Trouble signing in?

If you're having trouble accessing your account, these steps resolve most common issues.

Recommended

Sign in with a verification code

The easiest and most secure way to sign in is with a one-time verification code sent to your email.

1. Enter your email address.
2. Select **Continue with code**.
3. Check your inbox for the 8-digit code.
4. Return to the login screen.
5. Enter the code to sign in.

Prefer using a password instead?

Verification codes are the recommended way to sign in, but you can also use a password if you prefer. If you don't have one yet, sign in with a verification code first, then create a password in **Settings** → **Security & Sign-in**.

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Common sign-in issues

I didn't receive a verification code

- Check your spam or junk folder.
- Make sure the email address you entered is correct.
- Check that you're using the email address associated with your account.
- Select **Resend code** to request a new one.
- Verification codes expire after 15 minutes, so be sure to use the most recent code you received.

I tried too many times and can't request another code

For your security, there's a temporary limit on how many verification codes you can request. If you've reached the limit, wait about 1 hour before trying again, then request a new code and use the most recent one you receive.

NOTE If the issue persists, contact help.safestays@reloshare.com.

I forgot my password

You don't need your password to access your account — sign in with a verification code instead. Once you're signed in, you can create a new password in **Settings** → **Security & Sign-in** if you'd like to continue using password sign-in.

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My password isn't working

Double-check that your email address and password are correct. If you still can't sign in, use a verification code instead. After signing in, you can update your password in **Settings → Security & Sign-in**.

Still need help?

If you're unable to access your account after trying the steps above, contact your organization's account administrator or reach out to our support team at help.safestays@reloshare.com for assistance.

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