

I can't sign in

Troubleshooting

Most sign-in problems have a quick fix. Find the message you see below, or work through the checks in order.

"The provided email and password do not match."

HelpCenter.io didn't recognize that email and password together.

1. Check that you're on the sign-in page at helpcenter.io/app/signin.
2. Use the email address your account was created with. If a team invited you, that's the address the invitation went to.
3. Check that Caps Lock is off, and that your password manager didn't fill in the details of another account.
4. Still no luck? Reset your password (next section).

Were you invited but never finished signing up? Open the invitation email and create your account from its link first. Until you do, there's no password to sign in with. An invitation link works for 14 days. If yours says it isn't valid anymore, ask whoever invited you to click **Resend**.

Reset your password

1. On the sign-in page, click **Forgot password?**
2. Enter your email address and click **Send the reset link**.

3. Open the email with the subject "Reset Password Notification" and click the link in it. The link works for 60 minutes.
4. Enter your **Email** and a **New password** of at least 8 characters, type it again under **Confirm the new password**, then click **Reset password**.

Messages you might see along the way:

- **"If an account exists for that address, we've emailed a password reset link."** You see this for every address, to keep it private who has an account. If no email arrives, try the other email addresses you use, and wait a minute before you ask for another link.
- **"This password reset token is invalid."** The link is more than 60 minutes old, or it was already used. Request a new one.

No email after a few minutes? Check your spam folder for a message from app@helpcenter.io. See [I'm not getting emails from HelpCenter.io](#).

Signing in with Google doesn't work

- **"An account with this email already exists. Sign in with your password, then connect Google from Account Settings."** Your HelpCenter.io email address isn't verified yet. Sign in with your password, then click **Connect** under **Sign-in Methods** in Account Settings.
- **"This account is connected to a different Google account. Sign in with that one, or with your password."** Pick the Google account you connected before, or use your password.
- **"Google has not verified the email address on that account, so it cannot be used to sign in."** Verify the address with Google, or sign in with your email and password.

- **"Your Google sign-in expired or was started in another tab. Please try again."** Go back to the sign-in page and click **Continue with Google** again.
- **You created your account with Google and have no password.** Use **Continue with Google**. To add a password, see [Change or reset your password](#).

"Too Many Requests" (error 429)

After several sign-in attempts in a short time, HelpCenter.io pauses sign-in for that email address for a minute. Wait a minute, then try again. If you're not sure of your password, reset it instead of guessing.

Your two-factor code isn't accepted

If the **Enter your code** page says **"The provided two factor authentication code was invalid."**:

- Type the code your authenticator app shows at that moment. Codes change every 30 seconds, and each code works only once.
- Check that you're reading the HelpCenter.io entry in your app, not the code for another account.
- Set your phone's date and time to update automatically. Codes are based on the clock, so a phone that runs fast or slow produces codes that don't match.

Lost the phone with your authenticator app? See [I lost my authenticator device](#).

"This account has been suspended."

The full message reads **"This account has been suspended. Please contact support for more information."** Only our team can help here. Contact us from the email address on the account.

"Page Expired" (error 419), or the page reloads without an error

HelpCenter.io needs cookies to sign you in. If your browser blocks them or holds on to old ones, you can land back on the sign-in page with no message at all.

1. Reload the sign-in page and try again. A sign-in page that was left open for a long time shows "Page Expired" when you submit it.
2. Try a private (incognito) window. If sign-in works there, the problem is in your usual browser's cookies or extensions.
3. Allow cookies for helpcenter.io, or clear its cookies. Here's how in [Chrome](#), [Firefox](#), [Safari](#) and [Edge](#).

Signing in to read a help center

- **A private help center** opens only for people on its team. Ask the team to invite you (the Viewer role is enough to read), then sign in with the address the invitation went to.
- **A help center that uses single sign-on** signs you in through its company's own login page, not with a HelpCenter.io password. If that doesn't work, contact the company that runs the help center.

Still stuck?

Write to us from the email address on your account and tell us what you see on the screen. See [Contact HelpCenter.io support](#).

Related articles

- [Sign in to HelpCenter.io](#)
- [Change or reset your password](#)
- [I lost my authenticator device](#)