



Cannot sign up or log in to Parallels account

- My Account

Symptoms

- I can't create a new Parallels account
- I can't get past the sign in page of My Account, getting an error: "Invalid email or password"
- I don't get an email with password recovery/browser confirmation link
- I'm trying to use SSO and encounter the page 'Single Sign-On Misconfiguration Detected'

Sign in to existing account

Issue	
I forgot my password.	Reset your password using Forgot password .
I no longer have access to the email address I used to register at my.parallels.com	1. Create a new account with your new email address. 2. Visit this page and reach out to our support team (any) registered to the old email address.
I do not remember which email address I used to register an account.	Search for emails from noreply@parallels.com in your inbox for registration.
I am trying to reset my password, however, I do not receive the password reset email.	1. Check your Junk/Spam folder. 2. Ensure emails from noreply@parallels.com are not blocked in your email client's list. 3. Alternatively, access your account using a different email address. 4. If you still fail to receive the password reset email, contact one of the Customer Care options listed on the Contact Us page with the password restoration.
I am accessing my account from an unconfirmed device/browser and am not getting the email to authorize the device/browser.	

Sign up for a new account

Issue	
I cannot sign up with the error: "This email is already in use".	There's an account already associated with this email. Please use My Account's login page to access your account.
I get an error message: "You're not recommended to use this password because it's widely used and cannot reliably protect your account."	The password you entered is too common. Please choose a stronger password to minimize the chance of being hacked.
I need to create a business account for my company, but I don't find such an option.	Business accounts are available for purchase with a valid product license. For more information, please visit the Parallels Business Accounts page.

I get an error message: "This email address was previously deleted and cannot be reused for at least {n} days while we're making sure that all data is completely removed from all Parallels services."

Your email address is not the same as the one associated with a corresponding number. The error message states in the error message.

Single Sign-On issues

Issue	
I'm an admin of a business account of my company/organization registered with Parallels, and I want to log in to the business account using the Single Sign-On procedure.	Read https://kb.parallels.com/12345 for more information about the integration with Parallels My Business.
I'm an end-user of the Parallels Desktop for Mac Business Edition, and I want to activate the Parallels Desktop on my computer via Single Sign-On.	As the end-user of the Parallels Desktop for Mac Business Edition, you can activate the Parallels Desktop on your computer via Single Sign-On. Use the Single Sign-On button inside the product, ask your partner for the activation code, or contact Parallels Customer Care for assistance.

Contact Parallels Customer Care

- Message our team in [Facebook Messenger](#)
- Contact the team via [Twitter](#)

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.