

<u>Knowledgebase</u> > <u>FAQs</u> > <u>Troubleshooting</u> > <u>Why can't I log in?</u>

Why can't I log in?

Sam Pelton - 2025-11-14 - Comments (0) - Troubleshooting

Here are some tips to help troubleshoot issues with <u>logging in</u>:

- Double check that you're using the right username/email address and password
- If needed you can click the "reset" link on the <u>login page</u> 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 <u>contact us</u> to request a manual password reset