

 Multi-product

How to access the Customer Centre

What is the Customer Centre?

The Customer Centre is a self-service platform that brings together the following services: **Mobility, illico TV, Hybrid Fibre Internet, and Home Phone.**

How to log into the Customer Centre

- 1 Go to **www.videotron.com/connexion** or scan this QR code to go there directly:



- 2 Enter your **ID**, which is the **email address** you entered during registration or an **alias**.
- 3 Enter your **password** and click **Sign in**.

Retrieving or changing a password

If you've forgotten your password or would like to change it, go to the login screen and click **Forgot password?**

Retrieving login credentials

Can't remember your ID or want to change it? Contact **Customer Service**.



For more information about your online account, direct the camera towards the QR code.
Find all our tips at **www.videotron.com/en/support**

