

Sign In With an Email Code

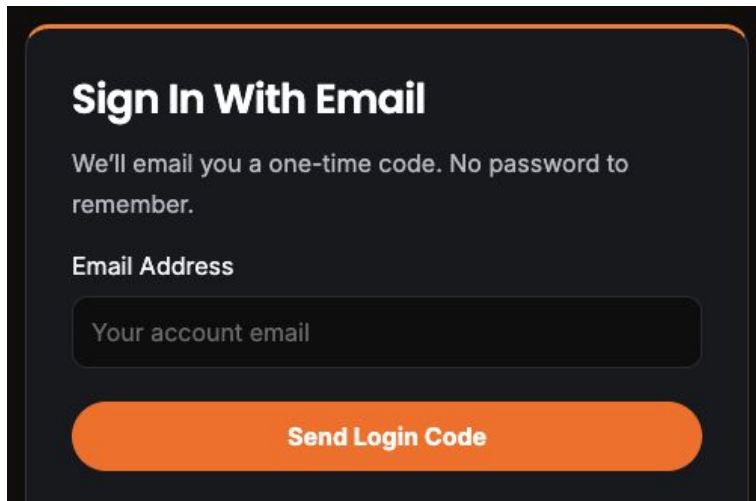
Use the email address on your existing UTV45 customer account.

1. Open the [customer login page](#).

Select **Email Me a Login Code**.

2. Enter your account email.

Select **Send Login Code**. Keep the page open while you check your inbox.

A dark-themed form titled "Sign In With Email". Below the title, it says "We'll email you a one-time code. No password to remember." There is a label "Email Address" above a text input field containing the placeholder "Your account email". Below the input field is a large orange button labeled "Send Login Code".

Sign In With Email

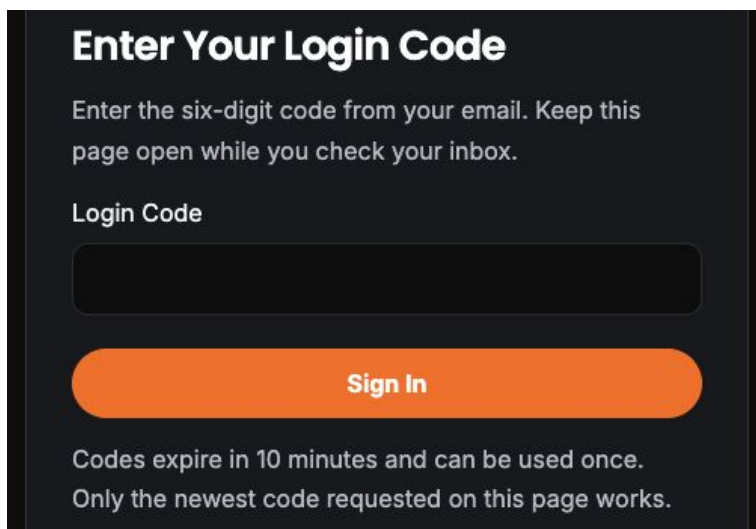
We'll email you a one-time code. No password to remember.

Email Address

Your account email

Send Login Code

3. Enter the emailed six-digit code and select Sign In.

A dark-themed form titled "Enter Your Login Code". Below the title, it says "Enter the six-digit code from your email. Keep this page open while you check your inbox." There is a label "Login Code" above a text input field. Below the input field is a large orange button labeled "Sign In". At the bottom, it says "Codes expire in 10 minutes and can be used once. Only the newest code requested on this page works."

Enter Your Login Code

Enter the six-digit code from your email. Keep this page open while you check your inbox.

Login Code

Sign In

Codes expire in 10 minutes and can be used once.
Only the newest code requested on this page works.

Codes expire in 10 minutes and work once. Use the newest code requested on that page. Check Spam or Junk if needed. Never share your code.

Email-code sign-in is being tested. Until enabled for your account, use password sign-in (pages 2-3). Payment steps are on page 4.

Reset Your Portal Password

Password sign-in is still available as an alternative to email codes.

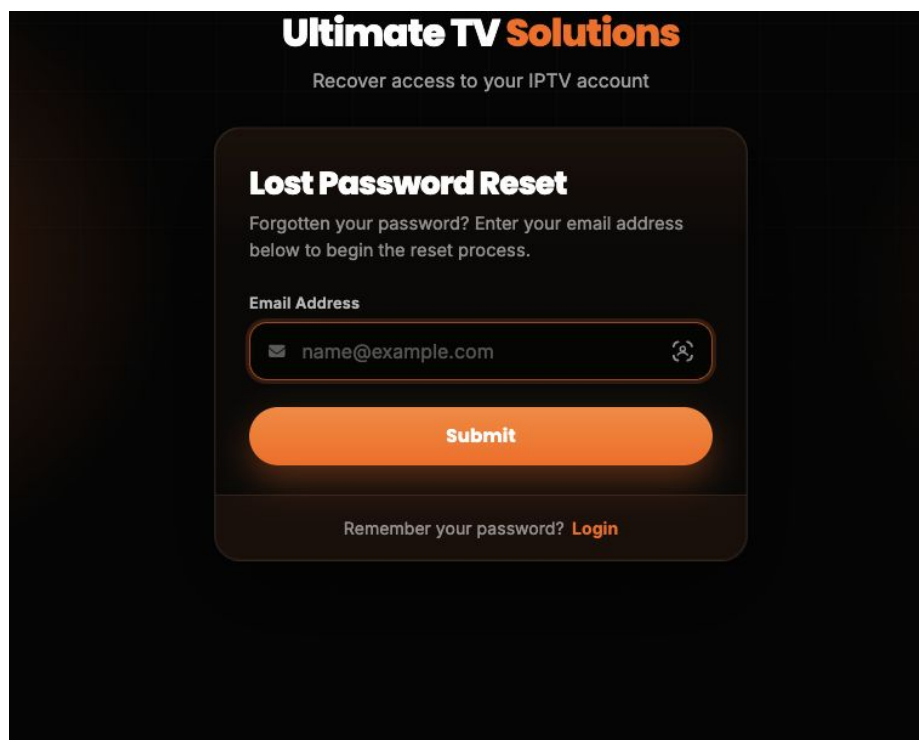
Already know your portal password? Go straight to page 3.

1. Open the password reset page.

www.utv45.com/billing/password/reset

2. Enter the email address on your UTV45 billing account.

Use the address that receives your invoices. Then click **Submit**.

The screenshot shows a dark-themed web interface for 'Ultimate TV Solutions'. At the top, the logo is in orange and white. Below it, the text 'Recover access to your IPTV account' is centered. The main content is a rounded rectangle with a dark background. Inside, the title 'Lost Password Reset' is in white. Below the title, a message says 'Forgotten your password? Enter your email address below to begin the reset process.' There is a text input field labeled 'Email Address' containing 'name@example.com' with an email icon on the left and a clear icon on the right. Below the input field is a large orange button labeled 'Submit'. At the bottom of the form, there is a link that says 'Remember your password? Login'.

3. Check your email.

Open the password reset message and follow its link. Check Spam or Junk if needed. Choose a new password and complete the reset on the website.

No reset email or no access to that inbox?

Contact our [Support Hub](#) so we can check the email address and account access. Do not create a second account.

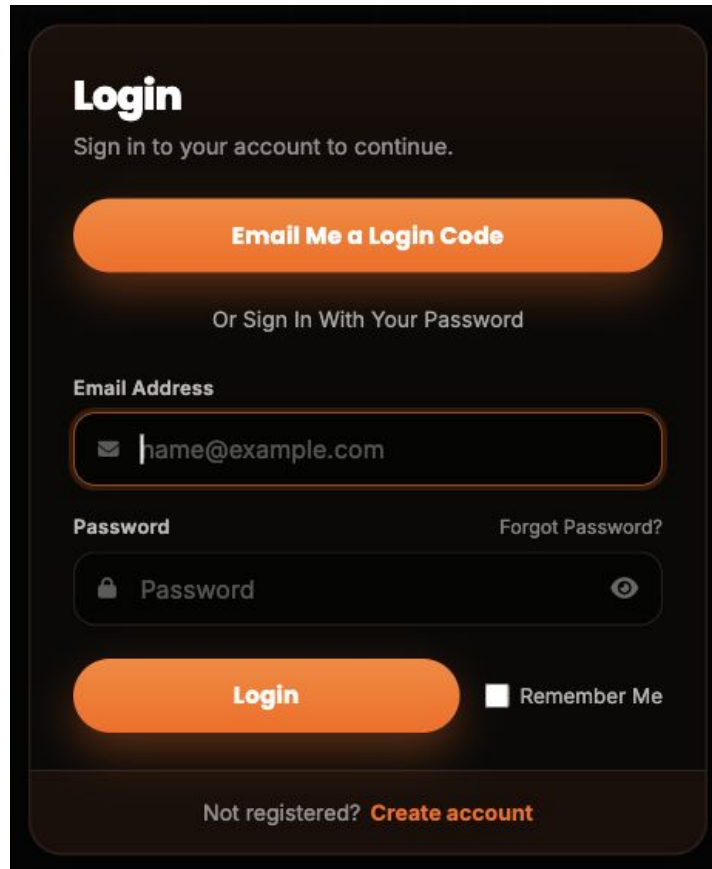
Sign In to Your Account

Your customer portal is where you view subscriptions and invoices.

4. Open the customer login page.

www.utv45.com/billing/login.php

Enter your billing-account **Email Address** and the portal password you just set. Click **Login**.

The image shows a dark-themed login form for the UTV45 customer portal. At the top, the word "Login" is displayed in a large, bold, white font. Below it, a smaller line of text says "Sign in to your account to continue." There is a prominent orange button labeled "Email Me a Login Code". Below this button, the text "Or Sign In With Your Password" is centered. The form then has two input fields: "Email Address" with a placeholder "hame@example.com" and an email icon, and "Password" with a placeholder "Password", a lock icon, and a "Forgot Password?" link. Below the password field is another orange button labeled "Login" and a "Remember Me" checkbox. At the bottom of the form, there is a link that says "Not registered? Create account".

Use your portal login.

Your TV app username and password are for watching TV. They may be different from your customer portal login. Resetting your portal password does not reset your TV app password.

Account missing or subscriptions not showing?

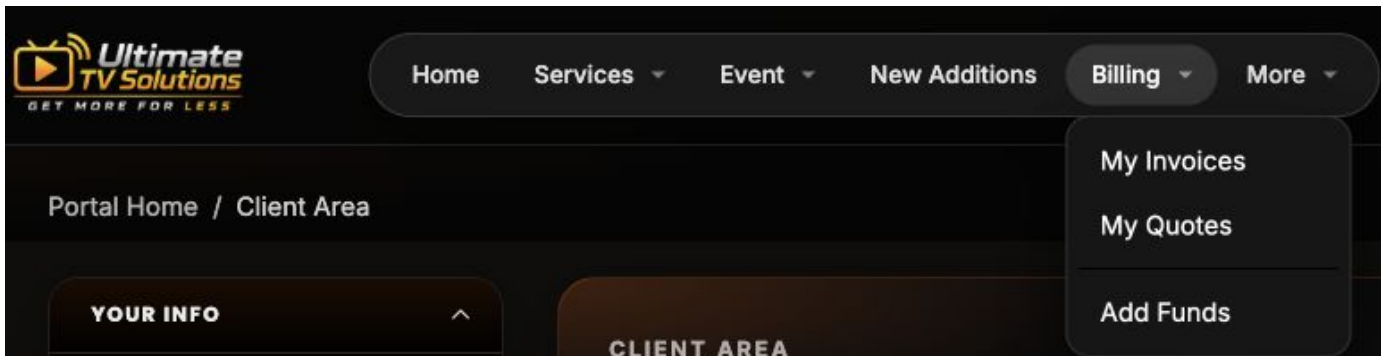
Contact our [Support Hub](#). We can check that your existing subscription is linked to the right billing account.

Pay Your Invoice

Pay each invoice through your customer portal before its due date.

5. Open Billing > My Invoices.

On a phone, open the navigation menu first if it is collapsed. You can also open [My Invoices](#) directly after signing in.



6. Open the invoice marked Unpaid.

Check the service, amount and due date. If you have no unpaid invoices, there is nothing to pay now.

7. Follow the payment instructions on that invoice.

Choose an available payment option and follow the instructions shown. If asked for an invoice number or payment reference, enter it exactly so we can match your payment. Do not create a new subscription just to renew an existing one.

8. Check for payment confirmation.

Return to My Invoices and check that the invoice changes to **Paid**. Verification may take a little time. If it remains Unpaid after you have sent the payment, contact support with the invoice number and payment receipt before paying again.

Good to Know

These steps are for paying your own invoices. Signing in or paying one invoice does not set up automatic monthly charges. Continue checking future invoices and paying them by the due date.

Need Help?

chat.utv45updates.com

Use the Support Hub for sign-in, invoice or payment questions.