

TiVo Missing from Customer's Online TiVo Account- 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



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=154>