

# Why can't I log into support.blancco.com with my cloud.blancco.com account login (and vice-versa)?

This is a common user question when getting started with Blancco Erasure software. Please note that <https://cloud.blancco.com> and <https://support.blancco.com> are hosted on separate servers and do not share any login information.

For cloud.blancco.com: An automated email will be sent out inviting the user to join cloud.blancco.com and to select a password. Occasionally the user account logins may be sent directly by Blanccp Support personnel.

For support.blancco.com: Users can create their own account by registering and entering their email address.