

Account Login & Setup (Incomplete)

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Help Topics

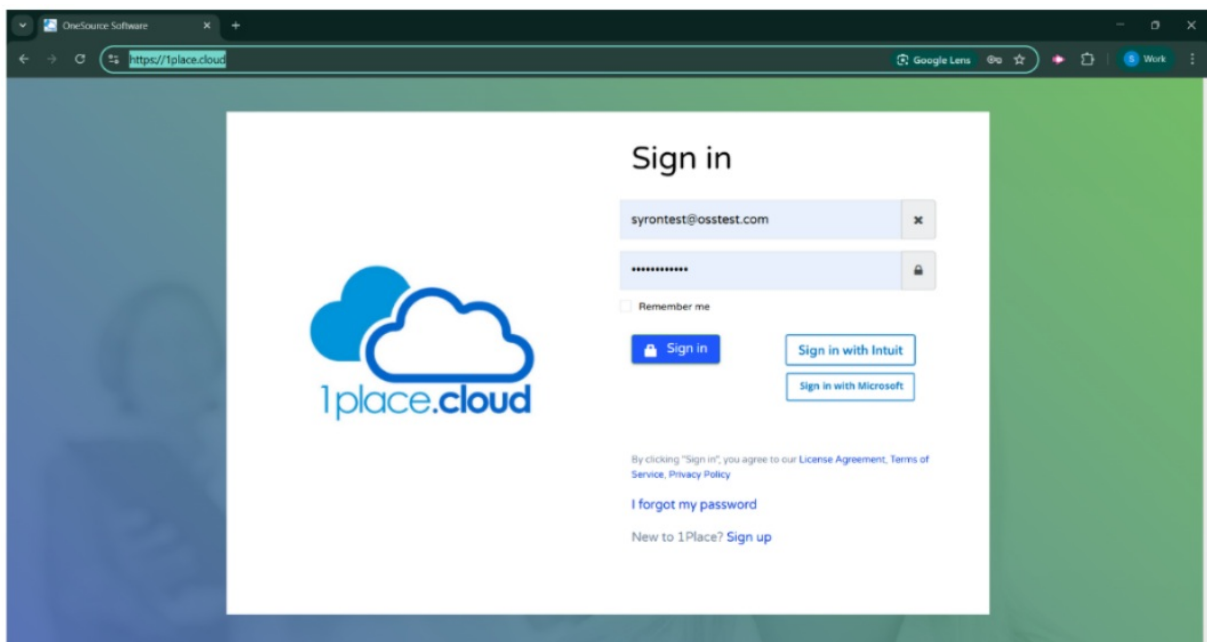
- Signing In to Your Account
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Signing In to Your Account

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:

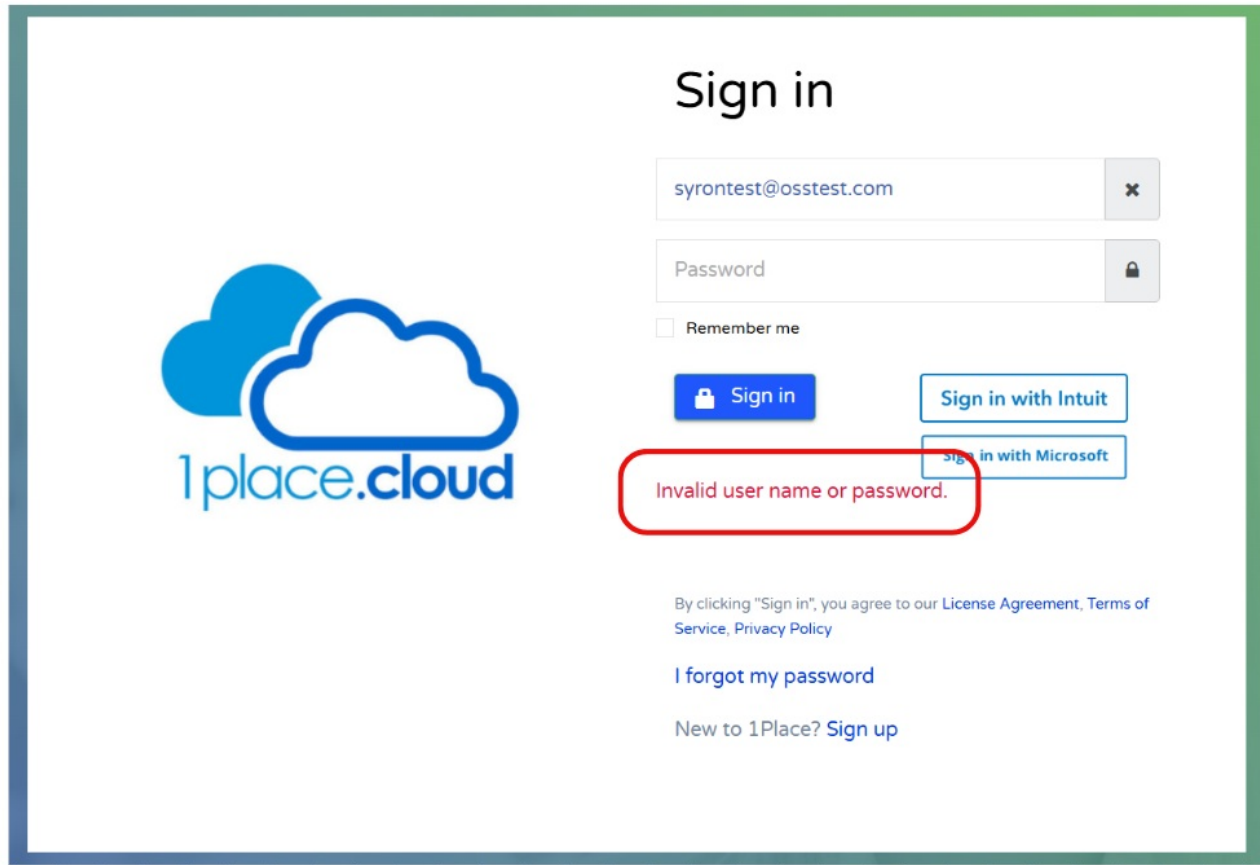


3. Enter your **Email Address** in the first field.
4. Enter your **Password** in the second field.
5. (Optional) Check "**Remember Me**" if you want your credentials saved for future logins on this device.
6. Click the **Sign In** button.
7. You can review our [License Agreement](#), [Terms of Service](#), 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."



The screenshot shows the 1place.cloud sign-in interface. On the left is the 1place.cloud logo, which consists of a blue cloud icon and the text "1place.cloud". On the right, under the heading "Sign in", there are two input fields: the first contains the email "syrontest@osstest.com" and the second is labeled "Password". Below these fields is a checkbox labeled "Remember me". There are three buttons: a blue "Sign in" button, a "Sign in with Intuit" button, and a "Sign in with Microsoft" button. A red rounded rectangle highlights the error message "Invalid user name or password." in red text, which appears below the "Sign in" button. At the bottom, there is a line of small text: "By clicking 'Sign in', you agree to our [License Agreement](#), [Terms of Service](#), [Privacy Policy](#)". Below this are two links: "I forgot my password" and "New to 1Place? [Sign up](#)".

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.
