



MyWave Self-Care Portal

- Customer Instructions -



To access the new MyWave self-care portal, visit:

<https://my.wavebroadband.com>

The following pages include instructions for access, set-up, and useful information about the portal.

MyWave is used by all customers, including Residential, Business, and Wholesale.

The portal only allows one login and password. If you have multiple users, you must regulate access. It is also important to note that the email address on our system must match the email you are signing up with. If you are going to use a different email address, you need to contact us so that we can update our billing system.



Great News! Our new self-care portal site is now available. You'll have more convenience and greater visibility into your services than ever before. Please sign up below!

PLEASE NOTE: If you previously managed your Wave account online, we still need you to click the 'Sign Up' link below to confirm your account information. You'll need your account number and your PIN which can be found at the top of your bill to complete the Sign Up process.

Thanks for being a Wave customer

Please enter your username and password to access MyWave.

Username:

Need an account? [Sign Up!](#)

Password:

[Forgot Username or Password?](#)

Sign in

Why Register for MyWave?

-  Pay Your Bill Online
-  Update Your Account Information
-  Check Your Data Usage
-  Confirm When Your Technician Will Arrive

Click "Sign Up!" to register for a Self-care account.



Register

Please enter your full account information as shown on your bill. Your account number is located at the top-right corner:

- [New bill example](#)

Account type

Residential Business

Business name:

Test Account

Account number

3201-196675-01

[Account Sign Up and Security FAQs](#)
[Billing FAQs](#)

Sign up

[cancel](#)

Why Register for MyWave?

- ▶ Pay Your Bill Online
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Please note:

When entering the Business name, it needs to match the one on your bill.

This includes truncated or special words or abbreviations (i.e. ABC Co. PLLC)



Security Check

Please enter your Wave PIN. If you do not have your Wave PIN, please contact Wave Customer Service at 1-855-971-1252 and one of our qualified Customer Care professionals will assist you with this concern.

PIN

Enter the six digit numeric PIN listed on your most recent bill statement to proceed.

[Don't know your PIN #?](#)

Submit

If you don't know your PIN, click on this link.



Secure your account

Contact Wave Customer Service at 1-855-971-1252 and one of our qualified Customer Care Professionals will assist you with this concern. If a preferred email address is set up on your account, you may submit a request to secure your account by email. Within a few minutes, an email will be sent to the preferred email address on file for this account.

If we do not find a preferred email address on file, you will receive a letter by U.S. Postal Mail within 3-5 business days to the service address for this account.

Preferred Email Address: j*****6@yahoo.com



Secure My Account

cancel

If a preferred email address is found on the account, it will display here.

The customer will click Secure My Account, and an email will be sent within 5 minutes with a tokenized link.



Email Sent

Thank you, an email has been sent to j*****6@yahoo.com. Please check your inbox and follow the instructions in this message to secure your account. It may take up to 5 minutes before the email arrives.

[Return to Home](#)

A confirmation will be displayed confirming an email was sent to the email address on the account.



Secure your account

Contact Wave Customer Service at 1-855-971-1252 and one of our qualified Customer Care Professionals will assist you with this concern. If a preferred email address is set up on your account, you may submit a request to secure your account by email. Within a few minutes, an email will be sent to the preferred email address on file for this account.

If we do not find a preferred email address on file, you will receive a letter letter by U.S. Postal Mail within within 3-5 business days to the service address for this account.

Preferred Email Address: **No Email Found**

Secure My Account

[cancel](#)

If a preferred email address is not found on the account, it will show the customer that an email address was not found on the account.

The customer will click Secure My Account and a letter will mailed to them with their PIN.



Letter Sent

We're sorry but no preferred email address was found. You will receive a letter by U.S. Postal Mail within 3-5 business days to the service address for this account. If there are any issues or questions please contact Customer Care at 1-855-971-1252.

[Return to Home](#)

A confirmation will be displayed confirming a letter will be sent.



Once you have an account set up, if you access the Portal but can't remember your Username or Password, the following pages walk you through that process.



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Thanks for being a Wave customer

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Need an account? [Sign Up!](#)

Password:

[Forgot Username or Password?](#)

Sign in

Why Register for MyWave?

-  Pay Your Bill Online
-  Update Your Account Information
-  Check Your Data Usage
-  Confirm When Your Technician Will Arrive

Forgot Username or Password.

#1 Forgot Username or Password



Enter your account information as it appears on your bill to continue.

Where is the account number on my bill?

Account Number

[Account Security FAQs](#)

Continue

[cancel](#)



Customer must enter their account number.
It can be their CSG or ICOMS account number.

Please note: if you enter your CSG number, it will not have spaces as it shows on your invoice.



Enter your account information as it appears on your bill to continue.

Where is the account number on my bill?

Account Number

[Account Security FAQs](#)

Continue

[cancel](#)

Please answer your security questions.

Account owner's favorite movie?

Account owner's favorite cartoon character?

Submit

cancel

If you do not remember your security questions, you may enter the six digit numeric PIN listed on your most recent bill instead.

PIN

[Don't know your PIN #?](#)

Submit

cancel

If you don't know your PIN, click on this link.

#4 Forgot Username or Password