

## **It's my first time. I'm having trouble with sign up.**

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**Q: Are you trying to login before you've signed up and received approval to be a site member?**

A: If so, go back to the Members Only page and click on the Login/Sign up button at the bottom of the page. On the next popup, respond to the question, "New to the site? Sign up." Follow the directions.

**Q: Are you using the same email address you provided CNC for use in the membership directory, that is, the same email address you provided when you paid your dues?**

A: Use the email address you provided to CNC for use in the membership directory. This email address is what we use to determine that you *are* a CNC member; it also links you to your account.

**Q: Are you accessing CNC's website (1) through your web browser (Safari or Google) or (2) from an email link and still inside the email server window?**

A: If so, go to your browser and search for "Cary Newcomers" or enter the URL <https://www.carynewcomers.com/members-only>. This should take you to the Members Only login/sign up page.

## **I've signed in and been approved for site membership, but I can't login.**

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**Q: Are you using the same email address you provided CNC for use in the membership directory, that is, the same email address you provided when you paid your dues?**

A: Use the email address you provided when you paid your dues. This email address is what we use to determine that you are a CNC member, and it links you to your account.

**Q: Are you accessing CNC's website (1) through your web browser (Safari or Google) or (2) from an email link and still inside the email server window?**

A: If so, go to your browser and search for "Cary Newcomers" or enter the URL <https://www.carynewcomers.com/members-only>. This should take you to the Members Only login/sign up page.

**Q: Have you been trying this for some time with no success? Have you left your device connected to the website for a while?**

A: Refresh your screen by clicking in the URL address box.

**Q: Nothing is working! Help.**

A: Complete the "CONTACT US" form on the website. Make sure you tell us the device you're using and your specific problem.