Getting started and signing in to Alchemer Voice

Alchemer Voice helps you capture, analyze, and act on customer conversations at scale. This article covers how to sign in to Alchemer Voice and how to grow your team by inviting new members.

Go to fourfour.ai to access Alchemer Voice.

Before you sign in

New to Alchemer Voice? Ask an existing team member with Admin permissions to invite you, see Inviting a new team member below. Once you've been invited, you're ready to sign in.

Signing in to Alchemer Voice

1. Go to fourfour.ai.
2. Click **Log in** in the top navigation.
3. Enter your email address and click **Log in**.
4. Choose either sign-in method. Both lead to the same account:
    - **Log in with Alchemer:** sign in with your Alchemer account credentials.
    - **Log in with Email:** we'll send a one-time login link to your email address. Open the email and click **Login** to continue (the link expires after one hour).
5. Once you're signed in, you'll land on your Alchemer Voice **Dashboard**.

To update your name, job domain, photo, or conversation alert emails after you sign in, see My Profile.

Inviting a new team member

Grow your Alchemer Voice team by inviting new members. Any existing Admin can send an invite.

1. In the left navigation, click **Admin**.
2. Select the **Team** tab.
3. Click **Invite team member**.
4. In the **Add team member** window, enter the person's **Name** and **Email**.
5. Select one or more **User roles** for them:

- **Admin:** Can manage team members, set permissions, and connect integrations.
- **Creator:** Can manage conversations, labels, topics, workflows, and insights.
- **Viewer:** Can read conversations, labels, topics, and insights. This role is selected by default.

6. Click **Invite**.

The new team member will show up in the **Current team members** list with a status of *Invite not accepted* until they sign in for the first time. Once they do, they can use either sign-in method described above.

Troubleshooting sign-in

- **"We were not able to log you in":** You signed in, but Alchemer Voice found no user that matches your email address. Ask an admin to check the email address on your invite.
- **No login email:** Check your spam folder, and confirm the address you entered matches the one you were invited with. The login link expires after one hour, so request a new one if it has.

Related Articles