

# MyGrande Account Management-8957

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**Self-Service Support Alert: this article is available for customers on [help.astound.com](https://help.astound.com)**

## Resolution Steps

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- Set up, access and maintain your MyGrande account at <https://account.mygrande.com/login>

- With MyGrande, 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
- Link to Grande webmail
- Telephone customers - view recent phone calls
- Order premium cable channels and cable tiers
- View existing services and pricing

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=240>