

June 28, 2014

myaccount – Time Warner Cable – Business Class – signing in spinner since Dec. 2013 – SOLVED

Since they “updated” in December of 2013 I have not been able to log in to the new “fancy” <https://myaccount.timewarner.com> – I just get to stare at the spinner and the cool lookin’ Dude on the page while I sit on the phone and trial to dial in credit card information after *99 (touch tone) and whatever it is for English instead of Spanish.

I’ve tried: IE 10 and 11 on Windows PCs; Safari on iPad and Mac (Mavericks); Safari on an old iPod (iOS 6); Chrome on Mac and PC. And this is what I get – everywhere:



Figure 1 - * signing in - spins forever – checked/unchecked “Remember my username” does not matter.

I’ve sent email to my “rep” – tech support – whatever – nothing, no contact back, no information. After seven months of this mildly annoying silliness (some people call it “rank stupidity – making it impossible for your customers to pay their bills, see their bills, do anything”) I decided it is time to act! More back-story: last month if I entered the wrong password it would say so way up in the top left. BUT!, the Forgot your password link did not work. View Source...

Cheesy script stuff with botched validators and looks like good old Front Page stuff (missing the FILE:///c:/Joes Documents/login.html FP style links). The click for “Forgot your username?” has a redirector (only if validated) so I copied the redirection URL and pasted it in the address bar.

The first time trying to solve this dilemma I entered my email address at the forgotten username screen and got an email telling me that my email was my username. I already knew this, of course.

In case you just like to look at webpages you otherwise can’t see, or you really forgot your TWC Business Class username: <https://login.timewarnercable.com/PasswordHelp/Commercial/ForgottenUsername.aspx>

The 2nd time through (trying to recreate what eventually worked) I just clicked [Cancel] and got “The Another Time Warner Login Screen”:

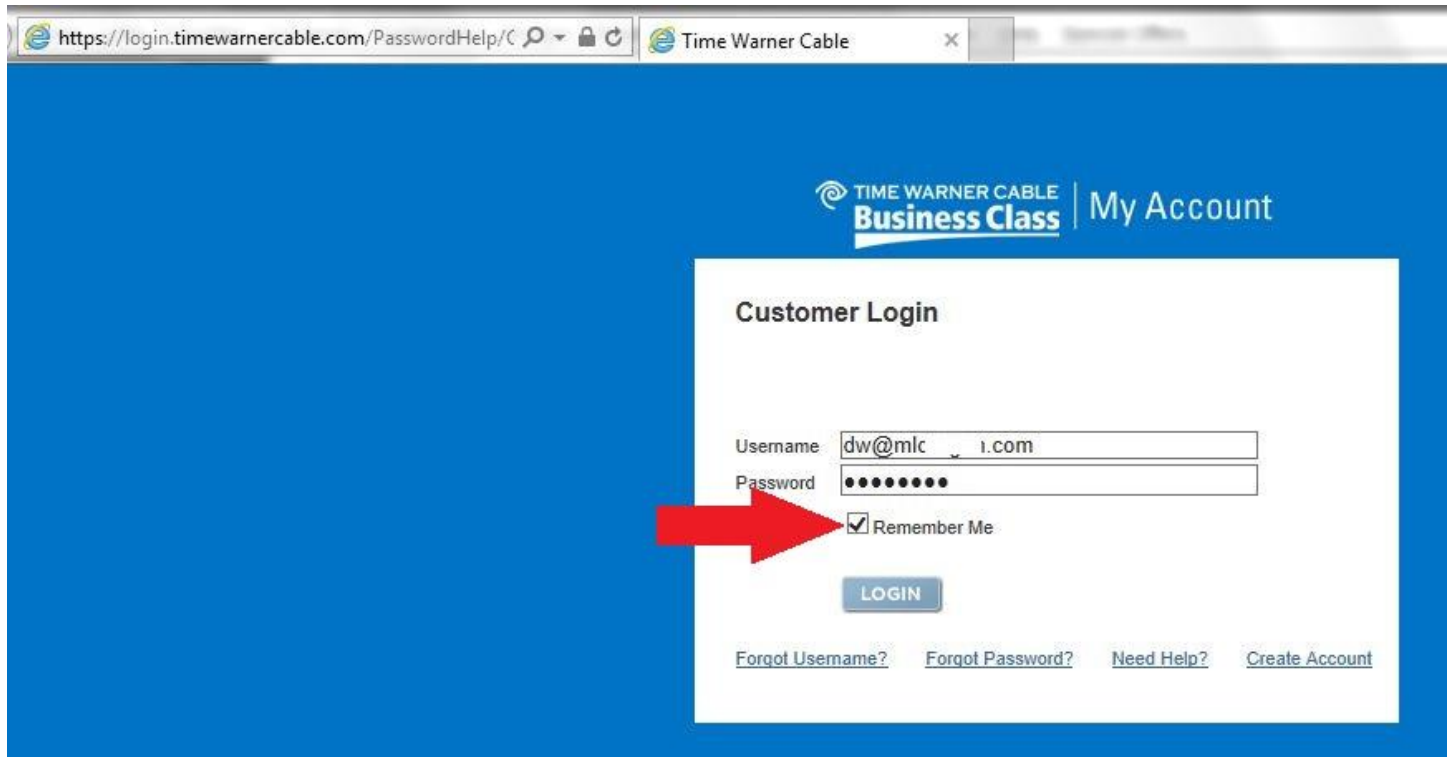


Figure 2 - The Another Login Screen - [x]Remember me (or die()) - <https://login.timewarnercable.com/PasswordHelp/Commercial/login.aspx>

Here's the REAL Step One:

<https://login.timewarnercable.com/PasswordHelp/Commercial/login.aspx>

Go directly to this URL – do not pass go – do not go to <https://myaccount.timewarner.com>

* I put it here so I'll have it next month and the month after...

Put your username and password in;

AND: **CHECK the [x]Remember Me box.**

- Sorry for the caps and the bolds, but no [x]Remember Me and it all falls apart.

Click/Tap on [LOGIN]

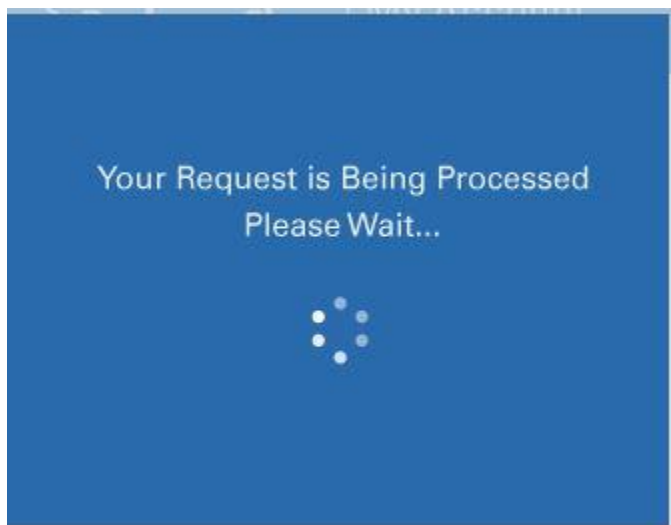
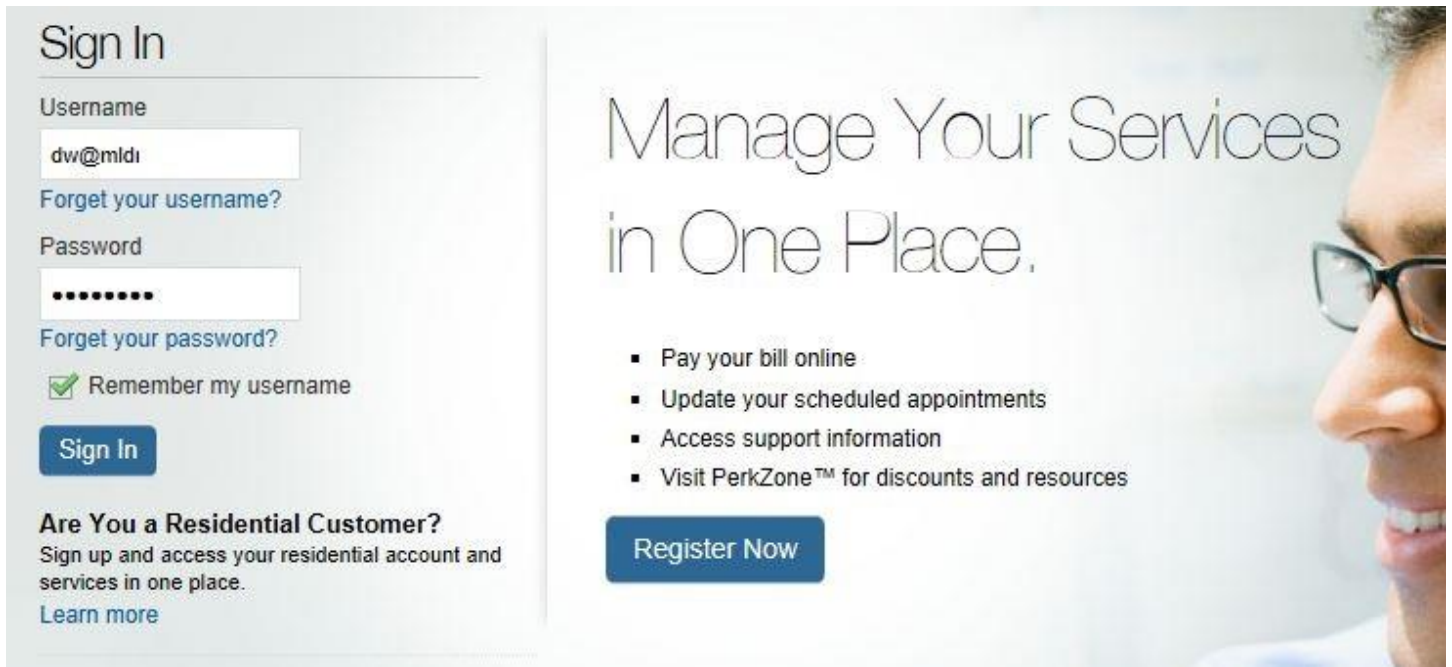


Figure 3 - The Another Spinner - This one Eight-ish rather than iOS-ish

And then, you wind up at:



The image shows a web page with a sign-in form on the left and a promotional message on the right. The sign-in form includes fields for Username (dw@mldi) and Password (masked with dots), a 'Remember my username' checkbox, and a 'Sign In' button. Below the form is a section for residential customers. The promotional message features the headline 'Manage Your Services in One Place.' and a list of benefits: 'Pay your bill online', 'Update your scheduled appointments', 'Access support information', and 'Visit PerkZone™ for discounts and resources'. A 'Register Now' button is located at the bottom of the promotional section. The background of the right side shows a partial view of a man's face wearing glasses.

Sign In

Username
dw@mldi
[Forget your username?](#)

Password
.....
[Forget your password?](#)

Remember my username

[Sign In](#)

Are You a Residential Customer?
Sign up and access your residential account and services in one place.
[Learn more](#)

Manage Your Services in One Place.

- Pay your bill online
- Update your scheduled appointments
- Access support information
- Visit PerkZone™ for discounts and resources

[Register Now](#)

Figure 4 - Deja Vu?

[All of this space intentionally blank – MSWord doesn't love me.]

And, you had better:

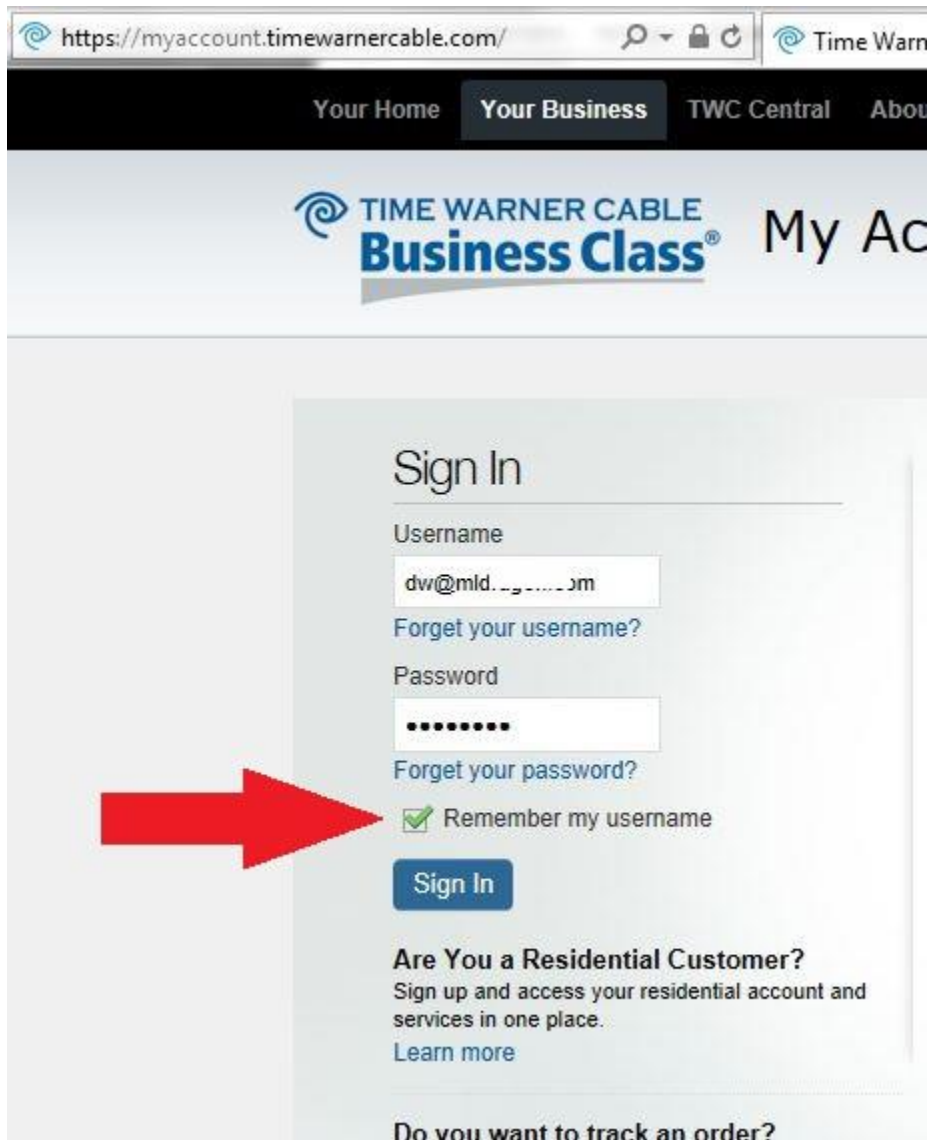


Figure 5 - Put a CHECK in the [x]Remember my username Box

It appears to be more like magical misdirection than a plain old URL redirection, because my username now autocompletes. Type the password, put the big green CHECK in the Remember my username Box (again, if you don't, get ready to stare at the iOS type spinner again – forever!).

Click/Tap on [Sign In].

iOS spinner spins for a few seconds... then...

...then...

...and then (filling space because images and MSWord don't love me)...

...antici-....

...

...pation!...

Nag screens and special offers. Rocks.



TIME WARNER CABLE Business Class® Introducing PerkZone

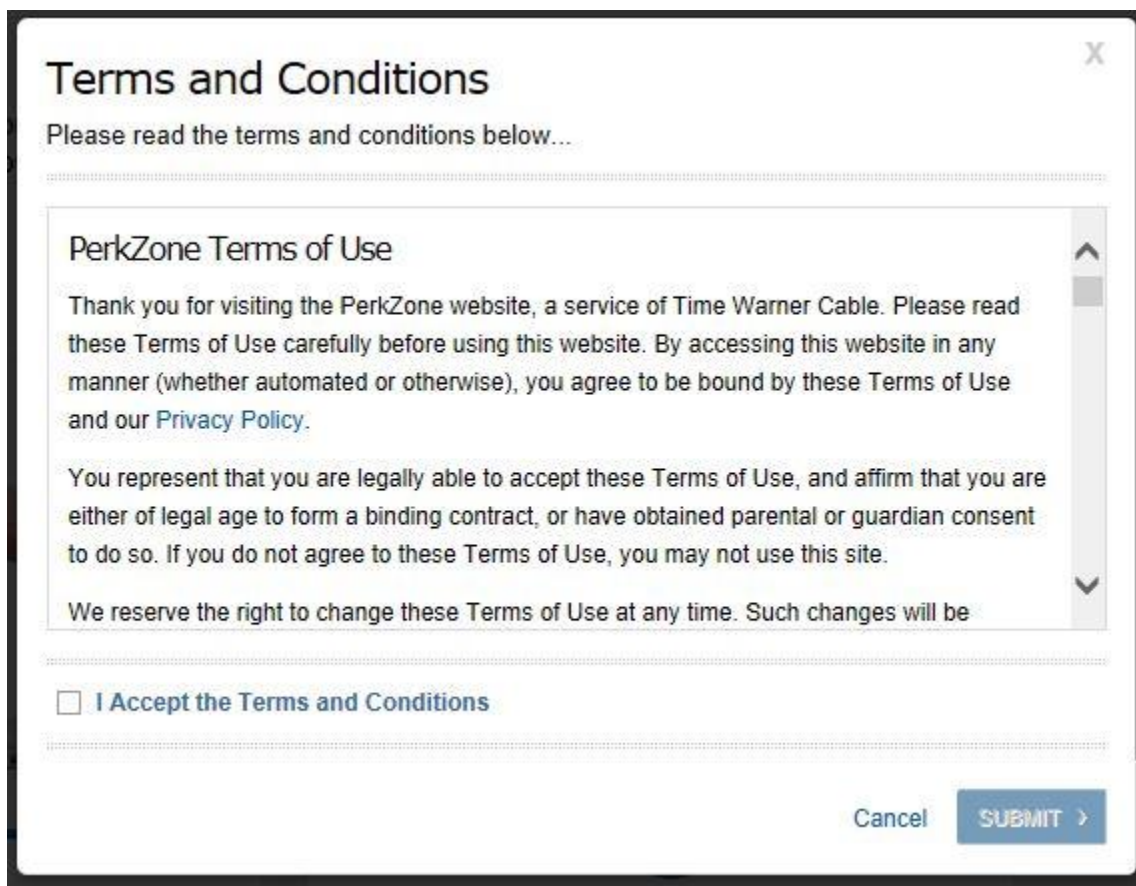
PerkZone™ is a new feature of My Account that brings together discounts, deals, essential resources and need-to-know business news, just for you.

PerkZone is now available on the main navigation of My Account. From here, you can shop special discounts from top providers of business services. Or, you can get inspired and gain from the wisdom of other businesses. Start now.

Thank you for Choosing Time Warner Cable Business Class.
We value you as a customer and appreciate your business.

[Go to PerkZone »](#)

Figure 6 - How Perky - and no [x] to just pay the **** bill



Terms and Conditions [X]

Please read the terms and conditions below...

PerkZone Terms of Use

Thank you for visiting the PerkZone website, a service of Time Warner Cable. Please read these Terms of Use carefully before using this website. By accessing this website in any manner (whether automated or otherwise), you agree to be bound by these Terms of Use and our [Privacy Policy](#).

You represent that you are legally able to accept these Terms of Use, and affirm that you are either of legal age to form a binding contract, or have obtained parental or guardian consent to do so. If you do not agree to these Terms of Use, you may not use this site.

We reserve the right to change these Terms of Use at any time. Such changes will be

I Accept the Terms and Conditions

Cancel [SUBMIT >](#)

Figure 7 - Cancel - I just want to pay my bill!!!! I don't love you TWC!

After you cancel this madness (at least it isn't the "pleasant blue-man and an iOS lookin' spinner"):

https://myaccount.timewarnercable.com/services.c... Time Warner Cable, Inc

Your Home **Your Business** TWC Central About Us Investor Relations Careers Sign Out

WELCOME TO TIME WARNER CABLE Business Class My Account

Welcome, Mid Computers

live chat contact us

OVERVIEW BILLING PERKZONE SUPPORT MY PROFILE

My Account > Overview

Billing Summary

Account Holder: Mid Computers
 Account Number: [Redacted]
 Service Address: 124 E Broad St, Dunn, NC, 28334
 Payment Type: One-Time [Edit >](#)

View Statement

Select Statements: June 25, 2014 [Download PDF >](#)

PREVIOUS STATEMENT	LAST PAYMENT	REMAINING BALANCE	CURRENT CHARGES	TOTAL BALANCE
\$ Dated 06/25/14	\$ Dated 06/28/14	\$0.00 Due Immediately	\$ Dated 06/28/14	\$ Dated 06/28/14

Recent activity will be applied to your next month's statement and is not included in your current statement charges. [PAY MY BILL >](#)

[Payment History](#) [Recent Activity](#) [Statement Preferences](#)

Scheduled Appointments

0 Scheduled Appointments

Today's Appointments: 0 Appointments Today

Upcoming Appointments: 0 Upcoming Appointments

Support Quick Links

We're here for you: 24/7 help at your fingertips.

- [View All FAQs](#)
- [Request Help with Billing](#)
- [Request Help with Equipment](#)
- [Manage & Troubleshoot Equipment](#)
- [View User Guides](#)
- [Manage Services](#)

Figure 8 - LahLah! Tah-Dah! Pay my bill not due for 3 more weeks! Ding-Dong the TW_it_C_h is dead...

Except:

The most current statement (shown in the selection) is not actually selected, so the Download PDF link does not work.

Click (or tap) to drop the list down and then Click (or tap) on the exact same statement, then Click (or tap) on Download PDF and you get a "Open or Download" prompt (in IE11).

Statement safely clicked (or tapped) into Downloads;

[\[PAY MY BILL > \]](#)

And I did! And I PDF-Printed the receipt/confirmation! And I never received an email from them! (So, it's good I printed the receipt/confirmation.) And then that's it. Write this helpful (self-helpful) SOLVED/HOWTO so I can do it all again next month.

p.s.: Once done that irritating TWC/yahoo search DNS redirection was re-enabled.

<http://www.dnsrsearch.com/prefs.php> - to turn it off.