Login Issues: Password Reset and Account Confirmation

General · https://coreel.ai/help/login-issues-password-reset-and-account-confirmation/

If you can’t log in, use this checklist.

1) Wrong Password

1. Click **Forgot your password?** on login page.
2. Submit your email.
3. Open reset email and set a new password.
4. Log in again.

2) Account Not Confirmed

Newly registered users may need to confirm email before first login.

What to do

1. Open confirmation email.
2. Click confirmation button/link.
3. Return to login page and sign in.

If not received, check spam/junk and request resend if available.

3) Account Inactive

If subscription/trial is inactive, access may be restricted.

What to do

- Owner should log in to allowed account area and reactivate billing.

- Then retry login/features.

4) Invite-Based User Setup Not Completed

Invited users must complete password setup from invite link before login.

What to do

- Open invite email
- Complete password setup
- Log in normally

5) Still Can’t Log In

Capture:

- Email used
- Exact error message
- Timestamp
- Screenshot

Send to support for quick diagnosis.