

Account Issues

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In this Article

[Overview](#)

[Account Login](#)

[Accessing through Salesforce](#)

Related Articles

Overview

If you're experiencing issues logging into your account, please try the following to regain access.

Account Login

Reset your password

- You can reset your password by using the [password reset](#) link. With this link, you can reset your password or retrieve your username.
- When resetting your password using your account's username, an email will be sent to the account's contact email. That email will contain a password reset link that looks like this: [Change my password](#).
 - If you have trouble reaching the password reset page by clicking the link from within the email, please hover over the link, right-click, and select **copy link address**. Then paste the full link URL in a new browser window.
- When retrieving your username using your account's contact email, an email will be sent to the account's contact email with the username enclosed.

Note: When copy-and-pasting values into the login screen, ensure no additional spaces are added. Extra spaces will cause the value not to be accepted.

Password Policy

When creating a password for a FormAssembly account, passwords must adhere to the following password policy:

- Passwords must include a minimum of 12 characters
- Passwords must use numbers, uppercase, lowercase, and special characters
- Personal Identifiable Information (PII), such as your name or email address, cannot be used within a password
- Commonly used passwords (such as p@ssword123) are restricted and will return an error if entered
- Basic, Essentials, Team, and Enterprise plan users cannot reuse their last 4 passwords
- Government plan users cannot reuse their last 24 passwords

Password expiration defaults to every 365 days. [An administrator can change this setting.](#)

Contact Support

If you continue to experience issues, you may [contact Support](#) to verify the account information. Please include:

- A link to a form in your account.
- What you believe is your account's username.
- What you believe is your account's contact email address.

Accessing through Salesforce

You may access FormAssembly through the [AppExchange](#) app available in Salesforce if you:

- Have a Salesforce account. **We support the Group, Professional, Enterprise, and Unlimited editions of the Salesforce CRM and Force.com products.**
- Have an account with FormAssembly.
- Have the same usernames for both your Salesforce and your FormAssembly accounts.

If all of the above are true for you, follow these steps:

1. Visit <http://app.formassembly.com/users/logout>.
2. Log out of your Salesforce account.
3. Clear your browser's cookie cache and restart your browser.
4. Log into Salesforce and access FormAssembly through the AppExchange.

Note: To change your FormAssembly username to match your Salesforce username, [contact our Support team](#).
