

# UK2.NET Account Verification Policy

This article is for CHI Accounts from UK2.NET.

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## Your Account & Control Panel Login

Our feature-rich Client Hosting Interface (CHI) allows you to access your account anywhere and anytime. CHI enables you to manage all your products and accounts, purchase new products, check on your renewals, transactions and more.

## Login Details:

To log in you will need to visit <https://chi.uk2.net> and enter your username and password.

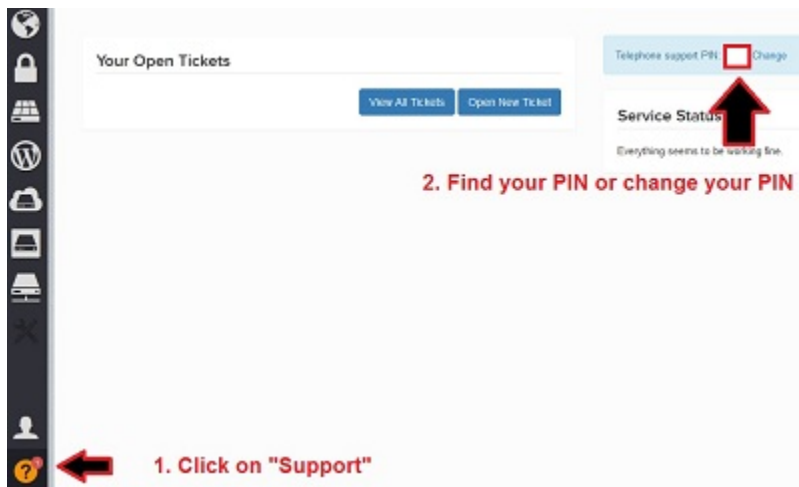
If you have forgotten or lost your password, [click here](#) to request a password reset for your account. You will need to have some account information to hand to retrieve the password.

## How to find your PIN number:

Your Personal Identification Number, or PIN, may be requested for you to authenticate yourself when support is requested.

Follow these steps to obtain your PIN number:

1. Log in to your account at <https://chi.uk2.net>
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.



Security is important to us and proper verification with every client is critical in maintaining account security.

It is our UK2.NET policy to not make changes of any type to any account or to release information about an account without proper verification. This protects our clients from hacking and identity concerns. Without verification you will be unable to make changes to resolve any mistakes (eg misnamed files, wrong file permissions, or file restoration from backup).

Be prepared to verify the PIN number on of your <https://chi.uk2.net> account before making changes to any account.

UK2.NET wants to be as helpful as possible to those who 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.

## Related articles

- [Optimised Wordpress Hosting](#)
- [How Do I Cancel](#)
- [How Do I Restore My Account From A Backup](#)

- [Two Factor Authentication Security - 2FA](#)
- [How To Upgrade A Shared Hosting Package](#)