

Login Credentials After Challenge Registration

● When Will I Receive My Login Credentials?

As soon as your payment is successfully processed, your login credentials are **automatically emailed to you within 2 minutes**.

If You Don't See the Email:

1. Check your **Spam** or **Junk** folder
2. If not found, raise a support ticket here:
👉 <https://bookleafpublishing.freshdesk.com/support/tickets/new>

Our team will verify your registration and re-send the login details promptly.

🔄 What If I'm a Returning Author?

If you're registering for the challenge again using the **same email ID**, you will **not** receive a new login.

- Your existing dashboard remains active.
- Simply log in using the **same credentials** as before.

🔧 *To activate your new challenge space*, our team needs to manually enable the **“Add a New Book”** button on your dashboard.

Please share your **registered email address** via ticket or chat so we can activate it from our end.

Once enabled:

- Log in to your dashboard
- Click on **“Add a New Book”** (right side of the dashboard)
- A new project will be created where you can begin submitting your poems

⚠️ If the button is visible but not clickable, it means it hasn't been enabled yet. Kindly contact us and we'll do it manually.

What If I Registered With a Different Email ID?

If you register with a **new email**, a **new account** is created.

- We do **not support account merging**.
- Each email corresponds to one unique dashboard and login.

If you accidentally registered with a new email and want to use your old account, contact us before beginning your challenge.

Can I Participate in Multiple Challenges at the Same Time?

No — each participant can have **only one active/live challenge** at a time.

Even if the “Add a New Book” button is visible, it will only allow you to start a **new challenge after the current one is completed or closed**.