SELF-CARE PORTAL INSTRUCTIONS

Entering the Self-Care Portal

1. Go to my.astound.com
2. If you have an account, enter your Username (email) and password to access the account.
3. If you do not have an account set up yet, click on "CREATE ACCOUNT" at the bottom right.

Returning Customer

Please enter your username and password to access your account.

USERNAME

PASSWORD

LOG IN

Forgot your username or password?

Create an Account

Access and manage your account with ease, all in one place.

- Pay your bill online
- Update your account information
- Check your data usage
- Confirm when your technician will arrive
- Sign up for text message alerts

CREATE ACCOUNT

Setting up your Self-Care Account

1. Input Business Name exactly how it appears your the invoice
2. Input Account Number exactly how it appears on the invoice
3. Security Check – Input Your PIN Number, lunder the Service Address at the top middle of your invoice.
4. Create your username and password and enter your preferred email address. (We recommend you create a username other than your email address.)
5. Click Submit and you will be directed to the login page.
6. Once logged in you can make changes and customize your profile.
7. Each month you will receive an email notification stating your new invoice is available online.
8. If you need further assistance you can contact us at (833) 903-2897 24 x 7.

Register

Please enter your full account information as shown on your bill.

ACCOUNT TYPE

| RESIDENTIAL | BUSINESS |

BUSINESS NAME

ACCOUNT NUMBER

##

SIGN UP cancel

Account Sign Up and Security FAQs

Where is the account number on my bill?