Can’t Log In to WordPress With the Right Details, or Getting a Blank Page? Causes and Fixes

WordPress Guides · https://www.hyyat.com/en/knowledgebase/cant-log-in-to-wordpress-blank-page/

In short If you get a blank page or land back on the login page with the right details: clear **cookies and cache** or try a private window, then temporarily disable **security and caching plugins** by renaming their folder via FTP. If you suspect the password, especially if you pasted it or it has symbols, reset it from **phpMyAdmin** to a new strong one.





You enter the right username and password, and get a blank page, or land back on the same login page with no error. This problem has well-known causes, and most are fixed in minutes.

Causes and fixes

Cause	Sign	Fix
Old cookies or cache	Login works in another browser or a private window	Clear cookies and cache for your site, or use a private window
A security or caching plugin	The problem started after installing or updating a plugin	Rename the plugin folder via FTP to disable it, then try again
A pasted password with a space or symbol	You copied and pasted the password, or it has symbols and dots	Type it by hand, or reset it in phpMyAdmin
Wrong site URL	You bounce between http and https, or www and non-www	Check the two site address fields in the wp_options table
A PHP error showing a blank page	The page is completely blank even before logging in	Turn on debug mode, or see fixing a 500 error

Disabling plugins when you cannot log in

1. **Open File Manager or FTP** and go to `wp-content/plugins`.
2. **Rename the suspect plugin folder,** for example from `wordfence` to `wordfence-off`. If you do not know which, temporarily rename the whole plugins folder.
3. **Try logging in.** If it works, rename them back one by one to find the culprit.

Resetting the password in phpMyAdmin

If you suspect the password, reset it in the database as in changing a WordPress password with phpMyAdmin. Choose a long, strong password and type it yourself, rather than pasting it from a message that may add a trailing space.

Security tip: once you are in, turn on two-factor authentication for admins and protect the login page. Read protecting the WordPress login page.

Summary

- Try a private window and clear cookies first.
- Disable security and caching plugins via FTP.
- Reset the password in phpMyAdmin if you suspect it.

Need help? Our technical support and maintenance team can fix WordPress issues for you.

Frequently asked questions

Why am I sent back to the login page after entering the right details?
Usually cookies or cache, a security or caching plugin, or the site URL switching between http and https.

How do I disable a plugin if I cannot reach the dashboard?
Rename its folder in wp-content/plugins via FTP or File Manager.

How do I change my password without logging in to WordPress?
In phpMyAdmin in cPanel, by editing the user's password field in the users table.

Related guides

- How to Reset a WordPress Password from phpMyAdmin
- How to Fix the 500 Internal Server Error (WordPress and Any Site)
- How to Protect the WordPress Login Page (wp-admin): 7 Practical Steps
- Fix Error Establishing a database connection in WordPress

All guides in this section →

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