

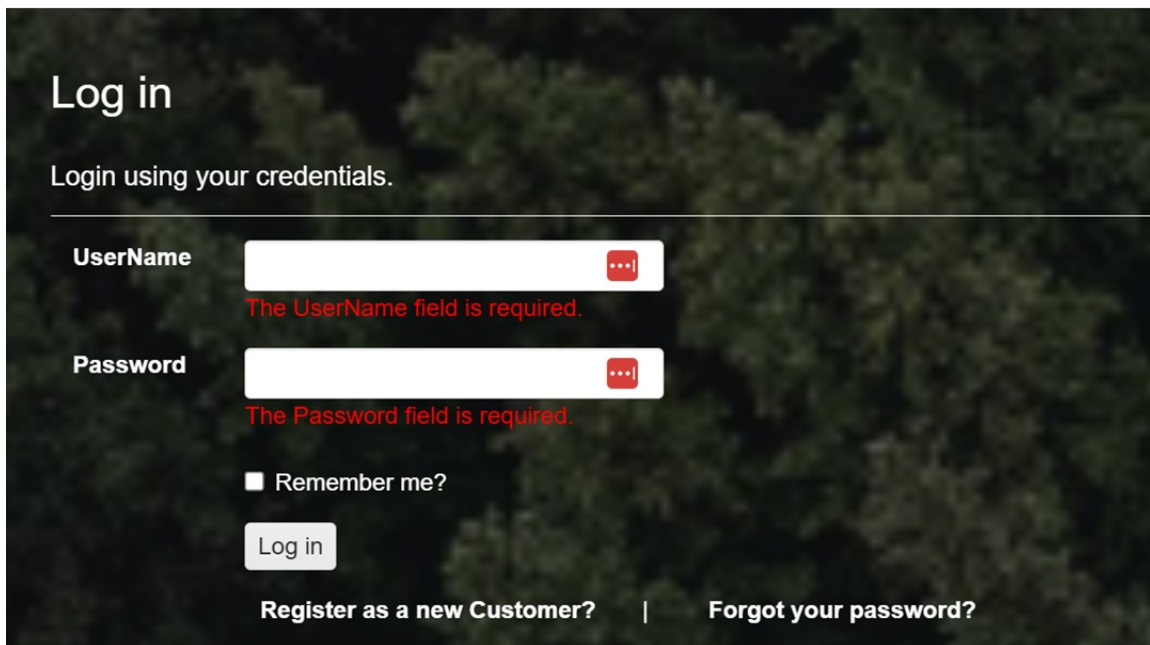
# Can't Login to SedonaWeb 2.0

05/19/2026 11:29 am EDT

End Customer is Unable to Login to SedonaWeb 2.0

It is easy to fix a user who cannot login to SedonaWeb 2.0 once you know why they can't login. But since users are typically not technical they often aren't able to provide the error message, or explain what problem they are having when they try to login. Having them follow the steps below will methodically work through each possible issue to ensure they are able to login.

1. Have them navigate to the SedonaWeb login page.



The screenshot shows the 'Log in' page with the following elements:

- Log in** (Section Header)
- Login using your credentials.** (Text)
- UserName** field: A white input box with a red error message below it: "The UserName field is required."
- Password** field: A white input box with a red error message below it: "The Password field is required."
- Remember me?** (Checkbox)
- Log in** (Button)
- Register as a new Customer?** | **Forgot your password?** (Links)

2. Have them enter their username and password and attempt to login.
3. If a message pops up saying they don't exist, have them select the button 'Register as a New Customer?' and enter the required info to setup a new user.
4. If instead they enter their login info and a message pops up saying their login was incorrect, have them click the 'Forgot your password?' option.

## Forgot your password?

Enter your email.

Submit

Email

If your email address is not found, click on the following link [to attempt resetting your password using your original user name.](#)

5. In the forgot password screen, have them enter their email and submit. If there is no error then they can navigate

to their email inbox to complete the password reset process.

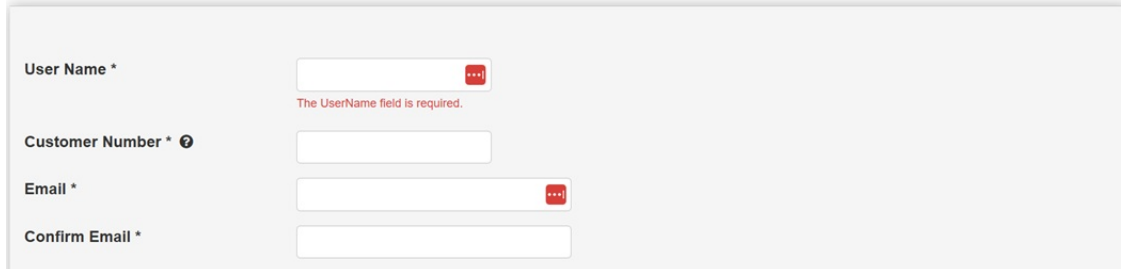
6. If they select to reset their password and they receive a message that they don't exist, then they will need to click the blue link below that reads "to attempt resetting your password using your original user name"

## Forgot your password?

Enter your User Name and Customer Number to reset your password.

Submit

A password reset link will be sent to the email address you specify.



The screenshot shows a web form for password reset. It has four input fields: 'User Name \*', 'Customer Number \*', 'Email \*', and 'Confirm Email \*'. The 'User Name \*' field is empty and has a red error message below it: 'The UserName field is required.' The 'Email \*' field has a red eye icon to its right, indicating it is a password field. The 'Submit' button is located to the right of the form.

7. Enter the required info and select Submit.
8. If the user is following these steps and they say it still isn't working then they are most likely entering their information wrong. In these scenarios I usually find it easier to reset their user for them.

Below is a video and a help doc that walk through moving users from SedonaWeb Legacy version to SedonaWeb 2.0:

[https://www.youtube.com/watch?v=ue\\_Qe4VW8oA](https://www.youtube.com/watch?v=ue_Qe4VW8oA)

<https://sedonaoffice.knowledgeowl.com/help/sedonaweb-20-first-time-log-in-for-sedonaweb-legacy-customers>

Help doc for a simple password reset:

<https://sedonaoffice.knowledgeowl.com/help/resetting-your-password-for-users-of-sedonaweb-20>