What sign-in error messages mean

Plain-English explanations of every message you might see when signing in, with the fix for each.

For: Administrators, Managers, Employees · Updated November 16, 2026 · https://hipaacertify.com/support/article/sign-in-error-messages

Message	What it means	What to do
The provided credentials do not match our records.	The email address or the password is wrong, or there's no account with that email.	Check for typos and extra spaces. Use Forgot password. Employees: confirm with your administrator which email they used.
Your account has been deactivated. Please contact your administrator.	Your organization turned off your account.	Ask your administrator to reactivate you. See Deactivate or reactivate an employee.
Security verification failed. Please try again.	The automatic security check didn't finish.	Wait for the check under the form to complete, then try again. Turn off VPNs or strict privacy extensions if it keeps failing, or try another browser.
Select Organization page	Your email has accounts in more than one organization.	Pick the organization, then sign in again on its page. See You belong to more than one organization.
Page Expired	You were inactive for too long, or the page was open in an old tab.	Refresh the page and sign in again. See Page Expired or signed out in the middle of training.
Access Denied	You opened a link that expired or doesn't belong to your account.	See Invitation link expired or shows "Access Denied".
No account found for this email. Please contact your administrator.	You used **Sign in with SSO**, but your organization hasn't added you yet.	Ask your administrator to add you. See Sign in with SSO.

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Still stuck? Contact support and include the exact message you see. Never send your password.

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

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