

Email & online accounts | Easy | 2 min read

I cannot sign in to my email

Not being able to sign in to your email is worrying, but it is usually a typing slip, an old saved password or a locked account. Take it slowly and avoid guessing repeatedly, as that can lock you out.

Quick fixes to try first

- Check **Caps Lock** is off and that the email address is spelled correctly, including the part after the @.
- Use the eye icon, if there is one, to see what you are typing.
- Check you have the right provider. Gmail, Outlook, iCloud and BT each have their own sign-in page.
- Try a different device or browser, or a private window, in case saved details are wrong.

Step by step

1. Type the website address yourself, such as the provider's name into a search or the browser's address bar. Do not use a link from an email or text.
2. Choose **Forgot password** or **Can't access your account**.
3. Follow the steps, which usually send a code to your phone or recovery email. Check your spam folder if it does not arrive.
4. Choose a new password that you have not used before.
5. Update your saved password on your phone, tablet and mail apps, otherwise they may keep trying the old one and lock you out again.

If your account is locked

Wait before retrying. Providers often lock accounts for a while after several failed attempts, and repeated attempts make it worse.

Be alert for scams

Messages saying your mailbox is full or your account is suspended, with a link to sign in, are often scams. Forward them to report@phishing.gov.uk. Report Fraud (reportfraud.police.uk, 0300 123 2040) takes reports too, or Police Scotland on 101 in Scotland.

When to get more help

Stop and ask for help if you no longer have access to your recovery phone or email, the account says it is disabled, you suspect someone else has changed your password, or you work through the steps and still cannot get in. Tell us the provider and any message you see.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.