

Troubleshooting Login Issues

2016 - Winter Edition

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Overview

Login Issues can arise due to a variety of reasons. Learning to troubleshoot **Login Issues** is the first step in addressing issues that members, or even staff may have when trying to access the website.

Use Case(s)

Follow the below steps when **login issues** arise to try to troubleshoot the source of the issue.

Troubleshooting

If a member or staff member is having issues with logging in, first ask the user to send you the steps in which the error occurred.

If the user receives an **error message** that their username or password is wrong, then you may urge the user to use the reset link or you may manually update their password / username for them in the Directory.

If the user tries to **login**, but the **login fails** and returns them to the home page; you will then want to ask the user to copy and paste the **URL** they receive.

The **URL** string will return a code in which you can decipher what the issue is.

URL Example: <http://www.grandkeyclub.com/default.aspx?p=home&E=0>

Error Codes

The Error will be at the end of the **URL**, after the **default.aspx?p=home&**.

Below are the following **error codes**:

- E=0 = No UserName Found
- E=1 = Password invalid for Username
- E=2 = UserName and Password are correct
- E=3 = MEMBER IS NOT ACTIVE
- E=4 = MEMBER IS NOT ACTIVE
- E=5 = MULTIPLE USERS FOUND FOR USERNAME
- E=6 = Login required to view page
- E=7 = admin required to view page
- E=8 = public user registration not yet verified
- E=9 = User account is locked

From here, you may begin to correct the **login issue**.