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=280