

How To Manage Midphase Account Verification Policy

This article is for CHI Accounts. Below you will find information about the various ways Midphase will verify your account.

Your Account & Control Panel Login

You can manage your account at any time through your feature-rich [Client Hosting Interface \(CHI\)](#). This will allow you to manage all your Products, buy new Products, check all your transactions and more.

Login Details:

URL: <https://chi.midphase.com>

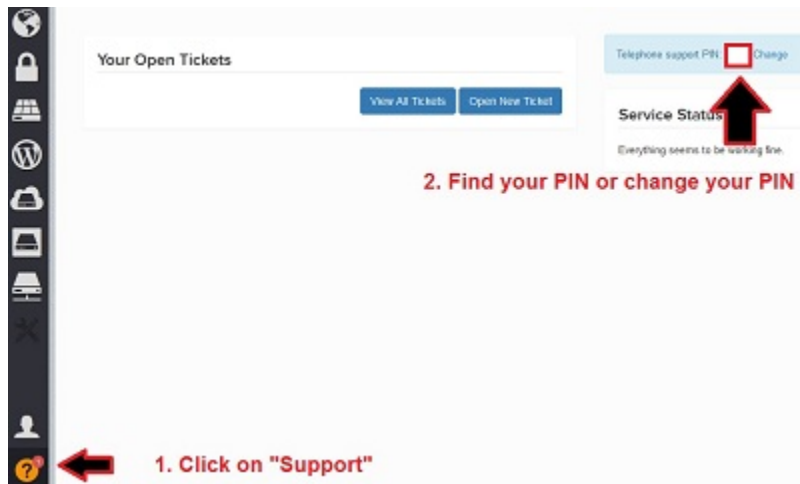
If you can not recall your password, [click here](#) to request a password reset for your account.

How to find your PIN number

Midphase may request you to authenticate yourself through this Personal Identification Number (PIN), when you request support.

To obtain your PIN number, please follow these steps:

1. Login to your account at <https://chi.midphase.com>
2. Once you are logged in, click on the 'Support' icon (1) on the bottom left side of the page.
3. Obtain your PIN number (2) located in the upper right corner of the page.



Proper **verification** with every client is critical in maintaining account security and is expected from every Midphase employee.

It is unacceptable to make changes of any type to any account or to release information about an account without proper verification. This includes making changes to resolve mistakes made by clients (misnamed files, wrong file permissions, or file restoration from backup).

Before making changes to any account, be prepared to verify the PIN number on of your <https://chi.midphase.com> account.

Midphase wants to be as helpful as possible to those that are contacting us. If we see an obvious problem but are unable to obtain the required security verification to resolve the problem, we **MUST** verify an account before making any changes.

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