

Fast, Easy, & Secure

Register or sign in to My Account today at business.comcast.com/myaccount, or download the Comcast Business App in the Apple Store or Google Play Store for control and convenience at your fingertips. Day or night, desktop or device.

Manage Account

	Comcast Business App	My Account
Account Management		
Enroll in Auto Pay and Paperless Billing	✓	✓
Make payments, view history, and manage billing settings	✓	✓
Update account details	✓	✓
View most recent contract		✓
Create and manage users to give other employees access to My Account		✓
View and reschedule installation appointments	✓	✓
Enroll in Two-Step Verification		✓
View Tech ETA for installation appointments	✓	✓
View service requests	✓	✓
Manage text alerts for appointments and billing reminders	✓	✓
Manage email alerts for appointments and billing reminders		✓
Check for outages and sign up for resolution text alerts	✓	✓
Chat live with an agent	✓	✓
Access Support – guides, tips, and videos	✓	✓
View status of select support tickets		✓
Use Quick Pay to make a secure one-time bill payment for a single account without signing in		✓

Manage Service Features

	Comcast Business App	My Account
Comcast Business TV		
View TV channel lineup	✓	✓
Comcast Business Cloud SolutionsSM		
Access business apps in the cloud – view billing history, manage user/licenses and purchase software subscriptions		✓
Comcast Business Connection Pro Connection Pro portal can be accessed via My Account		
Access Connection Pro activity		✓
View times the connection failed over and failed back		✓
Monitor Connection Pro data consumption		✓

Manage Service Features

	Comcast Business App	My Account
Comcast Business Internet		
View Static IP settings		✓
Personalize Xfinity WiFi hotspot display	✓	✓
Access the Xfinity WiFi Hotspots map	✓	✓
View and change Private WiFi network settings	✓	✓
Troubleshoot internet connectivity by restarting modem	✓	✓
View data usage		✓
Access QR Code Share Network		✓
View Connected Devices		✓
Check speeds to your modem or device		✓
View Connection Pro 4G LTE Backup status*	✓	✓
Enable/disable Comcast Business SecurityEdge*		✓
View last 30 days of SecurityEdge web filter, botnet, and malware blocks*		✓
View SecurityEdge status*		✓
Comcast Business WiFi Pro WiFi Pro portal can be accessed via My Account		
Create and manage multiple networks		✓
Customize SSIDs and scheduling		✓
Integrate social platforms		✓
View advanced customer analytics & insights		✓
Create custom splash pages and manage brand loyalty		✓
Filter content		✓
View and schedule reports		✓
Manage bandwidth allocation		✓
Comcast Business Ethernet		
Access Ethernet performance reports		✓
View Ethernet threat alerts		✓
Comcast Business SecurityEdge™		
Manage Comcast Business SecurityEdge service in the Comcast Business SecurityEdge portal, which is accessible via My Account	✓	✓

*If subscribed

Manage Service Features	Comcast Business App	My Account
SD-WAN and UTM Features		
Real-time activity feed		✓
Access to an interactive geographic map of your network		✓
Monitor network, site, device, and port health		✓
Evaluate VPN tunnels and set performance thresholds		✓
Analyze reports on network activity and site-to-site data		✓
Observe network site-to-site connections		✓
Customization features to personalize your network		✓
View detailed site information including 12 hours of network activity		✓
Manage notifications		✓
Manage SD-WAN Service Configuration Settings for Traffic Steering, Static Routes, Firewall, QoS, DHCP, and Network Address Translation		✓
Administer SD-WAN access permissions		✓
Send feedback		✓
Advanced security features, including Unified Threat Management (UTM)		✓

Manage Service Features	Comcast Business App	My Account
DDoS Mitigation Service Features		
Turn geo-blocking on/off to mitigate cyber-attacks from non-business overseas locations		NEW ✓
View Overall Traffic data in Summary Data section with selectable date range		✓
Monitor circuit protection status, circuit details, and current attack status of protected circuits		✓
Set circuit configuration (Mitigation Options, Allow List, High/Med/Low tuning)		✓
View protected CIDR ranges per circuit		✓
View attack analytics per circuit and selectable date range		✓
View individual threat records, timeline of attack, and packet size distribution		✓
Export and download threat records for audit and compliance		✓
View Top attack types and Top attack countries of origin		✓
Access support resources		✓
Manage DDoS users		✓
Disconnect DDoS services		✓
Manage email & text alert preferences		✓
Add distribution lists for alert notifications		✓
Accept charges for Emergency DDoS services		✓
Manage DDoS protection for non-Comcast circuits		✓

Voice Management

Discover the convenience of managing your feature-rich, enterprise-grade phone system anytime and anywhere with My Account, the Comcast Business App, and the VoiceEdge Desktop App.

Features & Functionality

	Business Voice		Business Voice Mobility		Business VoiceEdge Select™		Comcast Business VoiceEdge®			Business PRI Trunks
	Comcast Business App	My Account	Comcast Business App	My Account	Comcast Business App	My Account	Comcast Business App	VoiceEdge Desktop App	My Account	My Account
Listen to and manage voicemail	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Customize greetings		✓	✓	✓	✓	✓	✓		✓	
Make outgoing calls from your business number while on the go			✓		✓		✓	✓		
Manage Voice Call Masking		✓		✓		✓				
Move active calls to Be Anywhere phones and desk phones			✓		✓		✓	✓		
Manage Be Anywhere devices			✓	✓	✓	✓	✓	✓	✓	
Transfer calls to coworkers or any third party			✓		✓		✓	✓		
View recent calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Manage CPNI security settings	✓	✓	✓	✓	✓	✓	✓		✓	✓
Manage call forwarding features	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Manage privacy settings	✓	✓	✓	✓	✓	✓	✓		✓	
Manage priority alert list		✓		✓		✓			✓	
Manage speed dial		✓		✓		✓			✓	
Configure Simultaneous and/or Sequential Ring				✓		✓			✓	
Configure Circular and/or Uniform Ring									✓	
Set up Music on Hold				✓		✓			✓	
View and manage call utilization reports										✓
Add Hunt Groups						✓				
Manage Hunt Groups		✓		✓		✓			✓	
Manage Automated Attendant						✓			✓	
Start and manage Audio Conferencing							✓	✓		
Multi-site Capabilities									✓	
Set and change E911 location								✓	✓	
Receptionist Console and Basic Call Queue agent <i>(available at additional cost)</i>									✓	