

Sign-In Help

How two-step sign-in works, and quick fixes

Every Dynamic Dental Sleep account uses two-step sign-in to protect your account, your CE records and your course content. It adds about 30 seconds to signing in. If you are enrolled in an organization-specific course or program, sign in with your active organization email address. Keep this page handy; most problems are solved in under a minute.

How to sign in

1. Go to dynamicdentalsleep.com and select My Account.
2. Enter your email address (or username) and password. Check Remember me.
3. A page says “Check your email to finish signing in.” Keep it open.
4. Open the email from Dynamic Dental Sleep on the same device, in the same browser, and select Finish Signing In.
5. You are signed in. Your courses are under My Account > My Courses.

The three rules of the sign-in link

Same device, same browser: open the link where you typed your password.

15 minutes: the link expires 15 minutes after it is sent.

Newest link, once: each link works one time, and signing in again replaces the earlier link.

Tip: with Remember me checked, you stay signed in on that browser for up to 14 days.

Quick fixes

If you see or notice this	Do this
“Open this link in the browser where you signed in”	You opened the email on a different device or browser (for example, your phone, or Outlook’s built-in viewer). Copy the link from the bottom of the email into the browser where you signed in, or sign in again on the device you are holding.
“This sign-in link has expired”	Sign in again and use the new email within 15 minutes.
“This sign-in link has already been used”	Use the newest email only. Already signed in in another tab? Go to My Account.
No sign-in email	Wait 2 minutes. Check Spam, Junk, Quarantine and Other. Search for “Dynamic Dental Sleep”. Ask IT to

If you see or notice this	Do this
	allow email from dynamicdentalsleep.com. Then sign in again.
I keep having to sign in again	Check Remember me. Avoid Private or Incognito windows. Clearing cookies signs you out. Each new device or browser needs its own sign-in.
Signed in, but my organization-specific course will not open	Your account must use your active organization email address. Update it under My Account > Account details, or contact us.
Forgot password	Select Lost your password? on the My Account sign-in page.
Video or lesson will not load	Use current Chrome, Edge, Safari or Firefox. Refresh. Try another network, or ask IT to allow vimeo.com and dynamicdentalsleep.com. Pause ad blockers for this site.

Still stuck?

Email support@dynamicdentalsleep.com with your name, the email on your account, your device and browser, and what the screen says (a screenshot helps). Online version: dynamicdentalsleep.com/sign-in-help