



How to Create and Manage a MyTXOne Portal Account

Application Note

October 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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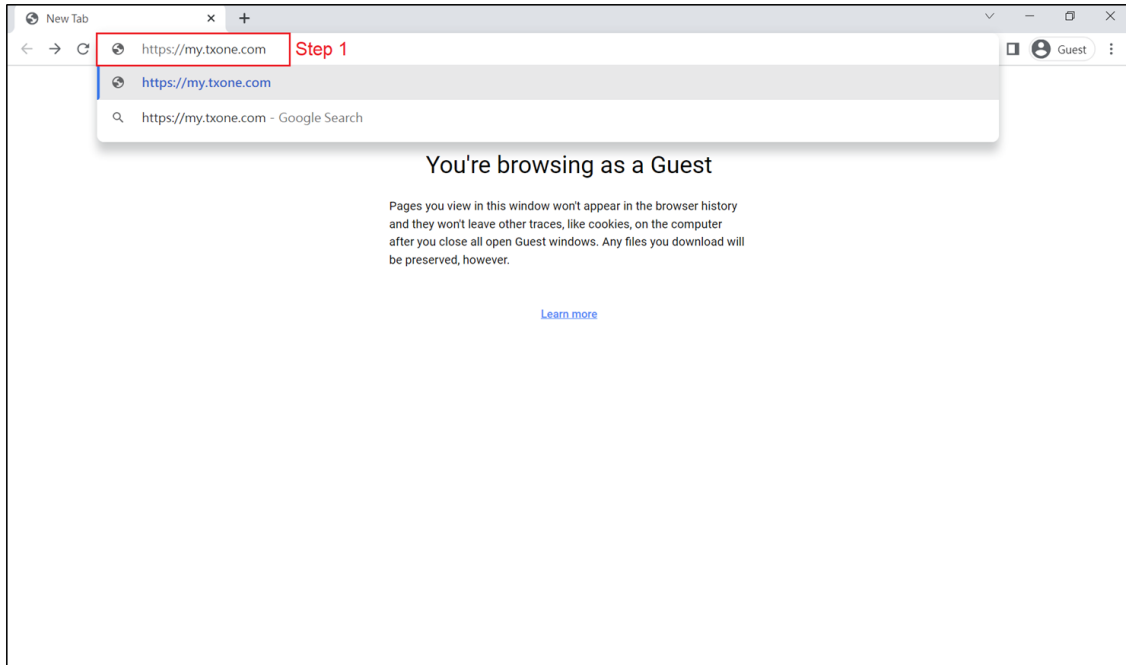
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1 Registering a MyTXOne Portal Account

Procedure

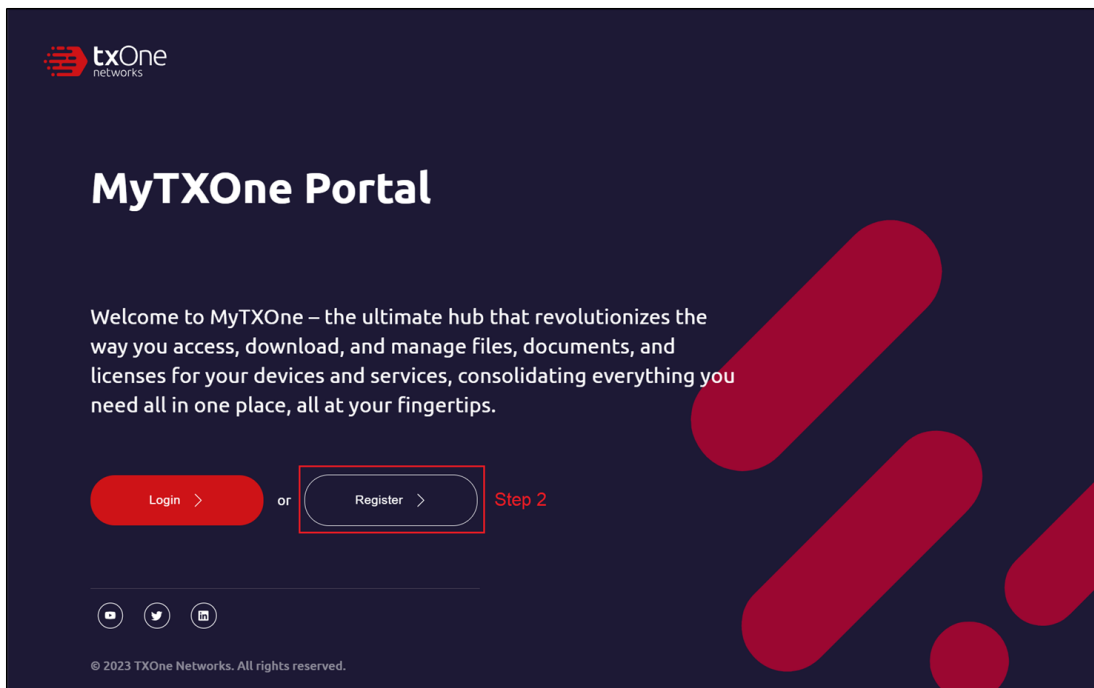
Step 1.

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



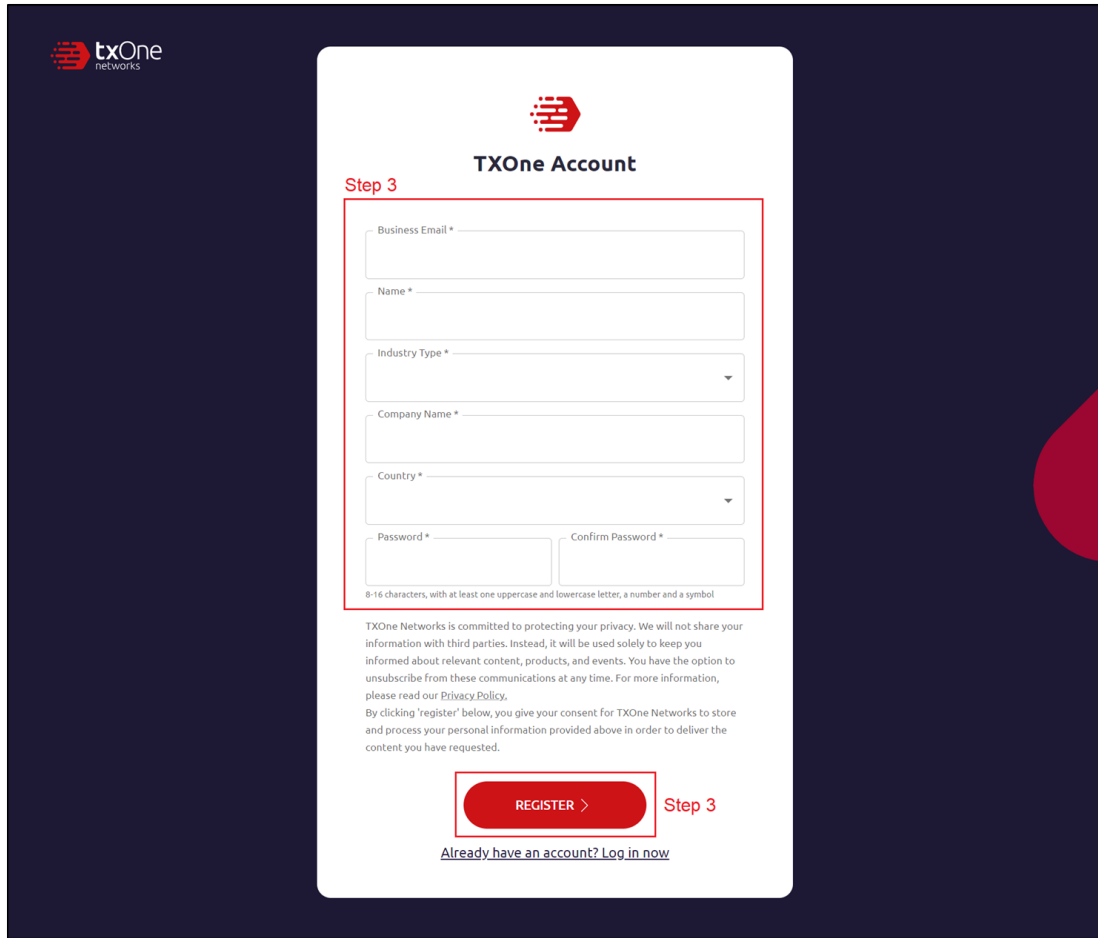
Step 2.

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.

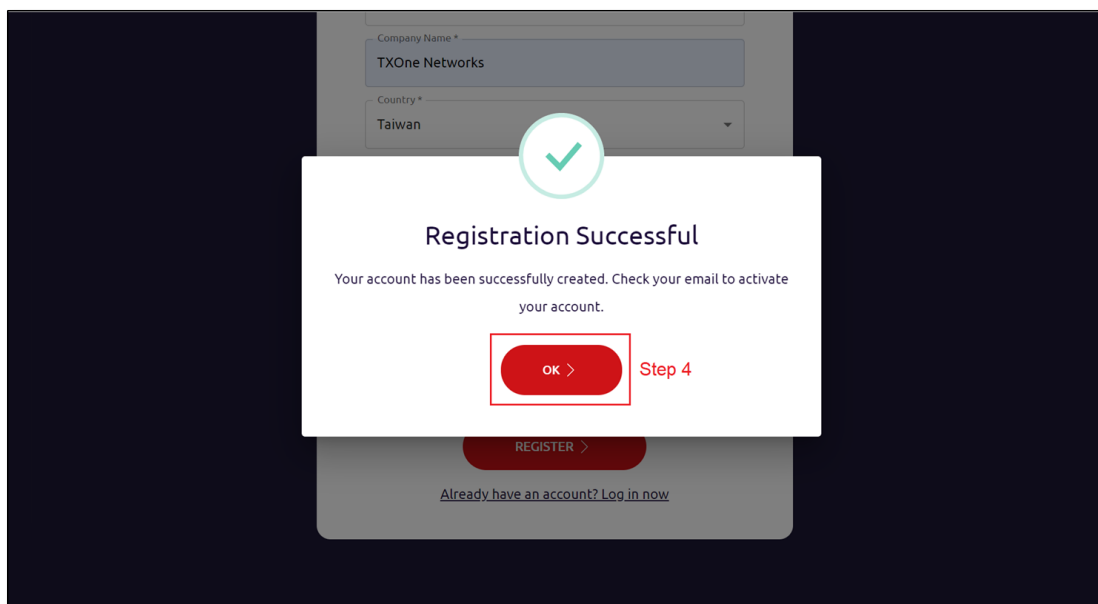
REGISTER >

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

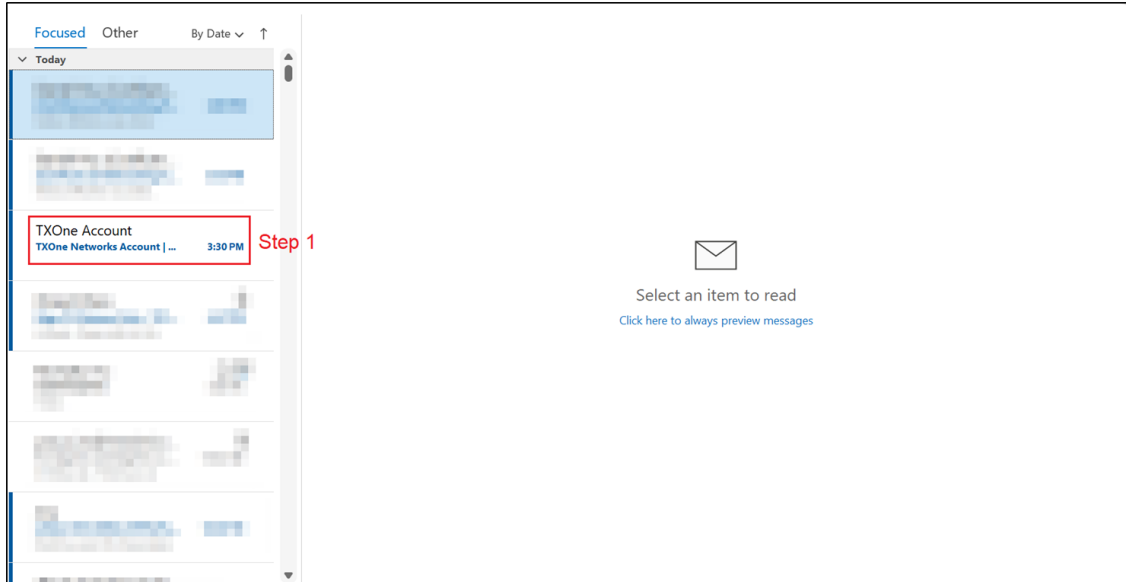
[Already have an account? Log in now](#)

2 Activating a MyTXOne Portal Account

Procedure

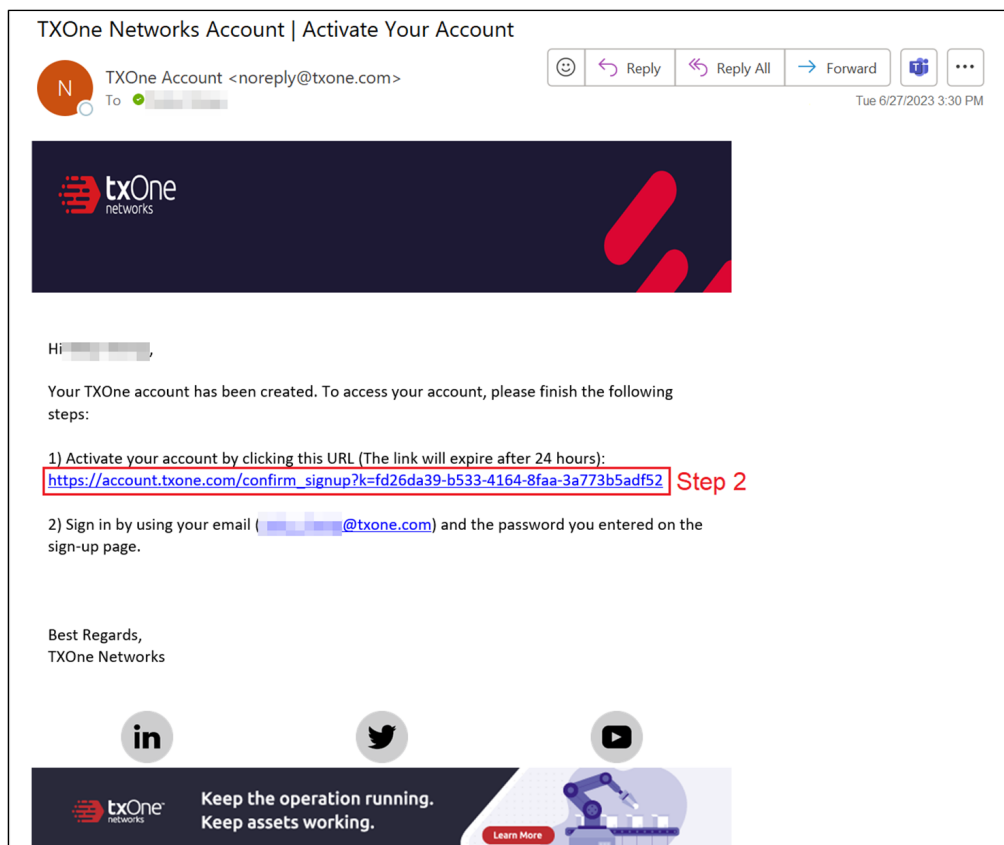
Step 1.

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



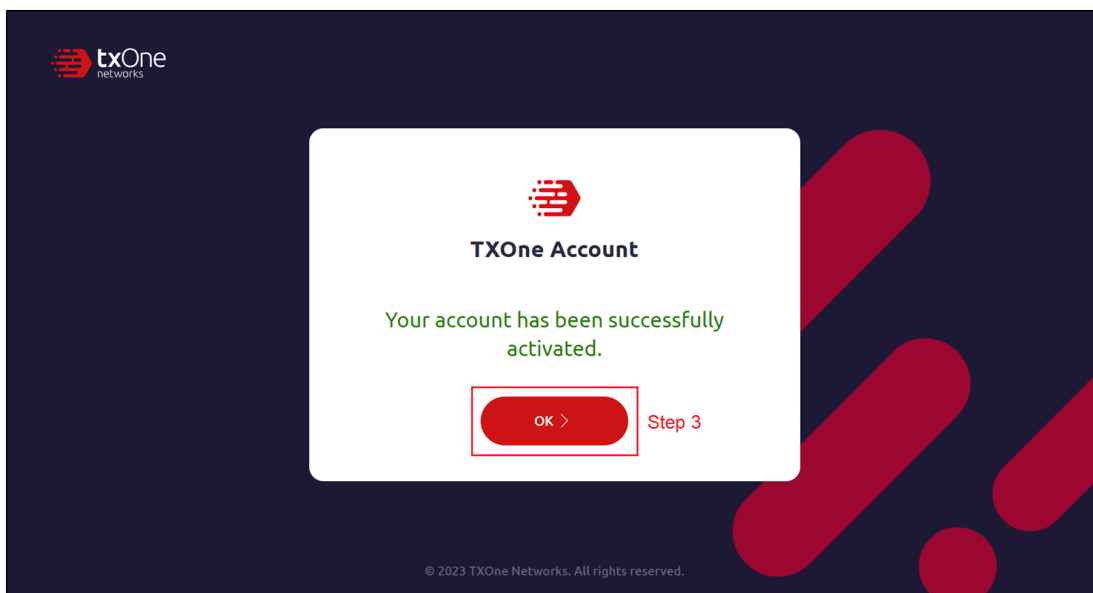
Step 2.

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.

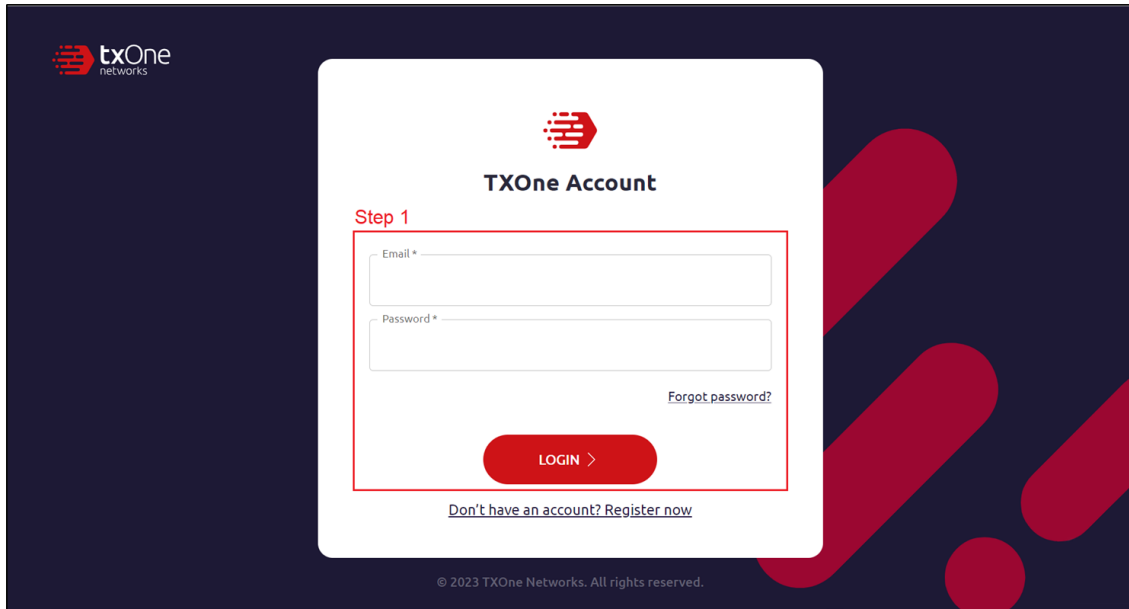


3 Logging in to a MyTXOne Portal Account

Procedure

Step 1.

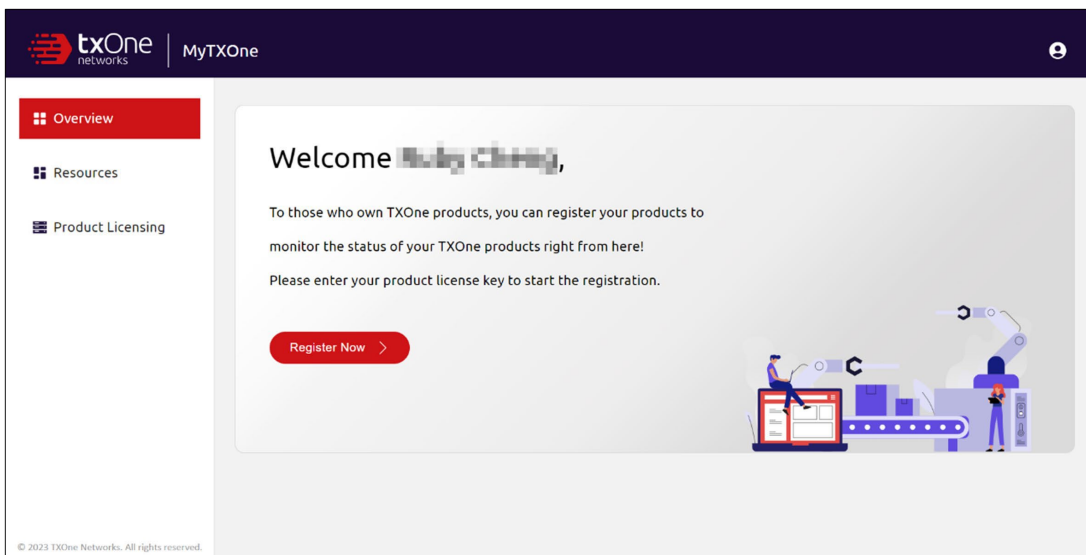
On the login page, enter the email address and password you used for account registration then click “LOGIN.”



The image shows the TXOne Account login page. It features a dark blue background with a white login form in the center. The form is titled "TXOne Account" and "Step 1". It contains two input fields: "Email *" and "Password *". Below the password field is a link "Forgot password?". At the bottom of the form is a red "LOGIN >" button. Below the button is a link "Don't have an account? Register now". The TXOne Networks logo is in the top left corner. The footer text is "© 2023 TXOne Networks. All rights reserved."

Step 2.

You are now logged in to your MyTXOne portal account.



The image shows the MyTXOne portal dashboard. It has a dark blue header with the TXOne Networks logo and "MyTXOne" text. A user profile icon is in the top right. The left sidebar has three menu items: "Overview" (highlighted in red), "Resources", and "Product Licensing". The main content area has a "Welcome" message, a brief description of the portal's purpose, and a "Register Now >" button. An illustration of a person working on a computer is in the bottom right. The footer text is "© 2023 TXOne Networks. All rights reserved."

4 Resetting a MyTXOne Account Password

You can reset your account password in the following scenarios:

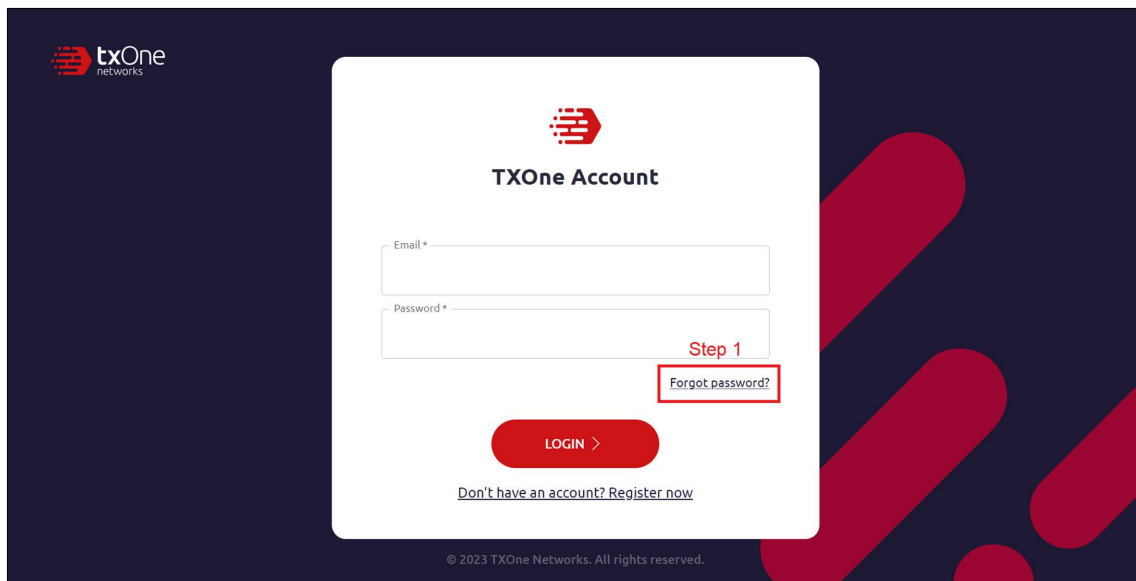
- You forget your original password.
- A regular password update is needed to secure your account.

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

Procedure (Forgotten Password)

Step 1.

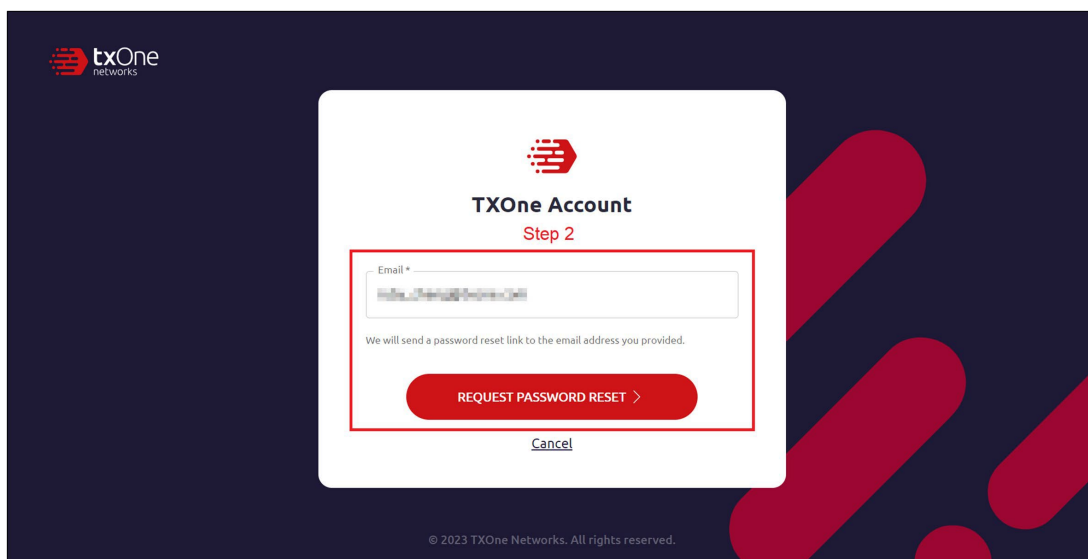
On the login page, click “Forgot password?”



The image shows the TXOne Account login page. It features a white login box on a dark blue background with red abstract shapes. The box contains the TXOne logo, the text 'TXOne Account', and two input fields for 'Email *' and 'Password *'. Below the password field is a red button labeled 'LOGIN >'. To the right of the password field, the text 'Step 1' is displayed above a red-bordered box containing the link 'Forgot password?'. At the bottom of the login box, there is a link that says 'Don't have an account? Register now'. The footer of the page reads '© 2023 TXOne Networks. All rights reserved.'

Step 2.

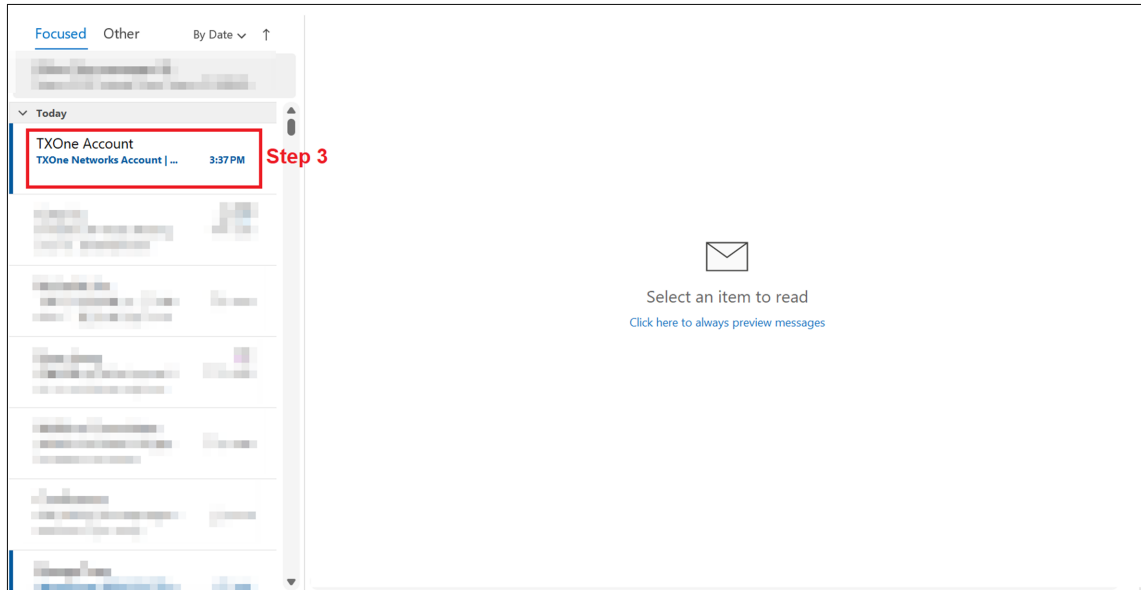
Input the email address you used for account registration, then click “REQUEST PASSWORD RESET.”



The image shows the TXOne Account password reset page. It features a white form box on a dark blue background with red abstract shapes. The box contains the TXOne logo, the text 'TXOne Account', and 'Step 2' in red. Below this is a red-bordered box containing an 'Email *' input field with a blurred email address. Below the input field, it says 'We will send a password reset link to the email address you provided.' At the bottom of the red-bordered box is a red button labeled 'REQUEST PASSWORD RESET >'. Below the entire form box is a 'Cancel' link. The footer of the page reads '© 2023 TXOne Networks. All rights reserved.'

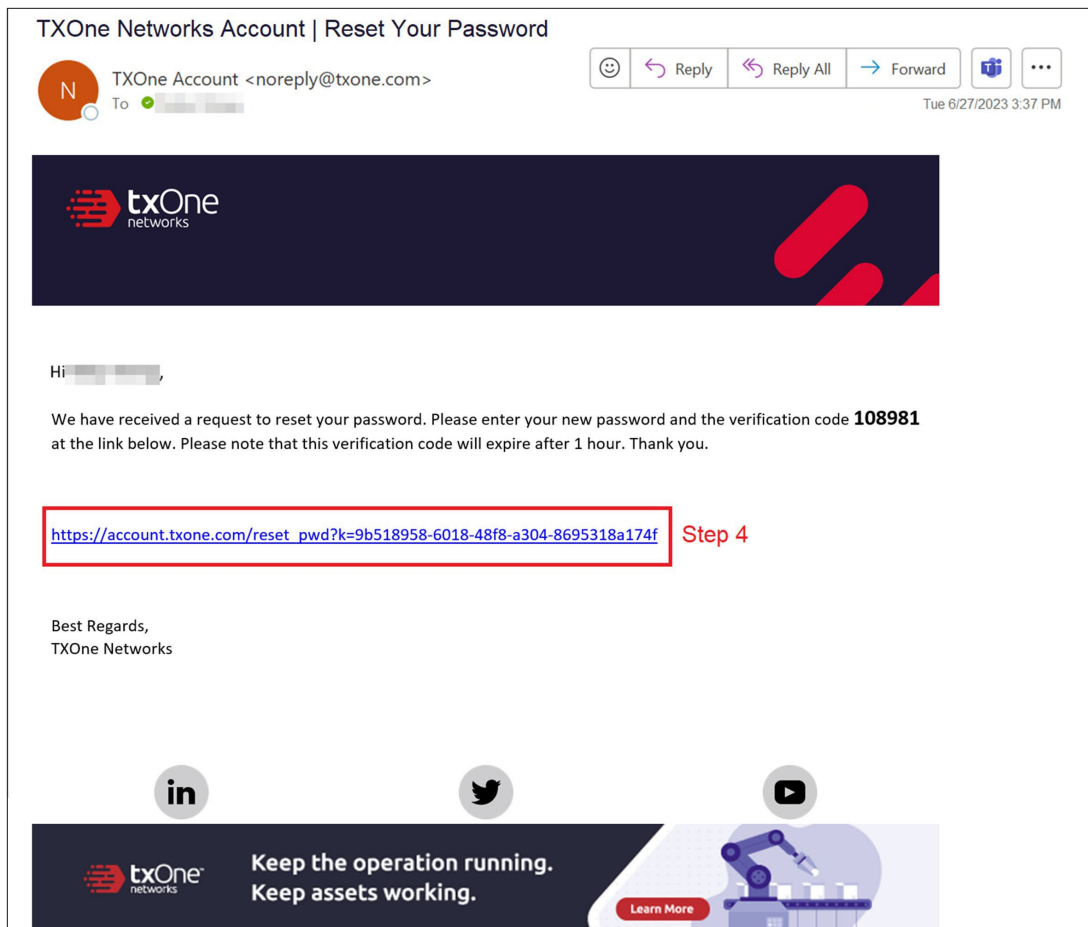
Step 3.

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



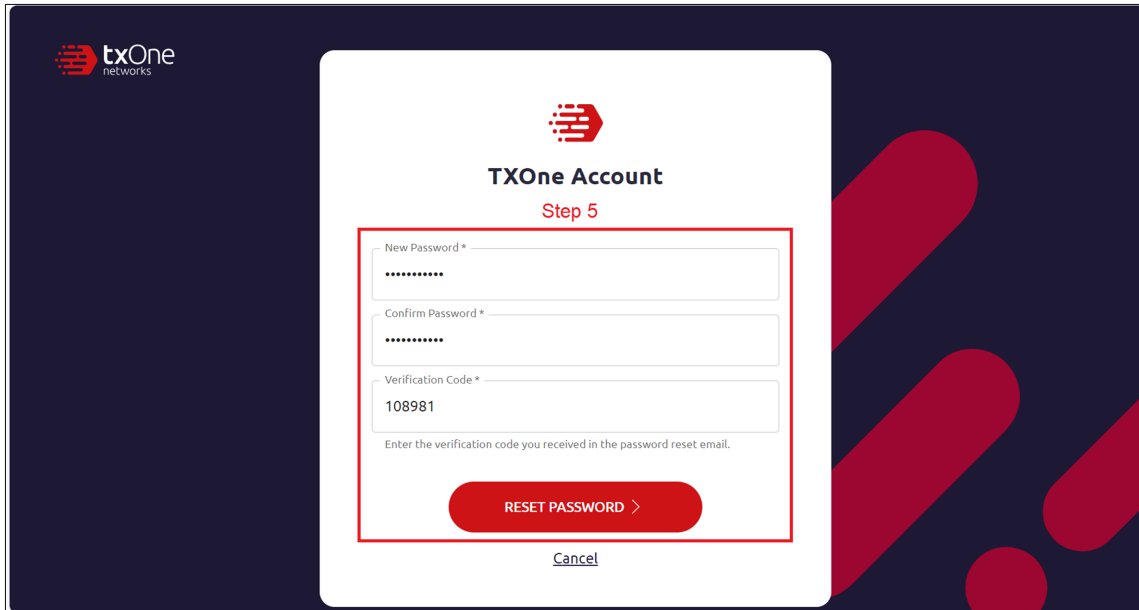
Step 4.

Click the password reset link in the email.



Step 5.

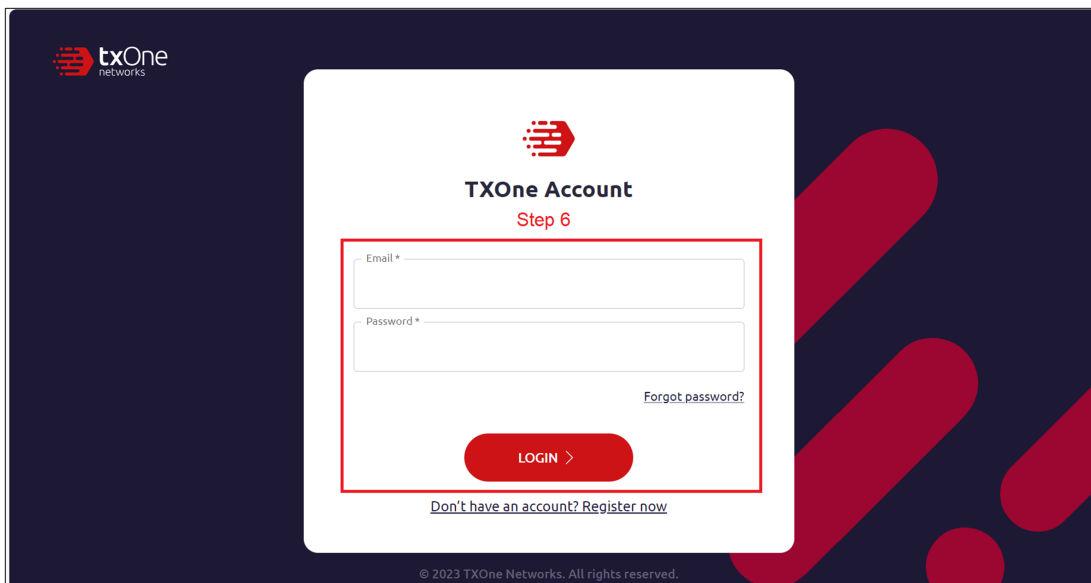
On the password reset page, enter your new password, confirm it, and input the verification code specified in the email. Then click “RESET PASSWORD.”



The screenshot shows the TXOne Account Step 5 password reset form. The form is titled "TXOne Account" and "Step 5". It contains three input fields: "New Password *", "Confirm Password *", and "Verification Code *". The "Verification Code *" field contains the value "108981". Below the input fields is a red button labeled "RESET PASSWORD >". A "Cancel" link is located below the button. The background is dark blue with red abstract shapes.

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.

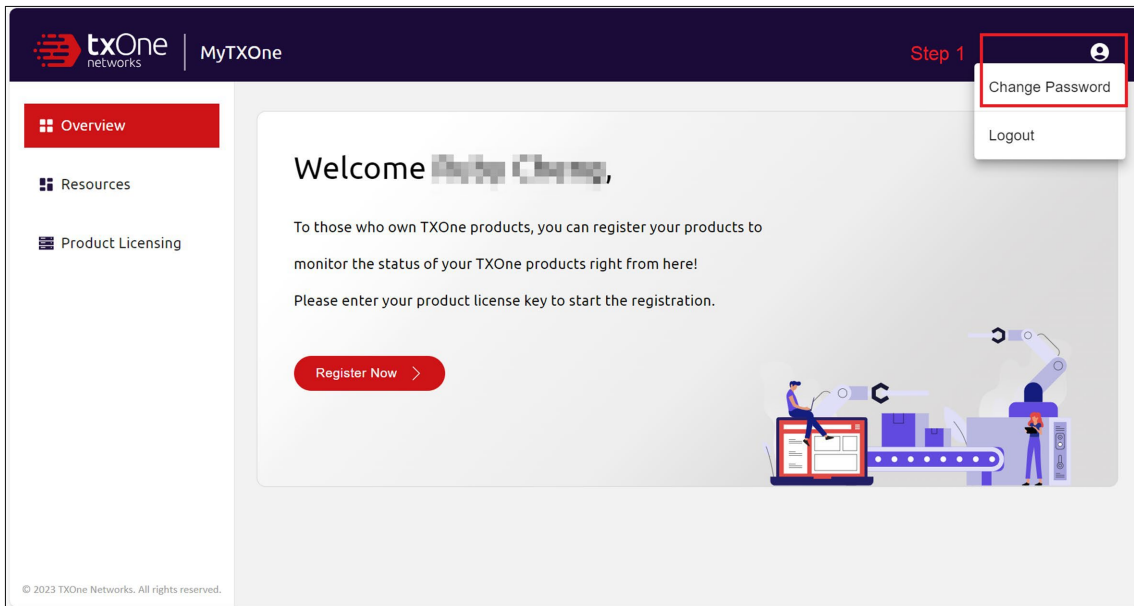


The screenshot shows the TXOne Account Step 6 login form. The form is titled "TXOne Account" and "Step 6". It contains two input fields: "Email *" and "Password *". Below the input fields is a red button labeled "LOGIN >". A "Forgot password?" link is located to the right of the "Password *" field. A "Don't have an account? Register now" link is located below the button. The background is dark blue with red abstract shapes.

Procedure (Password Update)

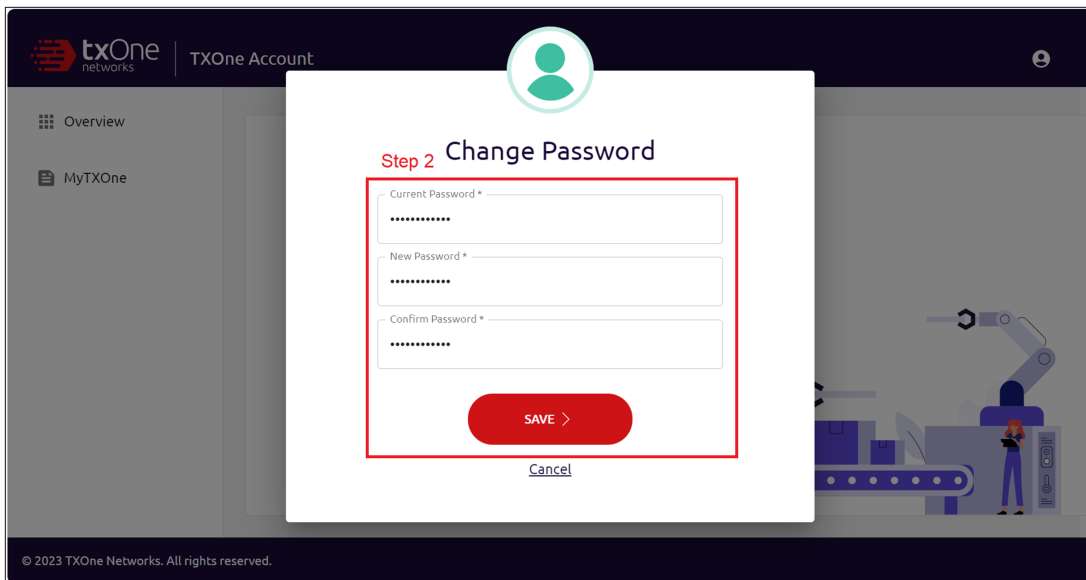
Step 1.

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



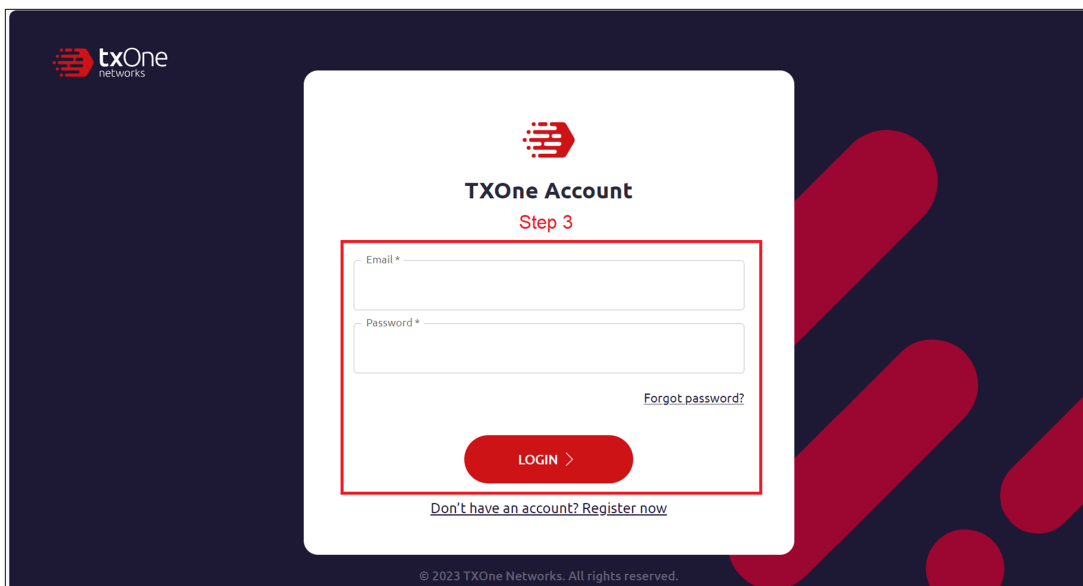
Step 2.

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.



The image shows a login form for the TXOne Account, specifically Step 3. The form is centered on a dark blue background with red abstract shapes. It features a white box with a red border containing the TXOne logo, the title "TXOne Account", and the subtitle "Step 3". Below this are two input fields for "Email *" and "Password *". A red "LOGIN >" button is positioned below the password field. To the right of the password field is a link for "Forgot password?". Below the login button is a link for "Don't have an account? Register now". The TXOne logo is also visible in the top left corner of the page.

TXOne Account
Step 3

Email *

Password *

[Forgot password?](#)

[Don't have an account? Register now](#)

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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.

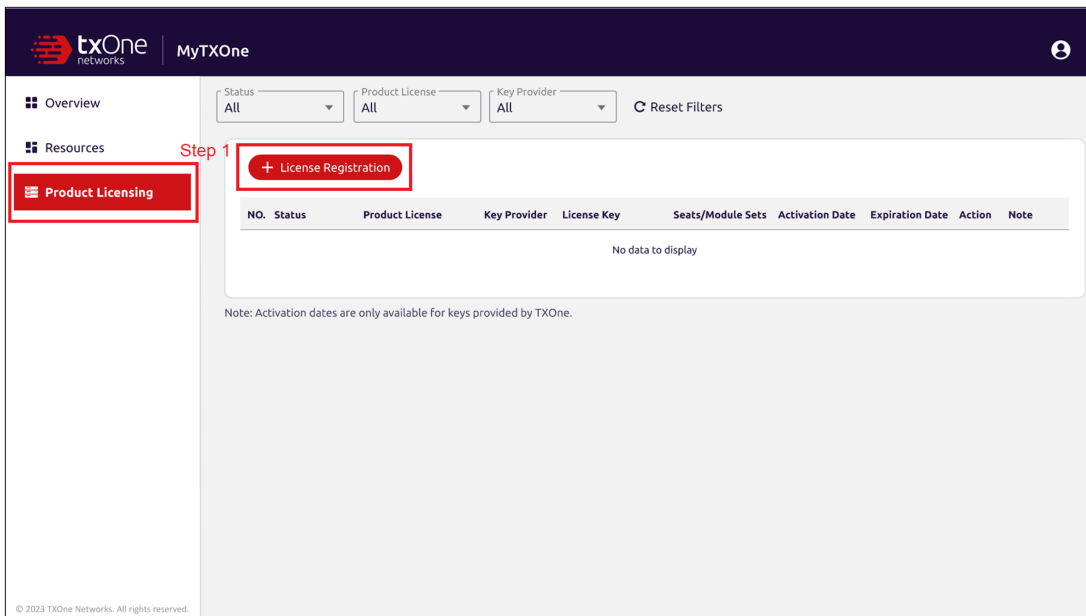


You can access the relevant product-related resources by activating either a full TXOne license or a trial TXOne license.

Procedure

Step 1.

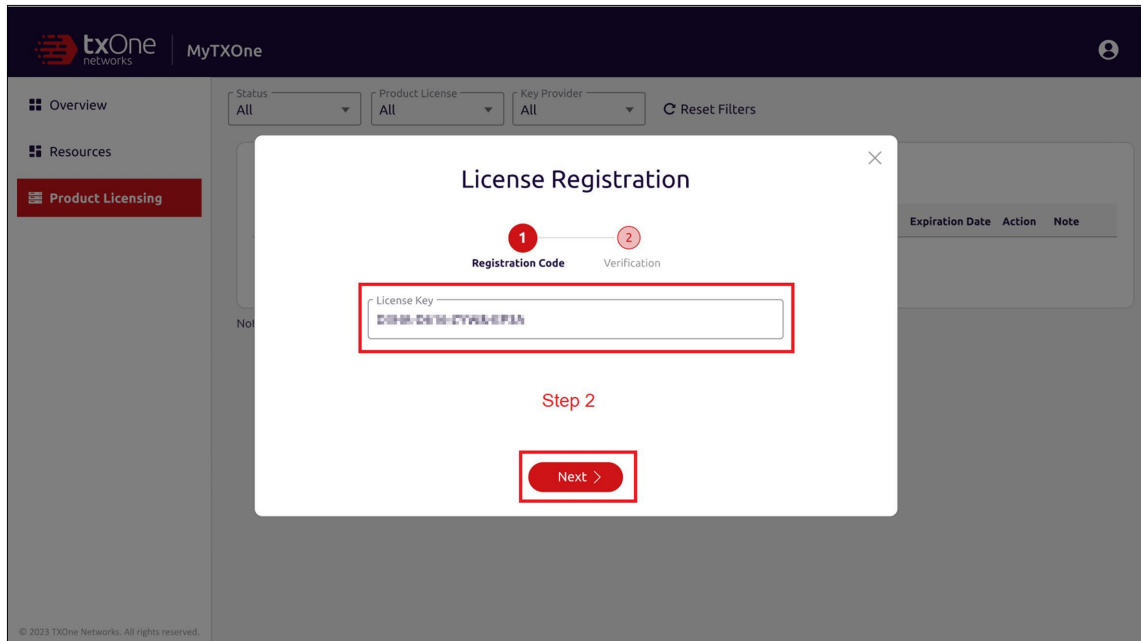
Navigate to the [Product Licensing] tab and click "License Registration."



The screenshot shows the MyTXOne portal interface. On the left sidebar, the 'Product Licensing' tab is highlighted with a red box. In the main content area, the 'License Registration' button is also highlighted with a red box. Above this button, there are filter dropdowns for 'Status' (set to 'All'), 'Product License' (set to 'All'), and 'Key Provider' (set to 'All'), along with a 'Reset Filters' link. Below the button is a table with columns: NO., Status, Product License, Key Provider, License Key, Seats/Module Sets, Activation Date, Expiration Date, Action, and Note. The table currently displays 'No data to display'. A note at the bottom states: 'Note: Activation dates are only available for keys provided by TXOne.'

Step 2.

Input your product license key and click “Next.”



License Registration

1 Registration Code 2 Verification

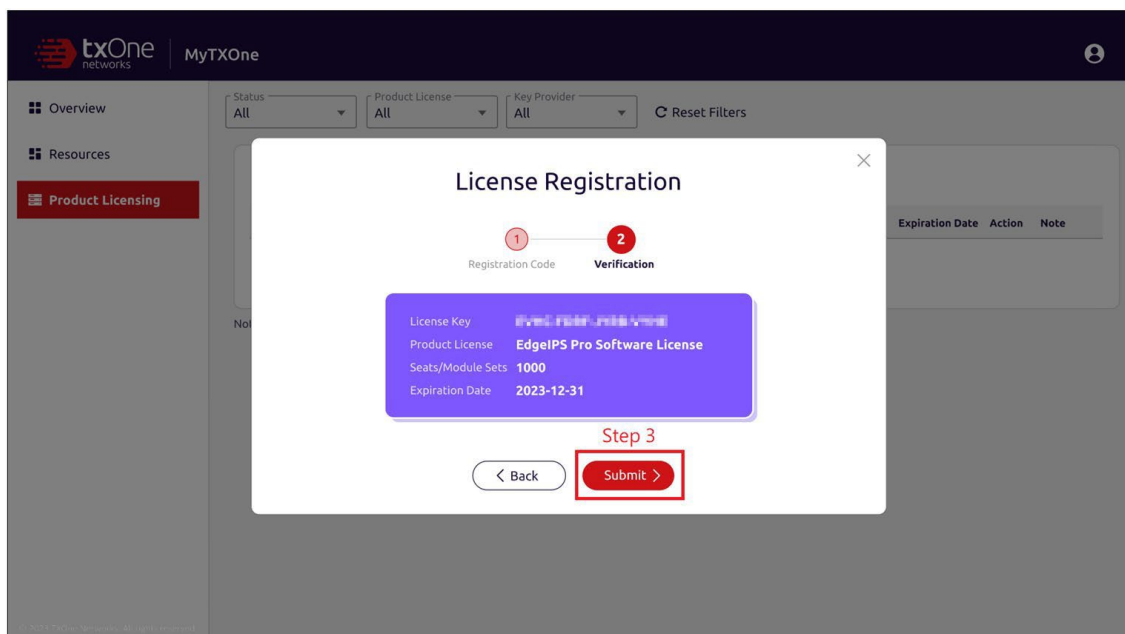
License Key: 0000-0000-0000-0000

Step 2

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.”



License Registration

1 Registration Code 2 Verification

License Key: 0000-0000-0000-0000

Product License: EdgeIPS Pro Software License

Seats/Module Sets: 1000

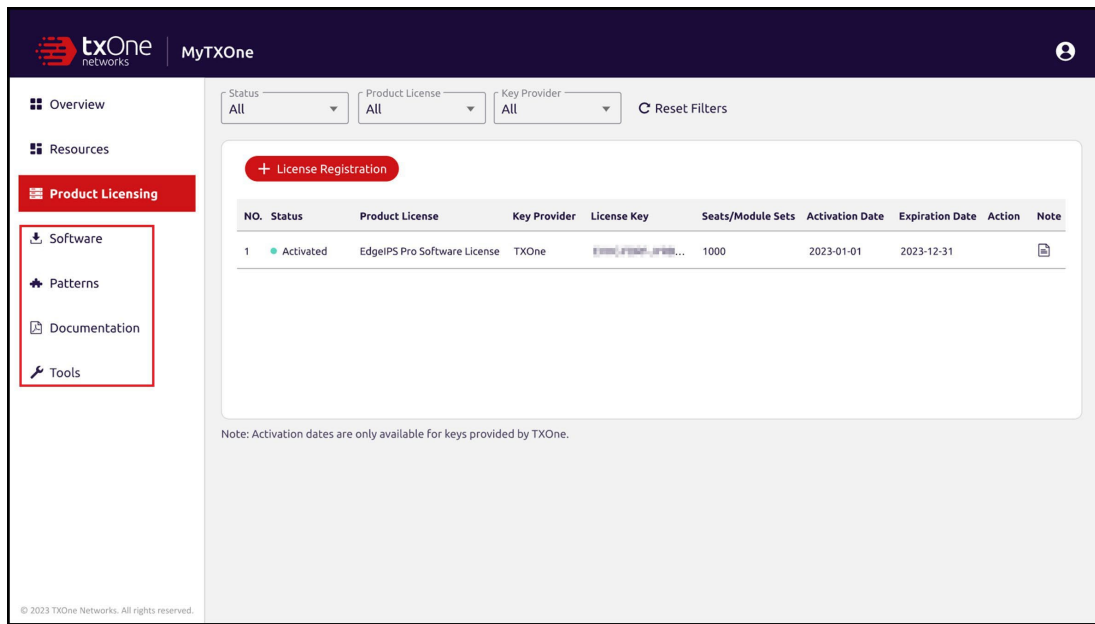
Expiration Date: 2023-12-31

Step 3

< Back 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.



The screenshot shows the MyTXOne portal interface. On the left, there is a sidebar with navigation options: Overview, Resources, and Product Licensing (highlighted in red). Under Product Licensing, there are four sub-tabs: Software, Patterns, Documentation, and Tools. The main content area displays a table of product licenses. At the top, there are filters for Status, Product License, and Key Provider, all set to 'All', and a 'Reset Filters' button. Below the filters is a '+ License Registration' button. The table has the following columns: NO., Status, Product License, Key Provider, License Key, Seats/Module Sets, Activation Date, Expiration Date, Action, and Note. A single row is visible, showing a license that is 'Activated' with the product 'EdgeIPS Pro Software License' and provider 'TXOne'. The activation date is '2023-01-01' and the expiration date is '2023-12-31'. Below the table, a note states: 'Note: Activation dates are only available for keys provided by TXOne.'

NO.	Status	Product License	Key Provider	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
1	Activated	EdgeIPS Pro Software License	TXOne	[REDACTED]	1000	2023-01-01	2023-12-31	[Icon]	

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

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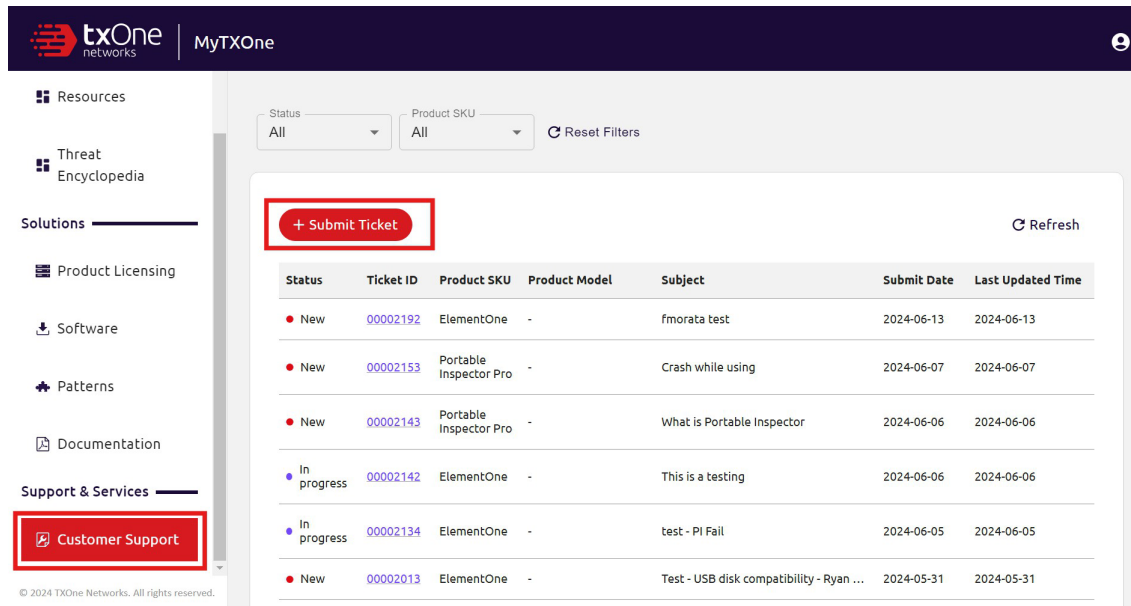
6 Submitting a Support Ticket

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.”

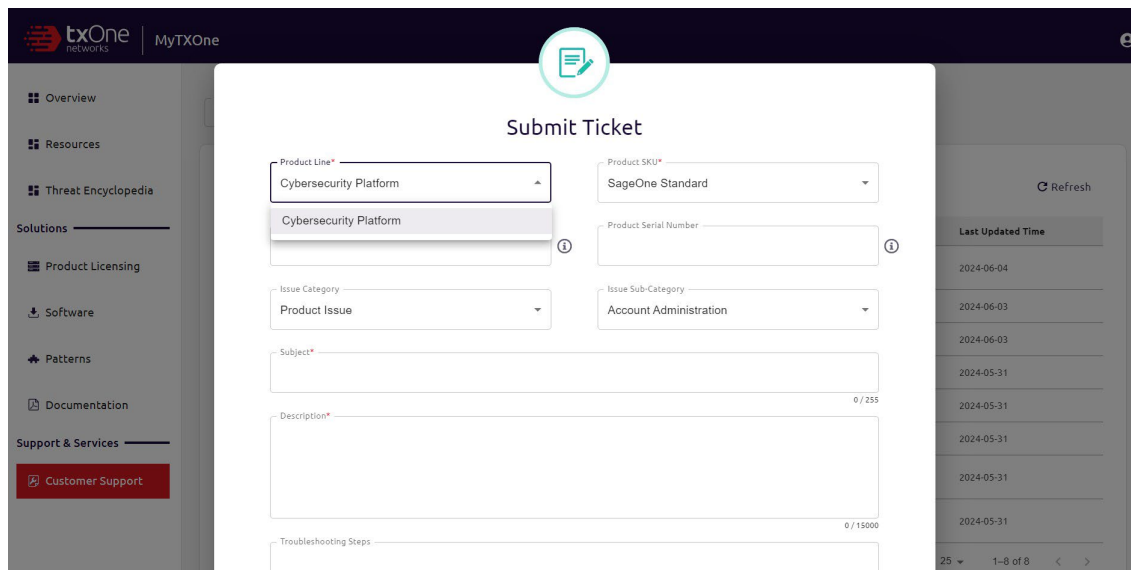


The screenshot shows the MyTXOne portal interface. On the left sidebar, the 'Customer Support' tab is highlighted. In the main content area, the '+ Submit Ticket' button is circled in red. Below the button is a table of existing tickets.

Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time
New	00002192	ElementOne	-	fmorata test	2024-06-13	2024-06-13
New	00002153	Portable Inspector Pro	-	Crash while using	2024-06-07	2024-06-07
New	00002143	Portable Inspector Pro	-	What is Portable Inspector	2024-06-06	2024-06-06
In progress	00002142	ElementOne	-	This is a testing	2024-06-06	2024-06-06
In progress	00002134	ElementOne	-	test - PI Fail	2024-06-05	2024-06-05
New	00002013	ElementOne	-	Test - USB disk compatibility - Ryan ...	2024-05-31	2024-05-31

Step 2.

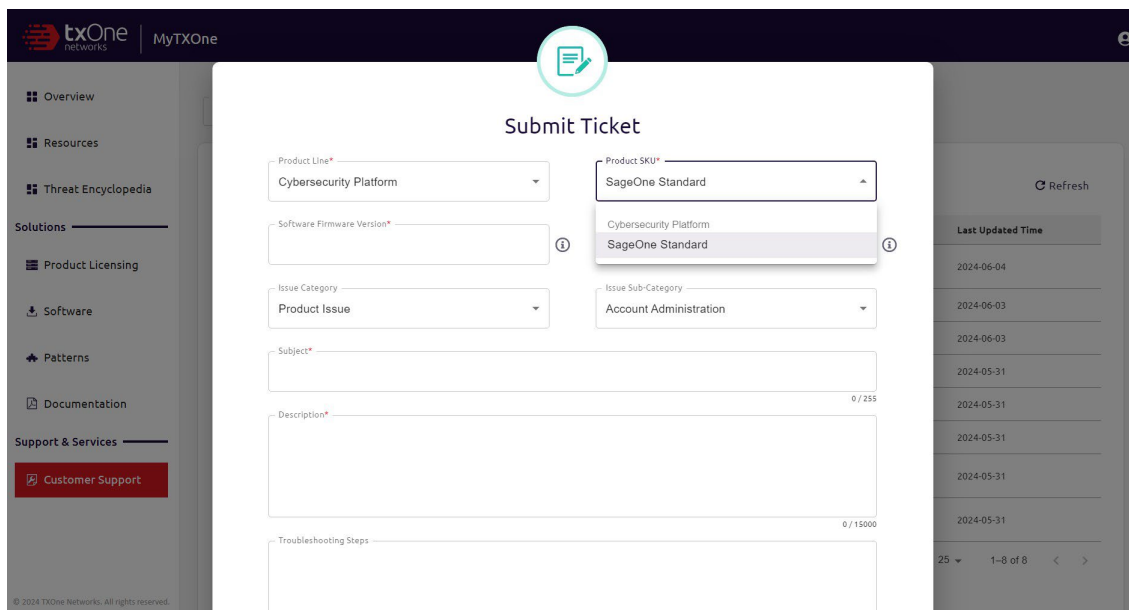
Based on the registered Product Licenses that are currently active, the Product Line field will be automatically populated. Choose the Product Line option you need from the dropdown menu.



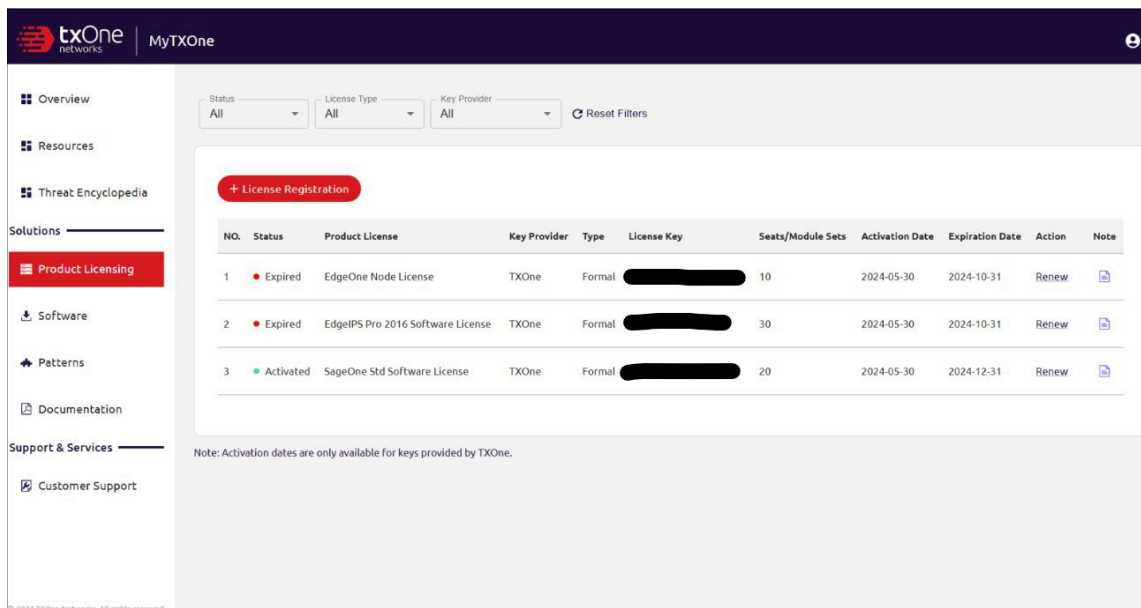
The screenshot shows the 'Submit Ticket' form in the MyTXOne portal. The form is titled 'Submit Ticket' and contains several fields for user input. The 'Product Line' dropdown is highlighted, showing 'Cybersecurity Platform' as the selected option. The 'Product SKU' dropdown is set to 'SageOne Standard'. The 'Issue Category' dropdown is set to 'Product Issue', and the 'Issue Sub-Category' dropdown is set to 'Account Administration'. The 'Subject' field is empty, and the 'Description' field is also empty. The 'Troubleshooting Steps' field is at the bottom. On the right side, there is a 'Last Updated Time' column with a list of dates.

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.



NO.	Status	Product License	Key Provider	Type	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
1	Expired	EdgeOne Node License	TXOne	Formal	[REDACTED]	10	2024-05-30	2024-10-31	Renew	[Icon]
2	Expired	EdgeIPS Pro 2016 Software License	TXOne	Formal	[REDACTED]	30	2024-05-30	2024-10-31	Renew	[Icon]
3	Activated	SageOne Std Software License	TXOne	Formal	[REDACTED]	20	2024-05-30	2024-12-31	Renew	[Icon]

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

Step 4.

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

Submit Ticket

Product Line*

Product SKU*

Software Firmware Version* ⓘ

Product Serial Number ⓘ

Issue Category: Product Issue

Issue Sub-Category: Account Administration

Subject*

Description*

0 / 255

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

Software Firmware Version

Edge Device | EdgeOne | Stellar | ElementOne | Portable Inspector | Safe Port | SageOne

To find your Edge device's firmware/OS, please log in to your Edge device web console, navigate to [User's Account] > [About], and click [Version].

Edge Console → User's Account → About

About

Version

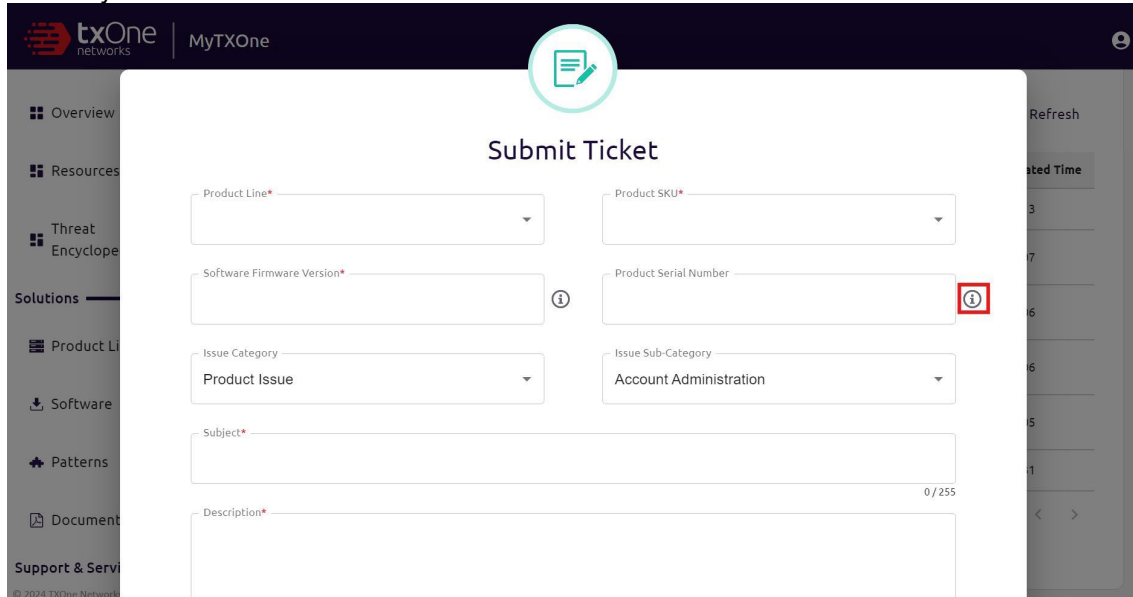
Product Serial Number

Close

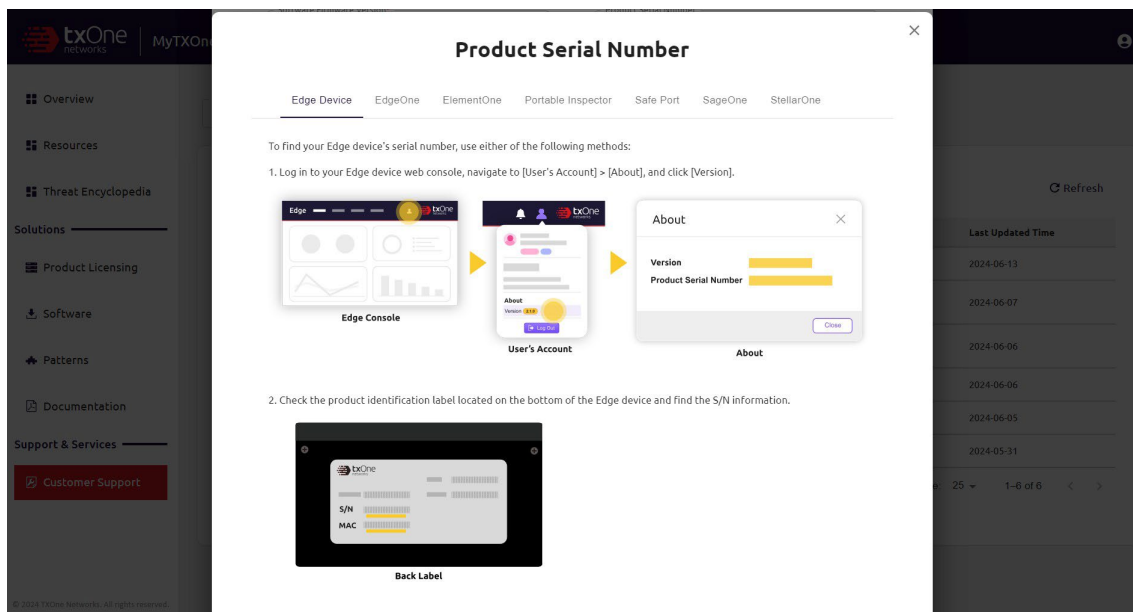
Once you retrieve this information, input the Software Firmware Version.

Step 5.

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



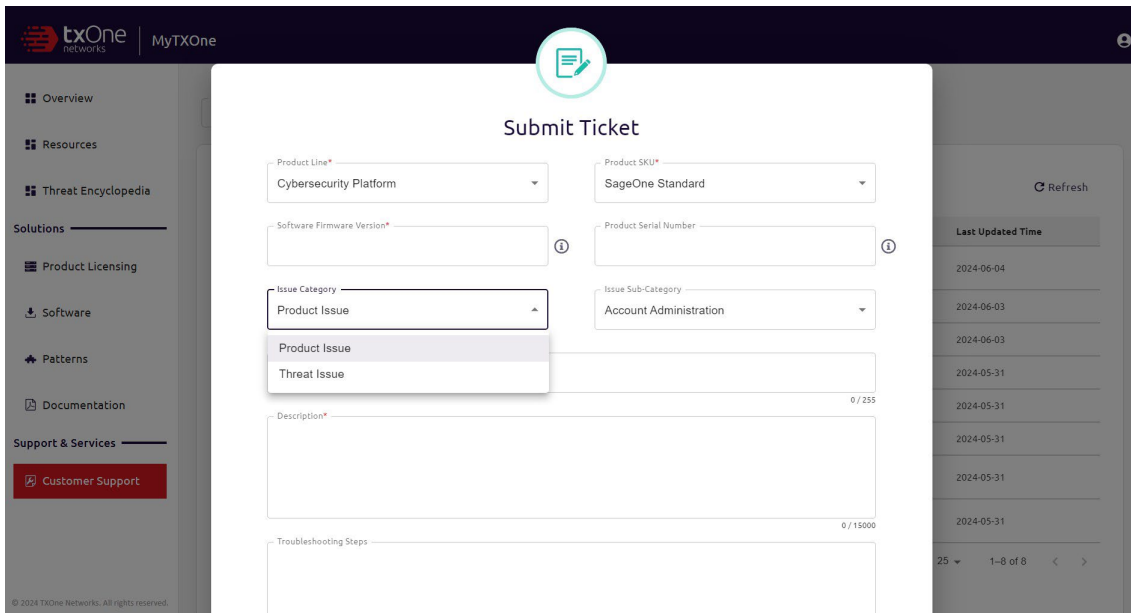
This will display a helpful screen that will instruct you on how to find the information you need, categorized by product.



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

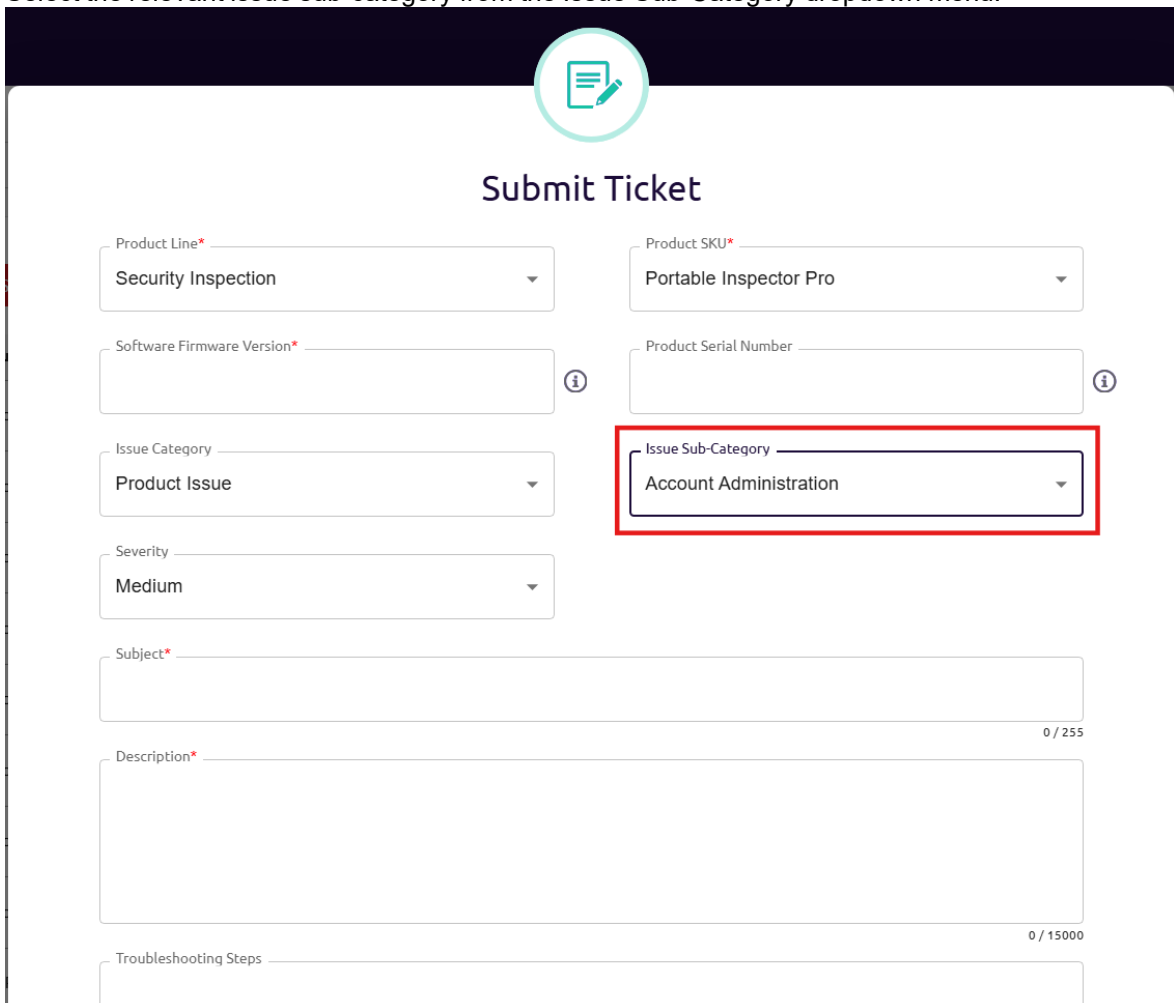
Step 6.

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



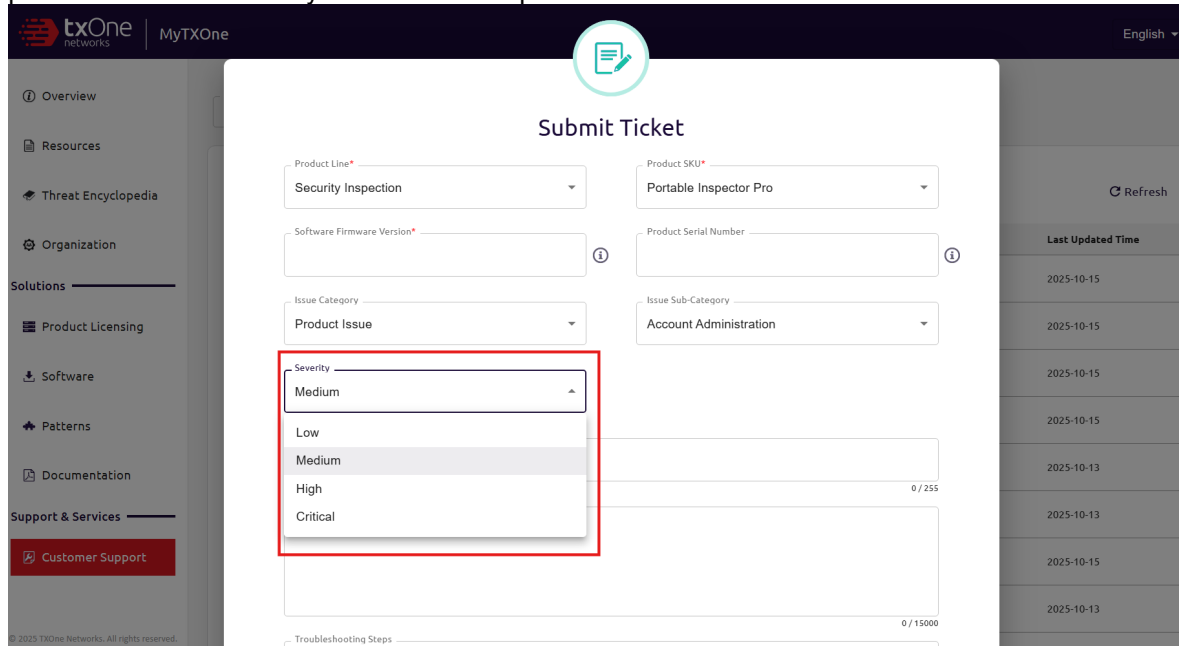
Step 7.

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



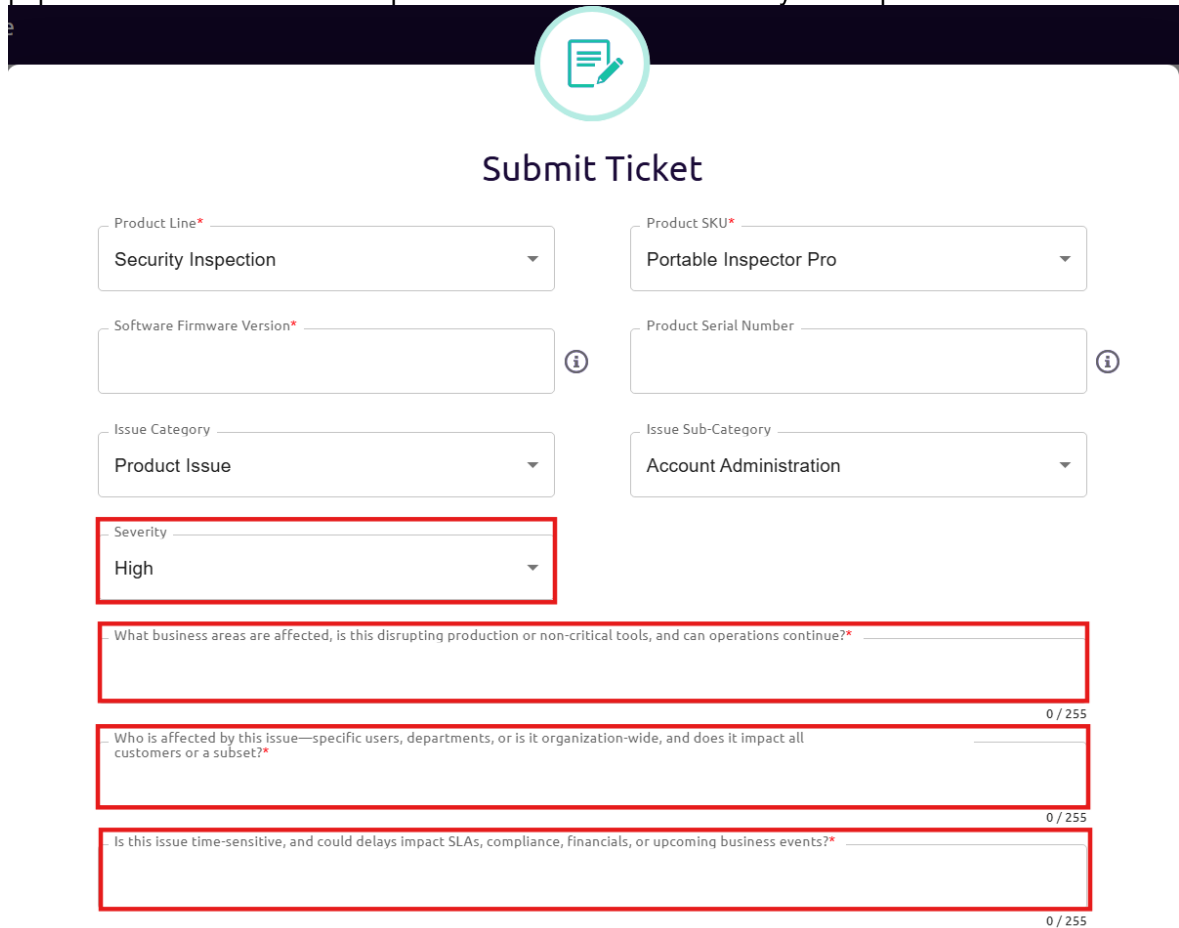
Step 8.

As of October 2025, we have added a new field that allows you to categorize the severity level of your problem. Select the severity level from the dropdown menu.



Step 8a.

If you choose 'High' or 'Critical', we will need more information, so three more descriptive fields will populate the screen. You are required to fill in these fields before you can proceed forward.



Step 9.

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



Submit Ticket

Product Line* Security Inspection ▼	Product SKU* Portable Inspector Pro ▼
Software Firmware Version* ⓘ	Product Serial Number ⓘ
Issue Category Product Issue ▼	Issue Sub-Category Account Administration ▼
Severity Medium ▼	
Subject* 0 / 255	
Description* 0 / 15000	

Step 10.

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

Severity
Medium ▼

Subject*
 0 / 255

Description*
 0 / 15000

Troubleshooting Steps
 0 / 1000

Attachment Instructions:
To submit any related files, images, or debug logs for this case, please access [Case Details](#) after the case is created and proceed to the [Attachments](#) tab.

Submit >

Cancel

Step 11.

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

Severity

Medium

Subject*

0 / 255

Description*

0 / 15000

Troubleshooting Steps

0 / 1000

Attachment instructions:
To submit any related files, images, or debug logs for this case, please access [Case Details](#) after the case is created and proceed to the [Attachments](#) tab.

Submit >

Cancel

Step 12.

As of October 2025, attaching files can be done via Attachment tab on the Ticket ID page. First, click 'Submit' to finish submitting. Once you've successfully submitted your support ticket, you will receive an email from TXOne Networks confirming that they've received your ticket.

txOne networks

MyTXOne

English

Refresh

Last Updated Time

2025-10-20

2025-10-15

2025-10-15

2025-10-15

2025-10-13

2025-10-13

2025-10-15

2025-10-13

Overview

Resources

Threat Encyclopedia

Organization

Solutions

Product Licensing

Software

Patterns

Documentation

Support & Services

Customer Support

Medium

Subject*

0 / 255

Description*

0 / 15000

Troubleshooting Steps

0 / 1000

Attachment instructions:
To submit any related files, images, or debug logs for this case, please access [Case Details](#) after the case is created and proceed to the [Attachments](#) tab.

Submit >

Cancel

Step 13.

Click the Ticket ID of the ticket you want to attach files to.

Status

All

Product SKU

All

Reset Filters

+ Submit Ticket

Refresh

Status	Ticket ID	Severity	Submitter	Product SKU	Subject	Submit Date	Last Updated Time
● Closed	00003979	Medium		Portable Inspector Pro	bababba	2025-10-15	2025-10-20
● Closed	00003978	High		Portable Inspector Pro	babababa	2025-10-15	2025-10-15
● Closed	00003934	Medium		Portable Inspector Pro	9/30 status testing parked	2025-09-30	2025-10-15
● Closed	00003933	Medium		Portable Inspector Pro	9/30 status testing verification	2025-09-30	2025-10-15
● Closed	00003932	Medium		Portable Inspector Pro	9/30 status testing	2025-09-30	2025-10-13
● Closed	00003924	Medium		Portable Inspector Pro	Status update case	2025-09-25	2025-10-13
● Closed	00003923	Medium		Portable Inspector Pro	test 2 09252025	2025-09-25	2025-10-15
● Closed	00003922	Medium		Portable Inspector Pro	test 09252025	2025-09-25	2025-10-13

Step 14.

Click on the 'Attachments' tab.

← **Ticket ID - 00003979**

Details

Comments

Attachments

Refresh

Status

● Closed

Submit Date

2025-10-15

Product Line

Security Inspection

Product SKU

Portable Inspector Pro

Software Firmware Version

1.20.2

Product Serial Number

-

Issue Category

Product Issue

Issue Sub-Category

Account Administration

Severity

Medium

Business Impact

-

Step 14a.

Upload any relevant attachments, such as images, supporting files and debug files using the secure upload link provided below. We will also provide a password, which you will need to access the upload folder. You can click the 'Copy' button to copy it, or you can choose to unhide it if you wish to copy and paste it manually. **Note that the upload link, and therefore the upload folder, will expire once the case is closed.**

Details Comments **Attachments**

Step 14b.

← Ticket ID - 00003934

Step 15.

Submitting a Support Ticket – 26

← Ticket ID - 00003979

Details
Comments
Attachments

Status
Closed

Submit Date
2025-10-15

Product Line
Security Inspection

Product SKU
Portable Inspector Pro

Software Firmware Version
1.20.2

Product Serial Number
-

Issue Category
Product Issue

Issue Sub-Category
Account Administration

Severity
Medium

Business Impact
-

Refresh

Step 15a.

Enter your comment in the field.

txOne networks
MyTXOne
English

Overview
Resources
Threat Encyclopedia
Organization
olutions
Product Licensing
Software
Patterns
Documentation
upport & Services
Customer Support

← Ticket ID - 00003978

Details
Comments
Attachments

Refresh

Enter your comment...

Submit
Cancel

0/2000

No Comments

Step 15b.

Support will respond to your comments, which you can also find in the 'Comments' tab.

← Ticket ID - 00003978

Details
Comments
Attachments

Refresh

Add Comment

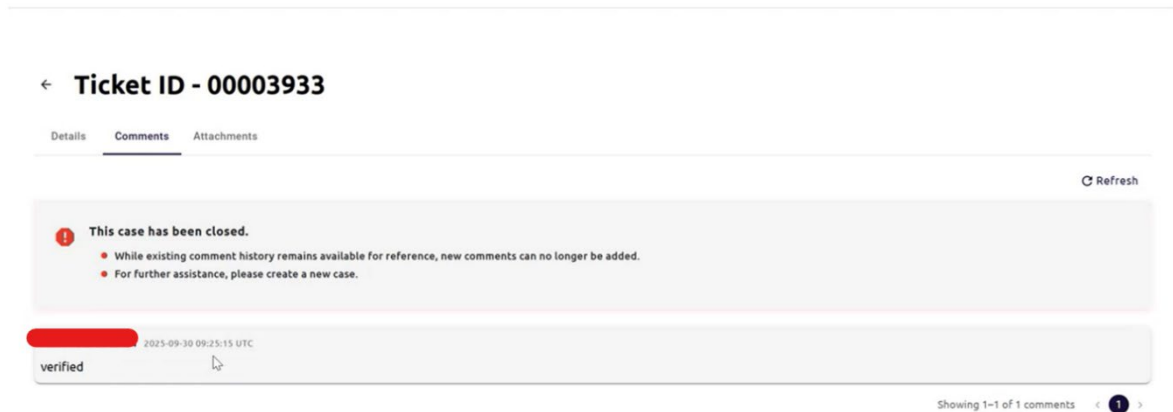
TXOne Support Staff 2025-10-15 07:43:02 UTC
whatever abbabaa

2025-10-15 07:40:33 UTC
please provide me update

Showing 1-2 of 2 comments
1

Step 15c.

Once the case has been closed, you cannot add new comments, but the comment history will remain available for reference.



← Ticket ID - 00003933

Details Comments Attachments

Refresh

This case has been closed.

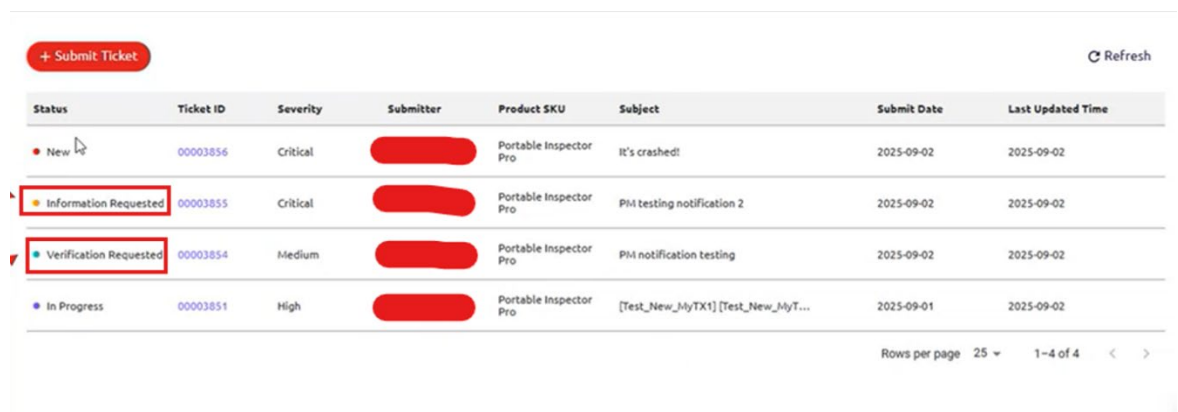
- While existing comment history remains available for reference, new comments can no longer be added.
- For further assistance, please create a new case.

2025-09-30 09:25:15 UTC

verified

Showing 1-1 of 1 comments

Note: As of October 2025, two new statuses are now visible in the customer case list.



+ Submit Ticket Refresh

Status	Ticket ID	Severity	Submitter	Product SKU	Subject	Submit Date	Last Updated Time
New	00003856	Critical		Portable Inspector Pro	It's crashed!	2025-09-02	2025-09-02
Information Requested	00003855	Critical		Portable Inspector Pro	PM testing notification 2	2025-09-02	2025-09-02
Verification Requested	00003854	Medium		Portable Inspector Pro	PM notification testing	2025-09-02	2025-09-02
In Progress	00003851	High		Portable Inspector Pro	[Test_New_MyTX1] [Test_New_MyT...	2025-09-01	2025-09-02

Rows per page 25 1-4 of 4

While the case is still open, we ask that our customers check the status of their ticket to see if Support has requested either information or verification. This will streamline the resolution of support tickets.

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.

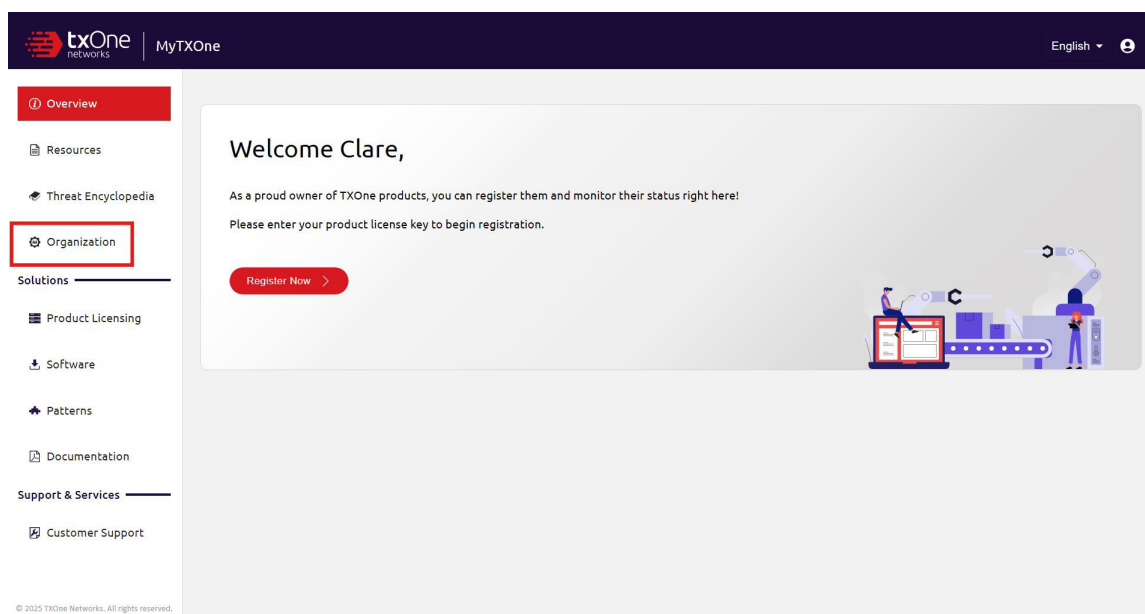
7.1 Inviting a Registered User

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

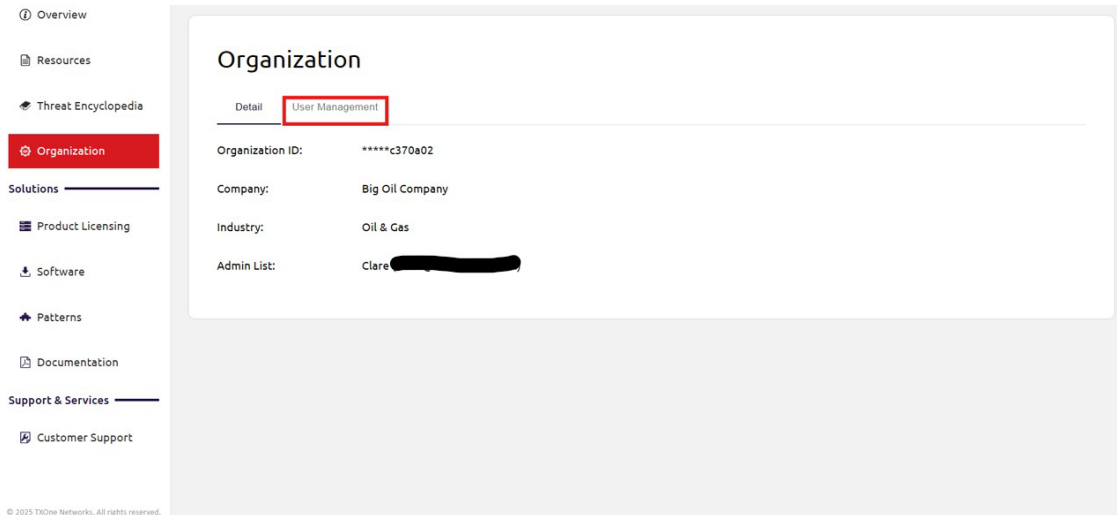
Step 1.

From the Overview page, click "Organization"



Step 2.

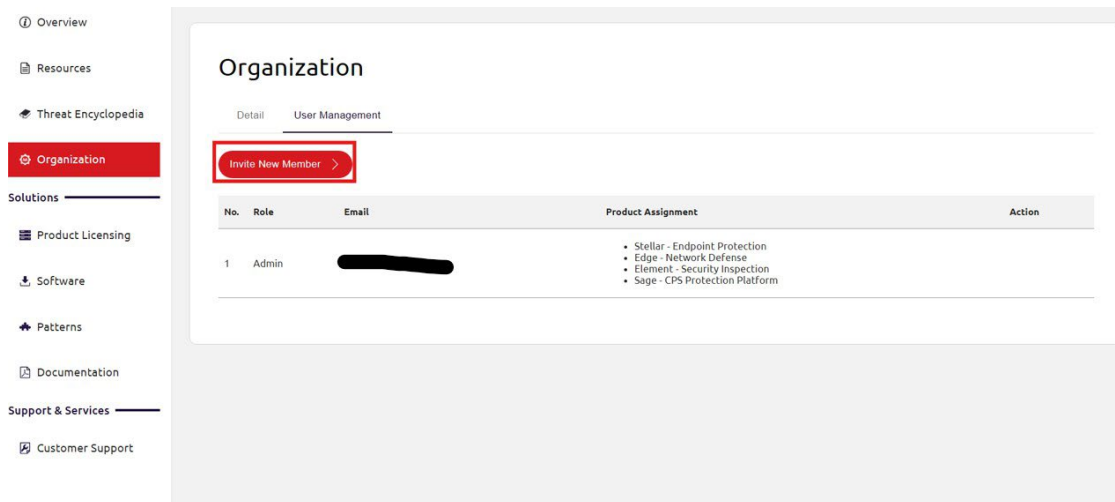
From here, you can access the details of your org on the [Detail] tab. This information will be available for both admin and user accounts. Navigate to the [User Management] tab. Click "User Management".



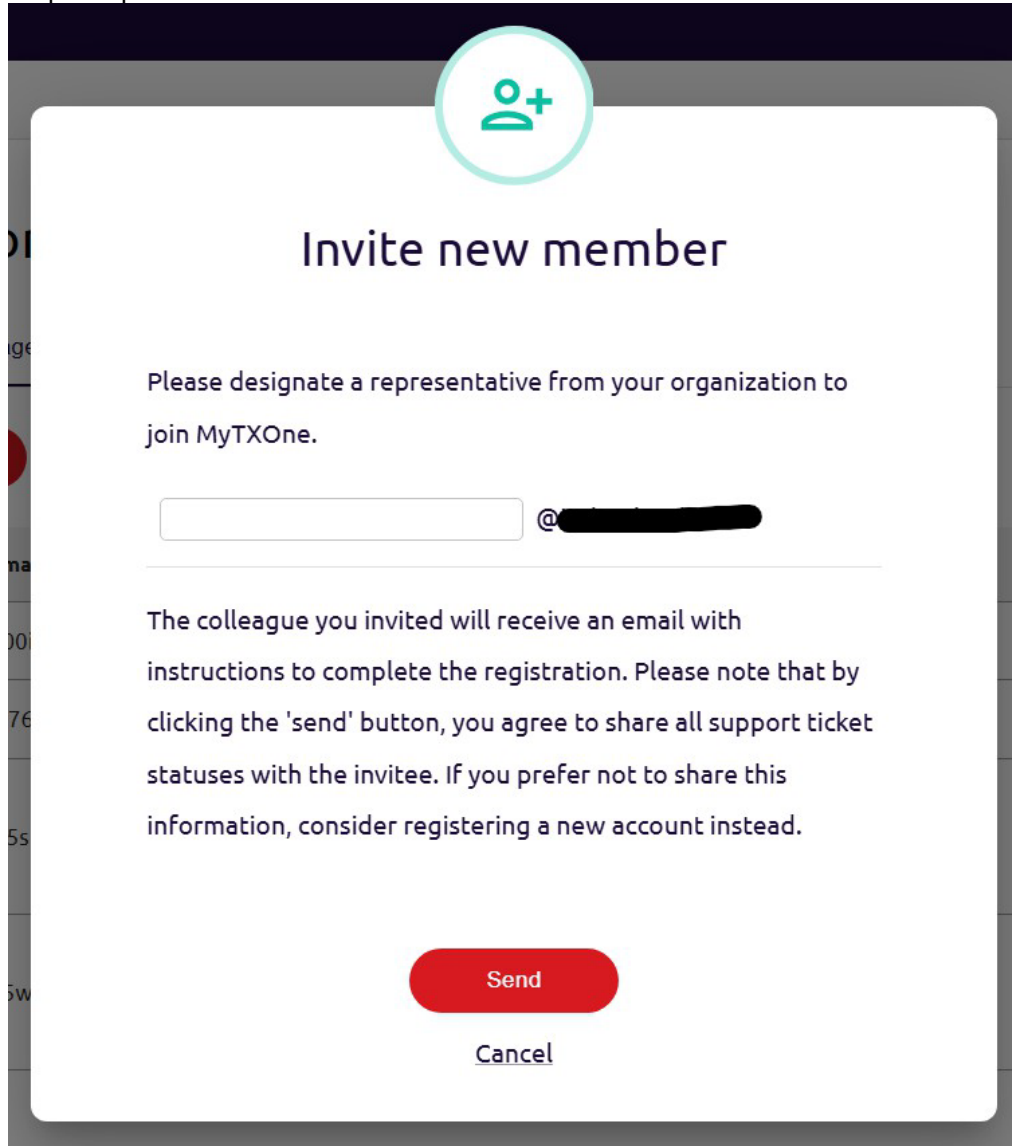
Step 3.

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.



The image shows a web-based dialog box titled "Invite new member". At the top center is a circular icon containing a person silhouette and a plus sign. Below the title, the text reads: "Please designate a representative from your organization to join MyTXOne." This is followed by an email input field with a placeholder "@ [redacted]". Below the input field, a paragraph of text states: "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." At the bottom of the dialog, there are two buttons: a red "Send" button and a blue "Cancel" button.

Invite new member

Please designate a representative from your organization to join MyTXOne.

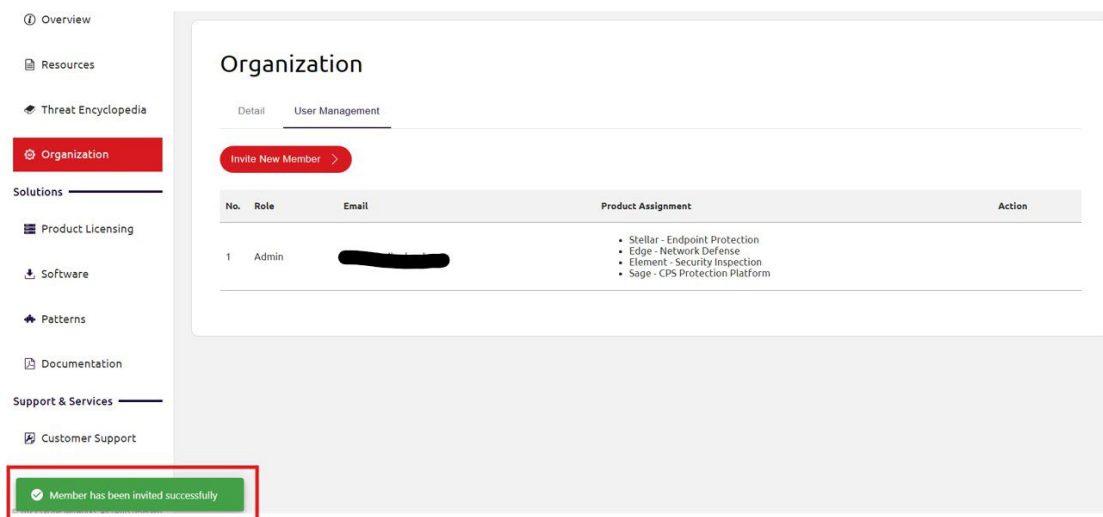
@ [redacted]

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.



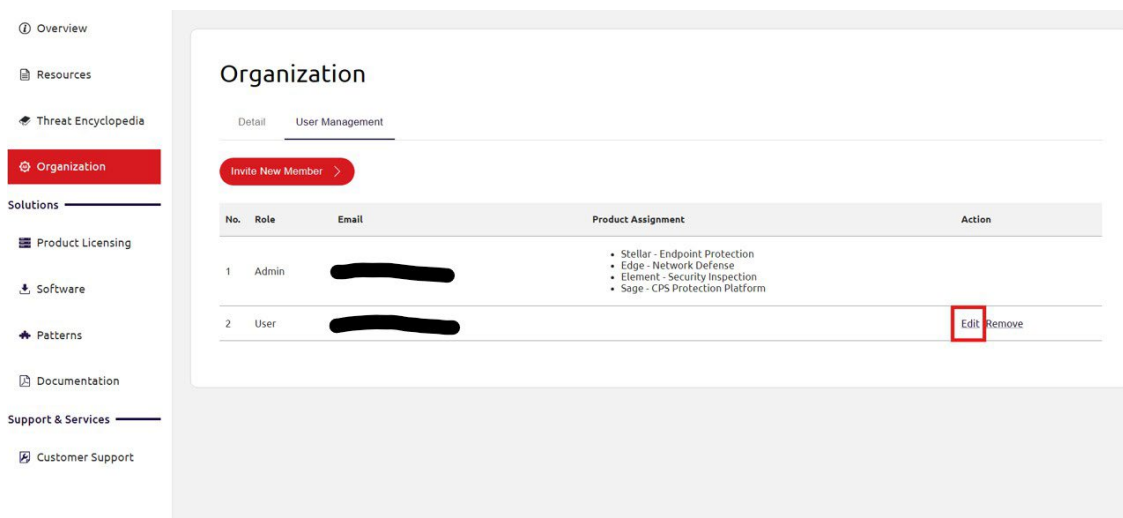
The screenshot shows the 'Organization' page with the 'User Management' tab selected. A green notification banner at the bottom states 'Member has been invited successfully'. The table below shows one user with the role 'Admin' and several product assignments.

No.	Role	Email	Product Assignment	Action
1	Admin	[Redacted]	- Stellar - Endpoint Protection - Edge - Network Defense - Element - Security Inspection - Sage - CPS Protection Platform	

***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".

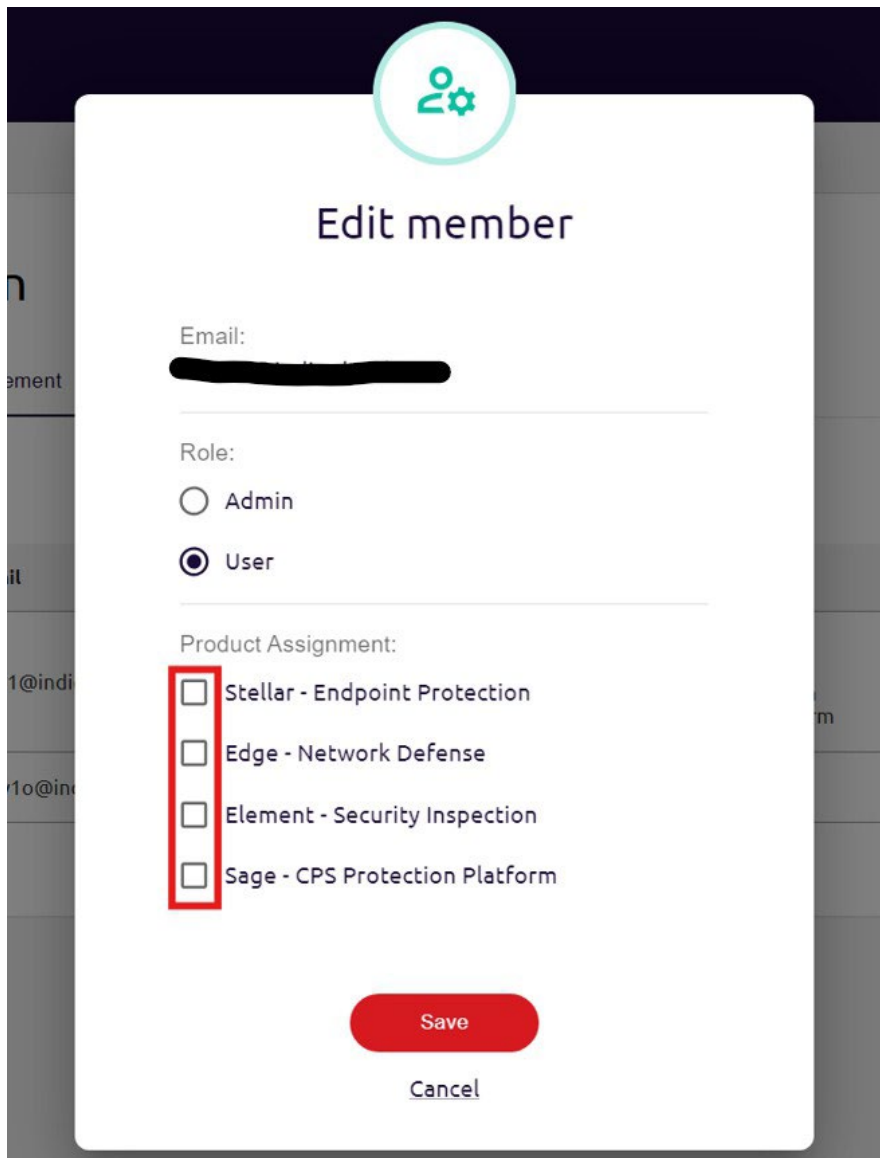


The screenshot shows the 'Organization' page with the 'User Management' tab selected. The table now lists two users. The 'Edit' button for the second user (User) is highlighted with a red box.

No.	Role	Email	Product Assignment	Action
1	Admin	[Redacted]	- Stellar - Endpoint Protection - Edge - Network Defense - Element - Security Inspection - Sage - CPS Protection Platform	
2	User	[Redacted]		Edit Remove

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:

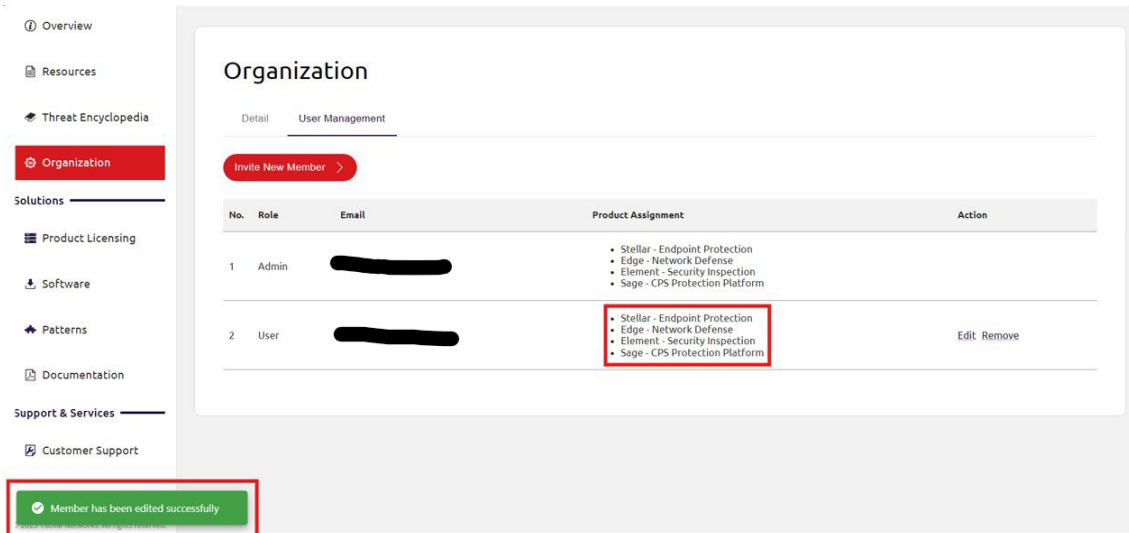
- ☐ Stellar - Endpoint Protection
- ☐ Edge - Network Defense
- ☐ Element - Security Inspection
- ☐ Sage - CPS Protection Platform

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.

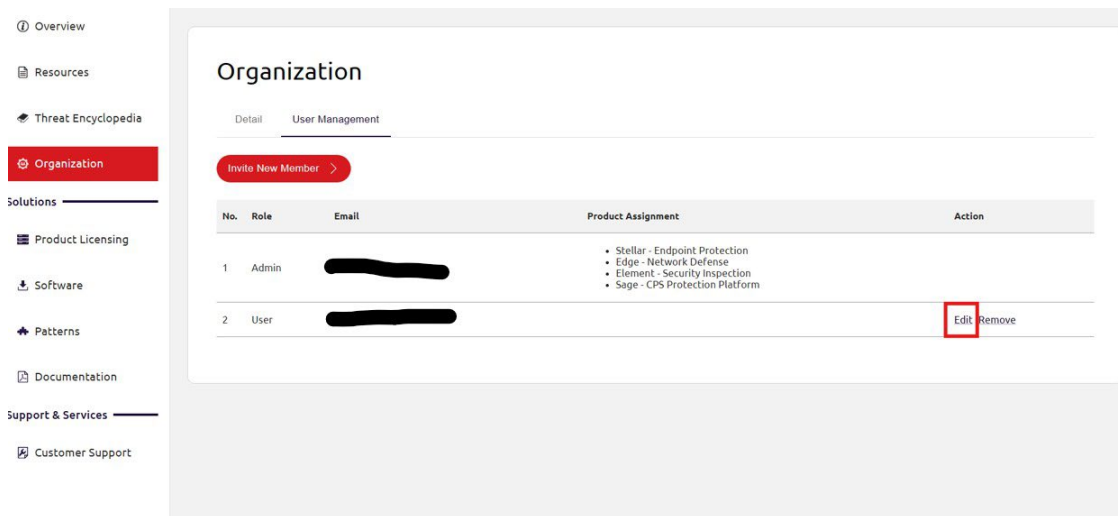
*Note: The user can only create support tickets for the products that have been assigned to him, but he can view the support ticket information for all the products that the admin has access to.



Step 6a.

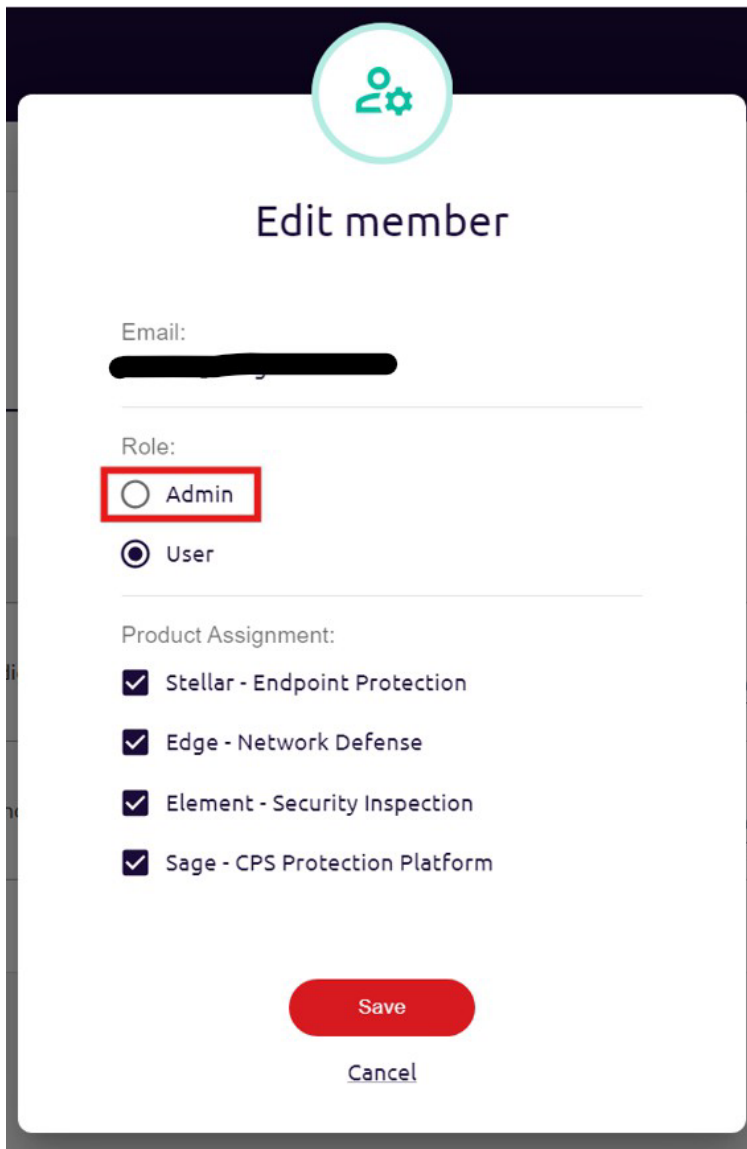
Alternatively, you can change the role of your invitee from user to admin. This would grant them access to all the information you are privy to, including support ticket information for every product the admin account has. They would also have the ability to submit support tickets for every product.

Click "Edit".



Step 6b.

In the Roles section, select "Admin".

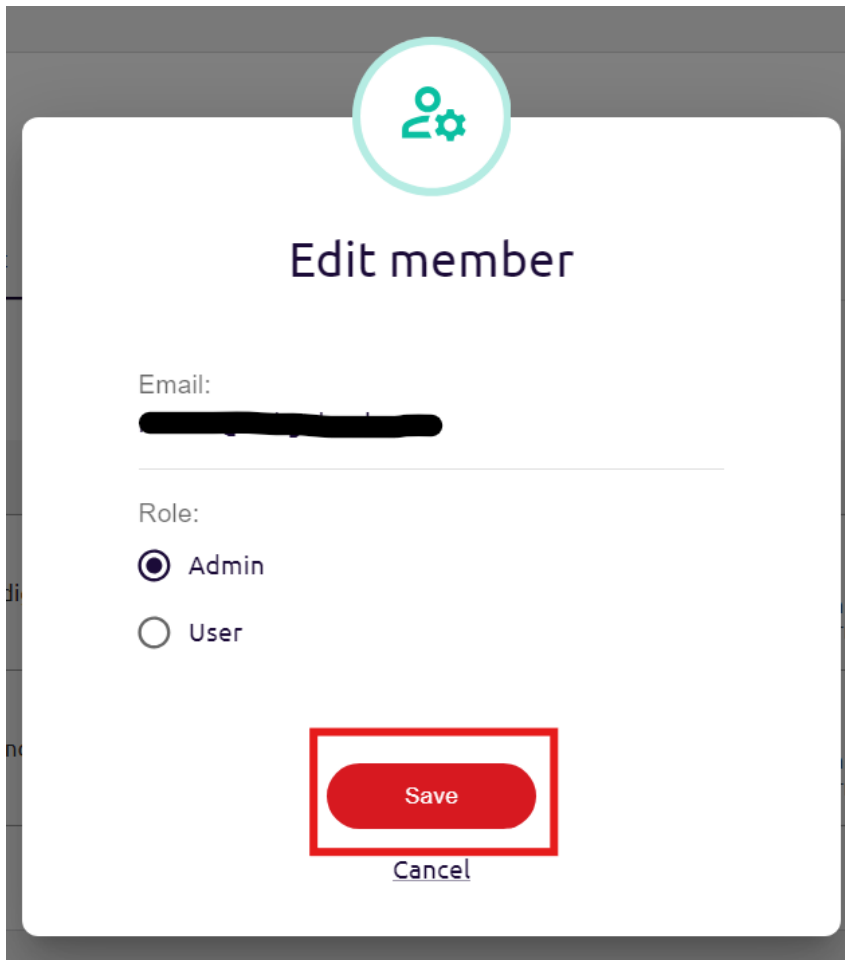


The image shows a web form titled "Edit member" with a teal icon of a person and a gear. The form contains the following fields and options:

- Email:** A text input field with a blacked-out email address.
- Role:** Two radio button options: "Admin" (highlighted with a red box) and "User".
- Product Assignment:** A section with four checked checkboxes:
 - Stellar - Endpoint Protection
 - Edge - Network Defense
 - Element - Security Inspection
 - Sage - CPS Protection Platform
- Buttons:** A red "Save" button and a blue "Cancel" button.

Step 6c.

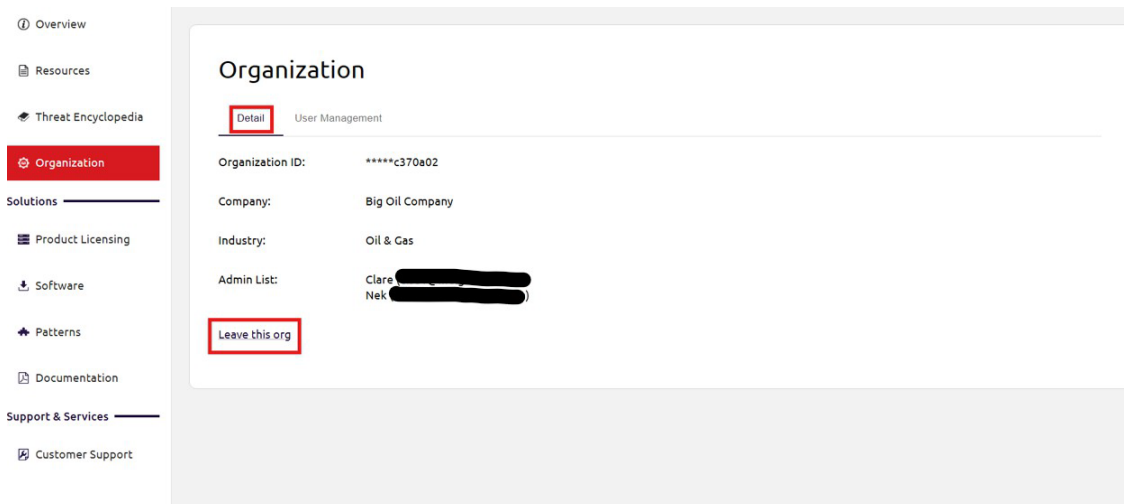
Clicking the “Admin” radio will automatically take you to this page. Click “Save”.



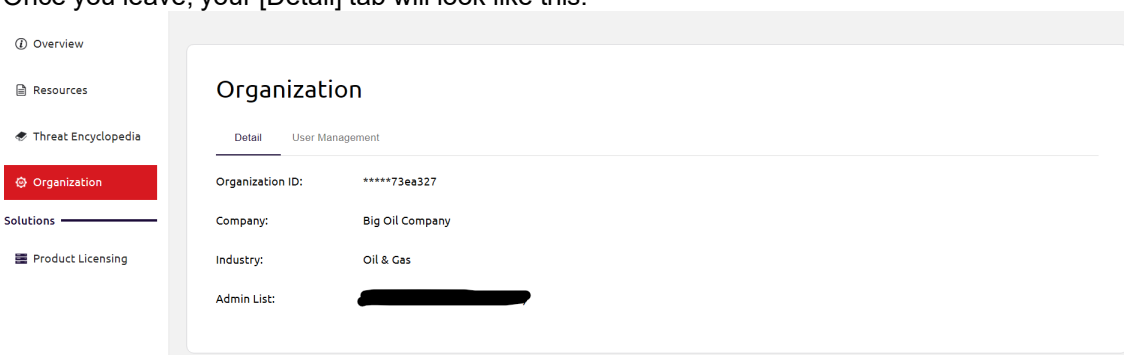
You will receive confirmation that the changes have been made. In the Role column, you will see that they are now an admin. Once they sign out and sign back in, they will have admin privileges, meaning they have access to all the information you do, and can perform the same user management actions.

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

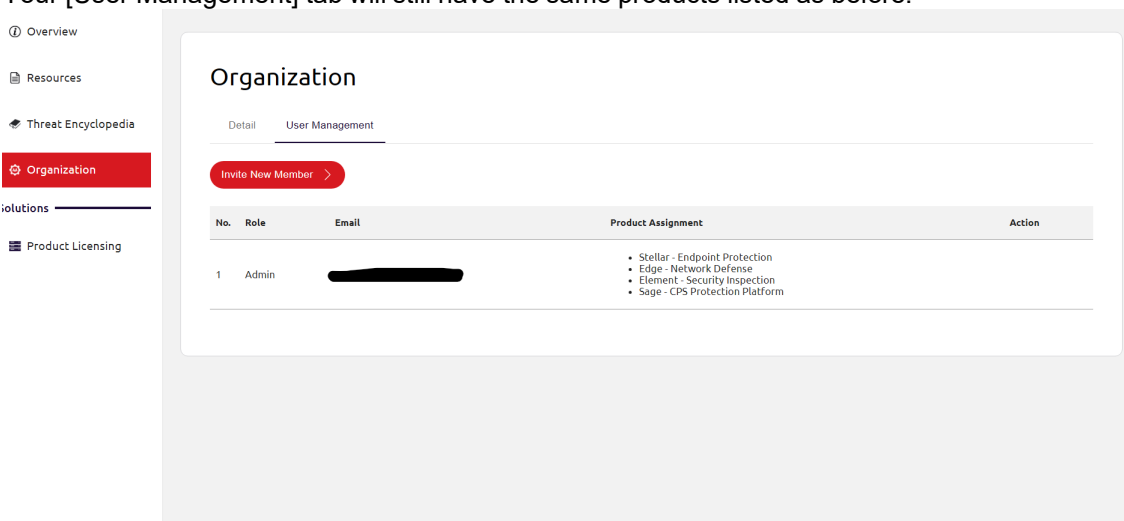
If you wish to leave the org, select the [Detail] tab and click “Leave this org”.



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.

Overview

Resources

Threat Encyclopedia

Organization

Solutions

Product Licensing

Status

All

License Type

All

Key Provider

All

Reset Filters

+ License Registration

NO.	Status	Product License	Key Provider	Type	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.

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.

Overview

Resources

Threat Encyclopedia

Organization

Solutions

Product Licensing

Organization

Detail

User Management

Invite New Member

No.	Role	Email	Product Assignment	Action
1	Admin		- Stellar - Endpoint Protection - Edge - Network Defense - Element - Security Inspection - Sage - CPS Protection Platform	

Procedure

Step 1.

This is your default Overview page.

Overview

Resources

Threat Encyclopedia

Organization

Solutions

Product Licensing

Welcome Nek,

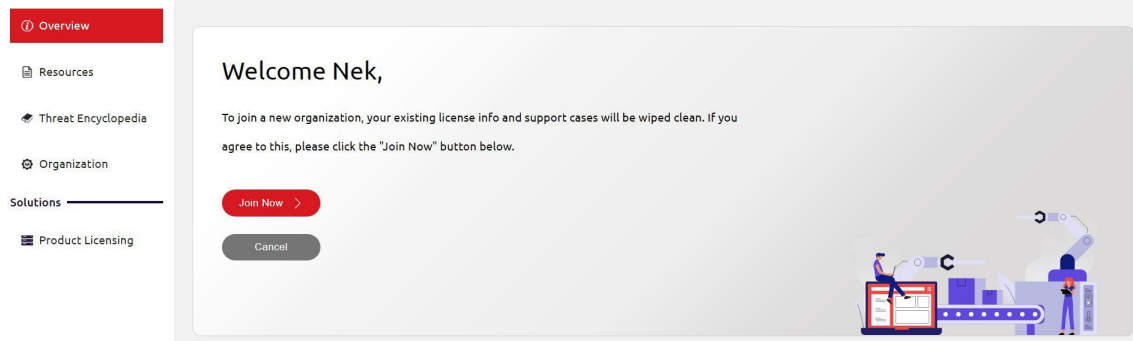
As a proud owner of TXOne products, you can register them and monitor their status right here!

Please enter your product license key to begin registration.

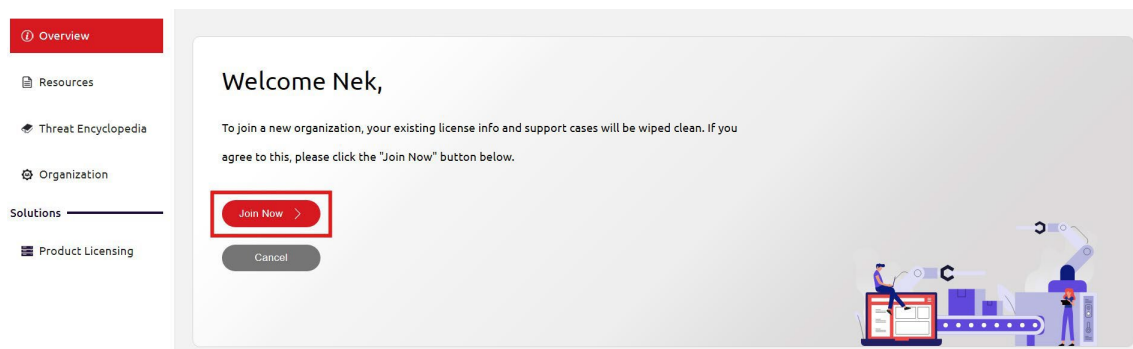
Register Now



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

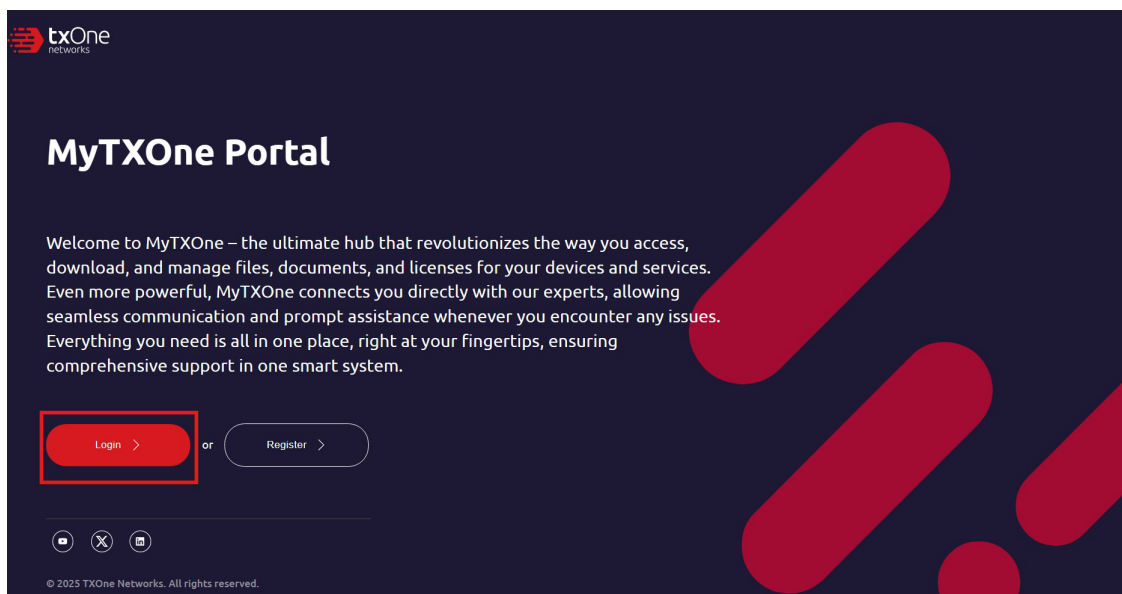


As noted, joining Clare's org would wipe clean your existing license info and support cases. To proceed, click "Join Now". This will log you out automatically.



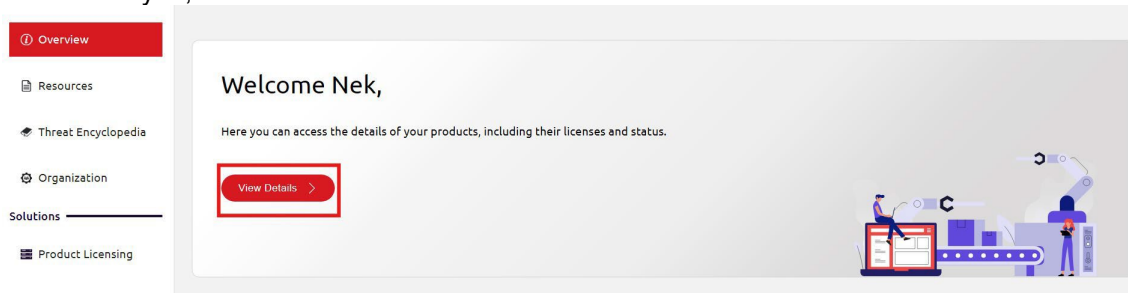
Step 2.

Click "Login".



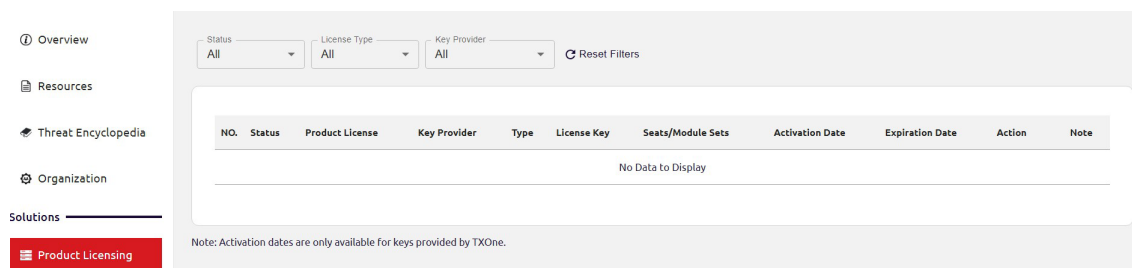
Step 3.

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



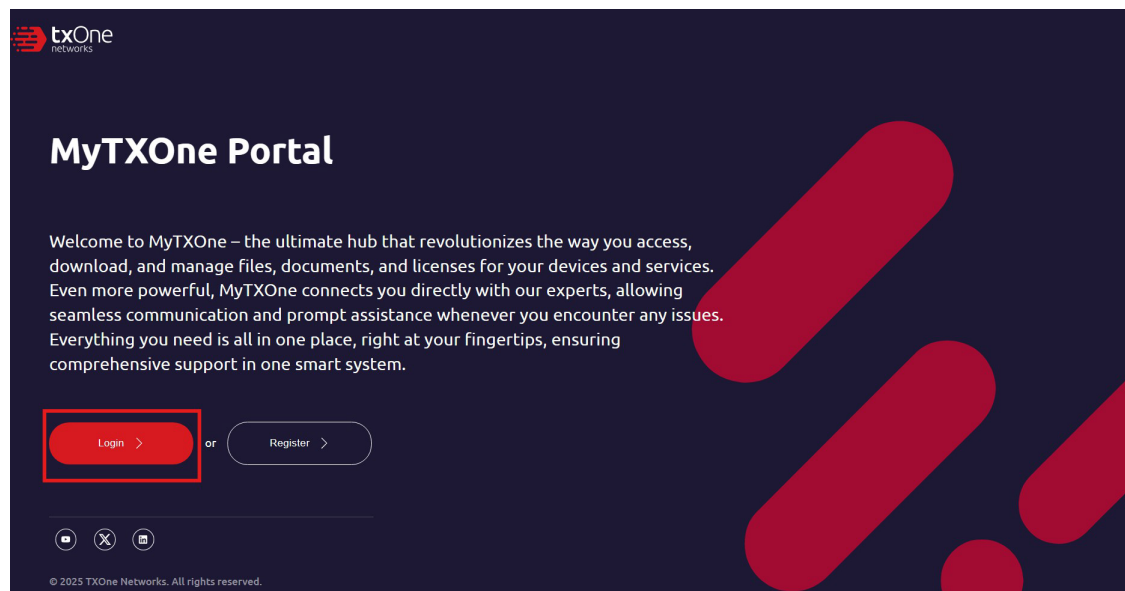
Step 4.

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



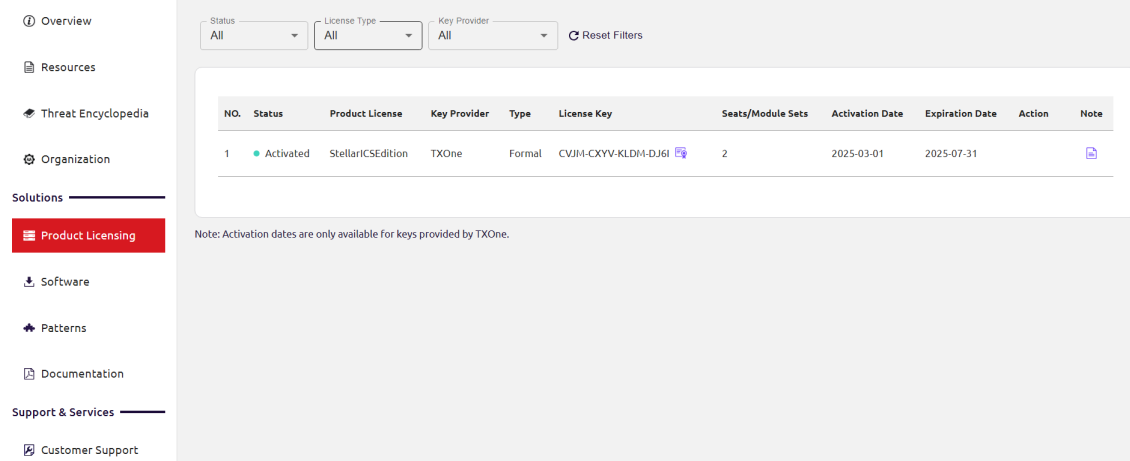
If the admin has released product details to you, you will need to refresh to see the details. This will log you out again.

Click “Login”.



Step 5.

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



Overview
Resources
Threat Encyclopedia
Organization
Solutions
Product Licensing
Software
Patterns
Documentation
Support & Services
Customer Support

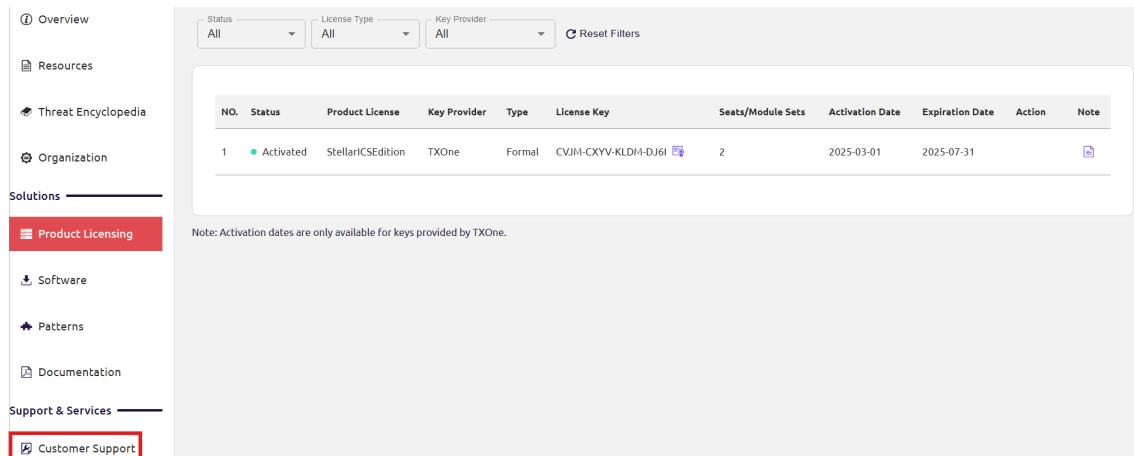
Status: All License Type: All Key Provider: All Reset Filters

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.



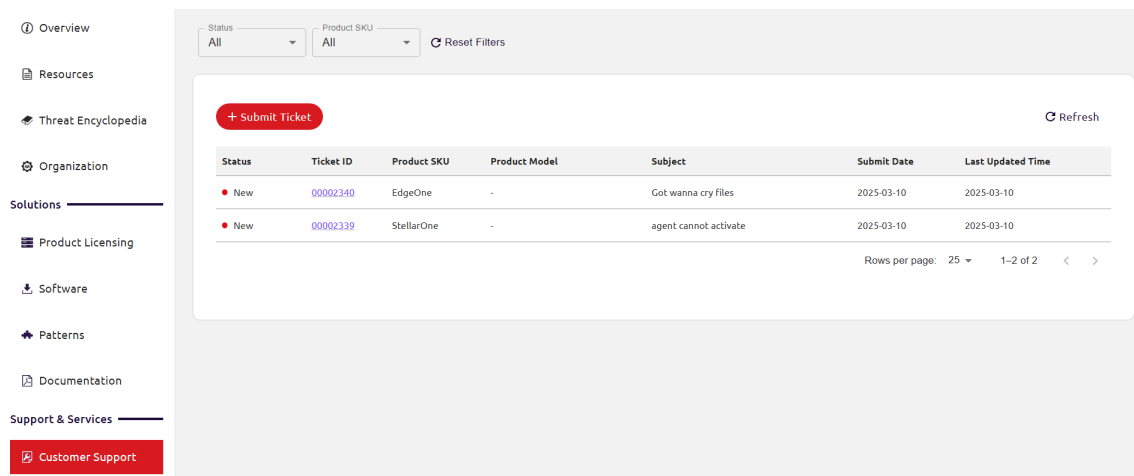
Overview
Resources
Threat Encyclopedia
Organization
Solutions
Product Licensing
Software
Patterns
Documentation
Support & Services
Customer Support

Status: All License Type: All Key Provider: All Reset Filters

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.

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



Overview
Resources
Threat Encyclopedia
Organization
Solutions
Product Licensing
Software
Patterns
Documentation
Support & Services
Customer Support

Status: All Product SKU: All Reset Filters

+ Submit Ticket Refresh

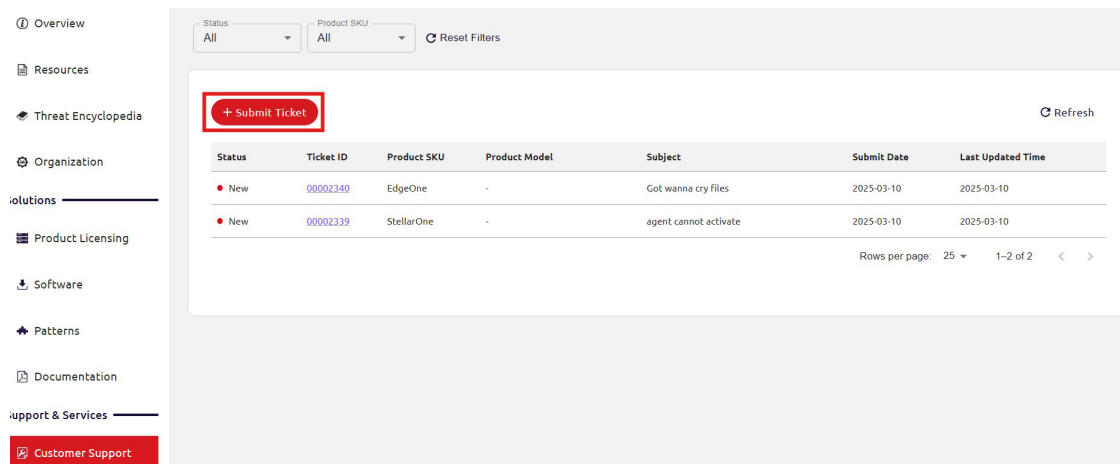
Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time
New	00002340	EdgeOne	-	Got wanna cry files	2025-03-10	2025-03-10
New	00002339	StellarOne	-	agent cannot activate	2025-03-10	2025-03-10

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.

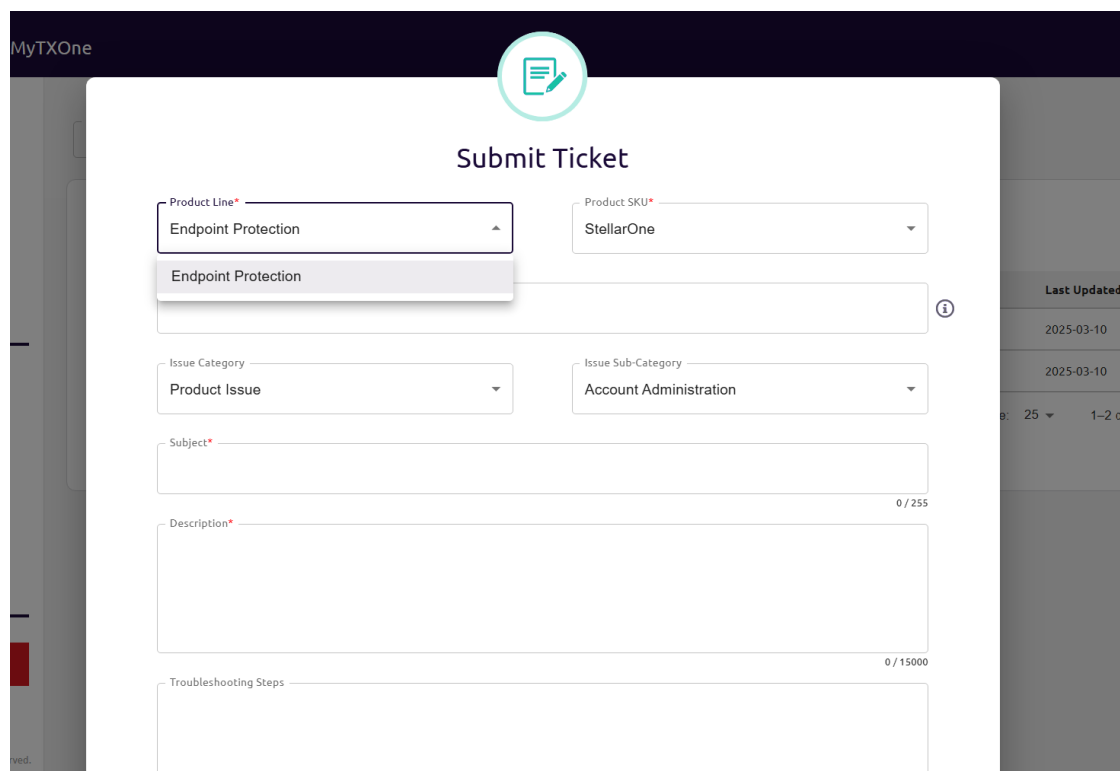
Click “+Submit Ticket”



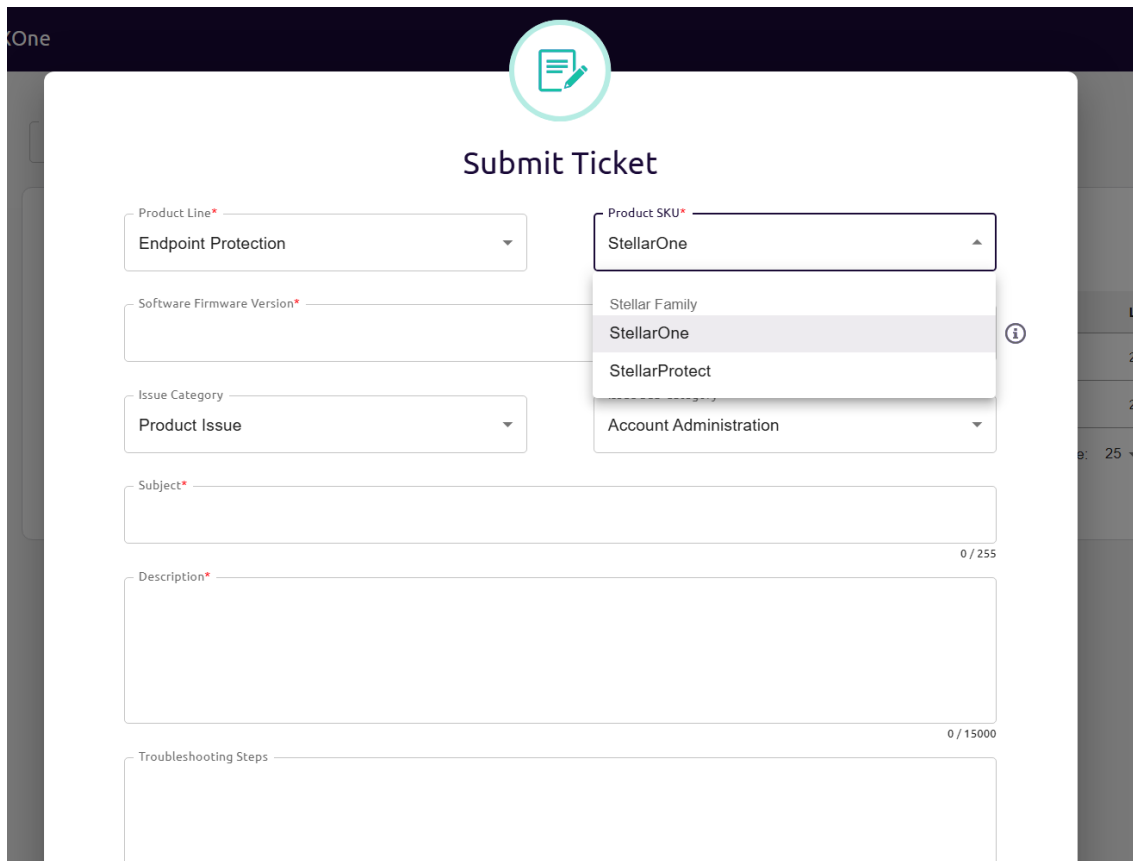
The screenshot shows the MyTXOne portal interface. On the left is a navigation menu with options: Overview, Resources, Threat Encyclopedia, Organization, Solutions, Product Licensing, Software, Patterns, Documentation, Support & Services, and Customer Support. The main content area displays a table of tickets. At the top of the table, there are filters for Status (All) and Product SKU (All), along with a 'Reset Filters' button. A red box highlights the '+ Submit Ticket' button. The table has columns for Status, Ticket ID, Product SKU, Product Model, Subject, Submit Date, and Last Updated Time. Two tickets are listed, both with a status of 'New' and a submit date of '2025-03-10'. The first ticket has a Ticket ID of '00002340' and a Subject of 'Got wanna cry files'. The second ticket has a Ticket ID of '00002339' and a Subject of 'agent cannot activate'. At the bottom right of the table, it says 'Rows per page: 25' and '1-2 of 2'.

Step 8.

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



The screenshot shows the 'Submit Ticket' form in the MyTXOne portal. The form is titled 'Submit Ticket' and has a green circular icon with a document and pencil symbol. It contains several input fields: 'Product Line*' (a dropdown menu with 'Endpoint Protection' selected), 'Product SKU*' (a dropdown menu with 'StellarOne' selected), 'Issue Category' (a dropdown menu with 'Product Issue' selected), and 'Issue Sub-Category' (a dropdown menu with 'Account Administration' selected). There are also text input fields for 'Subject*' (with a character count of 0 / 255) and 'Description*' (with a character count of 0 / 15000). At the bottom, there is a 'Troubleshooting Steps' field. The form is set against a dark blue header with the 'MyTXOne' logo.



One



Submit Ticket

Product Line*
Endpoint Protection

Product SKU*
StellarOne

Software Firmware Version*

Issue Category
Product Issue

Stellar Family
StellarOne
StellarProtect
Account Administration

Subject*

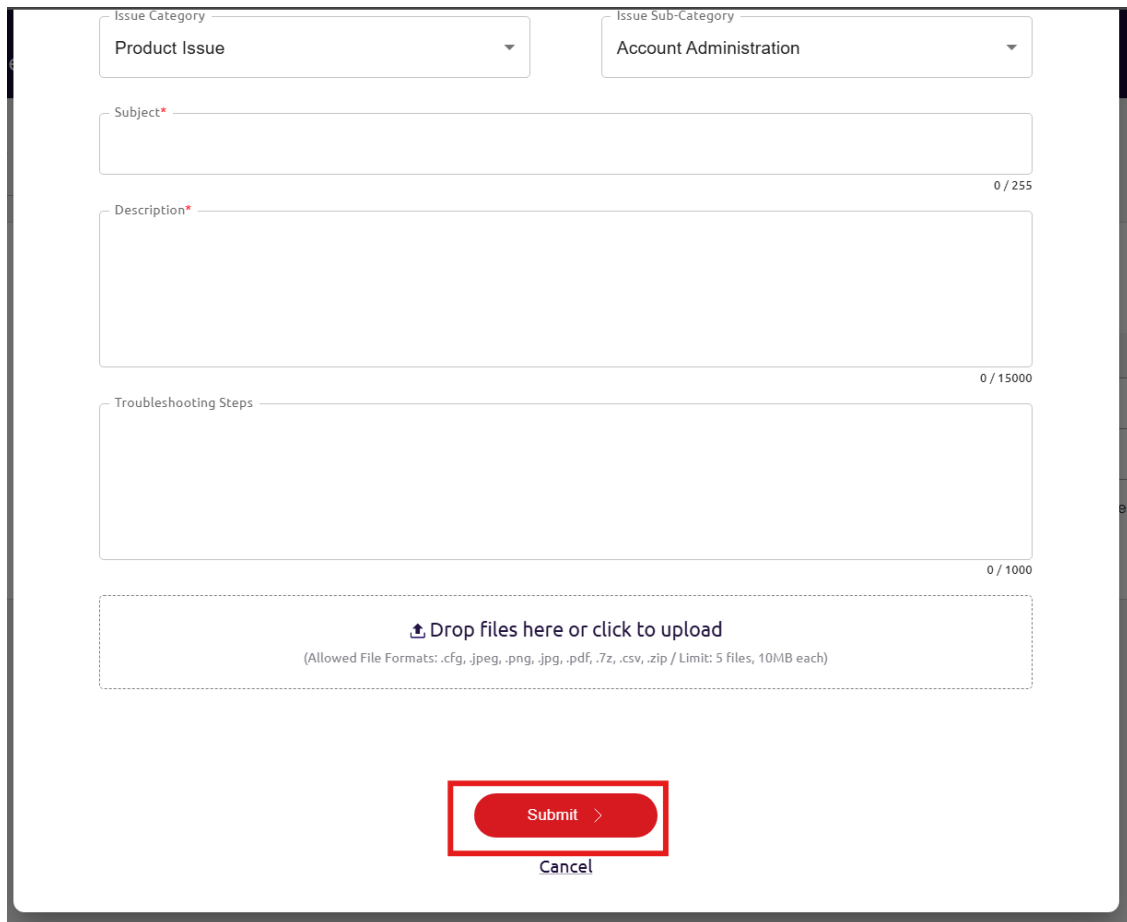
Description*

Troubleshooting Steps

0 / 255

0 / 15000

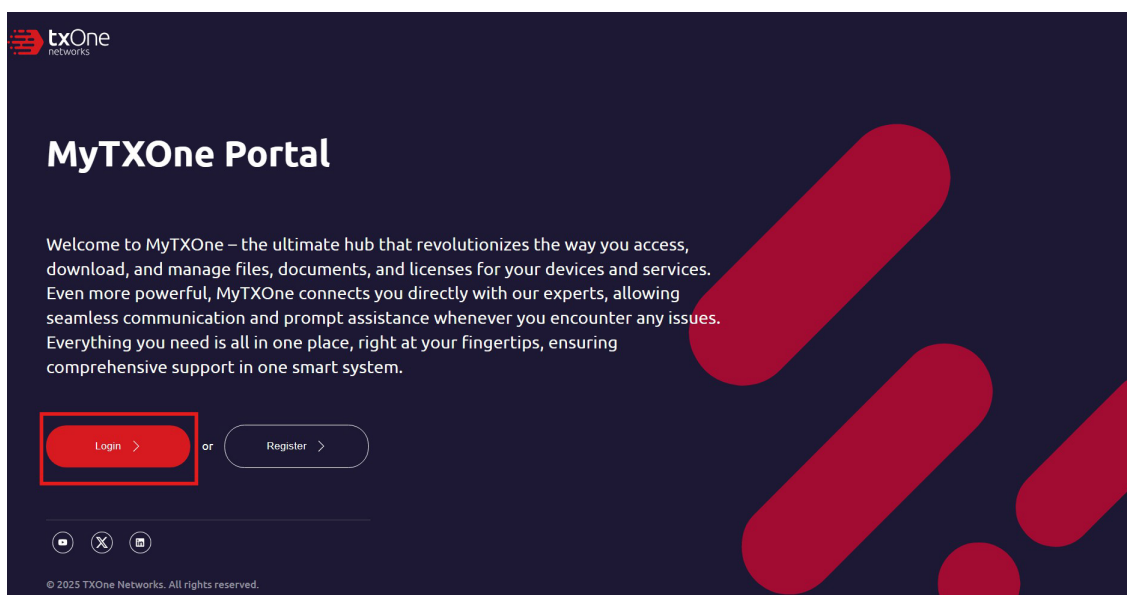
Fill out the relevant information and click “Submit”.



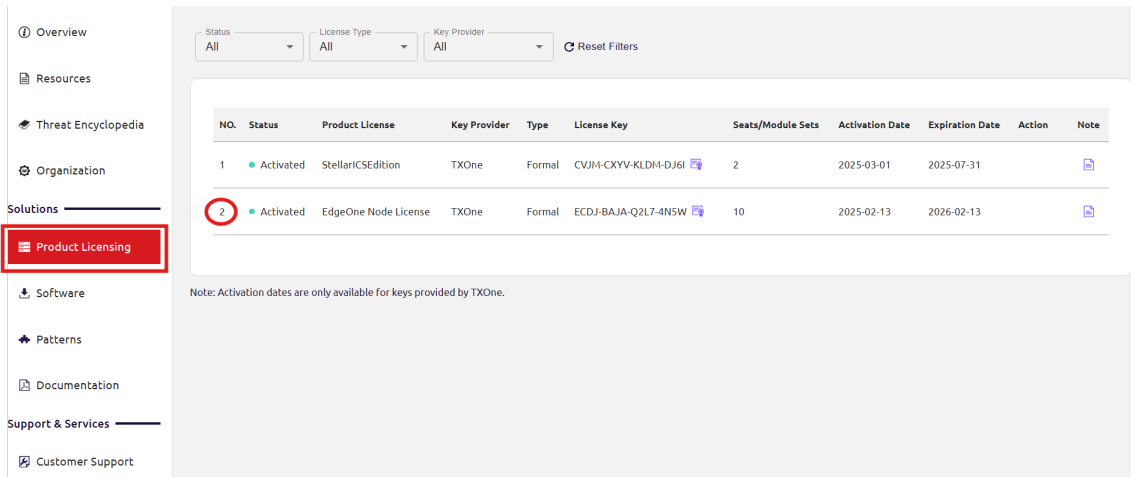
Step 9.

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.



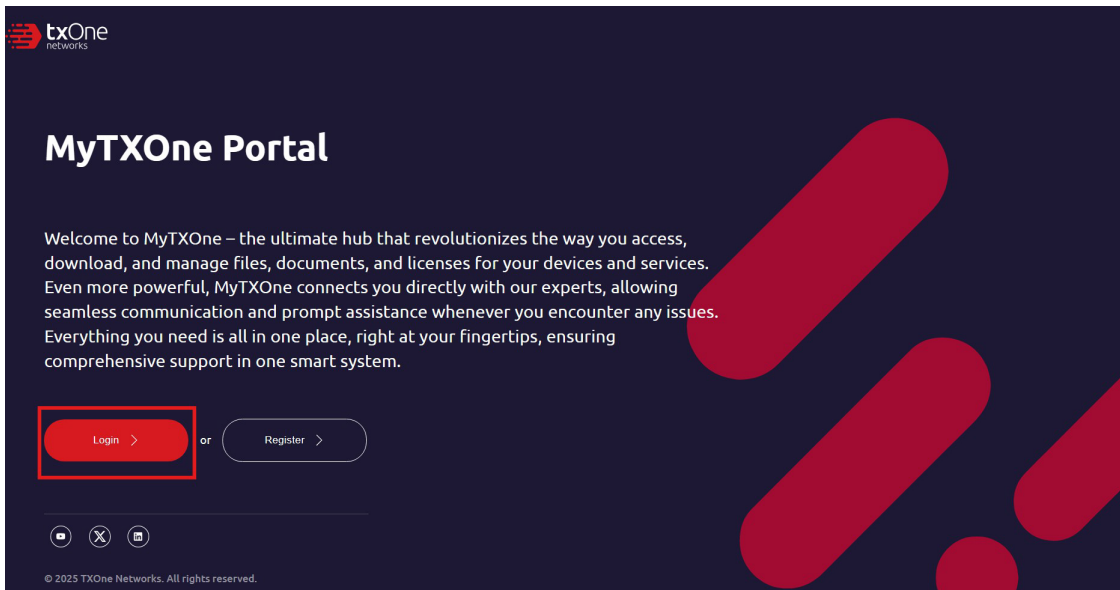
NO.	Status	Product License	Key Provider	Type	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
1	Activated	StellarICS Edition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I	2	2025-03-01	2025-07-31		
2	Activated	EdgeOne Node License	TXOne	Formal	ECDJ-BAJA-Q2L7-4N5W	10	2025-02-13	2026-02-13		

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”.



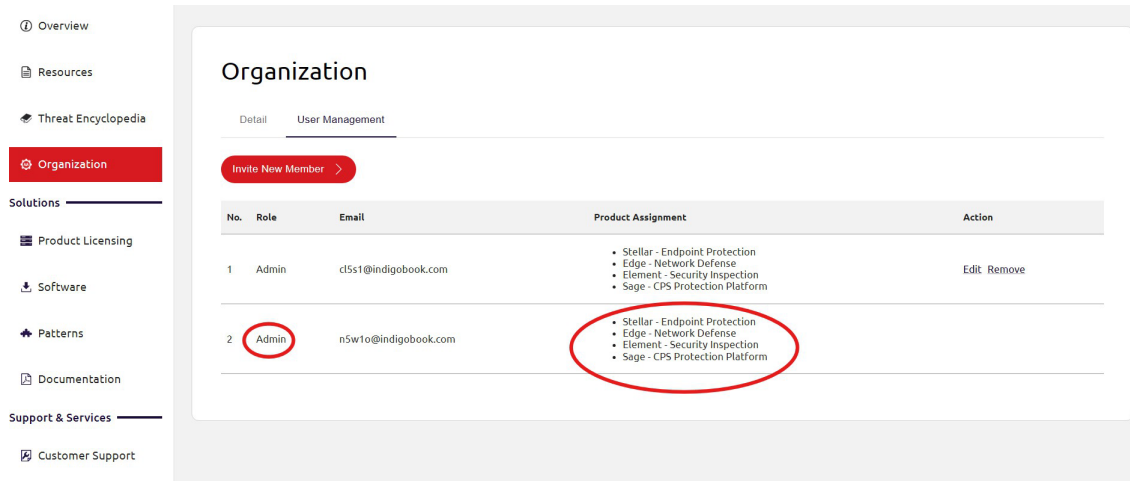
MyTXOne Portal

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](#)

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



Organization

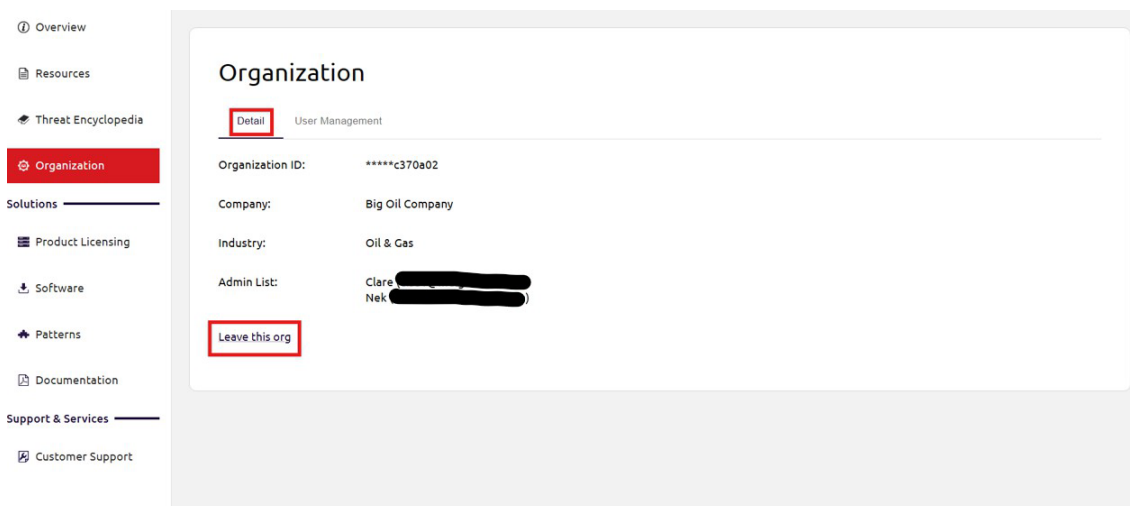
Detail User Management

[Invite New Member](#) >

No.	Role	Email	Product Assignment	Action
1	Admin	c15s1@indigobook.com	- Stellar - Endpoint Protection - Edge - Network Defense - Element - Security Inspection - Sage - CPS Protection Platform	Edit Remove
2	Admin	n5w1o@indigobook.com	- Stellar - Endpoint Protection - Edge - Network Defense - Element - Security Inspection - Sage - CPS Protection Platform	

*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

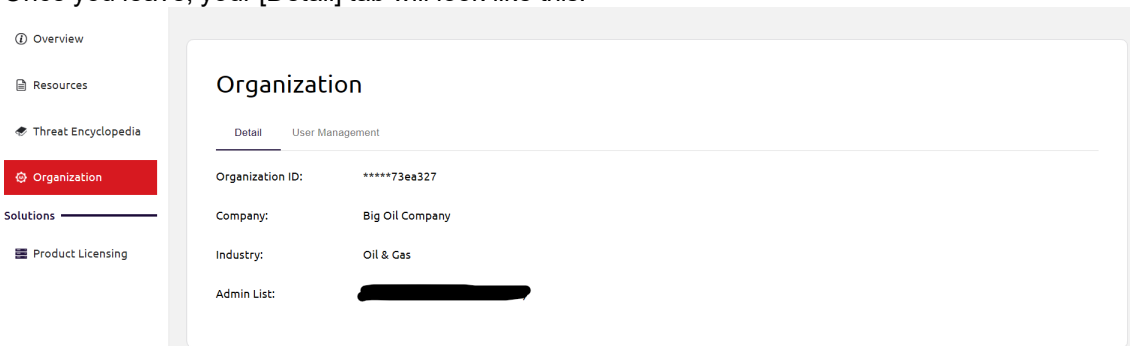
Company: Big Oil Company

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.

Overview

Resources

Threat Encyclopedia

Organization

Solutions

Product Licensing

Organization

Detail

User Management

Invite New Member

No.	Role	Email	Product Assignment	Action
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.

Overview

Resources

Threat Encyclopedia

Organization

Solutions

Product Licensing

Status

License Type

Key Provider

Reset Filters

+ License Registration

NO.	Status	Product License	Key Provider	Type	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.

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 *

Name *

Industry Type *

Oil & Gas

Company Name *

Big Oil Company

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](#)

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



TXOne Account

Business Email *

Name *

Industry Type *

Oil & Gas

Company Name *

Big Oil Company

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. *

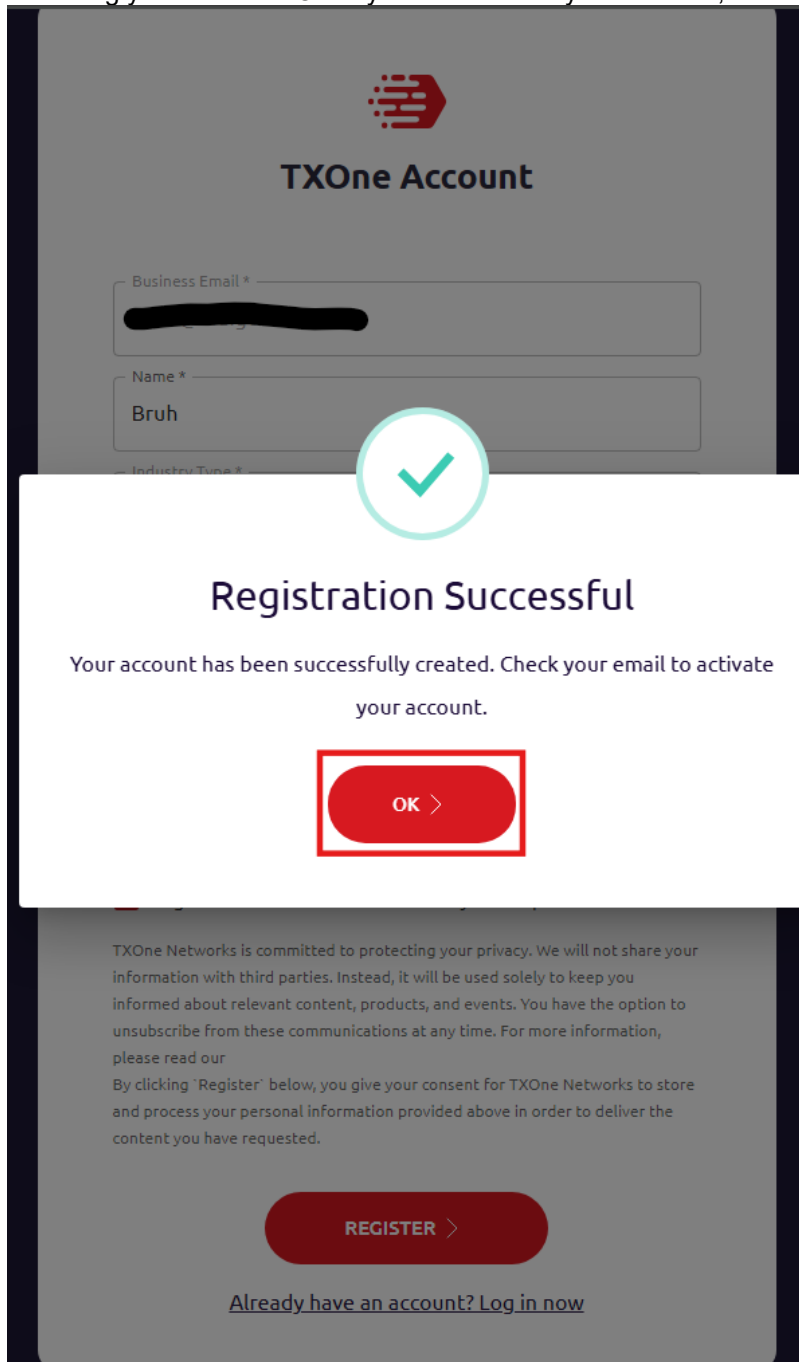
TXOne Networks is committed to protecting your privacy. We will not share your information with third parties. Instead, it will be used solely to keep you informed about relevant content, products, and events. You have the option to unsubscribe from these communications at any time. For more information,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



The image shows a registration confirmation screen for TXOne. At the top, the TXOne logo is displayed above the heading "TXOne Account". Below this, there are input fields for "Business Email *" (containing a redacted email address), "Name *" (containing "Bruh"), and "Industry Type *". A large green checkmark icon is centered over the form. Below the form, a white box contains the text "Registration Successful" and "Your account has been successfully created. Check your email to activate your account." A red button with the text "OK >" is highlighted with a red border. Below this, the screen displays a privacy policy statement: "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." At the bottom, there is a red button with the text "REGISTER >" and a link that says "Already have an account? Log in now".

Step 2.

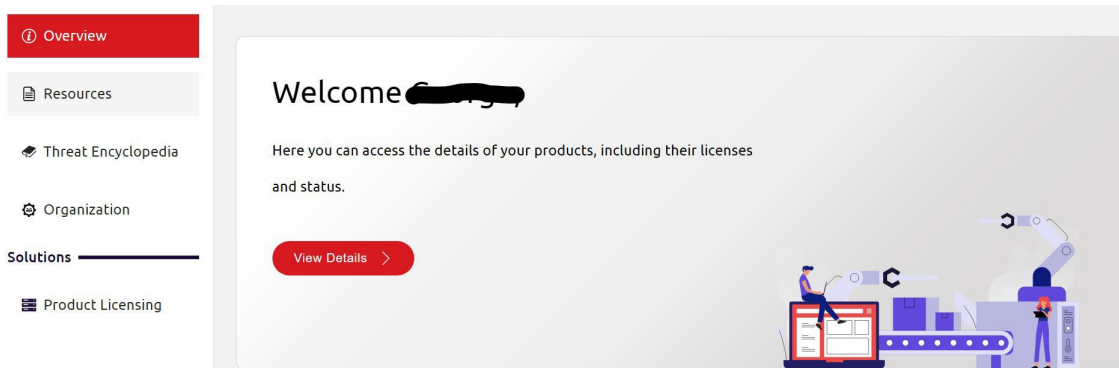
Activate your account. For detailed instructions, refer to Chapter 2.

Step 3.

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

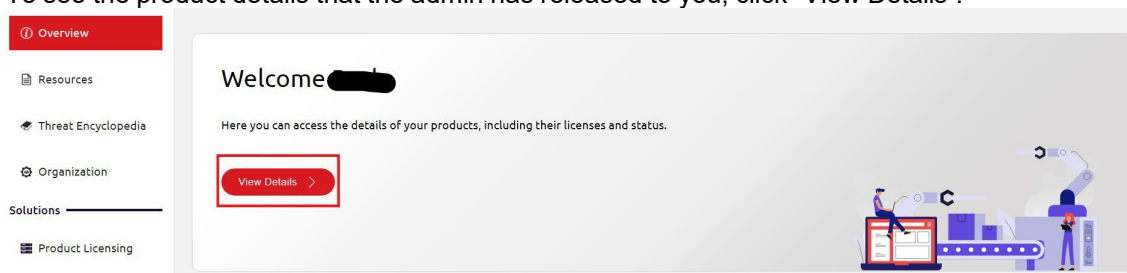
Step 4.

You will land on your Overview page.



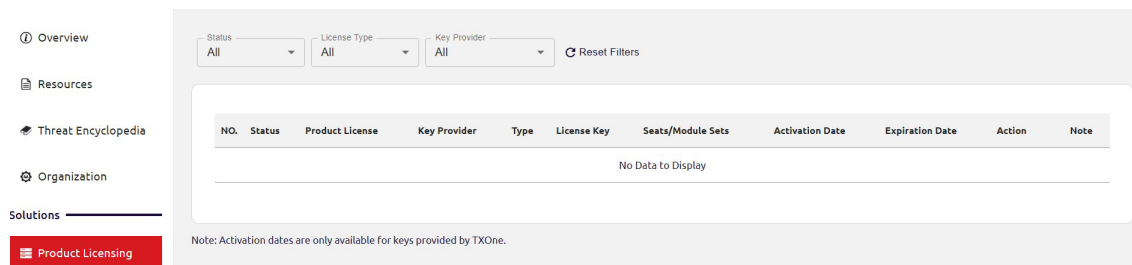
Step 5.

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



Step 6.

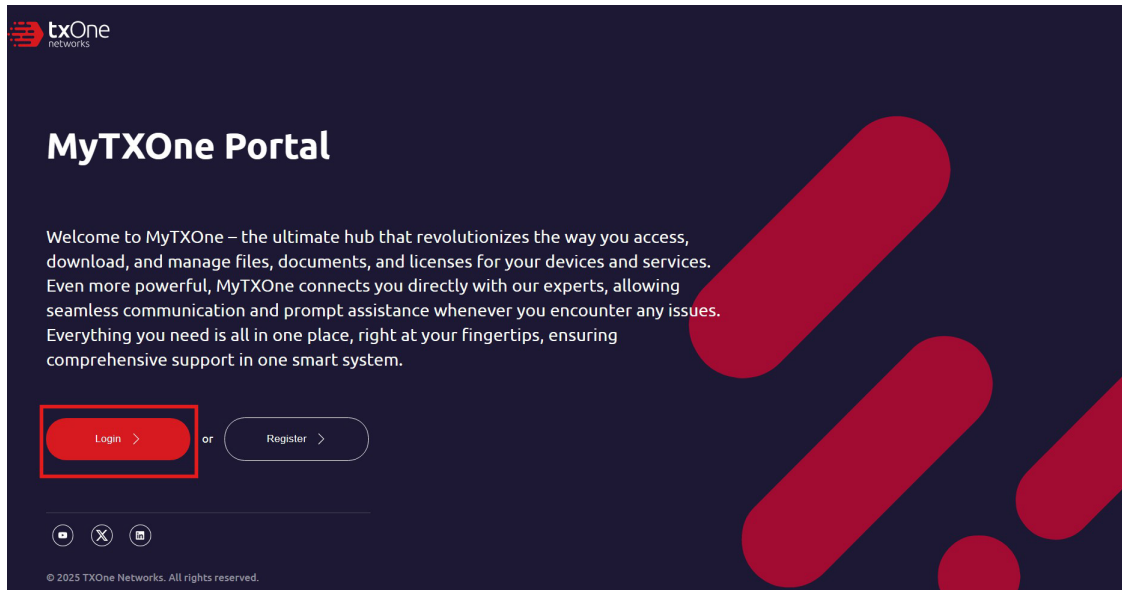
This will take you to the Product Licensing page. In this case, the admin has not released any product details to you.



Step 7.

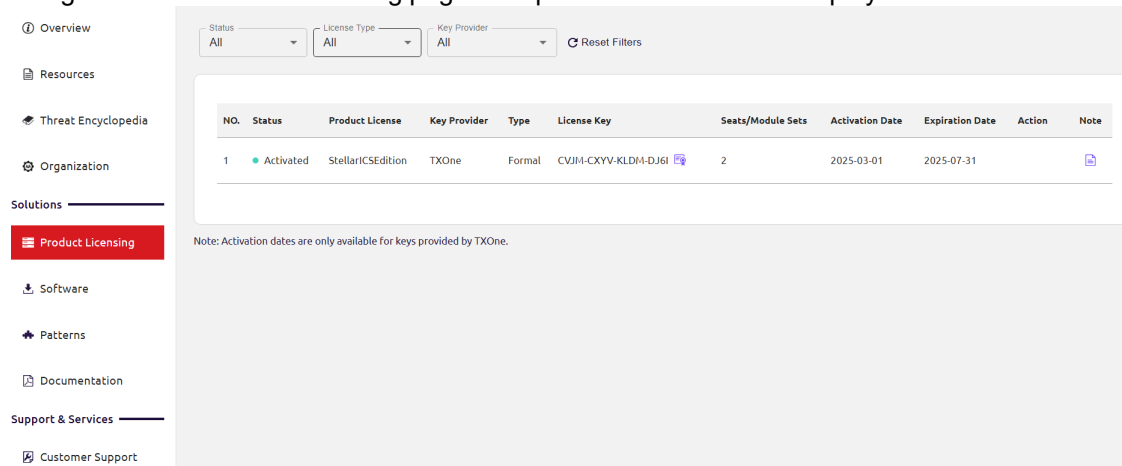
If the admin has released product details to you, you will need to refresh to see the details. This will log you out again.

Click “Login”.



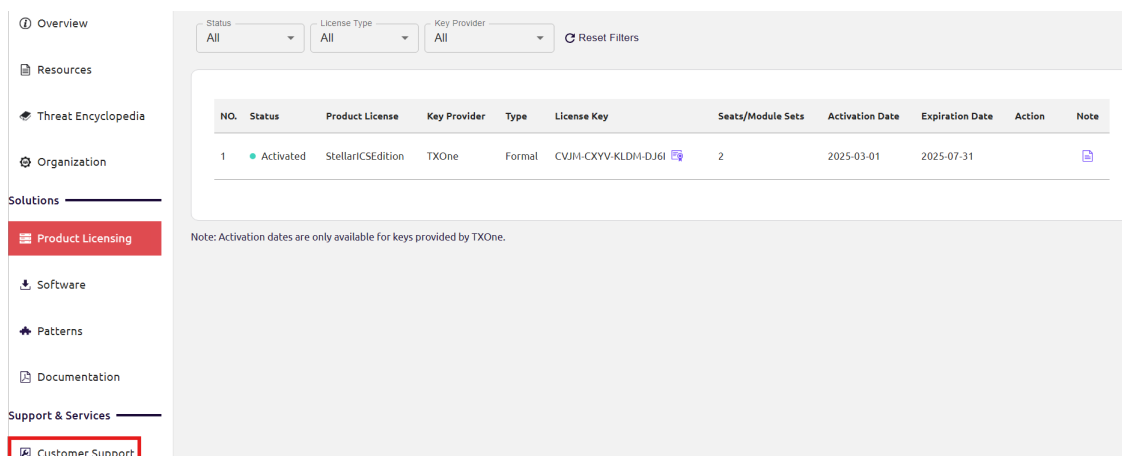
Step 8.

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

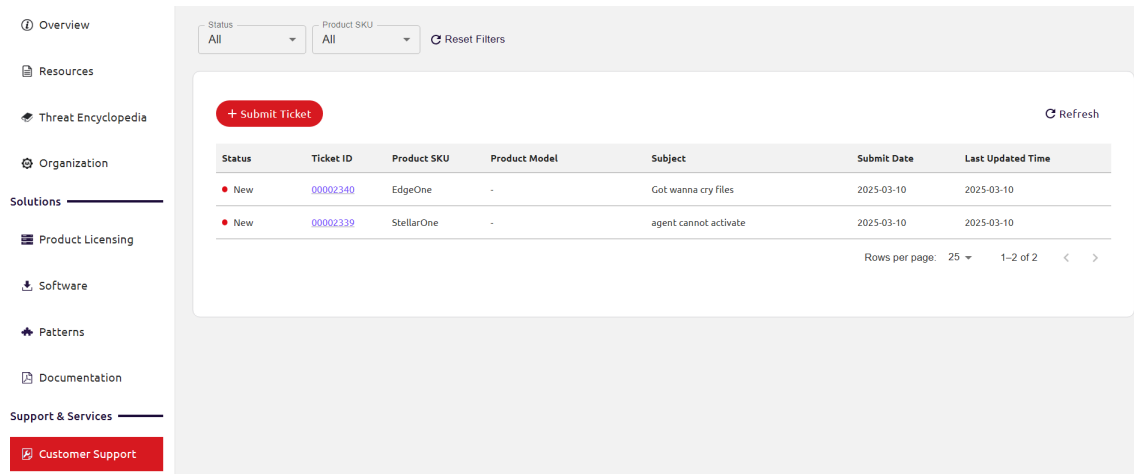


Step 9.

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.

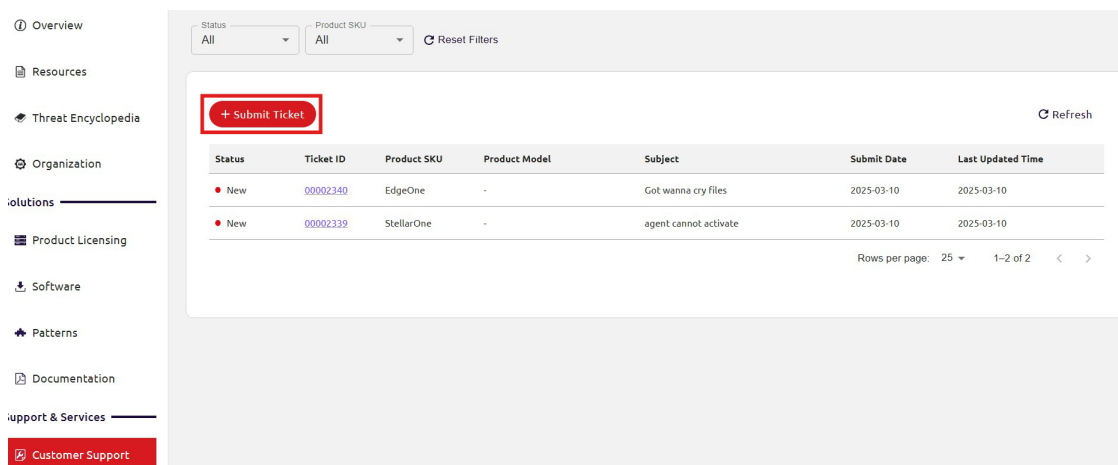


Status	Ticket ID	Product SKU	Product Model	Subject	Submit Date	Last Updated Time
New	00002340	EdgeOne	-	Got wanna cry files	2025-03-10	2025-03-10
New	00002339	StellarOne	-	agent cannot activate	2025-03-10	2025-03-10

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 StellarCSEdition license.

Click “+Submit Ticket”



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

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*

Troubleshooting Steps

0 / 255

0 / 15000

Last Updated

2025-03-10

2025-03-10

25 1-2 0

One



Submit Ticket

Product Line*

Product SKU*

Software Firmware Version*

Issue Category

Subject*

Description*

Troubleshooting Steps

0 / 255

0 / 15000

Stellar Family

StellarOne

StellarProtect

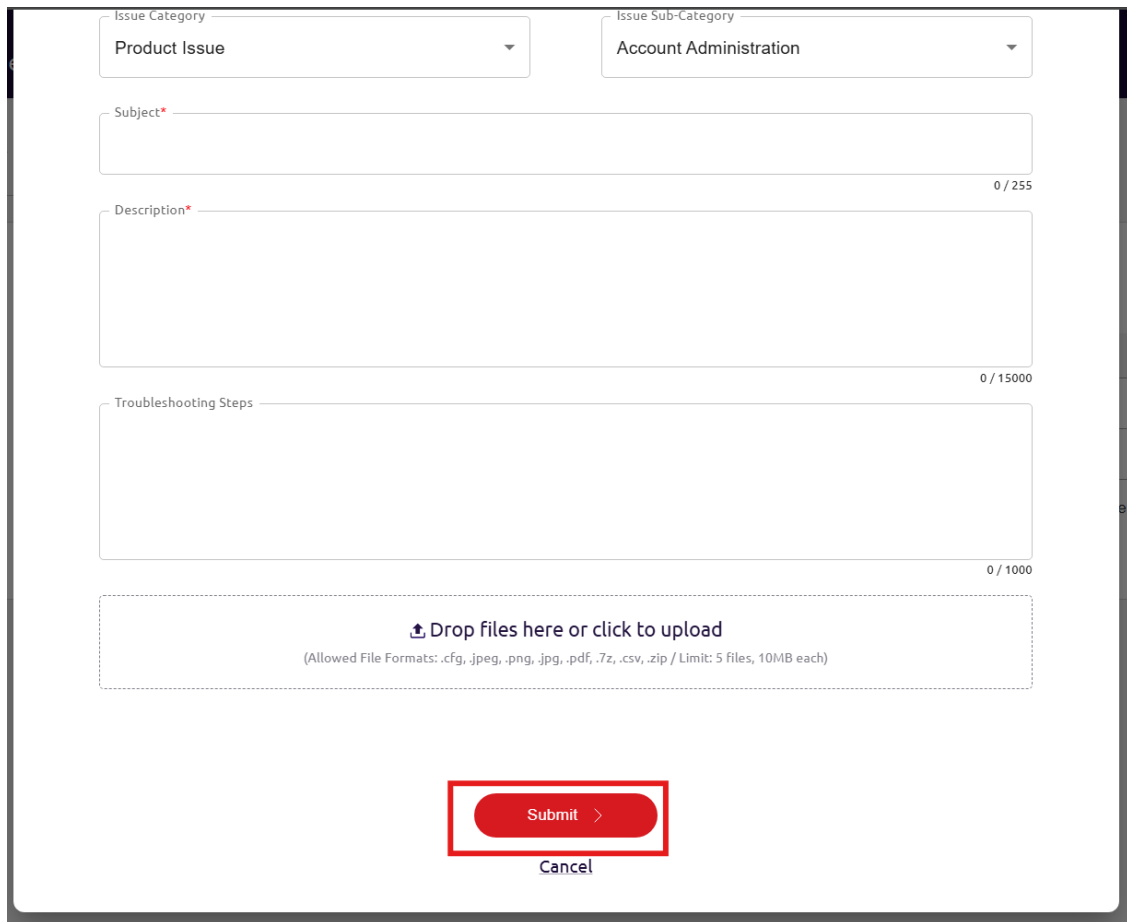
Account Administration

2

2

25

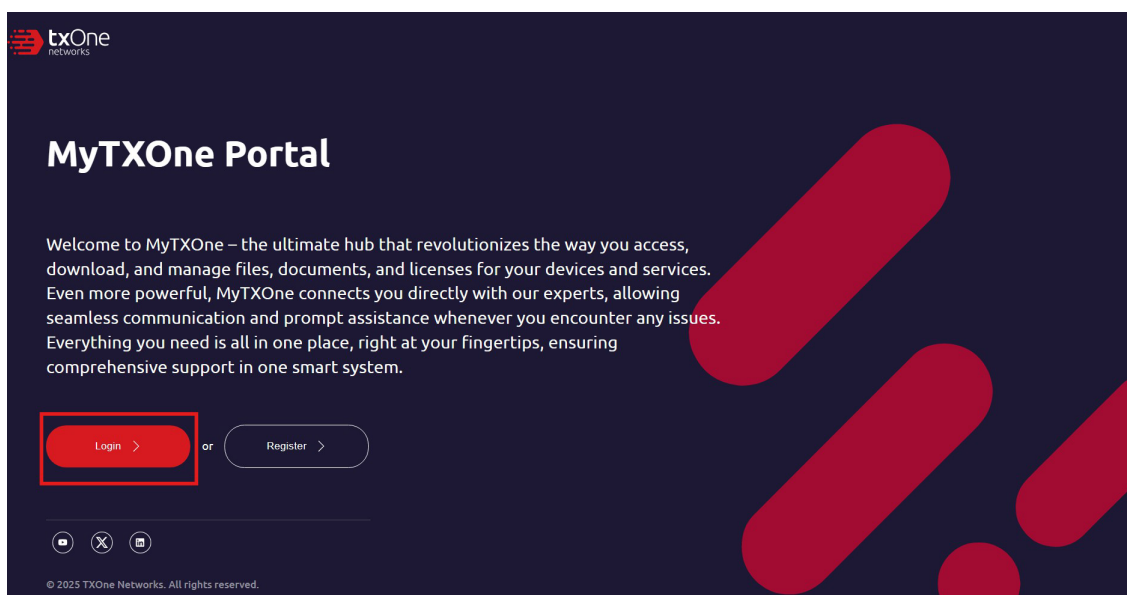
Fill out the relevant information and click “Submit”.



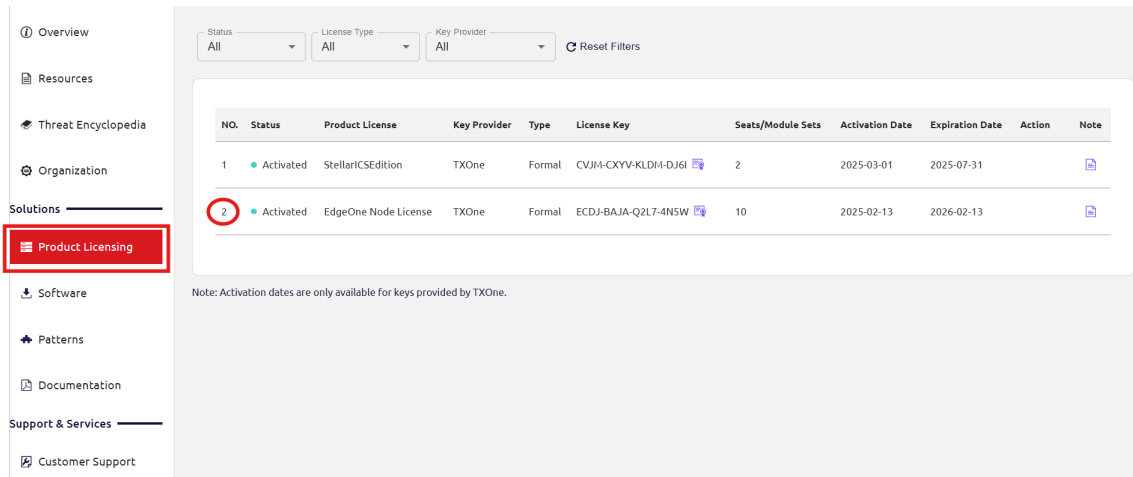
Step 12.

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.



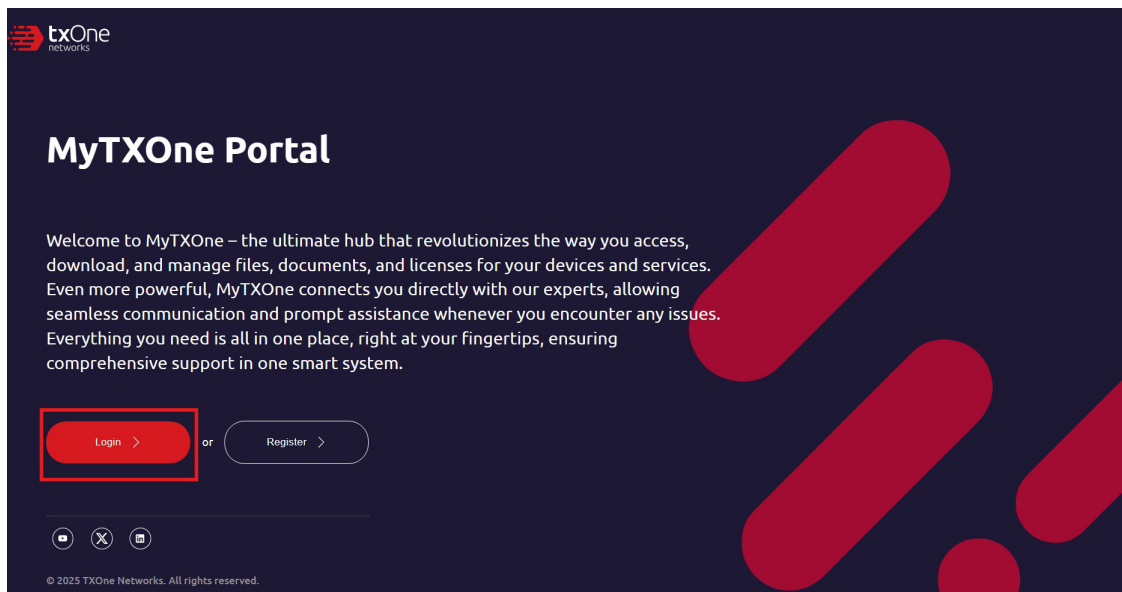
NO.	Status	Product License	Key Provider	Type	License Key	Seats/Module Sets	Activation Date	Expiration Date	Action	Note
1	Activated	StellarICS Edition	TXOne	Formal	CVJM-CXYV-KLDM-DJ6I	2	2025-03-01	2025-07-31		
2	Activated	EdgeOne Node License	TXOne	Formal	ECDJ-BAJA-Q2L7-4N5W	10	2025-02-13	2026-02-13		

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”.



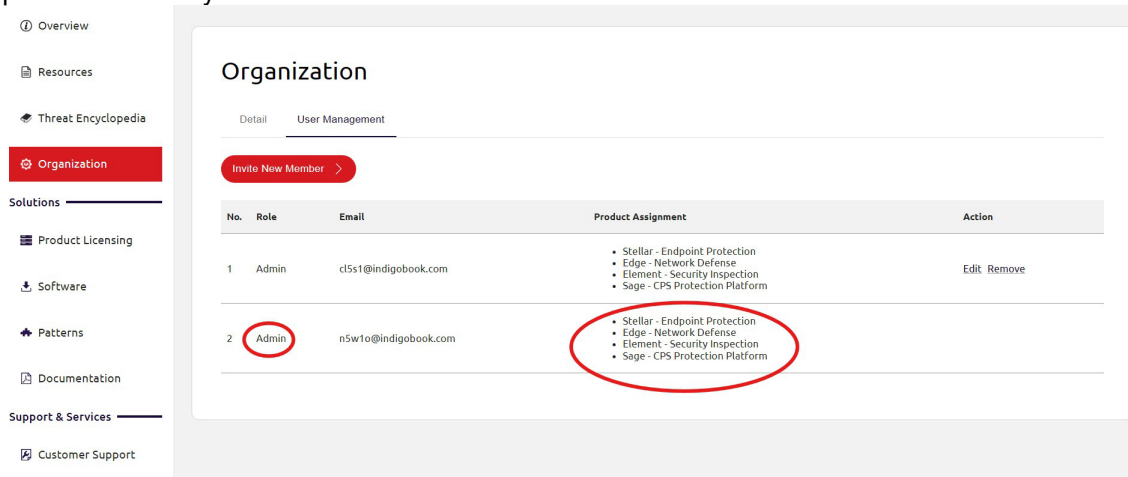
MyTXOne Portal

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 >](#)

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

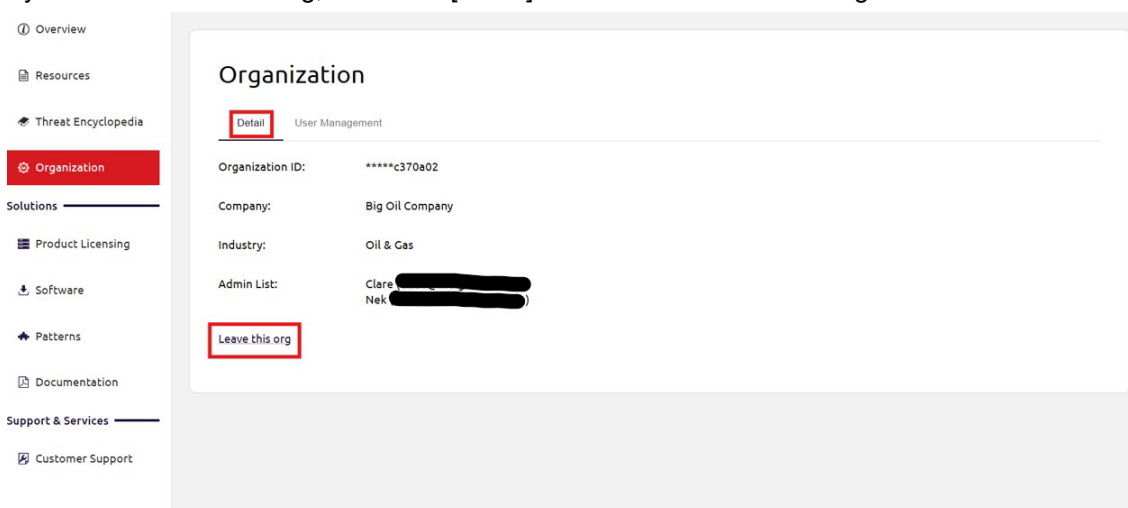


The screenshot shows the 'Organization' page with the 'User Management' tab selected. A table lists two users. The second user, 'Admin' with email 'n5w1o@indigobook.com', is circled in red. The 'Product Assignment' column for this user is also circled in red, showing a list of products: Stellar - Endpoint Protection, Edge - Network Defense, Element - Security Inspection, and Sage - CPS Protection Platform.

No.	Role	Email	Product Assignment	Action
1	Admin	cl5s1@indigobook.com	- Stellar - Endpoint Protection - Edge - Network Defense - Element - Security Inspection - Sage - CPS Protection Platform	Edit Remove
2	Admin	n5w1o@indigobook.com	- Stellar - Endpoint Protection - Edge - Network Defense - Element - Security Inspection - Sage - CPS Protection Platform	

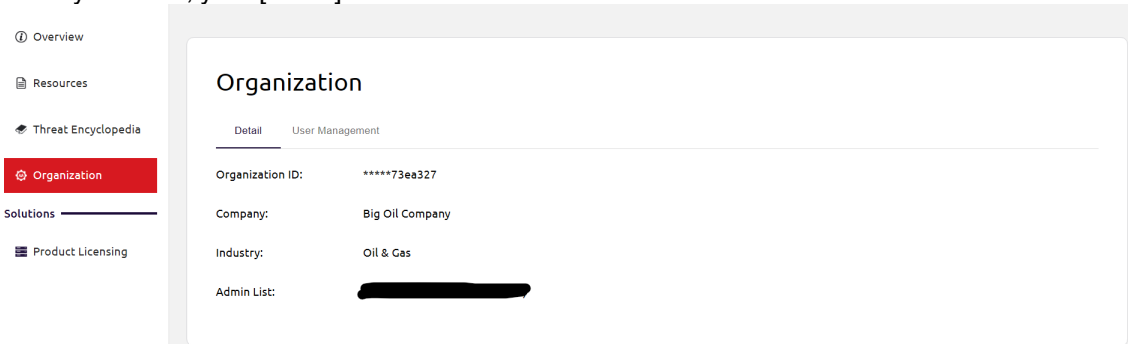
*Note: As an admin, you can remove others using the [User Management] tab but not yourself. However, there is a "Leave this org" option.

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



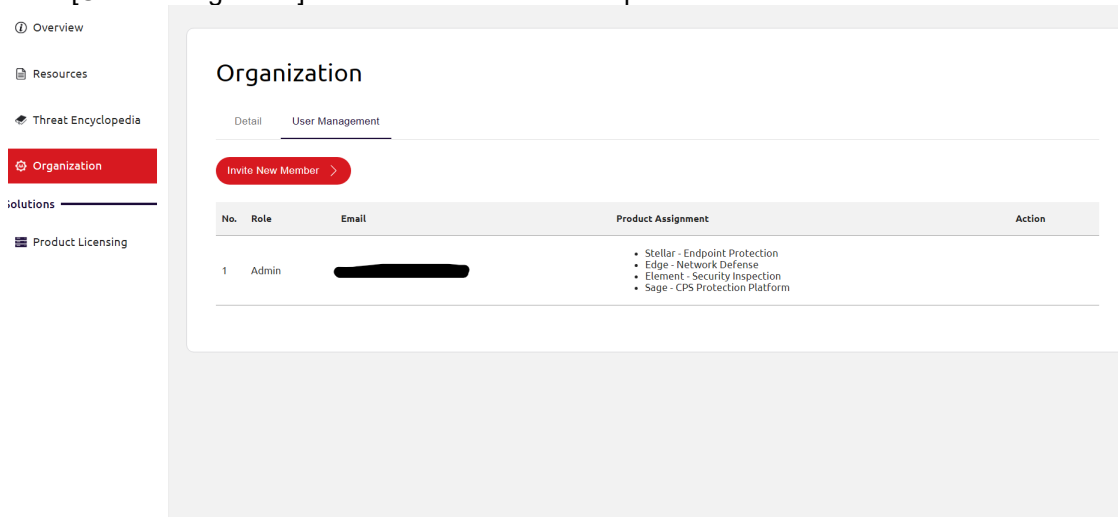
The screenshot shows the 'Organization' page with the 'Detail' tab selected. The 'Leave this org' button is highlighted with a red box. The page displays organization details: Organization ID: *****c370a02, Company: Big Oil Company, Industry: Oil & Gas, and Admin List: Clare [redacted], Nek [redacted].

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



The screenshot shows the 'Organization' page with the 'Detail' tab selected. The 'Leave this org' button is no longer visible. The page displays organization details: Organization ID: *****73ea327, Company: Big Oil Company, Industry: Oil & Gas, and Admin List: [redacted].

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



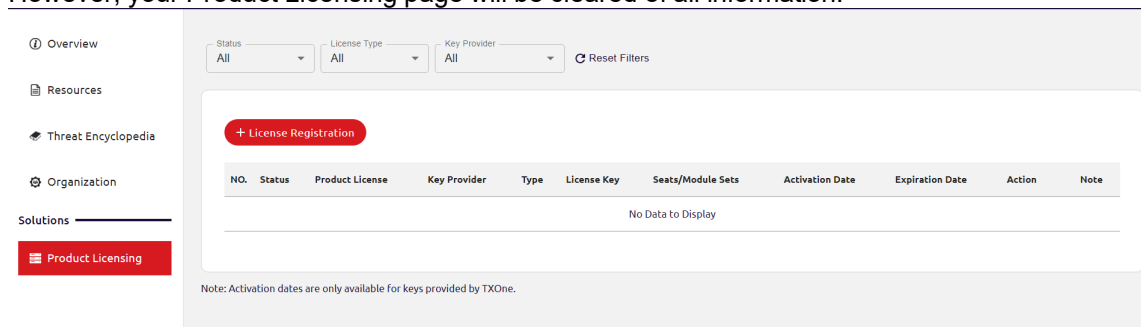
Organization

Detail User Management

[Invite New Member](#)

No.	Role	Email	Product Assignment	Action
1	Admin	[REDACTED]	- Stellar - Endpoint Protection - Edge - Network Defense - Element - Security Inspection - Sage - CPS Protection Platform	

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



Product Licensing

Status: All License Type: All Key Provider: All [Reset Filters](#)

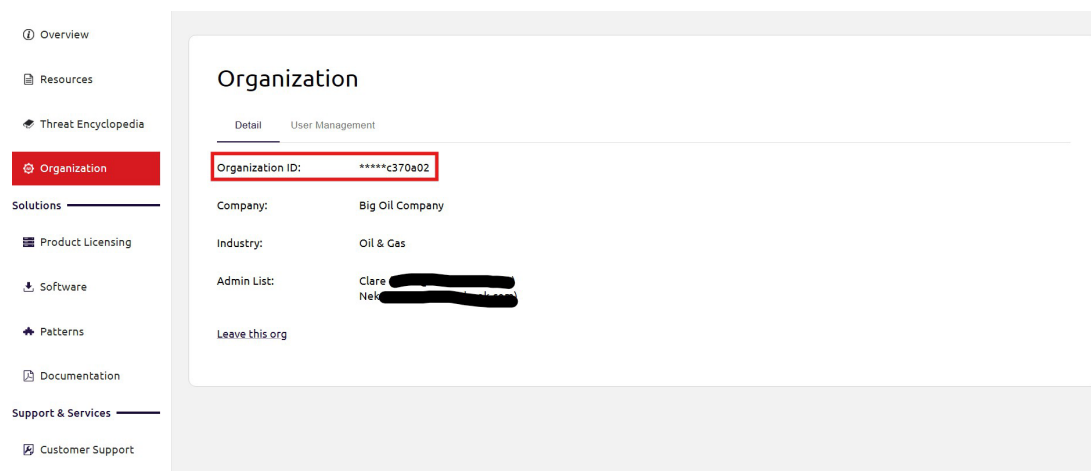
[+ License Registration](#)

NO.	Status	Product License	Key Provider	Type	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.

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.



Organization

Detail User Management

Organization ID: *****370e02

Company: Big Oil Company

Industry: Oil & Gas

Admin List: Clare [REDACTED], Net [REDACTED]

[Leave this org](#)