

I can't access my Reschedge account

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I've forgotten my password

If you're using Microsoft Exchange + Outlook and you've forgotten your Reschedge password, you can easily reset it and create a new password. Simply go to **<http://www.reschedge.com> -> Sign in -> Exchange + Outlook -> Forgot your password?**

On the new page, enter your account email address and click on the blue Reset password button. An email will be sent to you with a reset password link.

To reset your password, go to the link you've receiving and set a new password.

Note

The reset password link is valid only for a couple of hours, so please make sure to reset your password immediately after receiving the email.

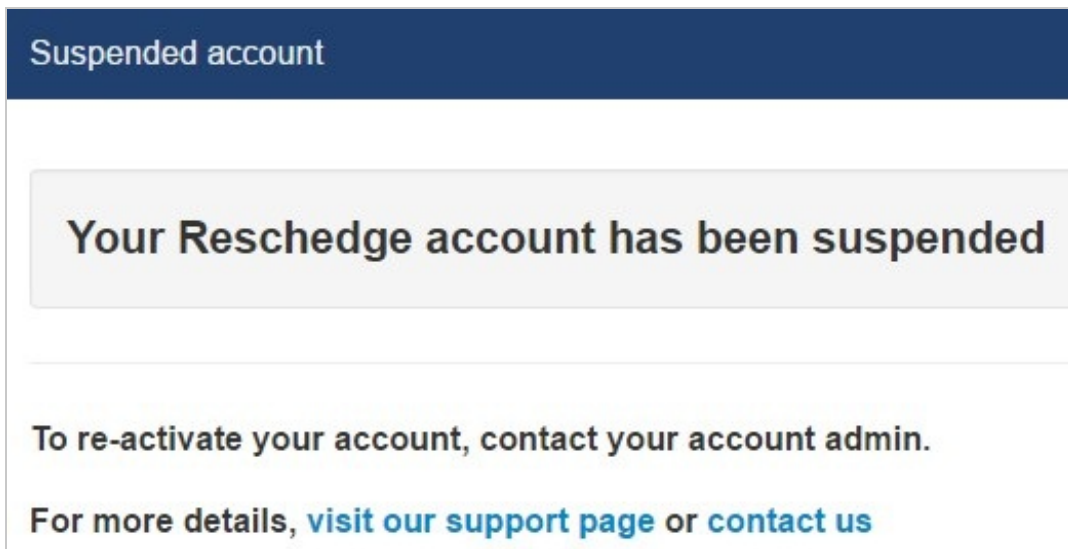
Suspended account

If your Account Admin has deactivated your account, you will not be able to log in to Reschedge.

If you're using Microsoft Exchange and can't log in to your Reschedge account, even though you're using the correct credentials, it might be because your Reschedge Account Admin suspended your account.

If you try to reset your password, Reschedge will notify you that your account was suspended.

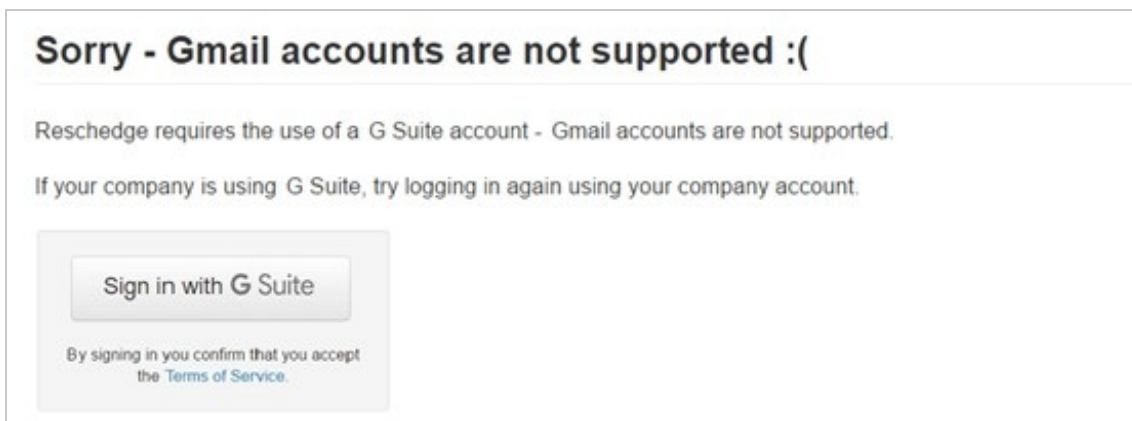
If you're using G Suite and try to log in, Reschedge will automatically notify you that your account was suspended.



In this case, contact your Account Admin to re-activate your account. If you are the Account Admin, contact Reschedge support at support@oncehub.com

Trying to use a regular Gmail account

You can only connect to Reschedge when using Microsoft Exchange, Office 365, or G Suite. Regular Gmail accounts are not supported by Reschedge. If you tried to log in with your regular Gmail account, you will see the following message:



In this case, you can try to sign in again with your organization's G Suite account.

Your company doesn't have a Reschedge account

If your company does not have a Reschedge account, and you try to log in with your G Suite account, you will encounter the following message:

Sorry - your company does not have a Reschedule account

Based on your email address, it appears that your company does not have a Reschedule account.

If you think your company has a Reschedule account, you can contact [support](#) for assistance.

If you would like to contact sales about signing up for Reschedule, email [sales](#) for assistance.

If your company has a Reschedule account, you should contact your Account Admin, or email support@oncehub.com.

If you would like to purchase an account, [schedule a free 1-on-1 consultation](#)