

## Tips for login page:

If you are experiencing difficulty accessing the members' site, please try these troubleshooting tips:

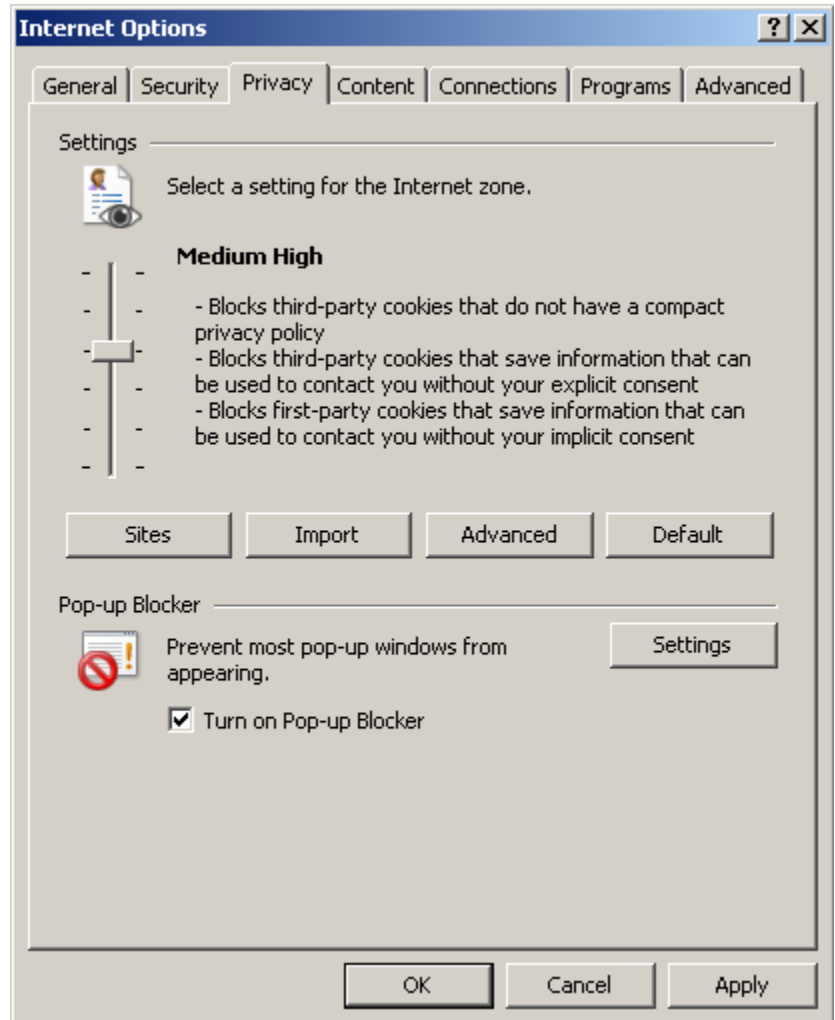
Please note that it takes approximately **two business days** after you become a member of CMA Ontario to gain access to the member's site.

### ***Tip #1***

Make sure that your browser is set to work with JavaScript and accept cookies.

In your Browser:

- Go to 'Tools'
- Select 'Internet Options'
- Select the 'Privacy Tab'
- Adjust the setting to a maximum of medium-high
- Select 'OK'

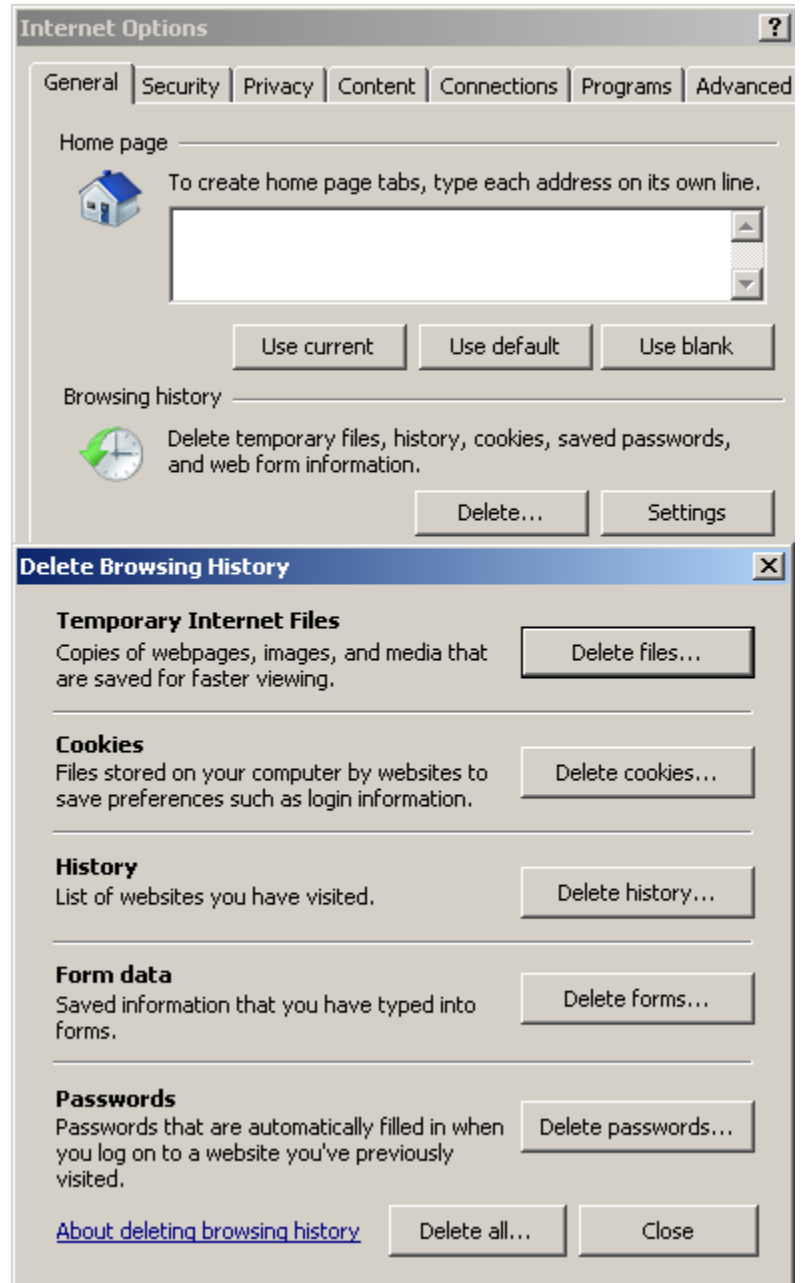


## Tip #2

### Delete old Cookies

In your internet browser toolbar, click

- “Tools” and “Internet Options”.
- In the Browsing History section of the General tab, click
- “Delete” and “Delete files”
- “Delete History”
- “Delete Cookies”,

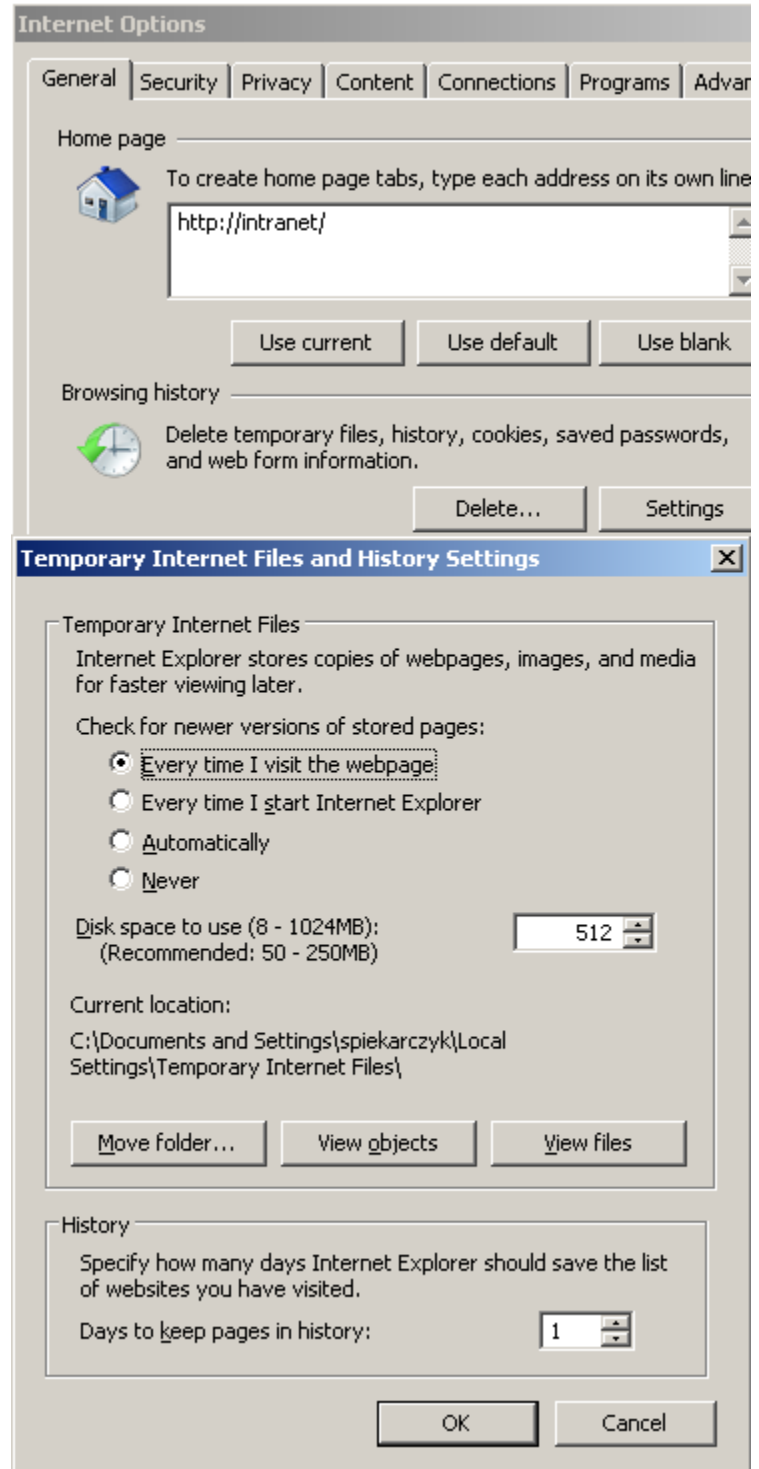


Close your internet browser and then re-open it

**Tip #3**

Check for newer versions of stored pages every time you visit the web page

We advise that under “Internet Options”, “General”, “Browsing History” you change the settings to “Check for newer versions of stored pages”: “Every time I visit the web page”

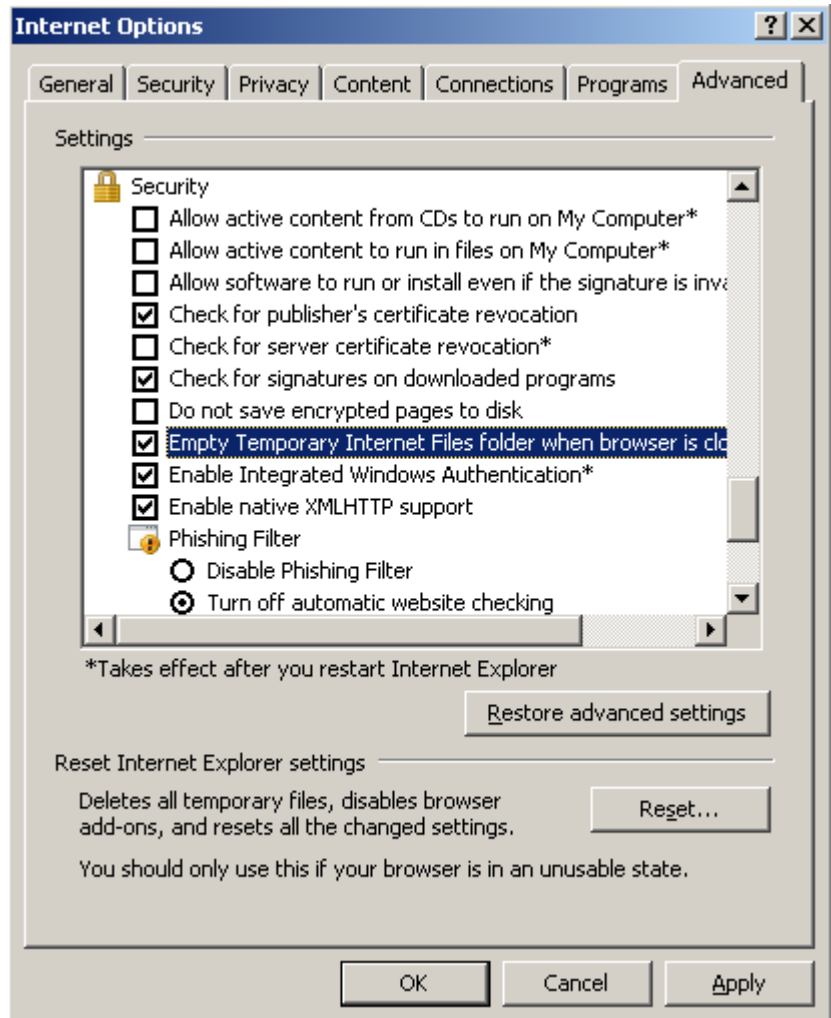


Close your internet browser and then re-open it

#### **Tip #4**

##### Empty temporary internet files folder when browser is closed

We also advise that under “Internet Options”, “Advanced” you check the radio button in the Security section titled “Empty temporary internet files folder when browser is closed”.



#### **Tip #5**

If you still cannot access the members' site, please contact our webmaster at [webmaster@cmaontario.org](mailto:webmaster@cmaontario.org). Please include your name and member ID in your message.