

# Member Login Issues – Basic Troubleshooting

If you're an OWAA member and can't log in, these are the preliminary steps to try.

## **IMPORTANT FIRST STEP**

If you're attempting to log in with your credentials from the old version of the website, **you'll need to create a "new" account.**

Although your info will be synced with your old account once you've logged in, **the new system won't recognize you until you've created a new account.** If you haven't done so yet, please use the Sign Up button to create a username and password for our new system.

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## **Ensure you're logging in with your username, not your email.**

Some sites treat the username and email interchangeably on the login screen. **OWAA's system doesn't support logging in with email**, so make sure you've tried your username specifically on the login screen (e.g. InfoOwaa vs. info@owaa.org).

If it helps you remember, you may set your email address as your username.

If you can't remember your username but are sure you have already created an account, **use the Forgot Username button.**

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## **Are you using a new email address?**

Your email is one of the key pieces used to identify you. **If you signed up for an OWAA membership using a different email**, please try signing up with your original email. If that doesn't work, contact [info@owaa.org](mailto:info@owaa.org) for further support.

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## Try resetting your password.

If an email response to the Forgot Password button doesn't arrive immediately, please wait 5-10 minutes before trying again. There is sometimes a delay before it reaches your inbox.

Please note, **if you have not signed up for an account with the new website yet, you will not receive a response via the Forgot Password or Forgot Username button.** See Important First Step Above.

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## Are you able to log in, but unable to view certain pages in the membership area?

Please contact [info@owaa.org](mailto:info@owaa.org) for support. There may be an issue with your membership level.

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## Try a different browser.

The log in process has been tested with Chrome, Safari, and Firefox. If you're experiencing issues, try an alternate browser.

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## Do you use browser extensions or enhanced privacy settings (e.g. cookie blockers)?

Some browser extensions interfere with site functions. Try logging in with Private Browsing Mode and see if this resolves the issue.

Cookies are small bits of data stored locally on your computer to customize your browsing experience. If your browser doesn't allow them a website may have trouble identifying you, and you will need to make an exception by allowing cookies/whitelisting owaa.org.

The exact method for checking cookie settings varies by browser, but here are support links for three of the most common:

[Chrome \(see “Allow or block cookies for a specific site” section\)](#)

[Safari](#)

[Firefox](#)