

Add, Change or Delete Email Address Usernames- 1858

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All email addresses, account usernames, and passwords are protected by CPNI / PII authentication

Authenticate two (2) Security Questions OR the CPNI PIN and one (1) security question before *discussing or changing* any applicable CPNI and PII-protected information; customers cannot opt-out of CPNI verification

Introduction

Important

All new customers in Sites 9, 14, 22, 33, 39, and 48 must be given [astound.net](#) accounts

- Email Address Usernames work **immediately** upon creation

- Data Service must be active on **Occurrence 1** for provisioning to work
- Any mail not saved by the customer *prior* to **changing** or **removing** an Email Address Username is **deleted** and **cannot** be restored
- **Remind customers that they are empowered to reset their password when they wish at the webmail prompt**

Related Articles

- [Accessing Grande WebTools](#)
- [All Other Markets Server and Email Setting Information](#)
- [All Markets Username Rules](#)

Important

- **For our purposes Email Address Usernames are the first part that make up an email address such as *emailusername*@rcn.com or *emailusername"@wavecable.com**

Special Notes for WOW areas (Site 14, Co. 2 and 3)

- The ICOMS **Data User [DU]** is **not used**. Usernames added **do not activate**. Follow **instructions below** for astound.net email creation, or see [WOW! email details](#) for assistance with legacy wowway.com or wideopenwest.com usernames.
- Existing domains will be **migrated to @astound.net** tentatively in the **October / November, 2022** time frame
- Until this occurs, we are *reserving* usernames@astound.net so the usernames **cannot be used** by anyone else

- A BOLT enhancement helps us better identify email addresses *reserved* for customers in **Site 14, Co. 2 and 3** (former WOW areas)
- When attempting to **Add Username** or **Search & Link Account** with a *reserved* username in Site 14, Co. 2 and 3, this alert displays in red font:
- **For example:**
If a customer in **Site 14, Co. 2 and 3** chose **maryjones** as their **username**, we **cannot** add **maryjones@astound.net** for anyone else in any site because it is a **reserved** mail account

Resolution Steps

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

New Email Username Creation and Changes for astound.net, Wave, and enTouch

Create Username

It is important to note that new usernames will follow the domain conventions of prior usernames should any exist.

1. Select the **BOLT Data User** tab
1. Select the **Email Mgmt** Sub-tab
1. Click the **Add New Username** button
1. Input a new username before clicking **submit**

Disable Username

It is important to note that accounts cannot be deleted

1. Select the **BOLT Data User** tab
1. Select the **Email Mgmt** Sub-tab
1. Click the **Actions Drop Down** field next to the user
1. Click the **Disable** Option
1. Carefully review the precaution before pressing **Submit**

Transferring or Linking an email account for the FIRST time

1. Select the **BOLT Data User** tab
1. Click the **Search/Link account** button
1. Provide the requested information and press submit
1. Carefully read and follow the prescribed precautions

New Email Username Creation and Changes for rcn.com and associated domains

Create Username

It is important to note that if there are no existing RCN or associated domain emails the customer should be assigned an astound.net address using the steps above

1. Select the **BOLT Data User** tab
1. Select the **ICOMS Email Mgmt.** Sub-tab
1. Click the **Add** button
1. Input a new username before clicking **submit**

Delete Username

1. Select the **BOLT Data User** tab
1. Select the **ICOMS Email Mgmt.** Sub-tab
1. Select **Delete** next to the account
1. Carefully review the precaution before pressing **Submit**

Transferring an email account

1. Select the **Data User** tab
1. Click the **Search/Link account** button
1. Provide the requested information and press submit
1. Carefully read and follow the prescribed precautions

New Email Username Creation and Changes for Grande associated TX domains (mygrande.net)

Create Accounts using ICOMS (DU screen)

Legacy customers from the former Grande brand are issued accounts with the domains as they started

The Primary Master / First username **for Grande based accounts *must*** be built in ICOMS on the DU screen.

- On the **High Speed Data Users [DU]** screen click **Add** on the left
- On the **High Speed Data User Maintenance** screen, fill in the following
 - **Sub Account ID:** hit **F4** to select the **Sub Account Name**; [create a Sub Account if none exists](#)
 - **Service Occurrence:** hit **F4** to select **Occurrence 1**
 - **User Login ID:** enter a [valid, available username](#)
 - **User Password:** enter a [valid password](#)
- On the **Provisioning Transaction [PT]** screen, make sure all **PT transactions** are **Complete**; if you see an error, [take the necessary steps for correction](#)

Change Email Password: Webtools (Texas Accounts except enTouch)

- Under **Find Existing Accounts** enter the email username you need to change the password for
- Under **Account Information** populate both **Change Password** and **Confirm Password**
- Click the **Update Information** button

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=64>