

Account Access Troubleshooting

Lofty CRM Access: Lofty.com

Lofty CRM Mobile App: Lofty Real Estate Platform

Lofty Consumer App: Closely - Real Estate

Apps are named as above in the iPhone and Android app stores, respectively.

Lofty CRM and Lofty CRM mobile app use identical login info. Consumer app is for leads only.

Agent cannot log into Lofty.com

- As admin, go to Settings on right menu, and search for the agent name in the Users. Search by name and email address. Verify the user is Active and not Pending Activation.
 - If the user is Pending Activation, they haven't activated their login. Click the three dot menu and resend the invitation reminding the agent to check spam/junk folders.
 - If the user is Active, make sure the email address shown is what they are using for their login email.
 - It's common to use epique.com instead of epique.me
 - It's common the agent changed to a Gmail or custom email address and forgot they did.
 - Check the email shown in the User profile on the Settings page and provide that email to the agent.
 - If the user is Inactive, make sure the name isn't a duplicate of a current or former agent.
 - If the agent name is a duplicate, onboarding should be reminded to create a unique Epique email address for the newer agent
- If the agent checks the spam folder and doesn't receive it, they are likely forwarding their Epique email to a Gmail/Yahoo/Hotmail account for inbox service.
 - Those email servers enhanced their handling of forwarded emails in Q4 2025 and reject a lot more of them.
 - This is due to how the forwarded email service changes or removes the authenticity certificate of the email account, which causes the rejection
 - The solution for this is to change the login email of the agent in their profile. This may prompt a 2 factor authentication code to be sent.
 - If you have trouble, contact epique@lofty.com and CC entchelpdesk@lofty.com which is the Enterprise Coordinator email. **Do NOT SHARE the Enterprise Coordinator with any Epique agent. That is for Epique Lofty Admins only.**

- They can change it for the agent.
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