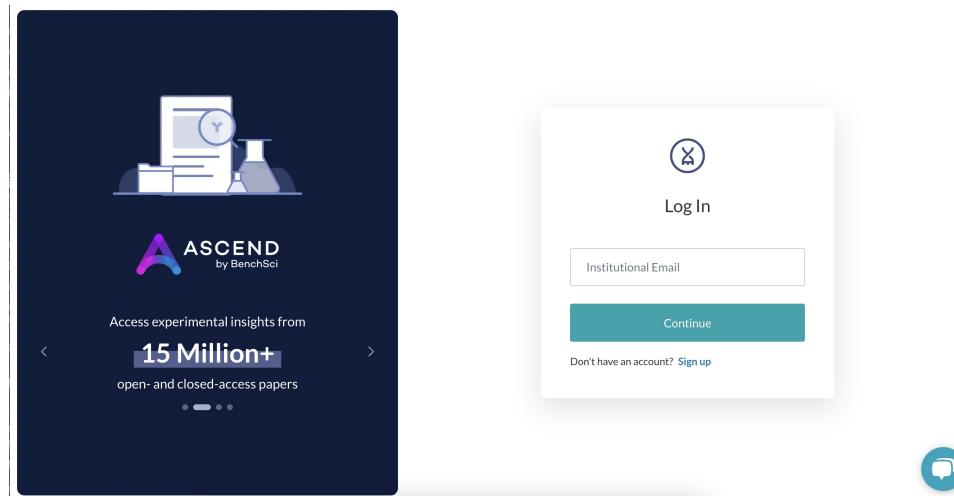


# Issues logging in or signing up?

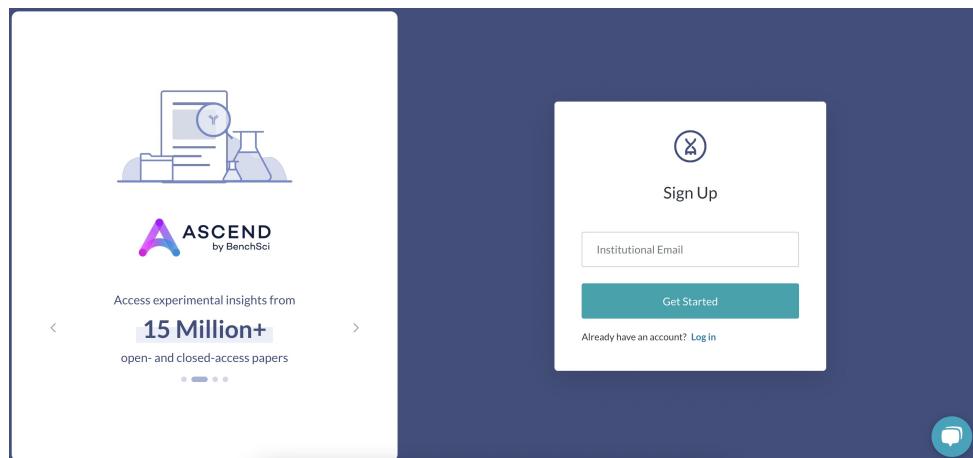
Last Modified on 18/09/2025 1:49 pm EDT

## If you already have an account, please log in

- On the [home page to access the BenchSci platform](#), you will be asked to log in with your email address and password
- If you are having trouble with your email, please ensure that the spelling of your email address is correct
- If you are having trouble with your password, you can reset your password ([more info here](#))



## If you do not have an account yet, click "Sign up" to see the sign up page



## If you are seeing an error about an invalid institutional email domain

1. Check to see that the spelling of your email address (particularly the email domain) is correct
2. Does your institution have access? - take a look at [this article](#) for more information
3. Try clearing your browser's cache or use an incognito window if your email domain is not being recognized (and you expect it to be)

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Please feel free to reach out if you are still having trouble!

Feel free to reach out to our *Scientific Support* team through one of these methods. Someone will be in touch within 1 business day!

In-app Chat	Email	Request Form
Click  at the bottom-right corner of the <a href="#">signup/login page</a>	Send an email to <a href="mailto:support@benchsci.com">support@benchsci.com</a>	Fill out our <a href="#">contact form</a>