



**COMMSCOPE MEMBERSHIP GUIDE**

November 2022  
Version 5.3

# Table of Contents

<b>CommScope Membership and Applications .....</b>	<b>3</b>
<b>Register for a CommScope Account .....</b>	<b>3</b>
<b>Requesting Access to CommScope Applications.....</b>	<b>8</b>
<b>Recover or Change Login Credentials.....</b>	<b>11</b>
Recover your username from the login screen.....	11
Recover your password from the login screen.....	13
Change your password.....	18

# 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:

1. Go to <https://www.commscope.com/support> and under **Access Network Solutions Support (formerly ARRIS)**, select **Find Support**.


Find prompt, expert support from a CommScope professional.

Are the technological complexities of your infrastructure project making it difficult to complete? Are you stuck troubleshooting an installation? Do you have a technical question that requires specific expertise? We can help.

Select a support option below:

<p><b>CommScope Support</b></p> <p>For customers looking for customer or technical support for infrastructure, wireless and wireline products and solutions.</p> <p><a href="#">Find Support</a></p>	<p><b>Access Network Solutions Support (formerly ARRIS)</b></p> <p>For customers looking for support for Broadband &amp; Access Network Systems or Video Processing, Security &amp; Delivery Systems.</p> <p><a href="#">Find Support</a></p>	<p><b>Home Networks Support (ARRIS CPE, ECO)</b></p> <p>For customers looking for support for ARRIS CPE and ECO solutions.</p> <p><a href="#">Find Support</a></p>
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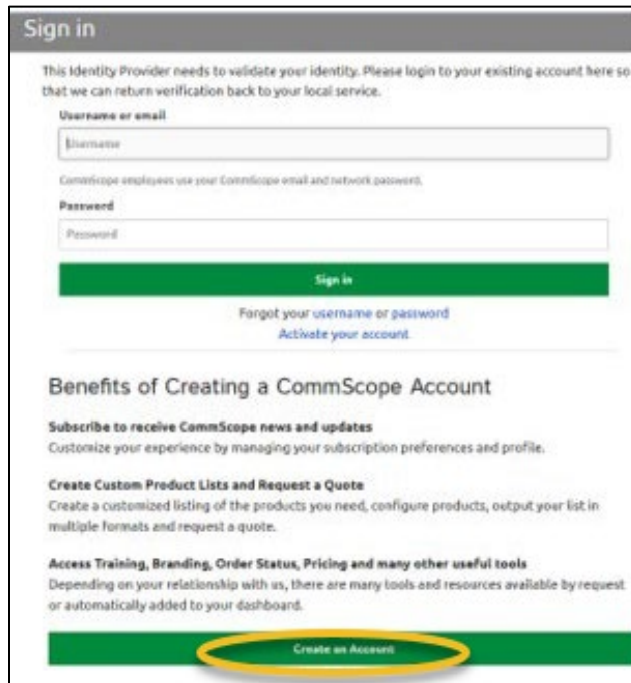
2. Scroll down to find the **Log in** or **create an account** links.

[Log in](#) or [create an account](#) to access restricted content. 

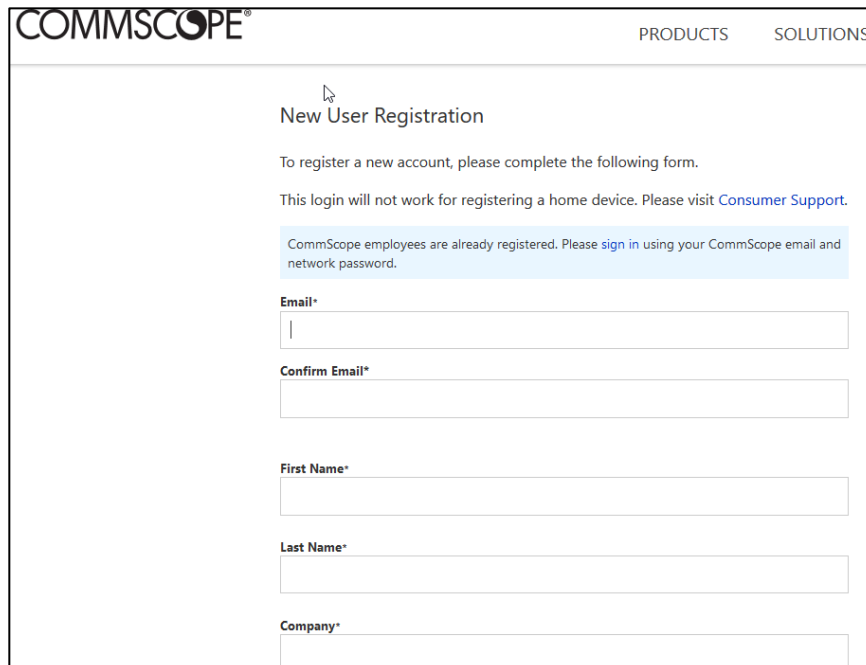
Once an account is created, you may [Request Access](#) within [My CommScope](#) to these and other support applications.

For information, review the [Membership Guide](#).

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.

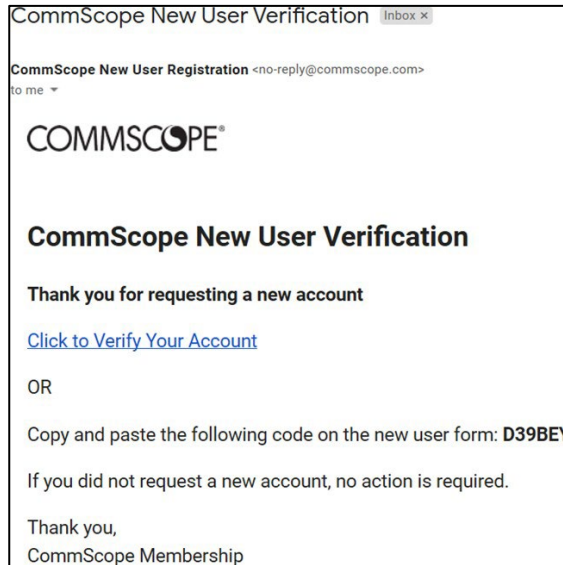


5. Complete the required fields that are marked with an asterisk (\*), including **New Password** and **Confirm Password**.

**Note:** You must register with your company email address.

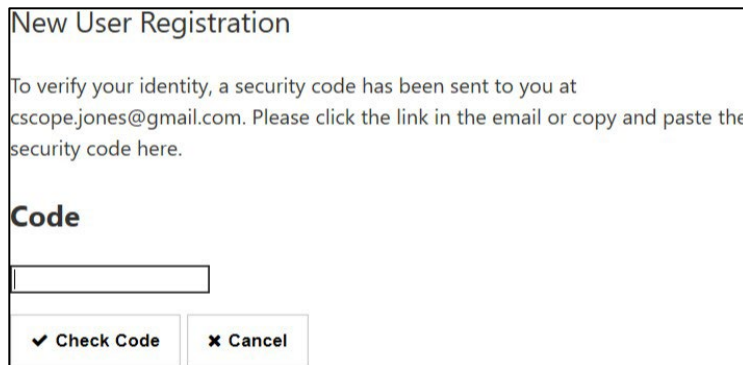
6. Click **Continue**.

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.

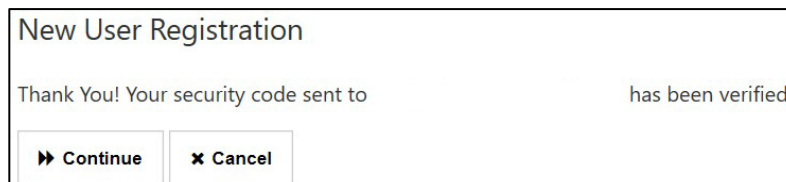


7. If your browser window is still open, copy and paste the security code in the Code box, or click the **Click to Verify Your Account** link in the email to continue.

8. Click **Check Code**.

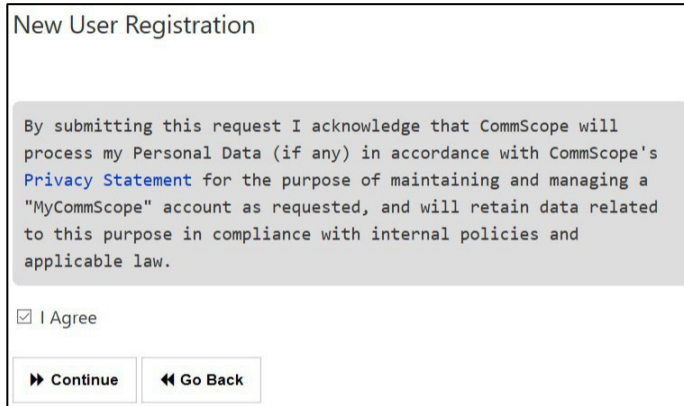


A message is displayed that your new user account has been successfully created.



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.



New User Registration

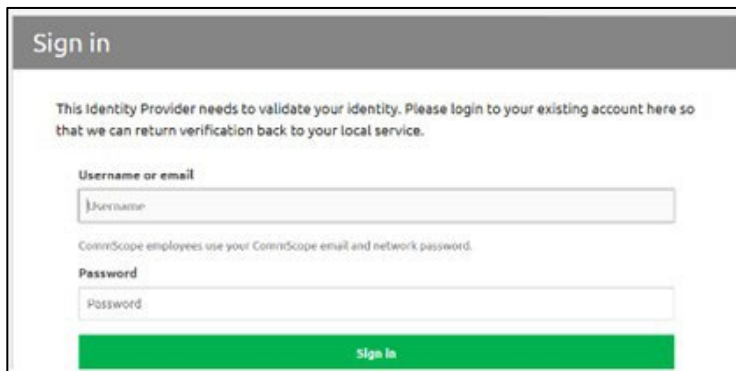
By submitting this request I acknowledge that CommScope will process my Personal Data (if any) in accordance with CommScope's [Privacy Statement](#) for the purpose of maintaining and managing a "MyCommScope" account as requested, and will retain data related to this purpose in compliance with internal policies and applicable law.

I Agree

[Continue](#) [Go Back](#)

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.



Sign in

This Identity Provider needs to validate your identity. Please login to your existing account here so that we can return verification back to your local service.

Username or email

CommScope employees use your CommScope email and network password.

Password

[Sign in](#)

11. Enter your username and password to sign in.

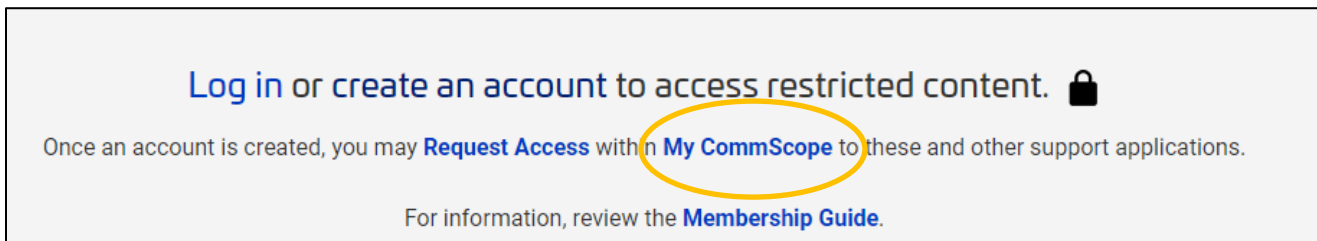
# Requesting Access to CommScope Applications

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

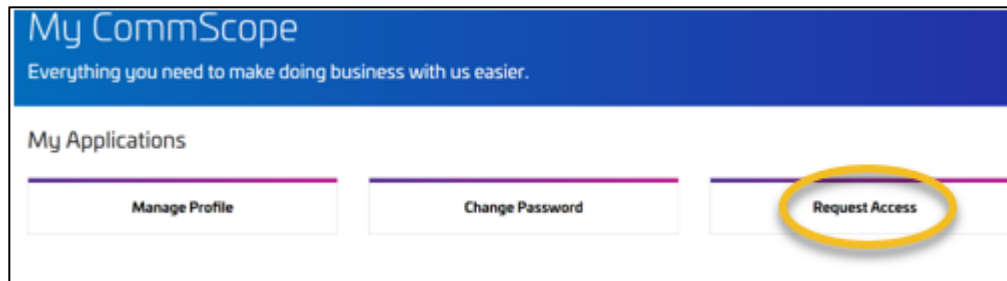
You can return and request access later by accessing the **My CommScope** page.

To request access to CommScope applications:

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 My CommScope link on the page and click **My CommScope**.

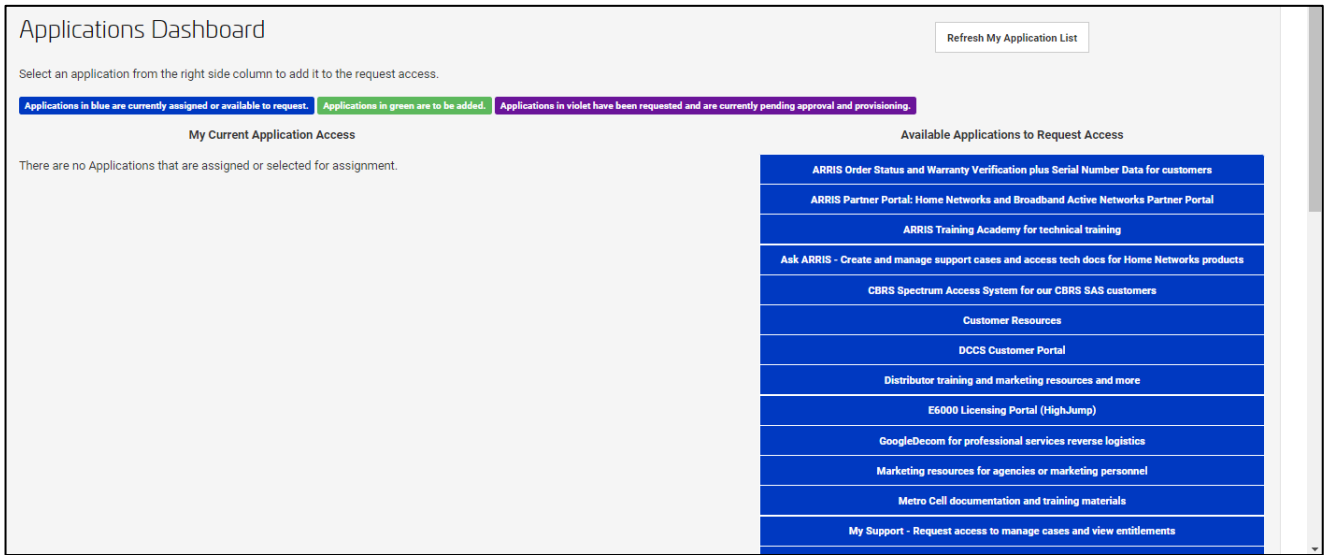


3. On the My CommScope page, click **Request Access**.

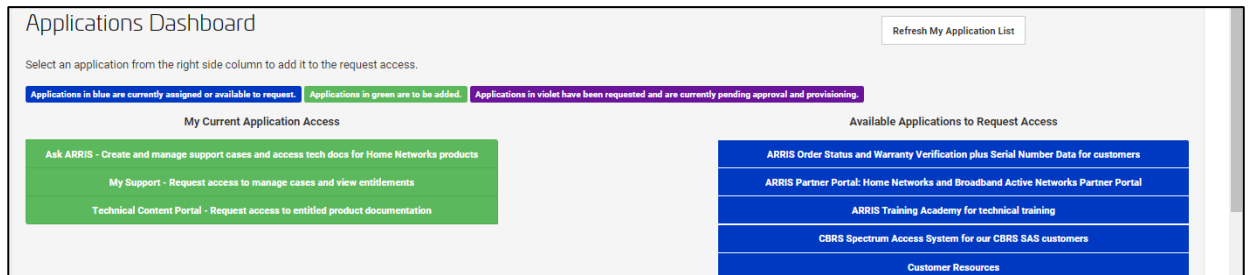




The Applications Dashboard appears with CommScope applications in blue under **Available Applications to Request Access** on the right. Use the scroll bar to view the entire list.

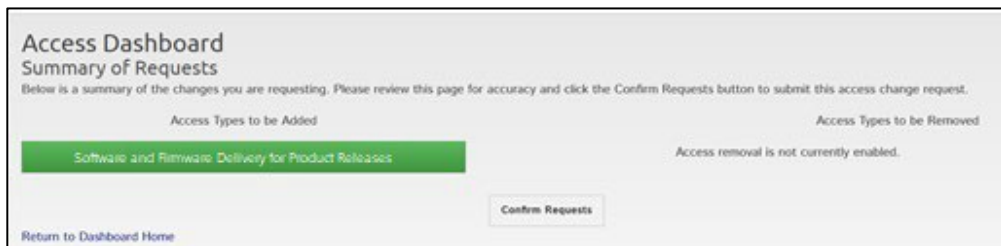


4. Click on the application you need to move to the **My Current Application Access** list in green.



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

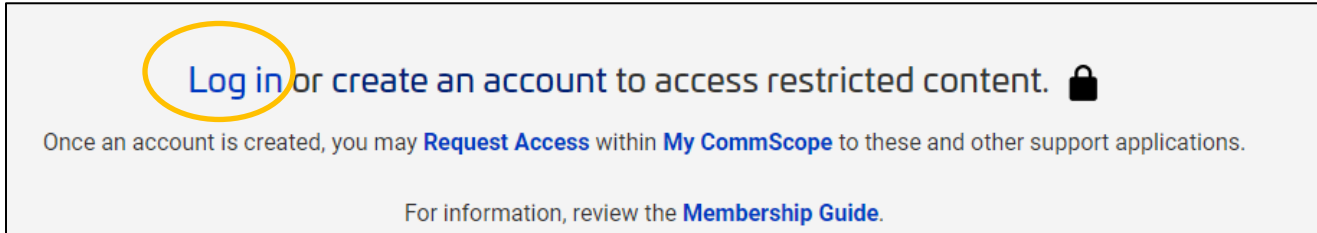
This section describes how to:

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

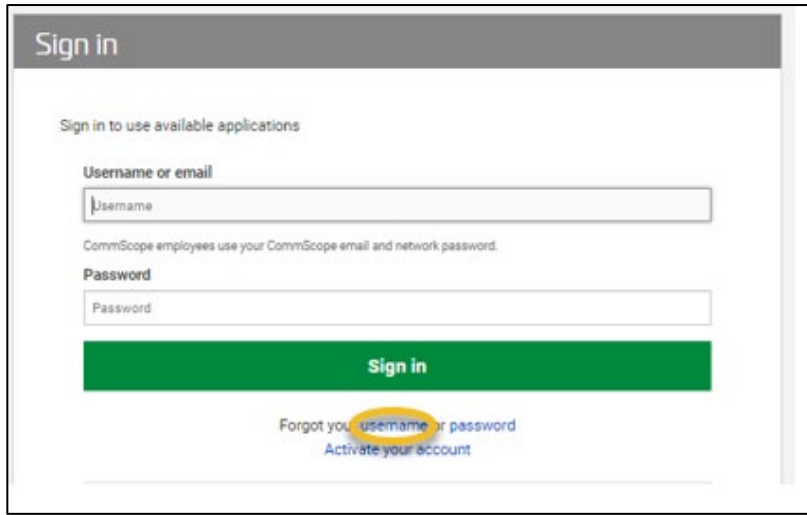
## Recover your username from the login screen

To recover your username:

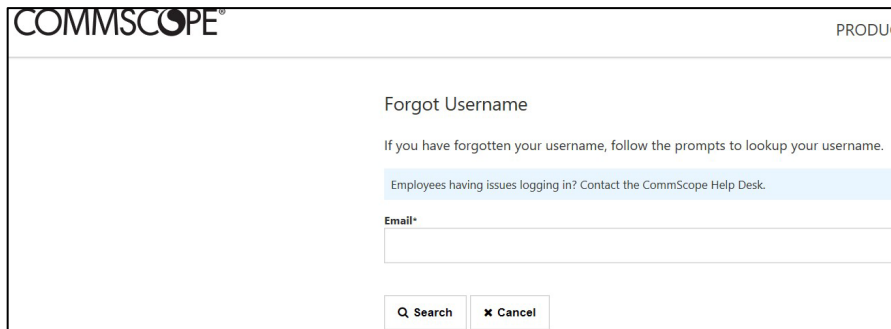
1. Go to <https://www.commscope.com/support> and under Access Network Solutions (formerly ARRIS), select **Find Support**, or go directly to <https://www.commscope.com/contact-us/contact-arris>
2. Scroll down to find the Log in link on the page and click **Log in**.



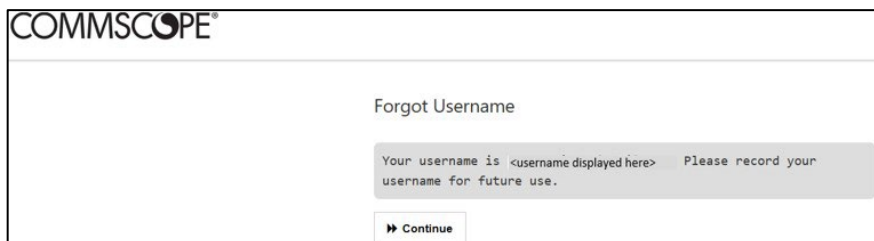
3. In the the **Sign in** screen, click the **username** link below the **Sign In** button.



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



Your username is displayed.



5. Click **Continue**.

You are redirected to the Sign in screen.

6. Enter your **Username or email** and **Password**.

Sign in

Sign in to use available applications

Username or email

Username

Commscope employees use your Commscope email and network password.

Password

Password

Sign in

[Forgot your username or password](#)

7. Click **Sign in**.

## Recover your password from the login screen

To recover your password if you have forgotten it:

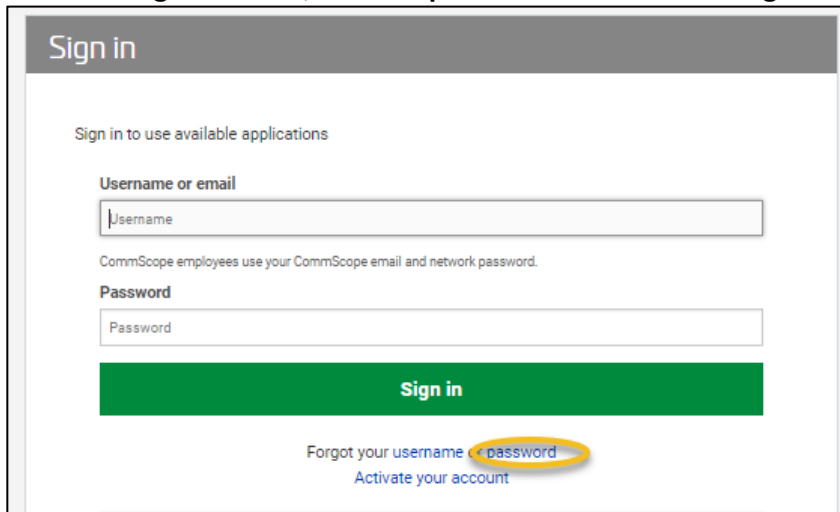
1. Go to <https://www.commscope.com/support> and under **Access Network Solutions (formerly ARRIS)**, select **Find Support** or go directly to <https://www.commscope.com/contact-us/contact-arris>.
2. Scroll down to find the Log in link on the page and click **Log in**.

**Log in** or create an account to access restricted content.

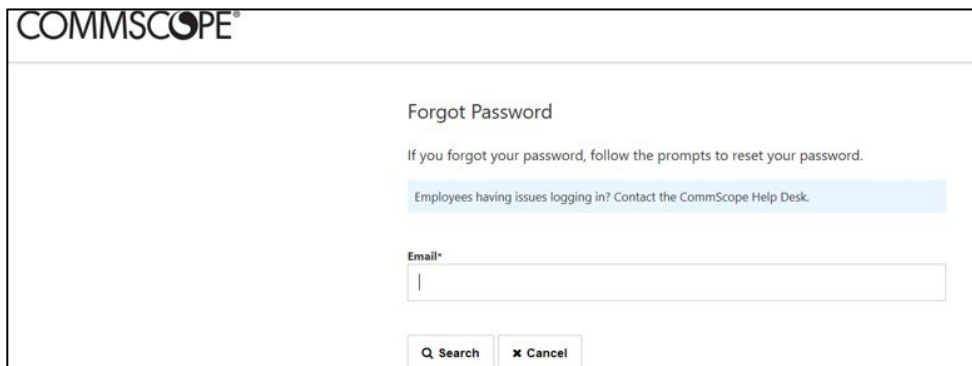
Once an account is created, you may **Request Access** within **My CommScope** to these and other support applications.

For information, review the **Membership Guide**.

3. In the the **Sign in** screen, click the **password** link below the **Sign In** button.

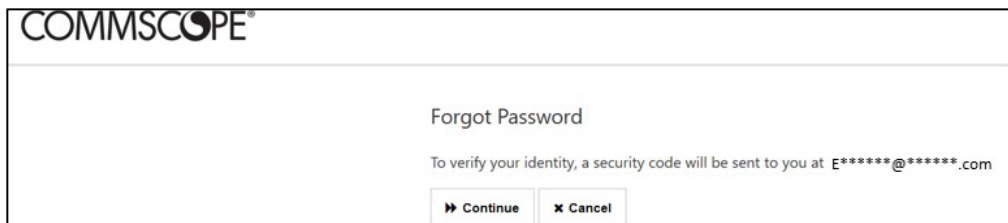


4. In the **Forgot Password** screen, enter your **Email** address and click **Search**.

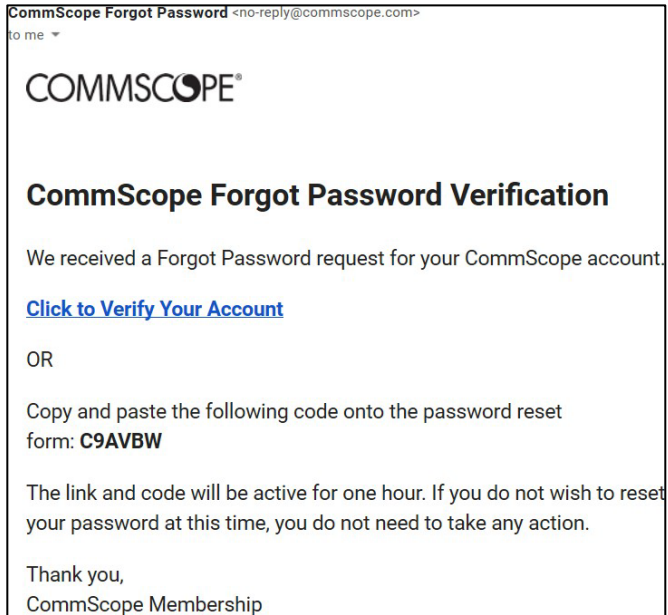


Instructions are then displayed to retrieve a security code.

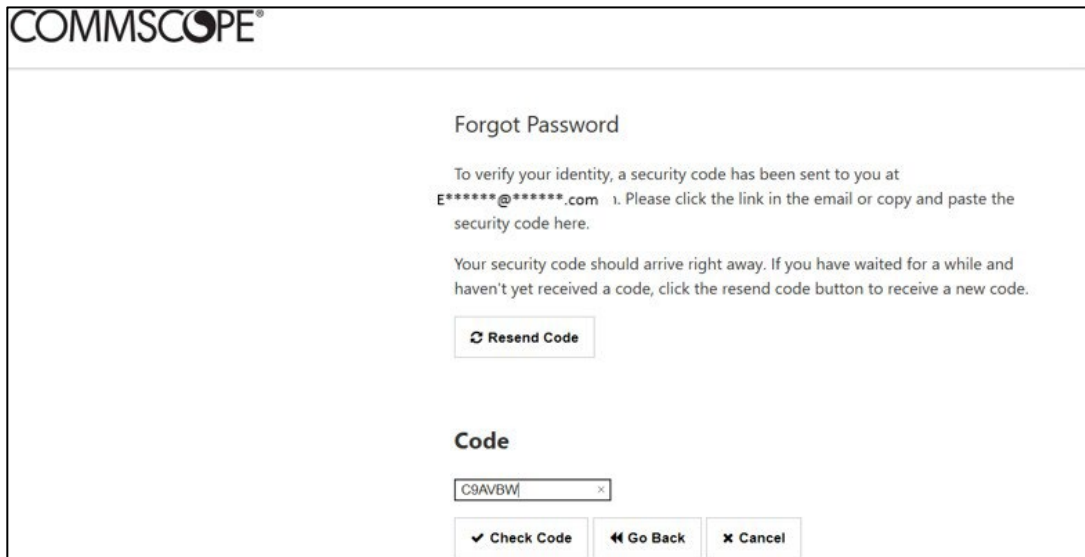
5. Click **Continue**.



6. Open the CommScope Forgot Password Verification message in your email and copy the verification code.

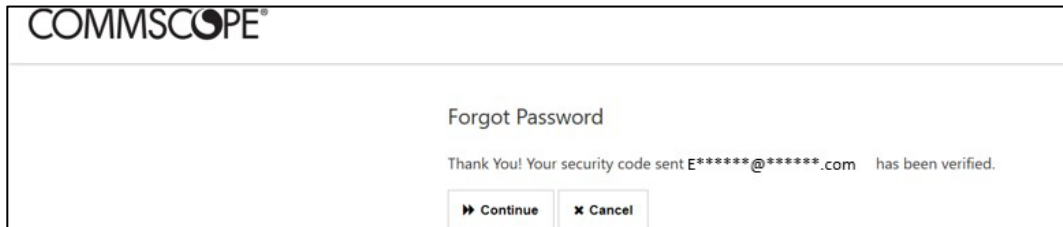


7. Return to the Forgot Password page in your browser and enter the **Code**.



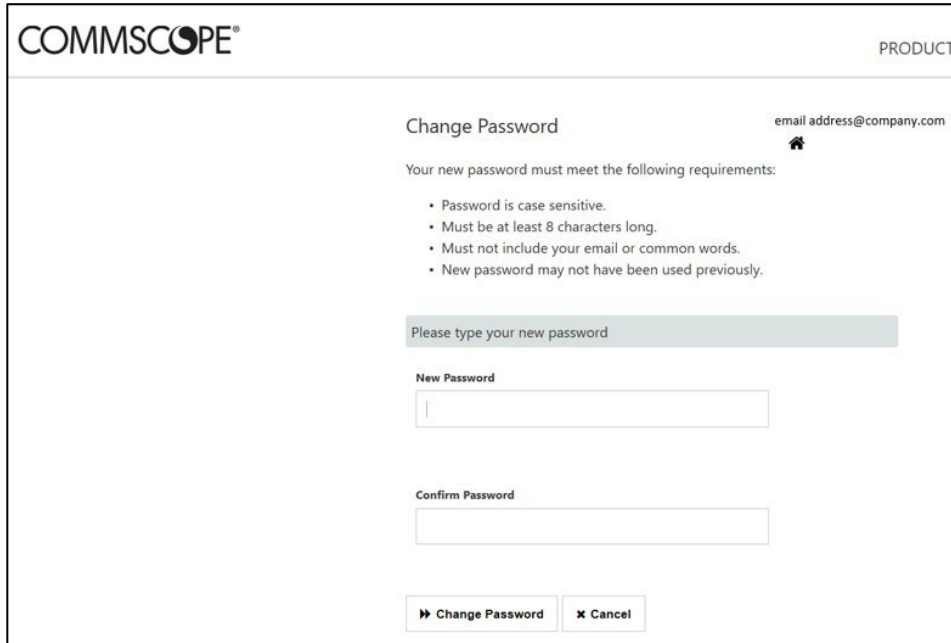
8. Click **Check Code**.

A message displays showing that the security code has been verified.



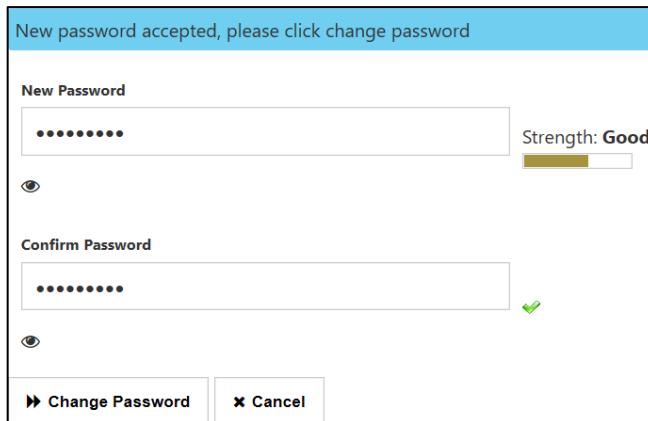
9. Click **Continue**.

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



The screenshot shows the 'Change Password' page. At the top left is the 'COMMSCOPE' logo, and at the top right is the word 'PRODUCT'. Below the logo, the text 'Change Password' is displayed. In the top right corner, the email address 'email address@company.com' is shown with a home icon. The page lists requirements for a new password: 'Your new password must meet the following requirements: Password is case sensitive, Must be at least 8 characters long, Must not include your email or common words, New password may not have been used previously.' Below these requirements are two input fields: 'New Password' and 'Confirm Password'. At the bottom, there are two buttons: 'Change Password' and 'Cancel'.

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

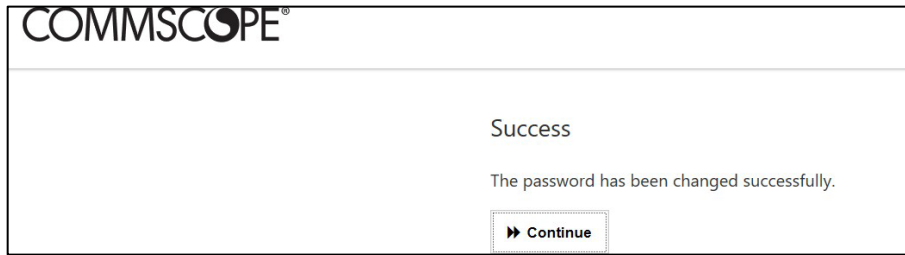


The screenshot shows the password confirmation screen. At the top, a blue banner reads 'New password accepted, please click change password'. Below this are two input fields: 'New Password' and 'Confirm Password'. The 'New Password' field has a strength indicator showing 'Strength: Good' with a yellow bar. The 'Confirm Password' field has a green checkmark next to it. At the bottom, there are two buttons: 'Change Password' and 'Cancel'.

11. Click Change Password.

A success message is displayed.

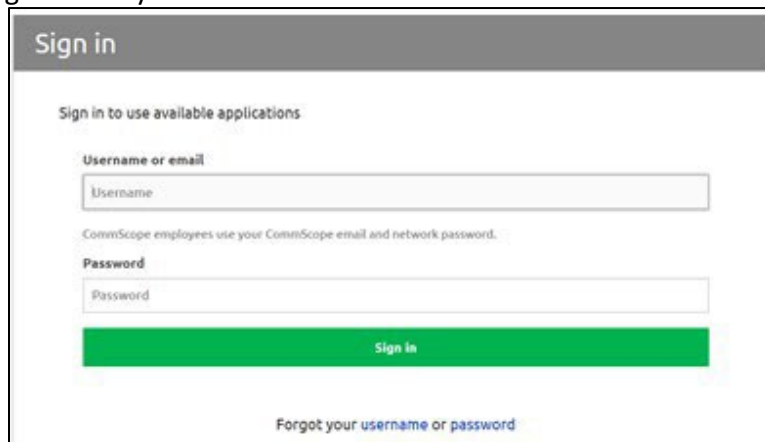




12. Click Continue.

You are redirected to the **Sign in** page.

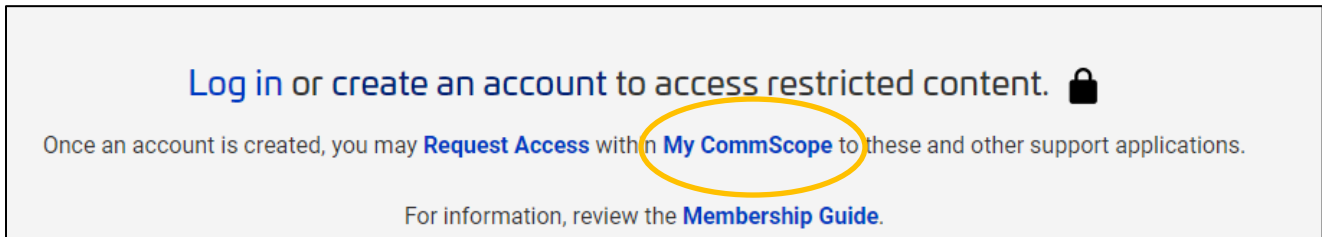
13. Sign in with your Username **or email** and **Password**.



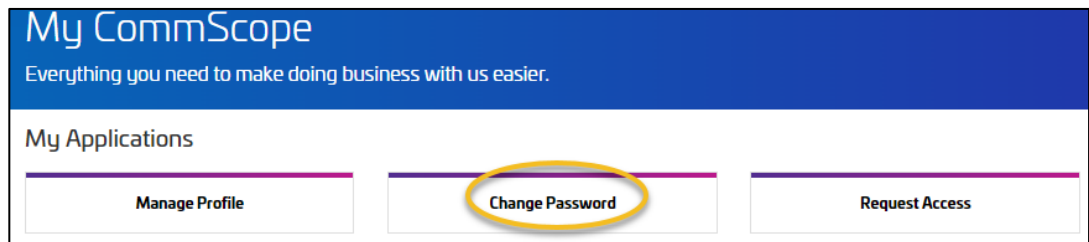
# Change your password

To change your password:

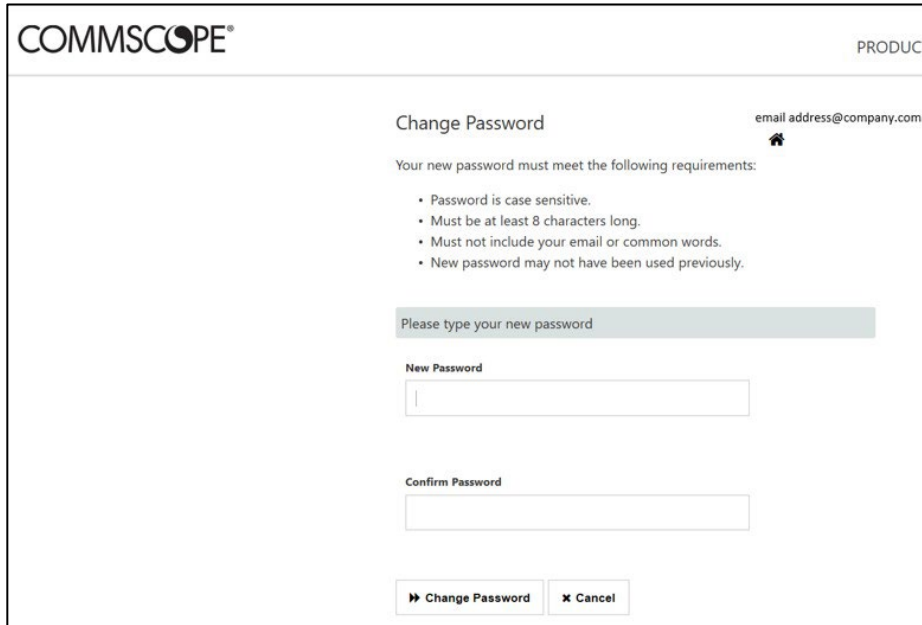
1. Go to <https://www.commscope.com/support> and under **Access Network Solutions (formerly ARRIS)**, select **Find Support** or go directly to <https://www.commscope.com/contact-us/contact-arris>.
2. Scroll down to find the My CommScope link on the page and click **My CommScope**.



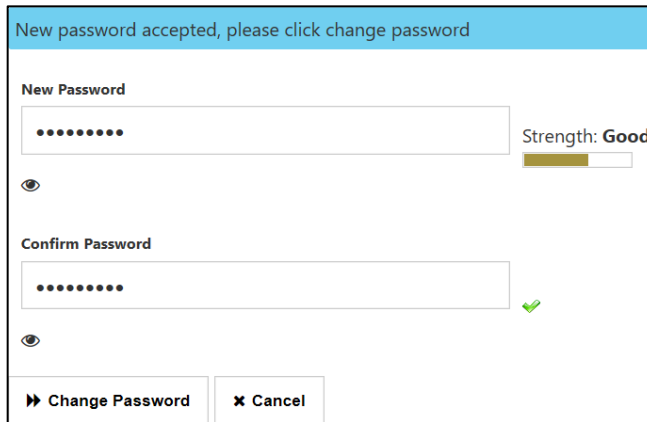
3. Click **Change Password**.



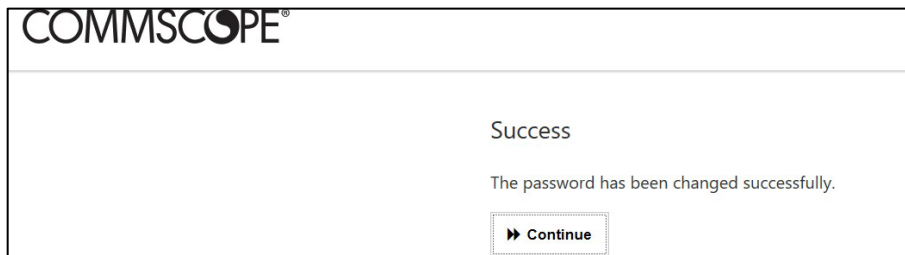
The Change Password page is displayed with your email address displayed on the top-right of the screen.



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**.

