

COMMSCOPE®



**COMMSCOPE MEMBERSHIP USER GUIDE**

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## CommScope Membership and Applications

CommScope provided several applications to our MSO and TELCO customers that can be accessed with a Single Sign On (SSO) via the My CommScope page. This document details the process for these customers to request access to various CommScope applications such as the ones listed below. It also provides instructions for recovering your username or password and resetting your password.

Some of the available applications available for SSO to your My CommScope account are:

- My Support Portal
- Technical Content Portal
- Software and Firmware Delivery

To ensure a successful registration and application process, please follow all instructions carefully.

## Register for a CommScope Account

You must register for a CommScope account using your business email address before requesting access to available CommScope applications. Once you have completed the registration process, you can log in to your account and request access to the available applications.

To register for a CommScope account:

1. Go to <https://commscope.com/membership>
2. Click on Sign Up



3. Enter your individual company email address i.e. [john.doe@commscope.com](mailto:john.doe@commscope.com)
4. Enter the captcha characters seen on the screen
5. Click Send Verification code



6. Go to your email related the address you entered in Step 3
7. Retrieve the code and enter it on the page
8. Click Verify Code

COMMSCOPE®  
Sign in

Verification code has been sent. Please copy it to the input box below.

Email address

Verification code

152720

Captcha Passed

Verify code Send new code

- 9. Click Continue
- 10. Enter your User Details and create a password

The image shows a registration form for COMMSCOPE. At the top left is the COMMSCOPE logo. Below it is the title "User Details". The form consists of several sections, each with a label and a corresponding input field:

- Email address:** A text input field with a blurred placeholder.
- Password:** A text input field with the placeholder "Password". Below it is a checkbox labeled "Show password".
- Confirm password:** A text input field with the placeholder "Confirm password". Below it is a checkbox labeled "Show password".
- First name:** A text input field with the placeholder "First name".
- Last name:** A text input field with the placeholder "Last name".
- Company:** A text input field with the placeholder "Company".
- Job title:** A text input field with the placeholder "Job title".

11. Check the User consent box
12. Click Create

You will be redirected to your My CommScope page where you can request access to CommScope applications.

## Requesting Access to CommScope Applications

After creating your account, you can request access to some of available CommScope applications using the following

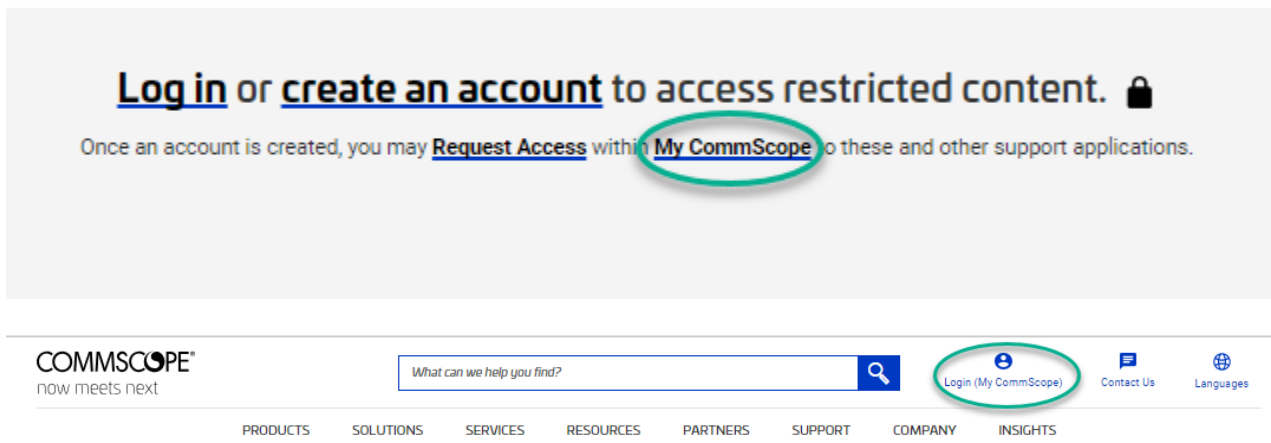
instructions.

Some applications, such as; the SODIACS Software and Firmware for ANS and ANS Returns and Repairs allow you to go directly to the site for access. Further information is [here](#):

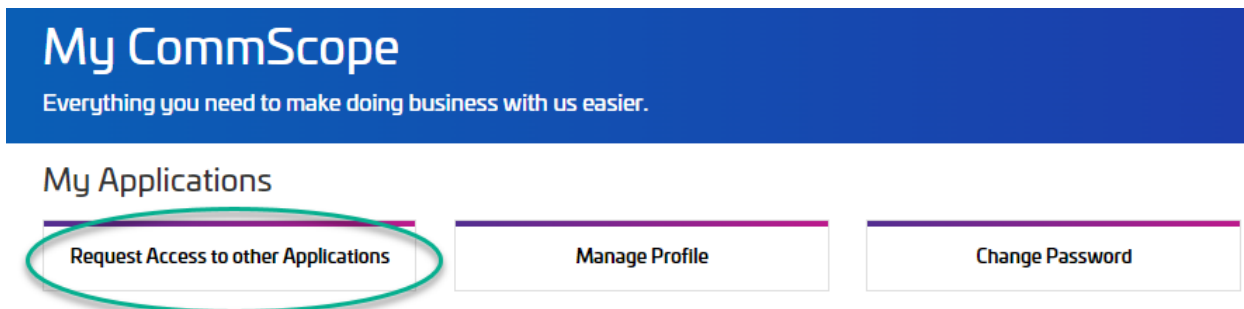
You can return and request access later by accessing the [My CommScope](#) page.

To request access to CommScope applications:

1. Go to <https://www.commscope.com/support> and under **Access Network Solutions (formerly ARRIS)**, select **Find Support** or go directly to <https://www.commscope.com/contact-us/contact-arris>
2. Scroll down to the My CommScope link on the page and click **My CommScope** or click **Login (My CommScope)** at the top of the page



3. Log in with your My CommScope credentials (email and password)
4. Click on Request Access



5. Select **Available Applications**
6. Click **Request Access** to the application(s) you would like access to.

Note: Some applications, such as; the **My Support** portal, may require further information to process your request.

7. Your request will be submitted to the appropriate team for approval. To view your current applications, click the Current Applications tab

## ANS Returns and Repairs and SODIACS Access Request:

For applications, applications, such as; the SODIACS Software and Firmware for ANS and ANS Returns and Repairs, click on the appropriate tile on your My CommScope to directly to the site to access or request access to the site.

**My CommScope**  
Everything you need to make doing business with us easier.

**My Applications**

Request Access to other Applications      Manage Profile      Change Password

**My Product Lists**  
Gather and organize your product lists, download specifications and request a quote.

**CommScope Node Configurator**  
Learn how CommScope's flexible Node platforms are easy to upgrade and migrate to future architectures.

**CommScope Technical Content Portal**  
Find technical documentation for CommScope products

**ANS Returns and Repairs**  
Submit your repair requests for Access Network Solutions (ANS) products (formerly ARRIS)

**SODIACS Software and Firmware for ANS**  
Software Distribution Access Control System (SODIACS) and release notes for Access Network Solutions (ANS)

## Resetting your password

If you have forgotten your password, you can change it by doing the following:

1. Start the Sign In process to My CommScope
2. Enter your email address
3. Click on Reset Password

COMMSCOPE®

## Sign in

Email address

Password

Show password

**Sign in**

[Reset password](#)

[Sign up](#)

4. Enter the Captcha characters
5. Click Send verification code

COMMSCOPE®

## Sign in

Help us beat the bots



**Send verification code**



6. Retrieve the code from your email and enter it in the Verification code field
7. Select Verify Code

The screenshot shows the Commscope Sign in interface. At the top is the Commscope logo and the text 'Sign in'. Below this is a message: 'Verification code has been sent. Please copy it to the input box below.' There is a large, empty input box for the code. Below that is a smaller input box labeled 'Verification code' containing the code '057172'. Underneath the code box, it says 'Captcha Passed'. At the bottom are two buttons: 'Verify code' and 'Send new code'.

8. Click Continue
9. Enter your new password and confirm the new password
10. Select Continue