

GUIDE **FOUR:** YOUR TKS SERVICE PASSWORD

TKS CUSTOMER GUIDE

1 – Get started with the **myTKS** section at www.tkscable.com:

1 Go to **myTKS** in the menu bar:

Login with your **username** (example@whatever.com) and **password**. New to TKS? Please register first.

2 Verify your **account**:

Note: If you are already verified you will get a **notification** when you click on the verification button and all your customer details will be **already available**.

NOT REGISTERED YET?

You need to **complete the verification** process by **typing in your customer number**, starting with **300000xxxxx...** Once verified you will see your **customer details** with TKS, e.g contracts, invoices, personal data.

2 – What's my **service password** and where do I find it:

The TKS service password is automatically generated for each customer in the TKS systems. Using your service password for the myTKS app, you will be able to manage your contracts and use different functions of the app. You may create your own password that you can easily remember. The service password is also necessary when calling the TKS support line. Our sales representatives will ask you for your service password in order to give you information concerning your TKS services.

1 Go to **service password** in the **main navigation bar**

2 You will now see your originally generated **service password** with TKS

You can either use the originally generated service password or create your own. Just overwrite the text and click the save button. The new personal generated service password will be automatically transferred to the TKS customer platform.

If you have any questions concerning your services do not hesitate to contact our 24/7 customer hotline:
+49 631 3522 499 or service@tkscable.com