Dear Strada Customer,

We are excited to make your experience with us more accessible and user friendly by announcing the launch of our new customer portal! Our new layout and design will make it easy for our customers to manage their account information and interact with our staff.

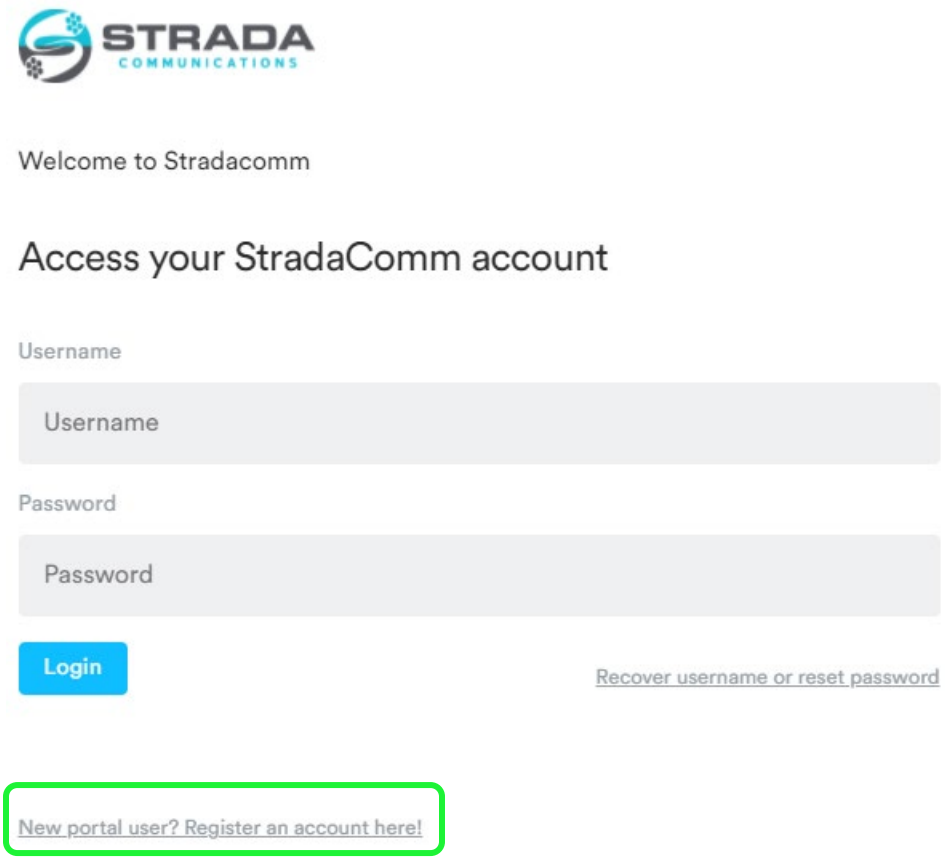
At this time, we are asking customers to complete two steps:

1. Register your Account in the portal
2. Complete your Autopay information

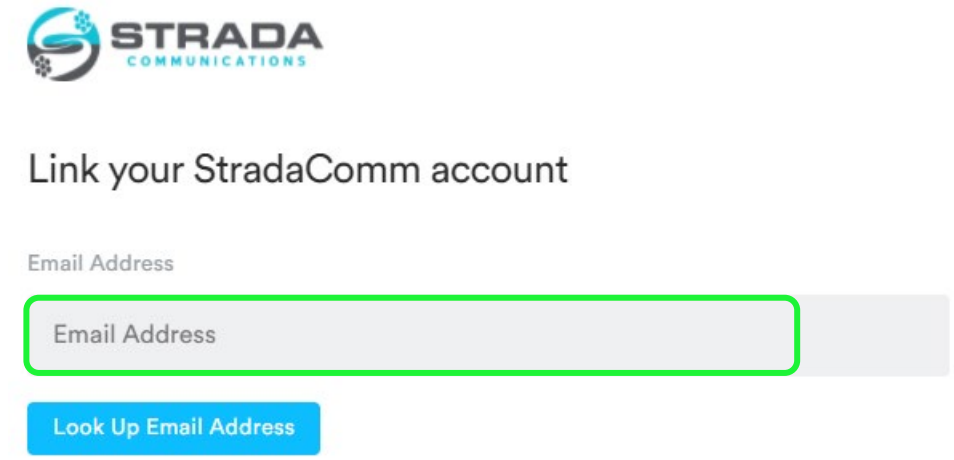
Step 1: Register your Account

To access the new portal page, go to https://portal.stradacomm.com/. You may want to bookmark this page for easy access later.

Then **click on "New Portal User? Register an account here!"**

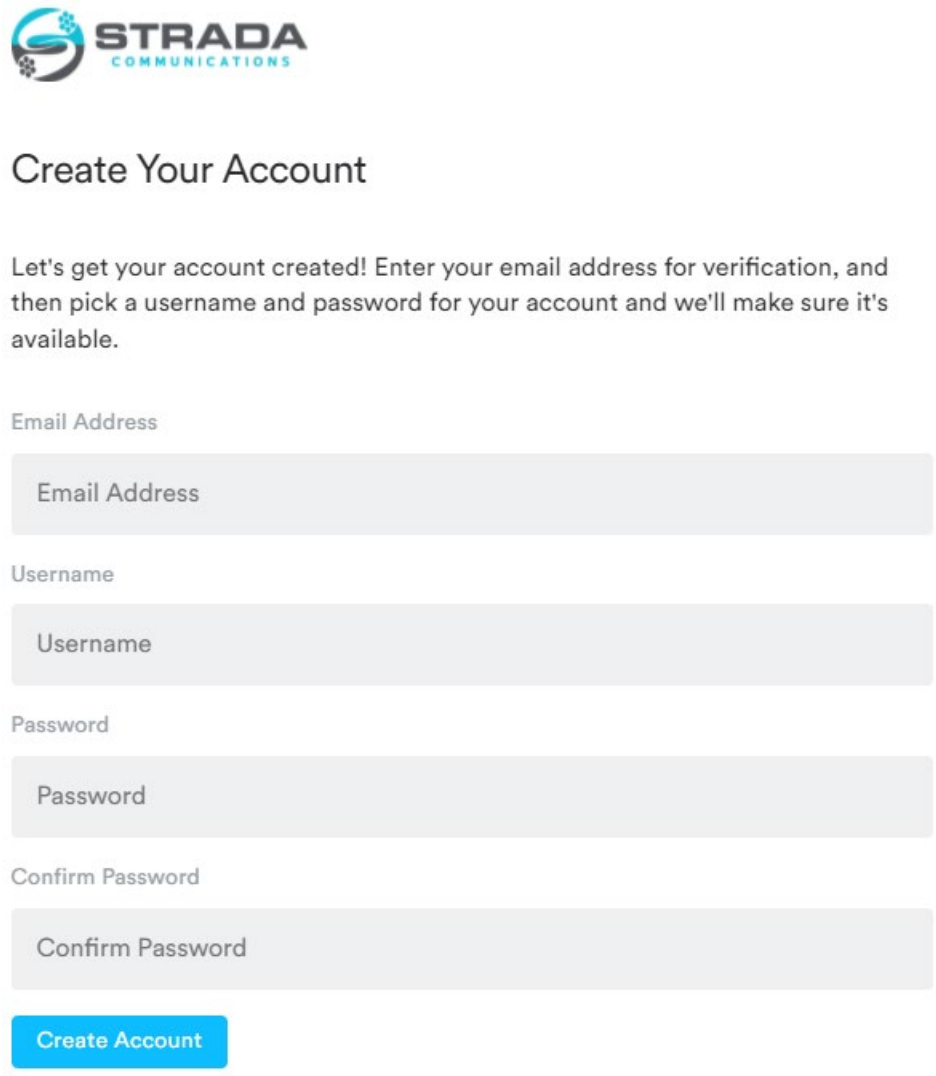


Next **enter the email address** that you are using now into the Email Address Field and click on the blue box labeled Look up Email Address. (if you are unsure which email you have on file, feel free to email us at info@stradacomm.com or call 309-496-3737).

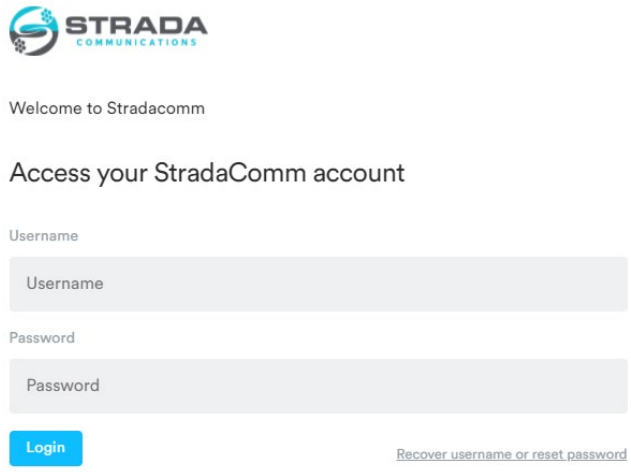


You will receive a new email titled **"Your StradaComm customer portal account creation."**

Inside this email, click the link and fill out the form with this same email again, your new username and your new password



You'll then be directed to the log in page where you'll enter the credentials you just created.



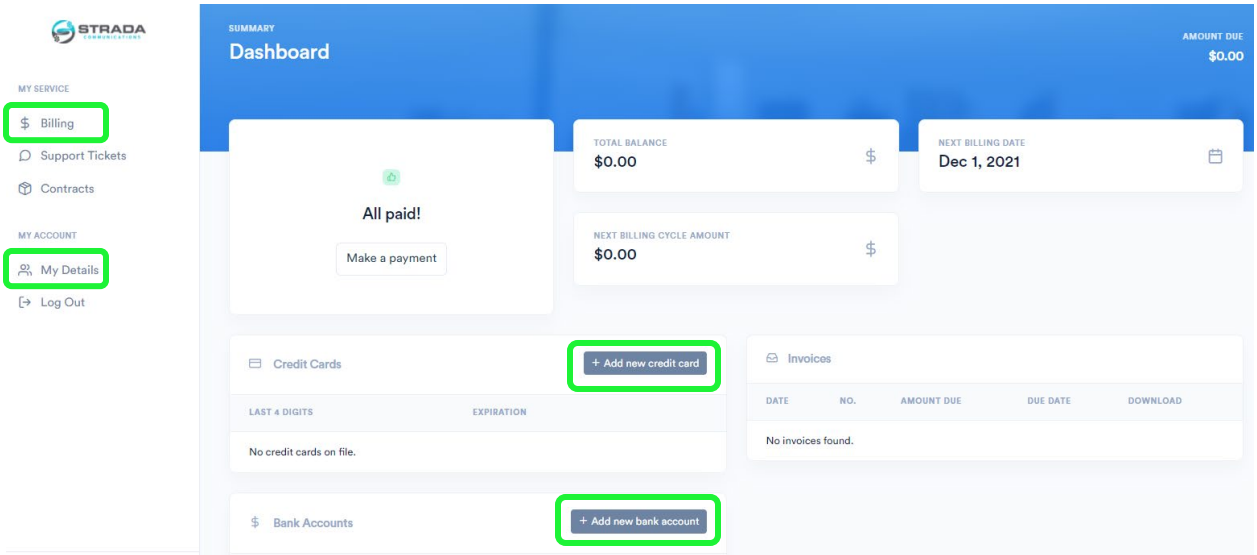
That's it! Your new portal user and password is ready to use to log in.

Of course, if you have any questions or difficulties while setting up your new portal user, please give us a call at 309-496-3737 and we will help you through this.

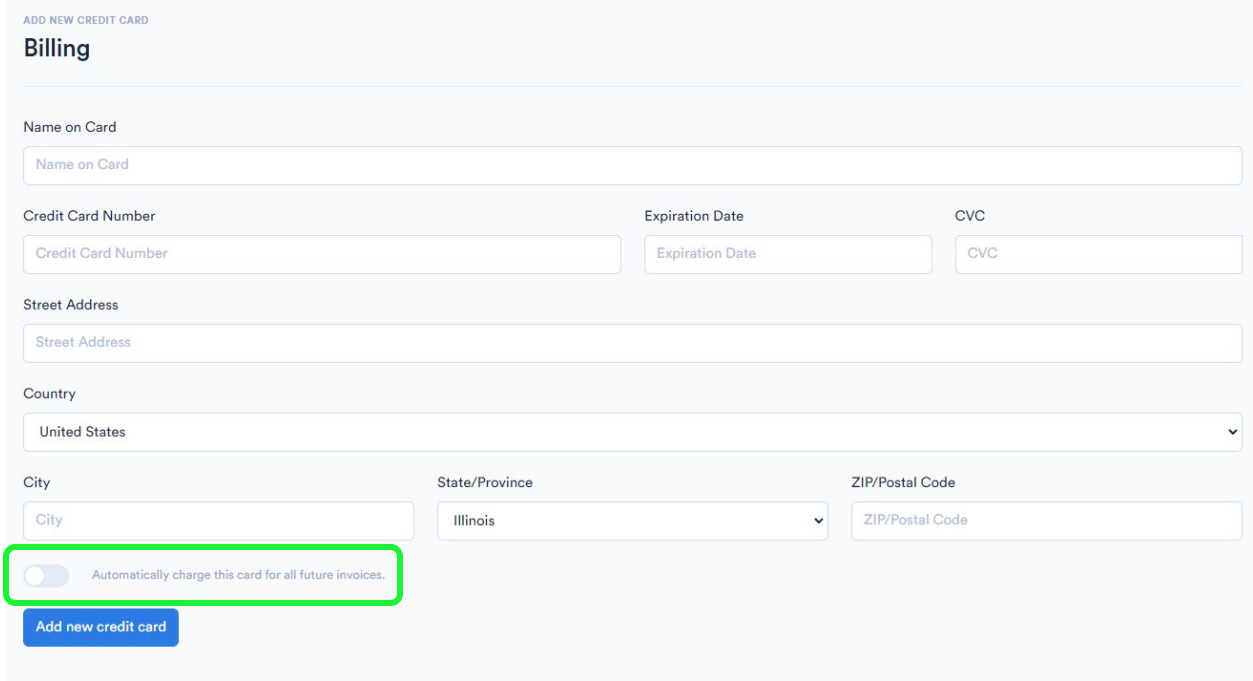
Step 2: Enter your AutoPay Details

For your protection, we do not save a copy of your bank account or credit card information, so we are asking you to provide your preferred method of payment in the portal. *If you pay by personal check or have your bank send a check through the mail, you **do not** need to enter in these details if you'd like to continue paying this way.*

Once you are logged into the portal, click the "**Billing**" tab. You'll then be able to select "**Add a new credit card**" or "**Add a new bank account**" depending on the method you prefer to pay. If you do not set up autopay, an invoice will be sent to the email you've indicated in the "**My Details**" section of your account.



After selecting your preferred payment method, enter the information and be sure to select "**Automatically charge this card/account for all future invoices**" to begin autopay beginning February 1.



Getting you connected to stay connected,

STRADA COMMUNICATIONS