

PAXIO CUSTOMER FAQs

Q: How do I log into the client portal?

A: To log-in to the Client Portal, please go to <https://books.zoho.com/portal/mypaxio/login>. You can then view invoices, account details, set up autopay, payments made, statement and more. You can also visit the PAXIO website and click "log in" in the upper right corner of the homepage

Q: How do I set up autopay?

A: Please follow the steps below to set up autopay. Please note, you must have a current invoice to enroll in autopay. You can not set up autopay when paying multiple invoices and autopay is auto-debited the same day your invoice is sent.

- Log into the Client Portal (<https://books.zoho.com/portal/mypaxio/login>)
- Click the Pay Now button
- Click the pay via Card and the drop-down window will appear, please fill out all fields
- Then click the checkbox next to I authorize PAXIO Inc. to charge this credit card automatically for future transactions.
- Then click the Make Payment button. Your account will then be set up for autopay

Q: How do I check my Internet speed?

A: When running a speed test make sure all devices that might be using bandwidth are turned off. If you are still seeing a slow Internet speed, we recommend rebooting your router and restarting your computer. Then run the test again. Run at least two speeds tests from multiple servers and websites. Use speedtest.net, speed.googlefiber.net, or fast.com.

For the most accurate test, connect directly from the PAXIO service handoff. To do this, connect a computer with an Ethernet cable to the wall outlet or CPE. Run at least two speed tests from multiple websites. Use speedtest.net, speed.googlefiber.net, or fast.com.

Q: How do I plug directly into the CPE?

1. Go to the wire center where it is located (location varies; typically, in a closet or in the garage).
2. The Ethernet service line is the second cable from the left as in the picture. Please do not unplug the cable from the CPE. Unplug it from the other end and connect it into your computer.

Note: You may need a 1 Gigabit Ethernet dongle adapter if your computer only has USB or Thunderbolt port.