

13.2 My Password Does Not Work in an App

First sign in to the Vault in a browser. If the main password fails there too, reset it before changing the app.

If browser sign-in works, confirm that the app uses the credential and username required by its service:

- **Email:** use the full username@lightdrive.one address and an Email-only or Email & contacts password from **Settings → Security → App & device access**.
- **Contacts:** use the full LightDrive email address and either a Contacts-only password from **Contacts → Mobile & app connections** or an Email & contacts password from Security settings.
- **Files and Calendar:** use the username and connection method shown in Chapter 14; create a Vault app password when the client cannot complete browser sign-in or 2FA.

These credential types are not interchangeable. Copy a newly generated value into the client exactly. If the app keeps retrying an old password, remove the saved credential and enter the correct one when prompted.

Repeated failures can trigger temporary brute-force protection. Stop retries, correct the settings, and wait before testing once.

Current online article: <https://help.lightdrive.one/troubleshooting/my-password-does-not-work-in-an-app>

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