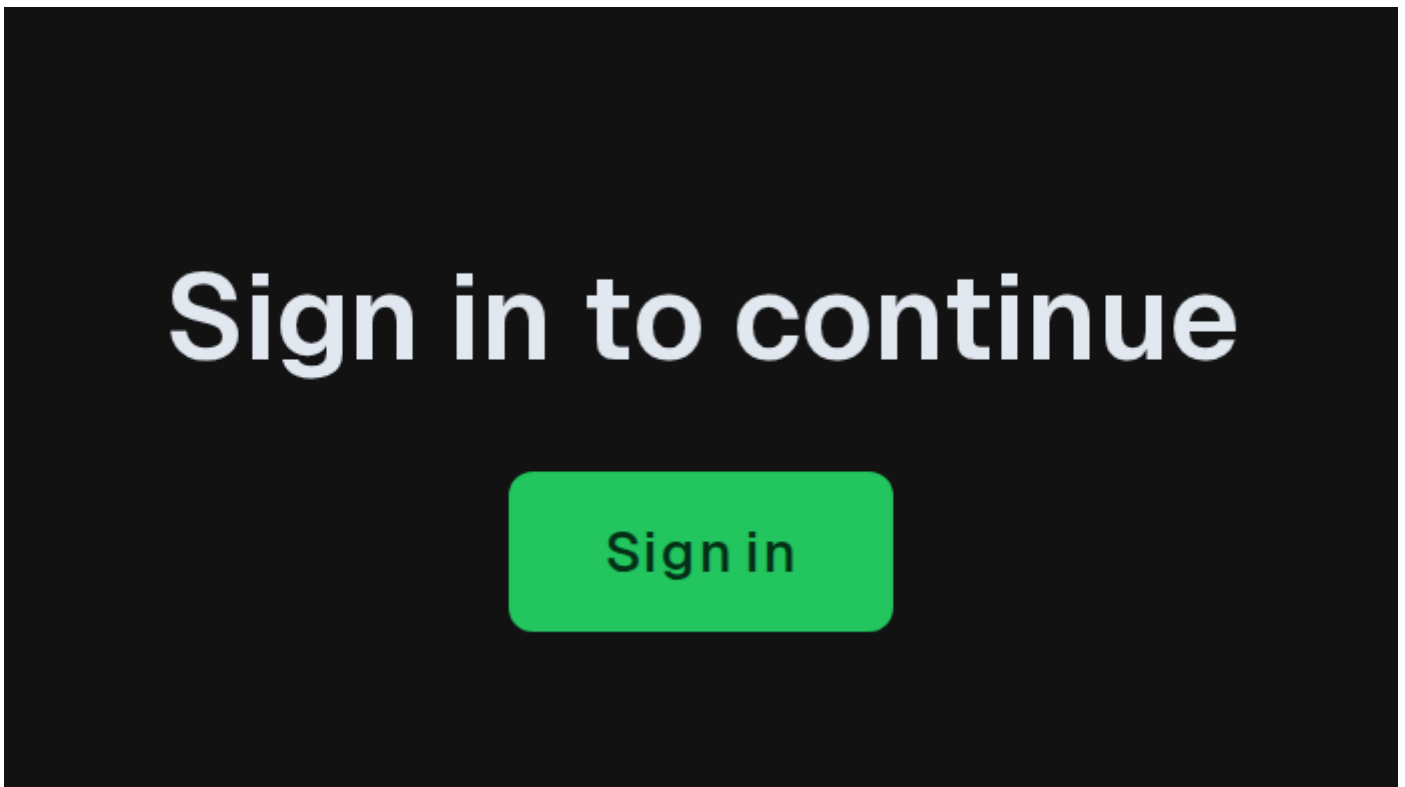


Signing in

DSM does not hold your password. Signing in hands you to Kuori auth, the identity service shared by Kuori's applications, and Kuori auth hands you back once it knows who you are.

The steps

1. Open DSM. Without an active session the front page shows a **Sign in** button, in the middle of the page and at the top right. Both do the same thing.



2. Click **Sign in**. Kuori auth opens at once. There is nothing to choose in DSM first.

KUORI

Sign in to your account

Sign in

or



Continue with Google

By continuing, you agree to the [Privacy Policy](#).

3. Sign in with Google, or with a code sent to your email. Both are described below.
4. You land back in DSM on the Dashboard, or on the page you were trying to reach.

If you open a link to a specific device or report while signed out, DSM skips its front page and sends you to Kuori auth directly. After you sign in you arrive on that page, not on the Dashboard.

Google first

Use **Continue with Google** whenever your organisation uses Google accounts. Google holds your password and any second step your organisation requires, and once you are signed in to Google

the DSM sign-in usually completes without asking you anything. Pick the Google account whose address your DSM administrator registered. Kuori auth recognises you by that address.

Use the email code when your organisation does not use Google, or when Google is unavailable to you.

Signing in with an email code

1. Type your work email address into the **Email** field and click **Sign in**.
2. Kuori auth emails you a six-digit code. The subject is "Your Kuori sign-in code". Give it a minute before you look in the spam folder. The **Resend** link on the code screen becomes active after 60 seconds.
3. Type the code into the six boxes. The screen moves on by itself after the last digit. Click **Continue** if it does not.

< Back

Verify your email

The verification code has been sent to your email
you@example.com

Not received yet? Resend after 58 seconds

Continue

The code works once and expires 10 minutes after it was sent. If it has expired, click **Resend** and use the newest email. A code you did not ask for can be ignored. Nobody can sign in with it without also reading your email.

Getting an account

You cannot sign yourself up. Your DSM administrator creates your account first. Until it exists, signing in fails even with a working Google or Kuori login, because DSM has nothing to attach the login to.

An account also needs access to at least one customer. An account with no customer access is refused at login.

Ask your DSM administrator, or Kuori support, to create the account and grant access.

How long a session lasts

A session stays alive for 8 hours of use, and it slides forward every time you do something. Leave DSM idle for longer than that and the next click sends you through Kuori auth again. If Kuori auth still remembers you, you are back where you were without seeing a login form. If not, you sign in as usual. Regardless of activity, no session lives longer than 24 hours from the moment you signed in.

Access changes take effect immediately. If an administrator revokes your access to a customer, the next page you open reflects that. You do not need to sign out and back in.

Signing out

Open the account menu at the top right, click **Sign out**, and confirm. This ends your DSM session and your Kuori auth session, so the next sign-in asks for credentials again. You land on the DSM front page.

If you signed in through Google, Google's own session sits above Kuori auth and survives. The next sign-in still shows you the account chooser, so you can tell which account you are about to use.

No code arrived?

Give it a minute — delivery isn't always instant. If it still hasn't shown up:

1. Check your spam or junk folder.
2. Check your trash (deleted items) folder as well. Some mail providers file automated mail there directly, not in spam.
3. Still nothing? Contact your company's DSM administrator. They can check on DSM's side whether you actually have an account, and set one up or fix it if you don't.

Why the page never says "no account found": For security, the sign-in screen always reports that a code was sent, whether or not an account exists for that email address. This is deliberate — it stops anyone from using the sign-in page to check which email addresses have DSM accounts. So getting the "code sent" message isn't proof you have an account; if no code ever arrives, that's what your administrator is for.

When sign-in fails

DSM shows an error page rather than a blank screen, and the message names the reason. The common ones are an account that does not exist in DSM yet, an account with no customer access, and a login attempt that expired because the browser sat on the Kuori auth page too long. The last one clears itself if you start again from DSM.

A wrong or expired code is reported on the code screen itself. Click **Resend** for a fresh one. Repeated wrong attempts lock the account for 10 minutes. That lock lives in Kuori auth, not in DSM, and it clears on its own.

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