

## Why am I getting a 403 Forbidden error when I sign in?

The login page shows a *403 Forbidden* error before you even get to enter credentials. The cause isn't your account — it's your IP address.

### Reason

Pipeline automatically blocks connections from IP addresses on known spam or abuse blacklists, as a security measure. If your network's IP has been flagged — often because of activity from another customer on the same network — Pipeline's edge stops the connection before it reaches the login page.

### Solution

- **On a VPN?** Switch to a different location or node. Most VPNs let you pick from many. Pick another country or city and try again.
- **Not on a VPN?** Switch networks. Try your phone's hotspot, a different Wi-Fi network, or — temporarily — turn on a VPN like ExpressVPN or NordVPN to route around the blacklisted IP.
- **Can't switch networks?** Write to support with the IP address you're connecting from (search "*what's my IP*" in your browser). We can confirm the block and, in some cases, work with you to unblock.

Once you're on an IP that isn't flagged, the login page loads normally.

Learn more → [Login](#)