

How to create a

Mon Coop^{te}l

account and access my invoice
and other documents



Coop^{te}l Unleash
the unexpected

1 888 532-COOP coopTEL.ca

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This document is intended for Cooptel members.

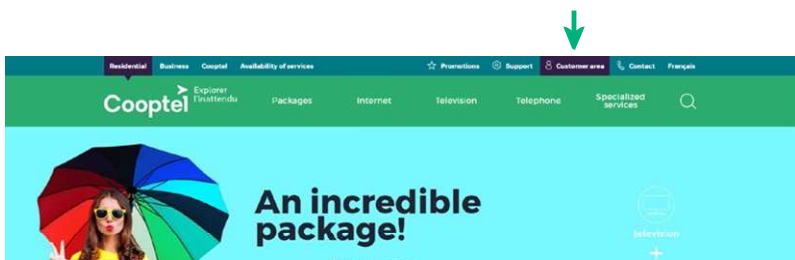
For any question or comment regarding this document, please contact our Customer Service Department by email or by phone: solutions@cooptel.ca or 1-888-532-2667.

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

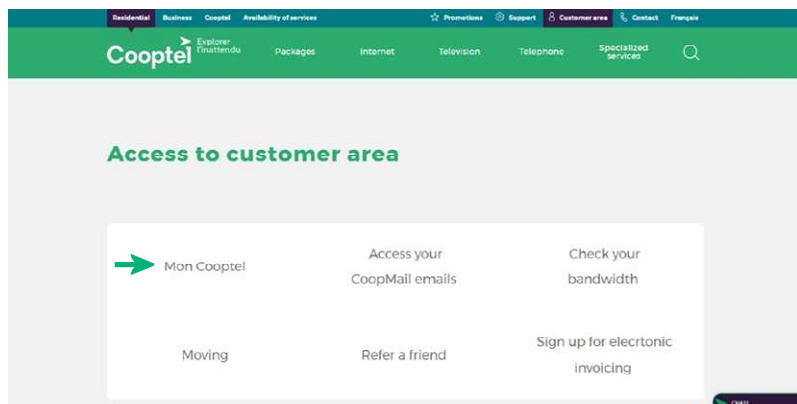
HOW DO I ACCESS MON COOPTEL?

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

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



2. Select **Mon Cooptel**.



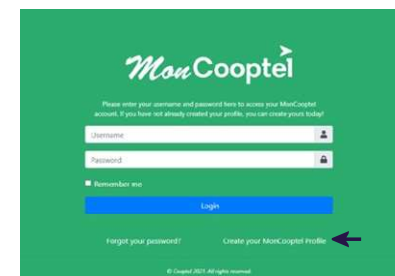
HOW DO I CREATE MY PROFILE?

If your profile was created during your subscription with the help of one of our advisors, skip directly to step 5.

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 required 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.

Create Your MonCooptel Profile

Username
Please enter your username and password here to access your MonCooptel account. If you have not already created your profile, you can create yours today!

Password
Please choose a password that contains between 8 and 16 letters, numbers and / or underscores.

Confirm Password
Please choose a password that contains between 8 and 16 letters, numbers and / or underscores.

Secret Question
Secret Question

Answer to your secret question
Answer to your secret question

Information about your Cooptel account

Please enter your information in the same way as on your invoice or in the subscription confirmation email.

First Name
First Name

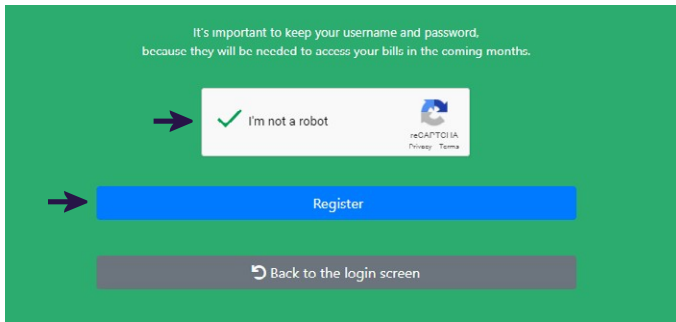
Last Name
Last Name

Email Address
Email address used for billing notice

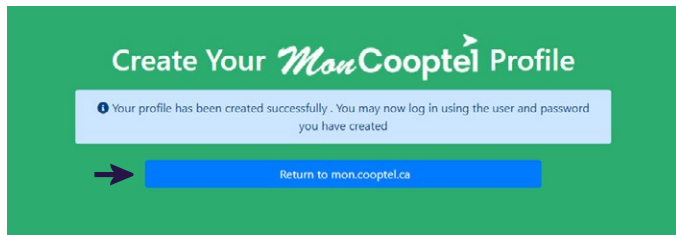
Account Number
Account Number
no. 4505519895

Verification Number
Verification Number
no. 4505519992

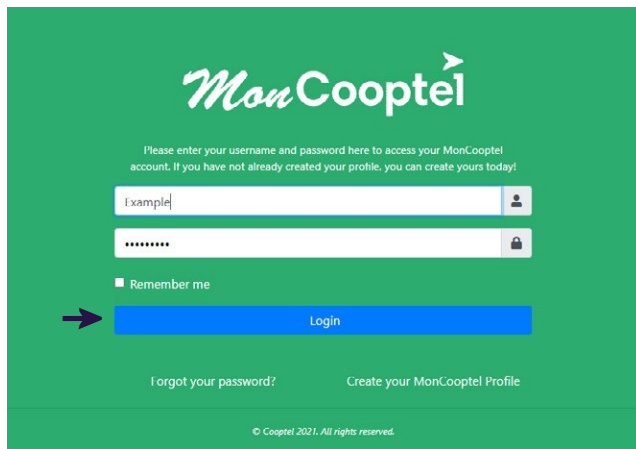
3. Click on the **I'm not a robot** button, then on **Register**.



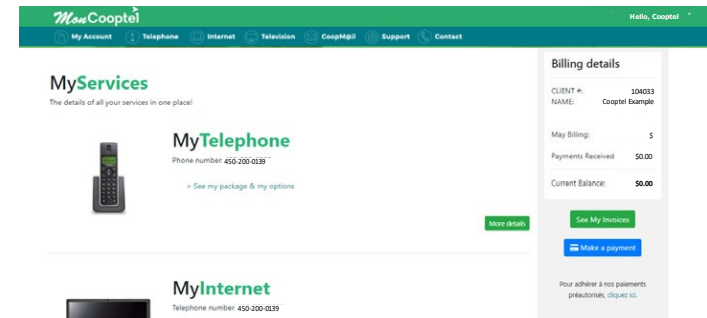
4. Under the message stating that your profile was successfully created, click on **Back to mon.cooptel.ca**.



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



You now have access to your customer area.



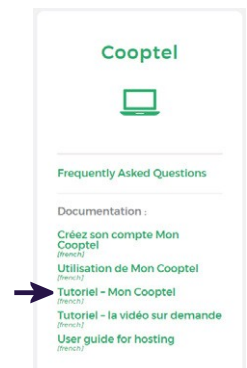
WHAT CAN I ACCESS IN MY CUSTOMER AREA?

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 3 PM

Technical support

450 532-3141
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Business hours

Monday to Friday from 8 AM to 9 PM
Saturday from 9 AM to 7 PM
Sunday from 9 AM to 6 PM
(except december 25th and January 1st)

