

 Multi-product

How to access My Account

What is My Account?

My Account is a self-service platform that brings together the following **Helix** services: **Helix Internet**, **Helix TV**, and the **Helix TV App**.

How to log into My Account

- 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 we use to send you your invoices and share news and information about Helix services.
- 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**

