There are three possible scenarios that could cause you to be unable to log in to your account at circlek.fcipros.com, each is detailed below with instructions on how to resolve the situation.

POSSIBILITY 1: NEW ACCOUNT SETUP NOT COMPLETE

If you recently created your account, but have not yet heard from FCI regarding your account setup, then account setup is not complete. You will not be able to log in. *Do not attempt to reset your password to prior to account setup being complete.*

Wait until you have heard from FCI that your account setup is complete.

POSSIBILITY 2: PASSWORD CONFLICT

You may receive the "Logging in failed. Please try again" message if your password is incorrect. Click "Forgot your password?" Below the Log In button and then enter your email address on the next page and click Submit. You will immediately receive an email from FCI's Customer Service account with the subject line "Account Password Recovery". Click the link in that email and follow the instructions on the web site. (Ensure all other browser windows that have circlek.fcipros.com open are *closed* before attempting to reset your password.)
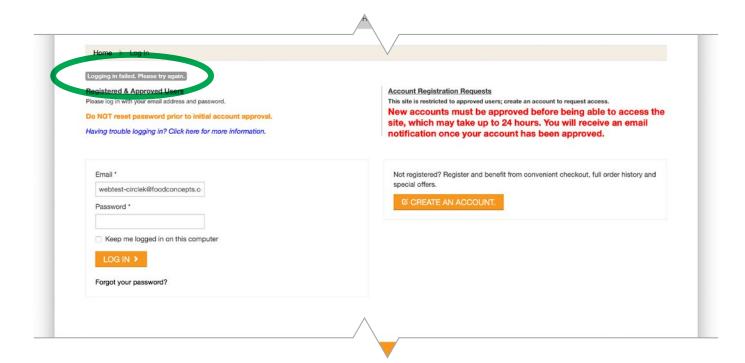
if you do not receive the "Account Password Recovery" email in your inbox, check your spam or junk folder. If it is not in your email, it may be that the email address you entered does not match your account's email log in. Verify that you entered the correct email address in the "Forgot your password?" form. If you are still having trouble receiving your "Account Password Recovery" please contact customerservice-ck@foodconcepts.com.

POSSIBILITY 3: SECURITY TIME OUT OR PRIVATE BROWSING CONFLICT

If you were **recently** logged in and closed your window (within the last 15 minutes) and are now having trouble logging in again, do NOT attempt to reset your password: The system believes you are still logged in and only one log in is allowed at a time.

After 15 minutes of inactivity the system will log you out, at which point you will be able to log back in successfully.

You will need to make sure that you are not using Private Browsing or Incognito Mode in another browser window as this can also cause a conflict with the single active user log in security setting; if you are in another private window, sign out or continue using that particular window.

Remember: Always click "Sign Out" from the account menu after each session to avoid possible log in errors.