Logging Into Order Time Mobile - Alert. Incorrect API key or the key is deactivated

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Problem

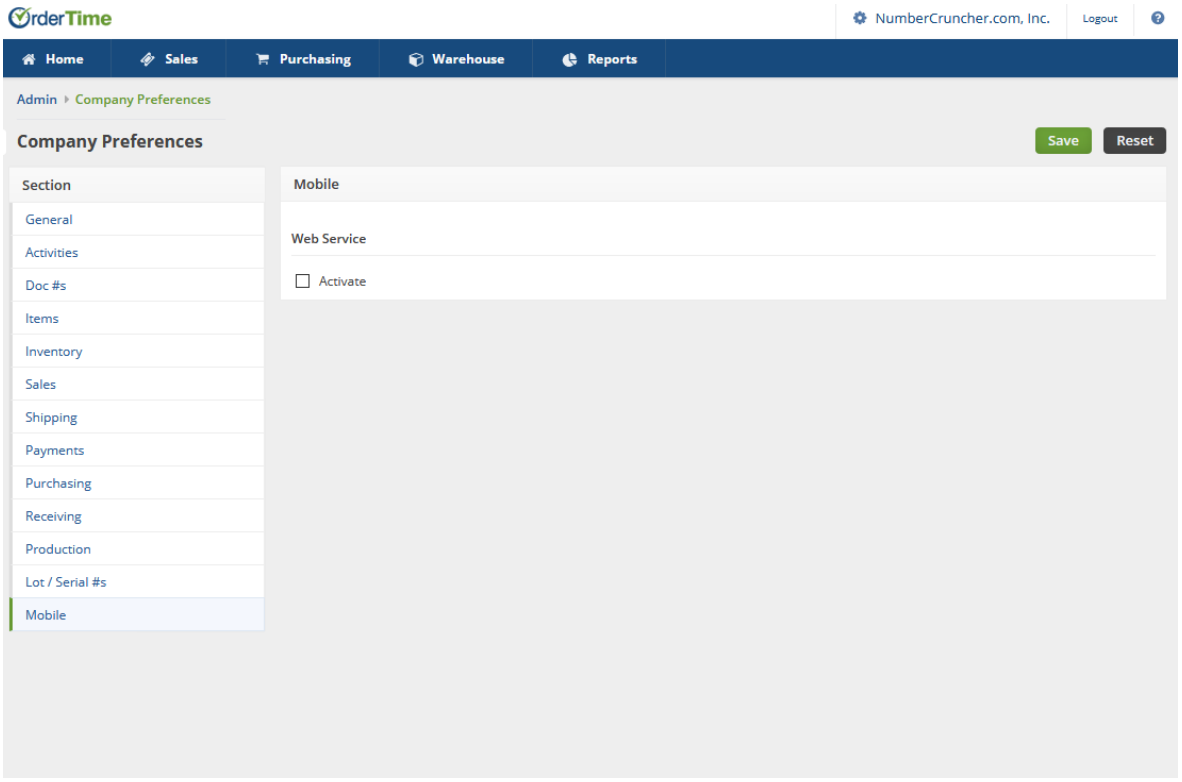
- When you sign in to Order Time Mobile, you see: "Alert. Incorrect API key or the key is deactivated."
- You are using the same email and password you use to sign in to Order Time.
- Resetting your password may work once, but the error comes back.

Cause

Your password is usually not the cause. This error means the mobile app is not activated for your company in Order Time. Order Time Mobile signs in with your regular Order Time email and password. The app has no separate API key screen, so there is nothing to enter on the device.

Solution

1. In Order Time, go to **Settings > Company Preferences > Mobile**, or open https://app.ordertime.com/companypref/aom.
2. Check **Activate**.
3. Click **Save**.
4. Sign in to the app again with your email and password.



Face ID and fingerprint sign-in

Face ID and fingerprint sign-in only work after you have signed in successfully with your email and password on that device. If the app was just installed or you haven't signed in for about 30 days, sign in with your email and password first.