Tip #1:
Make sure you are signing in to the correct place for existing accounts, and not creating a new account:

Tip #2
If you are having trouble finding the sign in page, it may be that you are already logged in. When you are logged in, the top left of the browser says “Welcome, [Your Name]” and the right-most link will say “Sign Out.” This is what the home page looks like while logged in:
Tip #3

The website displays the **SAME** message if you have entered your username OR password incorrectly. Unless you have specifically changed your username to something different, your username will be the email that you have given to OLLI for your profile.

If your password OR username are incorrect, it will display the following message above where you entered the credentials:

```
Sign In to Existing Account

Invalid username or password.

Username:  

Password:  

Sign In
```

If you have entered your email correctly (unless you changed your username to something else, then you should use what you chose), then it is most likely that your password has been entered incorrectly. You can try to reenter it, or if you don’t remember, you can click either of the links located below the “Sign In” button: “Find my username” to have your username emailed to you, or “Reset My Password” to generate a password-reset email that will be sent to your inbox.

```
Sign In to Existing Account

Username:  

Password:  

Sign In

Find My Username

Reset My Password

Click this to have your username sent to your email. This is the same email that is sent when OLLI manually resets passwords.

Click this to have a password reset sent to your email. This is the same email that is sent when OLLI manually resets passwords.