

**Q) What are the differences between a Primary and Secondary account?**

A) Think of your Primary user name as the "master" account. When you sign in to Comcast.net with your Primary user name, not only can you make changes to that account, you can make changes to any of your Secondary accounts. In fact, to create a Secondary user name, you need to use your Primary.

If you're unsure of your Primary user name, here's an easy way to check. Sign in to Comcast.net and select My Account from the top navigation. In the EMAIL SETTINGS column, check for a link titled Create additional email accounts (see image below). If you're able to see this link, you're signed in with your Primary user name.

If you're unsure which of your accounts is the Primary, please chat with a Live Support Representative.