

# LA AGO ACCOUNT HELP

*Accessing the members only areas of the Los Angeles Chapter website*

One of the many benefits of membership in the Los Angeles Chapter, AGO is access to our online directory and jobs posting. Your membership must be current to access these resources and you will lose access should your membership lapse.

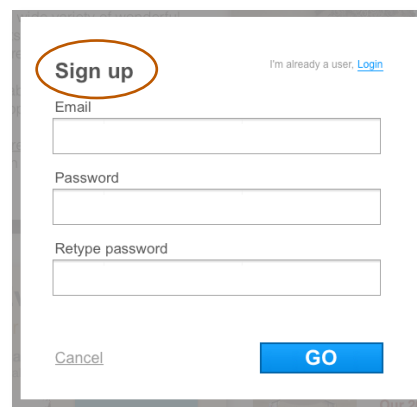
## Things to know about your login credentials:

- 🛡️ Your email address is your username. Please make sure this is the same email address you recorded in the Oncard system when you joined or renewed your membership.
- 🛡️ This is not your Oncard login – even though the email is the same, the passwords will vary depending on what you set.
- 🛡️ There is only one account per email address – so if two members share a single email address they will need to share the LA Chapter site login as well.
- 🛡️ We cannot view or reset your password. Follow the “Forgot Your Password?” link on the log in page to receive a new password.

## How to sign up for an account (first time only):

You can request an account from the site home page ([www.laago.org](http://www.laago.org)) or from buttons that take you to members’ only areas (currently, this is on the directory and jobs pages). Click on the buttons in any of these locations (“Login/Signup”, “Go to Directory”, “Go to Jobs”) to request an account.

- 🛡️ Make sure you are on the page that says, “Sign up”
- 🛡️ Enter the email address you use for all AGO correspondence (note: if you use a different email address we will not be able to verify your membership and the request will be denied)
- 🛡️ Enter a new password
- 🛡️ Retype the password to make sure it is correct
- 🛡️ Click “GO”
- 🛡️ Wait for an email confirming your account is ready (this may take up to 24 hours)
- 🛡️ Do not repeat this process – once your email address is recorded it cannot be used to create another account.



The screenshot shows a web form titled "Sign up" with a link for "I'm already a user. [Login](#)". The form contains three input fields: "Email", "Password", and "Retype password". Below the fields are two buttons: a "Cancel" link and a blue "GO" button. The "Sign up" text is circled in orange in the original image.

## How to log in:

- You may click the “Signup/Login” button on the home page, or the “GO TO” buttons on either the Directory or Jobs pages
- From the Sign up/Login dialog box, click “I’m already a user, [Login.](#)”

To view this page, you need to be logged in.

**Sign up**

Email

Password

Retype password

[Cancel](#) **GO**

I'm already a user, [Login.](#)

- Enter the email address you used to create the account (note: it must match exactly)
- Enter the password used when you created your account
- If you forgot your password, click the [Forgot your password?](#) link. A link will be sent to your email to reset your password

To view this page, you need to be logged in.

**Login** [Or Sign up](#)

Email

Password

Remember Me

[Forgot your password?](#)

[Cancel](#) **GO**

## Frequently Asked Questions

- Why do I have to log in?
  - The Executive Board of the Los Angeles chapter has stipulated the directory and jobs listings will be available to members only. The website login follows the direction of the Board.*
- I can't remember my password – what do I do?
  - Click the [Forgot your password?](#) link on the login page. A link will be sent to your email address which you can follow to set a new password.*
- Do I have to log in every time I visit the site?
  - This depends on your browser settings. If your browser is not set to delete your background cache when it closes then likely the site will “remember” you on your next visit. In that case you will not need to log in again. If, however, you clear your cache, use a different browser, or use a different computer or device, then you will need to log in again.*
- I've tried everything and still can't create an account or log in. What do I do?
  - Contact the webmaster at [laago@laago.org](mailto:laago@laago.org). You can also use the contact form on the site home page.*