



Resetting Your CommPortal Password

Rev 1.1



Resetting Your CommPortal Password

Navigate to <https://access.mywinntel.com> in your Internet browser.

If this is the first time logging in to CommPortal and did not receive a password or you have not set up a security email address yet please contact Winn Telecom Customer Service at (989) 779-9800.

From the CommPortal login screen click on the Forgotten Password link.



The image shows the Winn Telecom CommPortal Web login screen. At the top, it says "Welcome To Winn Telecom" with the Winn Telecom logo. Below the logo, there is a "CommPortal Web" section with the instruction "Please log in below." There are two input fields: "Number:" and "Password:". Below the "Password:" field is a link for "Forgotten Password?". There is also a checkbox for "Remember me on this computer." and a "Login" button.

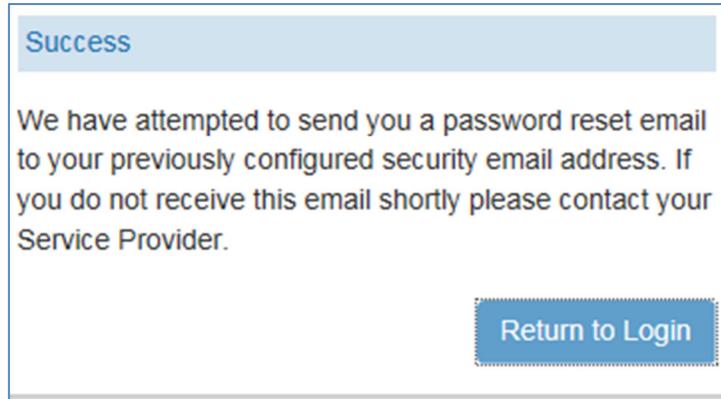
You will be asked to confirm your number.

Enter your 10 digit phone number and click Reset Password.



The image shows the "Confirm your number" screen. It has a header "Confirm your number" and the instruction "Confirm your number and press 'Reset Password' to continue." There is a "Number:" label followed by an input field. Below the input field are two buttons: "Reset Password" and "Cancel".

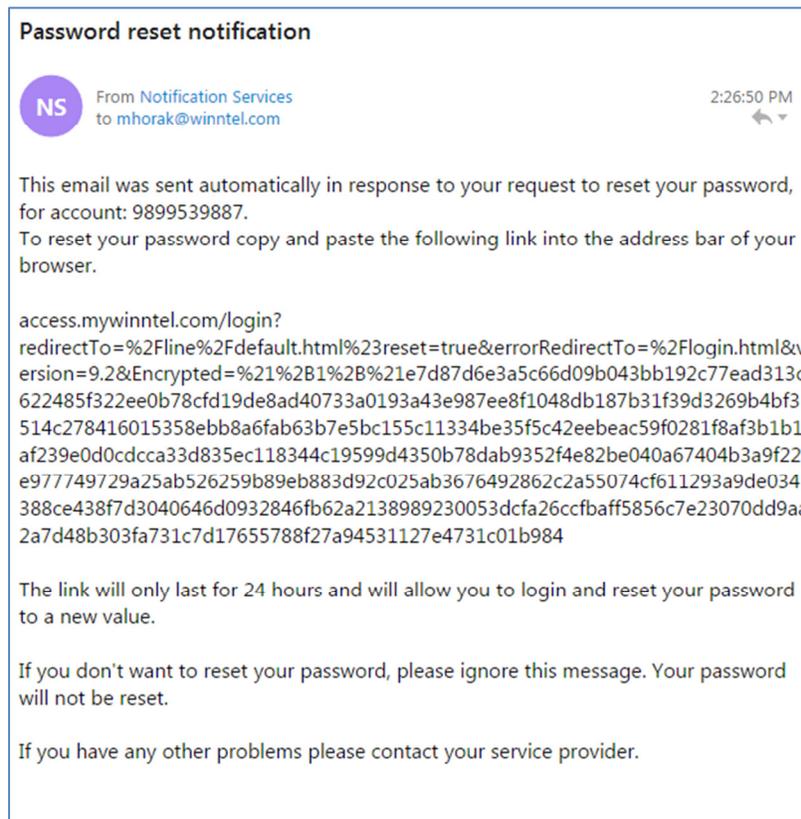
If the number is valid a Success screen will be displayed.



You should receive an email with a link to reset your password.

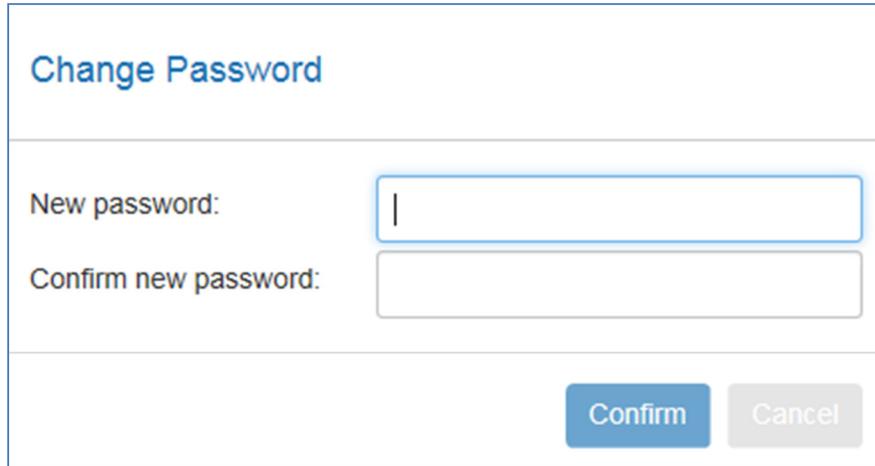
If you did not receive an email check your spam folder first.

If you still did not receive an email contact Customer Service at (989) 779-9800.



Copy and Paste the complete link supplied in the email to your browser and press enter.

The Change Password dialog will load.



The image shows a 'Change Password' dialog box. It has a title bar with the text 'Change Password' in blue. Below the title bar, there are two input fields. The first is labeled 'New password:' and contains a single vertical bar cursor. The second is labeled 'Confirm new password:'. At the bottom right of the dialog, there are two buttons: 'Confirm' (in blue) and 'Cancel' (in grey).

Enter your new password and confirm new password then click Confirm.

CommPortal will email a confirmation that your password was changed and direct you to the login page.

Log in with your new password.