

# How to Login to Catholic Social Media (and Common Login Issues)

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To log in to your Catholic Social Media account, head to <https://csm.prengersolutions.com/sign-in>.

If you're experiencing login issues, it could be due to one of the following:

- 1. You never set up your account, and your invite expired:** If you got your invite link and tried using it to set up your password, but it isn't working, it's very likely that your invite expired. This typically results in a "user not confirmed" error. Invites expire every 24 hours for security reasons. To fix this, reach out to your colleague who invited you - they can log in to their account, go to their profile image > Users, and click the "reinvite" button. You can also ask for a refreshed invite on the login page. Otherwise, email us at [support@prengersolutions.com](mailto:support@prengersolutions.com), and we can resend it as well.
  - 2. You forgot your password:** Don't worry - it happens to the best of us! This usually results in an error message that reads "user name/password combination isn't correct." If this is the case, simply click "*Forgot your password?*" and follow the instructions to set up a new one.
  - 3. You are trying to log back in using your account set up link:** If you've already set up your account, but are using your original account set up link to log back in, you'll likely get an error that reads "user is already confirmed." Go ahead and go to <https://csm.prengersolutions.com/sign-in> to log in with the email address and password you set up and you'll be in!
  - 4. You don't have an account yet:** Maybe you need to login, but your colleague hasn't invited you yet, so your account exist. Your colleague can simply login to their account, go to their profile image > Users > Invite User. They'll just have to enter your email address, assign you a role, and click "invite." You'll get an email with a link to set up your account!
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