

How to create a

Mon Cooptel

account and access my invoice
and other documents



 Unleash
the unexpected

Cooptel

1 888 532-COOP cooptel.ca

TABLE OF CONTENTS

How do I access MonCooptel?	4
How do I create my profile?	5
What can I access in my customer area?.....	7
How do I navigate my customer area?	7

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: solutions@cooptel.ca or 1-888-532-2667.

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

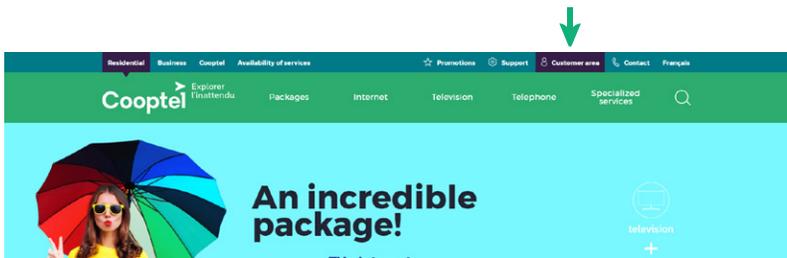
HOW DO I ACCESS MON COOPTEL?

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

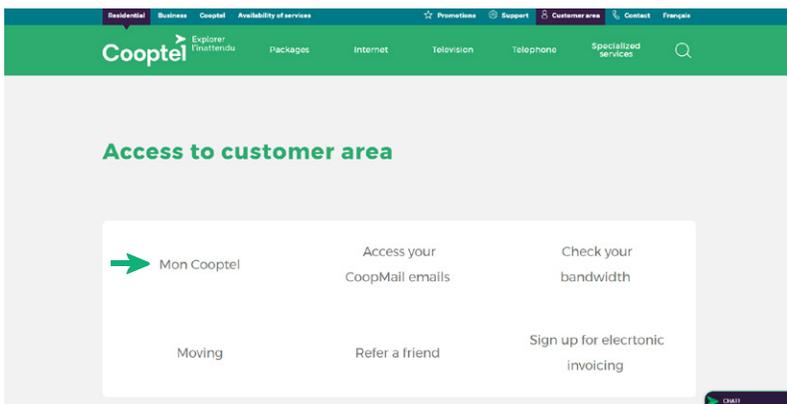
1. Choose your region



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**



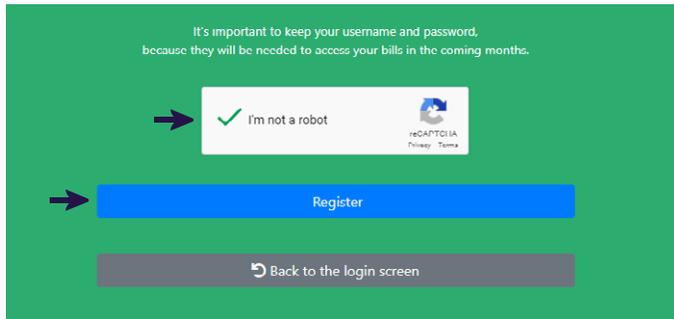
2. Enter the requires information in each field.



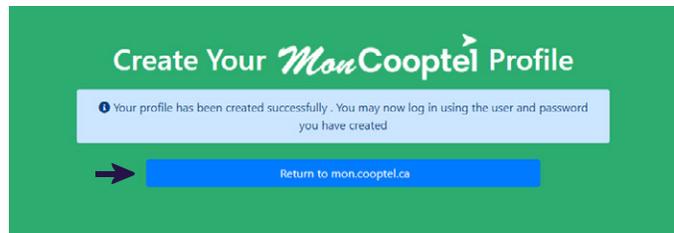
It is important to keep your **username and your password**; you will need them to access your invoices in the coming months.

A screenshot of the MonCooptel profile creation page. The page has a green background. At the top, there is the title 'Create Your MonCooptel Profile'. Below the title, there is a form with several fields: 'Username', 'Password', 'Confirm Password', 'Secret Question', 'Answer to your secret question', 'Information about your Cooptel account', 'First Name', 'Last Name', 'Email Address', 'Account Number', and 'Verification Number'. Each field has a corresponding input box.

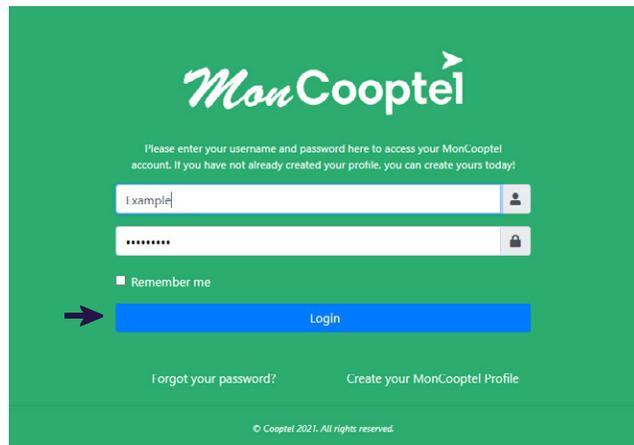
3. Click on the **I'm not a robot** button, then on **Register**.



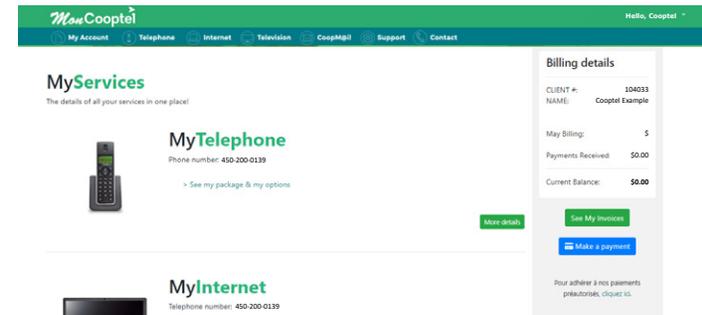
4. Under the message stating that your profile was successfully created, click on **Back to mon.cooptel.ca**.



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



You now have access to your customer area.



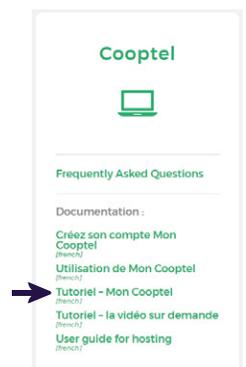
WHAT CAN I ACCESS IN MY CUSTOMER AREA?

Now that your customer area has been created on mon.cooptel.ca, 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 www.cooptel.ca/en/support, under the **Cooptel** section.



CONTACT US

Customer service

450 532-2667 (COOP)
1 888 532-2667 (COOP)
solutions@cooptel.ca

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)

