

and other documents





1 888 532-COOP **cooptel.ca**

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This document is intended for Cooptel members.

For any question or comment regarding this document, please contact our Customer Service Department by email or by phone: <u>solutions@cooptel.ca</u> or 1-888-532-2667.

Please note that this document is subject to change without notice.

HOW DO I ACCESS MON COOPTEL?

To access MonCooptel, go to the <u>mon.cooptel.ca</u> website. Once on the <u>www.cooptel.ca</u> site:

1. Choose your region



2. Click on the **Customer area** at the top right.



3. Select Mon Cooptel.



HOW DO I CREATE MY PROFILE?

Once you are in the MonCooptel interface, you will need to create your profile from the information in the **Notice for new subscribers** that you received when you signed up. It is important to respect the case and special characters.

To create your profile:

1. Click on the Create your MonCooptel profile



2. Enter the requires information in each field.

!

It is important to keep your **username and your password;** you will need them to access your invoices in the coming months.

Username	
Password	
Confirm Password	
Confirm Password	
Secret Question	
Answer to your secre	
Answer to your secret	
Inform	auston ation about your Cooptel account
Inform Please enter your inform	gention ation about your Cooptel account nation in the same way as on your invoice or in the subscription continuation small.
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3. Click on the I'm not a robot button, then on Register.



4. Under the message stating that your profile was successfully created, click on **Back to mon.cooptel.ca**.

Create	e Your <i>Mon</i> Cooptel Profile
• Your profile ha	s been created successfully . You may now log in using the user and password you have created
→	Return to mon.cooptel.ca

5. Enter the username and password that you just created, then click on **Login**.

	Please enter your username and account. If you have not already cre	Cooptel password here to access your MonCooptel ated your profile, you can create yours tod	
	Example		-
			۵
	Remember me		
\rightarrow		Login	
	Forgot your password?	Create your MonCooptel Pro	
	© Cooptel 2	021. All rights reserved.	

You now have access to your customer area.



WHAT CAN I ACCESS IN MY CUSTOMER AREA?

Now that your customer area has been created on <u>mon.cooptel.ca</u>, you can:

- 1. View your invoices from the last 18 months.
- 2. Sign up for data overage notifications.
- 3. View your package and options.
- 4. Verify your Internet use.
- 5. Increase your Internet quota.
- 6. Sign up for online billing.
- 7. Sign up for pre-authorized payments or make changes to them.

HOW DO I NAVIGATE MY CUSTOMER AREA?

To learn how to navigate your customer area, visit our online tutorial at <u>www.cooptel.ca/en/</u> support, under the **Cooptel** section.



CONTACT US

Customer service

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Business hours

Monday to Wednesday from 8:30 AM to 5 PM Thursday to Friday from 8:30 AM to 6 PM Saturday from 9 AM to 5 PM

Technical support

450 532-3141 1 866 532-2252 support@cooptel.ca

Business hours

Monday to Friday from 8 AM to 9 PM Saturday and Sunday from 9 AM to 9 PM (except december 25th and January 1st)

