

Demo Credentials Troubleshooting Guide

Problem: Demo Credentials Not Working on Live Site

The live deployment at <https://mysafeplay.ai> is showing “invalid email or password” errors for demo credentials.

Diagnostic Endpoints Created

1. Check Database State

```
GET https://mysafeplay.ai/api/debug/users
```

- Shows all users in database
- Checks if demo accounts exist
- Displays role statistics
- No authentication required

2. Setup Demo Accounts

```
POST https://mysafeplay.ai/api/setup-demo  
GET https://mysafeplay.ai/api/setup-demo
```

- Creates/updates demo accounts with correct credentials
- Verifies password hashing
- Idempotent (safe to run multiple times)
- No authentication required

3. Test Authentication Flow

```
POST https://mysafeplay.ai/api/debug/test-auth  
GET https://mysafeplay.ai/api/debug/test-auth
```

- Tests login flow with demo credentials
- Tests case-insensitive email handling
- Simulates exact NextAuth flow
- No authentication required

4. Check Environment

```
GET https://mysafeplay.ai/api/debug/environment
```

- Verifies environment variables
- Checks NextAuth configuration
- Shows deployment information
- No authentication required

5. Run Deployment Seeding

```
POST https://mysafeplay.ai/api/admin/deployment-seed
GET https://mysafeplay.ai/api/admin/deployment-seed
```

- Runs the deployment seed script
- Ensures critical accounts exist
- No authentication required

Demo Credentials (Should Work After Setup)

```
Company Admin: admin@mysafeplay.ai / password123
Venue Admin: venue@mysafeplay.ai / password123
Parent: parent@mysafeplay.ai / password123
Demo Parent: john@mysafeplay.ai / johndoe123
```

Troubleshooting Steps

Step 1: Check Database State

1. Go to: `https://mysafeplay.ai/api/debug/users`
2. Look for demo accounts in the response
3. Check if users exist and have correct roles

Step 2: Create Demo Accounts

1. POST to: `https://mysafeplay.ai/api/setup-demo`
2. This will create/update all demo accounts
3. Check the response for success status

Step 3: Test Authentication

1. POST to: `https://mysafeplay.ai/api/debug/test-auth`
2. This tests all demo credentials
3. Should show "SUCCESS" for all accounts

Step 4: Verify on Login Page

1. Go to: `https://mysafeplay.ai`
2. Enter stakeholder password: `SafePlay2025Beta!`
3. Try demo credentials on login page

Common Issues and Solutions

Issue: Database Empty

Solution: Run setup-demo endpoint to create accounts

Issue: Wrong Password Hash

Solution: The setup-demo endpoint will update with correct hash

Issue: Case Sensitivity

Solution: Auth system normalizes emails to lowercase automatically

Issue: Environment Variables

Solution: Check debug/environment endpoint for configuration

Issue: Vercel Deployment

Solution: The build.sh script should run seeding automatically

Manual Verification Commands

If you have access to the database directly:

```
-- Check if demo users exist
SELECT email, role, name, phone FROM "User"
WHERE email IN (
  'admin@mysafeplay.ai',
  'venue@mysafeplay.ai',
  'parent@mysafeplay.ai',
  'john@mysafeplay.ai'
);

-- Count total users
SELECT COUNT(*) as total_users FROM "User";

-- Check role distribution
SELECT role, COUNT(*) as count FROM "User" GROUP BY role;
```

Success Indicators

- ✓ All endpoints return success: true
- ✓ Demo accounts exist in database with correct roles
- ✓ Authentication tests show SUCCESS for all credentials
- ✓ Login page accepts demo credentials
- ✓ Case-insensitive email login works

Emergency Recovery

If all else fails:

1. POST to `/api/admin/deployment-seed` to run full deployment script
2. This is the most comprehensive recovery method
3. It will ensure all critical accounts exist with correct credentials

Implementation Details

- **Password Hashing:** Uses bcrypt with 12 rounds (same as NextAuth)
- **Email Normalization:** All emails stored and compared in lowercase
- **Idempotent:** All endpoints safe to call multiple times
- **No Auth Required:** All diagnostic endpoints are public for emergency access
- **Error Handling:** Comprehensive error logging and reporting

Last Updated: January 2025

Status: Ready for deployment testing