TiVo Missing from Customer's Online TiVo Account- Article no. 4855

Introduction

Webtools Error Message: [22005] Multiple customers exist for the same email address

Use these steps when:

- A customer registered on **TiVo's website** **swaps** their TiVo, and the **new TiVo** does **not** show on their TiVo online account
- A customer registered on **TiVo's website** **moves** to another address, and their ICOMS / BOLT account number changes

Resolution Steps

1. **Reprovision the TiVo**
2. **Synch** the TiVo in **WebTools** to populate the registered email address
    - If the email address filed is blank or reads null, **register the customer's TiVo**

3. **If the problem persists,** click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT**

   Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	TiVo Issue
Service Category	TiVo ONLY
Problem Description	TiVo Registration Issue
Select	All affected TiVos
Include	Error description and email address used to register

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