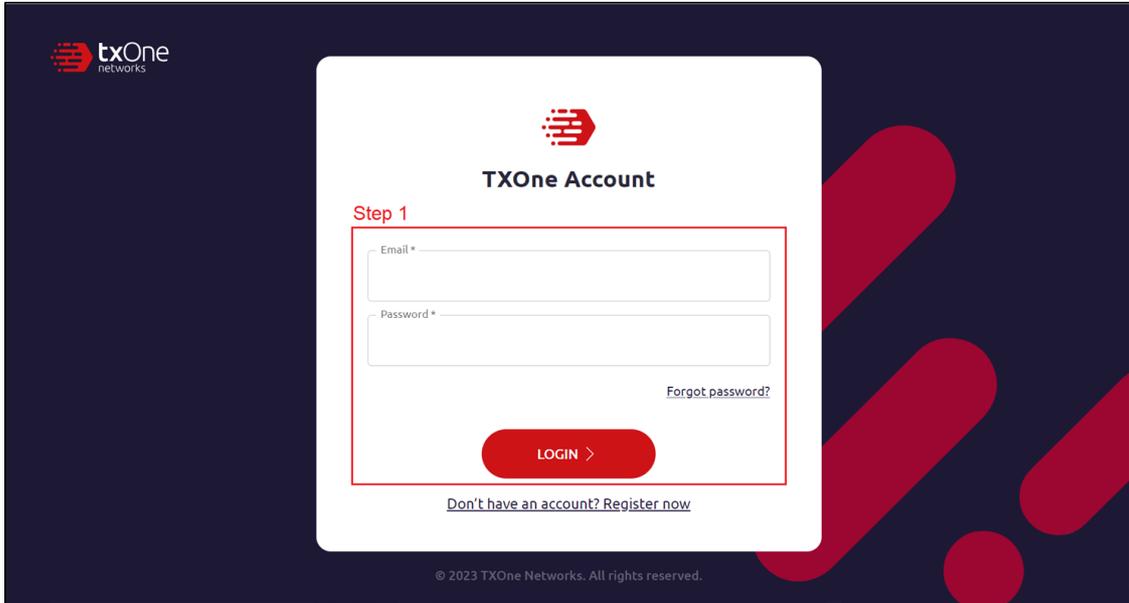


### 3 Logging in to a MyTXOne Portal Account

#### Procedure

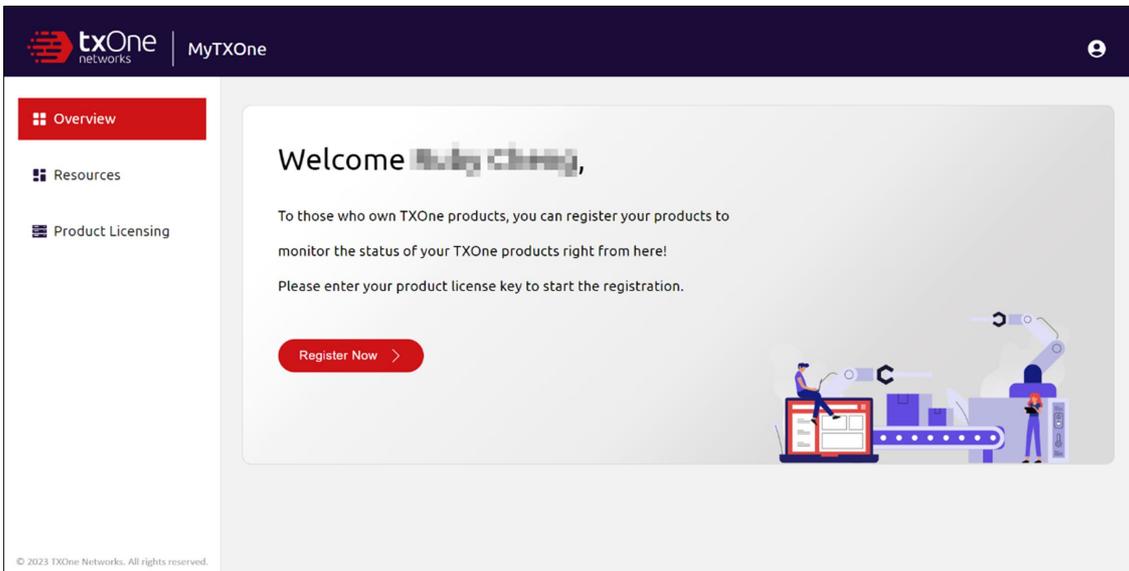
Step 1.

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



Step 2.

You are now logged in to your MyTXOne portal account.



## 4 Resetting a MyTXOne Account Password

You can reset your account password in the following scenarios:

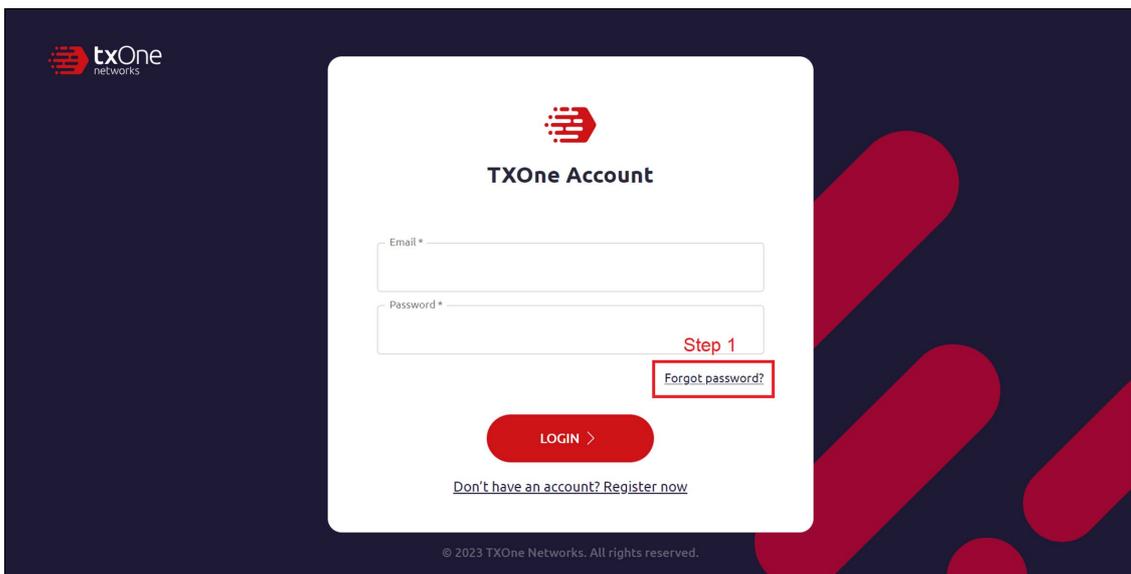
- You forget your original password.
- A regular password update is needed to secure your account.

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

### Procedure (Forgotten Password)

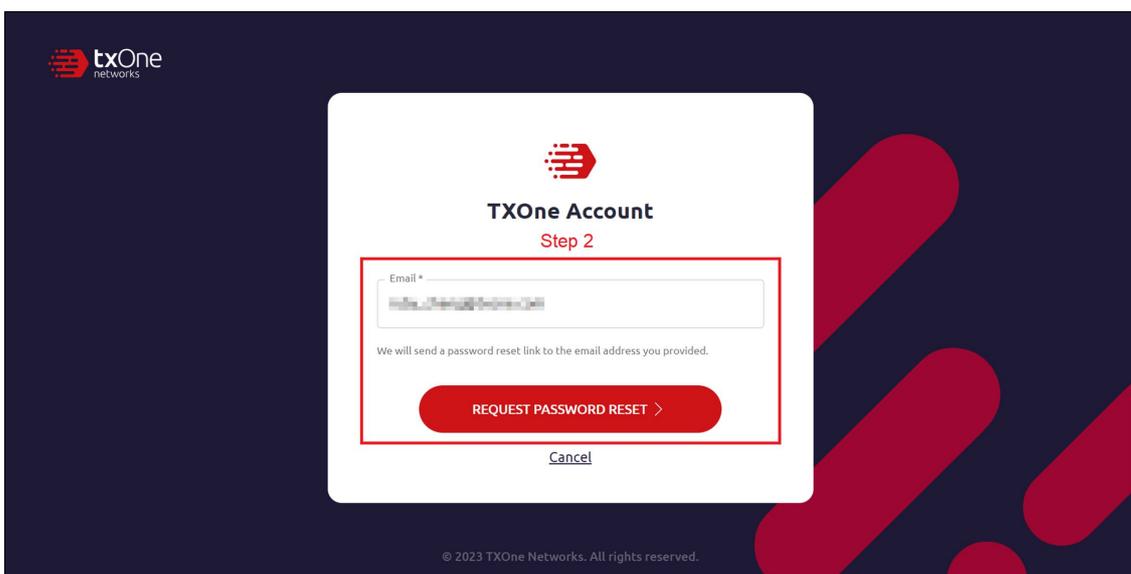
Step 1.

On the login page, click “Forgot password?”



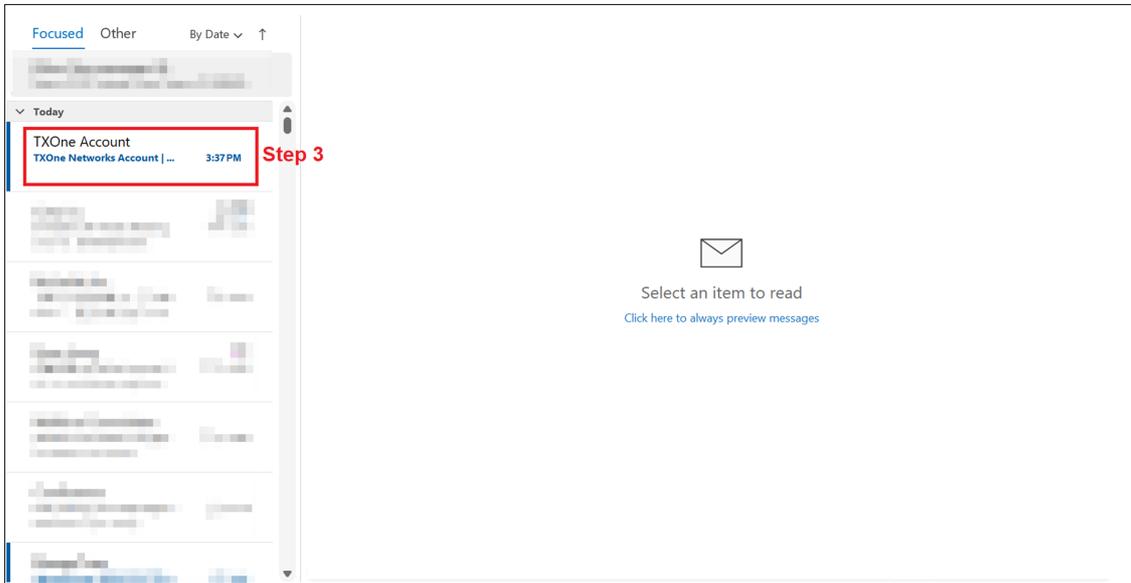
Step 2.

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



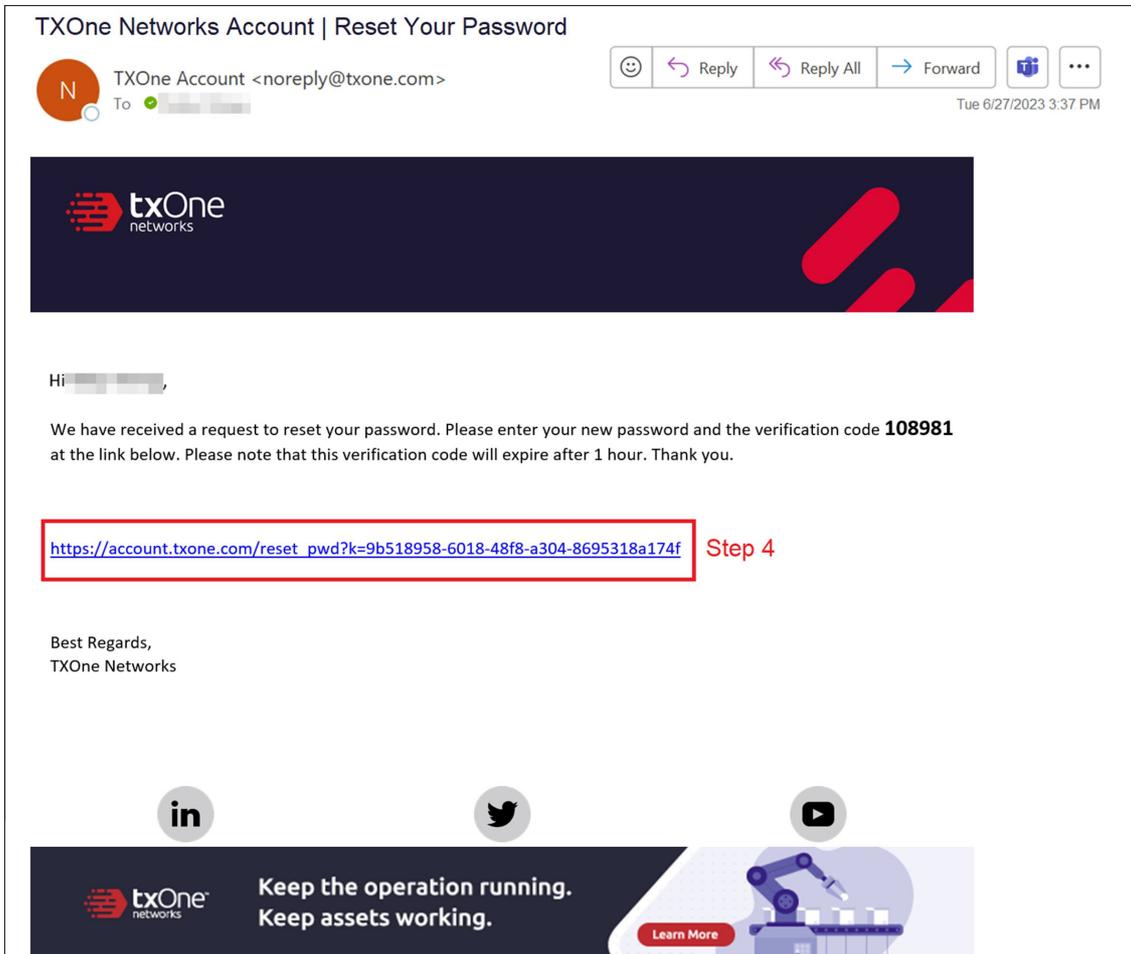
Step 3.

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



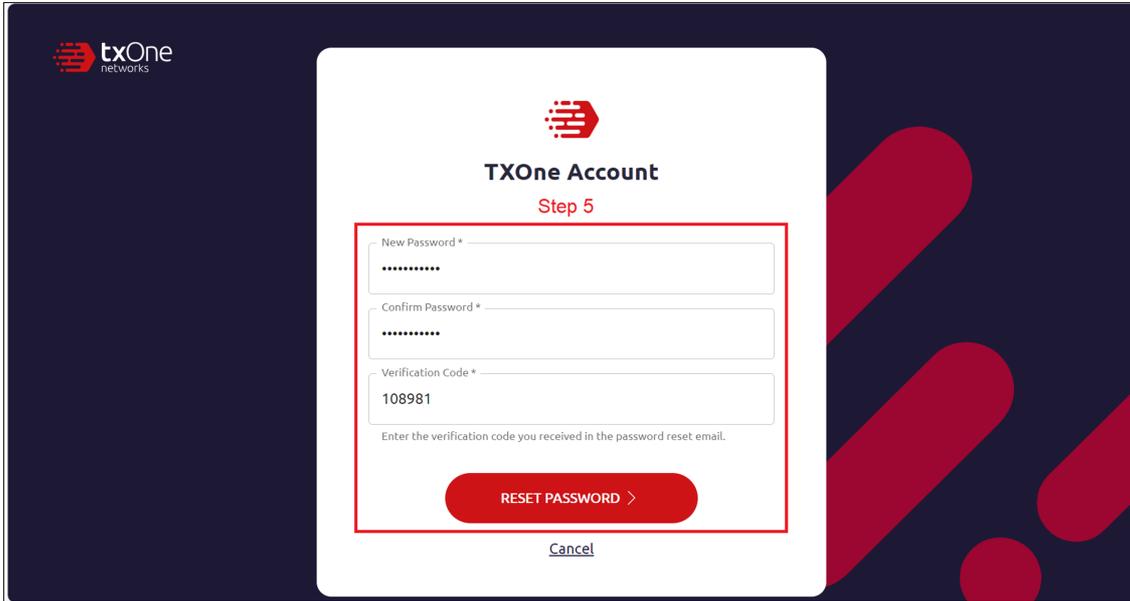
Step 4.

Click the password reset link in the email.



Step 5.

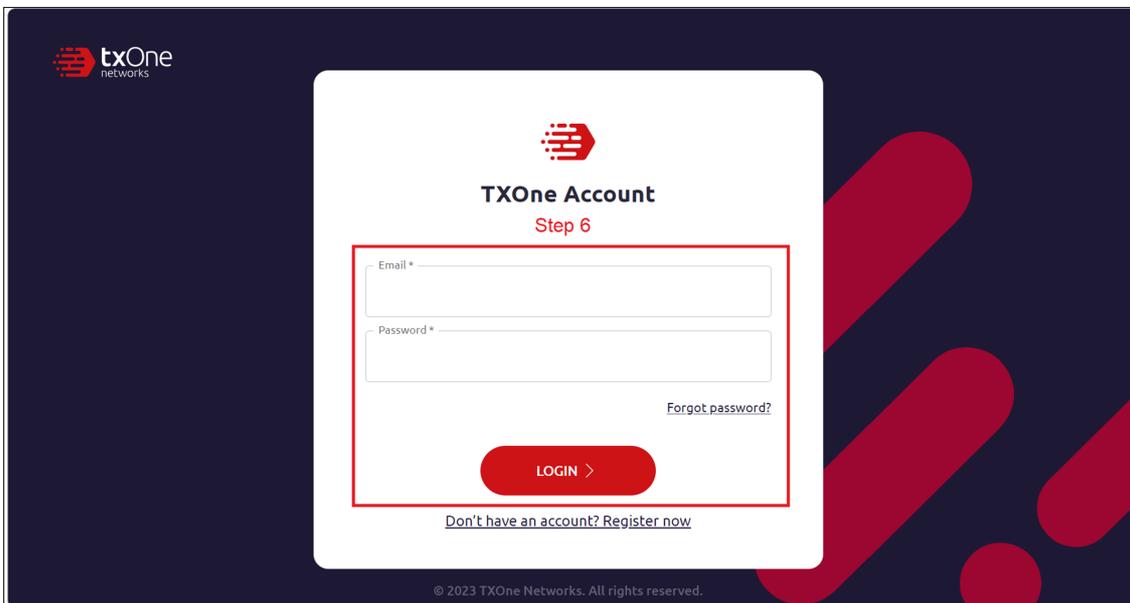
On the password reset page, enter your new password, confirm it, and input the verification code specified in the email. Then click “RESET PASSWORD.”



The screenshot shows a white form titled "TXOne Account Step 5" on a dark blue background. The form contains three input fields: "New Password \*", "Confirm Password \*", and "Verification Code \*". The "Verification Code" field contains the number "108981". Below the fields is a red button labeled "RESET PASSWORD >" and a "Cancel" link.

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.

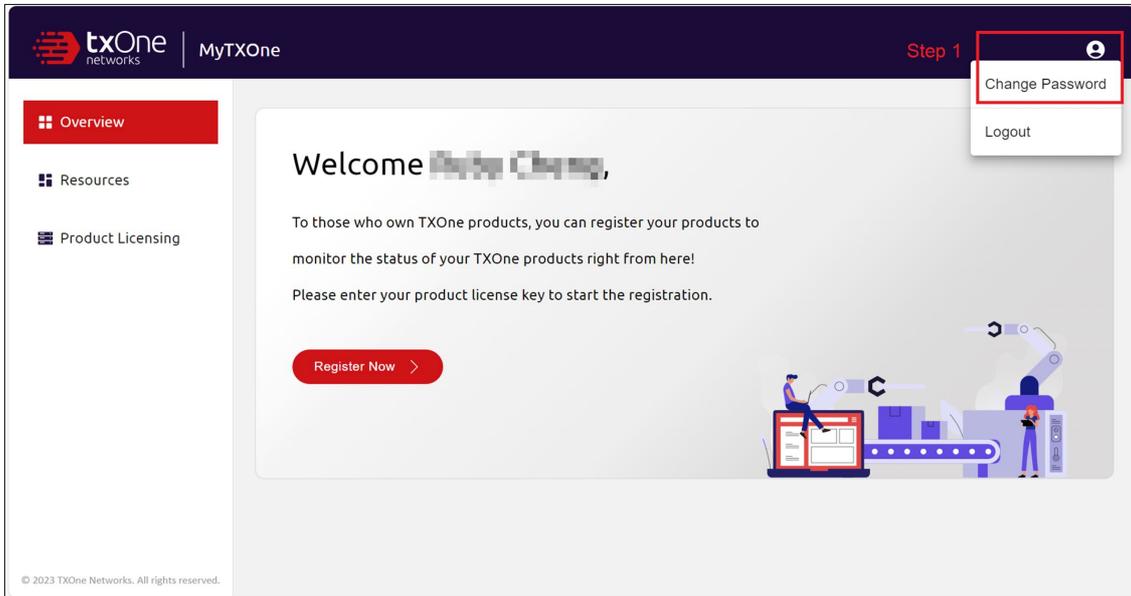


The screenshot shows a white form titled "TXOne Account Step 6" on a dark blue background. The form contains two input fields: "Email \*" and "Password \*". Below the fields is a "Forgot password?" link and a red button labeled "LOGIN >". At the bottom of the form is a link: "Don't have an account? Register now".

### Procedure (Password Update)

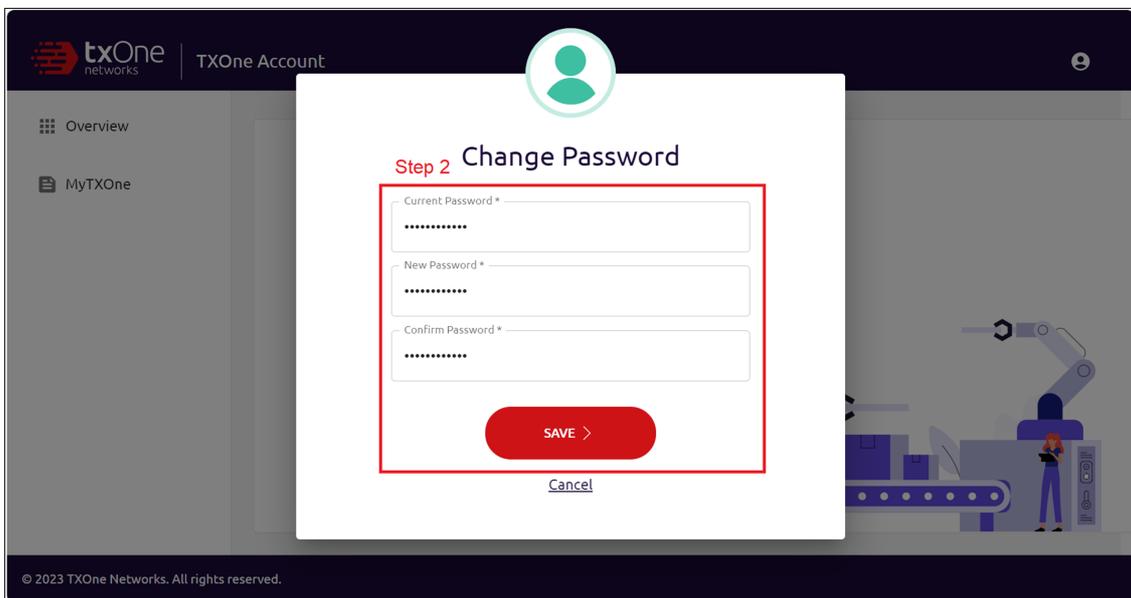
Step 1.

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



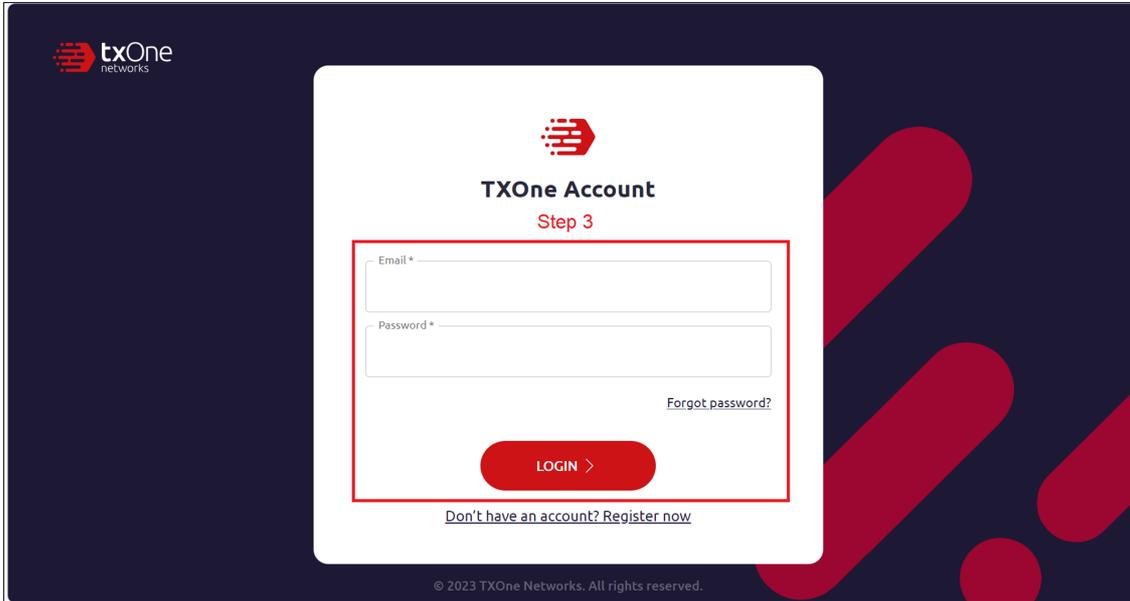
Step 2.

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



Step 3.

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



## 5 Registering Product Licenses on MyTXOne Portal

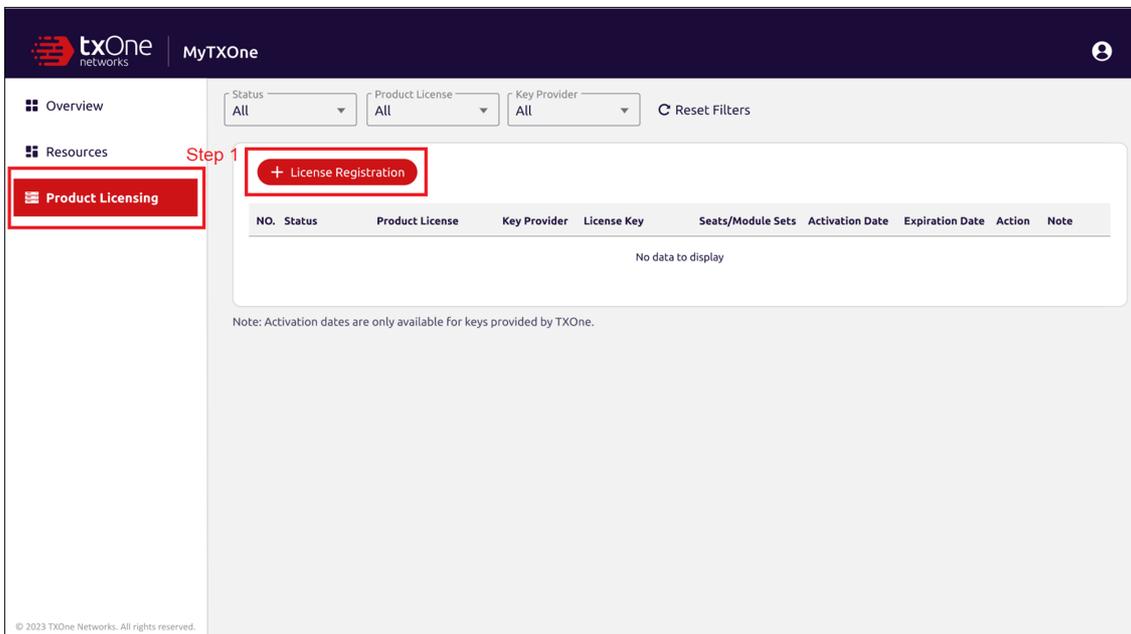
When you complete the activation of your account, only the [Overview], [Resources], and [Product Licensing] tabs are accessible. To access other tabs for downloading product firmware or pattern files, and to view documentation such as user’s guides, quick start guides, and release notes, you must first 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

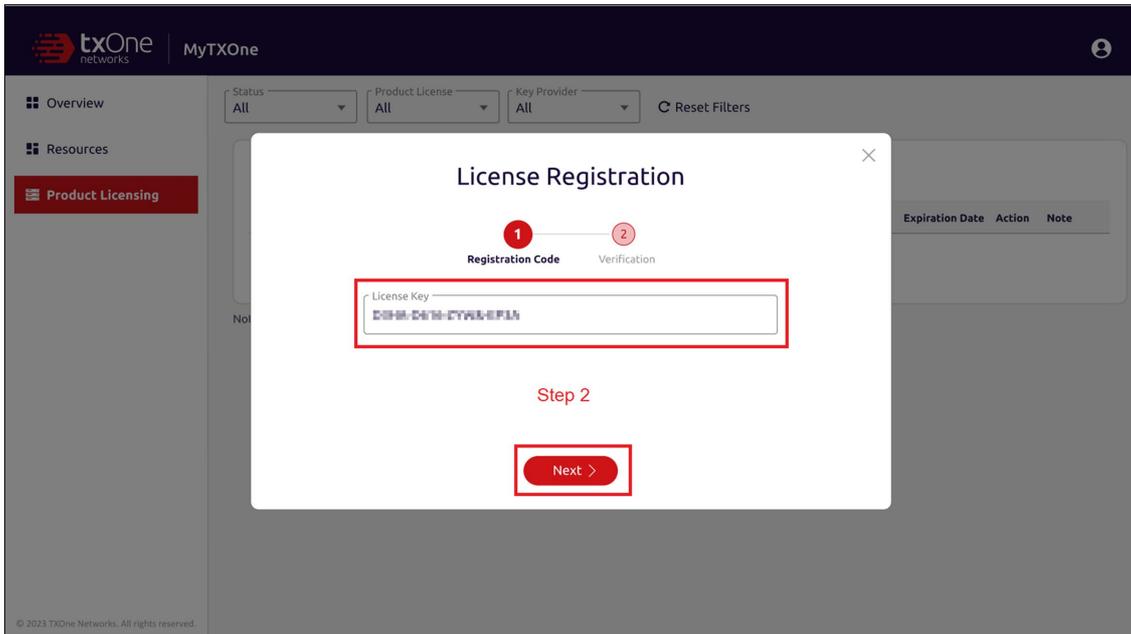
Step 1.

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



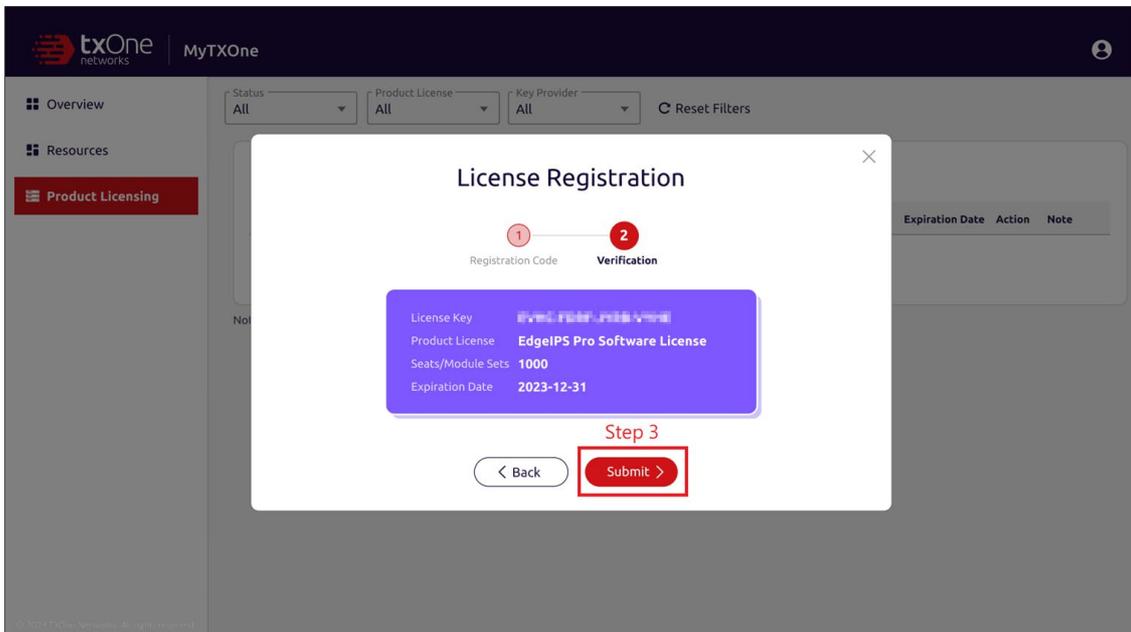
Step 2.

Input your product license key and click “Next.”



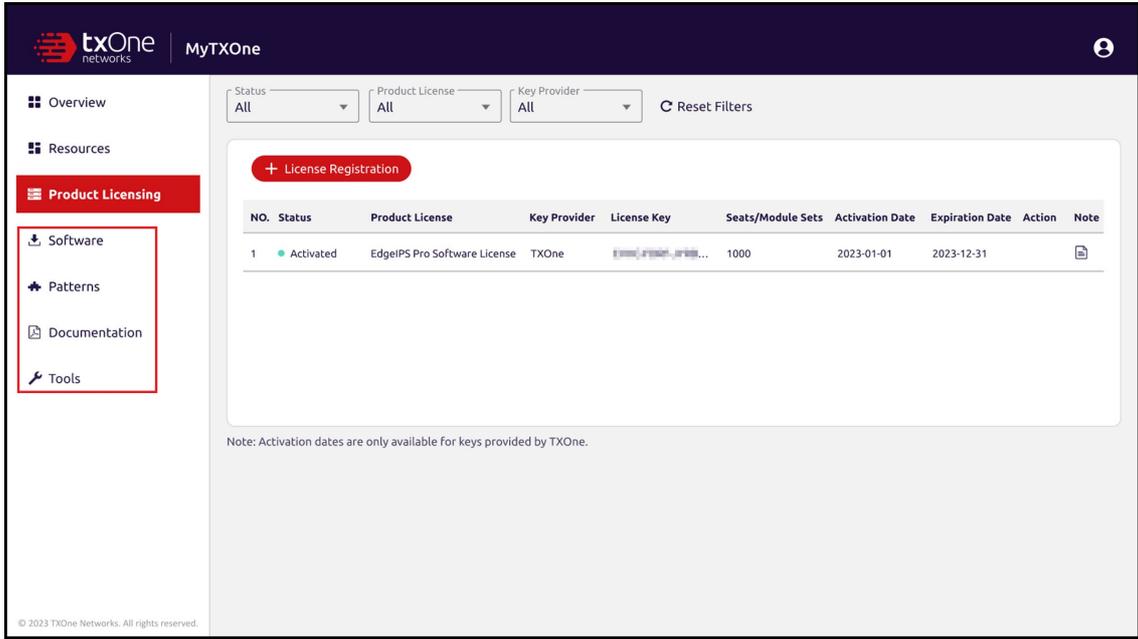
Step 3.

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



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.



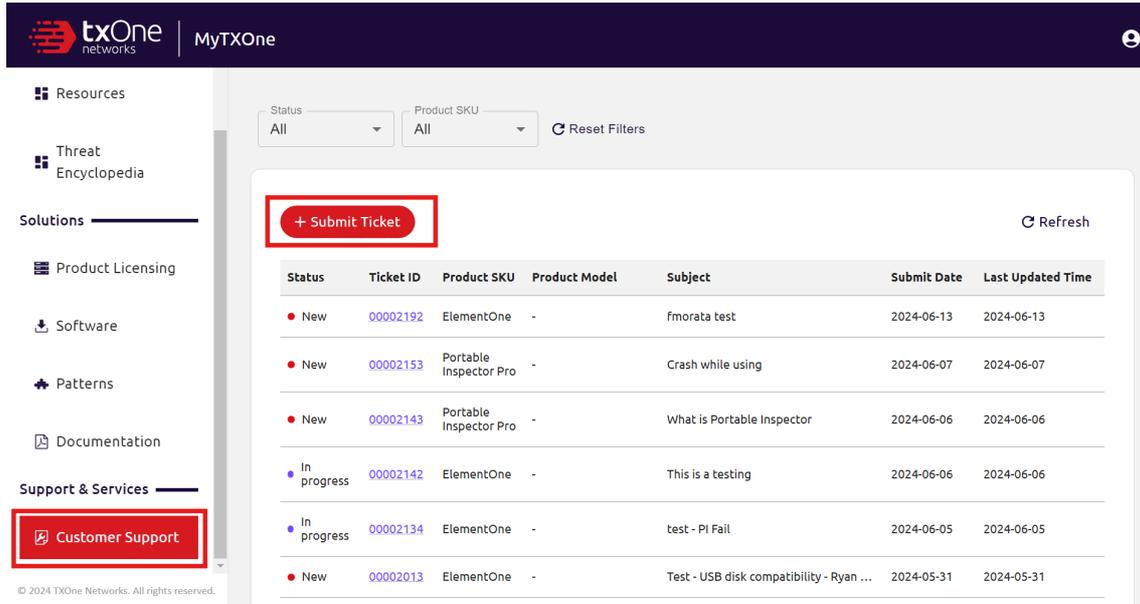
## 6 Submitting a Support Ticket

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

### Procedure

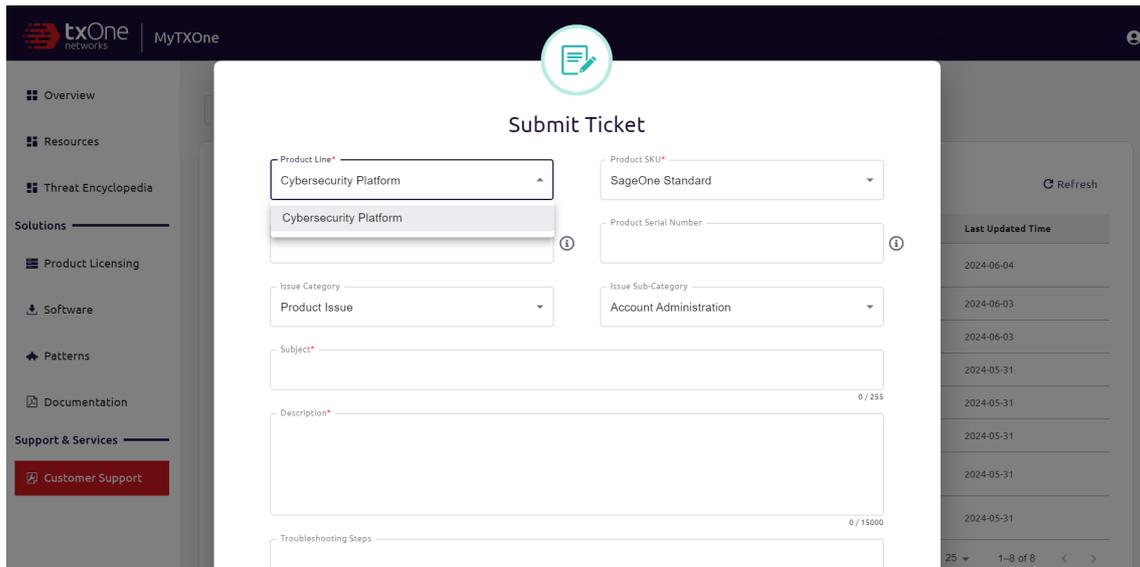
#### Step 1.

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



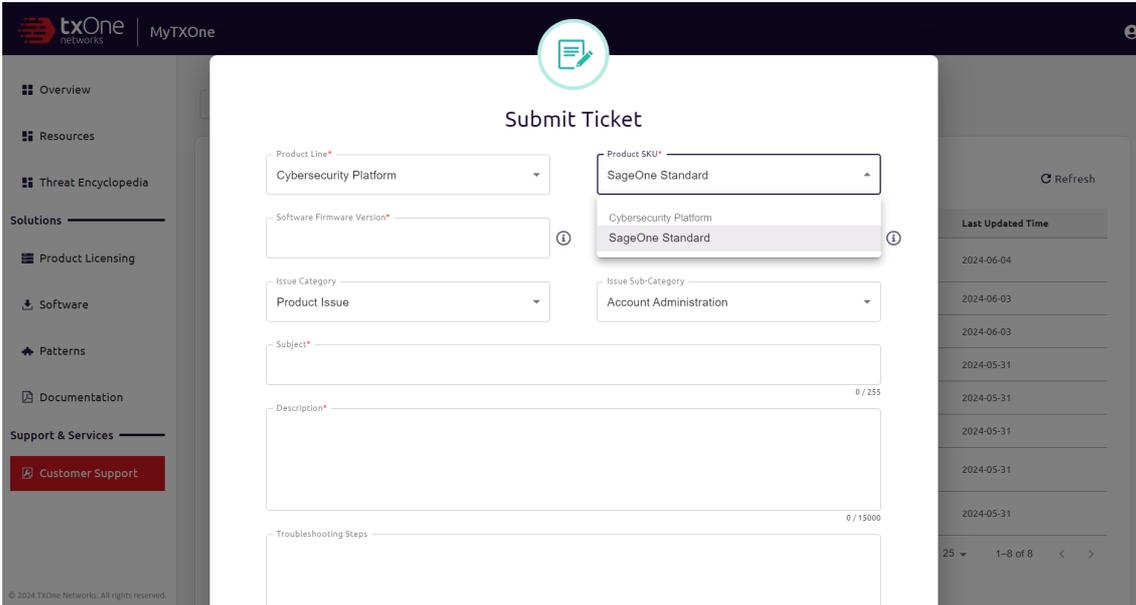
#### Step 2.

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.

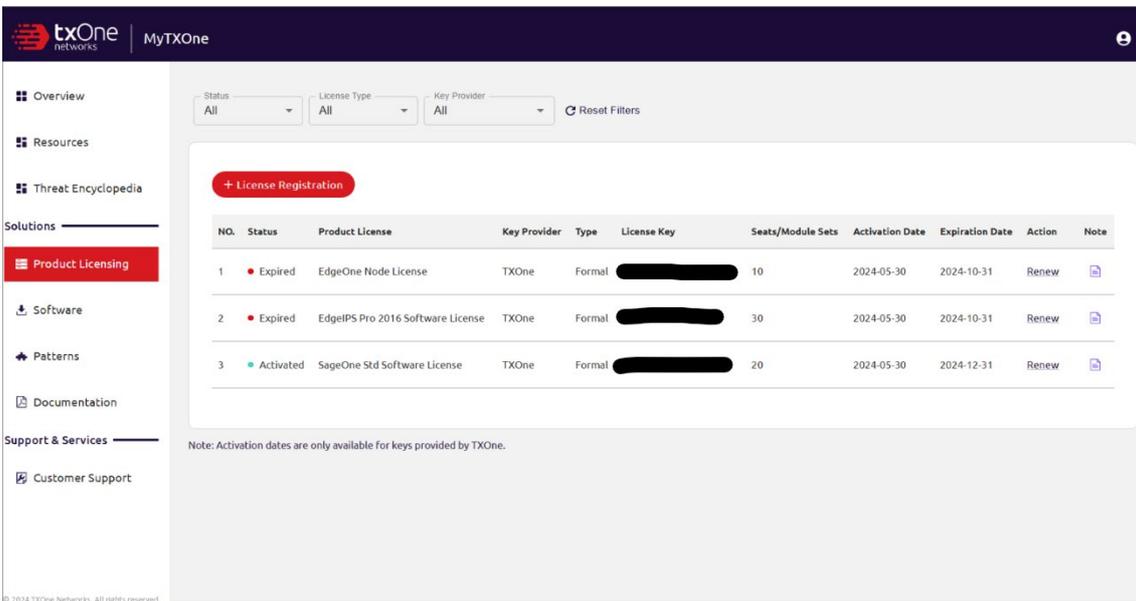


**Step 3.**

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.

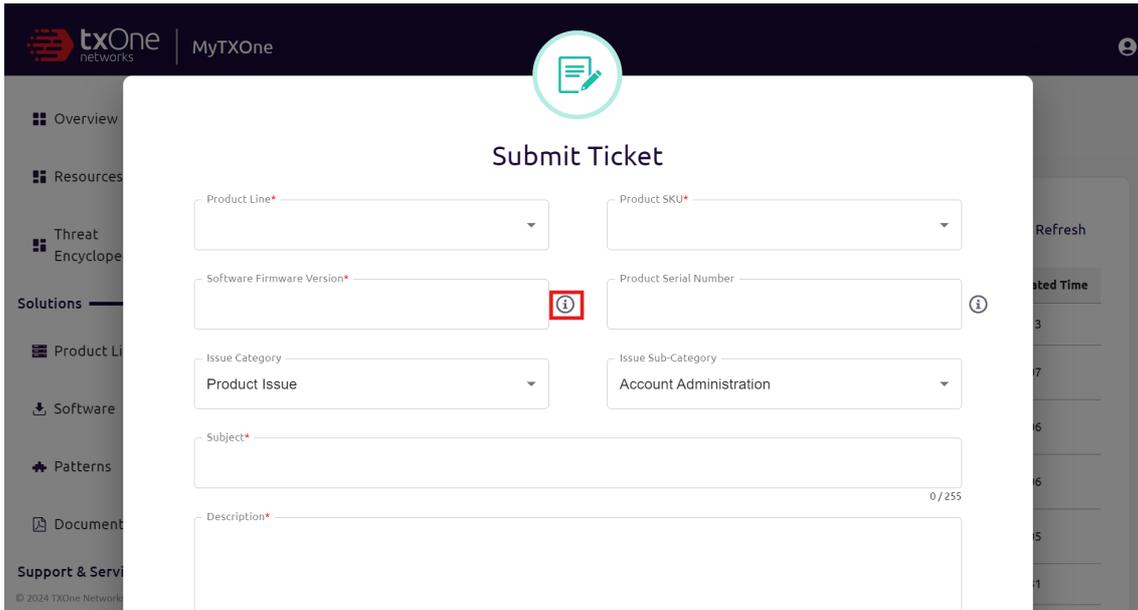


\*Note: Under the [Product Licensing] tab, you can easily see which licenses are still active. The active products are what will show up automatically in the Product Line and Product SKU fields of your support tickets.

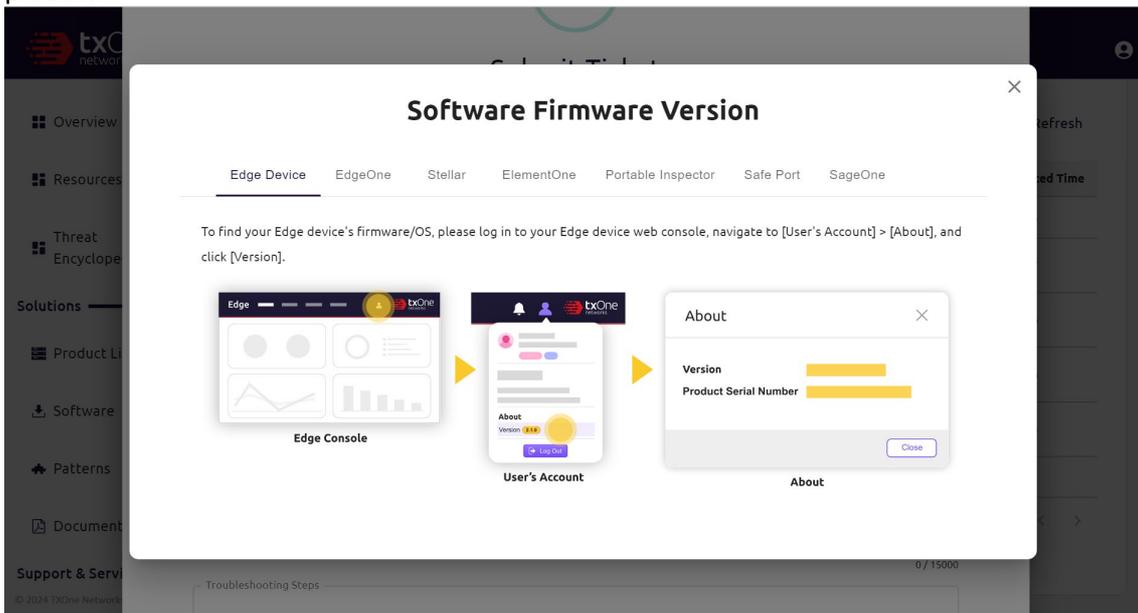


**Step 4.**

For the Software Firmware Version, you can find out where to locate that information by clicking on the  symbol.



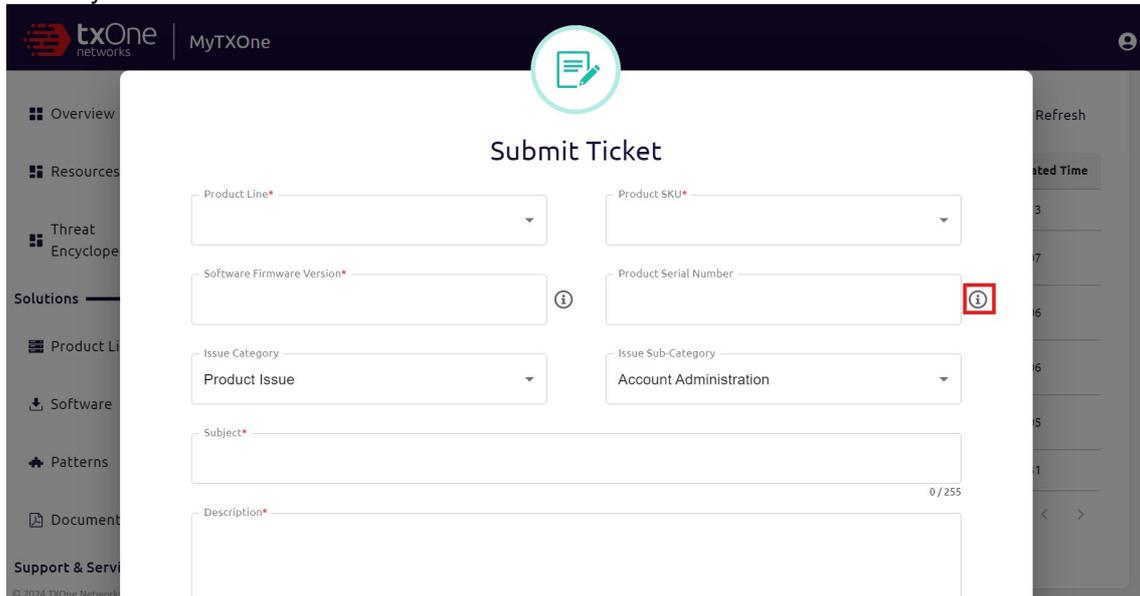
This will display a helpful screen that will guide you to the information you need, categorized by product.



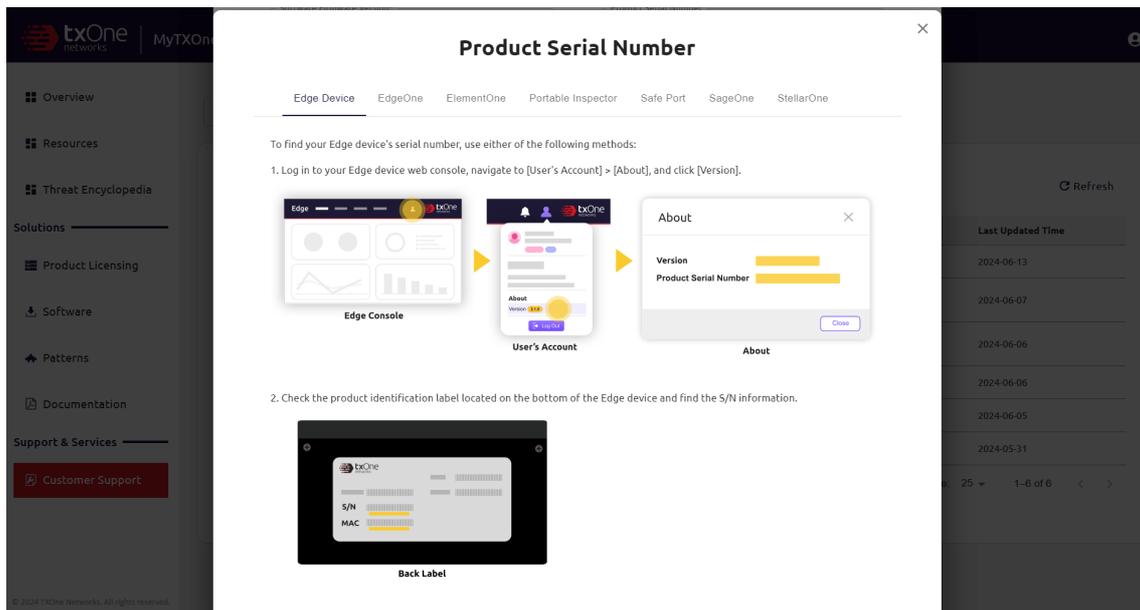
Once you retrieve this information, input the Software Firmware Version.

Step 5.

For the Product Serial Number, you can find out where to locate that information by clicking on the  symbol.



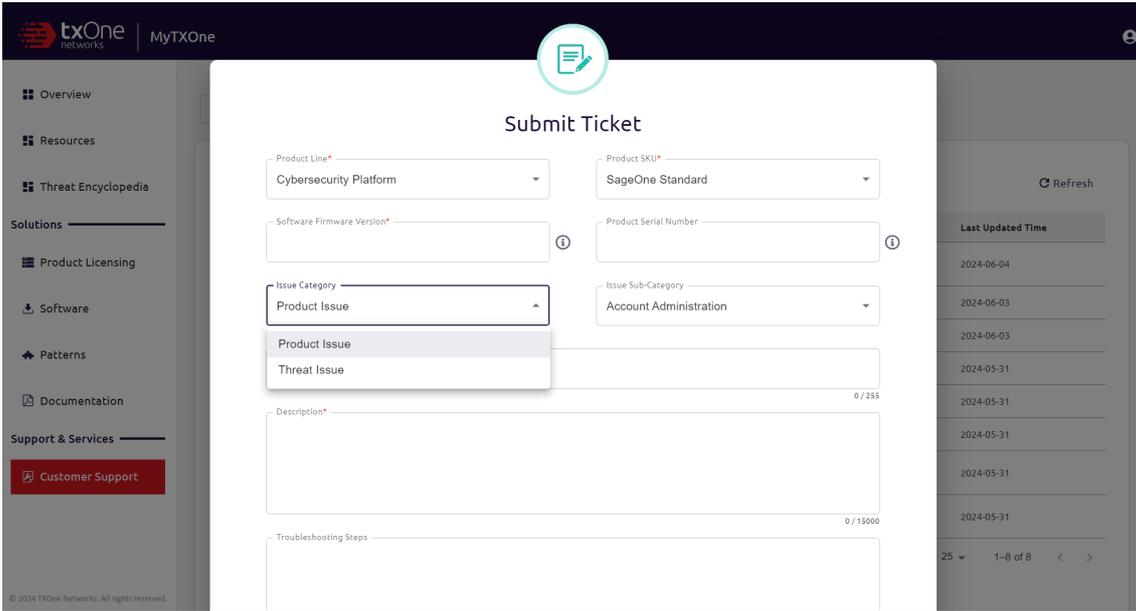
This will display a helpful screen that will instruct you on how to find the information you need, categorized by product.



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

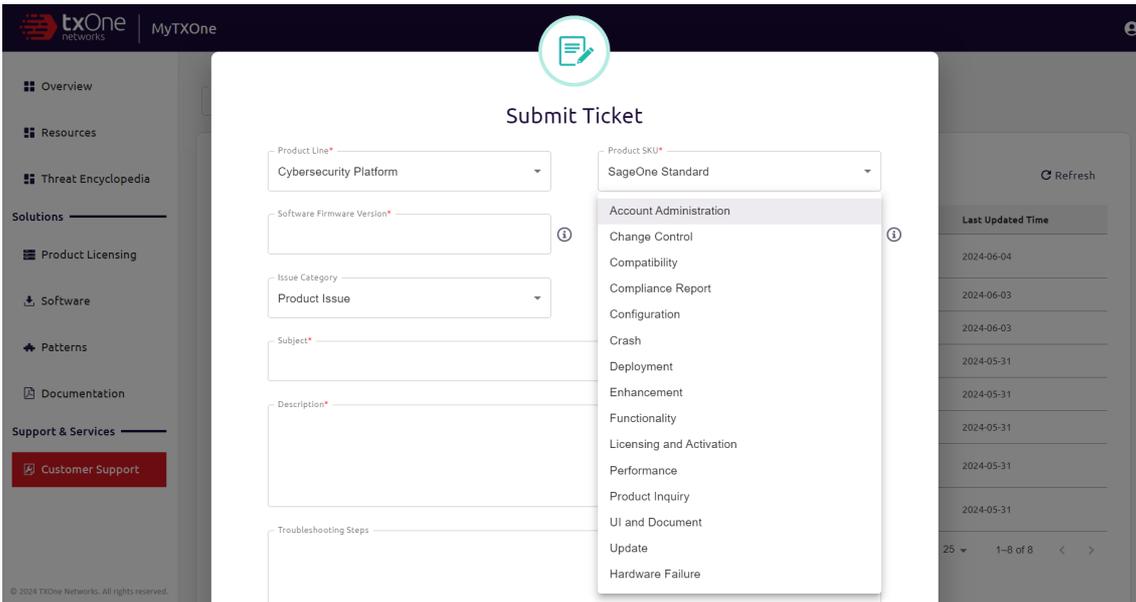
Step 6.

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



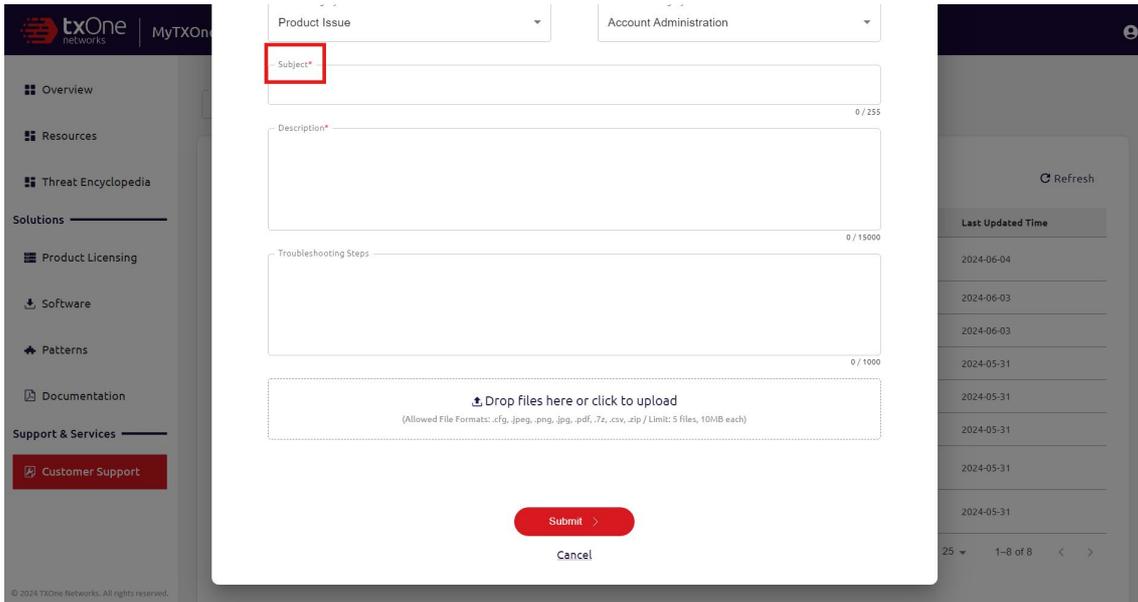
Step 7.

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



### Step 8.

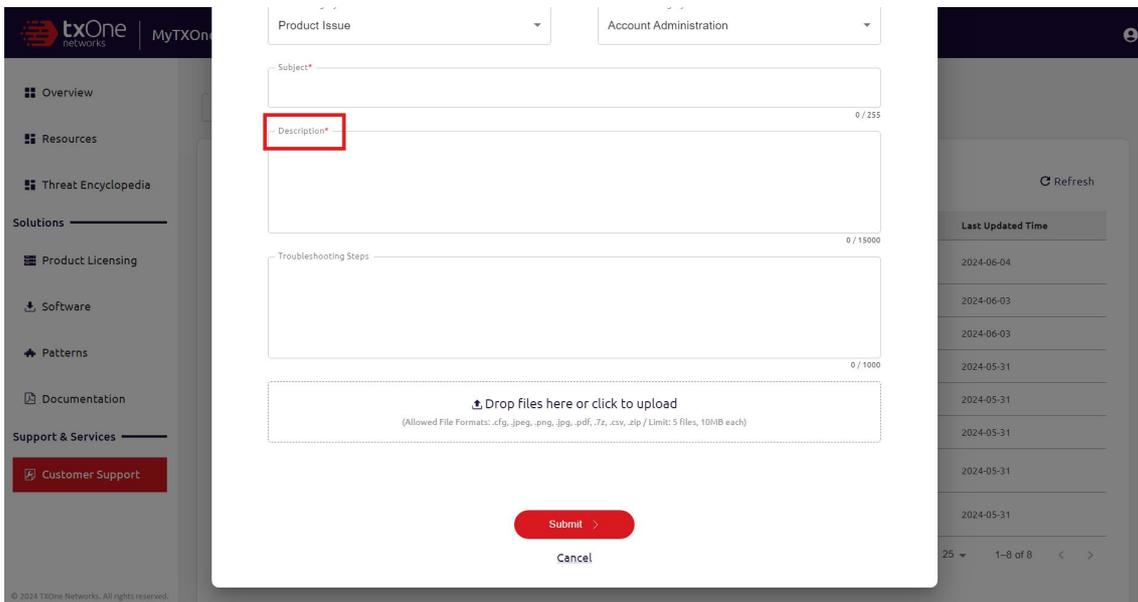
Fill in the Subject field with a topic sentence or phrase.



The screenshot shows the MyTXOne portal interface. On the left is a navigation menu with categories like Overview, Resources, Threat Encyclopedia, Solutions, Product Licensing, Software, Patterns, Documentation, and Support & Services. The 'Customer Support' option is highlighted. The main content area is a form for creating a support ticket. At the top, there are two dropdown menus: 'Product Issue' and 'Account Administration'. Below these are three text input fields: 'Subject\*', 'Description\*', and 'Troubleshooting Steps'. The 'Subject\*' field is highlighted with a red border. Below the text fields is a file upload area with the text 'Drop files here or click to upload' and '(Allowed File Formats: .cfg, .jpeg, .png, .jpg, .pdf, .7z, .csv, .zip / Limit: 5 files, 10MB each)'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. On the right side of the screen, there is a 'Refresh' button and a table with the header 'Last Updated Time' and several rows of dates.

### Step 9.

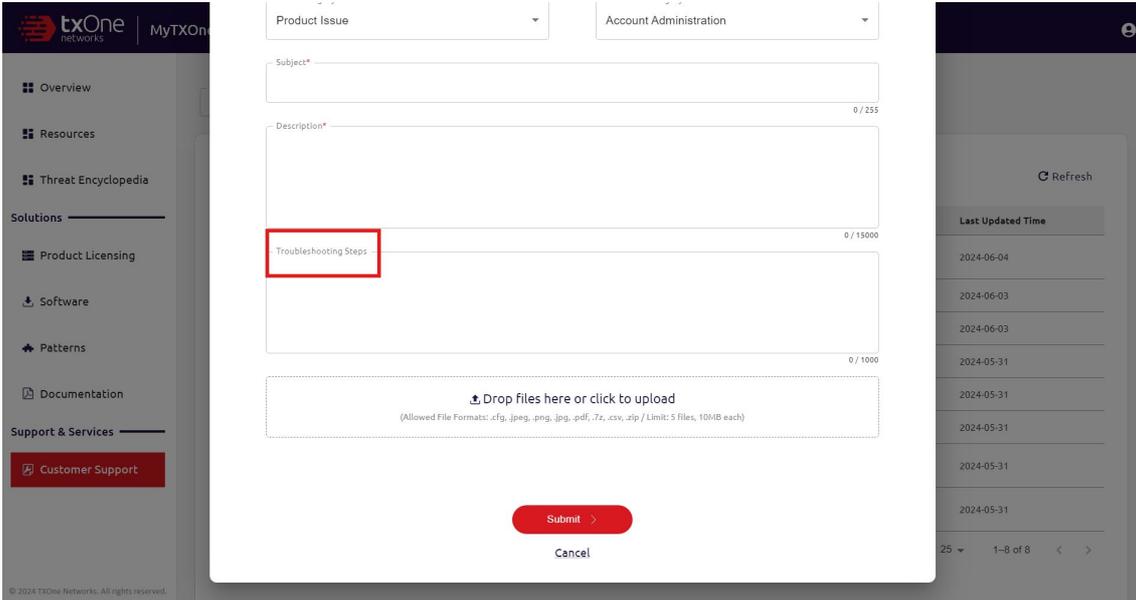
Fill in the Description field with a brief explanation of the issue or complication you've encountered.



This screenshot is identical to the one in Step 8, showing the MyTXOne portal interface. The 'Description\*' field is now highlighted with a red border, indicating the user's current focus. The rest of the form, including the navigation menu, dropdown menus, other text fields, file upload area, and buttons, remains the same.

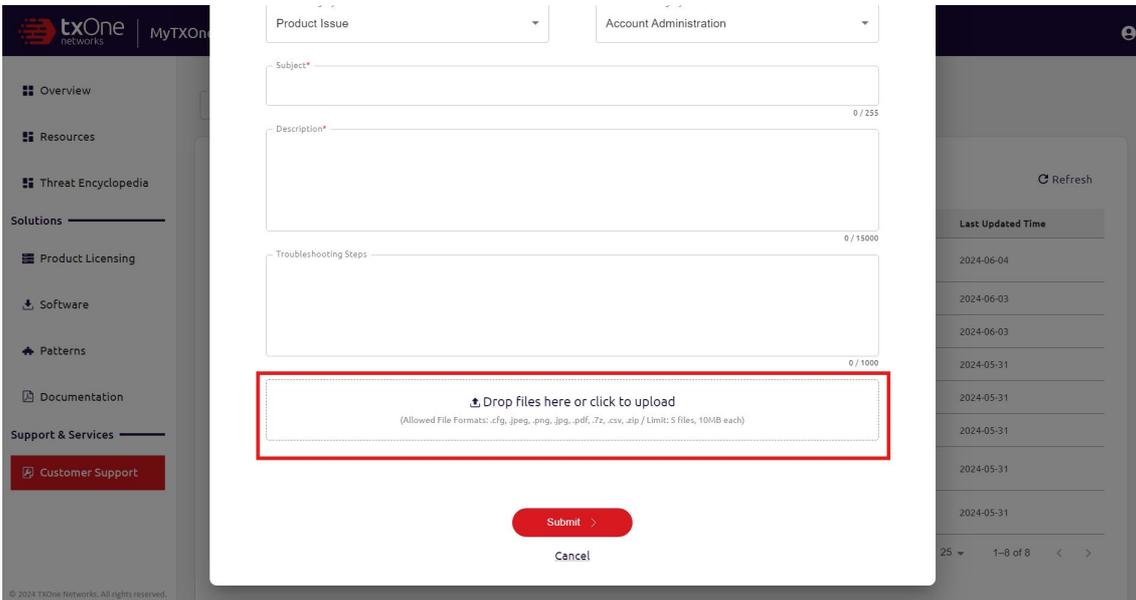
Step 10.

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



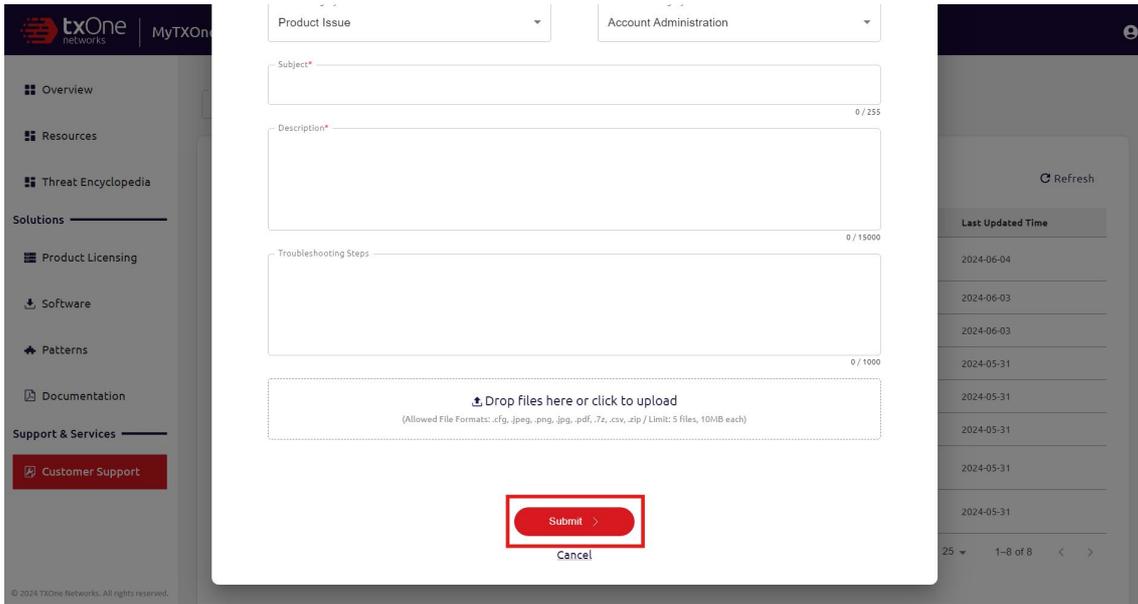
Step 11.

Upload any relevant files.



Step 12.

Click “Submit” to complete the process.



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

## 7 Navigating MyTXOne Organizations

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.

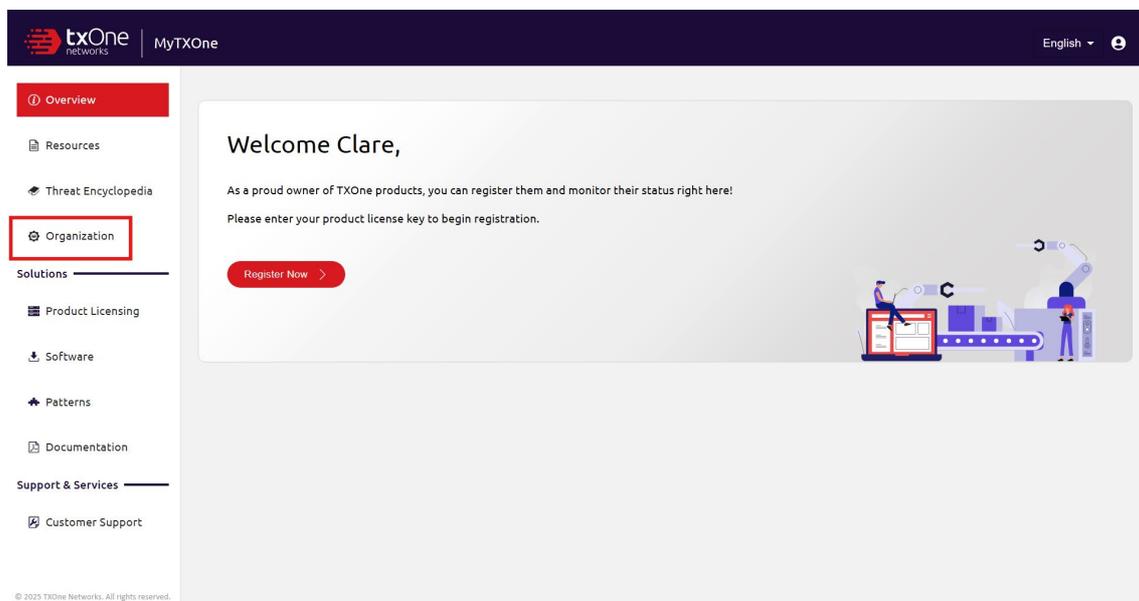
### 7.1 Inviting a Registered User

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

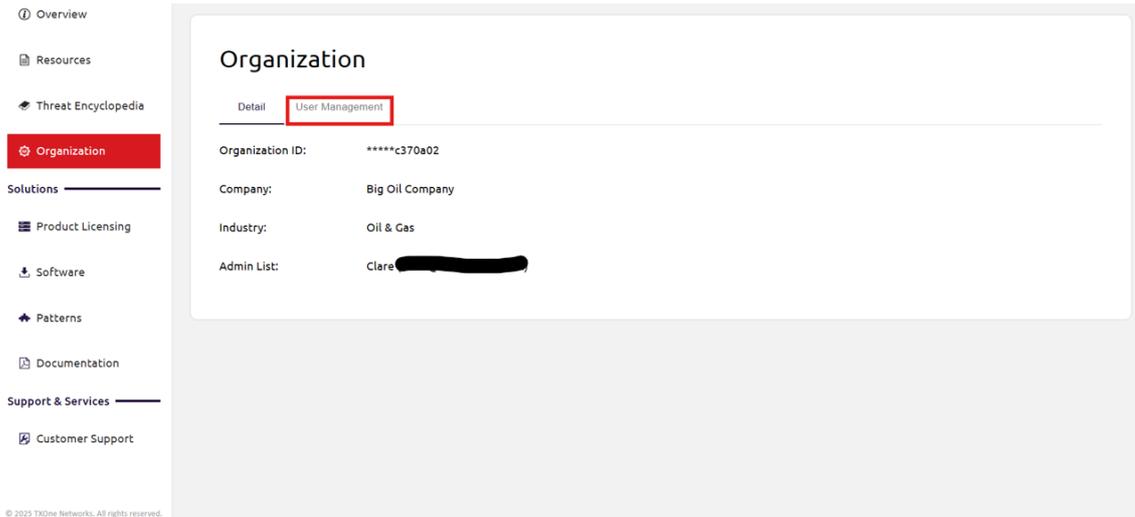
##### Step 1.

From the Overview page, click “Organization”



##### Step 2.

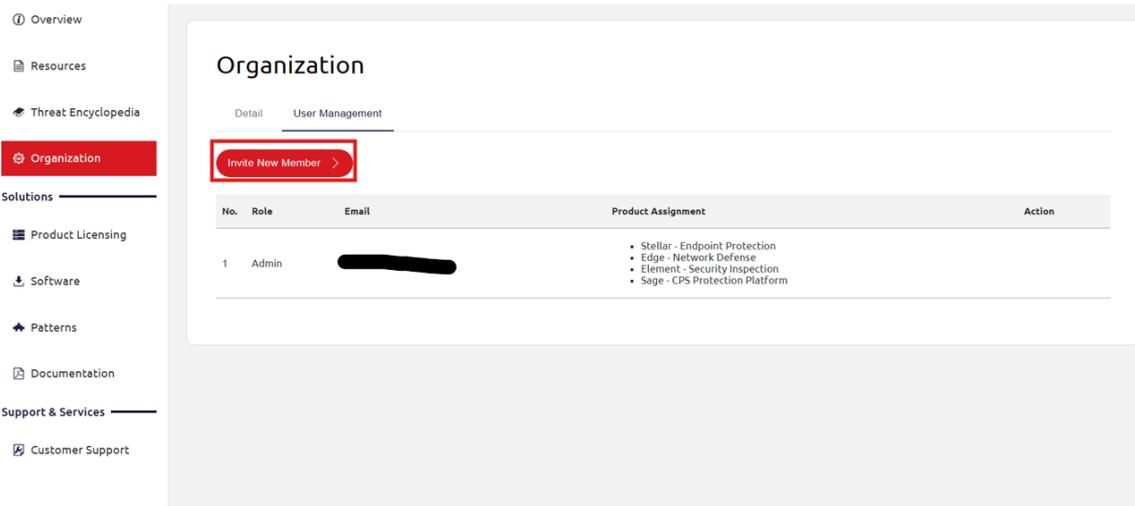
From here, you can access the details of your org on the [Detail] tab. This information will be available for both admin and user accounts. Navigate to the [User Management] tab. Click “User Management”.



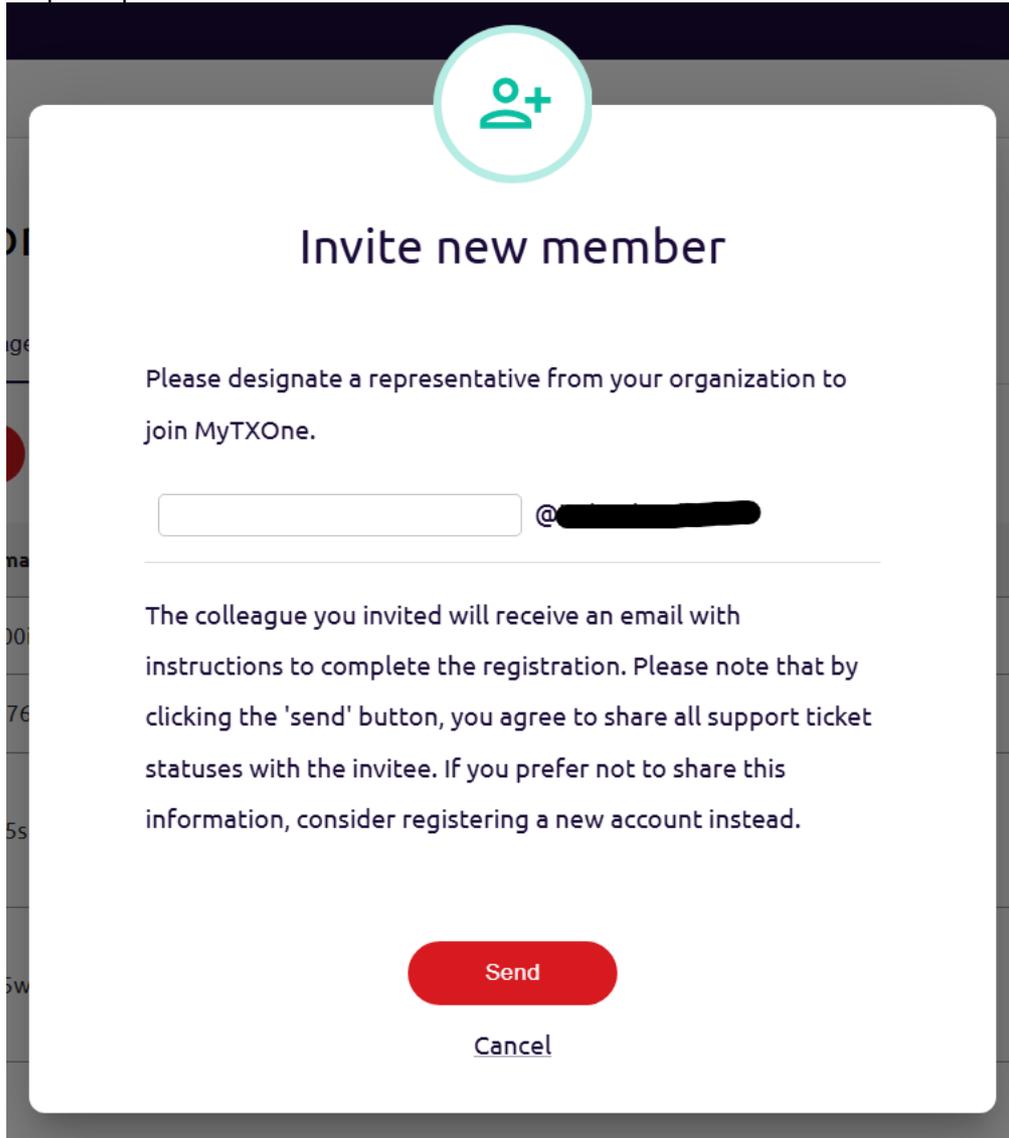
### Step 3.

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”.



Step 4. Input the user's email address.



**Invite new member**

Please designate a representative from your organization to join MyTXOne.

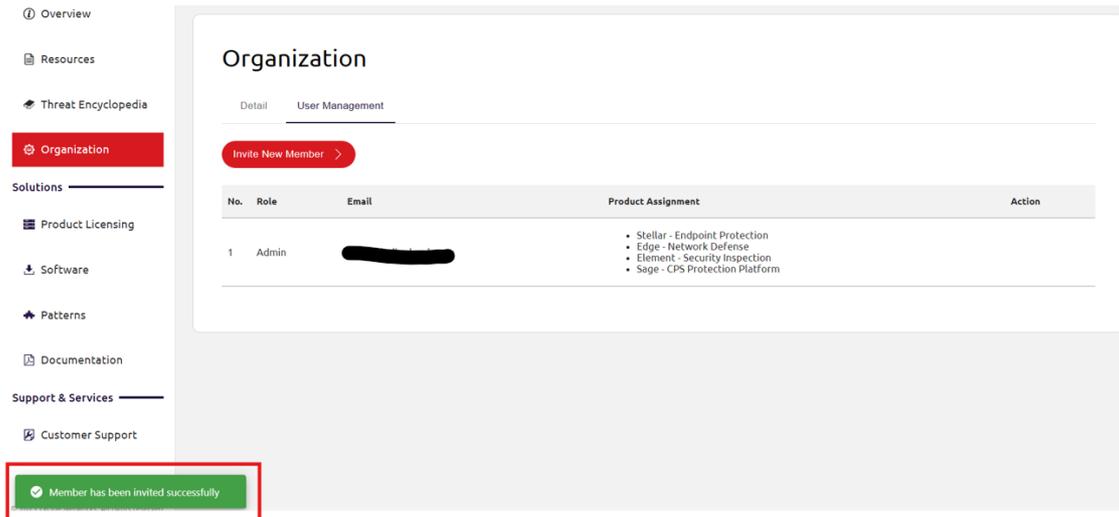
@ [REDACTED]

The colleague you invited will receive an email with instructions to complete the registration. Please note that by clicking the 'send' button, you agree to share all support ticket statuses with the invitee. If you prefer not to share this information, consider registering a new account instead.

**Send**

[Cancel](#)

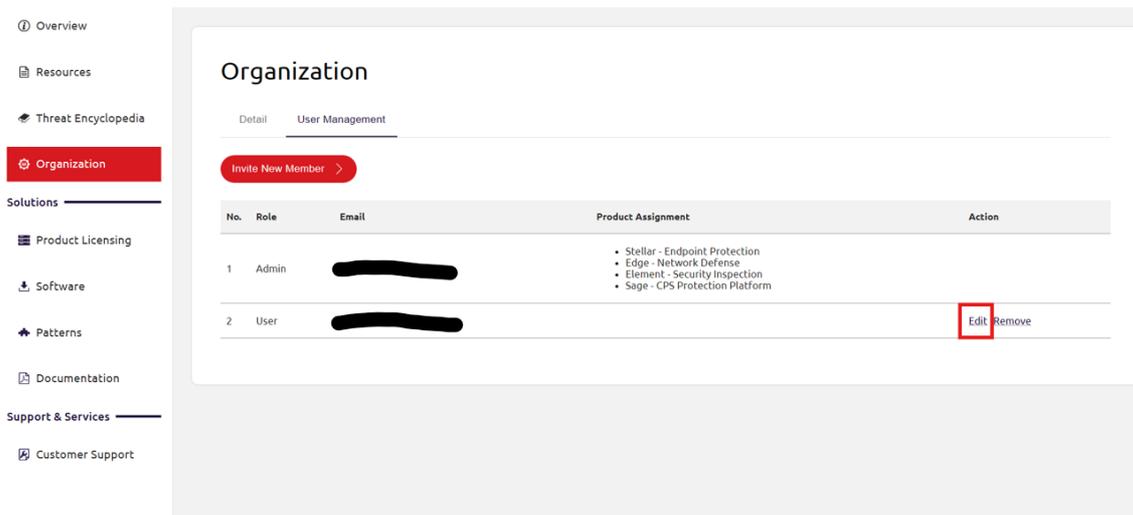
You will be notified that your invitation has been successfully sent. Once your invitee accepts the invitation and registers, you can give him access to the same product information as you.



**\*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.**

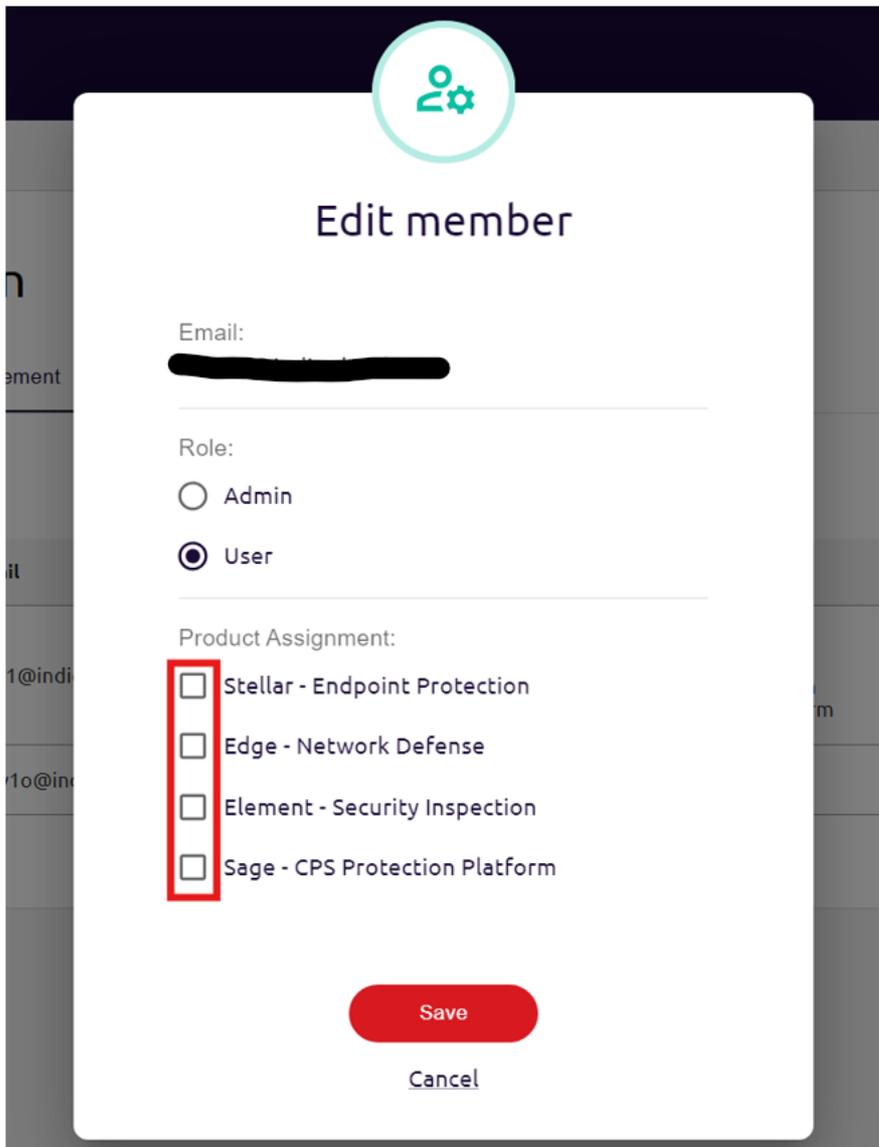
**Step 5.**

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



**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".



**Edit member**

Email: [REDACTED]

Role:

Admin

User

Product Assignment:

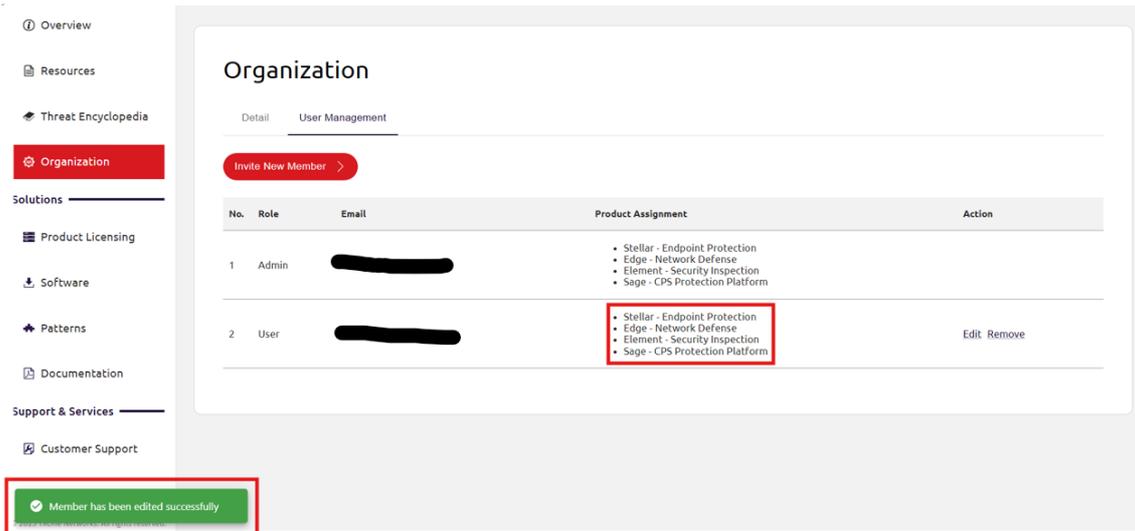
- Stellar - Endpoint Protection
- Edge - Network Defense
- Element - Security Inspection
- Sage - CPS Protection Platform

**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.

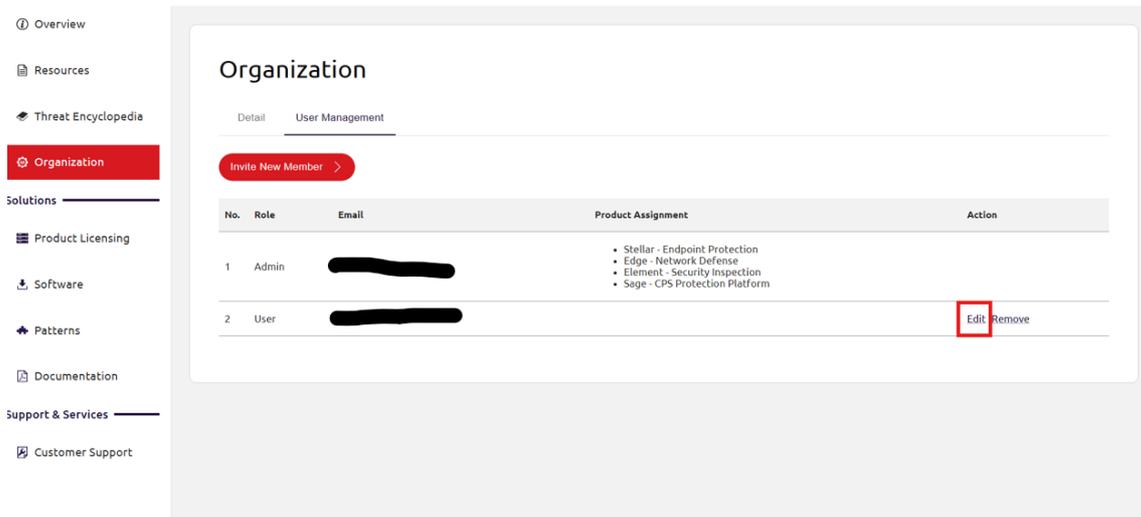
\*Note: The user can only create support tickets for the products that have been assigned to him, but he can view the support ticket information for all the products that the admin has access to.



Step 6a.

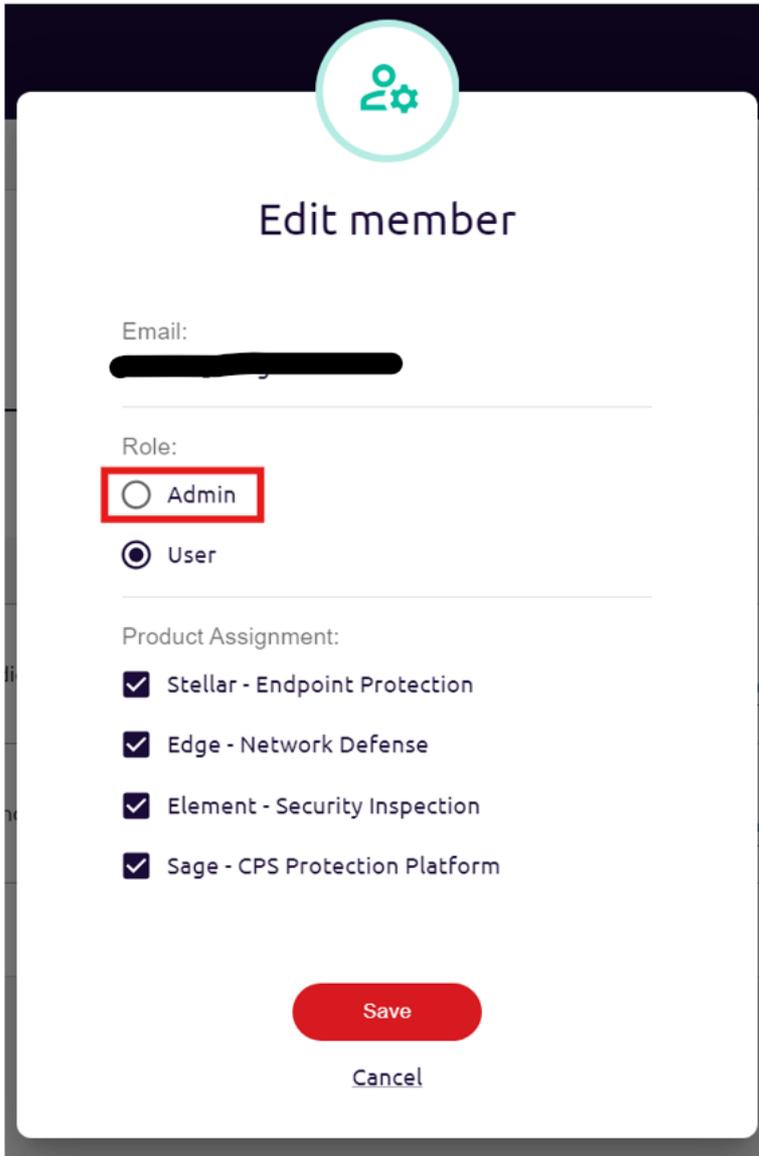
Alternatively, you can change the role of your invitee from user to admin. This would grant them access to all the information you are privy to, including support ticket information for every product the admin account has. They would also have the ability to submit support tickets for every product.

Click "Edit".



Step 6b.

In the Roles section, select "Admin".



The image shows a modal dialog box titled "Edit member" with a user and gear icon at the top. It contains several form fields: "Email" with a redacted value, "Role" with radio buttons for "Admin" (highlighted with a red box) and "User", and "Product Assignment" with four checked checkboxes: "Stellar - Endpoint Protection", "Edge - Network Defense", "Element - Security Inspection", and "Sage - CPS Protection Platform". At the bottom are "Save" and "Cancel" buttons.

**Edit member**

Email:  
[REDACTED]

Role:  
 Admin  
 User

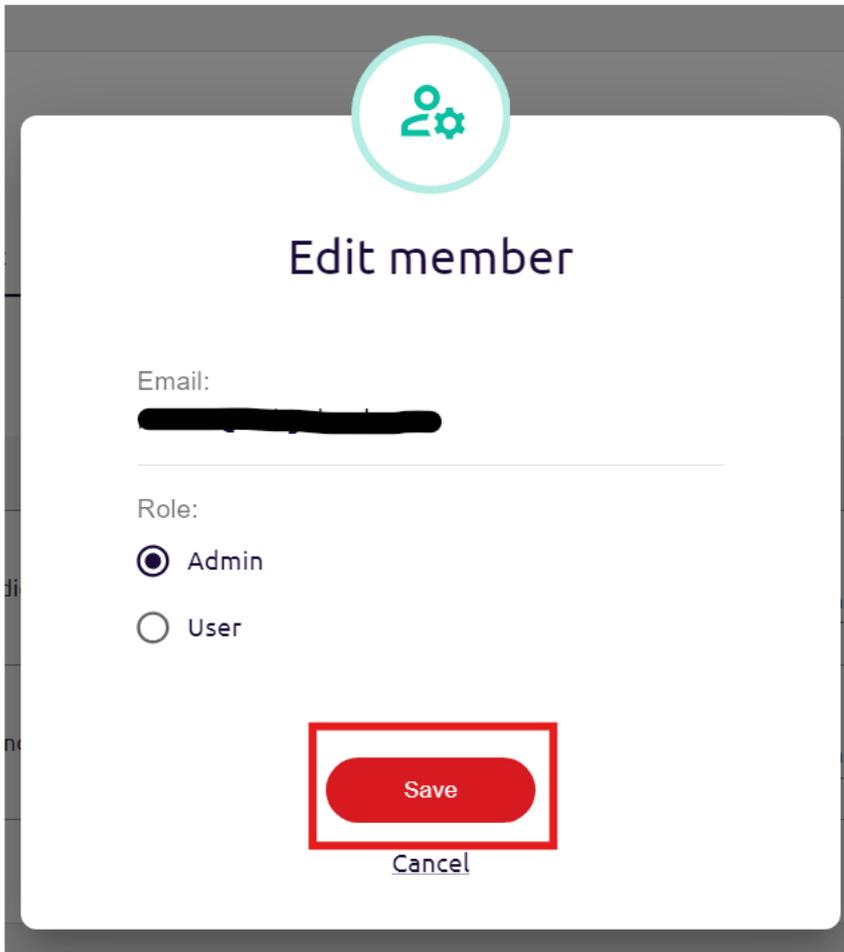
Product Assignment:

- Stellar - Endpoint Protection
- Edge - Network Defense
- Element - Security Inspection
- Sage - CPS Protection Platform

**Save**  
Cancel

Step 6c.

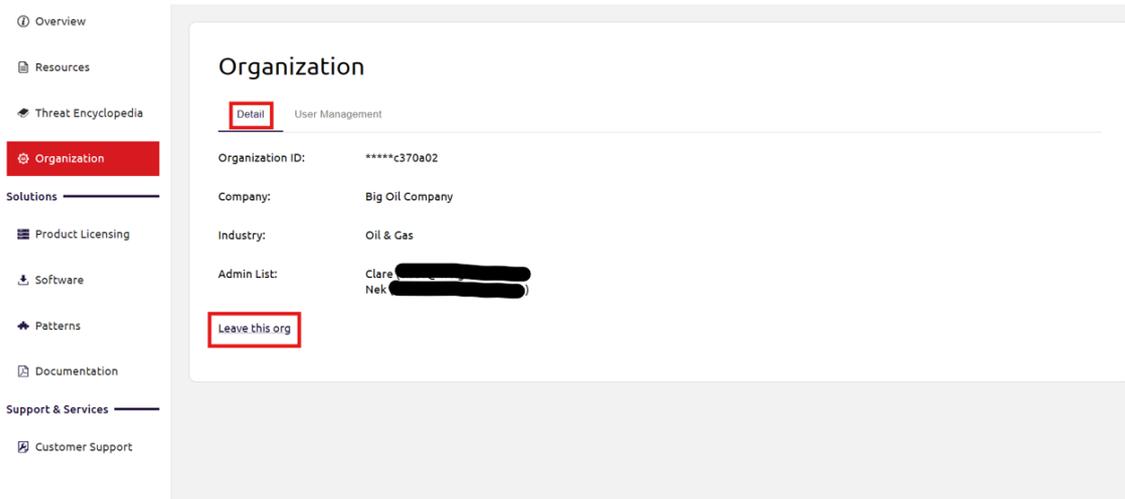
Clicking the “Admin” radio will automatically take you to this page. Click “Save”.



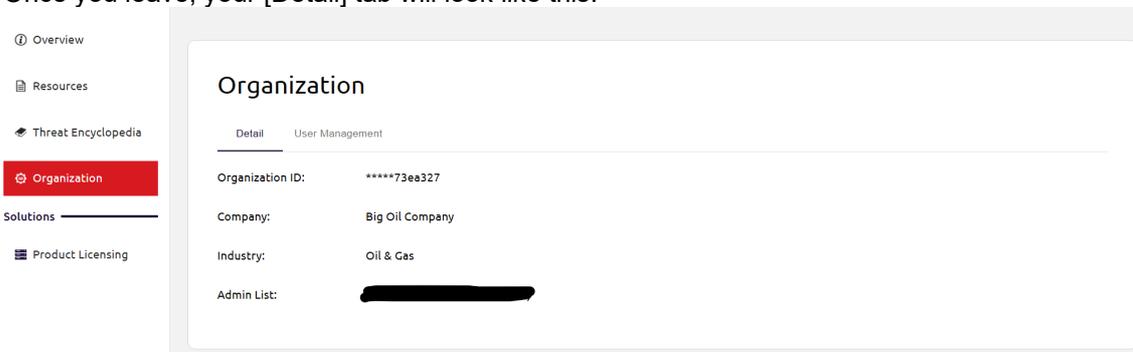
You will receive confirmation that the changes have been made. In the Role column, you will see that they are now an admin. Once they sign out and sign back in, they will have admin privileges, meaning they have access to all the information you do, and can perform the same user management actions.

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

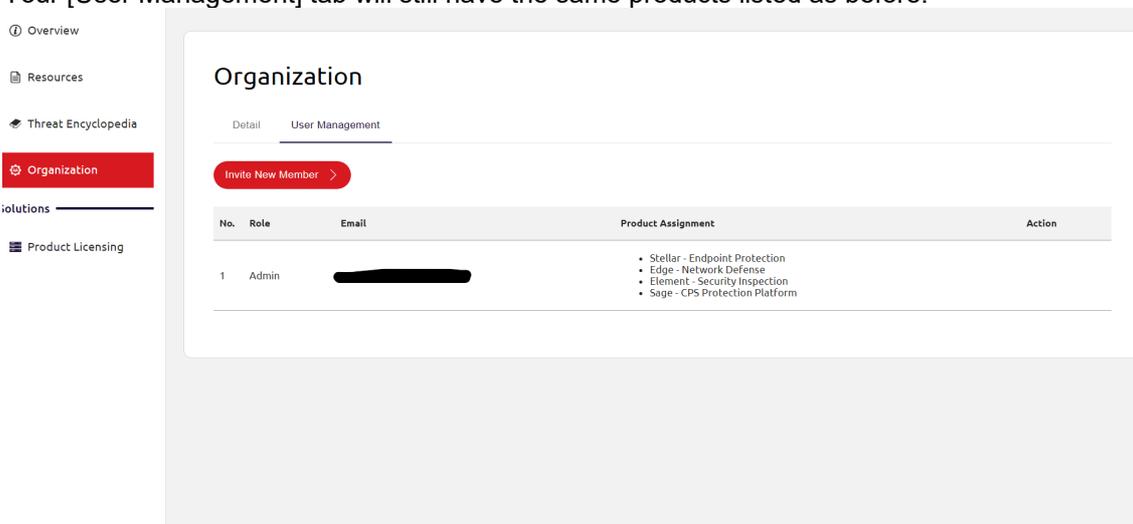
If you wish to leave the org, select the [Detail] tab and click “Leave this org”.



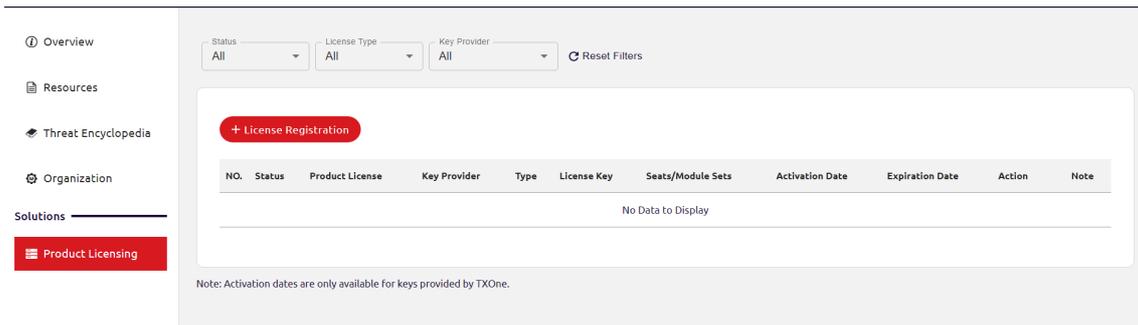
Once you leave, your [Detail] tab will look like this.



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



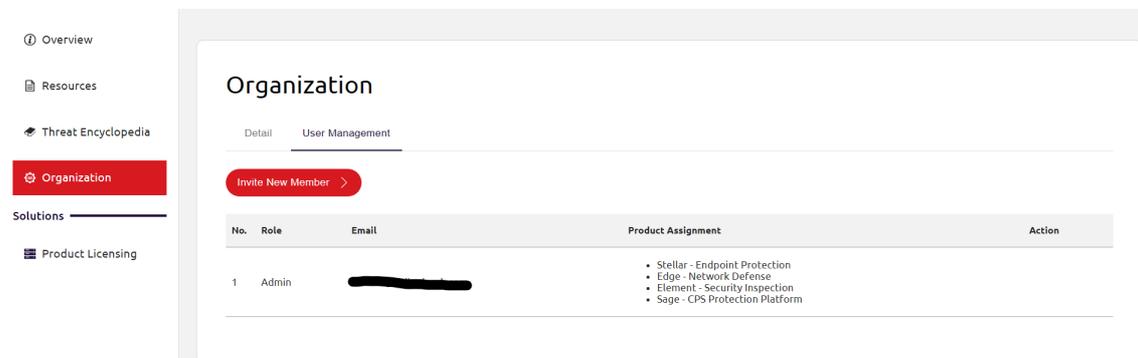
However, your Product Licensing page will be cleared of all information.



## 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.

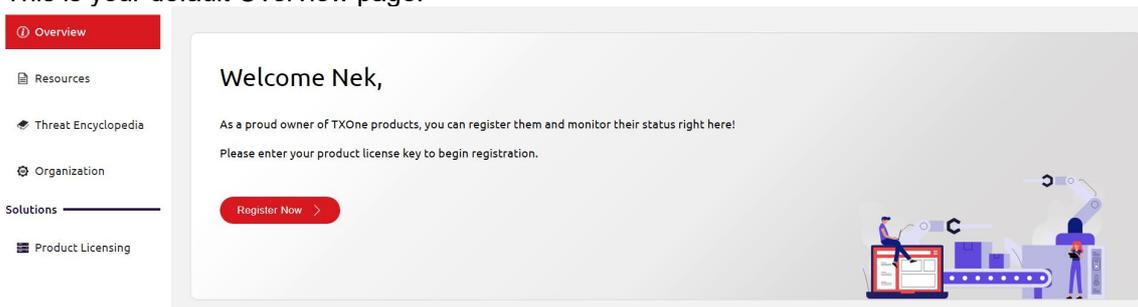
\*Note: On your account, you are the admin of your own org.



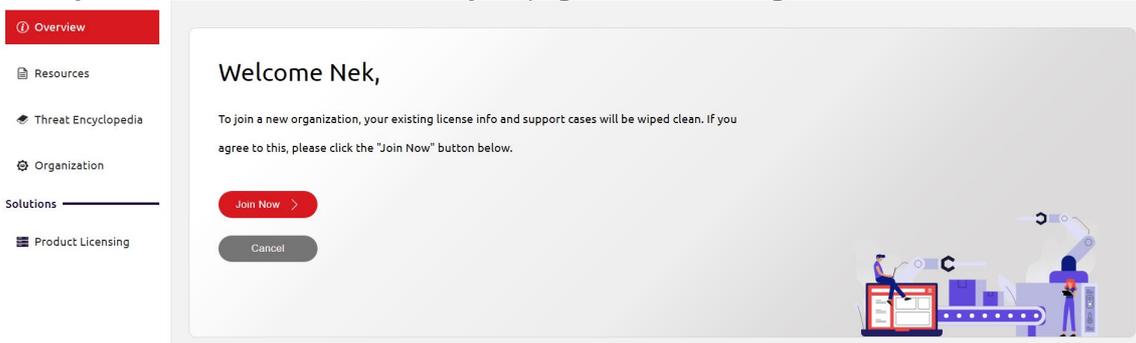
### Procedure

#### Step 1.

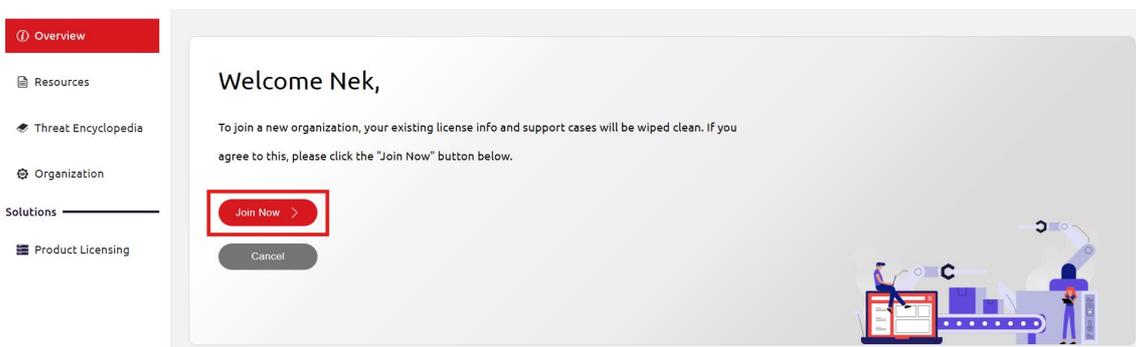
This is your default Overview page.



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

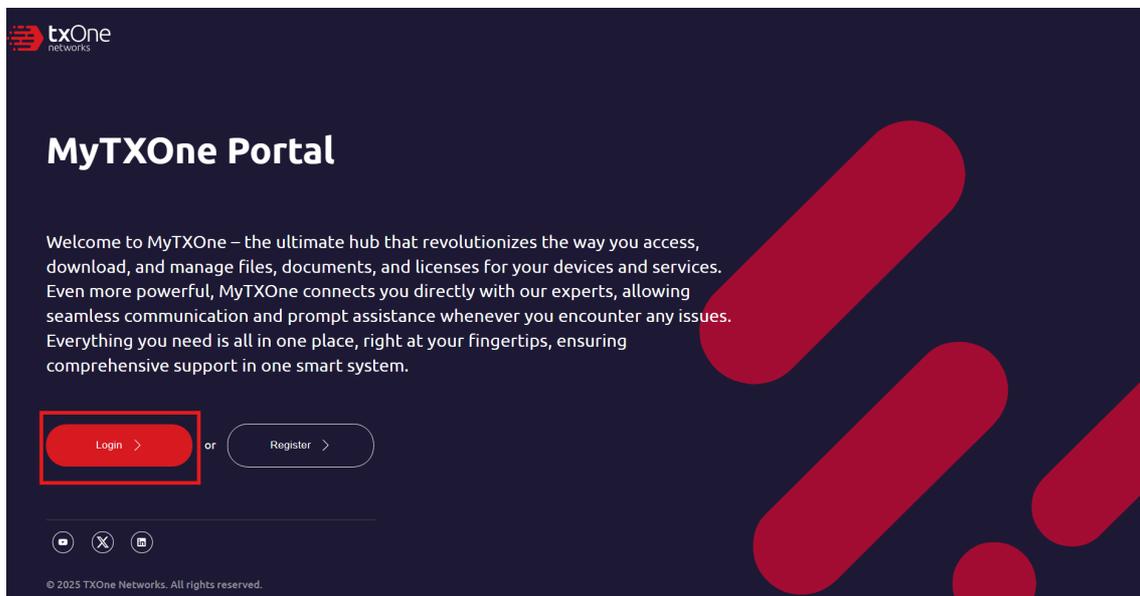


As noted, joining Clare’s org would wipe clean your existing license info and support cases. To proceed, click “Join Now”. This will log you out automatically.



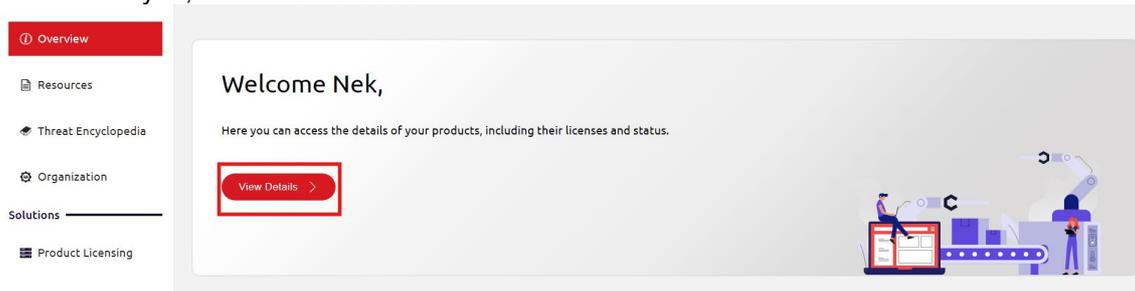
Step 2.

Click “Login”.



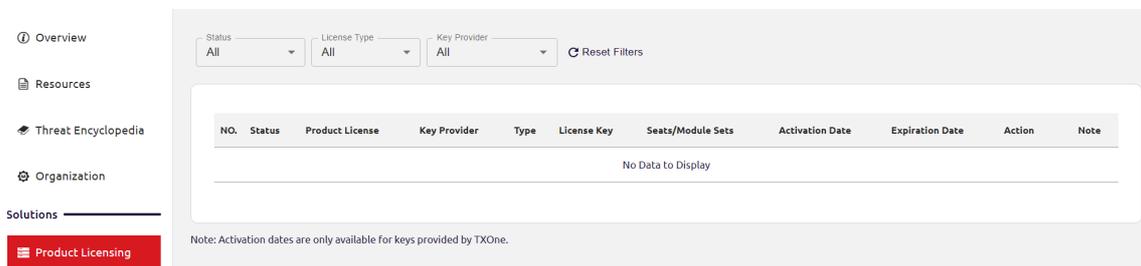
Step 3.

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



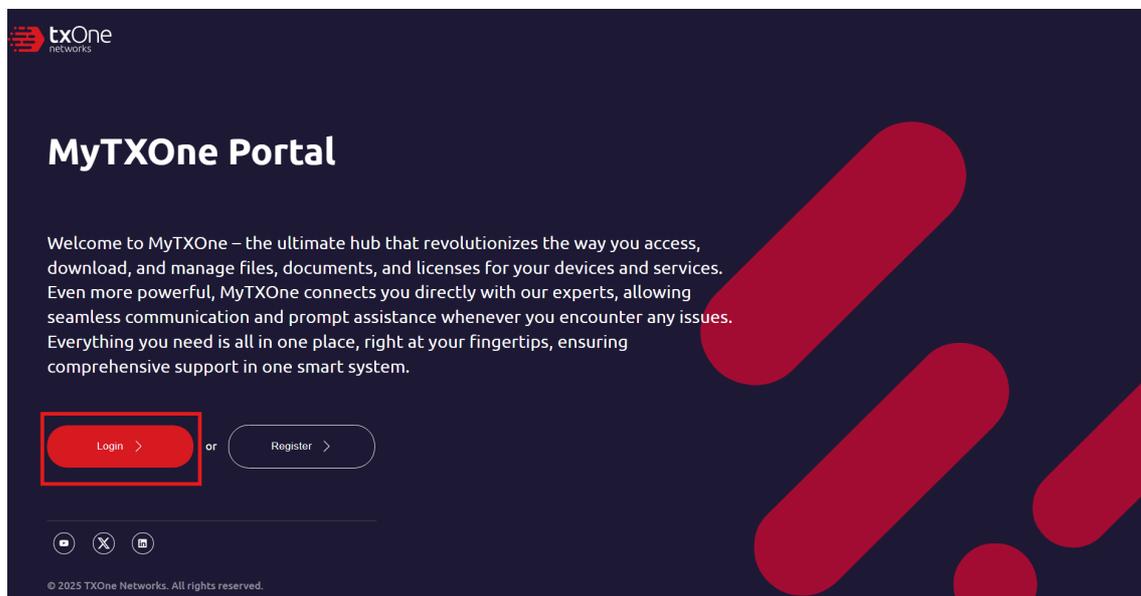
**Step 4.**

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



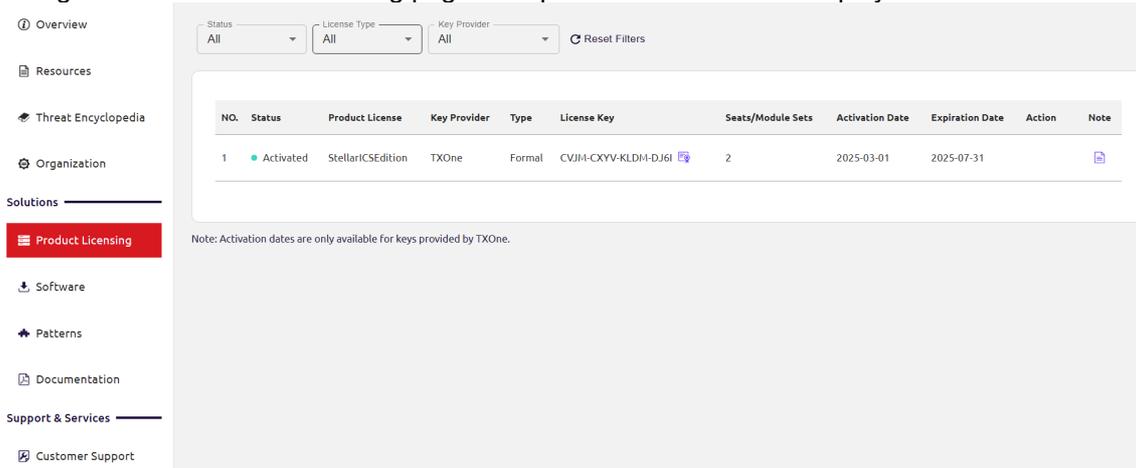
If the admin has released product details to you, you will need to refresh to see the details. This will log you out again.

Click “Login”.



**Step 5.**

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

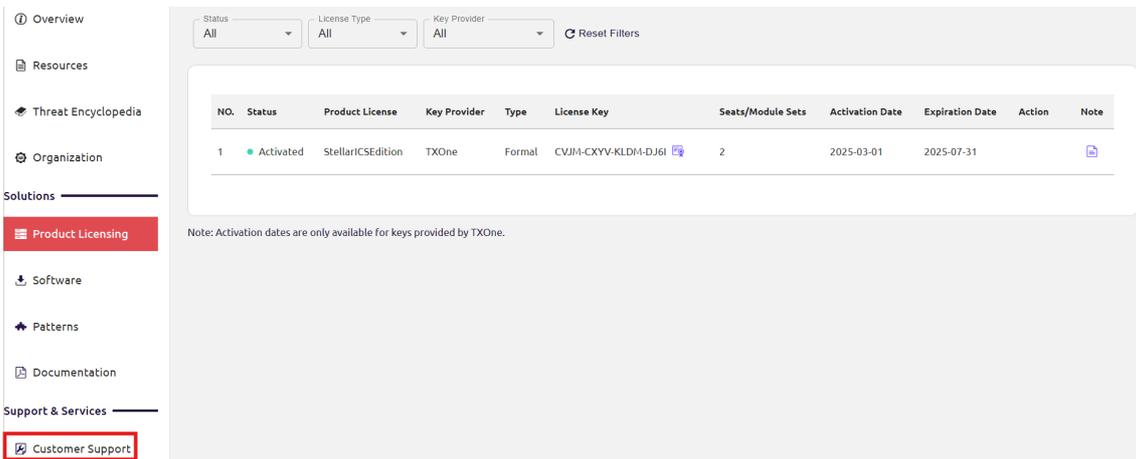


NO.	Status	Product License	Key Provider	Type	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
1	Activated	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I	2	2025-03-01	2025-07-31		

Note: Activation dates are only available for keys provided by TXOne.

### Step 6.

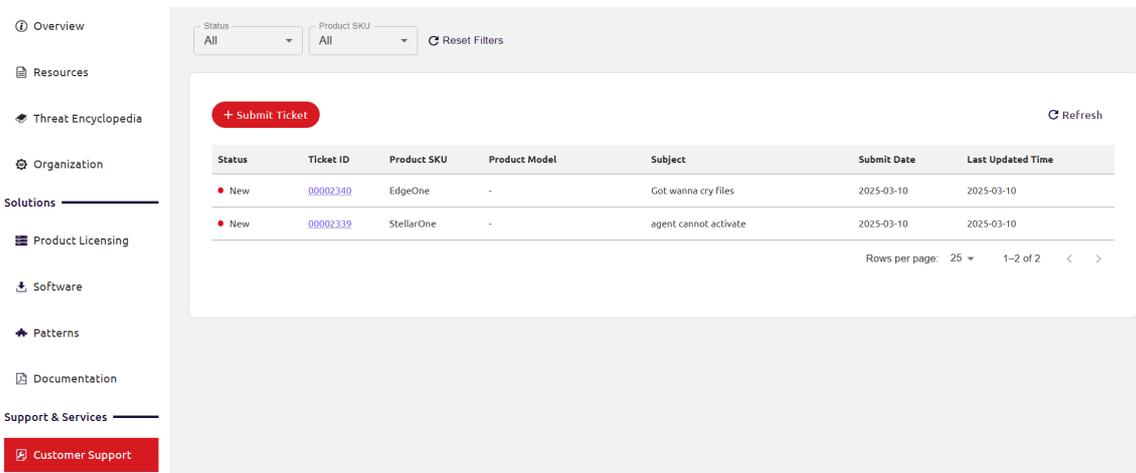
To see the support tickets that have been submitted from your company, navigate to the Customer Support page.



Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time
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

Rows per page: 25 | 1-2 of 2

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



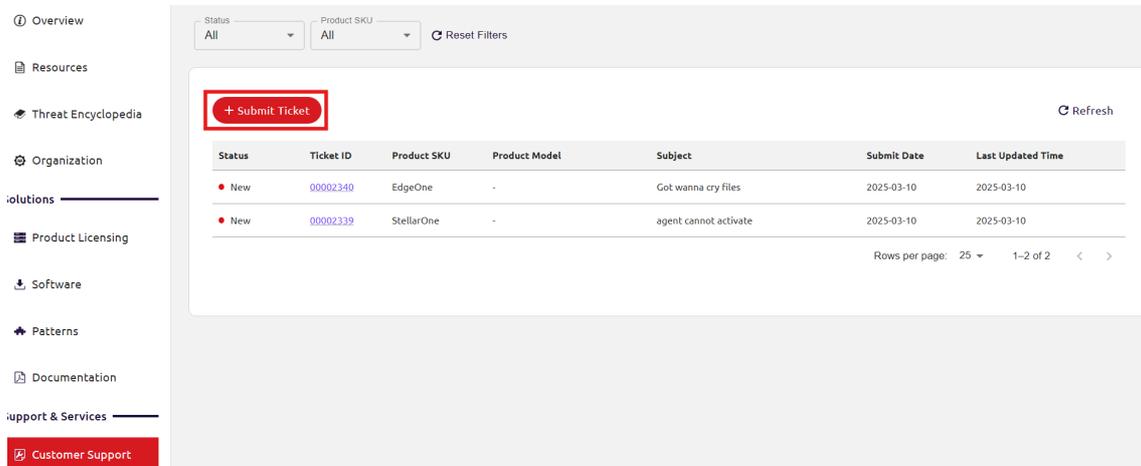
Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time
New	00002340	EdgeOne	-	Got wanna cry files	2025-03-10	2025-03-10
New	00002339	StellarOne	-	agent cannot activate	2025-03-10	2025-03-10

Rows per page: 25 | 1-2 of 2

### Step 7.

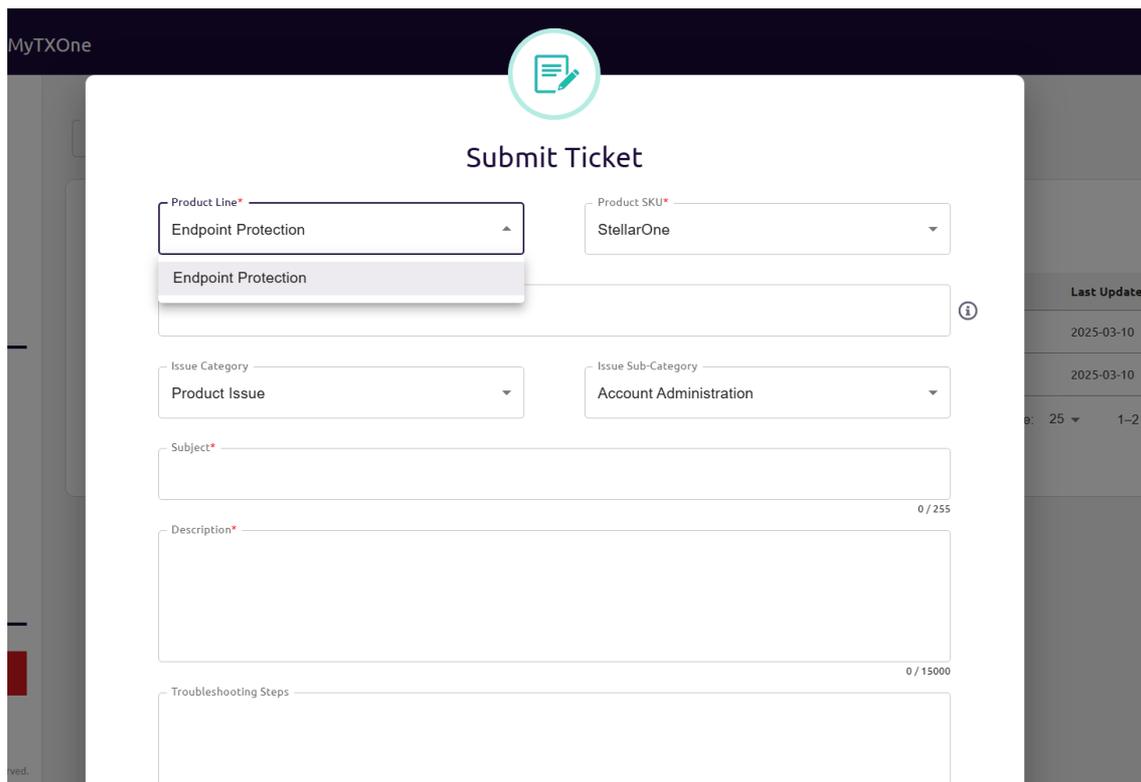
If you wish to submit a support ticket yourself, you can only submit the support ticket pertaining to the product that Clare has released to you. In this case, that product would be the StellarCSEdition license.

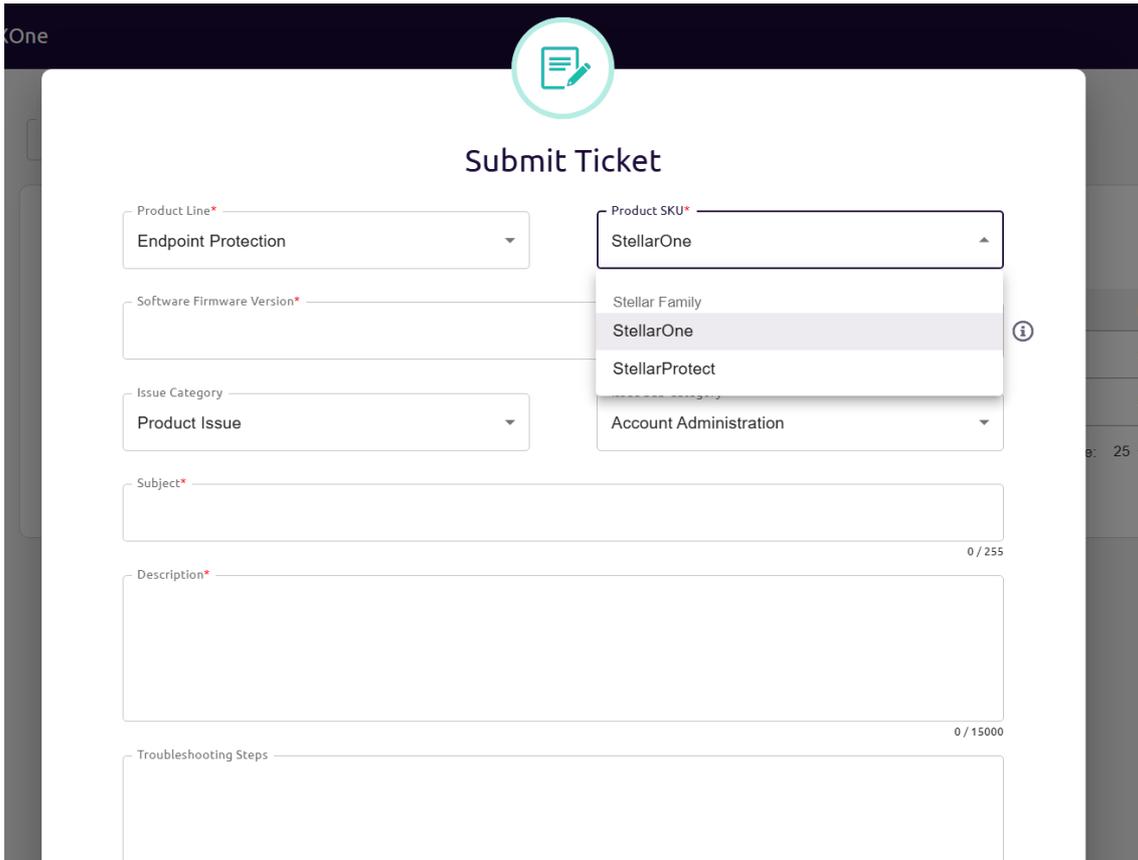
Click “+Submit Ticket”



Step 8.

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





One



### Submit Ticket

Product Line\*  
Endpoint Protection

Product SKU\*  
StellarOne

Software Firmware Version\*

Issue Category  
Product Issue

Subject\*

Description\*

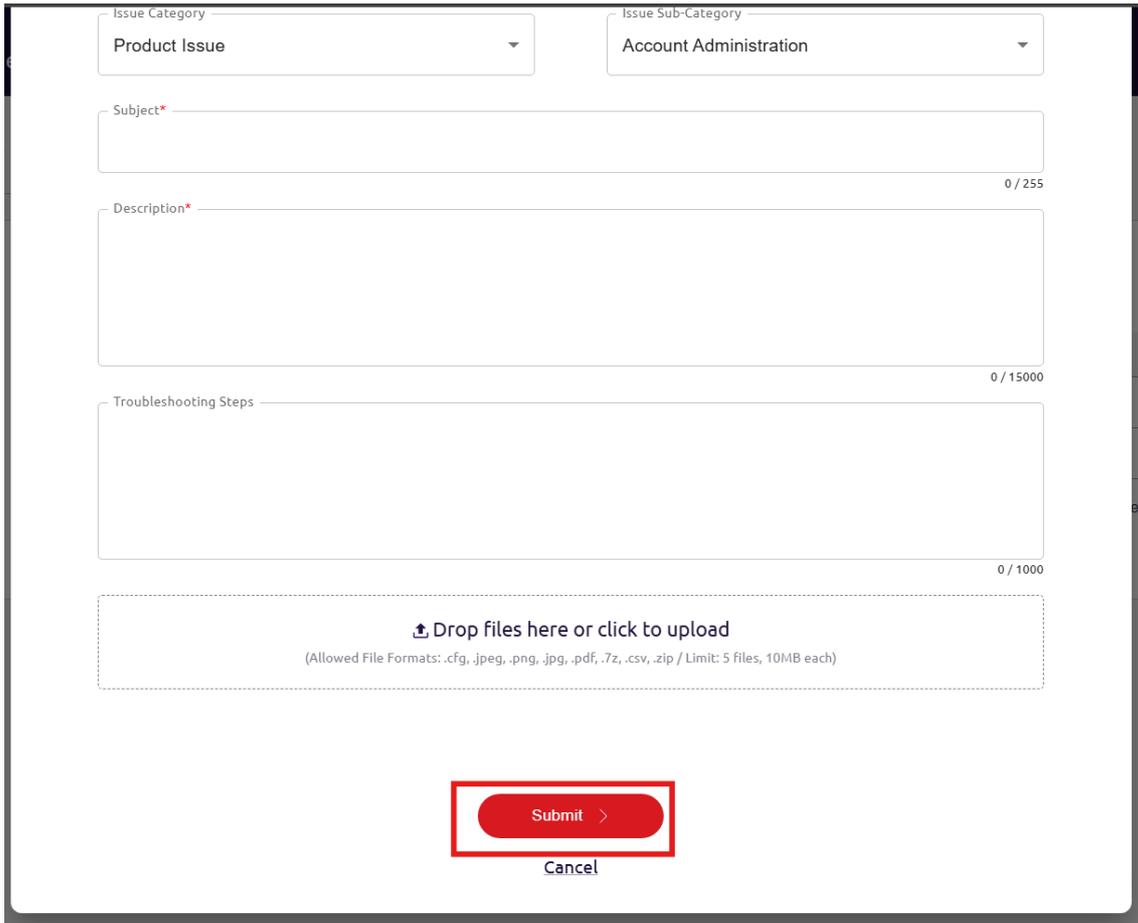
Troubleshooting Steps

0 / 255

0 / 15000

Stellar Family  
StellarOne  
StellarProtect  
Account Administration

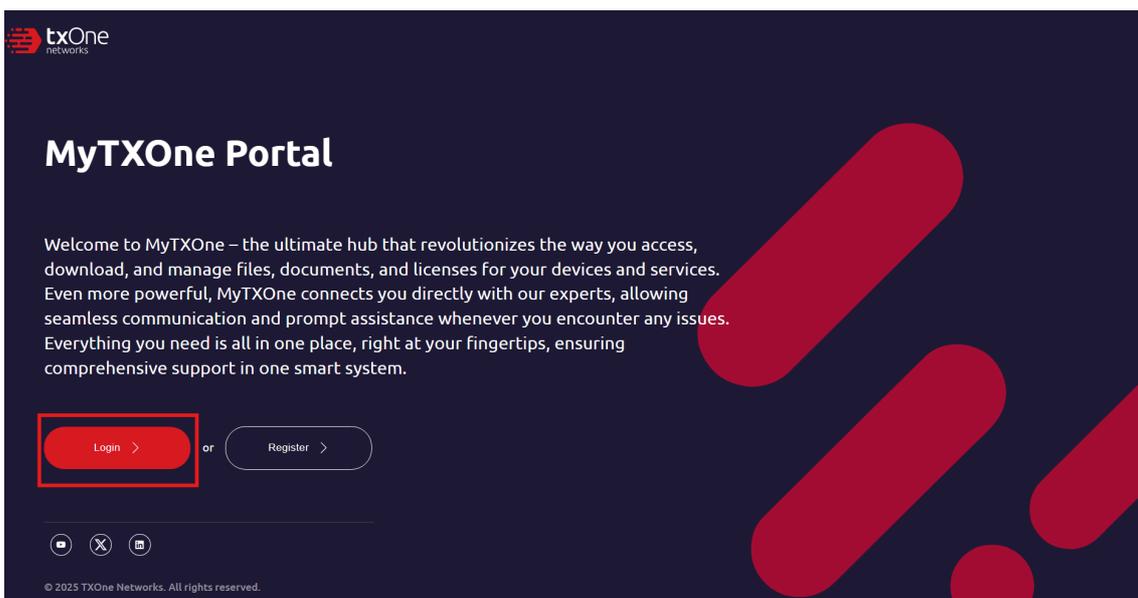
Fill out the relevant information and click "Submit".



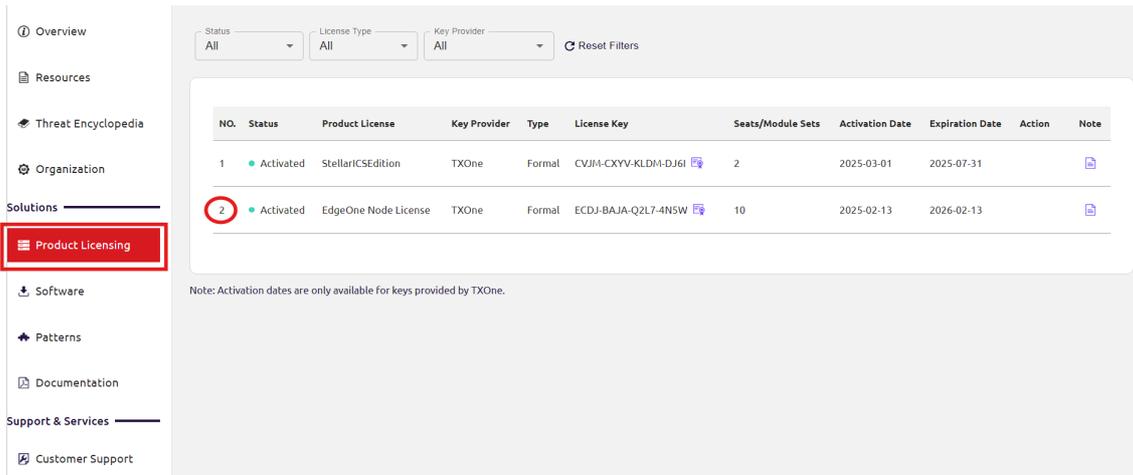
**Step 9.**

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.



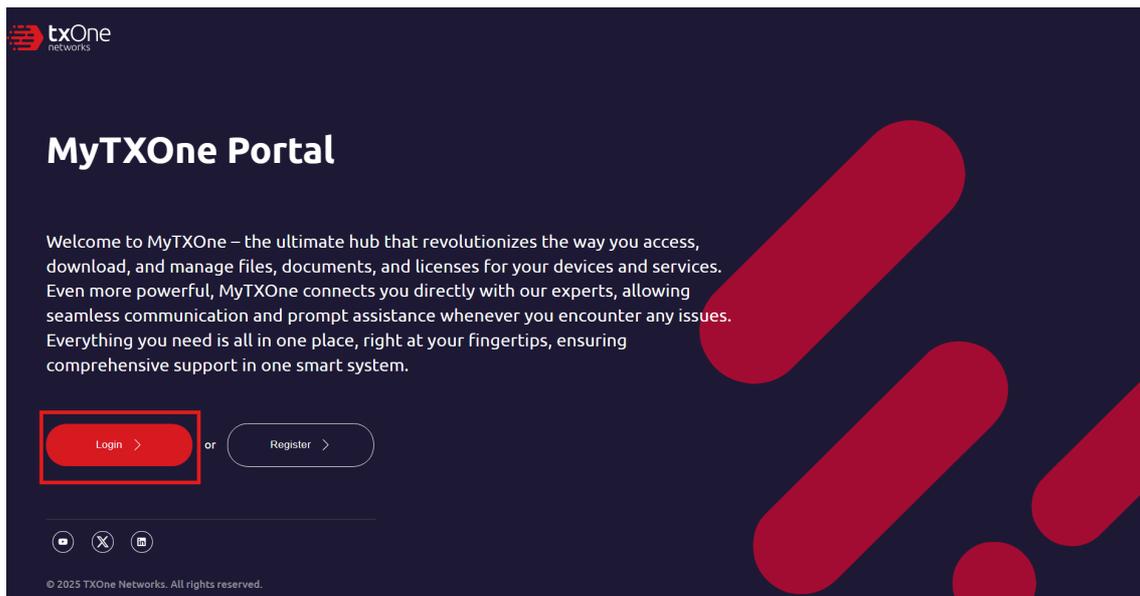
NO.	Status	Product License	Key Provider	Type	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
1	Activated	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I	2	2025-03-01	2025-07-31		
2	Activated	EdgeOne Node License	TXOne	Formal	ECDJ-BAJA-Q2L7-4N5W	10	2025-02-13	2026-02-13		

Note: Activation dates are only available for keys provided by TXOne.

### 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”.



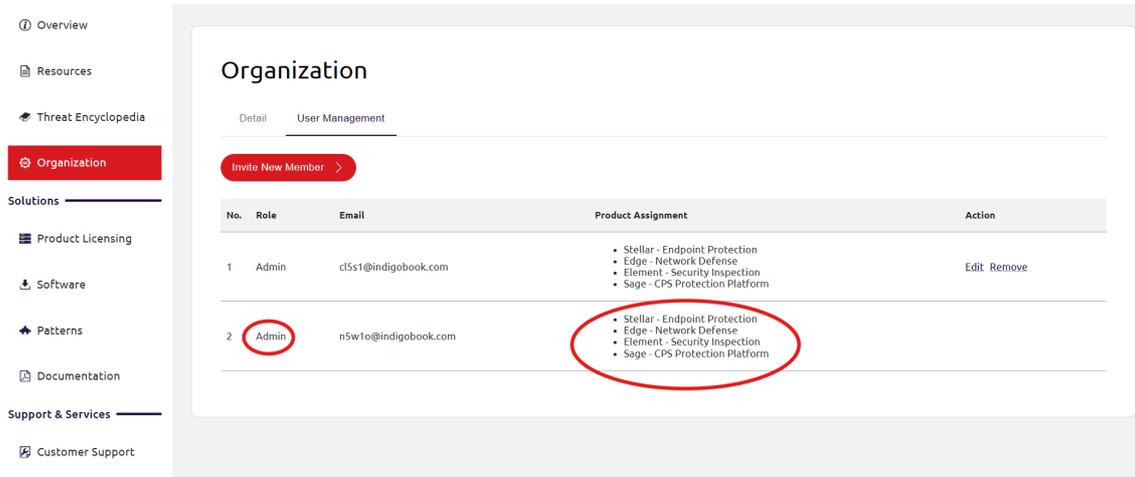
**MyTXOne Portal**

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](#)

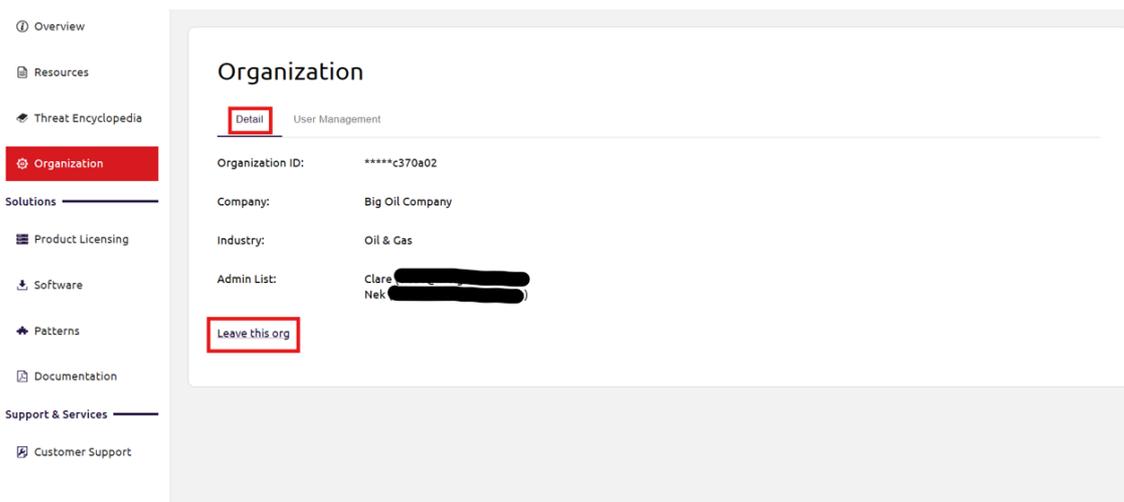
© 2025 TXOne Networks. All rights reserved.

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

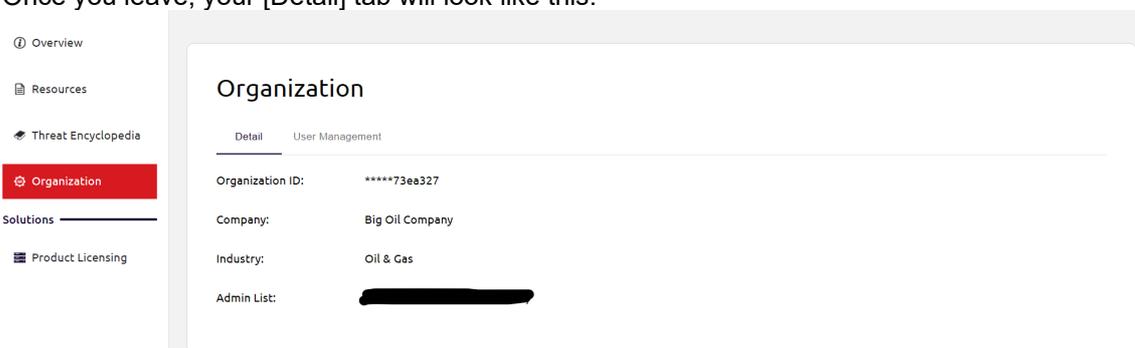


\*Note: As an admin, you can remove others using the [User Management] tab but not yourself. However, there is a “Leave this org” option.

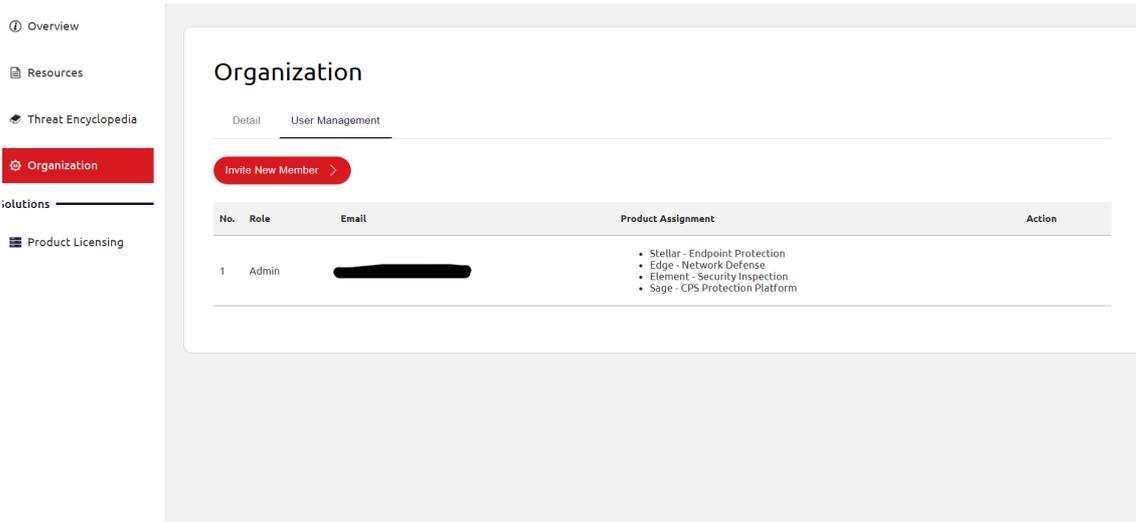
If you wish to leave the org, select the [Detail] tab and click “Leave this org”.



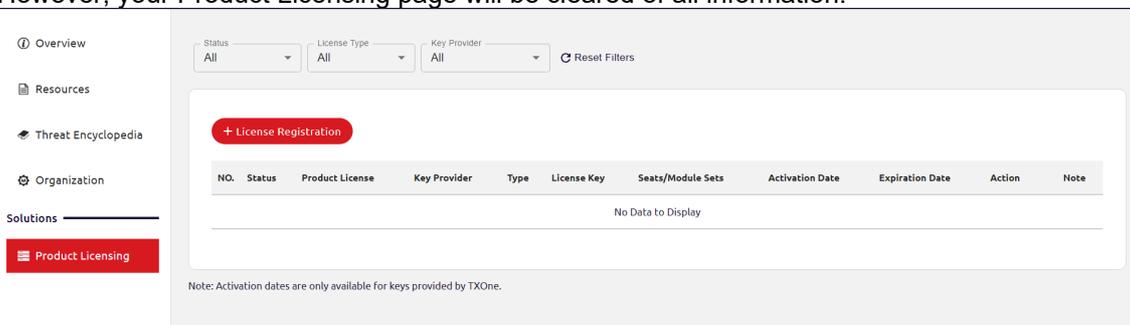
Once you leave, your [Detail] tab will look like this.



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



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



### 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 \*  
[Redacted]

Name \*  
[Redacted]

Industry Type \*  
Oil & Gas

Company Name \*  
Big Oil Company

Country \*  
[Redacted]

Password \*      Confirm Password \*  
[Redacted]      [Redacted]

8-16 characters, with at least one uppercase and lowercase letter, a number and a symbol

I agree to receive emails from the MyTXOne portal. \*

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 [Privacy Policy](#).

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 >**

[Already have an account? Log in now](#)

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

  
**TXOne Account**

Business Email \*

Name \*

Industry Type \*

Company Name \*

Country \*

Password \*  Confirm Password \*

8-16 characters, with at least one uppercase and lowercase letter, a number and a symbol

I agree to receive emails from the MyTXOne portal. \*

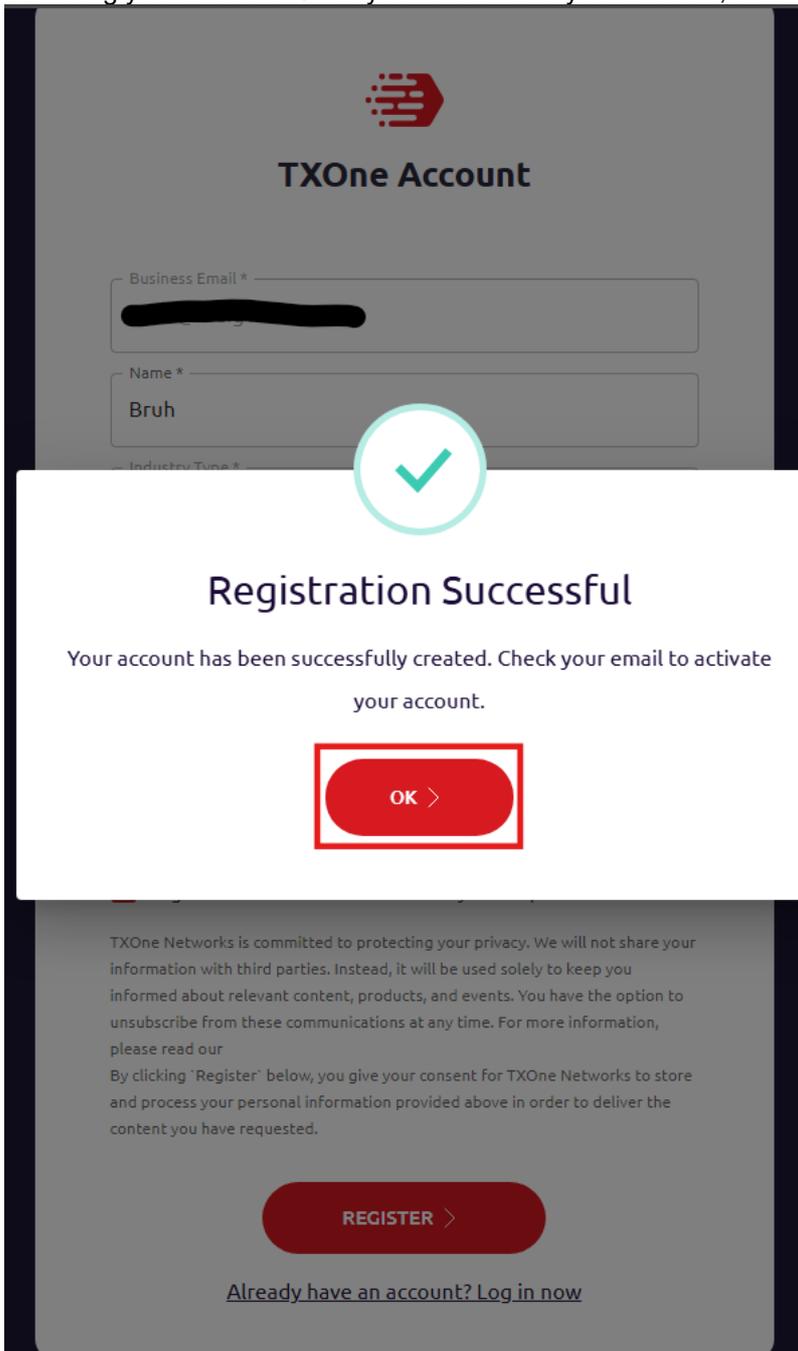
TXOne Networks is committed to protecting your privacy. We will not share your information with third parties. Instead, it will be used solely to keep you informed about relevant content, products, and events. You have the option to unsubscribe from these communications at any time. For more information, please read our

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 >**

[Already have an account? Log in now](#)

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".



Step 2.

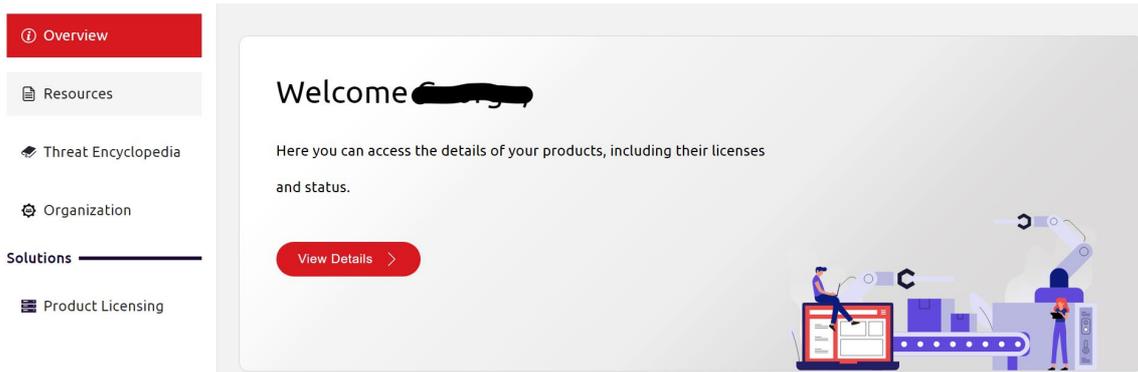
Activate your account. For detailed instructions, refer to Chapter 2.

Step 3.

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

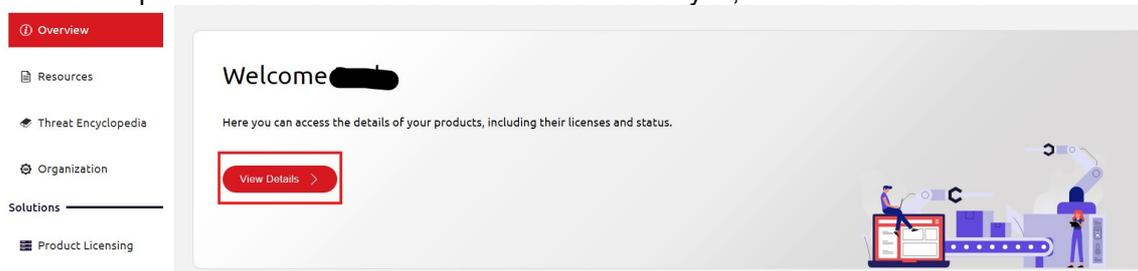
Step 4.

You will land on your Overview page.



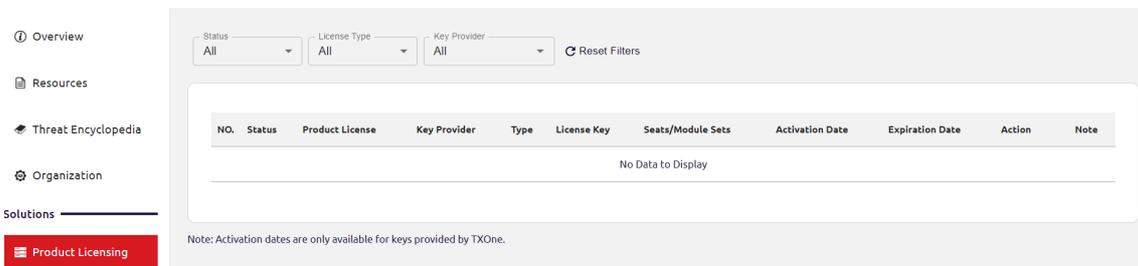
**Step 5.**

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



**Step 6.**

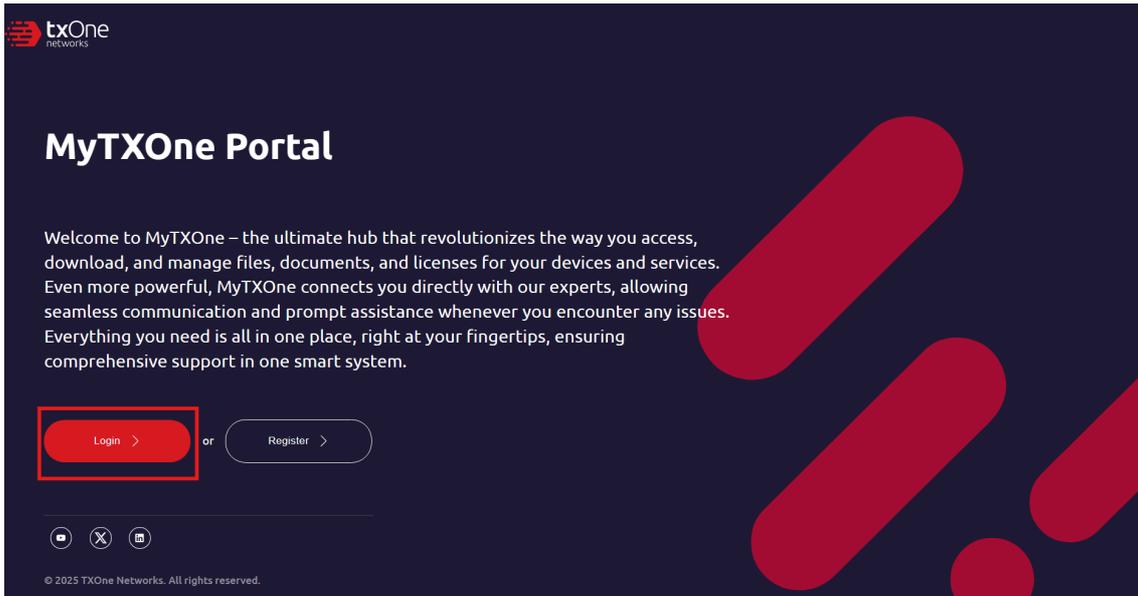
This will take you to the Product Licensing page. In this case, the admin has not released any product details to you.



**Step 7.**

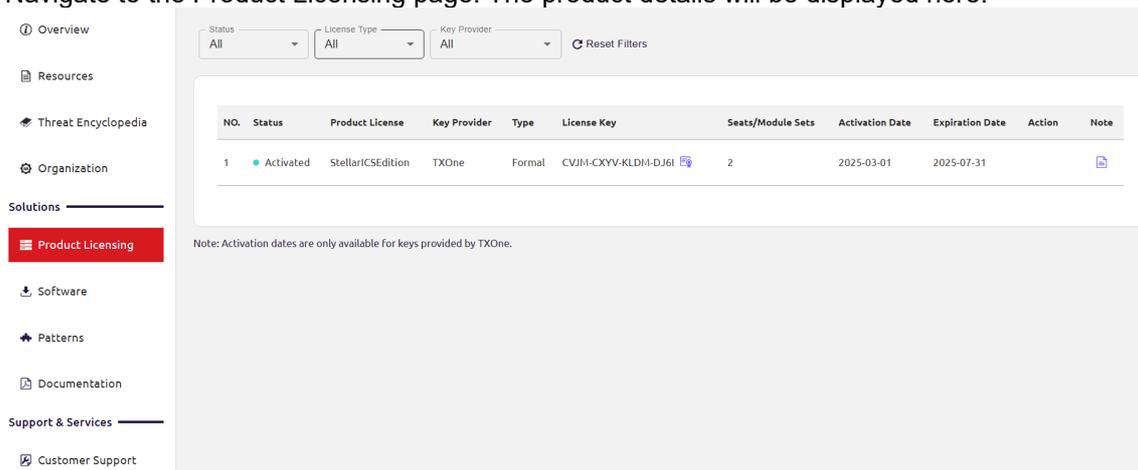
If the admin has released product details to you, you will need to refresh to see the details. This will log you out again.

Click “Login”.



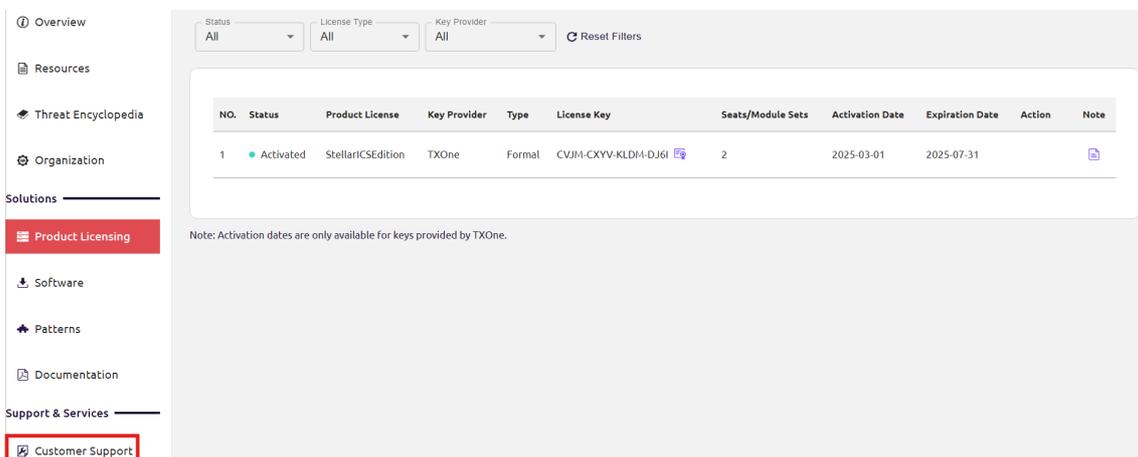
### Step 8.

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

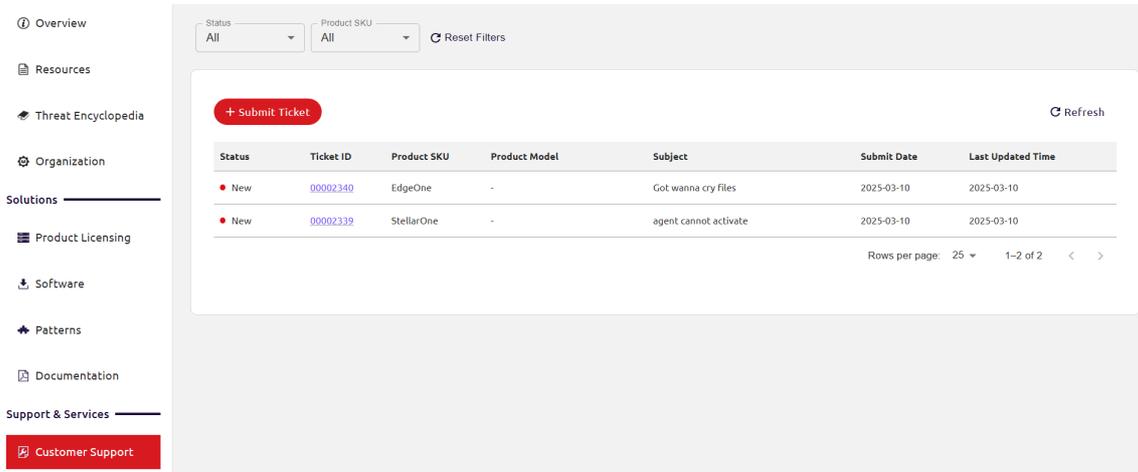


### Step 9.

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



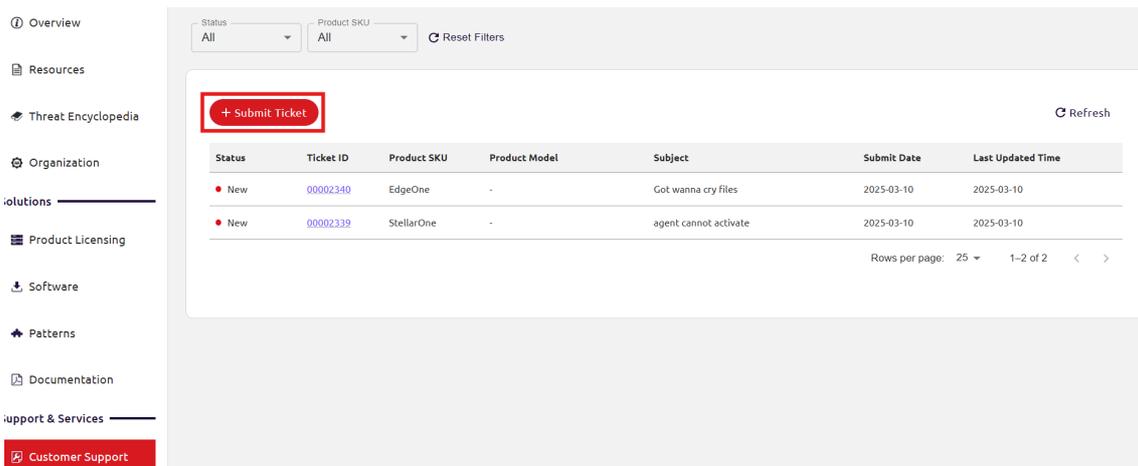
There, you will find the support tickets that have been submitted by your company.



### 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”



### Step 11.

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

MyTXOne



### Submit Ticket

Product Line\*  Product SKU\*

ⓘ

Issue Category  Issue Sub-Category

Subject\*

Description\*  0 / 255

Troubleshooting Steps  0 / 15000

One



### Submit Ticket

Product Line\*  Product SKU\*

ⓘ

Software Firmware Version\*

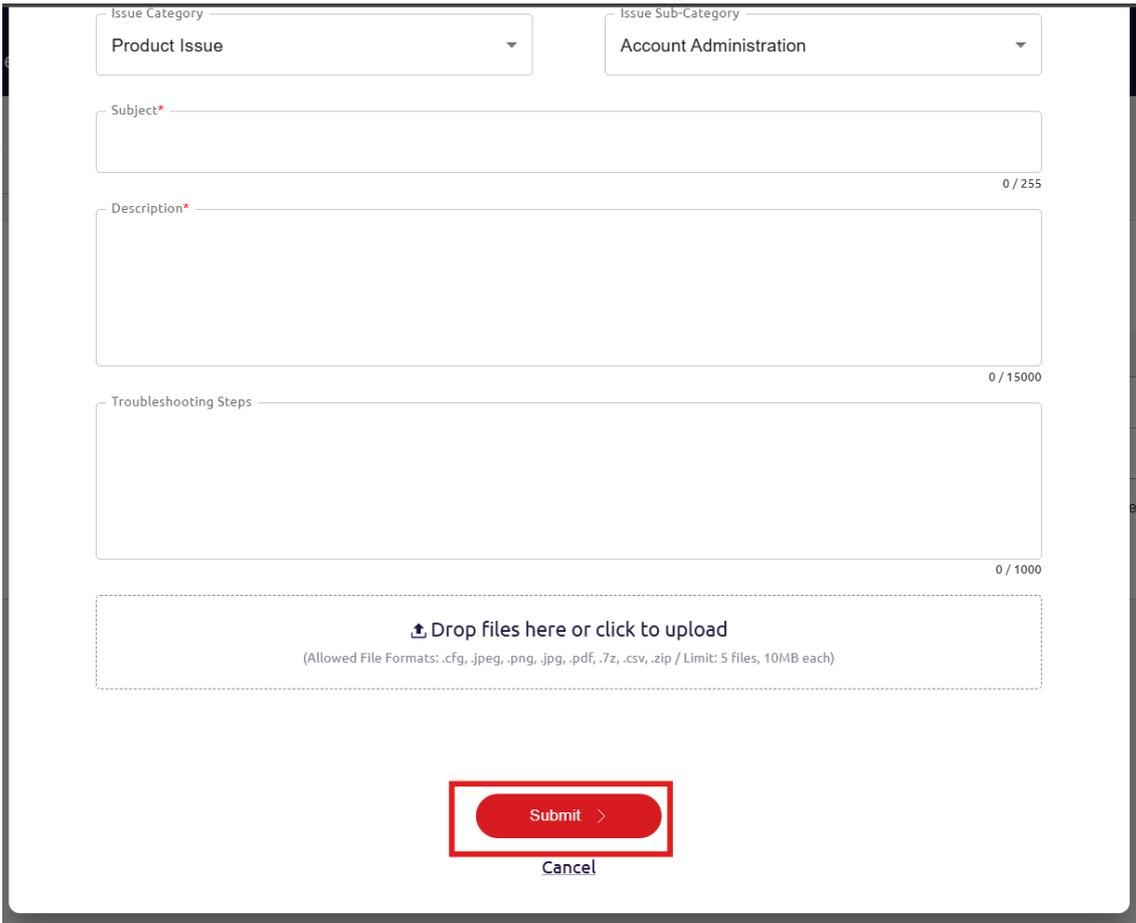
Issue Category  Issue Sub-Category

Subject\*

Description\*  0 / 255

Troubleshooting Steps  0 / 15000

Fill out the relevant information and click “Submit”.

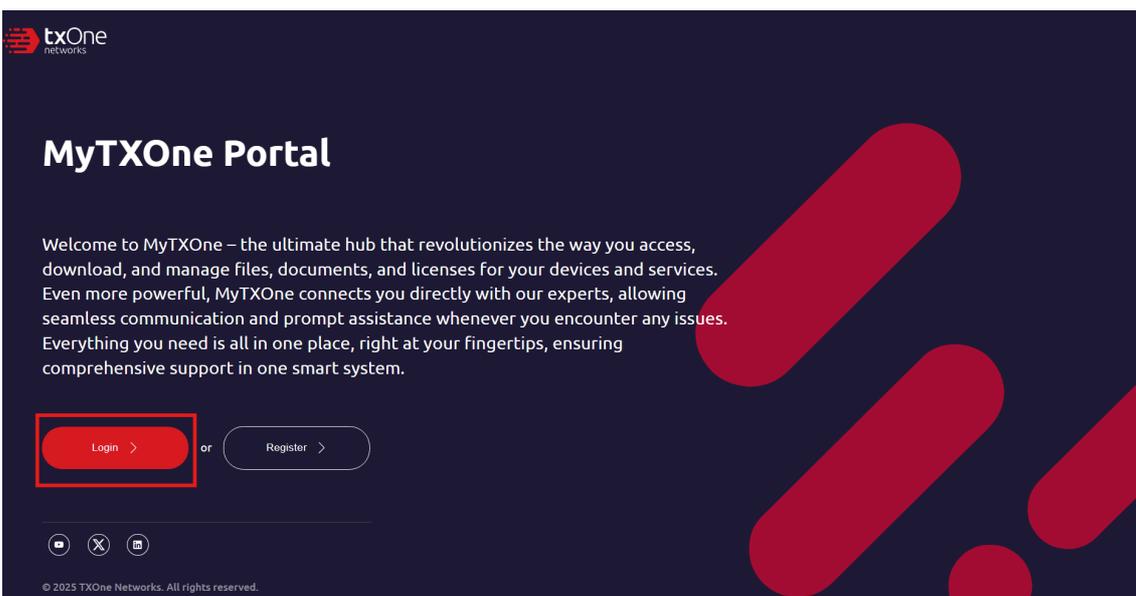


The screenshot shows a form for submitting an issue. It includes two dropdown menus at the top: 'Issue Category' (set to 'Product Issue') and 'Issue Sub-Category' (set to 'Account Administration'). Below these are three text input fields: 'Subject\*' (0 / 255), 'Description\*' (0 / 15000), and 'Troubleshooting Steps' (0 / 1000). A file upload area is present with the text 'Drop files here or click to upload' and '(Allowed File Formats: .cfg, .jpeg, .png, .jpg, .pdf, .7z, .csv, .zip / Limit: 5 files, 10MB each)'. At the bottom, there is a red 'Submit >' button and a 'Cancel' link.

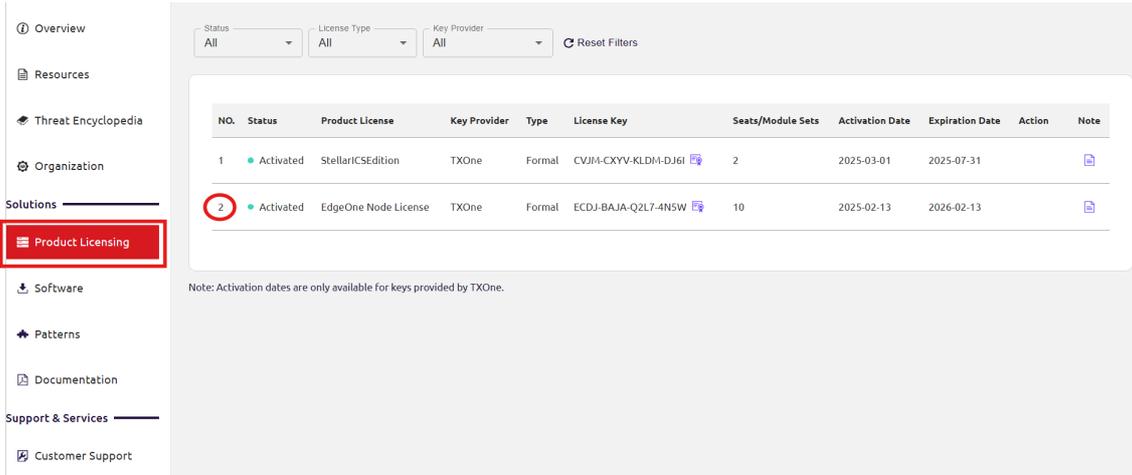
Step 12.

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.



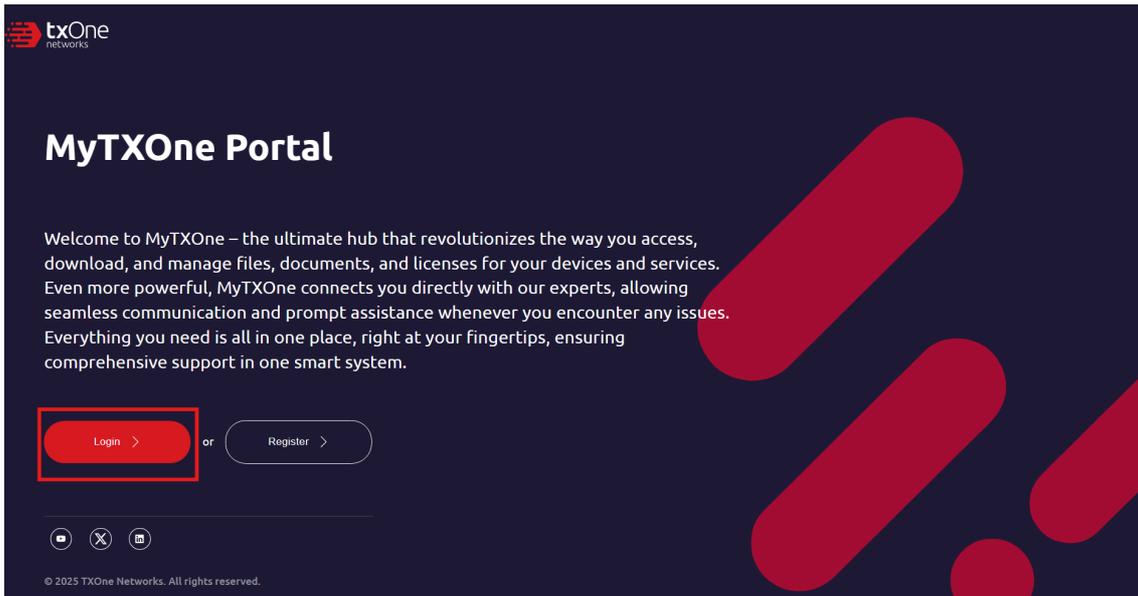
NO.	Status	Product License	Key Provider	Type	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
1	Activated	StellarICSEdition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I	2	2025-03-01	2025-07-31		
2	Activated	EdgeOne Node License	TXOne	Formal	ECDJ-BAJA-Q2L7-4N5W	10	2025-02-13	2026-02-13		

Note: Activation dates are only available for keys provided by TXOne.

### 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”.



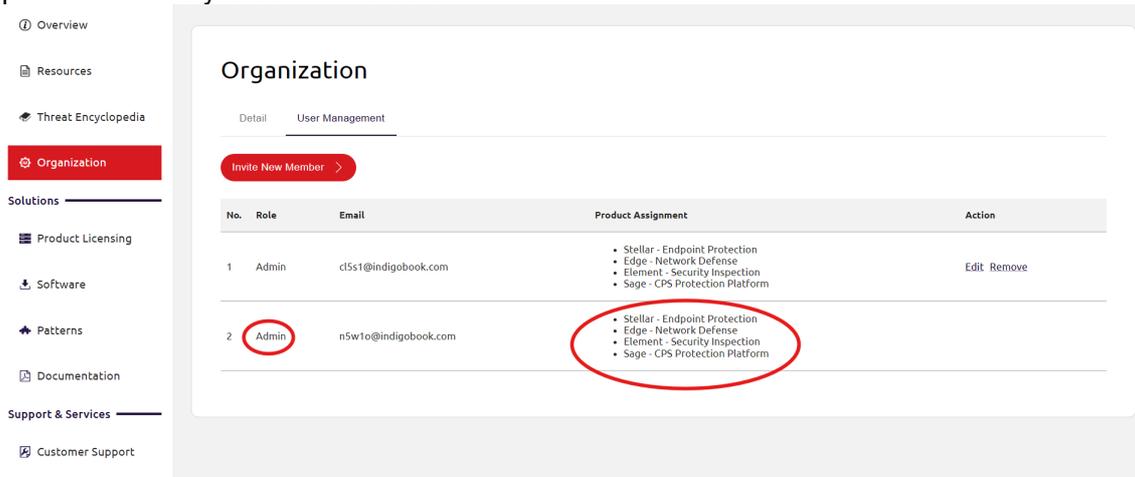
**MyTXOne Portal**

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](#)

© 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.



**Organization**

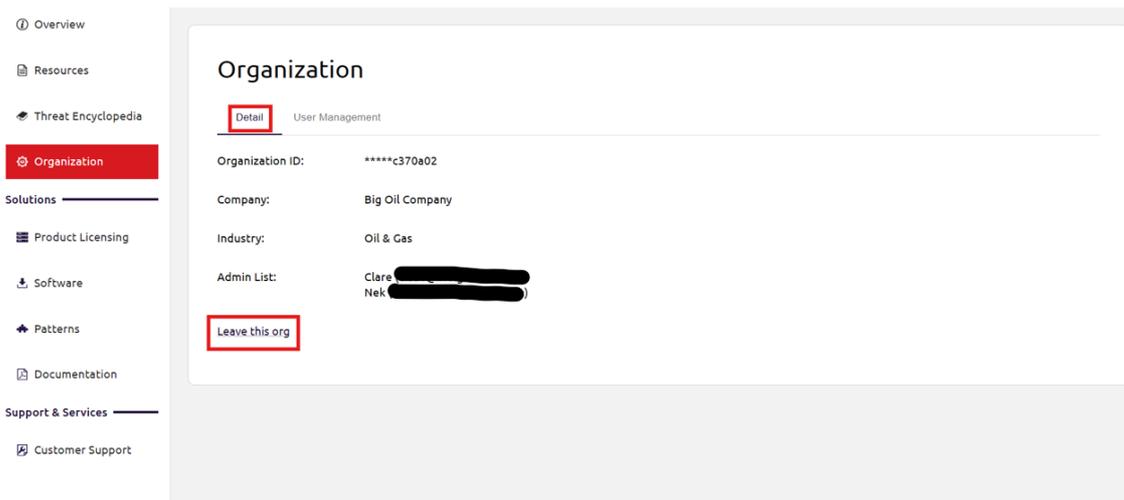
Detail User Management

Invite New Member >

No.	Role	Email	Product Assignment	Action
1	Admin	ct5t1@indigobook.com	<ul style="list-style-type: none"> <li>Stellar - Endpoint Protection</li> <li>Edge - Network Defense</li> <li>Element - Security Inspection</li> <li>Sage - CPS Protection Platform</li> </ul>	Edit Remove
2	Admin	n5w1o@indigobook.com	<ul style="list-style-type: none"> <li>Stellar - Endpoint Protection</li> <li>Edge - Network Defense</li> <li>Element - Security Inspection</li> <li>Sage - CPS Protection Platform</li> </ul>	

\*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”.



**Organization**

Detail User Management

Organization ID: \*\*\*\*\*c370a02

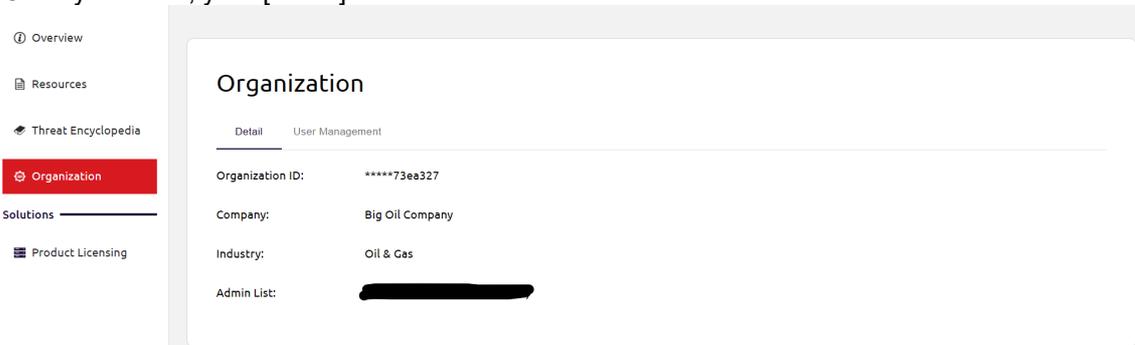
Company: Big Oil Company

Industry: Oil & Gas

Admin List: Clare [REDACTED]  
Nek [REDACTED]

Leave this org

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



**Organization**

Detail User Management

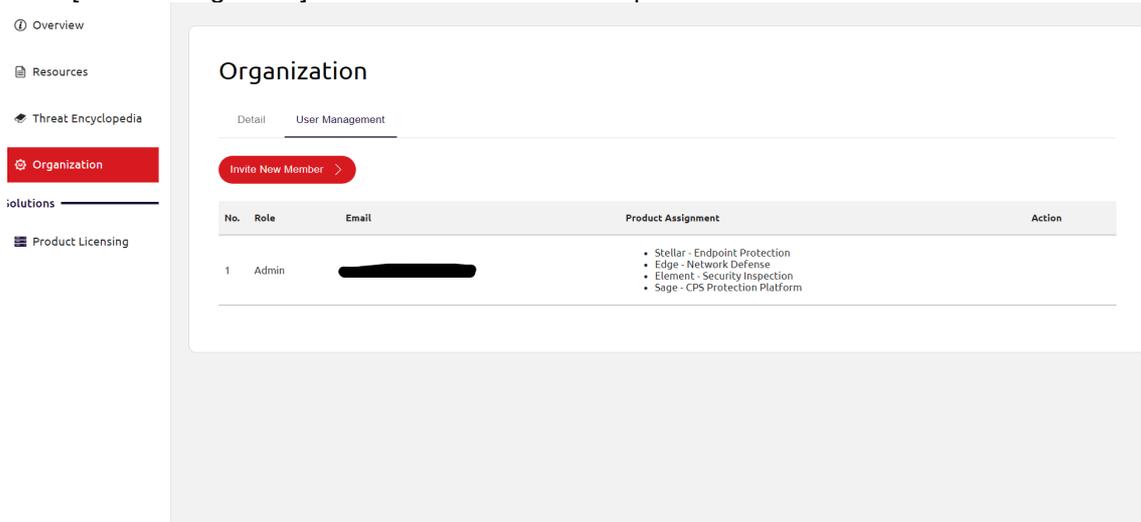
Organization ID: \*\*\*\*\*73ea327

Company: Big Oil Company

Industry: Oil & Gas

Admin List: [REDACTED]

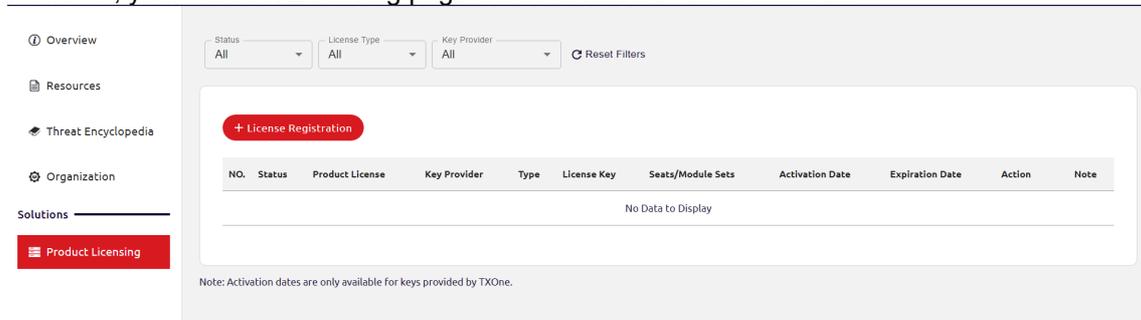
Your [User Management] tab will still have the same products listed as before.



The screenshot shows the 'Organization' page with the 'User Management' tab selected. A table lists the current user:

No.	Role	Email	Product Assignment	Action
1	Admin	[Redacted]	<ul style="list-style-type: none"> <li>Stellar - Endpoint Protection</li> <li>Edge - Network Defense</li> <li>Element - Security Inspection</li> <li>Sage - CPS Protection Platform</li> </ul>	

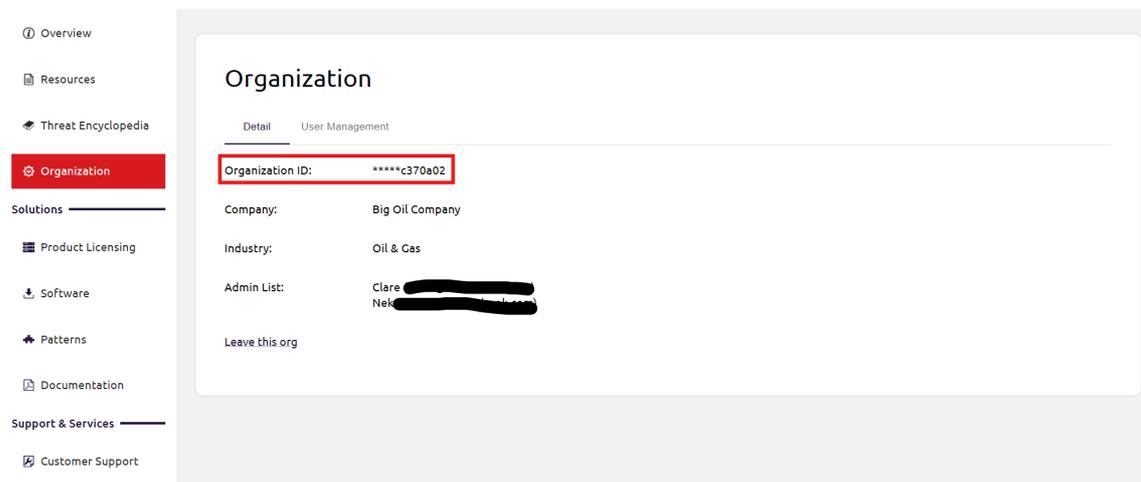
However, your Product Licensing page will be cleared of all information.



The screenshot shows the 'Product Licensing' page. The table is empty, displaying the message: "No Data to Display".

## 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.



The screenshot shows the 'Organization' page with the 'Detail' tab selected. The Organization ID is highlighted in a red box: \*\*\*\*c370a02. Other details include:

- Company: Big Oil Company
- Industry: Oil & Gas
- Admin List: Clare [Redacted], Nel [Redacted]