

Troubleshoot Sign In Problems

September 10, 2026

Troubleshoot Sign In Problems

This page helps you resolve problems signing in to Atloria, resetting access, or completing your organization's single sign-on (SSO) process. Use these steps to regain access while protecting your account and your organization's access controls.

Overview

You use the **Login** screen to access Atloria. Depending on how your organization manages access, you may sign in with your Atloria credentials or continue through an organization-managed sign-in process, such as SSO.

If you cannot access Atloria, start by confirming that you are using the correct sign-in method for your organization. A password reset may not resolve an issue when your organization manages passwords through an identity provider or when your account access has been changed by an administrator.

This page also covers what to do when you are returned to the **Login** screen after attempting SSO, cannot complete a reset, or need help from your organization's access support team.



Screenshot pending: The Atloria Login screen, showing the Login action.



Screenshot pending: The password reset screen, showing the Reset action.

Prerequisites

Before you begin, make sure you have:

- Access to the email inbox associated with your Atloria account.
- Your organization's required sign-in method, such as your Atloria password or SSO credentials.

- A supported browser with cookies and pop-ups allowed for your organization's sign-in service.
- Your organization's current network connection or VPN connection, if required.
- The ability to contact your organization's access administrator or support team if you do not receive reset instructions or cannot complete SSO.

Step-by-Step Instructions

Reset your password

1. Open the Atloria **Login** screen.
2. Select the reset option to open the password reset screen.
3. Enter the account information requested on the reset screen.
4. Select **Reset** to submit your request.
5. Check the email inbox associated with your Atloria account. Also check your spam, junk, and filtered folders.
6. Follow the instructions in the reset message to create a new password.
7. Return to the **Login** screen and sign in using your updated password.
8. If you are redirected back to the **Login** screen or the new password does not work, try signing in in a private or incognito browser window. This prevents an older saved password or browser session from being reused.

Complete an SSO sign-in

1. Open the Atloria **Login** screen.
2. Select your organization's available sign-in option.
3. Complete the sign-in steps shown by your organization. You may be asked to enter your work email address, approve a multi-factor authentication prompt, or select an account.
4. After authentication is complete, wait for the browser to return you to Atloria.
5. If you return to the **Login** screen without access, close the browser window, reopen Atloria, and try again.
6. If the problem continues, use a private or incognito browser window and complete the SSO process again.

7. If you still cannot sign in, contact your organization's access administrator. Ask them to confirm that your account is active and assigned access to Atloria.

Get support for an access issue

1. Record the issue you see, such as an error message, repeated return to the **Login** screen, or missing reset email.
2. Note whether the issue happens when using a password reset, SSO, or both.
3. Include the email address you use for Atloria and the approximate time the issue occurred when contacting support.
4. If your organization uses Atloria's support capabilities, ask the support team whether a **Support Agent** can help route your request to the correct access owner.



Screenshot pending: A Support Agent area used to request help with an access or sign-in issue.

Tips and Best Practices

- Use the same email address that your organization has registered for Atloria. A personal email address may not be recognized by your organization's access controls.
- Do not repeatedly submit password reset requests. Each new request can make it difficult to identify which reset message is current. Use the most recent message you receive.
- If your browser automatically fills a password, verify that it is not an outdated saved password before selecting **Login**.
- For SSO, choose the work account that belongs to the organization using Atloria. Selecting another signed-in account can return you to the **Login** screen without completing access.
- Keep multi-factor authentication methods available when signing in through SSO. If you cannot approve a required verification prompt, contact your organization's identity or access administrator.
- If your organization uses role-based access control, successful authentication does not always mean that you will see every area of Atloria. Your available features depend on the access assigned to your account.

Related Pages

- [Manage Your Atloria Profile](#)
- [Understand Role-Based Access Control \(RBAC\)](#)
- [Request Access to Atloria](#)
- [Use Support Agents](#)
- [Contact Access Support](#)

Troubleshooting

I did not receive a password reset message

Problem: You selected **Reset**, but no reset message arrives in your inbox.

Cause: The request may have been sent to a different email address, delayed by email delivery rules, or filtered into spam or junk. Your organization may also require SSO rather than an Atloria password.

Solution: Check spam, junk, and filtered folders first. Confirm that you used the email address associated with your Atloria account, then submit one new reset request. If no message arrives, contact your access administrator and ask whether your account uses SSO or whether the account is active.

My new password does not let me sign in

Problem: You completed a reset but cannot access Atloria from the **Login** screen.

Cause: Your browser may be filling an older saved password, the reset may not have been completed, or your organization may manage authentication through SSO.

Solution: Enter the new password manually rather than using browser autofill. Try again in a private or incognito browser window. If the issue remains, use your organization's SSO sign-in method or ask your access administrator which sign-in method applies to your account.

SSO sends me back to the Login screen

Problem: You complete your organization's sign-in steps but return to **Login** instead of entering Atloria.

Cause: You may have selected the wrong work account, an authentication session may be blocked by browser settings, or your Atloria access assignment may be missing.

Solution: Sign out of other work accounts in the browser, then try again in a private or incognito window. Allow cookies and required pop-ups for your organization's sign-in service. If you are still returned to **Login**, contact your access administrator and ask them to verify your Atloria assignment and role-based access.