

Difficulty Signing In

Are you receiving this message?

We could not sign you in. Please verify that you entered the correct User Name and Password.

If you need further help, please contact [NaturalInsight Support](#).

Possible Solutions

1. Retype the password using the proper uppercase and lowercase letters. For added security, the password is case sensitive, so "A" does not equal "a."
2. Make sure that you are using the most recent information if you have changed your User Name and/or Password.
3. Your web browser may be storing your User Name and Password for you and pre-populating the fields. If you changed either your User Name or Password in Natural Insight, you will need to update the browser with the new information. See "How to update a Stored User Name and Password in your Web Browser" for instructions.