

Manage your fiber optics services with MyEPB

As an EPB Fiber Optics customer, you have access to MyEPB, our online self-service portal, to help you manage your account services.

Here's how to get started:

If you **don't** already manage your electric power account online (or if you don't have an electric power account):

1. Go to epb.com/my-epb
2. Click Register
3. Type in your EPB Fiber Optics account number and CPNI/Account Passcode. You can find your account number on your bill, or call us at 423-648-1372.
4. After completing registration, you'll receive a confirmation email. Click the link inside the email to activate your account.
5. Go back to epb.com/my-epb to login to your new account.

If you **do** already manage your electric power account online:

1. Simply login to your electric power account, epb.com/my-epb.
2. Click My Accounts, click on the "Add Utility Account" link.
3. Type in your EPB Fiber Optics account number and CPNI/Account Passcode. You can find your account number on your bill, or call us at 423-648-1372.
4. Once your EPB Fiber Optics account has been added, click on Account Summary and your fiber optics account will now be in the accounts dropdown.

Once you're logged in to MyEPB, you can take advantage of all the convenient benefits:

- Make online bill payments
- Review your current services
- Manage Fiber Optics services:
 - Check email and voicemail
 - Set your DVR
 - Manage EPB2Go Users
 - Get Anti-virus licenses

