

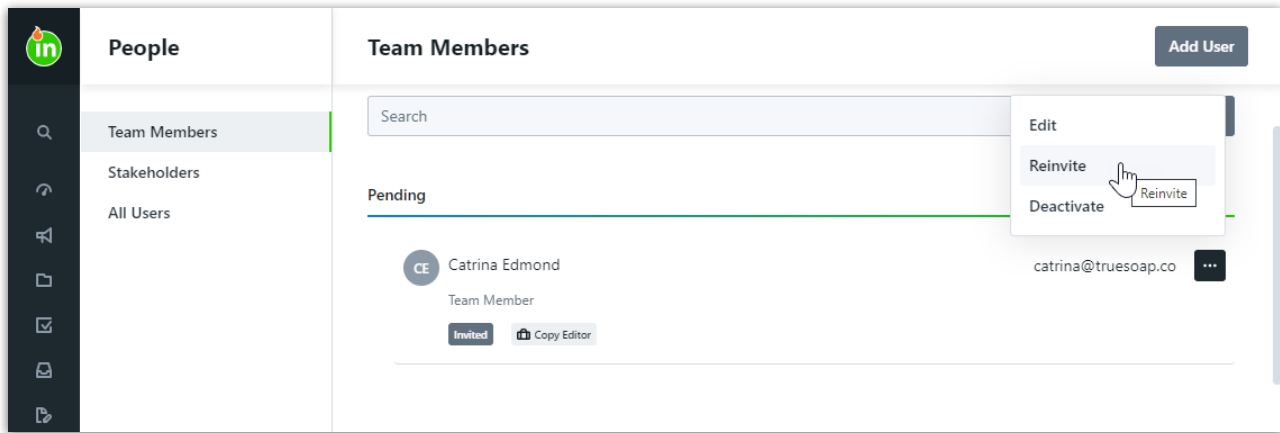
# I'm an admin, and a new user in my account can't log in. What do I do?

Published on 12/01/2020

If a new user in your account reports that they're unable to log in, check the **People** page to see if their status is **Invited**. If so, reinvite them so they can activate their account using the link provided in their email invitation.



inMotion ignite invitations expire 7 days after being sent. Users who do not activate their account in this time frame will need to be reinvited.



The screenshot shows the 'People' management interface. On the left, a sidebar contains navigation options: 'Team Members', 'Stakeholders', and 'All Users'. The main area is titled 'Team Members' and includes a search bar. Below the search bar, a 'Pending' section is highlighted with a green line. A user card for 'Catrina Edmond' is shown, with the role 'Team Member' and an 'Invited' status tag. A context menu is open over the user card, displaying options: 'Edit', 'Reinvite', and 'Deactivate'. A mouse cursor is hovering over the 'Reinvite' option, which is highlighted. The user's email address 'catrina@truesoap.co' and a three-dot menu icon are also visible on the user card.