# || Parallels<sup>®</sup>

#### Cannot use Sign In With Apple in Parallels Access after using it with Parallels Desktop

• Parallels Access

## Symptoms

I have successfully used Sign In With Apple with Parallels Desktop and cannot use the same credentials to log in to Parallels Access.

While trying to log in to Parallels Access I get the following notification.

#### Cause

Outdated Parallels Access version. The support for Sign In With Apple has been added in the 5.1.1 update.

## Resolution

Update Parallels Access to the latest version:

1. Click Parallels Access icon in the top menu bar > Check for Updates...

2. Download the latest version from MyAccount using this link.

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