

Welcome to Cogeco UltraFibre Internet



Hi there.

Thanks for joining us.

Welcome to your new UltraFibre Internet service from Cogeco. This User Guide is a reference tool for how to take advantage of your various Internet package features, how to install Cogeco Security Services, troubleshooting tips and more.

TECHNICAL SUPPORT Available 7 days a week from 7:30am to 11pm. Call us at 1-800-665-3131.

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Important Information



Getting started: your email information

Before you do anything else, you'll need to set up your Cogeco email address that you were provided with when your UltraFibre Internet was installed. It's important to do this first, as setting up your email will grant you access to proceed with your [My Account](#) setup.

Below is where you can keep a record of your email information.

Primary Address:	
Password:	
Additional Addresses:	
Password:	
Password:	
Password:	

PLEASE NOTE

Only your primary address will grant you access to your *My Account*.

Setting Up My Account

Setting up My Account

Register with our customer centre to gain access to a number of convenient tools that will allow you to manage your online bills, process payments, track your Internet usage and manage your Cogeco email addresses and security services.

Creating your My Account profile is simple and convenient.

1. Go to cogeco.ca/mycogeco
2. Click the Create an Account button
3. Enter your 16-digit Cogeco account number (which can be found at the top of your bill)
4. Follow the prompts to register

Cogeco UltraFibre Internet Usage Tracking Online Tool

To help you track and manage your Internet usage, and to ensure you have the right Internet package for your needs, we've developed a tool that keeps track of the amount of data all your devices send or receive every month – in other words, your monthly Internet usage.

To access your Usage Tracking Online Tool:

1. Visit cogeco.ca/mycogeco
2. Log in to your profile
3. Click Internet Usage

For more details and information about Internet usage, please visit us at cogeco.ca/internetusage

Cogeco Security Services

Why do I need Internet Security Service?

Cogeco Security and Cogeco Security GO are award-winning security solutions that will help protect your computers and mobile devices from online threats. Your Internet package allows you to install Cogeco Security on up to 2 Windows or Mac OS computers or laptops. For a small additional fee, Cogeco Security GO can be installed on an unlimited number of devices, including Android or iOS mobile devices.

Both Cogeco Security and Cogeco Security GO include:

- Antivirus software
- Firewall management
- Spam filter
- Anti-phishing filter
- Anti-spyware
- Parental control
- Banking protection
- Identity theft protection

How to install Cogeco Security Services

1. Visit cogeco.ca/mycogeco
2. Click on the "Internet" tab
3. Click on Cogeco Security section
4. Follow the steps to install your Cogeco Security Services

Security Tips

- Prevent viruses by having Cogeco Security software running at all times.
- Make your passwords harder to hack by using a combination of both numbers and letters.
- Never submit your credit card number online without making sure your connection is secure.

Cogeco will never ask you for your password or other confidential personal information via unsolicited email.

Wi-Fi Network

Getting started with your home Wi-Fi network

Below is where you can keep a record of your Wi-Fi connection information. This information is used for connecting your Wi-Fi devices to your network and protecting it from unwanted access.

Wi-Fi Network Name (SSID) 2.4 Ghz	
Wi-Fi Network Name (SSID) 5 Ghz*	
Default Wi-Fi Password (Pre-shared Key)	
New Wi-Fi Password (Pre-shared Key)	

Wi-Fi optimization tips:

- **Signals:** Your package may have included our AC Wi-Fi equipment that broadcasts two networks — 2.4 Ghz and 5 Ghz. This is to help avoid other equipment in your home interfering with your network. Select the 5 Ghz network for devices you plan on using for streaming, gaming and downloading files. The 2.4 Ghz frequency is best for devices with lighter Internet usage.
- **Placement:** Your technician will have placed your Wi-Fi routers in such a way to optimize signal strength throughout your home. Should you reposition your devices, you may also need to reposition your Wi-Fi router so it's in a central location relative to your devices.**
- **Speed:** Plug stationary devices directly into your Wi-Fi equipment whenever possible to free up Wi-Fi bandwidth for other devices.
- **Performance:** Restart your Wi-Fi equipment frequently; regular software updates are pushed to improve your Internet performance.

For more Wi-Fi tips and troubleshooting, visit cogeco.ca/internetfaq

*Older devices might not be compatible with this band, but can connect to the 2.4 Ghz band instead.

**If your modem is locked and can't be moved, please contact our customer care service.

Access to Webmail

Accessing your Cogeco Webmail

Cogeco Webmail is a free service for all Cogeco UltraFibre Internet customers. You can access your Cogeco email from any device, no matter where you are.

To access your Webmail:

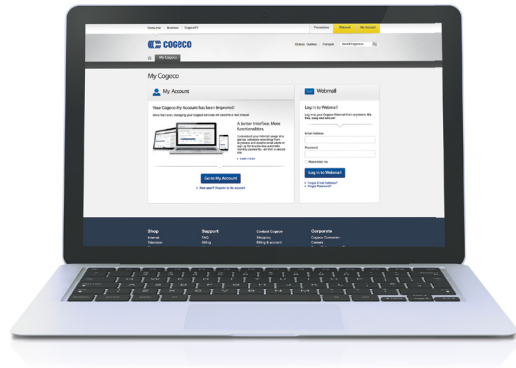
1. Go to cogeco.ca/mycogeco
2. Click on Webmail (on the right-hand side of your screen)
3. Enter your Cogeco email address and password (provided by the technician who installed your service)
4. Click Log in

How to use Webmail on your computer or mobile device:

Cogeco email can work with any email service (e.g., Outlook). Refer to the software documentation in order to properly configure your email. The Cogeco-specific information you will need to provide is listed below:

- IMAP (Incoming): imap.cogeco.ca
 - Port: 993
 - Username: Your full Cogeco email address
- SMTP (Outgoing): smtp.cogeco.ca
 - Port: 587
 - Username: Your full Cogeco email address

No SSL required.
Outgoing mail server does not require any authentication.





We're here to help.

For additional tips and troubleshooting,
visit our FAQ page: cogeco.ca/internetfaq

If you ever require assistance, one of our Technical Support or Sales Support specialists is available to help you 7 days a week from 7:30am to 11pm. Call us at **1-800-665-3131**.

