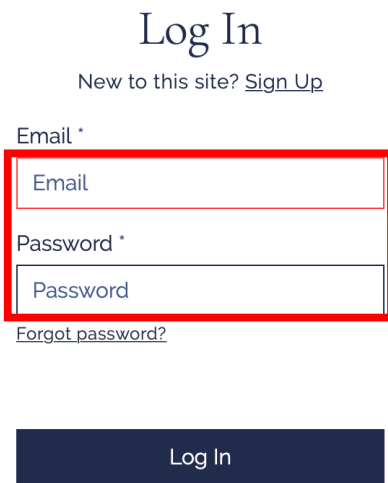


LOG IN TO THE CC CANADA WEBSITE (TROUBLESHOOTING)

1. Go to www.canadacc.org
2. Click on **Log In**, in the top right-hand corner.

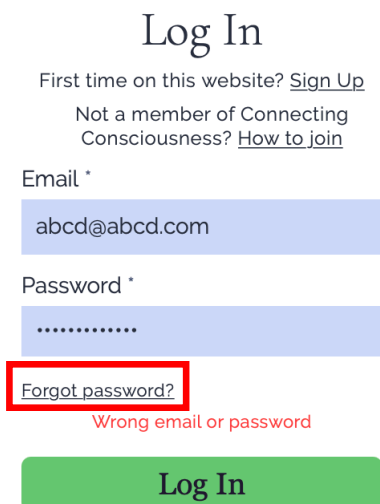


3. Is this your first time on the CC Canada website? You probably need to Sign Up (see the Sign Up tutorial on the "Contact & FAQ" page).
4. The following window will appear. Please enter **the same email address and password** as you did **when signing up**. Then click the "Log In" button.



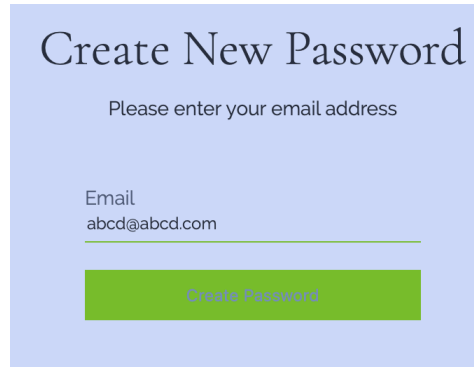
The screenshot shows the 'Log In' page. At the top, it says 'Log In' and 'New to this site? [Sign Up](#)'. Below this are two input fields: 'Email *' and 'Password *'. Both fields are highlighted with a red border. The 'Email' field contains the text 'Email' and the 'Password' field contains the text 'Password'. Below the password field is a link that says 'Forgot password?'. At the bottom of the form is a dark blue button labeled 'Log In'.

5. If the error message "Wrong email or password" shows up, check that there are no spelling mistakes in the email address and the password is correct.
6. If you still can't log in, click on "Forgot password?"



The screenshot shows the 'Log In' page with an error message. At the top, it says 'Log In' and 'First time on this website? [Sign Up](#)'. Below this are two input fields: 'Email *' and 'Password *'. The 'Email' field contains the text 'abcd@abcd.com' and the 'Password' field contains a series of dots. Below the password field is a link that says 'Forgot password?'. Below the 'Forgot password?' link is a red error message that says 'Wrong email or password'. At the bottom of the form is a green button labeled 'Log In'.

7. Enter your email address and click the green button. You should receive an email with further instructions on choosing a new password.



The screenshot shows the 'Create New Password' page. At the top, it says 'Create New Password'. Below this is a text prompt that says 'Please enter your email address'. Below the prompt is an input field labeled 'Email' containing the text 'abcd@abcd.com'. Below the input field is a green button labeled 'Create Password'.

8. If the error message "This email doesn't match any account." shows up, check that there are no spelling mistakes in the email address and that this is the address you used when signing up.
- 9.