Why Can't I Log In?

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