

WEB SELF CARE



VEXUS CUSTOMER PORTAL

LOGIN SCREEN

Welcome to Web Self Care! We've made several enhancements to your customer portal in order to provide you with even better service.

Access Web Self Care at vexusfiber.com/easypay

1 Register:

The first time that you access Web Self Care, you will need to register with your Account Number and Zip Code of your service address. This information can be found on the first page of your bill. Click "**Register**" to start. Next, follow the on-screen instructions to set up your account.

IMPORTANT: If you don't have access to your bill, you can call Vexus at 800-658-2150 for assistance.

2 **Forgot Your Username or Password?** If you have already registered but have forgotten your Username or Password, click the appropriate link and follow the on-screen instructions.

ACCOUNT OVERVIEW

Here you can find helpful information about your account and easily access other areas of Web Self Care:

1 Account Overview:

This page will give you a general overview of your account including your Account Number, Service Address, Current Services and more.

2 Bill Pay:

Here you can make a one-time payment, set up recurring payments, and view statement details including your current and previous balances as well as payments received.

3 View Statements:

You can view and download previous statement PDF files.

4 Account Profile:

Here you can update your Web Self Care account information including your email address, billing address, password, and security question. You can also sign up for auto-pay.

5 Paperless Option:

Turning off paper statements is not only good for the environment, but it provides an extra level of security to your account. Plus, if you ever need a paper copy of your statement, you can always download one from Web Self Care.

