

# I Can't Log In

Are you having trouble logging into Paperless Pipeline? This guide explains how to troubleshoot errors you may encounter.

## I Forgot My Login Email Address

**Have you forgotten your login email address for Paperless Pipeline?** Here's what to do if you're having trouble remembering the email address you should use to log in.

### Problem

You've forgotten the email address associated with your Paperless Pipeline account.

### Solution

Here's how to troubleshoot:

If you're already logged into your Pipeline account, you can find your login email address in your [Personal Profile](#) . **Here's how →**

If you're not logged in:

- For agents: Contact your admin and ask for the email address associated with your account.
- For admins: Ask another admin (with the appropriate permissions) to check your email address in the *Admin / Settings* area.

If you're still unable to determine your associated email address, please **contact us**.

## I Forgot My Password

**Have you forgotten your password for Paperless Pipeline?** Here's what to do if you can't remember your password and need to reset it.

### Problem

You've forgotten your password and can't log into Paperless Pipeline.

### Solution

Here's how to reset your forgotten password:

Go to the [Pipeline Login](#) page.

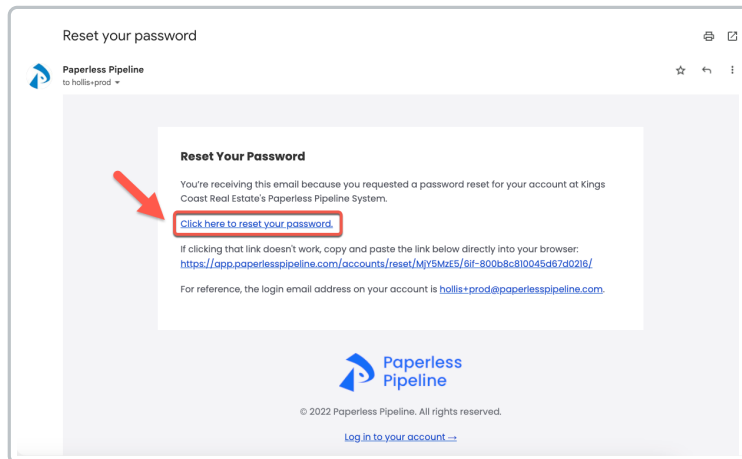
Click [Forgot your password?].

Enter your Paperless Pipeline login email address. then click [Send Reset Email]. You'll receive an email with a link to reset your password within 15 minutes.



**Don't remember your email address for Paperless Pipeline? [Here's what to do →](#)**

Open the email you receive and click the link to reset your password.



Enter your new password, then confirm it.

Click [Change Password]. Your password will be reset, and you can log in using your new password.

## I Got the Error: "Incorrect Email Address or Password"

**Are you unable to log in because of an "Oops, wrong email or password" error?** Here's what to do if you try to log in and receive the error, "Oops, either the email address or password you entered was incorrect. Try again or reset your password."

### Problem

You try to log into Paperless Pipeline, and receive this error:

**Oops, either the email address or password you entered was incorrect. Try again or [reset your password.](#)**

### Solution

Here's how to troubleshoot:

Try logging into Pipeline again. This time, double-check the following:

- Verify you entered your email address and password accurately.

- Verify your CAPS LOCK key is not enabled.
- Verify your browser or extensions / add-ons are not auto-filling old email addresses or passwords. [Here's how to disable autofill \(from ComputerHope\) →](#)

If you're sure your email address is correct, try resetting your password. [Here's how →](#)

If you're still getting this error after following the steps above, please contact your office's admin.

## I Got the Error: "403 Forbidden"

**Are you having trouble logging in because of a "403 Forbidden" error?** This guide explains what to do when you can't log into Paperless Pipeline because you're running into a "403 Forbidden" error.

### Problem

You try to log into Paperless Pipeline, and receive this error:

**403 Forbidden**

### Solution

#### If You're Using a VPN

Here's how to troubleshoot (if you are using a VPN to connect to your network):

Try changing your connected location to a different location. [Here's how to connect to a different server location in ExpressVPN →](#)

Try accessing Pipeline again.

If you're still unable to determine your associated email address, please [contact us](#).



To fast-track your request, tell us the IP address of the network you're on. Find your IP address by going to [whatismyip.com](https://whatismyip.com), then copy and paste your public IPV4 address into the message.

#### If You're Not Using a VPN

Here's how to troubleshoot (if you are NOT using a VPN to connect to your network):

Try connecting to a different internet network or to a VPN, like [ExpressVPN](#).

Try accessing Pipeline again.

If you're still unable to determine your associated email address, please [contact us](#).

To fast-track your request, tell us the IP address of the network you're on.



Find your IP address by going to [whatismyip.com](https://whatismyip.com), then copy and paste your public IPV4 address into the message.

## I Got the Error: "Inactive Account"

**Are you unable to log in because of a "This account is inactive" error?** This guide explains what to do if you try to log in and receive the error, "*This account is inactive. Please contact your office admin.*"

### Problem

You try to log into Paperless Pipeline, and receive this error:

**This account is inactive. Please contact your office admin.**

### Solution

Here's how to troubleshoot:

Try logging into Pipeline again. This time, double-check the following:

- Verify you entered your email address and password accurately.
- Verify your CAPS LOCK key is not enabled.
- Verify your browser or extensions / add-ons are not auto-filling old email addresses or passwords.

[Here's how to disable autofill in a browser \(from ComputerHope\) →](#)

If you're not certain you're using the correct email address, [here's what to do →](#)

If you're certain you're using the correct email address:

- [For agents](#): Please contact your admin.
- [For admins](#): Please [contact us](#).