

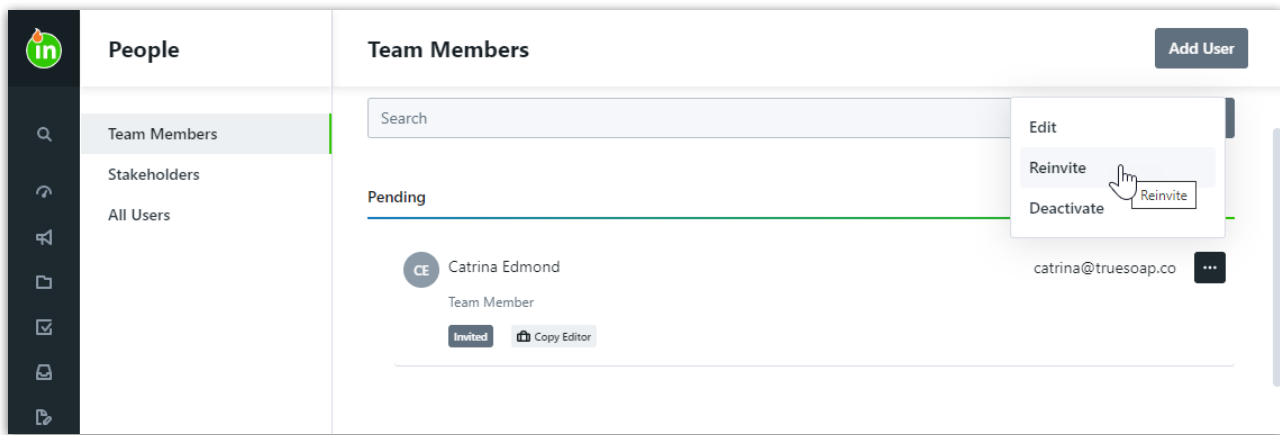
I'm an admin, and a new user in my account can't log in. What do I do?

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If a new user in your account reports that they're unable to log in, check the **People** page to see if their status is **Invited**. If so, reinvite them so they can activate their account using the link provided in their email invitation.



Lytho Workflow invitations expire 7 days after being sent. Users who do not activate their account in this time frame will need to be reinvited.



The screenshot shows the 'People' management interface. On the left, a sidebar contains navigation options: 'Team Members', 'Stakeholders', and 'All Users'. The main area is titled 'Team Members' and includes a search bar. Below the search bar, a 'Pending' section lists a user: 'Catrina Edmond', a 'Team Member', with the email 'catrina@truesoap.co'. The user's status is 'Invited', and there is a 'Copy Editor' button. A context menu is open over the user's name, showing options: 'Edit', 'Reinvite', and 'Deactivate'. A mouse cursor is pointing at the 'Reinvite' option, which is highlighted.