Tapestry login troubleshooting

I am a Tapestry user and cannot login → **What error message are you receiving?**

Could not find an active accounts with the email address and password entered
- → Double check that the login details are correct
- → Check that your device/browser is not auto-filling the password field incorrectly

Login still unsuccessful

Reset your password → **Did you receive the reset email?**

- **Yes** → Use the link in the email to reset your password - you can always choose the same password you were using previously

- **No** → Double check that the email the reset email is going to is correct → Check your spam folder → If you're still unable to log in, contact a manager on the account / at your child's school or nursery

Login details are correct but the account is not active → Speak to a manager in the account/your child's school or nursery