

Multiple Accounts With Same Email Address

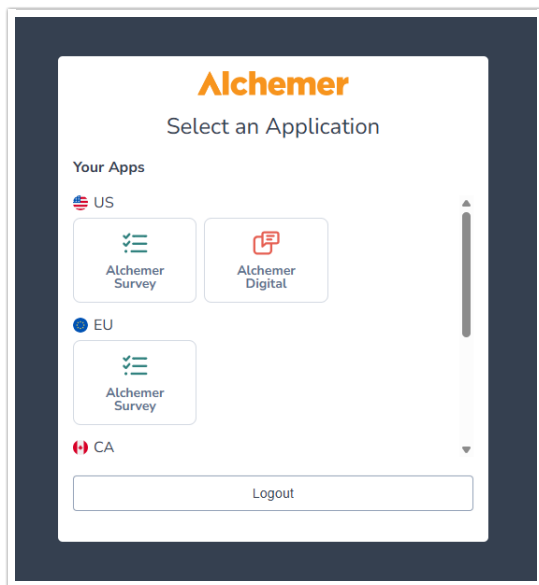
Log in to multiple accounts across data centers

If you have accounts hosted across Alchemer's data centers (US, EU, Canada, or Australia), you may use the same email address to log in to each account.

- If you use **different email addresses**, you'll log directly into the associated account.
- If you use the **same email address across multiple accounts**, you'll be prompted to choose which account to access.

Choose an account during login

When logging in at <https://login.alchemer.com/>, you may see the "Select an Application" screen.



Each account is identified by its data center (US, EU, CA, or AU).

To continue with the default account:

1. Review the selected account
 2. Click **Continue**
 3. If Multi-Factor Authentication (MFA) is enabled, complete authentication
 4. You'll be taken into your account
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To switch to a different account:

1. Click **Use This Account** next to the desired account
 2. Enter the password for that account
 3. Click **Access Account**
 4. Complete MFA if prompted
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Update your account nickname

Account nicknames help you quickly identify accounts when switching between data centers.

To update a nickname:

1. Click **Edit Account Nickname**
2. Enter a new name
3. Save your changes

This nickname will appear the next time you access the account selection screen.

Reset your password

If you request a password reset and have accounts in multiple data centers using the same email address:

- You'll receive **one password reset email per data center**
- Each email contains a **unique reset link** for that specific account

Example

If you have accounts in:

- US
- EU
- AU

You'll receive **three separate password reset emails**.

Be sure to click the reset link for the account you want to update.

Switch accounts after logging in

You can switch between accounts at any time from within the platform.

To switch accounts:

1. Click **Account > Switch Account**
 2. You'll return to the "Which account would you like to use?" screen
 3. Select the account you want to access
 4. Enter the password and proceed
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Notes on multi-data center access

- Accounts are **separate per data center (US, EU, CA, AU)**
 - You must have **active user access in each account**
 - Login credentials (email/password) may be the same, but access is managed per account
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Single Sign-On (SSO) considerations

If your organization uses Single Sign-On (SSO), your login experience may differ slightly.

- SSO is managed under **Account > Security > SSO Connections**
- Depending on your configuration, you may be redirected to your identity provider (IdP) after selecting an account
- Some users may be allowed to log in with a username and password if they are included as **login exceptions**

If you're unsure how SSO is configured for your account, contact your account administrator or Alchemer Support.

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