

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!"**



Welcome to Stradacomm

Access your StradaComm account

Username

Password

[Recover username or reset password](#)

[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).



Link your StradaComm account

Email Address

Look Up Email Address

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



Create Your Account

Let's get your account created! Enter your email address for verification, and then pick a username and password for your account and we'll make sure it's available.

Email Address

Username

Password

Confirm Password

Create Account

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



Welcome to Stradacomm

Access your StradaComm account

Username

Password

Login

[Recover username or reset password](#)

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.

The screenshot shows the StradaComm dashboard with a blue header. On the left, there is a navigation menu with 'MY SERVICE' and 'MY ACCOUNT' sections. 'Billing' and 'My Details' are highlighted with green boxes. The main content area has a 'Dashboard' title and a 'SUMMARY' section. It displays 'All paid!' with a 'Make a payment' button, 'TOTAL BALANCE \$0.00', and 'NEXT BILLING DATE Dec 1, 2021'. Below this, there are sections for 'Credit Cards' and 'Bank Accounts', both with '+ Add new credit card' and '+ Add new bank account' buttons highlighted in green. An 'Invoices' section shows 'No invoices found.' with a table header: DATE, NO., AMOUNT DUE, DUE DATE, DOWNLOAD.

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.

Billing

Name on Card

Credit Card Number

Expiration Date

CVC

Street Address

Country

City

State/Province

ZIP/Postal Code



Automatically charge this card for all future invoices.

Add new credit card

PLEASE NOTE!!

We will be migrating your information throughout the month of January to begin billing through the portal beginning February 1. Your billing date, balance etc. may not be updated at this point. If you have an outstanding bill, please pay this prior to the due date as you normally would.

We are here to help make the transition to our new customer portal as smooth as possible, so please don't hesitate to call 309-496-3737 with any questions or for help getting started.

Getting you connected to stay connected,

