Addressing Unauthorized Login Errors and Password Reset

In this article, we'll outline guidelines for addressing login errors and resetting passwords for your Mailvio account. Let's dive in!

Unauthorized login errors such as the "Authentication Failed" typically occur when Mailvio is unable to verify the identity of the user attempting to log in. This failure can happen due to several reasons:

1. Incorrect Login Credentials: The most common reason for authentication failure is entering incorrect login credentials. This includes mistyping the email address or password associated with the Mailvio account.

2. Expired or Invalid Credentials: If your login credentials have expired or been invalidated for any reason, such as a password change or account suspension, authentication will fail.

3. Network Issues: Sometimes, network connectivity issues or server problems can prevent successful authentication, resulting in this error.

To resolve this, you can take the following steps:

1. Double-check Login Credentials: Ensure that the email address and password you entered are correct. You should log in to the correct URL, which is https://app.mailvio.com/.

2. Verify Network Connectivity: Ensure you have a stable internet connection and there are no network issues preventing authentication.

3. Check Account Status: Verify if the account is active and not suspended or restricted for any reason. Reach out to us if there are concerns about the account status.

4. Reset Password: If unsure of the password or suspect it may be incorrect, use the "Forgot Password?" feature to reset the password securely or visit this link: https://app.mailvio.com/forgot-password. When setting a new password, ensure it meets the following criteria:

- It should be at least 10 characters long.
- It should contain both upper and lower case letters.
- It should be alphanumeric.
- It should include at least 1 special character.

That's it! Now you know how to effectively address unauthorized login errors and reset password in Mailvio. By following these guidelines, you can confidently navigate login challenges and ensure the security of your Mailvio account. If you have further questions, please reach out to us here.

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