

Account & access / Account and access guidance

Sign in and recover access

Use the existing Aurona account, authenticator and recovery paths for your authorized applications.

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► Applicability

Before you begin

Accounts are created by invitation from Aurona or an organization administrator. Public documentation and the public RFQ form do not require an account. Use the email address that received your invitation; documentation does not grant organization or product access.

Sign in to Aurona

1. Enter your email address

Open the existing Aurona account page, enter Email address and choose Continue. Check the displayed email before entering a password; Change email returns to the email step.

2. Enter your current password

Use your current Aurona password. New account setup requires at least 16 characters and a valid invitation; it is not open self-registration.

3. Complete required authentication

When Verify authenticator appears, enter the six-digit code from your authenticator. If setup is required, use Start authenticator setup and follow the displayed setup key/code instructions. Save recovery codes securely when prompted; they are shown only at that stage.

Recover access

Forgot your password? requests a reset through the existing account service. The response intentionally does not disclose whether an account exists; delivery depends on account email being enabled. Use a recovery code requires the password and one unused recovery code; each code works once. Never send passwords, setup keys or recovery codes through documentation feedback or a support attachment.

If access is still unavailable

Confirm the intended email and application. Expired invitations/setup keys require the supported restart or administrator path. A missing organization may be an access issue rather than a password issue. Use the existing verified Contact/Support route without sharing authentication secrets.

Open Aurna account (<https://auronainc.com/account>)

Open Support Center (<https://auronainc.com/support>)