

This document is provided free of charge by Horton Press. You may view, download, and share the original. You may not edit, remove, or add information to this document, or redistribute altered versions.

Fix email code problems

Revision 2026-10-11

Resend a verification code, handle expired codes, and check spam.

Use this when the **Verify email** screen's 6-digit code doesn't arrive or doesn't work.

No email?

1. Check your spam or junk folder first.
2. On **Verify email**, wait for the button under **Verify** to change from **Resend code in 2:00** (it counts down) to **Resend code**, then tap it.
3. The app says **Code sent. Check your email.** You can ask for a new code every 2 minutes.

Only the newest code works

When you ask for a new code, older ones stop working. Use the code from the most recent email.

Codes expire in 30 minutes

If yours is older than that, tap **Resend code** to get a new one.

The app may say: "Verification code expired. Tap Resend code."

The code is rejected?

The app may say: "Invalid verification code. Check the latest email, or tap Resend code."

Check the numbers and try again, or use the code from your newest email. Need to leave? Tap **Back to sign in**. A team invite code you entered is kept for after you sign in and verify.

Creating the account: [Download and create your account](#). Confirming: [Confirm your email](#).

