

HOW TO RESOLVE COMMON ERROR MESSAGES

COMMON ERROR MESSAGES (!) AND QUESTIONS:	GO TO WEBSITE HELP INSTRUCTIONS TO RESOLVE THE ERROR MESSAGE:	TIPS TO REMEMBER:
<p>– WHEN LOGGING INTO THE WEBSITE</p>		<p>NEVER Click “Register to Join” Even When Your Membership Expires! ALWAYS LOGIN Because You Will Forever Be in the Website System. Duplicate Accounts CANNOT Be Deleted!</p>
! Password is required.	Getting Started: How do I log into the website?	<ul style="list-style-type: none"> • Recommend using a desktop, laptop/notebook computer or tablet. The website format on smartphones is not as user-friendly until you are more familiar with the website.
! Invalid password.	Getting Started: The website is not taking my password. How do I reset it?	<ul style="list-style-type: none"> • Write down your password which is case sensitive. • Click the eye icon to check your password entry. • Check for blank space before and/or after your password. • Member Profile: How do I change my password?
Why didn't I receive a password reset email?	Getting Started: How do I prevent the website's emails from landing in my Spam/Junk folder?	<ul style="list-style-type: none"> • Check your email's Spam or Junk folder or use your email Search feature to find message(s) from notification@lbwc.member.buzz.
! Username or email could not be found.	Getting Started: Why is the website not accepting my email address?	<ul style="list-style-type: none"> • Backspace before and after your entry for hidden blanks. • Member Profile: How do I change my email address? • Email address must be correct to receive confirmation emails.
! That username has already been taken. ! That email address has already been taken.	Getting Started: The website says that my email address is taken. How do I log in?	<ul style="list-style-type: none"> • MEMBERS ALWAYS LOGIN even when memberships have expired. NEVER click “Register to Join.”
! Unauthorized. You are not authorized to view this page.	Getting Started: Why am I not authorized to access the Members Only section or the page? Membership: How do I renew my membership by credit card?	<ul style="list-style-type: none"> • LOGIN to the website. NEVER click “Register to Join.” • If your membership has expired, LOGIN and renew your membership.

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COMMON ERROR MESSAGES (!) AND QUESTIONS:	GO TO WEBSITE HELP INSTRUCTIONS TO RESOLVE THE ERROR MESSAGE:	TIPS TO REMEMBER:
– WHEN ENTERING INFORMATION INTO THE WEBSITE		ALWAYS PROOFREAD TO VERIFY YOUR ENTRIES <u>BEFORE</u> CLICKING SUBMIT, COMPLETE, DONE, ETC.
! [field entry name] required. An exclamation mark (!) next to a field.		<ul style="list-style-type: none"> • All fields marked with an asterisk (*) require a value; cannot be left blank.
Why didn't I get a confirmation email after I responded?		<ul style="list-style-type: none"> • Always click a submission button, e.g., Submit, Complete, Done, etc. to save and send the completed form to the website system before leaving the page. • Check your Profile>Emails that your email address is correct to receive automatic confirmations.
How do I check/update my member info and special interest group selections?	Member Profile: How do I update my contact information and Special Interest Group Selections?	<ul style="list-style-type: none"> • The separate fields used to enter your name (First Name, Last Name) and street address (House Number (Lake Barcroft), Street Name (Lake Barcroft)) are used respectively in combination to print labels and name tags, etc. Please do not enter your first and last names in the Spouse or Partner Name field nor your street address in Street Address Not in Lake Barcroft field. • Your Section Name, i.e., 01 to 11 can be found on the "Street Addresses and Zip Code Map" in the Lake Barcroft Directory.
! Your credit card's number is incorrect.	Member Profile: How do I add or update my credit card?	<ul style="list-style-type: none"> • Proofread all your entries with your credit card. • Enter the expiration as mm/yyyy, e.g. 01/2026 even though your card shows it in mm/yy, e.g., 01/26, format. • To use the credit card saved in your Profile>Cards, you must be logged in before checking out. • To have the credit card payment appear in your Account, you must be logged before making the payment.