



# Activation Fails: Cannot Log into Tricefy

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After you install Uplink for the first time, a browser window will display for activating the software. If you are not already logged into Tricefy, a login screen will display first.

If you are unable to login to Tricefy to activate Uplink, try the following troubleshooting steps:

1) Close and re-open the browser window

- If you still cannot login to Tricefy, proceed to Step 2

2) Reinstall Uplink - [Click here for re-installation instructions](#)

- If you still cannot login to Tricefy, proceed to Step 3

3) Reset your password by selecting the **Reset Password** button on the Login Screen:

The screenshot shows the Tricefy login interface. At the top, it says 'Welcome to Tricefy'. Below that are fields for 'Username' and 'Password'. There is a 'Remember me' checkbox and a 'Log in' button. At the bottom, there is a section for users who don't have an account, with links for 'Sign up', 'Reset Password', 'Resend Activate Account instructions', and 'Resend Unlock Account instructions'. The 'Reset Password' link is highlighted with a red rectangular box.

[Click here for additional instructions on resetting your Tricefy password](#)

Passwords should be at least 8 characters, and contain at least one upper-case letter and one number.

- If you still cannot login into Tricefy, proceed to Step 4

4) Please contact our Customer Success Team to further assist you. Simply press the big, blue **Contact Tricefy's Help Center** button in the right-corner of your screen to open a Help Ticket.