

Types of Errors

Unauthorized Account

You are logging in using the wrong **URL**



Unauthorized Account

You are not authorized to access this application.

Please contact your administrator for more information.

[Return to Login](#)

Wrong Username or Password

You are logging in with the wrong **credentials**



WRONG USERNAME OR PASSWORD.

testemail@agency.com

[Forgot your password?](#)

[LOGIN >](#)

Troubleshooting

Verify your username and password

Make sure Caps Lock and Num Lock are turned off and that there are no spaces before or after your username and password.

Clear your browser cache

Use **Ctrl-Shift-Delete** or follow the [Chrome](#) or [Edge](#) browser-specific guides.

Verify you are logging in with the correct URL

Call Center Agents <https://www.sunfirematrix.com/app/blaze>

Field Agents <https://www.sunfirematrix.com/app/agent/<your company initials>>

Reach out if you need help finding the correct company initials.

Verify you are logging into the correct account

Many agents have different SunFire accounts with different agencies.

Reset your password

Click the "Forgot your password?" link below the password input. You will receive an email from SunFire Web App <no-reply@auth0.com>