



Membership log-in troubleshooting:

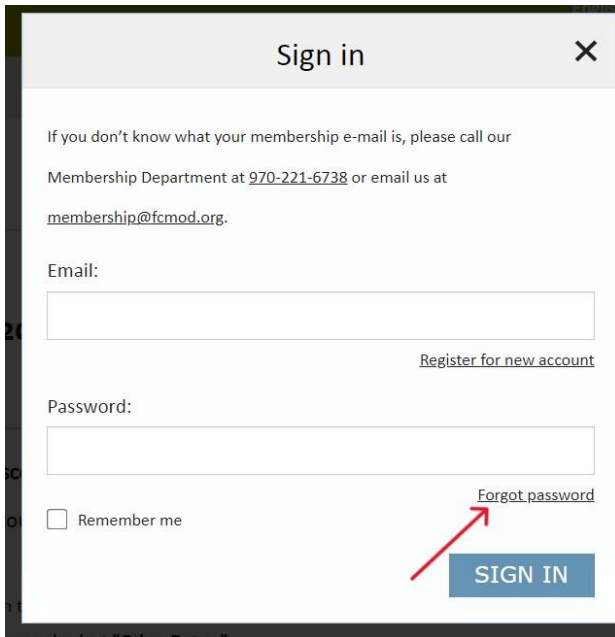
1. Click on the event you would like to attend in the website calendar (located on the fcmo.org home page) or in a direct link (usually provided in an email).
2. A pop-up login screen should appear.

A screenshot of a '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 'Register for new account'. To the right of the password field is a link 'Forgot your password?'. Below the password field is a checkbox labeled 'Remember me'. At the bottom left is a blue button that says 'SIGN IN & CHECK OUT'. On the right side of the pop-up, there is a grey panel with a close button (X) at the top right. It contains the text 'Become a member today and get a discount on your order.' Below this is a blue button 'Become a Member' and a link '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@fcmo.org.
- b. If a pop-up screen does not appear, click “login” in the top right corner.

A screenshot of the website's header and an 'Online Admission' section. The header is a green bar with the museum logo on the left, the word 'English' in the center, and three buttons: 'REGISTER', 'LOGIN', and 'CART'. A red arrow points to the 'LOGIN' button. Below the header is the 'Online Admission' section, which contains a form with two columns: 'Selected date' and 'Selected time'. The date is 'Thursday August 15, 2024' and the time is '9:00 AM - 4:00 PM'. There is a link 'Select other dates' below the date field.

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 image shows a 'Sign in' form with a grey header bar containing the text 'Sign in' and a close button 'X'. Below the header, there is a paragraph of text: 'If you don't know what your membership e-mail is, please call our Membership Department at [970-221-6738](tel:970-221-6738) or email us at membership@fcmo.org.' Below this text are two input fields: 'Email:' and 'Password:'. To the right of the 'Email:' field is a link that says 'Register for new account'. Below the 'Password:' field is a link that says 'Forgot password'. To the left of the 'Forgot password' link is a checkbox labeled 'Remember me'. At the bottom right of the form is a blue button with the text 'SIGN IN'. A red arrow points from the bottom right towards 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.