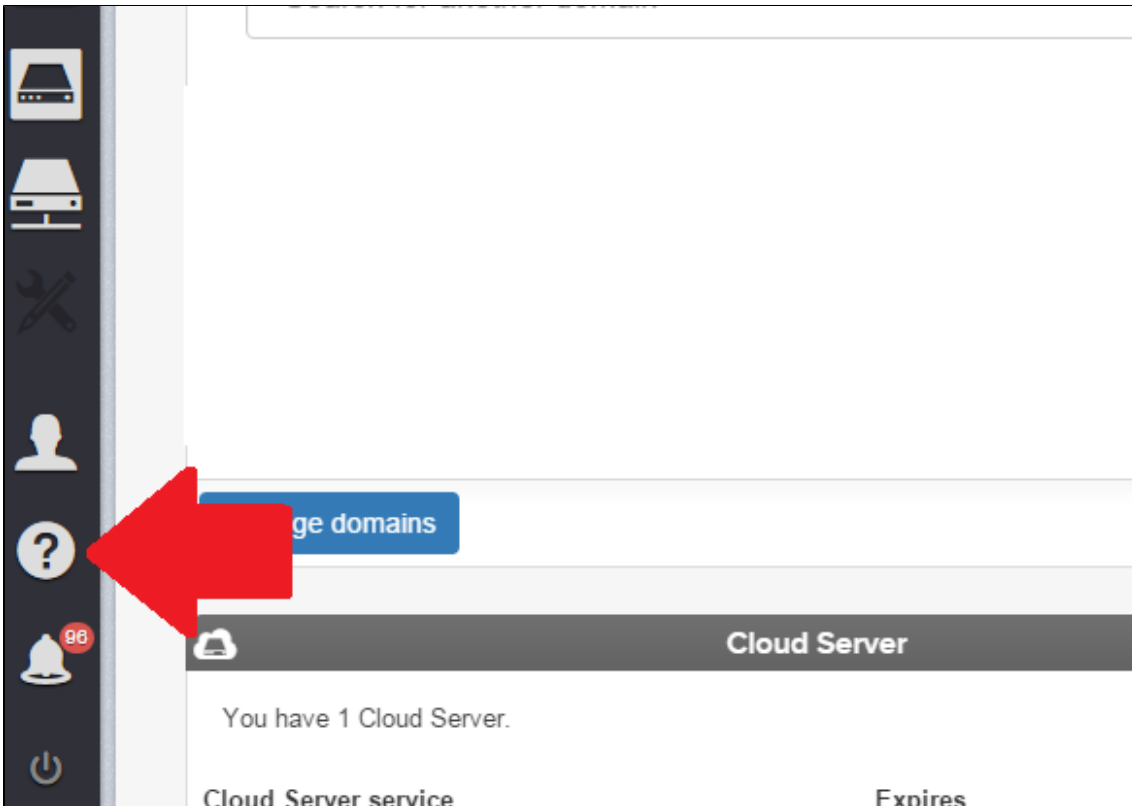


How To Find The Telephone Support PIN

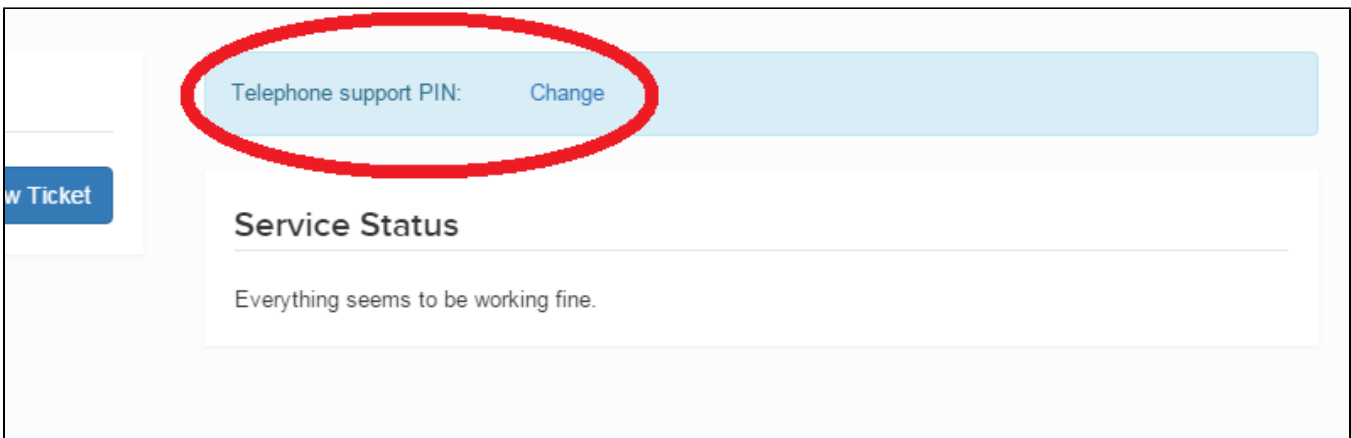
When contacting Midphase, you will need to provide our technical support staff with verification that you are the owner of the account you are trying to make changes to. This can be done in one of three ways. The best and easiest way is by giving us your telephone support PIN before making any changes. You can find your personal identification number (PIN) by logging into your CHI account at chi.midphase.com.

You can find your unique support PIN by following these steps:

Step 1: Log into your CHI account with your username and password. Click the 'Support' tab on the left hand side of your page.



Step 2: View your support PIN is in the upper right-hand corner, in blue text.



If at any time you wish to change your PIN so that it is easier to remember, you can use the 'Change' link to the right of your PIN.



Midphase Billing, Sales and Support teams will ask you for your PIN number when asking for account specific information or if you are requesting any changes be made to your account during a phone call, live chat or email ticket.

Related articles

- [Two Factor Authentication Security - 2FA](#)
- [How To Change Your Renewal Settings](#)
- [Does Midphase Offer Protection Against Server Attacks](#)
- [Do Dedicated Servers Automatically Back Up Files](#)
- [When Should I Cancel My Dedicated Server To Not Get Charged](#)