



Getting Started

COX

Welcome

Hi there!

Welcome to Cox. We're thrilled you've chosen us to be your service provider, and we can't wait for you to start enjoying your new product experience.

In this guide you'll find simple, ready-to-use instructions that'll help you get up and running quickly. We're excited for you to see all the possibilities that are right at your fingertips.

So whether it's family movie night or you're watching the big game, we hope you enjoy every moment with friends and family.

Are you ready? **Let's get started.**

Getting Started

One of the first steps as a new customer is to set up your Cox User ID. A Cox User ID is your gateway to all our handy digital tools. With your Cox digital account, you'll be able to customize your plan, pay your bill, chat with support and more—whenever, and however you'd like on Cox.com or on the go with the Cox App.

Profile and Security

Update your contact info and change your account password, PIN or security questions.

Equipment and Services

Upgrade your service, check for network outages and troubleshoot equipment issues.

Billing and Payment

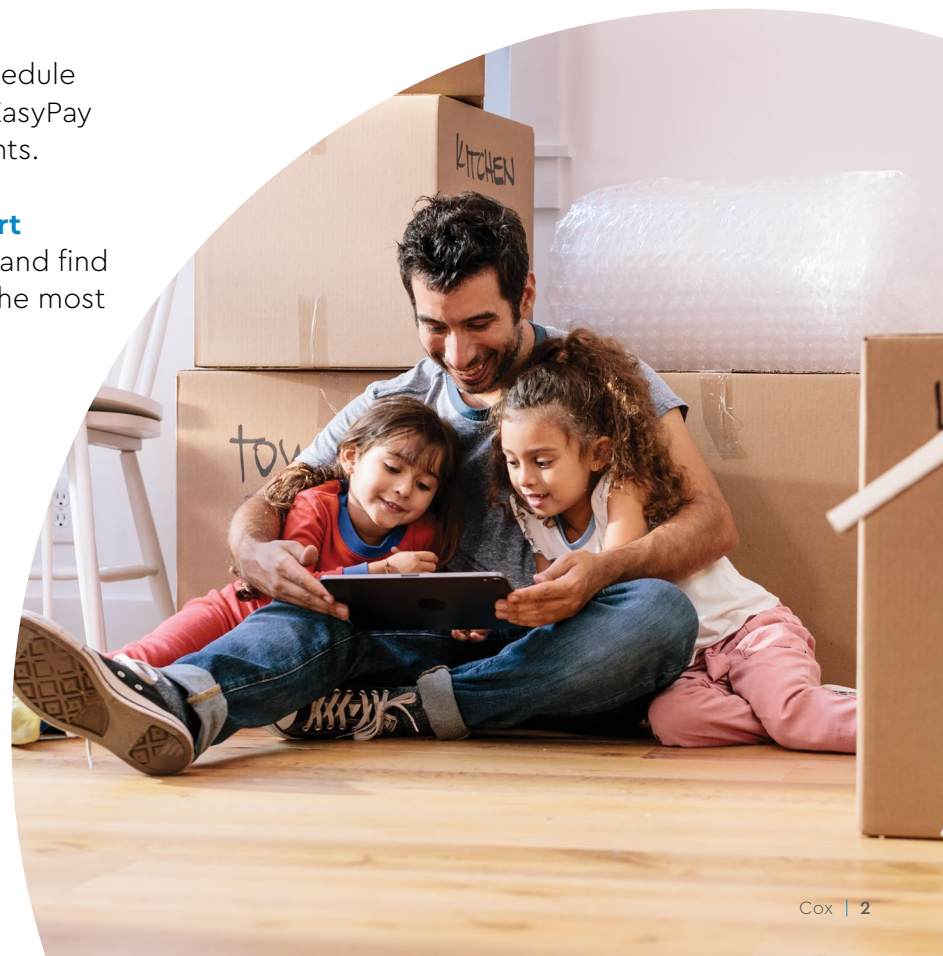
View your bill, make or schedule a payment, or sign up for EasyPay automatic monthly payments.

Appointments and Support

Reschedule appointments and find articles that help you get the most from your Cox services.

Sign up for a Cox User ID at [cox.com/welcome](https://www.cox.com/welcome)

Download the app today and sign in with your Cox User ID.



Connect with the Cox app

Cox makes it easier than ever to connect to your services. Find answers and manage settings with just a few taps, all in the palm of your hands with the Cox app, or on your computer at [cox.com/coxapp](https://www.cox.com/coxapp)

- Manage your service info and check data usage
- View your current bill and schedule a payment
- Browse helpful how-to articles and troubleshooting guides
- Message a customer care agent for 24/7 support
- Diagnose service issues faster and easier than ever before with Cox SmartHelp

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