

Get started FAQ

Check out our most frequently asked questions to get you started with Tango:

- Q: What is the recommended browser for Tango?

A: We support newer versions of modern browsers such as Chrome, Edge, Firefox, Opera, and Safari.

- Q: What URL do I use to log in to Tango portal?

A: Copy and paste <https://portal.tangocard.com/#/login> in your browser. We recommend you bookmark this URL for future visits. See our documents below for more help:

[Sign in to Tango portal](#)

- Q: Why am I not able to log in to Tango portal?

A: If you're experiencing issues signing in to your Tango portal, try the following steps:

Confirm you are using the correct login method: username and password, Google account, or SSO. These three methods are not interchangeable. See [Sign in to Tango portal](#).

Make sure you have a user account in both applications: Tango portal and your IdP. You must also use the same email address in both applications. Reach out to your organization's admin for help.

Clear your browser's cache and cookies, refresh the login page, and try signing in again.

If you use a username and password to sign in, try resetting your password using the **Forgot Password** link. Read more about how to [Reset your password](#).

Confirm that your network's security settings have all relevant domains, URLs, IP addresses, and email addresses associated with Tango in an allowlist. [Learn more about what items to add to your allowlist](#).

Try to sign in when connected to another network or use a different device.

If issues with signing persist, reach out to your Tango portal admin and request they delete your user profile and add it again. You'll receive an invitation email where you can re-register for Tango and sign in with fresh user information.

- Q: My Tango invite is expired. What can I do?

A: A Tango invite is sent to the new user's email when their profile is created. The invite expires in seven days if it is not accepted. If your invite is expired, reach out to your Tango administrator to have your invite resent. See our documents below for more help:

[Expired Tango invite](#)

[Activate your Tango account](#)

[Add, edit, delete users](#)

- Q: What email address are rewards sent from?

A: Rewards are sent from noreply@tangocard.com. We recommend recipients check their spam folders and make sure there are no filters blocking messages from noreply@tangocard.com.

- Q: Is there a character limit for email messages sent with rewards?

A: Yes. The email message body can have a maximum 3,000 characters.

- Q: Can I download my order history to a spreadsheet?

A: Yes. Tango allows users with the required permissions to generate and download reports. You can download the reports from two places:

Reports: See how to [Generate and download order reports](#)

Orders > Line items: See [View Line Items in Tango Orders](#)

- Q: Why is the status of my order "Pending"?

A: The **Pending** order status means that the rewards needs a little longer to process and send. **Pending** orders are processed and delivered within one (1) business day. Rewards sent on Friday afternoon or over the weekend may be processed on the following Monday, or the next business day. Once rewards have been sent out, the order status changes to **Complete**.

When you sign up for a Tango account you need additional pending time to clear all of the review associated with initial sign-up and registration. , however, it may take up to three (3) business days to process a transaction with a pending status. You may see a **Pending** status during [pay at checkout orders](#) that are paid with a [pre-funding of your account balance](#). Contact your Customer Success Manger (CSM) or success@tangocard.com if the status has been pending more than three days.

See our documents below for more help:

[Order, reward, and email statuses in Tango](#)

[Sign up for a Tango platform](#)

[Pay at checkout](#)

- Q: How can I tell if a recipient has redeemed their reward?

A: You'll find reward redemption information on the **Order History** page in your portal. A detailed guide to the **Order History** page is available at [View reward orders with Tango](#). You can also read our article on how to [View Reward Link redemption history](#).

- Q: I sent a reward to the wrong email address. Is there a way to resend it to a different address?

A: Yes. With the correct user permissions it is possible to resend a reward to the same or a different email address. See our documents below for more help:

[Set user permissions and access level](#)

[Resend rewards](#)

- Q: Are there fees for resending a reward?

A: No. There are no additional fees for resending a reward. When you resend a reward, the same reward information is sent to the recipient at either the same or a new email address. There are no fees for this service.

- Q: Can I customize what brands a recipient can redeem with their Reward Link?

A: We can help with the creation of a custom Reward Link. For a one-time \$450 fee, you can customize Reward Link's gift card redemption catalog, redemption page, verbiage, and brand imagery. See [Customize a Reward Link®](#). If you're interested in getting started with your own custom Reward Link, email success@tangocard.com.

Q: Can I change the phone number that my MFA code is sent to?

A: Yes. It is possible to pre-emptively de-register the phone number used to receive Multi-factor authentication (MFA) verifications for your user account, but only when you are logged in to Tango.

In case you aren't logged in to Tango:

If your phone number has already changed and you are no longer able to receive MFA verification codes and log into Tango as a result, please work with your platform's administrator(s) to have your user profile deleted and re-added to the platform.

If you are the only administrator on your platform and need your MFA registration updated for a new phone number, contact your Customer Success Manager (CSM) or success@tangocard.com.

- Q: Can I disable MFA?

A: No. To ensure your account security, MFA cannot be disabled. You can request the device be remembered for 60 days. You must re-verify the MFA if your device's cache and cookies for Tango gets cleared.

- Q: I don't get SMS texts with verification codes when I try to sign in or click Re-send SMS. What can I do?

A: Wait at least a minute: Wait before attempting to re-send a verification code; there may be a slight delay in SMS delivery.

Check for outage: If no SMS texts with verification codes are coming through after multiple attempts and few minutes, check if your carrier or region is affected by an outage on the [Twilio Status Page](#).

Check the phone number: Reach out to your Tango admin directly to request profile update. Admin deletes your account and adds it to the Tango platform once more. Profile update allows you to re-register your phone number for MFA

verification upon registration. If you are the only user or the only administrator on the platform, contact your Customer Success Manager (CSM) or success@tangocard.com for further assistance.

- Q: I have changed my phone number. Can I reset the MFA registration myself?

A: Yes. After logging into the Tango portal, go to **My profile** and click **Reset Multi-factor authentication**. See [Set up Multi-factor authentication \(MFA\)](#).

- Q: Why does Tango ask for my phone number?

A: Tango needs a mobile phone number to send MFA verification code via SMS text message. MFA helps ensure your identity and security, and can't be disabled.

- Q: Is there any alternative option for MFA?

A: If you have a Tango user profile and have questions about other MFA methods, reach out to your Customer Success Manager (CSM) or success@tangocard.com.

If you are a new user and don't yet have a Tango Platform, you can discuss MFA options when working with a Tango representative after a demo or signup.

Request a demo: <https://www.tangocard.com/request-a-demo>

Sign up for Tango: <https://portal.tangocard.com/#/signup>

- Q: Why do I get errors when registering MFA?

A: If you encounter issues when registering for MFA or using the code received, try the following steps:

Phone number not accepted at registration:

If you are entering a valid phone number but you are getting an error, or not

receiving a code to complete registration, reach out to your Customer Success Manager (CSM) or success@tangocard.com

MFA verification code not received:

If your text messaging app has a spam folder, check if that is where the MFA verification code was sent. wait for 60-90 minutes for the code to arrive. Make sure you enter the code within 10 minutes of receipt.

If you entered the correct phone number but you're not receiving any notifications with an MFA verification code, reach out to your Tango platform admin. A Tango admin can delete a user and re-create their user profile on the same Platform, which will prompt the user to re-register their phone number for MFA.

If you don't know who your Tango admin is, reach out to your Customer Success Manager (CSM) or success@tangocard.com.