

Email Username and Password Rules- Article no. 3397

Introduction

Advisory Notice

- Please refrain from giving the option of **"rcnrcn" or "grande123"**
- The BOLT password reset field auto-populates rcnrcn / grande123
- Wave emails are generated via **BOLT**
- Grande emails are generated via ICOMS after a very short delay or can be created via Grande [WebTools](#)

Resolution Steps

[Expand All](#) | [Collapse All](#)

RCN Based Domain Names

Entouch Texas

All Other Markets

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=282>