Setting up your Customer Portal sign-in

Your portal shows your invoices, quotes, equipment and support tickets. Because it holds your billing information, every account is protected by a second step at sign-in: a six-digit code from an app on your phone, or sent to you by text message. This takes about five minutes, once.

Before you start

- The invitation email from Twisted VoIP (the link works once, and only for you)
- Your mobile phone, for an authenticator app or text messages (see step 3)

Setting up your account

1 Open the invitation link

Click the link in your invitation email. It opens a Twisted VoIP page where you choose your password.

Didn't get it? Check your spam folder, then contact us. Invitations expire, and we can send a fresh one.

2 Choose your password

Enter your name and a password of at least 12 characters. We check it against lists of passwords exposed in public data breaches, so a password you use elsewhere may be refused. That is the check working.

A phrase you'll remember, such as three unrelated words, beats a short complicated one.

3 Choose how to get your sign-in codes

The next page asks how you want to receive the six-digit code you enter each time you sign in. Pick one:

Text message (recommended)

Enter your mobile number. We text you a six-digit code within a few seconds; type it into the page and continue.

US and Canadian mobile numbers only. Nothing to install, but you need cell signal to sign in.

Authenticator app

Install any of these free apps from the App Store or Google Play, or use one you already have. The page shows a QR code: in the app choose Add account (or the + button), then Scan QR code, and point your phone at the screen. The app adds an entry called Twisted VoIP showing a code that changes every 30 seconds. Type the code currently shown and continue.

Microsoft Authenticator | Google Authenticator | Duo Mobile | 1Password | Bitwarden

Works without cell signal, and is the harder of the two for anyone else to intercept. Can't scan? Most apps let you type in the setup key shown under the QR code instead.

4 You're in

You'll land in the portal. Your account is now set up, and you won't need the invitation link again.

Signing in from now on

1 Go to the portal

Visit twistedvoip.com and click Sign in at the top right, or go straight to twistedvoip.com/portal.

2 Enter your email and password

The same ones you chose during setup.

3 **Enter the six-digit code**

With an authenticator app: open it, read the current Twisted VoIP code, and type it in. It changes every 30 seconds, so if it expires while you're typing, just use the next one. With text message: we text you a code as soon as your password is accepted. Type it in within 5 minutes.

On your own computer you'll stay signed in for about two weeks before being asked again.

If something goes wrong

My code is rejected every time	Authenticator app: almost always the phone's clock. Turn on automatic date and time in your phone's settings, because authenticator codes depend on the clock being right, then try the next code. Text message: use the newest text. Each new code replaces the one before, and codes expire after 5 minutes.
The text message didn't arrive	Give it a minute, and check you have signal. It must be a US or Canadian mobile number, not a landline or office line. If you've asked for several codes in a row, wait 10 minutes before trying again. Still nothing? Contact us.
New phone, lost phone, or new number	Text message: a new phone on the same number just keeps working. Authenticator app: if you still have the old phone, most apps can transfer accounts across. Otherwise, or if your mobile number has changed, contact us: we'll reset your second step so you can set it up again.
I forgot my password	Use Forgot password on the sign-in page. We'll email you a link to set a new one. Your authenticator app or text-message sign-in is unaffected.
Someone else here needs access	Ask us to invite them. Each person gets their own sign-in. Please don't share yours, as the portal shows your billing information.
The invitation link says it's expired	Invitation links expire after about a week. Contact us and we'll send a new one.

We will never ask you for your password or a sign-in code. Not by phone, not by email, not by text. Our texts only contain your code and never ask you to reply or open a link. If someone asks for a code, it isn't us: hang up and call the number below.

Need a hand? We're happy to walk you through it. Email support@twistedvoip.com or call 623-307-5548 during business hours.