

I cannot login to MemberNova

David H. - 2021-11-25 - FAQs

If you are unable to login or forgot your password, please follow the steps below.

Retrieve Login Name and Reset Password

1. Go to the Organization's website and click on the **Member Login** link near the top right of the homepage.
2. On the login page, click on the **Forgot Login?** link.
3. You will be redirected to the **Retrieve Login Information** page. Enter your **email address** and then click on the **Submit** button.
4. If your profile is found, an email will be sent to your email address. If your membership has expired, you will see a message at the top asking you to renew your membership or to contact the organization for assistance.

Note: If you didn't receive the email, please check your junk or spam folder.

5. Open the email that was sent and click on the **button** or **link** within the email. This will direct you to the password reset page where you will be able to view your login name and enter a new password. Click on the **Submit** button once done.
7. After your password is successfully changed, you will be automatically logged in and redirected to the dashboard.

Related Content

- [How do I renew my membership?](#)
- [How do I login to MemberNova?](#)