

Account & Login- FAQ and Troubleshooting

Get answers to all your account and login questions and issues in this list of FAQs.

- + [What features are available in a free trial account? Are there limitations?](#)
- + [Can I switch my Free Trial to a different license to check out additional features?](#)
- + [How do I activate my free trial?](#)
- + [What happens when my free trial expires?](#)
- + [How do I sign up for a Free Plan?](#)
- + [What features are available on a Free Plan? Are there limitations?](#)
- + [Having trouble logging in?](#)
- + [Why am I not receiving my password reset emails?](#)
- + [Why am I receiving a "There are currently multiple sessions logged in with this username and password" error message when I log in?](#)
- + [How do I find my Alchemer Account ID \(CID\)?](#)
- + [How do I change my login email address?](#)
- + [How do I change the Alchemer Account Administrator to new email?](#)
- + [How do I reset my password?](#)
- + [Why can't I see my survey on my home page?](#)
- + [Why am I getting a "That email address is already in use" error?](#)
- + [How do I log out of Alchemer?](#)
- + [How do I move a survey to another account?](#)
- + [How do I transfer my surveys to the EU or Canadian server?](#)
- + [Does Alchemer offer Multi-factor Authentication?](#)

Related Articles