Problem Logging In:

There are two places where you can log in to ALZConnected:

1. On our home page at www.alzconnected.org:

   ![Login Form](image1)

   or our sign in page at www.alzconnected.org/signin.aspx:

   ![Login Form](image2)

2. Enter your email address as your User Name.

3. Enter your password. Remember all passwords are case sensitive.

4. Click on the Sign In button.

Some common problems with logging in include:

- **CAPS LOCK is On**: Since passwords are case sensitive, this will cause an error.

- **Invalid Password**: If you cannot remember your password, please follow the Reset Password process for a new one.

- **Locked Account**: If an invalid password has been entered 5 or more times, your account is temporarily locked. This action is a safety precaution that prevents others from trying to access your account. Accounts that are automatically locked due to invalid log-in attempts will be unlocked after a one-hour temporary suspension.

   At the top of every hour, your account will automatically be unlocked and you can attempt to log in again.

   If you are still unable to access your account, please contact the ALZConnected® Support Team by submitting a Contact Us form.

-- End of Directions --