

# Account Issues

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### Overview

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

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## 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 that 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 contact email that contains the username.

#### Note:

- If you copy and paste the values into the login screen, make sure there are no additional spaces added in. They will not be accepted.
- **Enterprise Administrators** may also use the password reset feature if needed.

### 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.
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## 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 have us change your username to match your Salesforce username, open a support ticket by clicking the orange help bubble in the top right of the screen.

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