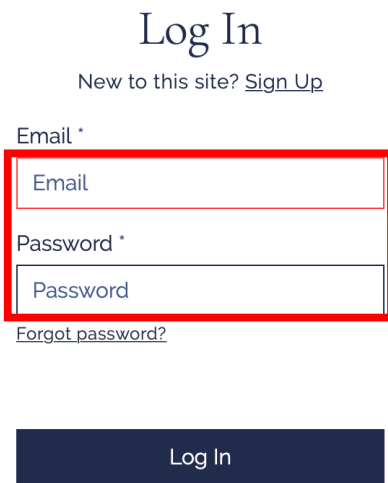# LOG IN TO THE CC CANADA WEBSITE (TROUBLESHOOTING)

1. Go to www.canadacc.org
2. Click on **Log In**, in the top right-hand corner.
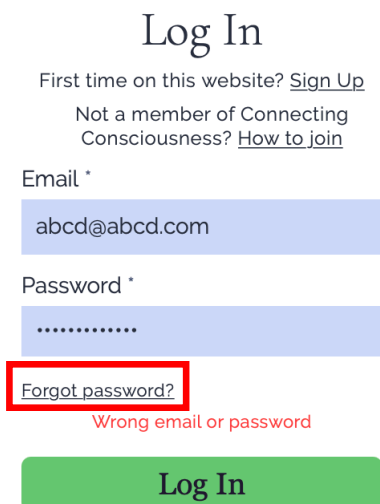

3. Is this your first time on the CC Canada website? You probably need to Sign Up (see the Sign Up tutorial on the "Contact & FAQ" page.
4. The following window will appear. Please enter **the same email address and password** as you did **when signing up**. Then click the "Log In" button.
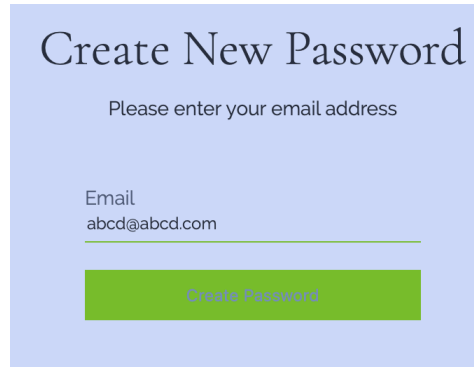

5. If the error message "Wrong email or password" shows up, check that there are no spelling mistakes in the email address and the password is correct.
6. If you still can't log in, click on "Forgot password?"

7. Enter your email address and click the green button. You should receive an email with further instructions on choosing a new password.

8. If the error message "This email doesn't match any account." shows up, check that there are no spelling mistakes in the email address and that this is the address you used when signing up.
9.