Help Customers Unlock the Astound Mobile Account

Important

Customers must do this in their Astound Mobile app* or **selfcare page** (my.astound.com)**.**

- **Agents are unable to do this through Reach Central**
- If using a **web browser** on a **mobile device** to access my.astound.com, the **Account Lock** feature may ***not*** be available
  - **Instead**, please have the customer use the **mobile app**

Version **v1.0.95 or later. If the customer has an older version of this app, they need to update it.*

Selfcare Online: Unlock Mobile Account

1. Sign in to my.astound.com

1. Tap the **three lines** in the upper right of my.astound.com if you are in the **mobile view**

    - On a **computer**, click on **Settings**

2. Tap **Manage Mobile Services** to open a new tab for astoundmobile.com

1. Tap the **three lines in** the upper right of astoundmobile.com, then tap **Account**, then **Manage Mobile Services**

1. Tap **Settings** and **switch the** Account Locks toggle to the **unlock** position

1. The customer will be directed to send a **One Time Password** (OTP) to their preferred email

    - The **One Time Password** (OTP) is a 6-digit number

1. When sent, advise the customer to open the email sent to their **preferred email address** and retrieve the OTP

    - **Caller must have access to this email address to retrieve the OTP**

2. Customers **enter the OTP on the prompted screen** in their selfcare/app to unlock their account

3. Afterwards, customers get another email confirming they

have disabled the account lock

Selfcare Online: Re-enable Lock

Mobile accounts remain unlocked until the customer re-enables the lock. Accounts do not relock automatically

To Relock the Account, instruct the customer to do the following:

1. Sign in to my.astound.com

1. Tap the **three lines** in the upper right of my.astound.com if you are in the **mobile view**

    - On a **computer**, click on **Settings**

1. Tap **Manage Mobile Services** to open a new tab for astoundmobile.com

1. Now, tap the **three lines in** the upper right of astoundmobile.com

1. Tap **Settings** and **switch the** Account Lock toggle to the **lock** position

Astound Mobile App: Unlock Astound Mobile Account

Important: use these steps for a **Mobile browser** on **phones** and **tablets**

1. Click the **Mobile icon** on the MyAstound dashboard to access mobile tools

2. Customer **must do the following:**

3. Click on **Settings** and **switch the** Account Lock toggle to the **unlock** position

4. The customer will be directed to send a **One Time Password** (OTP) to their preferred email

    - The **One Time Password** (OTP) is a 6-digit number

5. When sent, advise the customer to open the email sent to their **preferred email address** and retrieve the OTP

    - **Caller must have access to this email address to retrieve the OTP**

6. Customers **enter the OTP on the prompted screen** in their selfcare/app to unlock their account

7. Afterwards, customers get another email confirming they have disabled the account lock

Astound Mobile App: Re-enable Lock

Mobile accounts remain unlocked until the customer re-enables the lock. Accounts do not relock automatically

Important: use these steps for a **Mobile browser** on **phones** and **tablets**

To Relock the Account, instruct the customer to do the following:

1. Click the **Mobile icon** on the MyAstound dashboard

2. Click on **Settings**

3. Switch the **Account Lock** toggle to the **lock** position

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4410