

Why does Pipeline still say my password is wrong after I reset it?

You set a new password through the reset flow. Signing in still throws *"Incorrect email or password."* That usually traces to one of two things — and the fix is straightforward.

Reason

Two recurring causes account for almost every case. First, **browser autofill**: a saved-password extension or browser autofill replaced your new password with the old one before you submitted the sign-in form. Second, **profile mix-up**: you reset the password on the wrong Pipeline profile (a deactivated one, or one tied to a different email) and the active profile still has the old password.

Solution

- **Sign in via incognito or private browsing.** That sidesteps autofill entirely. If sign-in works there, your browser is replacing the password — clean up the saved entry.
- **Type the new password by hand** instead of letting autofill or the password manager fill it in. Use the eye icon (if present) to confirm you typed what you meant.
- **Confirm the email you used.** It has to be the exact login email on your active Pipeline profile — not a forwarding alias, not an old address. Your admin can confirm what's on your profile from *Manage Users*.
- **If you have multiple Pipeline profiles** (across brokerages, or an old deactivated one), reset on the right one. Your admin can tell you which profile is active for you.