

Accessing your account: how to sign in and out

To sign in, log in and log out of the Terrestar Solutions portal, simply follow these steps:

Sign in

1. Once your Terrestar Solutions service agreement has been signed, our team will create your account on our client portal.
2. Next, you'll receive a Welcome email.
3. From the Welcome email, click **Complete Registration**

Hello John,

Welcome to the Terrestar Solutions portal — your user account has been successfully created! We're glad to have you onboard.

To get started, simply click the secure link below to complete your registration.

Complete Registration

If you have any questions or need assistance, feel free to contact us: service@iot-terrestarsolutions.ca.

We're here to support you every step of the way,

The Terrestar Solutions Team

Bonjour John,

Bienvenue sur le portail de Terrestar Solutions — votre compte utilisateur a été créé avec succès !
Nous sommes heureux de vous compter parmi nous.

Pour commencer, cliquez simplement sur le lien sécurisé ci-dessous pour compléter votre inscription.

Compléter l'inscription

Des questions ? Besoin d'un coup de main ? N'hésitez pas à nous joindre : service@iot-terrestarsolutions.ca.

Nous sommes là pour vous accompagner à chaque étape.

L'équipe de Terrestar Solutions

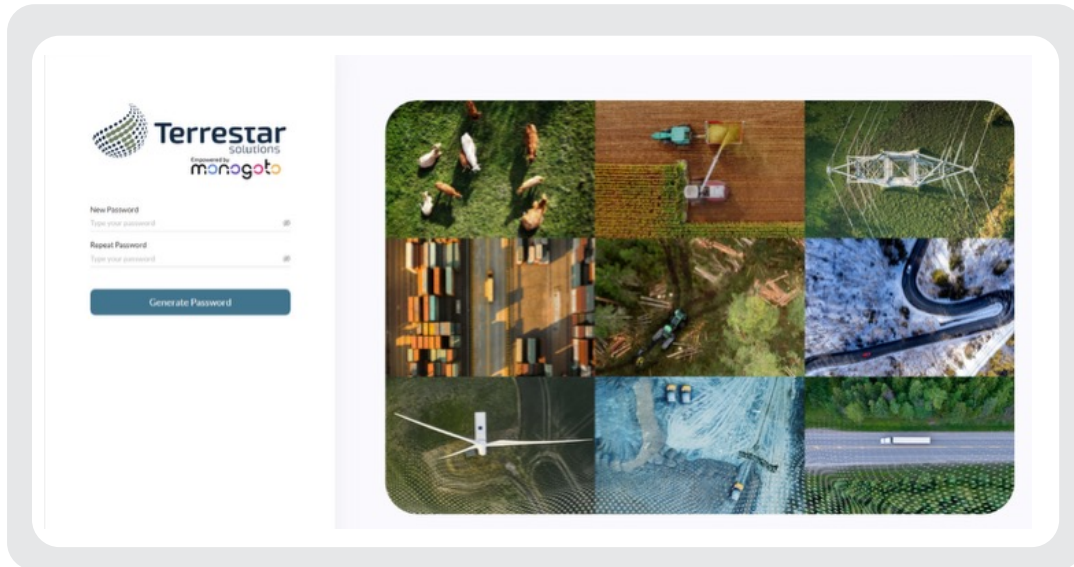


*In case you cannot find the welcome email in your email inbox, please check out your email SPAM folder.

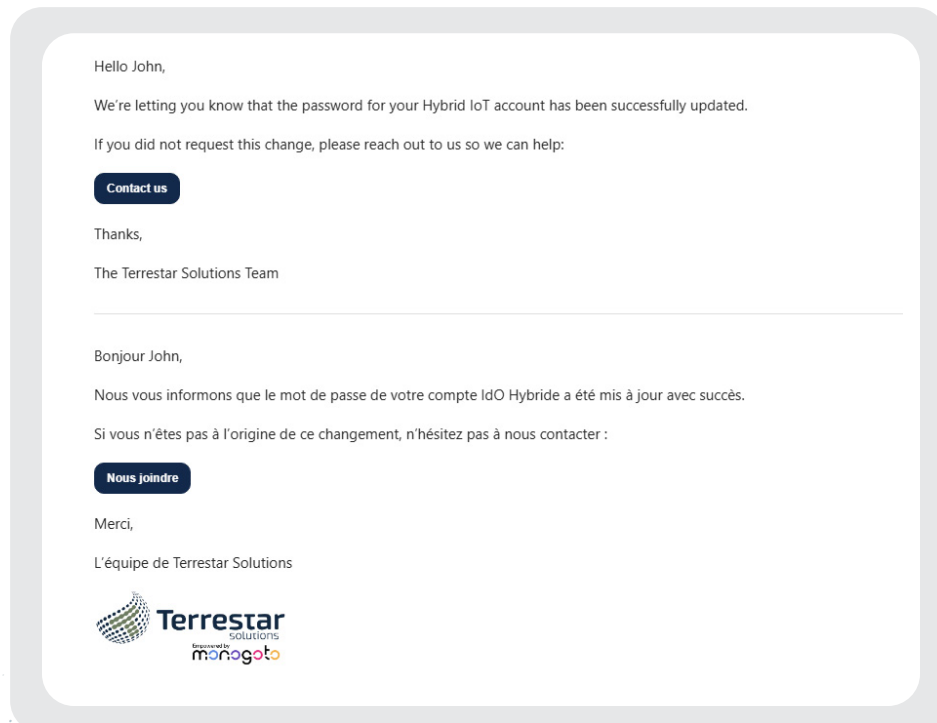
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4. Next, you'll be redirected to the reset password page, where you will set your new password, which must include:

- **8 or more characters**
- **At least 1 capital letter**
- **At least 1 lower case letter**
- **At least 1 number**
- **At least 1 symbol**



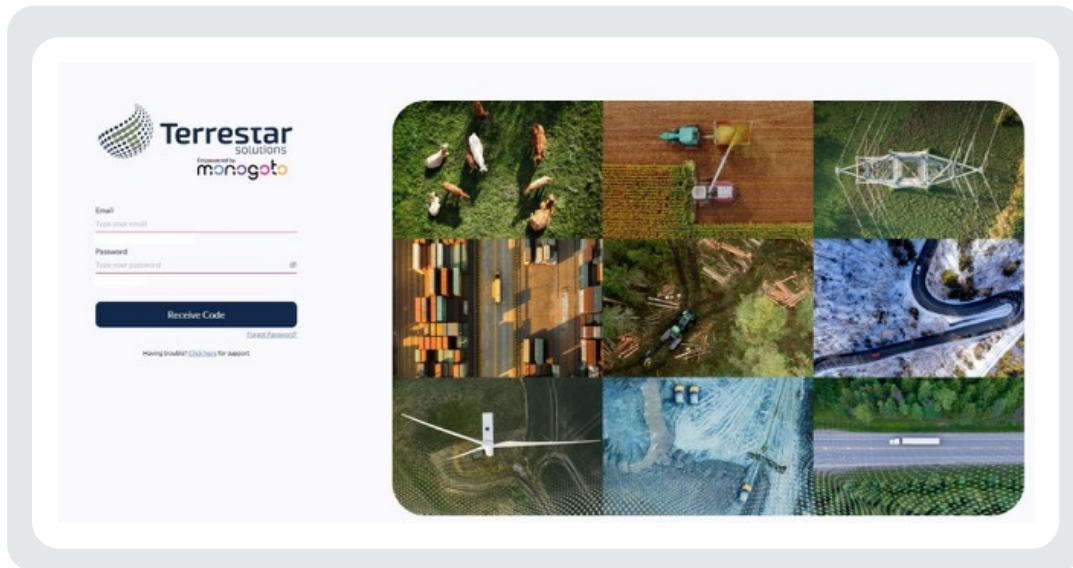
5. Once it's done, click [Generate Password](#)
6. You'll receive an email confirming your change.



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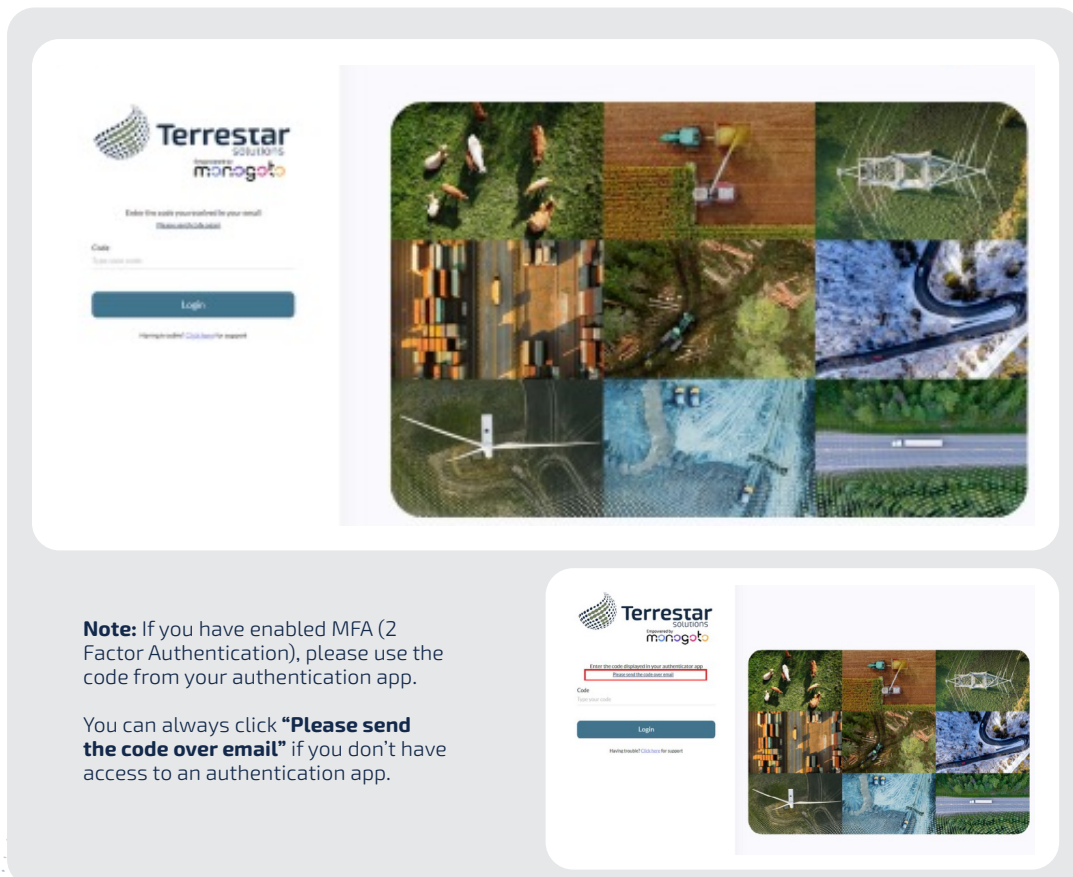
Log in

1. Log in to the [Terrestar Solutions portal](#)
2. Enter your credentials and press [Receive Code](#)



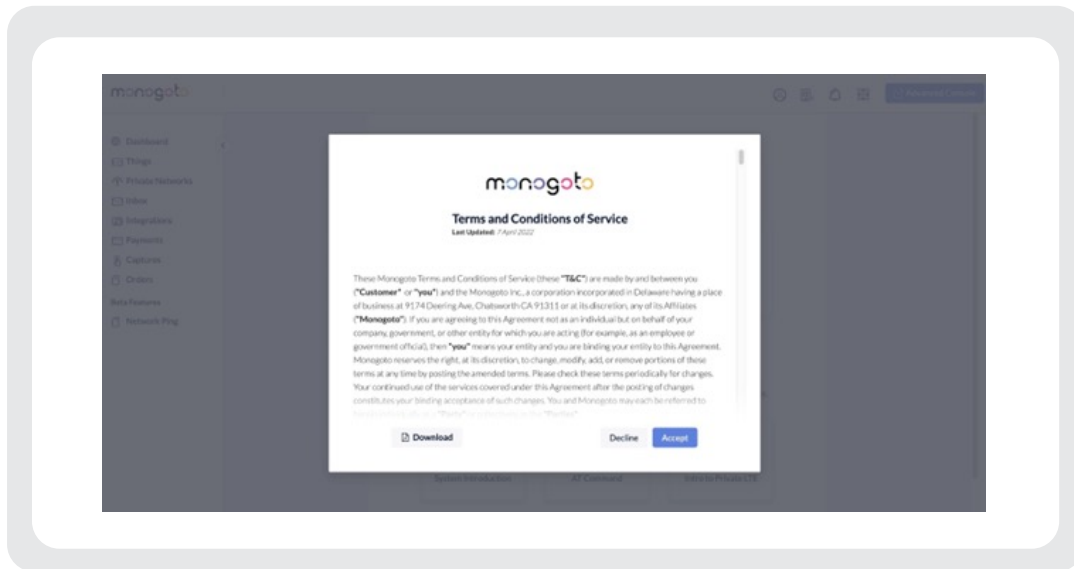
In case you cannot log in to the Terrestar portal platform, please contact our [Support Center](#)

3. Copy the verification code we send to your email address and click [Login](#)

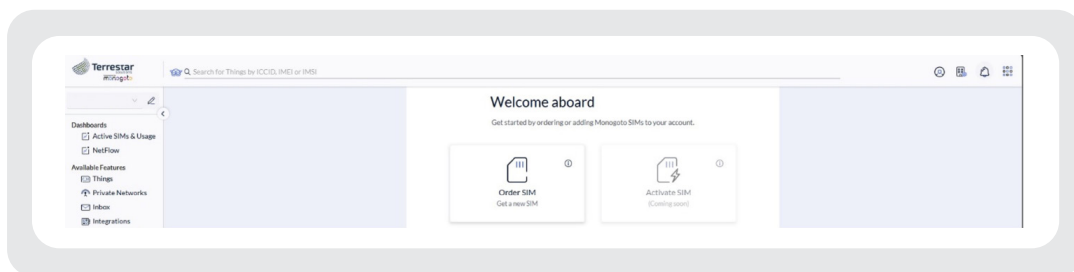


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4. On the first portal login, you will need to agree to the terms and conditions of our partner Monogoto.



5. You're all set and ready to order your first Hybrid SIM.



Log out

1. To log out of the Terrestar Solutions portal, click the **user profile**  icon at the top bar.
2. Select **Logout**.

