Table of Contents
ARRIS Applications and Membership ................................................................. 3
Membership Registration .................................................................................. 4
Requesting Access to ARRIS Applications ....................................................... 7
Forgotten Username or Password ................................................................. 10
Change Password ......................................................................................... 14
Activate Account ......................................................................................... 16
ARRIS Applications and Membership

ARRIS provides several applications to our MSO and TELCO customers that can be accessed with a Single Sign On (SSO) via our Membership site. This document details the process for ARRIS MSO and TELCO customers to request access to the various ARRIS applications such as the ones listed below. We will also show you how to recover your user name or password and how to reset your password.

- E6000 HighJump
- ARRIS Academy
- Ask ARRIS
- Order Number and Serial Number Inquiry
- Channel Sales Portal
- SLK (ARRIS Software License Key Generator)
- ARRIS Software-Firmware Delivery Tool

To ensure a successful registration and application access, please follow all instructions to completion. Users must register and then login to their Membership account and request access to specific applications.
Membership Registration

All users are required to register on the Membership site before requesting access to specific ARRIS applications. Once you have completed the registration process, you can then log into your account and request access to the available applications.

To register on the Membership site, do the following:


2. Click on Create/Update Membership.

This will take you to https://membership.arrisi.com.
3. Select *New User Registration*.

4. Complete the required fields on the page. Required fields are marked with an asterisk (*).

*Note: You must register with your company email address*
After completing the above step, you will receive an email at the address you used for your registration. The email will contain a security code, as shown below.

5. If your browser window is still open, copy and paste the security code in the box indicated or select the click here link to continue.

6. Click Check Code.

A message will be displayed that your new user account has been successfully created.

7. Click Continue to select the applications you would like to access.
Requesting Access to ARRIS Applications

Now that you have completed the Membership registration process you can request access to several ARRIS applications.

If you just completed the registration process and are still on the Membership site, you can request access to ARRIS applications using the instructions below. You can come back and request access later by logging into the Membership site (https://membership.arrisi.com) with the credentials you created in the Membership registration process.

1. Click My Access.

2. Enter the username and password that you registered with and click Log In.
The *ACCESS DASHBOARD* appears with various ARRIS applications under *Available Access Types* on the right side.

3. Click on the access needed to move it to *My Current Access Types* on the left side and click *Submit Changes*.

4. Click *Confirm Requests*. 
5. To view your requested access types or request access to more applications, click the Return to Dashboard Home link after clicking Confirm Requests.

The status of your access request is displayed in the ACCESS DASHBOARD page:

- Blue = Access types current assigned or available to request
- Green = Access types to be added (you’ve selected them but not submitted the request)
- Orange = Request has been submitted and are currently pending approval or provisioning

You will receive notification when your access has been approved.
Forgotten Username or Password

If you forget your username or password, you can recover it using the process below. You can recover your username or password from the login page or go to the Membership site directly at http://membership.arrisi.com.

To recover your username from the login page (i.e. http://ask.arris.com):

1. Click on Forgot your username.

   This will open a new tab in your browser to https://membership.arrisi.com

2. Enter the email address that you registered your account with and your last name:

3. Click Search.
Your username will be displayed in the following text box.

4. Click Continue.

This will take you back to the Membership page.

5. Click on the original browser tab window with the login page (i.e. http://ask.arris.com)

To recover your password from the login page (i.e. http://ask.arris.com):

1. Click on Forgot your password.
2. Enter your Email Address and Username: Click Search.

A code box will appear, and a code will be sent to your email address.

3. Go to the email address you registered your account with and copy the code.
4. Enter the code in the box and click Check Code.

5. Check I Agree box and click Continue.

6. Enter and confirm your new password. Click Change Password.
ARRIS Membership

7. A confirmation page will be displayed, and you will receive an email confirmation email, as well.

![Confirmation Page]

8. Click Continue to close the webpage. Close all internet browsers before logging in.

Change Password

You can change your password at any time by going to the Membership site.

1. Go to https://membership.arrisi.com
2. Enter Username and Current Password and click Login.
3. Click *Change Password*.

![Password Change Menu](image1)

4. Check the *I Agree* box and click *Continue*.

![Agreement and Continue](image2)

5. Enter the new password into both the *New Password* and *Confirm Password* fields and click *Change Password*.

![Password Entry](image3)
ARRIS Membership

6. A confirmation page will be displayed, and you will receive an email confirmation email, as well.

7. Click *Continue* to close the webpage. Close all internet browsers before logging in.

**Activate Account**

To activate a disabled account, go to the *Membership* site.

1. Go to [https://membership.arrisi.com](https://membership.arrisi.com)
2. Click *Activate Account*. 
3. Enter your Email Address and Username: Click *Activate*.

![Activate Account](image1.png)

The code box will appear. A code will be sent to your email address.

![Activate Account](image2.png)

4. Go to the email address you registered your account with and copy the code.

![Account Verification](image3.png)

5. Enter the code in the box and click *Check Code*.

![Activate Account](image4.png)
6. Click Continue.

7. Check I Agree box and click Continue.

8. Enter the new password into both the New Password and Confirm Password fields and click Change Password.
A confirmation page will be displayed, and you will receive an email confirmation email, as well.

9. Click Continue to close the webpage. Close all internet browsers before logging in.