

Xfinity My Account

Pay your bill. Personalize your WiFi name and password. Check for service outages, technician arrival time, and troubleshoot Xfinity equipment. Plus, explore your TV channel lineup anytime.

[Manage Your Account Online](#)



Xfinity Account Username:


Xfinity Account Password:

xFi Wireless Network Name:

xFi Wireless Network Password:

You can sign into the **Xfinity My Account** app on your mobile device or visit online at xfinity.com/login

Create a username at xfinity.com/getstarted. Forgot username is available xfinity.com/login and reset password at xfinity.com/password.

Account information can also be viewed through the Xfinity TV service with an X1 voice remote by saying "Account Details" into the microphone. 

Quick Fixes

0304


TV has no picture/sound or the remote is not responding.

- Make sure the TV is on the **correct input** setting for the set-top box to display a picture (*i.e. HDMI, Video, Component, Channel 3, etc.*). The button labeled **TV Input** on the remote allows you to switch through the various available inputs.
- Make sure the power is on for both the set-top box and TV.
- Check the connections between the TV and set-top box that all the connections are tight or pushed in properly.
- If still unresolved, disconnect the power supply from the set top box for 30 seconds.
- When using the **Xfinity My Account** you can **restart the set-top box or refresh the signal** which can solve many issues.
- If you have no sound on all channels, verify the volume is not muted and the volume is turned up on the television.


TV remote is not responding.

- Check that the batteries are in good condition and inserted correctly. Refer to xfinity.com/remotes for programming.

Internet is not responding.

- Verify the **Online** light on your modem is solid. If not solid, check that the coax cable connected from the modem to the wall is secure.
- If the above light is correct, verify that the computer is connected to the modem or that you are connected to the correct wireless network. **The wireless information can be viewed or changed when using the Xfinity My Account or viewed through the Xfinity TV service with an X1 voice remote by saying "Wireless Settings" into the microphone.** 
- If the above steps do not work, disconnect the power source from the modem (*reboot*) then restart the computer.
- If still unresolved, temporarily disable any security software (firewall). These applications can prevent you from getting online. If a different computer (*device*) has internet, then the issue may be isolated and not related to the Xfinity Service.

Self-Service Tools Provides Solutions Without Any Phone Hold Times.

To avoid any unnecessary service charges to your account please use the **Xfinity My Account** first to trouble shoot or get help through xfinity.com/chat prior to scheduling a service call. An agent would love the opportunity to work with you online to resolve your issue and possibly save you both time and money. **You can schedule to receive a call from an agent by using the Xfinity My Account.** (*Go to settings ⚙, Contact us, Talk to an agent, Select a topic, Schedule a call, Confirm a callback number, Continue, Pick a time, Confirm call time*) Once all the information is entered, you will receive a call from an agent during your selected timeframe. (*To start a chat within the app, go to Xfinity Assistance.* 

Survey Information

Once a technician visit is completed, you may receive a post survey. If you truly believe the technician was able to assist you, please help them by rating this survey with the two **highest numbers** of value in your opinion.

Please rate your experience based on the technician's performance.

The survey is focused on the most recent technician visit.

Rating Scale

How likely are you to recommend Xfinity from Comcast to friends or family? 0 1 2 3 4 5 6 7 8 9 10

Please rate your level of satisfaction with the overall service provided by the technician. 1 2 3 4 5