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CommScope Membership and Applications

CommScope provides several applications to our MSO and TELCO customers that can be accessed with a Single Sign On (SSO) via the My CommScope page. This document details the process for these customers to request access to the various CommScope applications such as the ones listed below. It also provides instructions for recovering your username or password and resetting your password.

- My Support Portal
- Technical Content Portal
- Ask ARRIS
- Software and Firmware Delivery
- Channel Sales Portal
- E6000 Licensing Portal
- Order Number and Serial Number Inquiry
- SLK Role (ARRIS Software License Key Generator)
- CommScope University

To ensure a successful registration and application process, please follow all instructions carefully.

Register for a CommScope Account

You must register for a CommScope account using your business email address before requesting access to available CommScope applications. Once you have completed the registration process, you can log in to your account and request access to the available applications.

To register for a CommScope account:

2. Scroll down to find the Log in or create an account links.

3. If you already have a CommScope account, click Log in and sign in using your CommScope account credentials.
4. To create a new CommScope account, click **Create an Account**.

The New User Registration screen is displayed.

5. Complete the required fields that are marked with an asterisk (*), including **New Password** and **Confirm Password**.
**Note:** You must register with your company email address.

6. Click **Continue**.

After completing the registration form, you will receive an email at the address you used for your registration. The email contains a security code such as the one shown in the following image.

![Security Code Image]

7. If your browser window is still open, copy and paste the security code in the Code box, or click the **Click to Verify Your Account** link in the email to continue.

8. Click **Check Code**.

![Check Code Image]

A message is displayed that your new user account has been successfully created.
9. Click **Continue**.

Next, you are asked to read and acknowledge that CommScope will process your personal data in accordance with CommScope’s privacy statement.

10. Select the **I Agree** box check box and click **Continue** to proceed.

After your account is configured, you are taken to the CommScope Sign in screen.

11. Enter your username and password to sign in.
Requesting Access to CommScope Applications

After creating your account, you can request access to available CommScope applications using the following instructions.

You can return and request access later by accessing the My CommScope page.

To request access to CommScope applications:


2. Scroll down to find the My CommScope link on the page and click My CommScope.

The Applications Dashboard appears with CommScope applications in blue under **Available Applications to Request Access** on the right. Use the scroll bar to view the entire list.

4. Click on the application you need to move to the **My Current Application Access** list in green.

Depending on the application selected, you may be asked to acknowledge CommScope policies.

5. Click **Confirm Requests**.
The Access Dashboard displays the submitted requests.

6. To view your requested access types or request access to more applications, click the Return to Dashboard Home link.

The status of your access request is displayed in the Access Dashboard screen.

- Blue—Access types currently assigned or available to request
- Green—Access types to be added (you have selected them, but have not submitted the request)
- Orange—Request has been submitted and is currently pending approval or provisioning

7. Click Refresh My Application List at the top of the right-hand column to refresh the display of the Applications Dashboard.

You will receive a notification when your access is approved.
Recover or Change Login Credentials

This section describes how to:

- Recover your username from the login screen
- Recover your password from the login screen
- Change your password

Recover your username from the login screen

To recover your username:

1. Go to https://www.commscope.com/support and under Access Network Solutions (formerly ARRIS), select Find Support, or go directly to https://www.commscope.com/contact-us/contact-arris
2. Scroll down to find the Log in link on the page and click Log in.
3. In the Sign in screen, click the **username** link below the Sign In button.

4. In the **Forgot Username** screen, enter your **Email** address and click **Search**.

   ![Forgot Username Screen]

   Your username is displayed.

   ![Username Displayed]

5. Click **Continue**.

   You are redirected to the Sign in screen.

6. Enter your **Username or email** and **Password**.
7. Click **Sign in**.

**Recover your password from the login screen**

To recover your password if you have forgotten it:

1. Go to [https://www.commscope.com/support](https://www.commscope.com/support) and under Access Network Solutions (formerly ARRIS), select **Find Support** or go directly to [https://www.commscope.com/contact-us/contact-arris](https://www.commscope.com/contact-us/contact-arris).

2. Scroll down to find the Log in link on the page and click **Log in**.
3. In the Sign in screen, click the password link below the Sign In button.

4. In the Forgot Password screen, enter your Email address and click Search.

Instructions are then displayed to retrieve a security code.

5. Click Continue.

6. Open the CommScope Forgot Password Verification message in your email and copy the verification code.
7. Return to the Forgot Password page in your browser and enter the **Code**.

8. Click **Check Code**.

A message displays showing that the security code has been verified.
9. Click **Continue**.

   The **Change Password** page appears with your email address displayed on the top-right corner of the screen.

![Change Password Page]

10. Enter a new password that meets the requirements in both the **New Password** and **Confirm Password** fields.

![New password accepted, please click change password]

11. Click **Change Password**.

   A success message is displayed.
12. Click Continue.
   You are redirected to the **Sign in** page.

13. Sign in with your **Username or email** and **Password**.
Change your password

To change your password:


2. Scroll down to find the My CommScope link on the page and click My CommScope.

3. Click Change Password.

Log in or create an account to access restricted content.

Once an account is created, you may Request Access within My CommScope to these and other support applications.

For information, review the Membership Guide.
The Change Password page is displayed with your email address displayed on the top-right of the screen.

4. Enter a new password that meets the requirements in both the **New Password** and **Confirm Password** fields.

5. Click **Change Password**.
   
   A success message is displayed.
6. Click Continue.
   You are redirected to the **Sign in** page.

7. Sign in with your **Username or email** and **Password**.