

Your first day

September 15, 2026

Your first day

Your first day in Atloria

Your first day covers signing in, completing account access, and reaching the application workspace.

The application workspace is the signed-in area where you continue working in Atloria.

Single sign-on

is the organization's identity-provider route for authentication.

After account access, continue with the workspace orientation in [Understanding the interface](#)

and then learn the main destinations in [Navigation basics](#).

If you need to...	Go to
Sign in with an existing account	Sign in
Create and verify an account	Create and verify an account
Recover a forgotten password	Recover account access
Use your organization's single sign-on	Use single sign-on
Understand the workspace after signing in	Understanding the interface
Move between application destinations	Navigation basics

Before you start

Have the account information you need in front of you before you begin.

Account route	Information to have ready	Requirement
Existing account	Email address and Password	Both fields are required.
New account	Full name , Email address , and Password	All three fields are required.

Account route	Information to have ready	Requirement
New account password	A password with at least 8 characters	The password field has a minimum length of 8 characters.

Result: Your account information is ready for the account-access route you choose.

Sign in

Sign-in uses an existing account's email address and password and leads to the application workspace when the credentials are accepted.

Prerequisites

- Have the account's email address and password ready.

Steps

1. Enter the account email in **Email address**.
2. Enter the account password in **Password**.
3. Select **Sign in**.

If the credentials are accepted, the application workspace opens and the page refreshes.

Result: If the credentials are accepted, the application workspace is on screen. If they are not, use [When account access goes wrong](#).

Create and verify an account

Account creation records your name and sign-in details; email verification confirms the email route before you continue to the application.

Prerequisites

- Have your name, email address, and a password of at least 8 characters ready.

Steps

1. Open the registration page by selecting **Sign up**.
2. Enter your name in **Full name**.
3. Enter your email in **Email address**.

4. Enter a password of at least 8 characters in **Password**.
5. Select **Create account**.

After successful registration and automatic sign-in, the application opens the matching destination in this table.

If registration includes...	The application opens...
A claim	The claim page
A selected plan	The billing page for the selected plan
Neither a claim nor a selected plan	The application workspace

6. Open the link in the verification email message, then use the result in this table.

If you see...	Do this
Verifying your email...	Wait for the verification result.
Your email has been verified.	Select Go to the app .
Missing verification token – use the link from your email.	Open the link in the verification email message.

The verification result hands you to the application workspace when verification succeeds.

Result: The verification result is on screen, or the application workspace opens after successful verification. For password recovery, continue with [Recover account access](#).

Recover account access

Password recovery requests a reset link by email and lets you set a new password from the link in the email message.

Prerequisites

- Have access to the email address associated with the account.
- Have the link from the password-reset email message before opening the new-password form.

Steps

1. From the sign-in page, select **Forgot your password?**.
2. Enter the account email in **Email address**.
3. Select **Send reset link**.

If an account exists for the address, the page displays `If an account exists for <email>, a reset link has been sent. Check your inbox.`

4. Open the link in the password-reset email message.
5. Enter the new password in **New password**.
6. Enter the same password in **Confirm password**.
7. Select **Reset password**.

If the two password entries differ, the page displays `Passwords do not match` and stops before the

reset request. If the reset succeeds, it displays `Password updated. Redirecting to sign in...` and

redirects to the sign-in page after two seconds.

Result: The new-password result is on screen; a successful reset returns you to sign in.

Use single sign-on

Single sign-on sends an organization's sign-in request through its configured identity provider.

Prerequisites

- Use this route when your organization requires single sign-on or when you choose the SSO route.
- Have either your work email or organization ID ready.

Steps

1. Select **Continue with SSO** on the sign-in page.
2. Enter your work email or organization ID in **Work email or organization ID**.
3. Select **Continue with SSO** again.

When the organization requires SSO after a failed credential attempt, the page displays

`Your organization requires single sign-on. Continue with SSO below.` and opens the SSO route.

During the handoff, the SSO completion page displays `Signing you in with SSO...`.

Result: The SSO handoff is in progress, or its result is on screen. If the handoff stops, use

[When account access goes wrong](#).

When account access goes wrong

Use the message on screen to choose the next account-access action.

What appears	What to do
Invalid email or password	Check Email address and Password , then select Sign in again.
An error occurred. Please try again.	Try Sign in again.
No SSO connection was found for that email. Check with your administrator.	Check the value in Work email or organization ID , or contact your administrator.
Could not start SSO. Please try again.	Try Continue with SSO again.
Registration failed	Check the registration entries and select Create account again.
Registration successful, but login failed. Please try logging in.	Return to sign in and select Sign in .
Missing verification token – use the link from your email.	Open the link in the verification email message.
Missing reset token. Use the link from your email, or request a new one.	Open the link in the password-reset email message, or select request a new one .
Missing sign-in code. Please start over from the login page.	Return to the login page and start the SSO route again.
This sign-in link has expired or was already used. Please try signing in again.	Return to sign in and start the SSO route again.

For shared message guidance, see [General error messages](#). If the account-access problem continues, see [Getting help](#).

Continue in the workspace

After successful account access, read

[Understanding the interface](#) to learn the workspace regions and [Navigation basics](#) to move between destinations.

Result: You know the next page to open after account access.