I’m having trouble logging into my re-origin account. What should I do?

Account and Access · https://www.re-origin.com/support/trouble-logging-in-re-origin

If you’re having trouble logging into your re-origin account, there are a few common reasons—and simple steps you can take to resolve them.

1. Check your login details

Make sure you are using the correct:

- Email address
- Password

If you’re unsure, try resetting your password using the steps below.

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2. Reset your password

For your re-origin account:

1. Go to: www.re-origin.com/my-account
2. Click **“Lost your password?”**
3. Enter your email address
4. Follow the instructions in your email to reset your password

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3. Understand account differences

Your **re-origin website account** and **community account** are separate systems.

- You may use the same email, but they require separate logins
- Resetting your password on one will not automatically update the other

For the community login:

- Go to the community sign-in page
- Click **“Forgot password?”**
- Follow the reset instructions

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4. Still can’t log in?

If you’re still having trouble accessing your account:

- Double-check you’ve registered using the correct email
- Try resetting your password again
- Check your spam or junk folder for reset emails

If the issue continues, contact **support@re-origin.com** and our team will help you regain access.

Why can’t I log into my re-origin account?

This is usually due to incorrect login details, an unregistered email, or needing to reset your password. Following the password reset steps typically resolves the issue.

Are the re-origin website and community logins the same?

No, they are managed separately. You may use the same email, but each platform requires its own login and password reset.