

Logging in to U-Sleep™

Troubleshooting Guide



Can't log in to your U-Sleep account?

There are a few situations that can prevent you from logging in to your U-Sleep account:

- Your temporary password expired.
- Your password needs to be reset.
- You forgot your username.
- Your account has been locked.

Get help with the following issues

My temporary password expired1

I forgot my password1

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My temporary password expired

When your U-Sleep account is created, you receive an email message that contains an activation link. If you do not click the link to confirm your account activation within ten days, the link expires and you cannot log in to U-Sleep. To resolve this issue, contact your organization's U-Sleep administrator to reset your temporary password.

I forgot my password

Use this procedure if you forget your password.

- 1 Open the U-Sleep **Secure Login** screen.
- 2 Click the **Forgot your password?** link.

U-Sleep

Secure Login

Please provide your username and password to sign in.

Username
esmith@umbian.com Remember my Username

Password
..... [Forgot your password? Click Here](#)

Sign In

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- 3 On the **Forgot Password** page:
 - a Enter your username.
 - b Check the check box. If required, follow the instructions provided.
 - c Click **Send Instructions**.
U-Sleep will send you an email with instructions.
 - d Click **Close**.
- 4 Open the email and click the reset password link.
- 5 On the **Forgot Password** page:
 - a Enter your username.
 - b Enter the activation key that was sent in the email.
 - c Check the check box. If required, follow the instructions provided.
 - d Click **Next**.

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- 6 On the **Answer Questions** page:
 - a Answer the two security questions.
(You selected these questions and entered the answers when you set up your account for the first time.)
 - b Click **Next**.
- 7 On the **Set Password** page:
 - a Enter your new password.
 - b Re-enter your new password.
 - c Click **Activate User**.
 - d Click **Close**.

Tip:

If U-Sleep won't accept the answer to a security question, check your spelling. It doesn't matter whether you use upper or lower case letters. Check the order of the letters, numbers or symbols and check for missing spaces. If you are still experiencing issues, contact your organization's U-Sleep administrator.

I can't complete the reCAPTCHA ("Please verify that you are not a robot")

If you are unable to identify images in the reCAPTCHA, click refresh (↻) to get a new set of images. If you're still unable to identify the images, select the headphones icon (🎧). Before you select the headphones icon (🎧), ensure that your speakers or headphones are turned on. You will be asked to click **PLAY** and enter the numbers you hear.

Click refresh (↻), to hear a new set of numbers.

Select all images with a store front.

Press PLAY and enter the numbers you hear

PLAY

Verify

Report a problem

Report a problem

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I forgot my username

If you forget your username, contact your organization's U-Sleep administrator to send you your username in an email.

My account has been locked

If your organization's administrator suspects that your account has been compromised or if you have incorrectly entered your password multiple times, then your account may become locked. Contact your organization's administrator to resolve this issue.

I can't find the password reset email in my inbox

Check your junk or spam folders, or search your mailbox for sender email address "U-Sleep.No-reply@umbian.com". If you still cannot find the email, you can provide this email address to your email administrator to investigate whether your organization's mail server is blocking U-Sleep messages.

My new password doesn't work

Cached credentials can sometimes cause login issues after a password change. Clearing this cached information from your browser can sometimes resolve login issues. Search the internet to learn how to clear your browser's cache.

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