



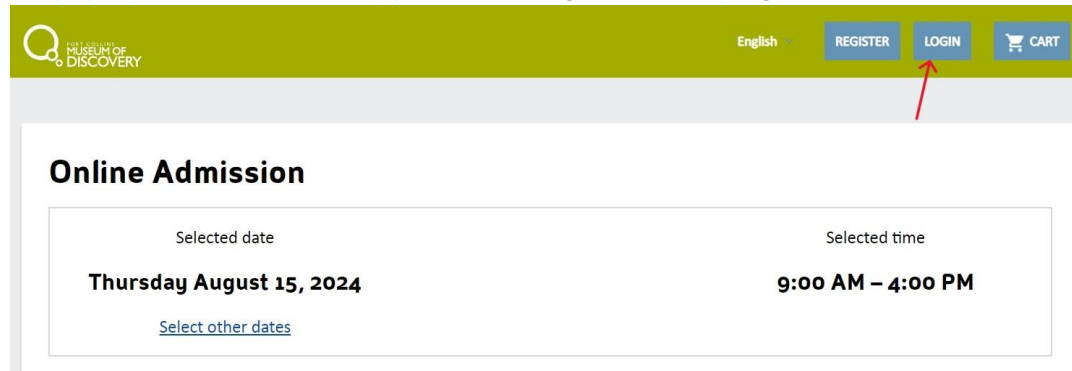
Membership log-in troubleshooting:

1. Click on the event you would like to attend in the website calendar (located on the [fcmmod.org](http://fcmmod.org) home page) or in a direct link (usually provided in an email).
2. A pop-up login screen should appear.

A screenshot of a web browser showing a 'Member Sign-In' pop-up window. The window has a white background and a grey border. At the top, it says 'Member Sign-In' and 'Please sign in to receive your member discount.' Below this are two input fields: 'Email:' and 'Password:'. To the right of the 'Email:' field is a link that says 'Register for new account'. To the right of the 'Password:' field is a link that says 'Forgot your password?'. Below the 'Password:' field is a checkbox labeled 'Remember me'. At the bottom of the form is a blue button that says 'SIGN IN & CHECK OUT'. To the right of the form is a grey sidebar with a close button (an 'X') at the top. The sidebar contains the text 'Become a member today and get a discount on your order.' Below this is a blue button that says 'Become a Member' and a link that says 'Check Out as Guest'.

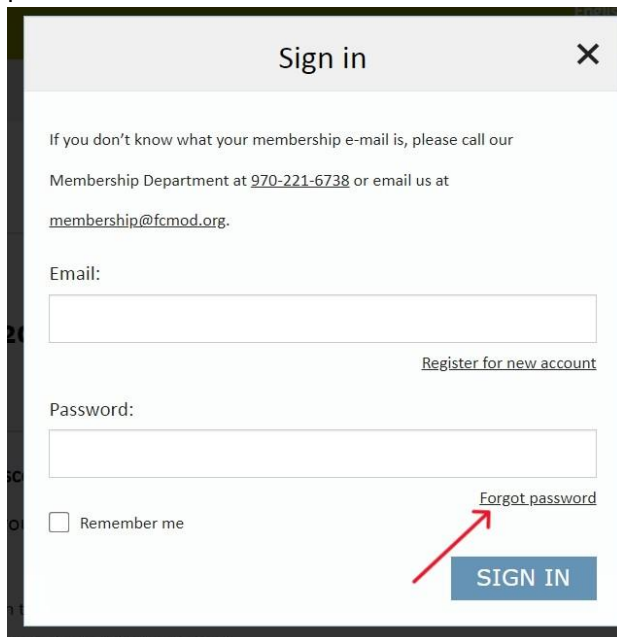
- a. Please note, if you have never created an account with the website, you will need to click “register for a new account.” (This is a separate account from the account you use to log in to access your digital membership card.) **You must use the email address you gave when you signed up for your membership.** If you are not sure which email you used, please call the museum at 970-221-6738 during our regular hours or email the membership department at [membership@fcmmod.org](mailto:membership@fcmmod.org).

- b. If a pop-up screen does not appear, click “login” in the top right corner.



The screenshot shows the top navigation bar of the Museum of Discovery website. On the left is the museum's logo. On the right are links for "English", "REGISTER", "LOGIN", and "CART". A red arrow points to the "LOGIN" button. Below the navigation bar is the "Online Admission" section, which displays the selected date as "Thursday August 15, 2024" and the selected time as "9:00 AM – 4:00 PM". A link for "Select other dates" is also visible.

3. If you are already registered, login using the email you originally gave the museum.
- a. This email must be attached to your membership account, otherwise our system will not recognize your membership.
4. If you’ve forgotten the password you originally used when registering, please click “forgot password”



The screenshot shows a "Sign in" pop-up form. It includes a close button (X) in the top right corner. The form contains the following elements: a message about contacting the Membership Department at 970-221-6738 or email at membership@fcmmod.org; an "Email:" label and a text input field; a "Register for new account" link; a "Password:" label and a text input field; a "Forgot password" link; a "Remember me" checkbox; and a "SIGN IN" button. A red arrow points to the "Forgot password" link.

- a. If you did not receive the password reset email, please check your spam folder and make sure you entered your email address correctly. If you still don’t receive the reset email, you may have used a different email address when you registered.
- b. If you continue to have issues, please call the museum at 970-221-6738.