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 a LightDrive client password that includes **Email**, created under **Settings → Security → App & device access**.
- **Contacts:** use the full LightDrive email address and a LightDrive client password that includes **Contacts**.
- **Calendar:** use the connection settings shown in Chapter 14. Calendar clients can use your main LightDrive password, a Vault app password, or a LightDrive client password that includes **Calendars**. A separately revocable client password is generally preferable for third-party apps.
- **Files:** use the connection method shown in Chapter 14. Compatible clients can use your main LightDrive password or a Vault app password; use a Vault app password when the client cannot complete browser sign-in or two-factor authentication.

Client passwords are limited to the services selected when they are created. 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 again.

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

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