

Message: The e-mail address or password you entered was incorrect.

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The information in this article applies to:



QUESTION

When I try to sign in to my Chief Architect account, either using the website or from within the software, I receive the following warning message:

"The e-mail address or password you entered was incorrect. Passwords are case-sensitive."

What am I doing wrong?

RESOLUTION

As the text of this message implies, either the e-mail address or password that you have entered is incorrect.

1. Click on the [My Account \(https://accounts.chiefarchitect.com/\)](https://accounts.chiefarchitect.com/) link located at the top of the website. Check the e-mail address and password that you have on file and try to sign in once again.
2. If your web browser is set to remember your password, this field may already be filled in. Delete all of the characters in this field and manually type in your password.

Passwords are case-sensitive. This means that if your password has or letters, they must be entered in the appropriate case to be able to sign in successfully.

If you have a password made up of lowercase letters, check to ensure that you have not accidentally enabled the Caps Lock functionality on your keyboard. If so, disable Caps Lock and re-enter your password.

3. If you don't recall your password or are still unable to sign in, click on the **Forgot My Password** link and follow the instructions to reset your password.

4. If you continue to have trouble accessing your account, please [contact our Customer Service team \(https://www.chiefarchitect.com/company/contact.html\)](https://www.chiefarchitect.com/company/contact.html) for further assistance.

Related Articles

 [Resetting your Chief Architect Password \(/support/article/KB-00086/resetting-your-chief-architect-password.html\)](/support/article/KB-00086/resetting-your-chief-architect-password.html)