Invitation link expired or shows "Access Denied"

What to do when the Set Up Your Password link doesn't work.

For: Administrators, Managers, Employees · Updated November 22, 2026 ·
https://hipaacertify.com/index.php/support/article/invite-link-not-working

The **Set Up Your Password** button in an invitation email can stop working for a few reasons.

What you see	Why	What to do
Access Denied page	The link is more than 72 hours old, or it was changed or cut off when it was copied	Use **Forgot password** (below), or ask your administrator for a password reset
This account is already active — sign in with your password…	You already set a password and signed in	Sign in normally, or use **Forgot password**
Page Not Found	Your account was removed	Contact your administrator

Fastest fix: set your password with "Forgot password"

1. Open your organization's login page (the **Your Login URL** link in your invitation), or go to **hipaacertify.com/login**.
2. Click **Forgot password?**, enter the email address the invitation was sent to, and click **Send Reset Link**.
3. Use the link in the **Reset Password Notification** email to choose a password, then sign in.

For administrators

If an employee's invitation has expired:

1. Go to **Employees** and find the person.
2. Click **Reset PW** and confirm. They'll get a password reset email that works for 72 hours.

> **NOTE**

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> **Send Invite** only appears for people who haven't been invited yet. For anyone who was already invited, use **Reset PW**.

Need more help? Visit https://hipaacertify.com/index.php/support or contact us at https://hipaacertify.com/index.php/contact.

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