Why am I receiving a "There are currently multiple sessions logged in with this username and password" error message when I log in?

Are you seeing the below message about multiple sessions? Wondering why you are receiving this?

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WARNING:There are currently multiple sessions logged in with this username & password	
Additional Information:	
 You may recieve this error if you are logged in on multiple browsers or computers. If you are sharing your credentials with other people, please be aware that this is not supported and will be unavailable after April 30th, 2017. Need to add users to your account? <u>Please Contact Us</u> 	
Continue	

SurveyGizmo does not support multiple sessions for the same login credentials. The above error message will be shown if you share login credentials with other individuals in your organization. You might also see this message if you are logged in using the same credentials on a different browser or computer.

Why can't I share login credentials?

While, in the past, we've looked the other way when users shared credentials; this can cause pretty serious problems in your surveys including overwrites of edits. Further, this is a violation of our terms and conditions; our plans are now licensed-based which means each user should have a license and thus their own login credentials.

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