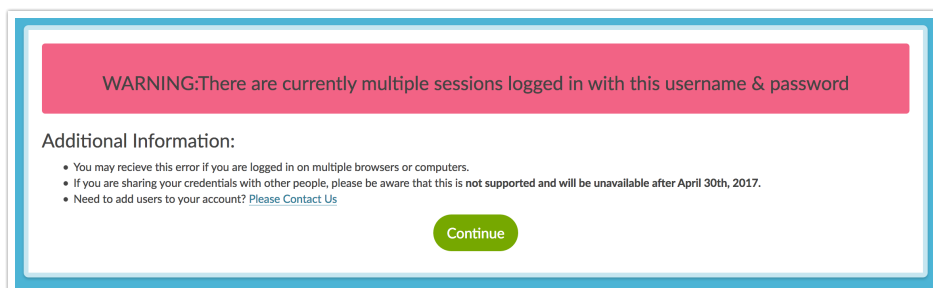# Why am I receiving a "There are currently multiple sessions logged in with this username and password" error message when I log in?

Are you seeing the below message about multiple sessions? Wondering why you are receiving this?



Alchemer does not support multiple sessions for the same login credentials. The above error message will be shown if you share login credentials with other individuals in your organization. You might also see this message if you are logged in using the same credentials on a different browser or computer.

## Why can't I share login credentials?

While, in the past, we've looked the other way when users shared credentials; this can cause pretty serious problems in your surveys including overwrites of edits. Further, this is a violation of our terms and conditions; our plans are now licensed-based which means each user should have a license and thus their own login credentials.

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