



Web Site Log in Problems & Solutions

April 2, 2008

These help instructions assume that you have not forgotten your password. Continue reading if you are absolutely certain that you know what your username and password are, but the system won't accept them and let you log in.

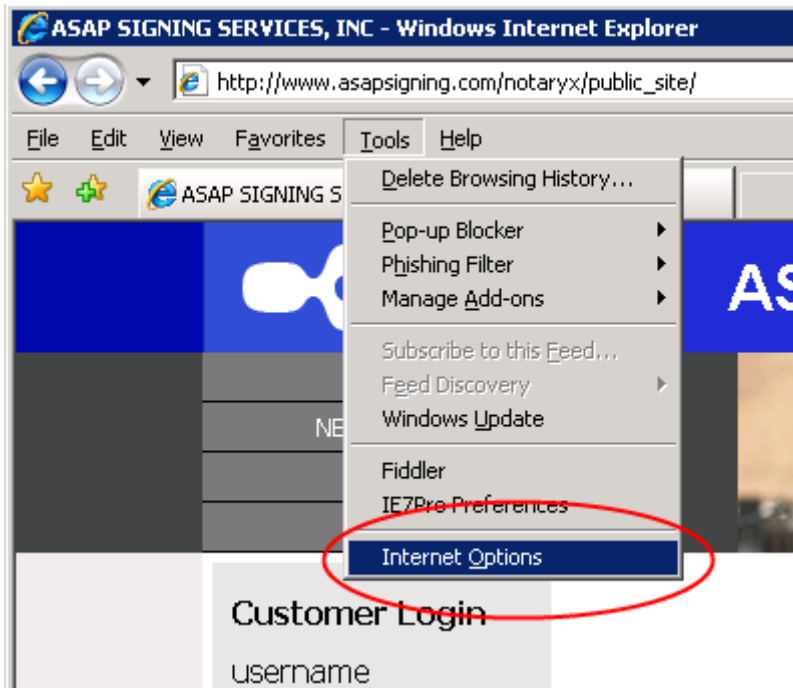
If you have forgotten your password, go back to the home page and use the "forgot password?" link to reset your password via email.

There are several reasons why you may not be able to log in.

- 1) Passwords are case-sensitive in the new system we moved to this year. Therefore you must use the correct capitalization of characters when entering your password.
- 2) You may have CAPS-LOCK turned on without realizing it, and your password is being entered in uppercase when it shouldn't be. Make sure CAPS-LOCK is not on before entering your username and password.
- 3) Some users have reported a problem where the system appears to accept the password (the red "Login Failed" message is *not* shown) yet the user is not allowed in to the site and instead remains stuck at the login page.

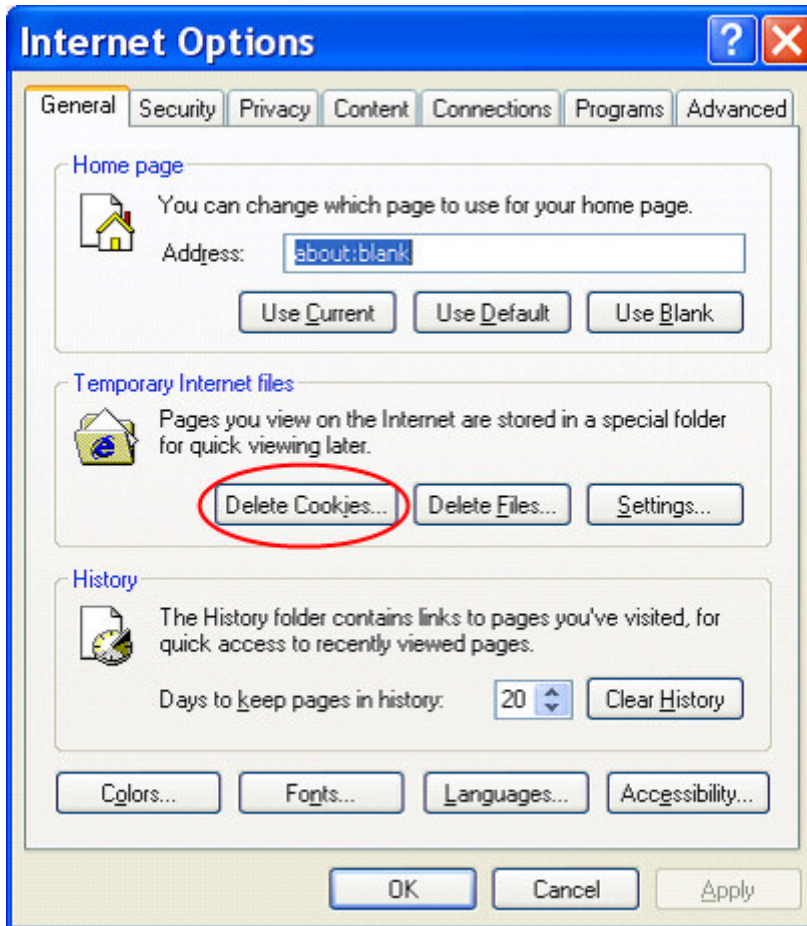
Your login cookie for the ASAP web site may have become corrupted. The solution is to clear cookies from your web browser by following the instructions on the following pages.

- 1) In both Internet Explorer versions (6 & 7), click **Internet Options** from the **Tools** menu to launch the options dialog.

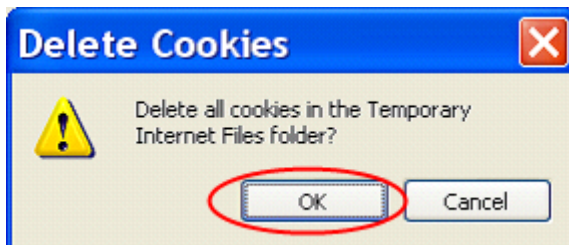


Delete Cookies in Internet Explorer 6.0

In Internet Explorer version 6.0, from the Internet Options dialog, **click Delete Cookies...**



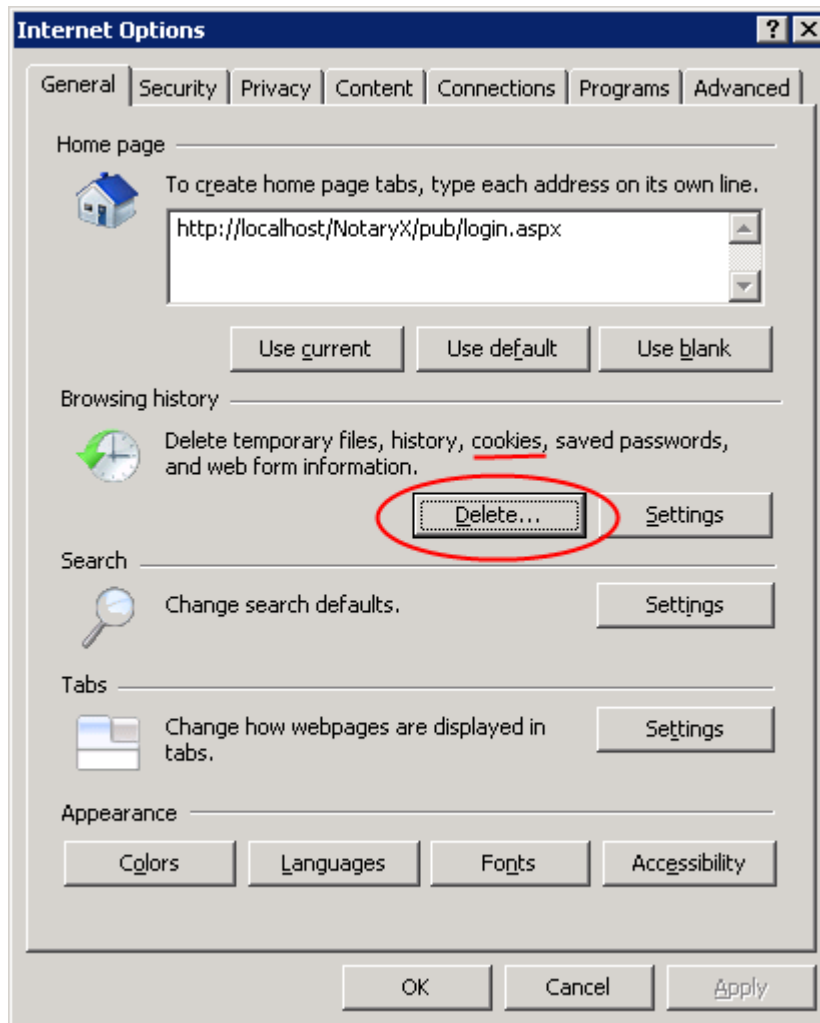
You will be prompted to confirm the deletion. **Click OK.**



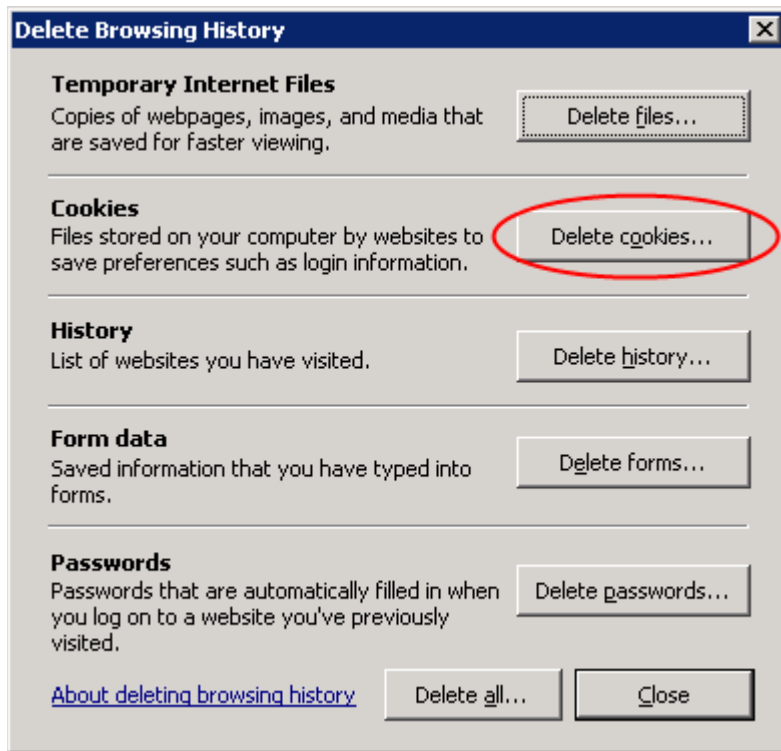
Now close the Options dialog by clicking **OK**, then close all browser windows, restart Internet Explorer, and try to log in to the ASAP web site again.

Delete Cookies in Internet Explorer 7.0

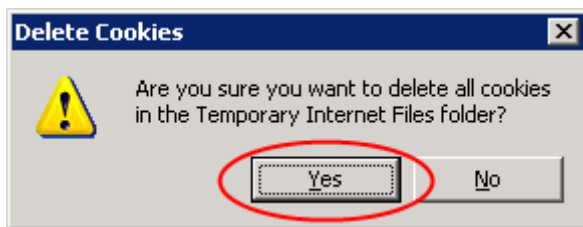
In Internet Explorer version 7.0, from the Internet Options dialog, **click Delete...** in the **Browsing history** section.



The Delete Browsing History dialog will open. Click Delete cookies...



You will be prompted to confirm the deletion. Click **OK**.



Now close the Delete Browsing History dialog by clicking **Close**. Then Close the Internet Options dialog by clicking **OK**.

Close all browser windows, restart Internet Explorer, and try to log in to the ASAP web site again.

Your login should now work correctly.