

Troubleshooting Ramp login issues

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Help Center URL: [Troubleshooting Ramp login issues](https://support.ramp.com/hc/en-us/articles/1500005527981-Troubleshooting-Ramp-login-issues)

Overview

Having trouble logging into Ramp? Follow these steps to get back on track.

Before you begin

If you are logging in for the first time, [follow this guide](#).

Otherwise, please make sure that you are using the correct login method: **email and password** or **Single Sign On (SSO)**. If you aren't sure if you've used a password or SSO in the past, try using [the password reset form](#). The form will either allow you to reset your password or notify you via email that your organization uses SSO.

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What if I forgot my credentials?

Forgotten username

If you forgot your username, try [signing in](#) with the email address associated with your Ramp account. If you're still unsure, contact your IT department for help.

Forgotten password

If you forgot your password, first request to [reset your password](#). Then, follow the instructions in the email you receive.

What if I no longer see the option to login with password?

No longer seeing log in with password

If you no longer see the option to sign in with a password, your account may be set up to use **Single Sign-On (SSO)** instead.

1. **Try signing in using one of the providers shown** on the login screen—like Google, Microsoft Entra, Okta, OneLogin, or JumpCloud.

- If your email uses Google Workspace (Gmail), Ramp may support Google SSO for you automatically—even if your company hasn't explicitly set up SSO.

2. **No provider listed?** You may be prompted to use a **passkey** instead.

- Passkeys are a more secure way to log in. They replace passwords and are resistant to phishing, using your device's built-in security features.

If none of these options work, then you can [reset your password](#). Then, follow the instructions in the email you receive.

What if my password was stolen?

If you believe your password was stolen, reset it immediately using the [password reset link](#) and notify your IT department.

What if I didn't receive a password reset email?

First, check your spam or junk folder. Ensure you're using the email address associated with your Ramp account. If you still haven't received it, [contact our support team for further assistance.](#)

What if I can no longer access the phone number used to receive MFA codes?

If you no longer have access to your original phone number used for MFA (independent of SMS or call), you can request to change the phone number in the login screen by following [the steps in this article.](#)

What if I can't receive the MFA codes by SMS?

If you cannot receive MFA codes sent by SMS, please review the steps described in [this article.](#)

What if I no longer have my authenticator app for MFA?

If you no longer have access to your original authenticator app used for MFA, you can request to set up a new authenticator app in the login screen by following [the steps in this article.](#)

What if I'm facing SSO issues?

Google SSO

1. Ensure you're using the correct email address registered with Ramp.
Sometimes users accidentally select their personal email address.
2. If needed, contact your IT department for clarification.

SAML SSO (e.g. Okta, Microsoft Entra ID)

1. Ask your IT department if Okta SSO is activated for Ramp.
2. Confirm your email address is enabled to access Ramp.
3. Try logging in directly to Ramp instead of through Okta.

What if I'm seeing an error message on the login screen?

Message	Reason
We're unable to log you in.	Your account may be locked, or your account may have been deactivated. Please confirm with your Administrator.
Network error encountered.	This usually indicates a device or network issue. Please try a different browser, device, and/or network. Also, make sure to disable any ad blockers or VPNs.
Too many failed login attempts. Wait and try again or reset your password.	Please wait before trying to log in again. Unfortunately, the exact wait time is out of our control.
Your session has expired. Sign in again.	This may be due to timezone issues. Please make sure your device timezone aligns with the server. You can validate this here .

Message	Reason
We are having trouble authenticating you. Try again or contact support.	Likely due to too many login attempts. Please reset your password and wait before logging in again.
Oops, something went wrong.	<u>Please contact our support team for further assistance.</u>

What if I still need help?

Below are some additional resources you can reference:

- Review the [initial sign-in guide](#) for first-time Ramp users.
- Ensure your web browser allows pop-up windows; blocking them can cause login issues.

If you've followed these steps and still can't log in, please vote on the article and provide a comment with feedback about what's missing - we are always trying to improve these articles!

After that, please [contact our support team](#) for further assistance and we would be happy to assist you with your issue.