

Troubleshooting Quick Guide

During Devpost Registration

Official USAI's Global AI Hackathon 2026 Platforms :



Devpost Registration — Troubleshooting Quick Guide

Having trouble registering on [Devpost for USAI@ Global AI Hackathon](#)? This guide covers the most common issues. For anything not listed here, ask in [#help-desk on Discord](#) or email aihackathon@usaii.org.

Account & Sign-Up Issues

Issue 1: Cannot create a Devpost account / email already in use	
Why it happens	You may have already created a Devpost account in the past (for a different hackathon).
Fix	Try logging in at devpost.com with that email first. If you forgot your password, click 'Forgot Password' on the login screen. If the email is truly unrecognized, create a new account with a different email address.

Issue 2: Confirmation email never arrived	
Why it happens	Devpost sends a verification email after sign-up. It sometimes lands in spam or takes a few minutes.
Fix	Check your spam / junk folder. Search for 'Devpost' or 'noreply@devpost.com'. If nothing arrives after 10 minutes: <ul style="list-style-type: none"> ◦ Go back to devpost.com and click 'Resend confirmation email' ◦ Add noreply@devpost.com to your safe-senders list ◦ Try a different email address (Gmail is most reliable)

Issue 3: Country or Timezone not listed at registration	
Why it happens	Devpost's country list covers most territories. A few smaller territories may appear under their governing country.
Fix	Select the closest recognized country/territory. If you genuinely cannot find your country, contact mailto:aihackathon@usaii.org — all countries are eligible except standard OFAC-restricted jurisdictions.

Hackathon Registration Issues

Issue 4: 'Register' button is greyed out or not appearing	
Why it happens	Registration opens April 26, 2026 at 12:00 AM ET. The button is inactive before that date. The button also disappears after June 6, 2026 (registration close date).
Fix	Check that today's date is between April 26, 2026 – June 6, 2026. Refresh the page. Make sure you are logged in to Devpost before visiting the hackathon page.

Issue 5: Registration form asks for a school but I am between schools / just graduated	
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Why it happens	Devpost requires a school affiliation for student verification.
Fix	Enter your most recent enrolled institution. If you graduated in Spring 2026, you are still eligible — enter your graduating school. If you are dual-enrolled, enter the higher-level institution.

Issue 6: I completed registration but I do not see my name in the Participants list

Why it happens	The participants list updates on a short delay. Also, some privacy settings hide your name.
Fix	Wait 5 minutes and refresh. Check your Devpost privacy settings (Settings → Privacy) and ensure 'Show me in participant lists' is enabled.

Track & Custom Question Issues

Issue 7: I selected the wrong track during registration

Why it happens	Devpost allows you to edit your registration before the registration window closes (June 6, 2026).
Fix	Go to the Devpost Hackathon page → 'My Registration' → Edit. Change your track. Teams must compete in the track of their highest education level. If you are a mixed team, register in the highest-level track represented by any member.

Issue 8: Custom registration questions are blank / not loading

Why it happens	Custom questions sometimes require a full page reload to appear, especially on mobile browsers.
Fix	Hard-refresh the page (Ctrl+Shift+R on Windows / Cmd+Shift+R on Mac). Try a desktop browser (Chrome recommended). Disable browser extensions temporarily. If it is still blank, try an incognito/private window.

Team Formation Issues

Issue 9: I cannot find the 'Create Team' button

Why it happens	Teams are created inside the hackathon. You must be registered first.
Fix	Make sure you are logged in and have clicked 'Register' on the Devpost hackathon page. Then visit 'My Projects' tab → 'Start a Project' → Invite teammates.

Issue 10: My teammate accepted the invite but does not appear on our project

Why it happens	Devpost team invites require the invitee to accept via email AND have a verified Devpost account.
Fix	Ask your teammate to: <ul style="list-style-type: none"> ◦ Check their email for a Devpost invite from your team ◦ Make sure they are logged in to Devpost before clicking the link

- Accept the invite — they should now appear on your project roster

Issue 11: I am getting an error when trying to invite a teammate ('User not found')

Why it happens	You must invite by the exact email address the teammate used when signing up for Devpost.
Fix	Ask your teammate to confirm which email they registered with on Devpost. Use that exact email for the invite.

Qualifier & Submission Issues

Issue 12: I did not receive the qualifier access link on June 7, 2026

Why it happens	The qualifier link is sent to the email on your Devpost account at 10:00 AM ET on June 7, 2026
Fix	Check spam folder in your inbox. Search for 'USAI' and ' hackathon.qualifier@usaii.org '. If you do not find it by 12:00 PM ET June 7, 2026, email mailto:'hackathon.qualifier@usaii.org' with subject: URGENT – Qualifier Link Missing .

Issue 13: My qualifier approval code was not in the results email

Why it happens	Codes are only sent to teams that passed the qualifier. If you did not advance, you will not receive this.
Fix	Re-read your June 12, 2026 results email carefully. If you believe you should have qualified and did not receive a code, email mailto:aihackathon@usaii.org with subject: URGENT – Missing Approval Code

Still Stuck?

Channel	Use for
Discord #help-desk	Fastest response on Discord — community + staff monitor daily
Discord #tech-support	Technical issues, bugs, broken links
aihackathon@usaii.org	Private issues, account problems, appeals
Devpost Help Center (https://help.devpost.com/)	Devpost platform-specific questions

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The United States Artificial Intelligence Institute (USAII[®]) is the world's leading Artificial Intelligence certifications provider for aspiring professionals and leaders at any stage of their career, organizations, institutions, academia, or governments, looking to upskill and reskill their expertise in the ever-evolving Artificial Intelligence domain.

**PARTICIPATE
IN THE
HACKATHON**

Register on Devpost

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