

# Invalid API Key

## Scenario

The user gets the **Invalid API Key** error while registering SMS-Magic Converse on Salesforce.

## Possible Causes

- You are trying to register the application on a refreshed sandbox while the username is still registered on the portal with another Org ID (that existed before the org was refreshed).
- Portal team has 2 different API keys stored in the database for the account.

## Issue Resolution

Follow the given procedure to resolve the Issue:

Ensure you have Subscriber Access prior to performing these steps.

1. Log in to the User's org.
2. On the **Setup** page and search for **Custom Settings**.
3. On the Custom Settings page, click **SMS-Magic URL Setting**.
4. Click **Manage**.
5. Delete the record. This enables the registration steps to be re-activated.
6. Consult the portal team to remove the user/or change the old Org ID in their database.
7. Revert to Salesforce and try to complete the registration steps again.
8. If the issue remains unresolved, reach out to the Dev team;  
Or

9. Reach out to the portal team, to store the correct API key and try registering the application again.