Troubleshooting FAQs: Creating Your New SMS Account

Why do I need a new account? I already had an account on your old website.
You need to create a new account because we won't be migrating old accounts over. Plus, it's more secure and gives you the option to choose which email and mobile phone number you'd like associated with your new account.

What is Okta?
Okta is a service that gives secure website access. We have partnered with Okta to offer secure authentication into our new website. Upon completing the registration process, you will receive a confirmation email from Okta. If it doesn't appear in your inbox, check your junk email. Also, you may receive additional emails from Okta if you complete an account recovery in the future.

Why do I need to have a mobile phone number in order to register?
Having a mobile phone number will provide extra security and act as a two-step authentication for your account. You will need to have an accessible mobile number in order to complete the registration of your SMS.com account. Our system will send a verification number through your phone in order to verify your account. This will also occur when you try to log into your account in separate instances. Again, this is for security purposes in order to keep your account secure.

I mistyped my email address while registering for an account. How can I get help for this?
If you think you have mistyped your email address, please fill out a support ticket **here** and our support team will be able to help you as soon as possible. Please include your correct email address when submitting your support ticket.

I mistyped my phone number while registering for an account. How can I get help for this?
If you think you have mistyped your phone number, please fill out a support ticket **here** and our support team will help you as soon as possible. Please include your correct phone number when submitting your support ticket.

I think I may have registered an account twice using two different emails. What should I do?
If you have registered twice with two different emails, but would like your account to be under one email address, fill out a support ticket **here** and our support team will help you as soon as possible. Please include which email address you'd like to have for your account when submitting your support ticket.

I forgot the password for my account. How can I reset it?
First click on the orange "Login" button on the website. Second, enter your email address and click "next". When prompted on the next screen click the "forgot password" option. The phone number associated with your account will display the last four digits. Verify this is correct and then click the button called "Receive a code via SMS". If any issues occur, please submit a ticket for additional assistance.

I have logged into my account, but I do not have access to any exclusive content behind the log in. It is telling me my access is denied. What should I do?
Please fill out a support ticket **here**, and a member of our support team will help you in a timely manner.

I noticed once I'm logged in that I cannot access certain pages. How can I resolve this?
There are certain pages that are restricted. If you feel that a page is restricted in error, please fill out a support ticket **here**, and a member of our support team will help you in a timely manner. Please include the page(s) you were trying to access, within the ticket.