

## Using Mon Cooptel

Mon Cooptel has a new look! Come discover it in the "Espace client" section of our website [www.cooptel.ca](http://www.cooptel.ca).

You can access your account by entering the username and password you are currently using.

If you do not have an existing account, you can simply create one!  
First, you must register for online billing with one of our Customer Service Advisors.

From the [Create Your MonCooptel Profile](#) link please follow these steps.

You will have to choose:

- A user name between 6 and 16 letters, numbers and/or underscores
- A password between 6 and 16 letters, numbers and/or underscores
- Choose a security question
- And choose an answer to your security question

You must have the following information on hand:

- First name of account owner
- Last name of account owner
- Email Address of account owner
- The number of your account
- And the verification number of your account that you received during your subscription.  
If you do not have it, you can get it by contacting us

You must validate afterwards that you are not a robot and you must click on the "register" button.

Once in your account, you may navigate among the different services by clicking on the tabs in the header of the page. You will find the following sections:

### **My Account:**

- The details of your current bill for the month
- Your bills from the last 18 months

### **Telephone:**

- Your phone plan(s)
- Your options
- Your long distance plan
- The users guide

**Internet:**

- Your internet plan(s)
- Your download limits (bandwidth)
- The evolution of your internet consumption in real time and every day
- Your equipment
- All available documentation on our equipment

**Television:**

- A listing of all the channels to which you have access.
- The decoders to you have attached to your account
- Your recently viewed movies on video on demand
- Other available packages
- All available documentation on equipment and their operation.

**Coopmail:**

- Access to your email

**Support:**

- The possibility to chat online with a Cooptel agent
- All available documentation on all our equipment (Telephone / Internet / Television)

**Contact:**

- The contact information for our offices
- Our office hours

Visit the “Soutien” section of our website to view the online tutorial and become more familiar with how Mon Cooptel works!