Sign-in and passkey problems

"This account can't open the admin console"

The identity is valid but has no admin record. Usually **passkey autofill chose the wrong saved account** — common for anyone with a work and a personal identity on the same machine. Sign out and sign in again, choosing deliberately.

Or the person is a developer, who correctly cannot open the console.

The invite link does not work

Invites are single-use and expire. **Users & Teams ? Pending & past invites** shows the status. **Resend** issues a fresh link and kills the old one.

Lost the device with the only passkey

Another admin uses **Resend passkey** on that person's row. If the locked-out person is the only admin, contact us.

Prevent it: register a second passkey on **Account & Profile**. The console warns you until you do.

"Cannot remove your last passkey"

Working as intended. Register the replacement first, then remove the old one.

The session keeps expiring

If you are being asked to sign in repeatedly in a short period, tell us — that is a bug rather than a policy, and we have fixed one like it before.

Note that **Policy ? Device sessions** can legitimately end *device* sessions by idle timeout or maximum age. That affects developers' machines, not your console session.

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