



Knowledgebase > Welch Allyn Home > Troubleshooting > Issue 3 - Account Sign In Issues

Issue 3 - Account Sign In Issues

Joel Barcillo - 2024-02-09 - Troubleshooting

Issue

I forgot my password or received the error message: "Invalid user name or password. Please try again."

Possible Cause

Varies

Suggested Action

Touch Forgot Password on the Log in screen and follow the instructions to reset your password.

[Go back to the Patient Help Directory](#)

[Go back to Troubleshooting Directory](#)