

General: I cannot log in to my Note Perfect Account. What should I do?

Most commonly this can happen when the user email address has been spelt incorrectly, or the created password for entry has been mis-entered

In the case of the former you can contact us using the "Contact Us" page, and we will tell you what email you used to create the account. Make sure that the email address field in the "Contact Us" page has your email correctly spelt this time.

For the latter, you can go to the "Log In " page and click the "Forgot your password?" link and follow the instructions. You must use the same email address as when you created the account, any other email address will not help you.

- A new password will be sent to that email address.
- Please allow around an hour to receive your reset password
- You WILL receive a reset password, if it does not appear in your email account check spam folders and your spam/junk mail settings. Receiving reset as mentioned before can take up to an hour. Multiple requests will reset your password every time, causing confusion, please be patient. (Our tests have shown that it always works).

You can then log in to your account user area, and change the password to one that you prefer.

IMPORTANT

On occasion some people have created a new account with a different email address to try to get to files they have ordered. Please do not do this, the files you ordered are only associated with the email address that you used for ordering and no other - Doing that will not work.

In the unlikely event that you know that you are using the correct login and password and still can't enter the site. [This external page may be of assistance.](#)

Unique solution ID: #1023

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