

Troubleshooting Twitter Sign-In Integrations

Symptom


You may see the following error when attempting to activate Twitter sign-in integrations.

```
Invalid details not saved. Please verify your details and try again
```

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If you have already activated Twitter sign-in integrations, your clients may see the following error when they attempt to log in to the WHMCS Client Area using Twitter:

```
Error We were unable to connect your account. Please contact your system administrator
```

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Cause

A [2018 change](#) to the Twitter APIs altered the configuration of callback URLs in Twitter apps. Because of this, you must specify the precise full URL to the Twitter API callback file to interact with your WHMCS installation.

Solution

To resolve this issue:

1. Go to apps.twitter.com.
2. Log in to your Twitter account.
3. Select your WHMCS sign-in app from the list.
4. Go to the **Settings** tab.
5. In the **Callback URLs** section, replace the current single entry with the following three entries, replacing `http://demo.whmcs.com/whmcs/` with the URL of your WHMCS installation.

```
http://demo.whmcs.com/whmcs/index.php
http://demo.whmcs.com/whmcs/index.php/auth/provider/twitter_oauth/callback
http://demo.whmcs.com/whmcs/auth/provider/twitter_oauth/callback
```

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Callback URLs

Where should we return after successfully authenticating? [OAuth 1.0a](#) applications must specify one of the URLs below in the request token step. To restrict your application from

6. Click **Save Changes**.

7. In WHMCS, activate Twitter again at **Configuration > System Settings > Sign-In Integrations** (or, prior to WHMCS 8.0, **Setup > Sign-In Integrations**).

For more information, see [Sign-In Integrations](#).