



## Helpful Comcast Information for Your Community

**Comcast Customer Care numbers: 800-266-2278 (800.Comcast) or 800-934-6489 (800.Xfinity)**

When you are prompted to do so please put in your phone number, if your number is not registered to access your account you will be prompted to put in your account number. If your number is not recognized and you do not input the account number you will be directed to our residential center and not the special Comcast Care Center for communities. The phone number on your Comcast account and/or account number will route you to a special Comcast Customer Care Agent who is trained to help community residents with service issues or technical needs.

*Note: If your phone number was not recognized, please request that the Care Agent you speak with adds the phone number as a primary number so that in the future our system will recognize.*

### My Account Online Help

Step 1 – Log on to the following link to access your Comcast account online <https://login.comcast.net/login>

Step 2 - *User Name:* is your Comcast email address for example: [Johndoe@comcast.net](mailto:Johndoe@comcast.net)

*Note: If you do not know your user name click on forgot user name and provide the following information:*

*1. Comcast account number and street address or phone number*

*OR*

*2. Last 4 or social security number and date of birth and phone number*

Step 3 - Password

*Note: If you do not know your password click on forgot password and provide the following information:*

*1. User name or email for example: [Johndoe@comcast.net](mailto:Johndoe@comcast.net)*

*2. To verify that you are the account holder, you may have to be at the service location and able to answer the phone number listed on the account.*

If you do not have an online Comcast account

*Please click on create online account*

*Note: You will need the following information to create a Comcast online account:*

- *Comcast account number or social security number*
- *Phone number or street address*
- *Next you will need to create a user name and password*

Do other members of your household need access to your Comcast account? You can add up to six additional users. Also, if you check remember me when you sign in, you won't need to sign in every time you want to access certain parts of My Account. The site will remember you even if you restart your web browser or computer.

### **Seasonal information/ putting your services on hold**

**DO NOT PUT ANY SERVICES OR EQUIPMENT INCLUDED IN YOUR COMCAST BULK AGREEMENT ON SEASONAL HOLD. SEASONAL HOLD ONLY APPLIES TO ADDITIONAL SERVICES AND EQUIPMENT. DO NOT DISCONNECT BOXES FROM OUTLET OR POWER SOURCE WHEN YOU LEAVE.**

You may also call 800-266-2278 or 800-934-6489 from the phone number you have listed on the Comcast account to speak with a person who is familiar with your account. They will be able to assist with putting your services on hold.

- Can put account on seasonal hold for 90-215 days once a year (verify the time span allowance with agent)
- Keep your Comcast phone number and Comcast.net email address
- You may choose to keep or return equipment while you are away (verify with agent fees)

**Xfinity My Account app:** You can also download the XFINITY My Account app to pay your bill, manage your appointments, and check our connection status at home or on the go. You can even troubleshoot technical issues, chat with an expert on twitter or request a callback, so we can call you. Manage your account anytime, anywhere. No Lines. No Waiting. To learn more, visit [xfinity.com/apps](http://xfinity.com/apps).