

Synch Account in WebTools for DC Metro, IL, MA, NY and PA Article no. 5889

Introduction

Syncing an account in Webtools may correct:

- PPV and VOD issues
- TiVo 'My Account' online registration issues
- Service issues related to TiVo equipment swaps
- Any Webtools error

Resolution Steps

1. On the **Equipment Tab** in **BOLT**, click **Diagnostics** next to the **TiVo equipment**
2. Click the **WebTools** button at the bottom of the page
 - *This link opens the **CableModem Diagnostics** page in WebTools*

3. On the **CableModem Diagnostics** page, **copy the TSN** and press the **WEBTOOLS** tab on the top
4. Enter your **username** and **password**; click **Submit**
5. Choose **Synch** from the **Select a Method** drop-down box; click **Submit**
6. Click **OK** on the **Synch Succeeded** dialog box

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=393>