



This page describes sign-in troubleshooting for the **Kentico administration interface** only.

If you are not trying to sign in to Kentico, please contact an administrator of the website you are trying to access.

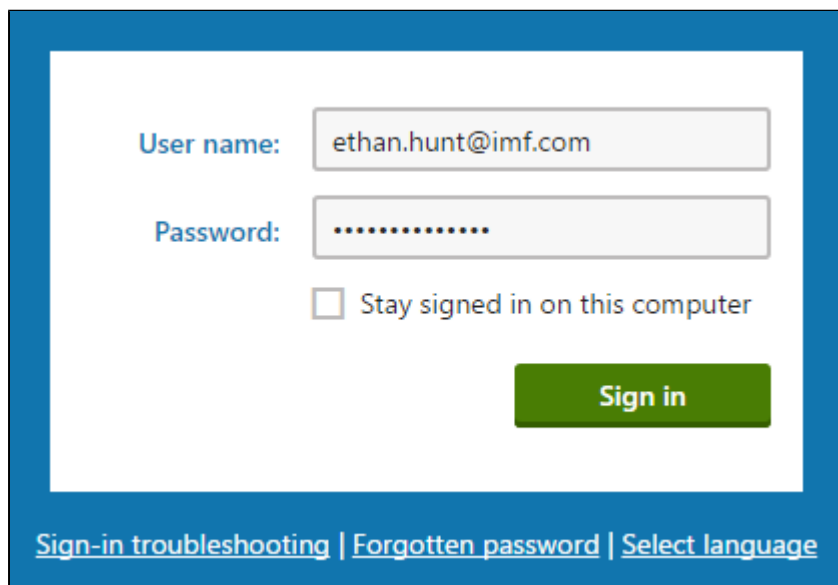
If you cannot sign in to the administration interface, please try the following:

- Check if your browser is configured to use cookies.
 - See how to enable cookies in [Google Chrome](#), [Mozilla Firefox](#), [Internet Explorer](#) and [Apple Safari](#).
- Check if JavaScript is enabled in your browser.
 - See [how to enable JavaScript](#).
- Check if the cookies expiration time in your browser is set to a correct value.
 - See [how to display details of cookies](#).
- Try to sign in using a different browser to see if your problem is browser-based.
- Disable your firewall if you are using one.
 - See [how to turn off the default Windows firewall](#).
- Disable all plugins and extensions installed in your browser.
 - See [how to disable all plugins and extensions](#).



If you are signing in to a new Kentico installation, the default user name is **administrator**, the default password is blank.

If your sign-in credentials are incorrect, try resetting your account's password using the **Forgotten password** link.

A screenshot of the Kentico sign-in interface. It features a blue border around a white central area. On the left, the labels "User name:" and "Password:" are in blue. The "User name:" field contains the text "ethan.hunt@imf.com". The "Password:" field is filled with dots. Below the password field is a checkbox labeled "Stay signed in on this computer". A green "Sign in" button is positioned to the right of the checkbox. At the bottom of the white area, there are three links: "Sign-in troubleshooting", "Forgotten password", and "Select language", all in blue text.

User name: ethan.hunt@imf.com

Password:

☐ Stay signed in on this computer

Sign in

[Sign-in troubleshooting](#) | [Forgotten password](#) | [Select language](#)



If none of the listed options helps, or you can't find the *Forgotten password* link, contact an administrator of the website.