

# What should I do if I'm having trouble logging in to my digital account?

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There are typically two issues that could cause trouble logging into your digital account. An invalid password or an unrecognized user account.

Below is the error message you would see.

Invalid password or account does not exist

If this isn't working for you, visit our [Help Center](#) or call 8

# Invalid Password

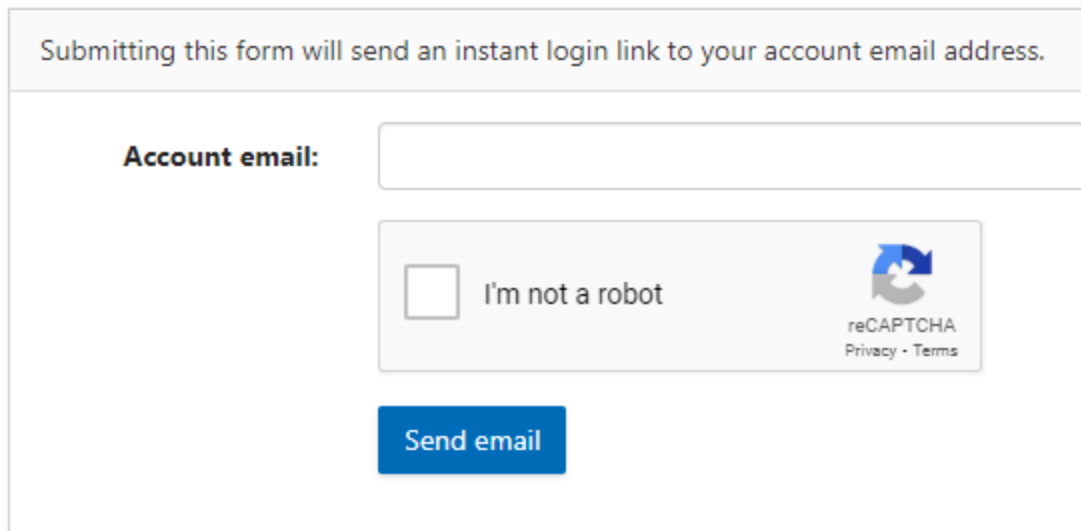
If you are having issues logging in to your digital account because your password isn't working there are a couple of options. You can request to receive an email with a link that will log you in without entering your password or you can request to receive an email with a link where you may reset of your password.

## Instant Login

If you are having issues logging in to your digital account and would like to receive an email with a link that will log you in without entering your password follow the instructions below.

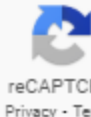
1. Navigate to the /users/instant-login page to receive your instant-login email

Example: [qctimes.com/users/instant-login](http://qctimes.com/users/instant-login)




Submitting this form will send an instant login link to your account email address.

**Account email:**

I'm not a robot  reCAPTCHA  
Privacy - Terms

2. Enter your email
3. Check I'm not a robot
4. Click Send email to send email message containing link that will log you in without entering your password



**Note:** If you receive this error message after clicking Reset Password, follow the instructions under, "[Unrecognized User Account](#)" on page 5.

Invalid email address

5. Click on the link in your email message

## Reset an invalid password


If you are having issues logging in to your digital account and would like to reset your password follow the instructions below.

1. Navigate to the /users/forgot page to reset your password


Example: [qctimes.com/users/forgot](http://qctimes.com/users/forgot)

Submitting this form below will send a message to your email with a link to change your password.

**Username:**

I'm not a robot   
reCAPTCHA  
Privacy - Terms

2. Enter your email or screen name
3. Check I'm not a robot
4. Click Reset Password to send email message containing instructions on how to reset your password to the e-mail address listed on your account

 **Note:** If you receive this error message after clicking Reset Password, follow the instructions under, "[Unrecognized User Account](#)" on page 5.

User account does not exist or has been disabled

5. Click on the link in your email message

Please fill out the form below to change your password.

**New Password:**

**Re-enter Password:**

**Change Password**

6. Enter a new password
7. Click Change Password

# Unrecognized User Account

## Troubleshoot an unrecognized user account

If you are having issues logging into your digital account because your user account isn't being recognized, try using a different user name or email address. If you've previously utilized a user name to leave a comment, try logging in with that. If that doesn't work follow the instructions below to create a new digital account.

1. Navigate to the /users/login page to create a new digital account

Example: [qctimes.com/users/login](https://qctimes.com/users/login)

Sign up with us

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Username   
This is the name that will be displayed next to your photo for comments, blog posts, and more. Choose wisely!


\* Email   
Your e-mail address will be used to confirm your account. We won't share it with anyone else.

\* Password   
Create a password that only you will remember. If you forget it, you'll be able to recover it using your email address.

\* Confirm Password   
Confirm your password.

Email Newsletters

- News Alerts
- Coronavirus Update
- Rick's Six - Morning Headlines
- Local Offers
- Subscription Offers

I'm not a robot  reCAPTCHA  
Privacy - Terms

[Create Account](#)

2. Enter Username, Email, and Password
3. Check I'm not a robot
4. Click Create Account