

FREQUENTLY ASKED QUESTIONS

PHILLIPS SIGN IN, SIGN UP AND PASSWORD RESET TROUBLESHOOTING

ISSUES WITH SIGN IN

I am being told my username or password is incorrect

Please try to reset your password - if you have the email correct and have access to your email, this will allow you to log in.

If problems continue - see other FAQ's for next steps.

ISSUES WITH EMAIL VERIFICATION (SIGN UP OR PASSWORD RESET)

I am being told "You have entered the wrong code."

The code is wrong or has become invalid. A code can become invalid if:

- The code has expired. Codes are valid for 20 minutes
- A new code was requested. This invalidates all previous codes.

You should try again, but be patient and try to avoid clicking "Send New Code"

I am being told "You have exceeded the number of code generation attempts allowed."

You need to wait a while and try again in a few hours. A user is only allowed to try to generate the code 10 times in any session.

Please contact websupport@phillips.com if you need additional support.

I am not receiving the email validation code.

Please check your junk / spam and trash. The email should have the subject "Phillips account email verification"

The code is valid for 20 minutes, and sometimes emails can take a while to arrive for a number of reasons that are outside our control. Please be patient - and note that requesting a new code invalidates the last one.

Contact websupport@phillips.com for more help if needed.

ISSUES WITH PASSWORD RESET

I cannot do it because I don't have access to the email address for my account.

You can create a new web account with an email address they do have access to - on validating your identity we can attach any existing (business) account to your new web account.

I just cannot understand how to do it

Please feel free to contact websupport@phillips.com or one of our Bid departments for assistance.

ISSUES WITH SIGN UP

I am being told that the email address is already in use

Please try to log in, and if you cannot remember what password you used, you need to reset their password.

OTHER ISSUES

I would like my account to be deleted

Contact websupport@phillips.com