Login problems

Troubleshooting

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Troubleshooting

Login problems

Fix a forgotten password, a locked or disabled account and a page that will not load.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Problem

You cannot sign in to your workspace.

Symptoms

- "Invalid login credentials"
- The page does not load, or shows a blank screen
- You are told your account is disabled or locked
- The reset email never arrives

Possible causes

- A mistyped email or password (check Caps Lock)
- The wrong workspace address
- The user is disabled
- Too many failed attempts, which temporarily locks the account
- Email not arriving, so the reset link is missing

Diagnosis and resolution

1. **Check the address.** You must sign in at your own workspace address, such as `yourcompany.hesabuerp.co.ke`.
2. **Check the email and password.** Retype slowly. Use **Forgot Password?** to reset.
3. **Check your spam folder** for the reset email.
4. **Ask your administrator** to open your user record. They should make sure **Enabled** is ticked and your email is correct.
5. **Wait a few minutes** if you made several failed attempts, then try again.
6. **Try another browser** or a private window, to rule out a stored old session.
7. If a page will not load at all, check your internet connection and try another site.

Prevention

- Bookmark your workspace address.
- Keep your email address on your user record up to date.
- Use a password manager.

When to contact support

If the administrator's own account is locked, or no reset email ever arrives. Call or WhatsApp us with your workspace address.

Related documentation

- Signing in to your workspace
- Creating users and assigning roles