

# Welcome to TimeCamp Help!

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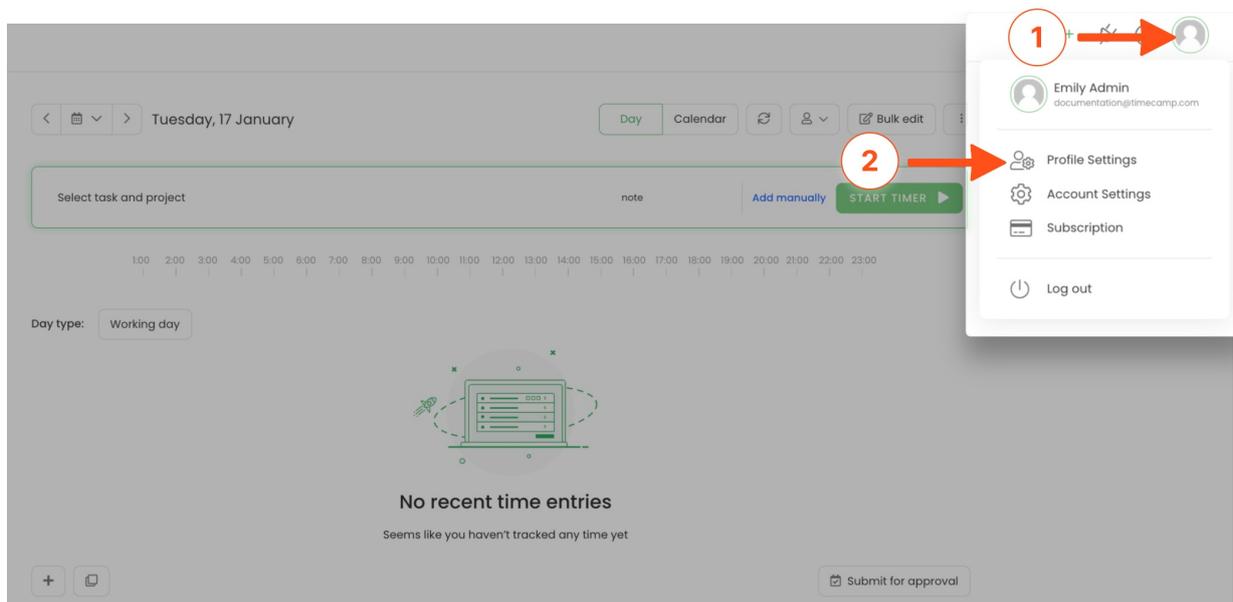
## Password & Login

### In this article:

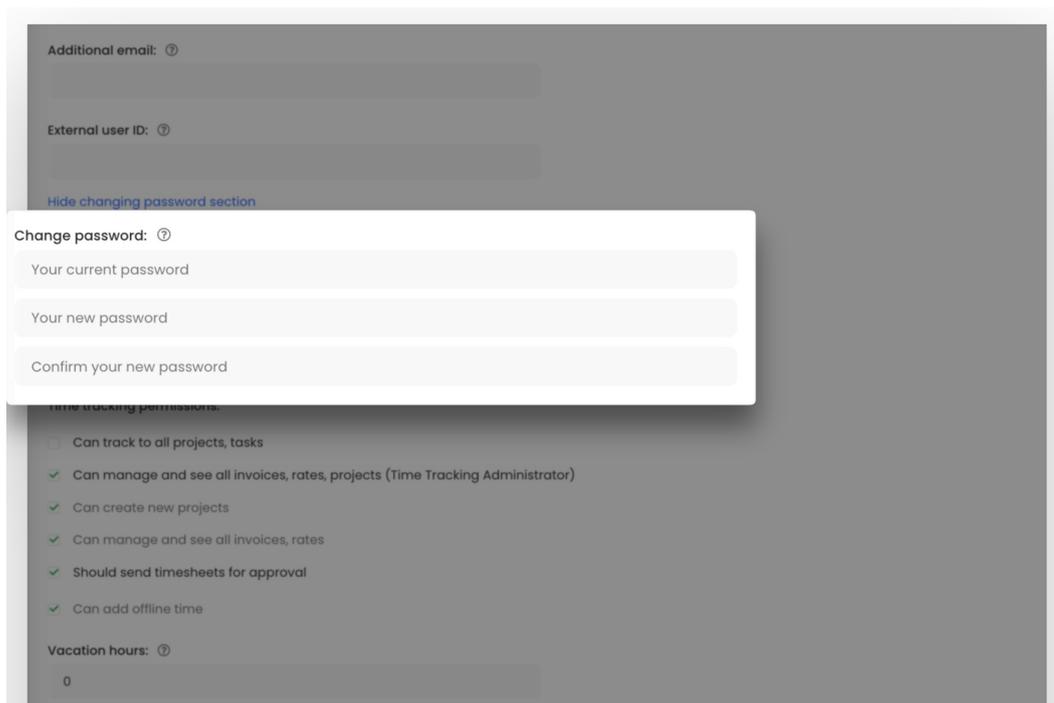
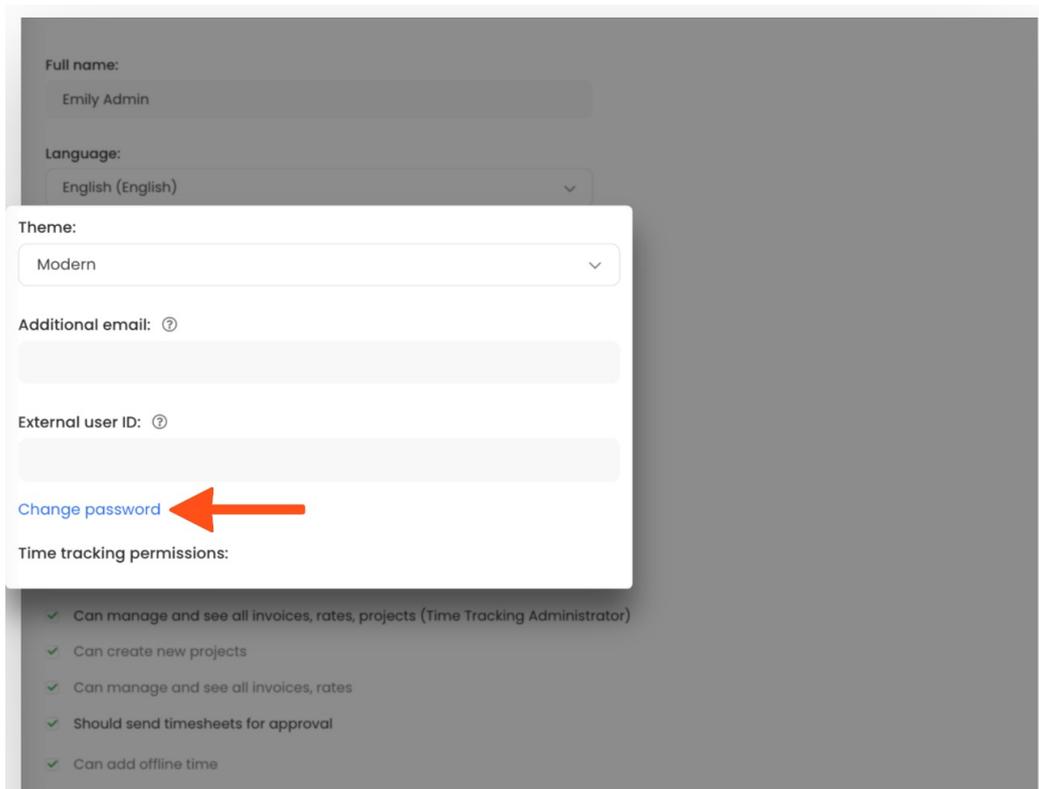
Here you can find the most common password and logging issues. Follow the instructions below to change your password, reset it or learn where to find the Administrator's password to close the desktop app.

### Change password

Each user can change their password in the profile settings at any time. In order to change your password click on your avatar in the upper right corner and select the **Profile Settings** option. You'll be redirected to your personal settings where you can easily change the password.



The **Change password** option is located just under the theme and additional email fields. Click on it and enter your current password, your new password and confirm the new password. After entering new data save your changes by clicking on the green **Save settings** button at the bottom of the page.

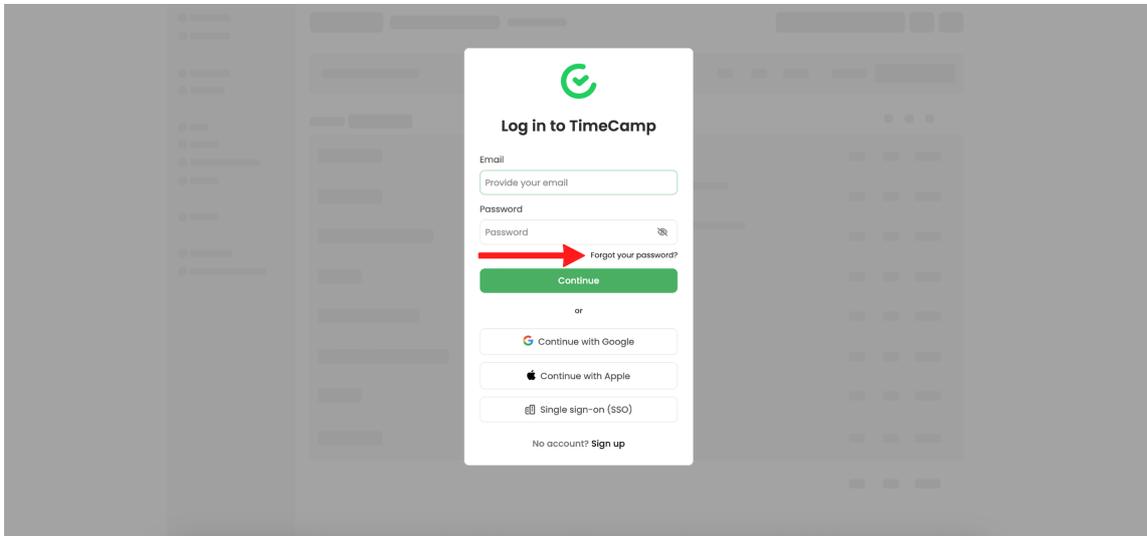


The Administrator can change passwords for other users within the group they manage. Click on the desired user in the Users tab and go to the Change password option in their profile settings. As a current password simply enter your own Administrator's password.

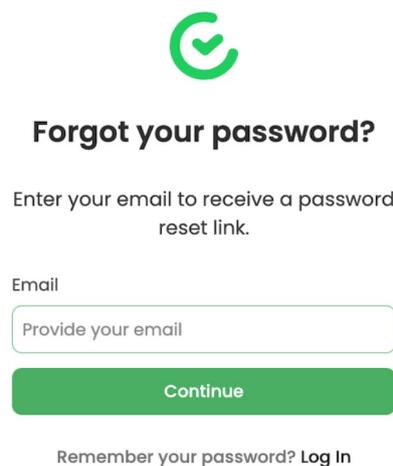
## Reset password

If you don't remember your password or receive an error message regarding incorrect login credentials you can reset your password in the login window here: <https://app.timecamp.com/auth/login>

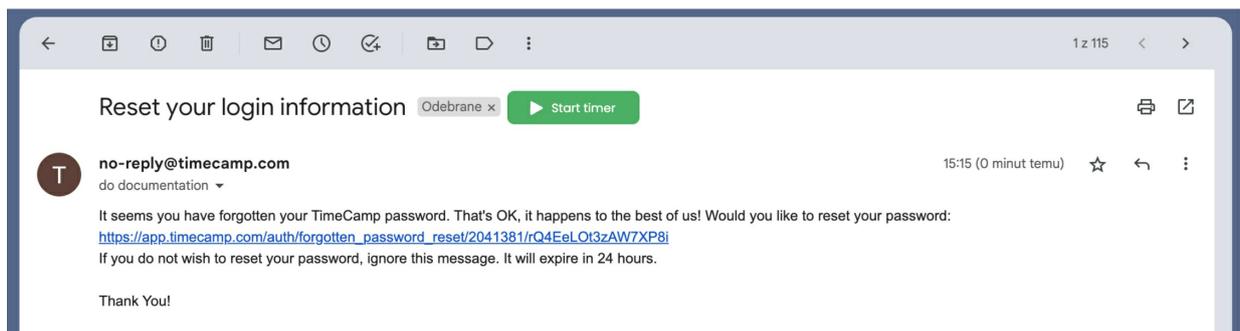
In order to reset the password, please press the “**Forgot your password?**” button under the log-in fields.



Enter the **email address of your TimeCamp account** and click on the green **Continue** button to receive a resetting link.



You will receive an email with the subject “**Reset your login information**”, which includes the link you need to open in your browser.



After opening the link you will be able to enter a new password.

That is it! Now you can log in using a new password.

In case you sign up using the Google account but need a password to log in to the desktop app or integration plugin, please use the option of resetting the password. You still will be able to log in to the TimeCamp website using the Google account.

## Invitation email

If you already have an account in TimeCamp but would like to join someone invite you to join their account you'll receive **an invitation email with a link**. In case there is no link attached to the email, please ask your Administrator to resend an invitation. If you receive a link but after opening it a blank page and the error message **No valid invitations found** appears, please log in to your account or ask the Administrator to check if you've already joined. This message usually appears if the invitation is already accepted.

In case neither of the above works, please send us the details of your case via the [Contact Form](#).

If you don't have an account in TimeCamp and someone sends you an invitation you'll receive **an email with one-time login credentials**. In case you receive an empty email with no credentials please ask your Administrator to resend an invitation. If the issue still occurs, please describe your case and send us a message via the [Contact Form](#).

If the invitation was sent multiple times but **you didn't receive any email** and you can't find it in the Spam or Other folders and the inputted email address is correct, please send us the details of your case [here](#).

To resend the invitation the Administrator can simply click the envelope button in the Users tab and select users that should receive a new email.

## The page is not responding

If you try to log in on the TimeCamp website here <https://app.timecamp.com/auth/login> and the page gets blank or you receive an error message that it takes too long to load the website we recommend clearing the cache of the TimeCamp website.

Please take a look at the [instructions](#) describing how to clear the cache of the TimeCamp website.

In case the problem still occurs, please report it via the [Contact Form](#).

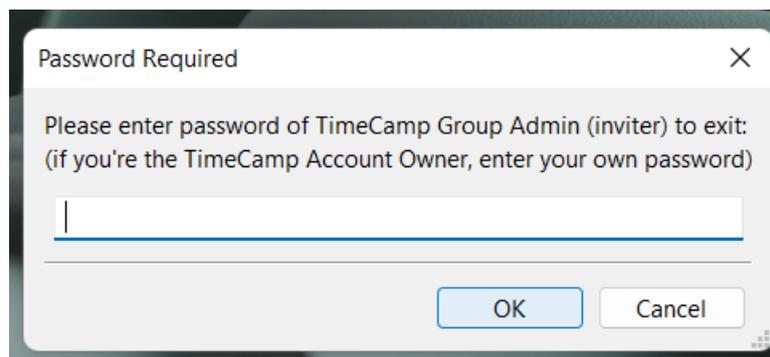
## Desktop app password

### Log in to the desktop app.

To log in to the desktop app you need to input the email address and password of your TimeCamp account. In case you sign up using a Google account or simply don't remember the password please reset it on a website using the password resetting [instructions](#).

### The Administrator's password is required.

If you decide to close the application or relog to your account you may be asked to enter the Administrator's password. It is the login password of the **person who invited you to TimeCamp**.



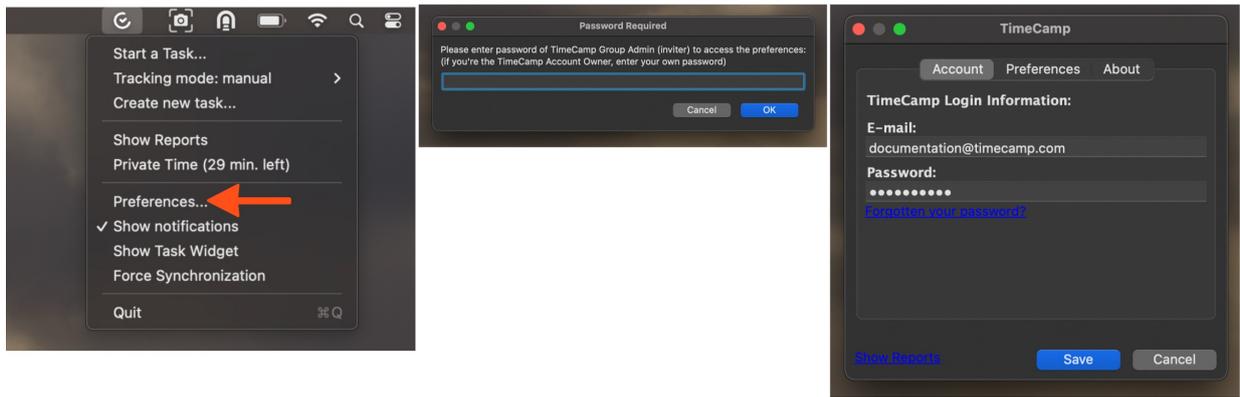
If you're the Account Owner, please input your own password that you use for logging in.

Please contact the person who invited you to TimeCamp and ask for their password.

In case this person no longer is a part of your team or their password doesn't work for some reason, please describe your case and send us a message via the [Contact Form](#).

### Relog to the desktop app.

To relog to the desktop app or switch the account click on the desktop app icon on your taskbar (right-click for Windows) and choose the option **Preferences**. You'll be asked to enter the Administrator's password, please follow the instructions above. After entering the correct password simply click on the email and account password fields and input new data. When finished click on the **Login/Save** button.



We don't provide a direct option to log out from the desktop app.