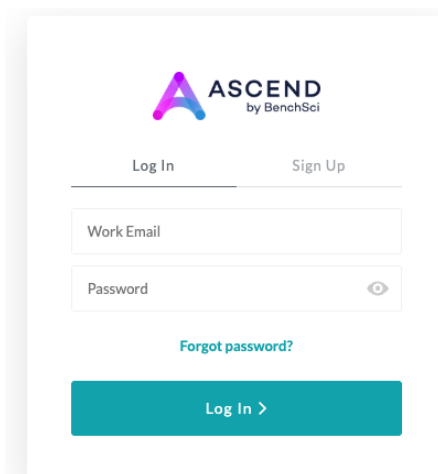


Issues logging in or signing up?

Last Modified on 04/03/2026 4:22 pm EST

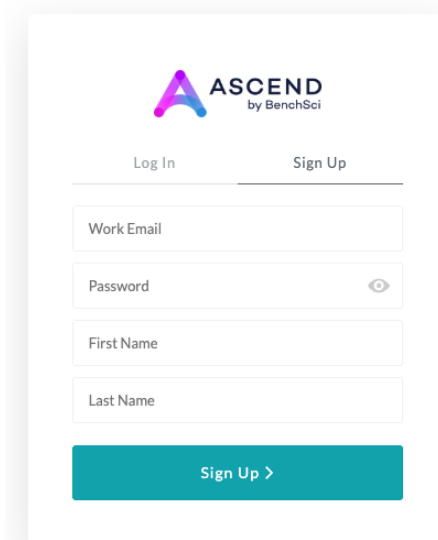
If you already have an account, please log in

- On the home page to access the ASCEND platform, you will be asked to log in with your email address and password
- If you are having trouble with your email, please ensure that the spelling of your email address is correct
- If you are having trouble with your password, you can reset your password ([more info here](#))



The screenshot shows the login interface for ASCEND by BenchSci. At the top is the logo, a stylized 'A' in purple and blue, followed by the text 'ASCEND by BenchSci'. Below the logo are two tabs: 'Log In' (selected) and 'Sign Up'. The 'Log In' tab is active, showing a form with two input fields: 'Work Email' and 'Password'. The 'Password' field has a toggle icon (an eye) to its right. Below the password field is a link that says 'Forgot password?'. At the bottom of the form is a teal button with the text 'Log In >'.

If you do not have an account yet, click "Sign up"



The screenshot shows the sign up interface for ASCEND by BenchSci. At the top is the logo, a stylized 'A' in purple and blue, followed by the text 'ASCEND by BenchSci'. Below the logo are two tabs: 'Log In' and 'Sign Up' (selected). The 'Sign Up' tab is active, showing a form with four input fields: 'Work Email', 'Password', 'First Name', and 'Last Name'. The 'Password' field has a toggle icon (an eye) to its right. At the bottom of the form is a teal button with the text 'Sign Up >'.

If you are seeing an error about an invalid institutional email domain

1. Check to see that the spelling of your email address (particularly the email domain) is correct
2. Does your institution have access? - take a look at [this article](#) for more information

3. Try clearing your browser's cache or use an incognito window if your email domain is not being recognized (and you expect it to be)

Please feel free to reach out if you are still having trouble!

In-app Chat	Email
Click  at the bottom-right corner of the signup/login page	Send an email to support@benchsci.com