

## Cannot sign up or log in to Parallels account

My Account

### **Symptoms**

- I can't create a new Parallels account
- I can't get past the sign in page of My Account, getting an error: "Invalid email or password"
- I don't get an email with password recovery/browser confirmation link
- I'm trying to use SSO and encounter the page 'Single Sign-On Misconfiguration Detected'

#### Sign in to existing account

Issue	
I forgot my password.	Reset your password using Forgot pas
I no longer have access to the email address I used to register at my.parallels.com	Create a <u>new account</u> with you     Visit <u>this page</u> and reach out to     any) registered to the old emai
I do not remember which email address I used to register an account.	Search for emails from noreply@para registration.
I am trying to reset my password, however, I do not receive the password reset email.	Check your Junk/Spam folder     Ensure emails from noreply@
m accessing my account from an unconfirmed device/browser and am not ing the email to authorize the device/browser.	list. 3. Alternatively, access your accordance of the Customer Care option

# Sign up for a new account

Issue	
I cannot sign up with the error: "This email is already in use".	There's an account My Account's <u>login</u>
I get an error message:  "You're not recommended to use this password because it's widely used and cannot reliably protect your account."	The password you minimize the change
I mad to anote a husiness account for my company but I doubt find such an antica	Business accounts

I need to create a business account for my company, but I don't find such an option.

with the password restoration.

product license. Fo

I get an error message: "This email address was previously deleted and cannot be reused for at least {n} days while we`re making sure that all data is completely removed from all Parallels services."

Your email addres a corresponding nu stated in the error r

### Single Sign-On issues

Issue	
I'm an admin of a business account of my company/organization registered with Parallels, and I want to log in to the business account using the Single Sign-On procedure.	Read https://kb.parallels.com/integration with Parallels My
I'm an end-user of the Parallels Desktop for Mac Business Edition, and I want to activate the Parallels Desktop on my computer via Single Sign-On.	As the end-user of the Paralle Account (https://my.parallels.  Use the Single Sign-On buttor inside the product, ask your p

## **Contact Parallels Customer Care**

- Message our team in <u>Facebook Messenger</u>
- Contact the team via **Twitter**

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