

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. Click [here](#) for further assistance in resetting user passwords.

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, and send it to you. The returned **URL** string will contain an error code (last 3 places of the URL; **E=#**) that will help you decipher what the login issue is.

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

In the above example, **E=0** is the error code. Utilizing the chart below, E=0 means that the User Name was not found. Therefore, Member needs added to the Directory.

Error Codes

As shown above, 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**. In the event you are unable to troubleshoot the issue, contact your Clubessential Support Team and communicate the error

code that is being returned. You may also try resetting the user's password. Visit our [Changing Users Passwords Guide](#) for more information.