

# Troubleshooting Quick Guide

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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](mailto:aihackathon@usaii.org).

### Account & Sign-Up Issues

Issue 1: Cannot create a Devpost account / email already in use	
<b>Why it happens</b>	You may have already created a Devpost account in the past (for a different hackathon).
<b>Fix</b>	Try logging in at <a href="https://devpost.com">devpost.com</a> 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	
<b>Why it happens</b>	Devpost sends a verification email after sign-up. It sometimes lands in spam or takes a few minutes.
<b>Fix</b>	Check your spam / junk folder. Search for 'Devpost' or 'noreply@devpost.com'. If nothing arrives after 10 minutes: <ul style="list-style-type: none"> <li>◦ Go back to <a href="https://devpost.com">devpost.com</a> and click 'Resend confirmation email'</li> <li>◦ Add noreply@devpost.com to your safe-senders list</li> <li>◦ Try a different email address (Gmail is most reliable)</li> </ul>

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

### Hackathon Registration Issues

Issue 4: 'Register' button is greyed out or not appearing	
<b>Why it happens</b>	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).
<b>Fix</b>	Check that today's date is between April 26, 2026 – June 6, 2026. Refresh the page. Make sure you are logged in to <a href="#">Devpost</a> before visiting the hackathon page.

Issue 5: Registration form asks for a school but I am between schools / just graduated	
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<b>Why it happens</b>	Devpost requires a school affiliation for student verification.
<b>Fix</b>	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**

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

**Track & Custom Question Issues**

**Issue 7: I selected the wrong track during registration**

<b>Why it happens</b>	Devpost allows you to edit your registration before the registration window closes (June 6, 2026).
<b>Fix</b>	Go to the <a href="#">Devpost Hackathon page</a> → '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**

<b>Why it happens</b>	Custom questions sometimes require a full page reload to appear, especially on mobile browsers.
<b>Fix</b>	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**

<b>Why it happens</b>	Teams are created inside the hackathon. You must be registered first.
<b>Fix</b>	Make sure you are logged in and have clicked 'Register' on the <a href="#">Devpost hackathon</a> 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**

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

- 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')**

<b>Why it happens</b>	You must invite by the exact email address the teammate used when signing up for Devpost.
<b>Fix</b>	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**

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

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

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

**Still Stuck?**

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

**DISCLAIMER:** USAII's Global AI Hackathon 2026 is exclusive to students only. Full-time students from any degree or doctoral program are also eligible. Working professionals enrolled in any Degree or Doctoral Programs are not eligible to participate in the competition. Should anyone win the competition (in any category) and be discovered as a working professional, the prize and other benefits will be awarded to the next-best team/s.

## About USAII<sup>®</sup>

The United States Artificial Intelligence Institute (USAII<sup>®</sup>) 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**

## LOCATIONS

### Arizona

1345 E. Chandler BLVD.,  
Suite 111-D Phoenix,  
AZ 85048,  
info.az@usaii.org

### Texas

539 W. Commerce St #4201 Dallas,  
TX 75208  
info.tx@usaii.org

### Illinois

1 East Erie St, Suite 525  
Chicago, IL 60611  
info.il@usaii.org

### United Kingdom

29 Whitmore Road, Whitnash  
Leamington Spa, Warwickshire,  
United Kingdom CV312JQ  
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### Singapore

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