Verification email didn't arrive or the link doesn't work

For new organization sign-ups: finding the verification email, the 24-hour limit, and starting again.

For: Administrators · Updated November 16, 2026 · https://hipaacertify.com/support/article/verification-email-problems

When you create an organization account, we email a verification link with the subject **Verify Your Email - HIPAA Certify**.

Can't find it?

- Search all folders, including spam, junk and quarantine, for **hipaacertify.com**.
- Work email filters sometimes hold new senders for a few minutes. See Not receiving emails from HIPAA Certify.

The link says expired, or shows an error page

The link works for **24 hours** after you registered. After that, the unverified registration is removed automatically.

To start again, register at **hipaacertify.com/register**. You can use the same email address. Then click the new link within 24 hours.

> **TIP**
> Verify as soon as you register. Clicking the link signs you in and takes you to plan selection.

Still stuck? Contact support with the email address you registered with.

Downloaded Nov 16, 2026 — check the link above for the latest version.