

## Troubleshooting Login Errors

If a login message appears, try troubleshooting the issue with the options listed below.

## NATIONAL REGISTRY PROFILE LOGIN

As a member of the National Registry of CPE Sponsors your organization has a sponsor profile, where you can provide information specific to your company.

- Giving potential attendees the ability to [confirm your active status on the National Registry](#).
- You can also promote your upcoming courses, allowing a CPA to [search for your courses](#).

To update your company details, enhance your listing, and upload courses please login below using your organization's login credentials:



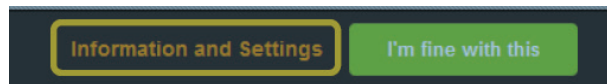
login error

<input type="text"/>
<input type="password"/>
<input type="button" value="LOGIN"/>

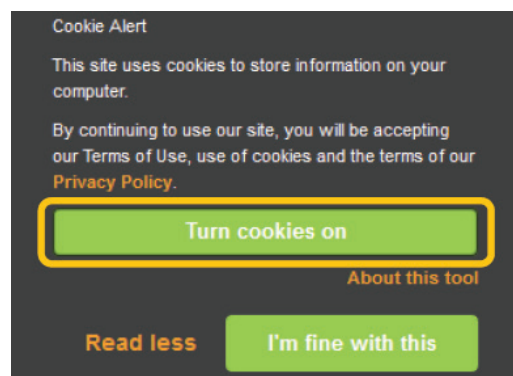
## Troubleshooting Options:

- Verify username and password and attempt to login again.
- Select “Forgotten your login details?” and have your login credentials re-sent to the email on file.
- Try logging into the site using a different browser. Instead of Internet Explorer, use Google Chrome, Mozilla Firefox, etc. or vice versa.
- Clear your browser history, close your browser, then re-open your browser and access the site by typing The National Registry’s URL ([www.nasbaregistry.org](http://www.nasbaregistry.org)) rather than selecting a bookmark, favorite, or saved link to the website.

- Be sure that cookies are enabled on your browser. Cookies must be enabled on your browser in order to be able to log into your National Registry Profile.
  - Occasionally, when accessing the site, a message will pop up as a Cookie Alert. If this message appears, select “Information and Settings.”



- Then click “Turn Cookies On” in order to enable cookies on your browser.



- If you don't click the message or click “I'm fine with this” instead, then you will be unable to log into the site until you clear your history (including cookies) and then enable cookies on your browser.
- If uncertain how to enable cookies on your browser, search the Internet for “how to enable cookies on [browser name]” for quick directions on enabling cookies on the browser that you are using.
- After clearing your browser history and enabling cookies, close your browser, then reopen your browser and access the site by typing The National Registry's URL ([www.nasbaregistry.org](http://www.nasbaregistry.org)) rather than selecting a bookmark, favorite, or saved link to the website.
- If the above options are completed and you still cannot log into your National Registry Profile please send an email to [registryprofilehelp@nasba.org](mailto:registryprofilehelp@nasba.org) with the subject line, “Troubleshooting options complete, login still unavailable.” Within the body of the email include your name and email, your organization's name, and your National Registry Sponsor ID #.

We will respond to your request within 24 hours or on the next business day! Thank you for your continued membership on The National Registry of CPE Sponsors!