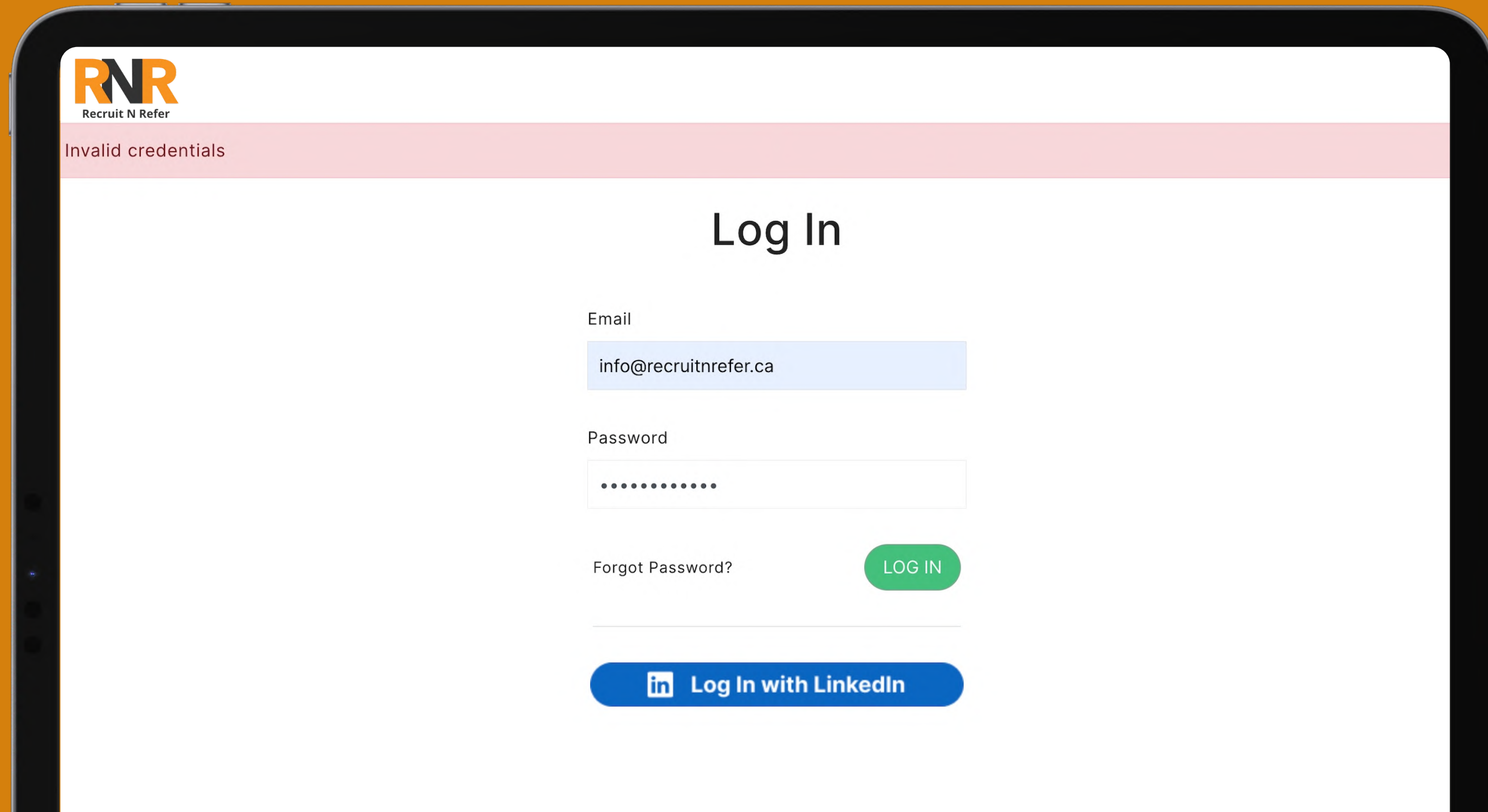


# Unable to Log-in?

Let us help you,



RNR  
Recruit N Refer

Invalid credentials


## Log In

Email

Password

Forgot Password? [LOG IN](#)

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 Log In with LinkedIn

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# Agenda

Have you tried these steps? 01

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RNR Account Details 02

---

Common Issues + Errors 03

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Follow Us! 04

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# Check out our Getting Started Videos!



[Demo Video](#)



[Jobs + Candidate Submission](#)

Click the above links to view our demo videos

# Have you tried these steps?

1. Make sure to verify your login
  2. You will receive an email for verification.
  3. Check your spam/ junk folder for password and reset email
  4. You signed up through LinkedIn? Make sure to login using the LinkedIn button
  5. Try using a different browser to login/ change password. I.e. Safari
  6. Password reset emails expire in 1 hour, make sure you change before it expires
- 



## Login Inquiries

- When sending us an email on logins, please attach screenshots/ recordings of the issue you are facing so we can fix it for you.
- Label your email with "**Login Issue/Question**" as the subject line.

# Did you create your account or was it created for you?

## If you create your account, follow these steps:

Sign up on <a href="https://recruitnrefer.ca">recruitnrefer.ca</a>	Verify your account. A verification email will be sent to you	Wait for an RNR admin to approve your account	You can now log-in and have full access to all jobs
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## If your RNR account was made for you:

Check your email for RNR Log-in credentials	Log in using these credentials. Change your password after login	You can now log-in and have full access to all jobs
---	--	---

# Common Issues and Errors with Logins

## Human Error

- Accidental typo when signing up - we cannot edit login details once an account has been created!
- Check junk and spam folders for login details/ password reset emails

## Browser Issues

- Specific browsers can cause login issues - Chrome is the best browser to use RNR's platform

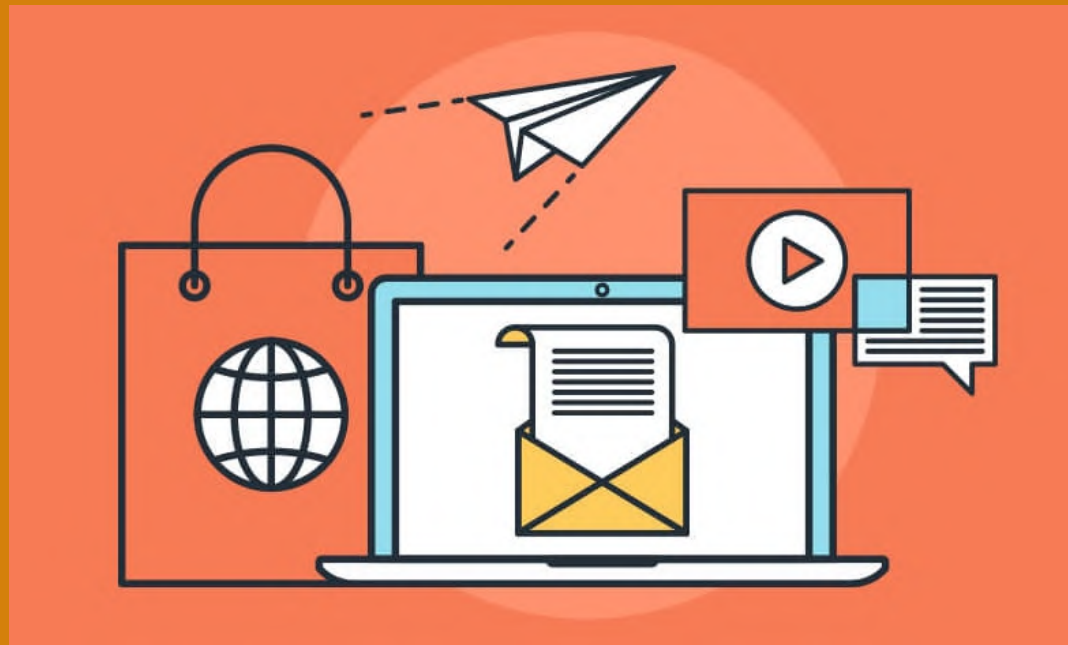
## Login on wrong website

- Do **NOT** login to [info recruitnrefer.ca](http://info recruitnrefer.ca)
- That is our information page
- Make sure you login at [recruitnrefer.ca](http://recruitnrefer.ca)



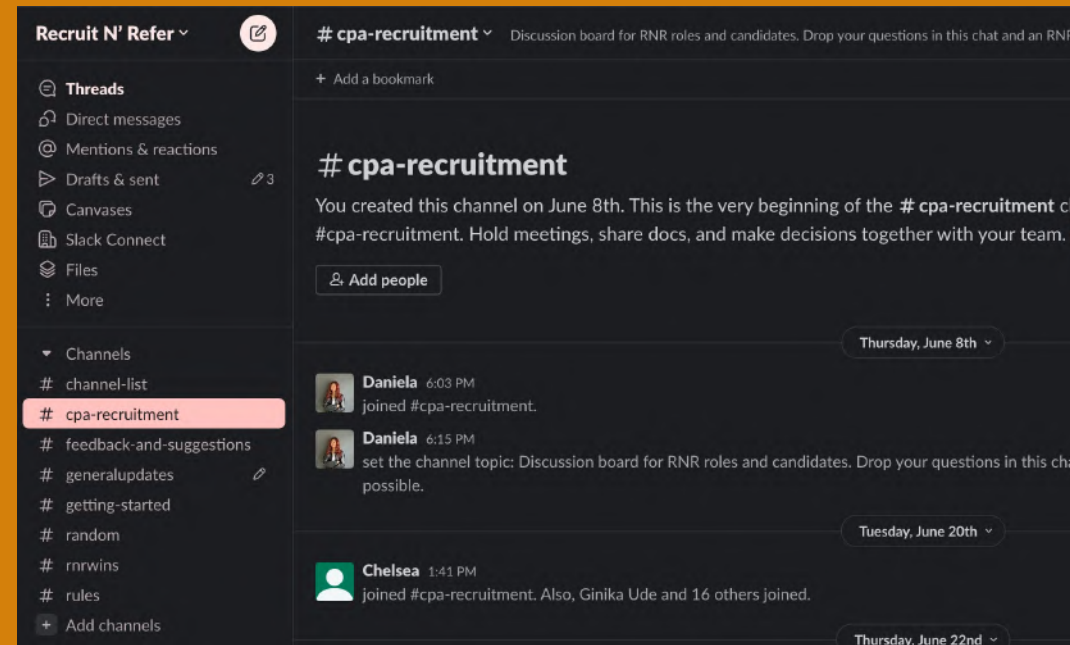
We will let you know of any scheduled maintenance ahead of time.

# Reach us here!



## Email

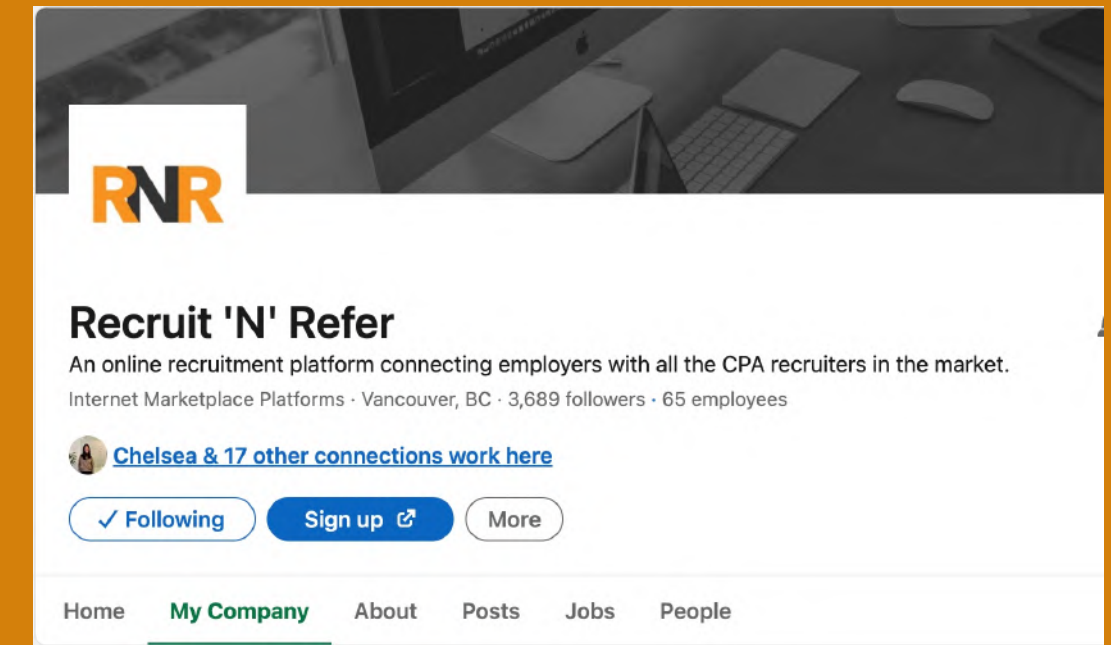
Email us at [info@recruitnrefer.ca](mailto:info@recruitnrefer.ca)  
Please label your emails as "Question" in the subject line for any RNR inquiries.



## Slack

Come join our Slack Workspace and make meaningful conversations with us and other RNR recruiters!

**Contact us for access to the RNR Slack**



## LinkedIn

Follow us on LinkedIn for the latest updates on RNR! We share relevant posts and information on recruitment.