

# Why Can't I Log In?

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When logging in to DCI, if the user enters a username or password that is not registered in the system, they will receive the error *Invalid Username/Email or Password*.

- Verify the username or email is spelled correctly
  - The email address used must be the email listed for the user profile
  - If the user email address has changed or is unknown, please contact your supervisor for assistance.
- Verify the password is entered correctly
  - The password is case-sensitive
- If the user forgot their password, select the **Forgot your password** link.
  - If the wrong password is entered, the user may receive the error *For security purposes, you have been locked out. Please contact your supervisor.*
    - The number of password attempts varies by company
    - Contact your supervisor to unlock your user profile
- If the user cannot log in to a Residential or Day Program profile:
  - Verify the correct username and password are being entered
  - Verify the user has an active service account for the program
  - Contact your supervisor for additional assistance
- If the user entered the system identifier into the mobile app incorrectly
  - Verify the system identifier being entered
  - If the user is not prompted for the system identifier, review the article [What do I do if I am not prompted for the system identifier when downloading the mobile app?](#)

## Related articles

- [Authentication Guide](#)
- [What are the requirements for the answer to the security question?](#)
- [How do I view my profile details?](#)
- [How do I get an email address for my user profile?](#)
- [Change Login Information - Video](#)