Why Can't I Log In?

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Most login problems come down to a typo, an old saved password, or the wrong email address. Find your exact error below for the fix.

"Oops, either the email address or password you entered was incorrect"

Pipeline didn't recognize the combination you entered. Log in again and double-check:

- You typed your email address and password correctly.
- Your `Caps Lock` key is off.
- Your browser or a password manager isn't auto-filling an old email or password.

If you're sure your email address is right, reset your password. Still stuck after that? Contact your office's admin.

"This account is inactive"

This usually means autofill entered an old address, your profile has been deactivated, or there's no active profile under the address you typed (see the next section). Log in again and confirm your email, `Caps Lock`, and autofill as above. If you're certain the email address is correct:

- **Agents**: contact your admin — they can reactivate your profile.
- **Admins**: contact us.

The password reset email never arrives

Pipeline sends a reset link only to an email address with an active profile. If the address you typed has none, no email comes, and signing in fails too. This happens most often after a move to a new office: the new office hasn't added you yet, or added you under a different email address.

- **Just joined a new office?** Ask its admin to add you as a user, or to tell you which email address they used.
- **Still with the same office?** Ask your admin whether your profile is active and which address it's under.

We can't create a login or give account access from our side. Your office's admin controls who can sign in.

"403 Forbidden"

This one is about your network, not your login. Most often a VPN or work network is blocking the connection.

- **On a VPN?** Switch to a different server location, then try again.
- **Not on a VPN?** Try a different internet network — or connect through a VPN — then try again.

If it persists, contact us and include your network's IP address (find it at `whatismyip.com`) so we can fast-track it.

I forgot my login email address

If you're already signed in somewhere, your email address is on your profile under [My Info]. If you're locked out:

- **Agents**: ask your admin which address is on your account.
- **Admins**: ask another admin to look it up in [Admin / Settings].

More on managing it: Login Email Address.

I forgot my password

Reset it from the login page — Pipeline emails you a link to set a new one. See Password Reset.

Learn More

Log in with the email address on your profile and your password to get to your company's account.

See Login