

MyAstound Account Management- Article no. 3608

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

■ Set up, access and maintain your **MyAstound** account at <https://my.astound.com/login> ■

- **With MyAstound, you can**
 - View a copy of the bill (past and present)
 - Setup and manage paperless billing
 - Make a payment
 - Setup and manage automatic payments
 - Track the status of the technician on the day of your install or service call appointment
 - Update billing address
 - Update contact email address

- Update security questions and reset the security password
- Access webmail and reset webmail passwords
- View recent Astound digital phone calls and hear, save and delete messages in voice mail
- Order premium cable channels and sports packages
- View existing services and pricing
- Authenticate TV subscription access for MyAstound TV+ app

- **Visiting MyAstound.com provides these additional features**

- Access webmail and reset webmail passwords
 - Order premium cable channels and sports packages
 - View existing services and pricing
- Note: **after disconnect**, customers can still access their MyAstound account for **up to 5 years**; after that accounts are purged

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=201>