Account Login & Setup (Incomplete)

Last Modified on 08/25/2026 6:14 pm EDT

Help Topics

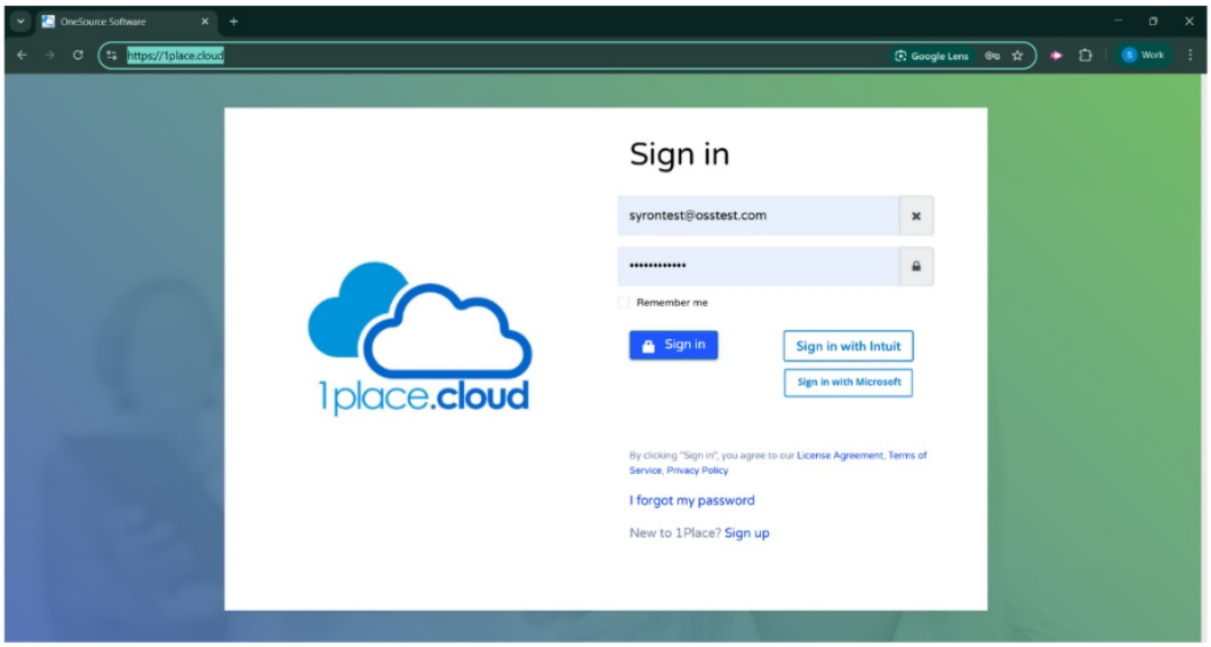
- Signing In to Your Account
  - How to Sign in to Your 1place Account
  - What If I Enter the Wrong Email/Password?

Signing In to Your Account

How to Sign in to Your 1place Account

To access your 1place account, follow these steps:

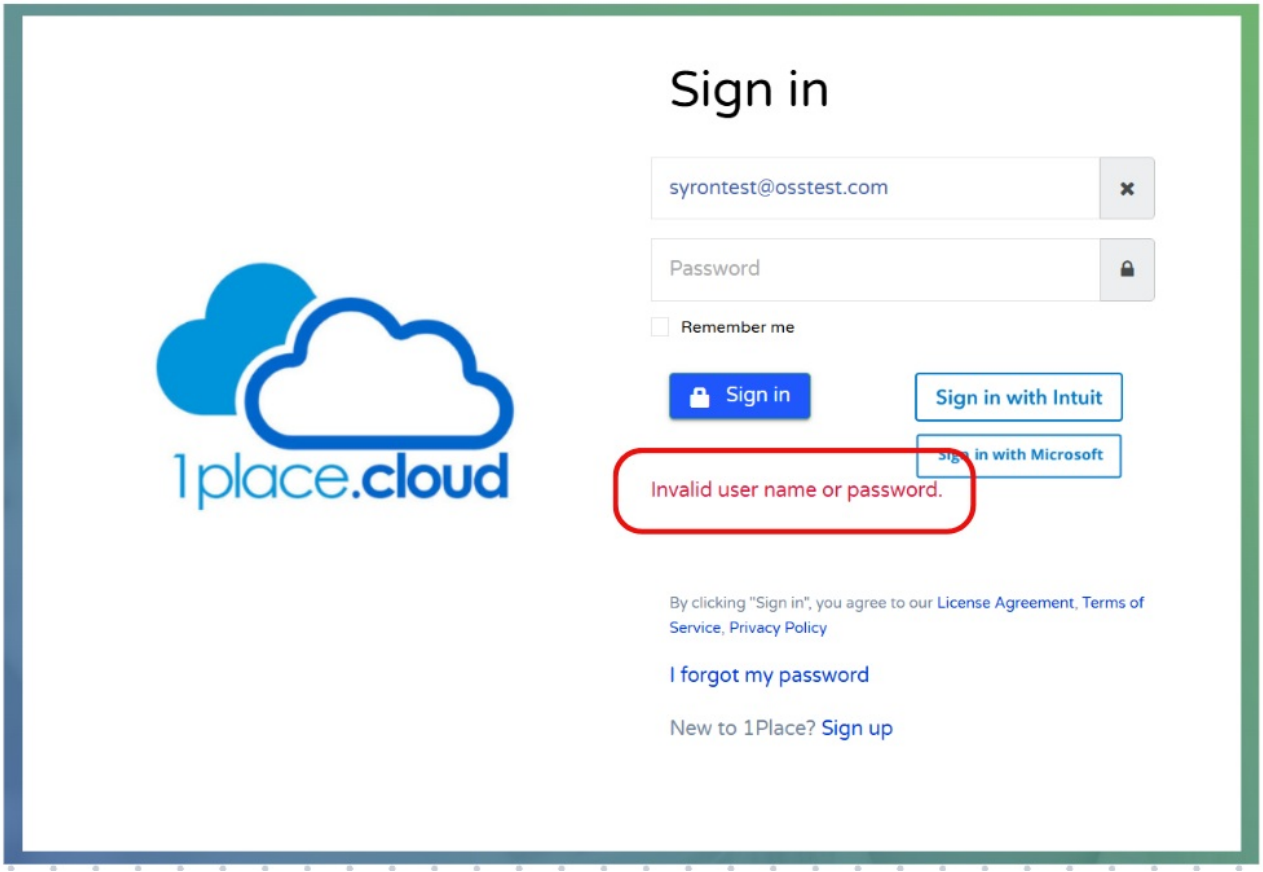
1. Go to **https://1place.cloud/**
    1. Tip: For the best experience, we recommend using **Google Chrome** as your browser.
2. You'll see the **Sign In page**:



3. Enter your **Email Address** in the first field.
4. Enter your **Password** in the second field.
5. (Optional) Check "**Remember Me**" if you want your credentials saved for future logins on this device.
6. Click the **Sign In** button.
7. You can review our **License Agreement, Terms of Service, or Privacy Policy** at any time — links are available on the sign-in page.

What If I Enter the Wrong Email/Password?

If you enter an **incorrect password**, you'll see an error message like:
"Invalid user name or password."



Here's what you can do:

- Double-check your **email and password** — make sure there are no typos or extra spaces.
- Passwords are **case-sensitive** — check if **Caps Lock** is on.
- If you still can't sign in, click **"Forgot Password?"** on the sign-in page to reset your password.
- If you're still having trouble, reach out to Support for assistance: **support@onesourcesoftware.com**.

Forgot Password or Resetting Your Password

How to Reset Your Password

If you forgot your password, follow these steps to reset it:

1. On the **Sign In** page, click **"I forgot my password**" — this link is located just below the License Agreement, Terms of Service, Privacy Policy links.
2. You'll be routed to the "**Get help signing in to your 1place**" page.
3. Enter the **Email Address** associated with your account.
4. Click **Continue**.
5. If the email exists in our system, you'll receive an **email with a temporary password**.

6. Follow the **instructions** in the email to sign in and update your password.

Troubleshooting Tips:

- Didn't get the email? Check your spam or junk folder.
- Make sure you entered the correct email linked to your 1place account.
- If you're still unable to reset your password, please contact your Company Administrator first for assistance.
- If needed, your Administrator can contact 1place Support for additional help.

What to Do If You Don't Receive the Reset Email

If you've requested a password reset but haven't received the email, try the following steps:

1. **Check your Spam or Junk folder** — sometimes automated emails are filtered.
2. **Double-check your email address** — make sure you entered the correct address linked to your 1place account.
3. **Wait a few minutes** — email delivery may take a little time depending on your mail provider.
4. **Try requesting the password reset again** — you can repeat the process if needed.
5. **Still not receiving the email?**
    - Contact your **Company Administrator** — they can reset your password directly in 1place.
    - If further assistance is needed, your Administrator can reach out to 1place Support: **support@onesourcesoftware.com**.

Creating a New Account (Sign Up)

How to Sign Up for a New Account on 1place

To create a new 1place account:
Important Note: *This process creates a new company account on 1place.*
If you're an employee or user of an existing company account, your Company Administrator must create your user account inside 1place. Please check with your administrator before signing up.

1. Go to https://1place.cloud/ and click **Sign Up** — located at the bottom of the Sign In screen.
2. Fill out the Sign Up Form with the following information:
    - **Company Name**
    - **Contact Full Name**
    - **Phone Number**
    - **Email Address** (this will be your login email)
    - **Password** (create a secure password for your account)

- **Number of Licenses** or Users
- **Captcha Code** (enter the code shown)

3. After completing the form, click **Create Account.**
4. Follow any **confirmation** steps provided to complete your account setup.