



Error and Warning  
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# 20003: Permission Denied




## ERROR: 20003

ERROR

## Description

### Authenticating requests to the Twilio API

All requests to sensitive areas of the Twilio API must use [HTTP Basic Authentication](#) . Authenticate using your Account SID as the username, and your Auth Token as the password. Both can be found in the [Twilio Console](#).

You can also generate revocable [API Keys](#) to authenticate.

You may want to consider using a [Twilio helper library](#) (available in PHP, .NET, Java, Ruby, Python and Node.js) as they will take care of authentication for you.

## Possible Causes

- Using the wrong combination of Account SID and Auth Token
- Using Test Credentials to access your Live Account
- Using subaccount credentials to access master account
- Previous Auth Token has been deleted

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Previous Auth Token has been deleted



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- Account is suspended or closed
- Extra characters or spaces in the supplied credentials
- Web proxy is stripping out credentials before forwarding to

- Attempted API Key is for the incorrect Twilio Region

## Possible Solutions [↗](#)

- Verify the Account SID and Auth Token are correct
- Verify the correct Account is being accessed
- Ensure the Account is active, not suspended or closed
- Ensure no extra characters or spaces are being included
- Ensure JWT is only used with API Key
- Ensure the API Key's Twilio Region matches the request's specified Twilio Region

## Need some help?

We all do sometimes; code is hard. Get help now from our support team [↗](#), or lean on the wisdom of the crowd by browsing the Twilio tag on Stack Overflow.

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