

## Where / how do I login?

[Regular Members](#) | [Premier Members](#) | [All-Access Members](#)

Find your password in your “Confirmation of Nonprofit Learning Lab Membership” email. Select “Need a password?” to request a new password.

## How do I register for trainings / find discount codes?

**Regular:** Input codes (listed in your [portal](#)) on registration forms.

**Premier:** For series trainings, input codes on registration forms. For 1-hour trainings, register in your [portal](#) without codes.

**All-Access:** Register for all trainings in your [portal](#) without codes.

## What does this error message mean?

*“The following content is not accessible for your account”*

You are on the wrong portal. Choose the correct portal for your membership level. If unsure of your level, see your confirmation email.

*“Login/password not accepted”*

Your email or password is not correct. Use the “Need a password?” option.

*“No account found with this email address”*

Your email isn’t correct, you are not listed on the account, or you do not have a membership. Confirm your membership and try another email.

*Blank screen after submitting training registration form*

Complete CAPTCHA challenge. If no CAPTCHA, your connection may have timed out.

## For organizational members: How do I add contacts to my membership?

Log into [account settings](#). Add contacts under “Additional” tab.

## What is the Resource Library password?

The [library](#) password (different from member password) is listed in your portal.

## Can someone show me how to use my member benefits?

[Schedule](#) a 1:1 Zoom call with our membership team.

## How do I take my membership off auto-renewal?

[Email us](#) to complete your request.