

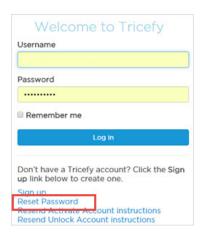
## Activation Fails: Cannot Log into Tricefy

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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:



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.