

# Unable to Login and/or my password is not working

Last Modified on 01/31/2022 3:40 pm EST

## Overview:

Should you ever be unable to login to your OrderTime account or are entering your CORRECT password and get an error please take the following steps. If you forgot your password jump to Step 2.

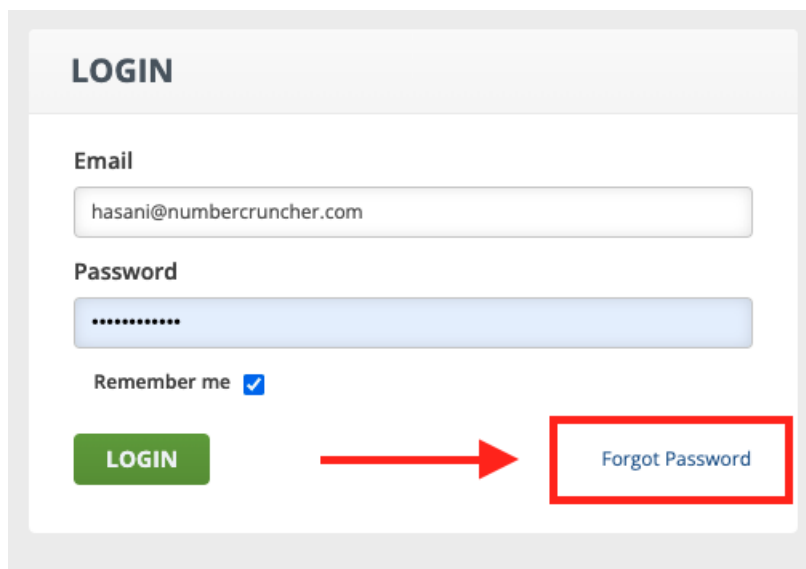
## Step 1:

Completely CLOSE your browser application completely (all windows and tabs). Re-Open your browser and try again.

If this doesn't resolve your issue move on to step 2.

## Step 2:

Click Forgot Password and follow the steps.



The screenshot shows a login form titled "LOGIN". It contains the following elements:

- Email:** A text input field containing "hasani@numbercruncher.com".
- Password:** A password input field with masked characters ".....".
- Remember me:** A checkbox that is checked.
- Buttons:** A green "LOGIN" button and a blue "Forgot Password" link. A red arrow points from the "LOGIN" button to the "Forgot Password" link, which is also enclosed in a red rectangular box.

You'll be required to enter your email address, confirm you're not a robot and click Recover.

## FORGOT PASSWORD

Email

RECOVER

I'm not a robot



reCAPTCHA  
Privacy - Terms

Check your email and click the link.

## Reset your password Inbox x



info@ordertime.com

to me ▾

Dear Hasani Semaj,

Please click on the following link to reset your password.

<https://app.ordertime.com/account/ResetPassword?id=3bcb3c3e-6bf3-4905-855f-78b10b4fa6b0>

Enter your new password. Then login.

If this still doesn't work. Got to step 3.

### Step 3:

Send email to us at [support@ordertime.com](mailto:support@ordertime.com) explaining you're having issues accessing Order Time and that your password reset isn't working.