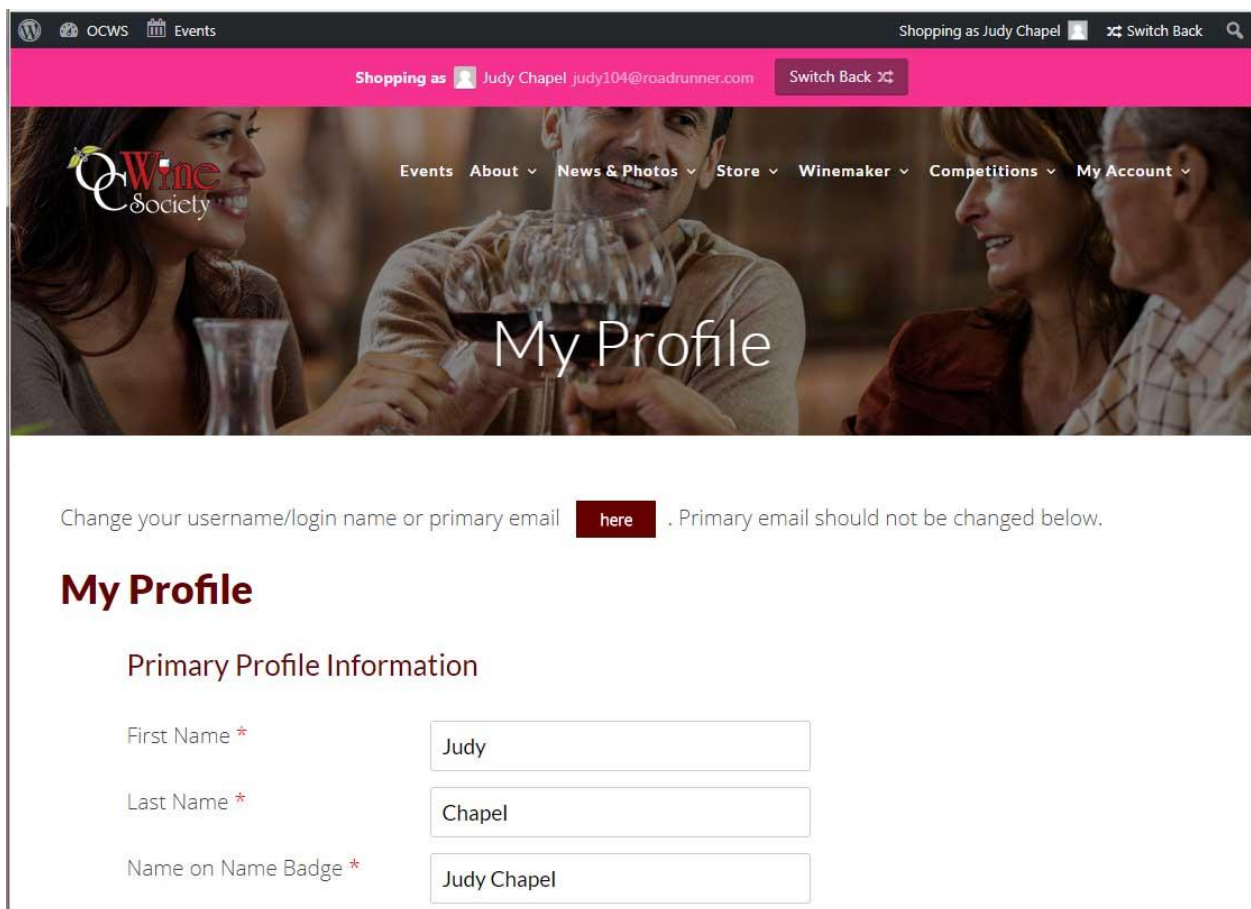


## OCWS Error "Invalid Credentials"

A few members have gotten confused about their sign-in information. They change their email address and then they think that email address will allow them to access their account. They have to use their User/Loginname.

To find out what a user's username/login name is go shopping as them. Here is an example of shopping as Judy Chapel.



The screenshot shows the OCWS website interface. At the top, there is a navigation bar with 'OCWS' and 'Events' links. A user is logged in as 'Judy Chapel' with the email 'judy104@roadrunner.com'. Below the navigation bar is a header image of people at a wine tasting with the text 'My Profile'. The main content area contains a message: 'Change your username/login name or primary email [here](#). Primary email should not be changed below.' Below this is a section titled 'My Profile' with a sub-section 'Primary Profile Information'. This section contains three input fields: 'First Name \*' with the value 'Judy', 'Last Name \*' with the value 'Chapel', and 'Name on Name Badge \*' with the value 'Judy Chapel'.

Select the [here](#) button to view the username/login name and primary email.

Shopping as Judy Chapel judy104@roadrunner.com [Switch Back](#)

**OCWS Wine Society**

Events About News & Photos Store Winemaker Competitions My Account

# Username Change

Change your username or email

Username/Login name

Primary Email Address

Password is required to make changes \*

**SUBMIT**

Many members have customized their Username/Login name to something other than their email address as Judy has above to Judy104.

Have the user change their password by selecting that they "Forgot Password" on the initial sign in screen.

https://ocws.org/#

OCWS - Wine Society

Events About News & Photos Winemaker Competitions Join Us Login

Email

Password

**Submit**

[Forgot Password?](#)

They will receive an email to take them through a process to change their password. If they have problems with this process, have them forward their email

to the office to process the password change and tell them what the new password is after testing it yourself.