What should I do if I'm having trouble logging in to my digital account?

There are typically two issues that could cause trouble logging into your digital account. An invalid password or an unrecognized user account.

Below is the error message you would see.

Invalid password or account does not exist
If this isn't working for you, visit our Help Center or call 8

What should I do if I'm having trouble logging in to my digital account?
Invalid Password

If you are having issues logging in to your digital account because your password isn’t working, there are a couple of options. You can request to receive an email with a link that will log you in without entering your password or you can request to receive an email with a link where you may reset your password.

**Instant Login**

If you are having issues logging in to your digital account and would like to receive an email with a link that will log you in without entering your password follow the instructions below.

1. Navigate to the /users/instant-login page to receive your instant-login email

   Example: qctimes.com/users/instant-login

   Submitting this form will send an instant login link to your account email address.

   **Account email:**

   [Input field]

   [ Checkbox: I'm not a robot]

   [Send email]

2. Enter your email

3. Check I'm not a robot

4. Click Send email to send email message containing link that will log you in without entering your password

   **Note:**
   If you receive this error message after clicking Reset Password, follow the instructions under, "Unrecognized User Account" on page 5.

   [Invalid email address]

5. Click on the link in your email message

What should I do if I'm having trouble logging in to my digital account?
**Reset an invalid password**

If you are having issues logging in to your digital account and would like to reset your password follow the instructions below.

1. Navigate to the /users/forgot page to reset your password
   Example: qctimes.com/users/forgot

2. Enter your email or screen name

3. Check I'm not a robot

4. Click Reset Password to send email message containing instructions on how to reset your password to the e-mail address listed on your account

   **Note:** If you receive this error message after clicking Reset Password, follow the instructions under, "Unrecognized User Account" on page 5.

5. Click on the link in your email message
6. Enter a new password.
7. Click Change Password.
Unrecognized User Account

Troubleshoot an unrecognized user account

If you are having issues logging into your digital account because your user account isn’t being recognized, try using a different user name or email address. If you’ve previously utilized a user name to leave a comment, try logging in with that.

If that doesn’t work follow the instructions below to create a new digital account.

1. Navigate to the /users/login page to create a new digital account
   Example: qctimes.com/users/login

2. Enter Username, Email, and Password

3. Check I'm not a robot

4. Click Create Account