CommScope ARRIS Membership Guide

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CommScope ARRIS Membership and Applications

CommScope provides several applications to our MSO and TELCO customers that can be accessed with a Single Sign On (SSO) via our Membership site. This document details the process for CommScope MSO and TELCO customers to request access to the various CommScope ARRIS applications such as the ones listed below. We will also show you how to recover your username or password and how to reset your password.

- ARRIS Academy
- Ask ARRIS
- ARRIS Software-Firmware Delivery Tool
- Channel Sales Portal
- E6000 Licensing Portal
- Order Number and Serial Number Inquiry
- SLK Role (ARRIS Software License Key Generator)

To ensure a successful registration and application access, please follow all instructions to completion. Users must register and then login to their Membership account and request access to specific applications.
Membership Registration

All users are required to register on the Membership site before requesting access to specific CommScope applications for CommScope ARRIS CPE and Network and Cloud solutions. Once you have completed the registration process, you can then log into your account and request access to the available applications.

To register on the Membership site, do the following:

1. Go to https://www.commscope.com/support and select ARRIS Operator Support or go directly to https://www.commscope.com/support/arris-support

2. Click on Create/Update Membership
3. You will be taken to the CommScope Sign in Page
   Select Register

![Sign in Page](image)

4. Complete the required fields on the page. Required fields are marked with an asterisk (*).

![New User Registration Form](image)

**Note:** You must register with your company email address.
After completing the above step, you will receive an email at the address you used for your registration. The email will contain a security code, as shown below.

5. If your browser window is still open, copy and paste the security code in the box indicated or select the click here link to continue.

6. Click Check Code
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A message will be displayed that your new user account has been successfully created.

New User Registration

Thank You! Your security code sent to has been verified.

Continue  Cancel

7. Click Continue

8. Next you will be asked to read and acknowledge CommScope will process your personal data in accordance with CommScope’s privacy statement. To proceed, check the box - I Agree and Press Continue

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

9. After your account is configured you will be taken to the CommScope Sign in Page.

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

Username

CommScope employees use your CommScope email and network password.

Password

Sign in
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Requesting Access to CommScope ARRIS Applications

Now that you have completed the Membership registration process you can request access to CommScope ARRIS applications.

If you just completed the registration process and are still on the Membership site, you can request access to ARRIS applications using the instructions below.

You can come back and request access later by logging into the Membership site Go to https://www.commscope.com/support and select ARRIS Operator Support or go directly to https://www.commscope.com/support/arris-support with the credentials you created in the Membership registration process.

1. After you have logged in with your credentials, click Create/update Membership.

2. Enter the username or email and password that you registered with and click Sign In

3. On the My CommScope page, Click on Request Access
The APPLICATIONS DASHBOARD appears with various CommScope applications under *Available Applications* on the right side.

4. Click on the access needed to move it to *My Current Applications* on the left side. Next scroll to the bottom of the screen and click *Submit Changes*. Depending on Application selected, you may be asked to acknowledge CommScope policies.
5. Click **Confirm Requests**

![Access Dashboard summary of requests](image)

6. The Access Dashboard will display the submitted requests

![Access Dashboard requests submitted](image)

7. To view your requested access types or request access to more applications, click the **Return to Dashboard Home** link after clicking **Confirm Requests**

The status of your access request is displayed in the ACCESS DASHBOARD page:

- **Blue** = Access types currently assigned or available to request
- **Green** = Access types to be added (you’ve selected them but not submitted the request)
- **Orange** = Request has been submitted and are currently pending approval or provisioning

Select ‘Refresh My Application List’ at the bottom of the righthand column to refresh display of the Applications Dashboard.
You will receive notification when your access has been approved.
Forgotten Username or Password

To recover your **username** from the login page.

If you forget your username or password, you can recover it using the process below. Go to https://www.commscope.com/support and select ARRIS Operator Support or go directly to https://www.commscope.com/support/arris-support

1. Click on *Create/Update Membership*

   ![Create/Update Membership](image)

   CommScope has talented technical support engineers around the world to provide you with expert technical support on a broad range of products and services. You support the needs of your customers.

   - **Create/Update Membership**
     - New user registration, user ID or password help, or account activation
   - **Membership Registration User Guide**
     - User guide to assist with new user registration, password help, or account activation
   - **Check Order Status**
     - Review order status by order number

2. At the Sign in, Click on *username* below the green *Sign In* button.
3. On the Forgot Username page, enter your email address and click Search.

4. Your username will be displayed, click on Continue.

5. Redirect back to the Sign in page. Enter your username or email and password.
To recover your **password** from the login page.

If you forget your username or password, you can recover it using the process below. Go to [https://www.commscope.com/support](https://www.commscope.com/support) and select ARRIS Operator Support or go directly to [https://www.commscope.com/support/arris-support](https://www.commscope.com/support/arris-support)

1. **Click on Create/Update Membership**

2. **At the Sign in, Click on password below the green Sign In button.**
3. On the Forgot Password page, enter your email address and click Search

4. On the Forgot Password page, instructions displayed to retrieve security code. Click on Continue

5. Go to your email, open the CommScope Forgot Password email.

6. Next return to your browser Forgot Password page and enter the code
7. Click on *Check Code*

8. Message displays security code verified. Press Continue

9. The Change Password page is displayed. Your email will be displayed on the top right-hand side of the screen.
Enter the new password into both the New Password and Confirm Password fields and click Change Password.
10. Success message is displayed

11. Redirect to Sign in page. Sign in with your username or email and password.
Change Password

To change your password, Go to https://www.commscope.com/support and select ARRIS Operator Support or go directly to https://www.commscope.com/support/arris-support

1. Select Create/Update Membership

2. Click on Change Password
3. The Change Password page is displayed. Your email will be displayed on the top right-hand side of the screen. Enter the new password into both the New Password and Confirm Password fields and click Change Password.

4. Success message is displayed
5. Redirect to Sign in page. Sign in with your username or email and password.