13.1 I Cannot Sign In

1. Open vault.lightdrive.one directly instead of following an old bookmark or email link.
2. Enter your LightDrive ID, your full **@lightdrive.one** address, or your verified recovery email address, together with your main account password.
3. Check Caps Lock, keyboard layout, and password-manager entry.
4. Use **Forgot password?** to send recovery instructions to the verified recovery email.

If the page reports Unverified, Restricted, Suspended, or another account status, follow the displayed action. An unverified account is deleted seven days after registration, and a permanently deleted account cannot be recovered through password reset.

Contact Support from the verified recovery address when the reset message does not arrive or the status appears incorrect.

Current online article: https://help.lightdrive.one/troubleshooting/i-cannot-sign-in

Generated September 30, 2026