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Fix email code problems

Revision 2026-10-11

Resend a verification code, handle expired codes, and check spam.

Use this when the **Verify email** screen's 6-digit code doesn't arrive or doesn't work.

No email?

1. Check your spam or junk folder first.
2. On **Verify email**, wait for the button under **Verify** to change from **Resend code in 2:00** (it counts down) to **Resend code**, then tap it.
3. The app says **Code sent. Check your email.** You can ask for a new code every 2 minutes.

Only the newest code works

When you ask for a new code, older ones stop working. Use the code from the most recent email.

Codes expire in 30 minutes

If yours is older than that, tap **Resend code** to get a new one.

The app may say: "Verification code expired. Tap Resend code."

The code is rejected?

The app may say: "Invalid verification code. Check the latest email, or tap Resend code."

Check the numbers and try again, or use the code from your newest email. Need to leave? Tap **Back to sign in**. A team invite code you entered is kept for after you sign in and verify.

Creating the account: Download and create your account. Confirming: Confirm your email.

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