MyGrande Account Management-8957

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

Resolution Steps

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