Hello XXX,

Sorry to hear you’ve been having troubles logging in to your account! Your login will be with this email: [member email].

To log in to your profile on the MLPAO website:

* Click on our database link: <https://w12.eudonet.com/ccm/xtranet/mlpao/home#close>
* Click on the green “Log In” button in the top right-hand corner of the page.
* Enter your email address and then click **“First Connection/Forgotten Password”** in the lower right-hand corner of the pop-up box.
  + You will need to enter the security code in the pop-up and then click “Validate”
* The system will send you an email with the subject line **“MLPAO, Password renewal (1/2)”**
  + This will contain the message “Please use the following link to validate the password change request: password renewal”
  + This will open a window which says “Your new password has been sent by email.”
* The system will send you an email with the subject line **“MLPAO, Password renewal (2/2)”**
  + This email will contain your new **temporary password**. Copy the new password with Ctrl/Command C or write it down.
  + The email will also say “We advise you to change it as soon as possible from here”
  + Click on the word “here” to follow the link.
* This will open a new browser window. Enter your login (your email) into the login box and the **temporary password** into the password box.
* This will log you in and prompt you to change your password.
  + In the Old Password box, enter the **temporary password.**
  + Choose your new password and enter it into the New Password box and the Confirm New Password box.
  + Click “Update” to confirm.

The ideal browser would be Google chrome. You might need to clear your cache on your browser. If you can let me know where in this process you’re having difficulties, send me a snapshot and we can sort it out!