# Home User Authorization Process

Updating your IP from the TeleVoIPs Portal

1. If you have not already registered for the mobile app, please do so using the link below:

   https://portal.televoips.com/register

2. On your local Home PC (not a remote desktop session) please log into portal.televoips.com
3. Click 'Extensions' in the left sidebar. Once selected, you should see your extension number - to the right is a View button with a dropdown arrow. Click the dropdown arrow.
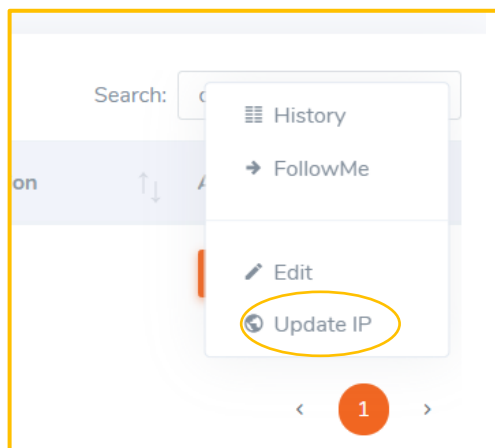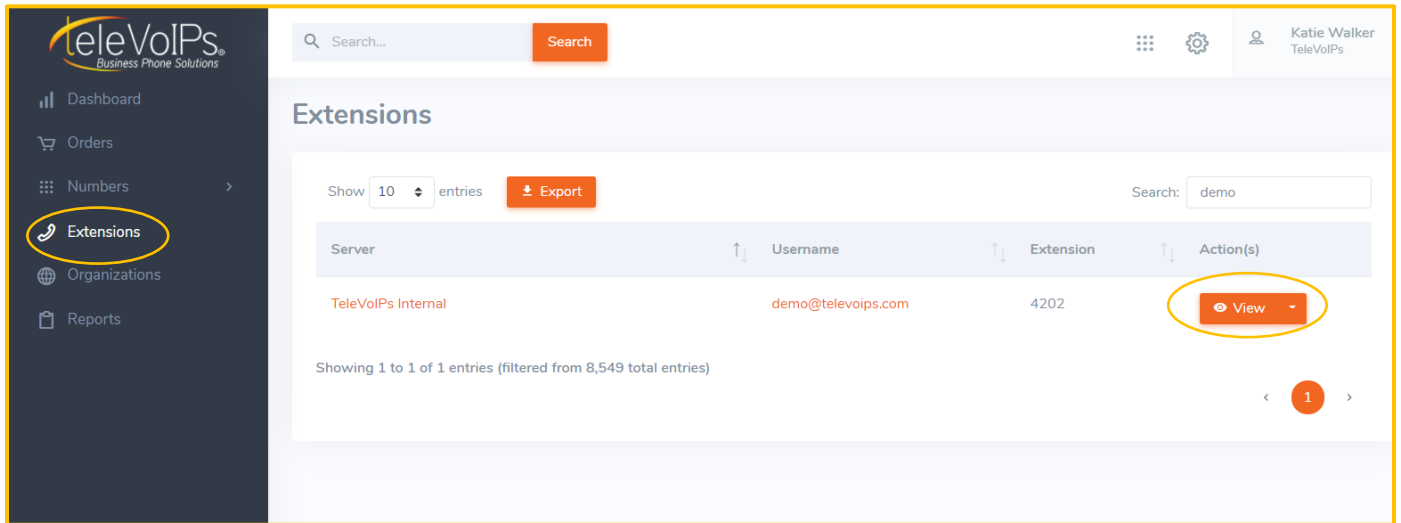
4. Click on 'Update IP'. Please wait 5 minutes for the update to occur and then plug in your phone.

5. **After 5 minutes have passed please plug in your phone and test.**

***PLEASE NOTE: If you are in a remote session, you must first minimize the session. Then you can properly follow the above instructions to update your IP Address in the TeleVoIPs Portal. If you are not sure if you're in a remote session, check the top of your screen. If you're currently in a session, you will likely see a blue bar like the image below. ***