

Trouble-shooting for Login problems.

* If your password isn't working, please click on the link (Forgot your Password?) to request a new password. An automatic email will be sent to you. If you don't find it in your Inbox, please check your SPAM-folder. You can then change it afterwards on your My Info page.

If you get the message that your email address is not registered, please send an email to login@messageparis.org and mention your old and new email address.

* If you are trying to save your profile and it's telling you that you still have required fields to complete but you're sure you've filled them all out, then close your browser and re-open it – this usually resolves any problems. If you continue to see this message, then delete all your cookies and temp files, re-open your browser and re-login (clearing out your cookies and temp files on a regular basis (weekly) is generally a good idea for keeping your computer happy).

How to clear your cookies/temporary files:

Mozilla Firefox

Click on Tools > Options > Privacy > Private Data > Settings > Choose from list > Clear now.

Internet Explorer

Tools > Internet Options > General: Browsing History > delete > Choose from list

* If you recently joined MESSAGE and haven't received your log in yet, please be patient. MESSAGE is an entirely volunteer run organisation, and though we do try and respond to membership applications as quickly as possible it can take up to three weeks to process applications (particularly if you paid by cheque). If you joined more than three weeks ago and still haven't received your login, please contact login@messageparis.org

If you have any other concerns relating to your login/account please contact us on: login@messageparis.org telling us your username and the problems you are having.

Many thanks.