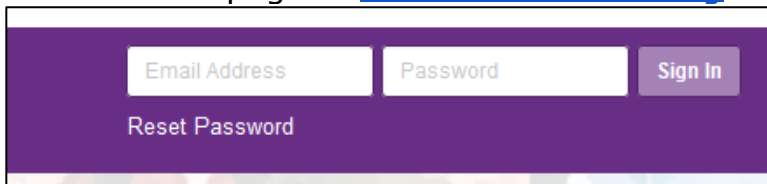


# Problem Logging In:

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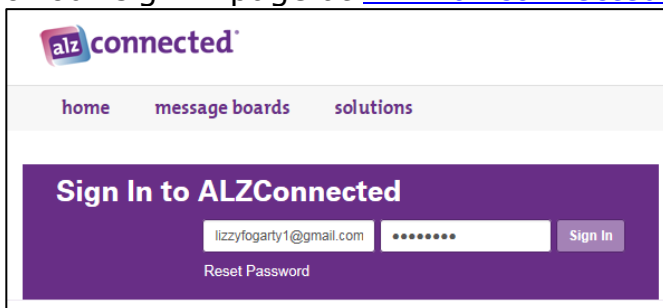
There are two places where you can log in to ALZConnected:

1. On our home page at [www.alzconnected.org](http://www.alzconnected.org):



A screenshot of the ALZConnected home page login form. The form is set against a dark purple background. It features two white input fields: one labeled 'Email Address' and one labeled 'Password'. To the right of the 'Password' field is a purple 'Sign In' button. Below the input fields is a link labeled 'Reset Password'.

or our sign in page at [www.alzconnected.org/signin.aspx](http://www.alzconnected.org/signin.aspx):



A screenshot of the ALZConnected sign in page. At the top left is the 'alz connected' logo. Below the logo is a navigation bar with links for 'home', 'message boards', and 'solutions'. The main content area has a dark purple header that says 'Sign In to ALZConnected'. Below this header are two white input fields: one containing the email address 'lizzyfogarty1@gmail.com' and another with masked characters. To the right of the password field is a purple 'Sign In' button. Below the input fields is a link labeled 'Reset Password'.

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 --**