## Error: Invalid user credentials check your username and password and try again

## **Summary:**

CPMobile only: Invalid user credentials check your username and password and try again

## **Solution:**

Change the user's password so that it is between 7 and 10 characters

Online URL: <a href="https://counterpoint.knowledgebase.co/article.php?id=508">https://counterpoint.knowledgebase.co/article.php?id=508</a>