Why can't I log in?

Sam Pelton - 2026-11-22 - Comments (0) - Troubleshooting

Here are some tips to help troubleshoot issues with logging in:

- Double check that you're using the right username/email address and password
- If needed you can click the "reset" link on the login page and the system will email you a link you can use to log in and change the password
- If you've tried the "reset password" option but aren't getting any email, you'll want to check your Spam and Promotions folders to see if the email got caught there
- If the system is giving you an error that it doesn't recognize your email, it could be that you signed up using Facebook originally; try the "Continue with Facebook" option
- If you're running into issues resetting your password you can contact us to request a manual password reset