Hotwire Fision Mobile App

Helpful instructions on how to install and log in to the Hotwire Fision App.

STEP 1
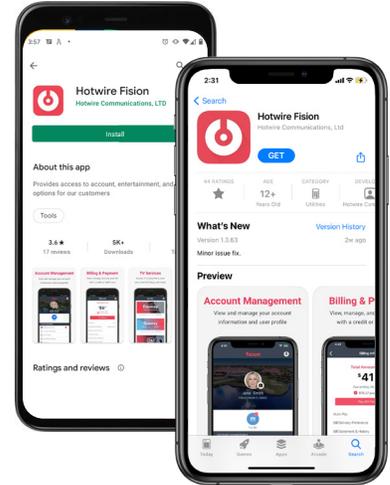
Install the Hotwire Fision App

Apple iOS Store
1. From the Home screen, tap the App Store icon
2. Tap Search on the bottom tab and then enter *Hotwire Fision*
3. Tap Hotwire Fision in the search results
4. Tap GET and then tap INSTALL
5. If prompted, sign in with your Apple ID to complete the install

Google Play Store
1. Open the Google Play Store app   Note: The URL play.google.com can also be used
2. Search for Hotwire Fision
3. Tap Hotwire Fision in the search results
4. Tap Install
5. Follow the onscreen instructions to complete installation

STEP 2

Start the App

Look for the Hotwire Fision app icon   and tap on it to start the app.

1. For iOS, you should find the Icon on the Home screen. You may have multiple pages of apps and will need to swipe through them to find the Hotwire Fision App Icon.

2. For Android, you can find the app icon with your other apps.

When opening the app for the first time, the Welcome Page will display a preview of the features available in the app by swiping left on the screen. The user can also choose to *Sign Up* or *Log in* from this screen.
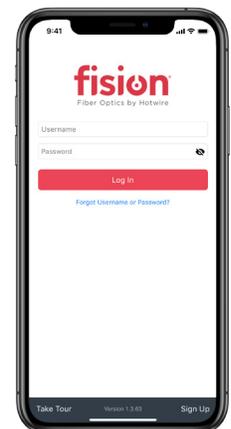
STEP 3

Log in to the App

You will log in using the same username and password you are currently using to access your My Hotwire online account.

Don't have an online account?
You can create one using the app. You will need your customer number to register.
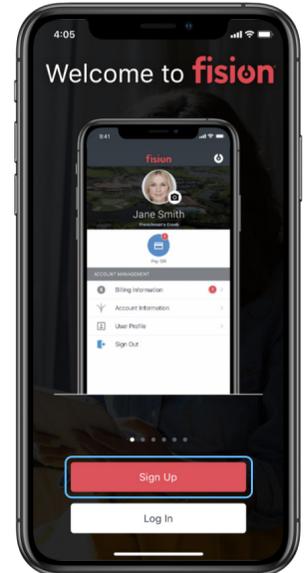
Sign Up through the App

Helpful instructions on how to setup and verify your account in the Hotwire Fision App.

Sign Up

1. From the Welcome screen, tap Sign Up

2. Review the Terms of Use and Privacy Policy. If you agree, tap Get Started

3. Tap Customer Number and enter the 8 digit customer number and tap Continue
   Note: The Customer Number can be found on your Billing Statement.

4. Verify Ownership using one of the verification methods below

5. Enter your first, middle initial and last name, then tap Continue

6. Enter your mobile number, or if it is entered already, tap Continue
   If you verified the account using the mobile number, this step is skipped.

7. Enter your home number, or if it is entered already, tap Continue
   If you verified the account using the home number, this step is skipped.

8. Enter your email address, or if it is entered already, tap Continue
   If you verified the account using the email address, this step is skipped.

9. Enter a username to be used as your log in and tap Continue

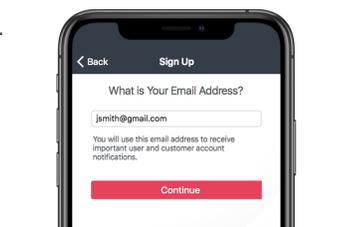10. Enter a password and tap Save New Password

Verification Methods

Mobile Number Verification

1. Tap Mobile Number and enter the mobile phone number associated with your account and tap Verify Now to send a text message with a 6 digit verification code.
   Note: The mobile number entered must match the mobile number on your account.

2. Enter the verification code from the text message and tap Check Code

Home Number Verification

1. Tap Home Number and enter the home phone number associated with your account. Tap Verify Now to send a phone call to the user.

2. Answer the phone call to hear the 6 digit verification code. Write it down if needed.
   Note: The home number entered must match the home number on your account.

3. Enter the verification code from the call, then tap Check Code.

Email Address Verification

1. Tap Email Address and enter the email address associated with your account and tap Verify Now to send an email to with the 6 digit verification code

2. Enter the verification code from the email and tap Check Code

PIN Verification

1. Tap PIN and enter your 4 digit security PIN and tap Save.
   Note: The PIN must match the PIN associated with your account.