Cannot log in after password reset

Conversation	#1012 (ID 3000011)
Mailbox	Support (demo)
Status	closed
Type	email
Customer	Olga Ivanova <olga@example.ru>
Assignee	Priya Nair <priya@acme-support.test>
Created	2025-02-26 10:15 (UTC+01:00)
Last updated	2025-03-01 04:55 (UTC+01:00)
Tags	refund, vip
Order ID	ORD-1011
Threads	5 exported (1 internal note)
Attachments	None

Conversation history (oldest first)

CUSTOMER **Olga Ivanova <olga@example.ru>** 2025-02-26 10:15 (UTC+01:00)
To: support@acme.test

Hi there,
I can't access my account since yesterday. Here is the log: https://status.example.com/incidents/aVeryLongTokenWithoutAnyBreaksThatShouldWrapNicelyInsideThePdfDocument1234567890abcdef
Thanks,
Olga

2025-02-26 10:20 (UTC+01:00) Assigned to Priya Nair — Ayla Demir

INTERNAL NOTE **Priya Nair <priya@acme-support.test>** 2025-02-26 10:35 (UTC+01:00)

Internal: checked Stripe — refund approved. Customer tier: Pro. Do not share the incident ID publicly.

REPLY **Priya Nair <priya@acme-support.test>** 2025-02-26 11:15 (UTC+01:00)
To: olga@example.ru
Opened by customer: 2025-02-26 11:45 (UTC+01:00)

Hi Olga,
Thanks for reaching out — I've processed this for you.
> Original message from Olga:
> > nested quote line
Best,
Priya

2025-03-01 04:55 (UTC+01:00) Status changed to Closed — Priya Nair

Archive record: generated 2026-10-03 11:00 (UTC+02:00) from data returned by the Help Scout Inbox API for conversation ID 3000011. 3 message thread(s) including 1 internal note(s) and activity entries. Drafts are not included. Times shown in Europe/Berlin.