What Can I Do in My Online Account? – Video Transcript

Welcome to your Sparklight online account, where you can pay your bill, check your internet usage, view your calling history, and even upgrade your services. These tools are available to you 24/7, all in one convenient place.

To get started, log into your account using your username and password. If you don't yet have login credentials, simply click "Register" to set them up. Once logged in, you'll see an overview of your account, including your current bill and the services you're subscribed to.

For more detailed billing information, select the Billing tab. Here you can view your latest bill, make a payment, manage Easy Pay and paperless billing, and review your payment and statement history.

To learn more about your services, click the Services tab. This section includes separate tabs for internet and phone services. Under the internet tab, you can see your modem type, plan details, data usage, and Wi-Fi network information, including your Wi-Fi password—which you can also change here.

Phone subscribers can use the Phone tab to view their phone number, call history, plan details, and usage summary, including any international or long-distance charges.

For help with troubleshooting or technical questions, visit the Support tab. You can search helpful articles, submit a support ticket, and track the status of any tickets you've already submitted. A technical support agent will review your request and follow up with assistance.

In the Settings tab, you can manage user and email accounts by adding or removing users and assigning access levels. Account admins have full access, limited users can change only their own password, and restricted users can access email only.

The Notification Preferences section allows you to control what types of messages you receive from Sparklight, including important account updates and special offers. You can choose to receive all, some, or none of these notifications.

These are just a few of the many features available through your Sparklight online account. If you need additional help, contact Sparklight Technical Care at 877-692-2253.