Cancel / Activate Service in WebTools for DC Metro, IL, MA, NY and PA Article no. 3715

Introduction

Cancel service, then **Activate** to correct WebTools errors, and *Marry* our TiVo to a customer's retail TiVo

- *Married* TiVos are **connected** through TiVo and **share** programming
- Retail TiVo TSN do ***not*** appear in WebTools; changes are available on the customers **My TiVo Account** online

Important: before you begin, have the following information ready

- 11-digit ICOMS account number
- TiVo registration email address
- Service address Zip Code
- Home phone number on account

Resolution Steps

1. **Access our TiVo in WebTools**
    - On the **Equipment Tab** in **BOLT**, click **Diagnostics** next to the **TiVo equipment**
    - Click the WebTools button at the bottom of the page
    - Enter your **username** and **password**, then click **Submit** to sign in
2. **Cancel service in WebTools to inactivate all TiVos**
    - Choose **Cancel Service** from the **Select a Method** drop-down and click **Submit**
    - Click **OK** on the **Cancel Service Succeeded** dialog box
    - Repeat these steps for ***each*** TiVo on the account ***before*** moving to the next step
3. **Activate Service in WebTools to activate all TiVos**
    - Click the **TiVo TSN** on the right to load the information
    - Choose **Activate Service** from the **Select a Method** drop-down, **fill in** the required fields and click **Submit**

        - **ICOMS Account**: 11-digit account number
        - **Phone Number:** 10-digit home phone number on account
        - **Zip Code**: 5-digit Zip code on account
        - **Retail Account Email**: email address used to register for **My TiVo Account** online

    - Click **OK** on the **Service Activation Succeeded** dialog box
    - Repeat these steps for ***each*** TiVo on the account, then Synch the WebTools Account

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