

## Trouble Logging in?

There are a few reasons you could be having difficulty logging into your account. This article outlines items you should review to make sure you can have access the member portal.

**Have you tried resetting your password by clicking "Forget password"?** Please note it can take up to 10 minutes for the reset password email to be delivered to your inbox (if it does not appear in your inbox, please **check your spam folder**)

**IMPORTANT NOTE:** All members should contact their organization administrators if they are having difficulty logging into your member portal.

## 1. Update Browser

Newer browsers use current versions of the security protocol to keep your personal information safe. If you are using an older browser that is missing those critical security features, you will be unable to access the Member Portal. You might see one of the following messages when attempting to log on:

- Page Can't Be Displayed
- Cannot Establish a Secure Connection
- Page Not Available

When you upgrade your browser, the issue will automatically be resolved.

Select the appropriate link below for instructions to update your preferred web browser.

Look for the option to "Download" or "Update" your browser:

### Chrome

[DOWNLOAD/UPDATE HERE!](#)

### Firefox

[DOWNLOAD/UPDATE HERE!](#)

### Microsoft Edge

[DOWNLOAD/UPDATE HERE!](#)

### Safari

[DOWNLOAD/UPDATE HERE!](#)

Update your operating system to the latest version:

- [Windows](#)
- [Mac OS](#)

## 2. Cookies

When you first login you receive the notice below. If you do not have the cookies enabled on your browser, you will not be able to login to the member portal. Please ensure your cookies are enabled in your browser settings.

### Notice

This website or its third-party tools uses cookies, which are necessary to its functionality.

By closing this banner, scrolling this page, clicking a link, or continuing to browse, you agree to the use of cookies.

## 3. VPN's and Firewalls

If your company uses a VPN, please ensure that it is off to access the member portal. Also, your organization could have high-security firewalls. You may need to whitelist the member portal domain to be able to have access to the site.

## 4. No Access

If your membership has lapsed, your login access may be revoked. Please contact the organization administrator for assistance.