

If you are having trouble logging into your website editor, it could be related to a few things. Follow these steps:

1. Make sure you are going to the right login address: **mywebsite.flipcause.com**. Please bookmark this page for easy access!
2. Make sure you are using the latest version of Google Chrome browser. There are known issues with older browsers, especially Safari and Internet Explorer—so the first step is to switch browsers and try again.
3. Make sure you are entering the correct username and password. You will have received these originally in an email from your Success Manager, search your inbox for "Your New Flipcause Website and Login." Make sure you are copying and pasting the credentials exactly without any extra spaces or characters. Please note that **both the Email field and the Password field are case-sensitive**
4. If it has been a long time since you accessed the website editor, it could be that the password for your new website has expired as a security measure. To reset the password, email your Success Manager directly and write URGENT in the subject. He or she will reset your password in a timely manner so you can get back to editing the site!

FlipCause