

# What to Do If You Can't Sign In

## Overview

If you're having trouble signing in to your co-op's website, here are the most common causes and how to fix each one.

Sign-in page showing an email field and a "Continue with email" button

## The sign-in page won't let you continue

Sometimes the sign-in page shows a message saying it can't verify you're human, and won't let you go any further. This is usually caused by something in your browser, not by a problem with your account.

Try these steps in order:

1. Go back to the sign-in page and try again.
2. If it still won't let you through, try a different web browser (for example, switch from Safari to Chrome, or the other way around).
3. Open a private or incognito browsing window and try again. On an iPhone or iPad, open a new private tab in Safari by tapping the tabs icon, then tapping **Private**.
4. Turn off any ad blockers or content blockers for the website, then reload the page and try again.

If you're still stuck after trying all four, see **Nothing worked?** at the bottom of this page.

## Your sign-in email never arrived

After you enter your email address, the site sends you a link to finish signing in. If that email doesn't show up:

1. Check your spam or junk folder. Sign-in emails sometimes land there by mistake.
2. Wait a full five minutes. These emails can take a few minutes to arrive.
3. Make sure you typed the exact email address your co-op has on file for you. If you're not sure which address that is, ask your co-op's administrator.

## Sign in with a password instead

If you'd rather not wait on an email, or the email path isn't working, you can sign in with a password instead:

1. On the sign-in page, enter your email address in the **Email** field.
2. Tap or click **Continue with email**.
3. If you're prompted for a password, enter it and continue.

If you don't remember your password, look for a link to reset it on the same screen.

## Nothing worked?

If you've tried everything above and still can't sign in, email **support@cooplyhq.com**. Include:

- The email address you're trying to sign in with
- Your co-op's name
- What device and browser you're using (for example, "iPad, Safari")
- What happens when you try to sign in, including any error message you see

Someone will follow up to help you get back in.

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