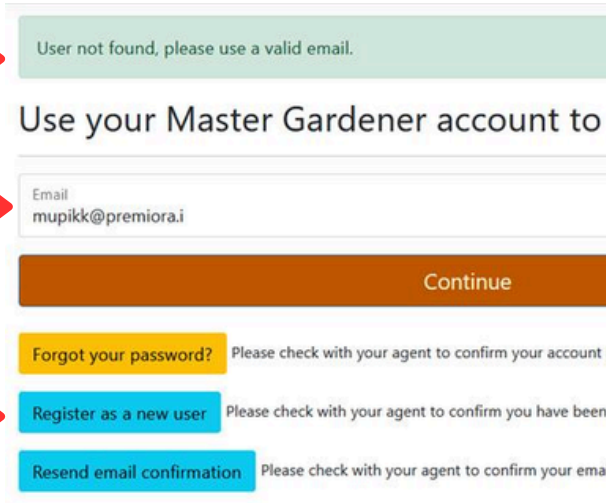
TEMG Login Troubleshooting for Volunteers

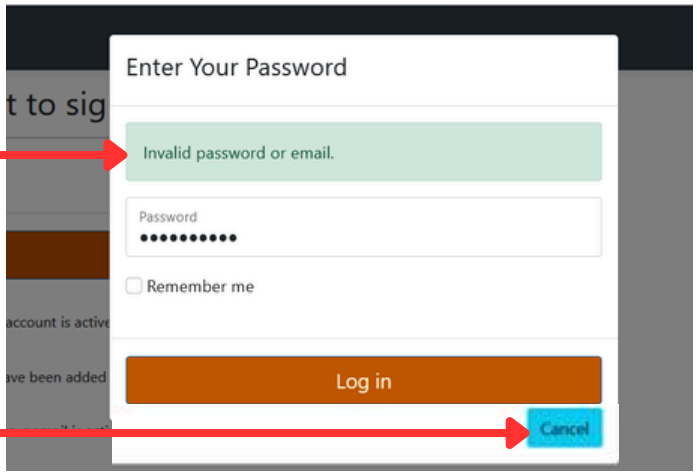
Start at the top of this document and work through the sections to troubleshoot.

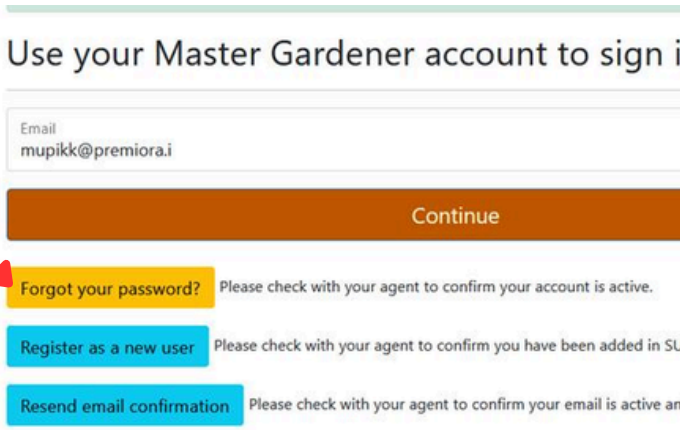
When your login attempt fails

- If the screen says "**user not found**", you have used an email address that is not associated with an existing account.
  - If you <u>have logged in before</u>, try another email address or check with your agent to make sure you are using the email associated with your profile. **DO NOT register as a new user.**
  - If you've <u>never logged in</u>, and you need to create a new profile, click on the "register as a new user" button.



- If the screen says "**invalid password or email**"
  - Try another password
  - If another password is unsuccessful, and you can't remember your password,
    - Click the cancel button to return to the login page.
    - Click the "forgot your password?" button.
    - Then, follow the prompts, <u>including the confirmation email</u>, to reset your password. Be sure to check your spam folder if you don't see the email after a few minutes.



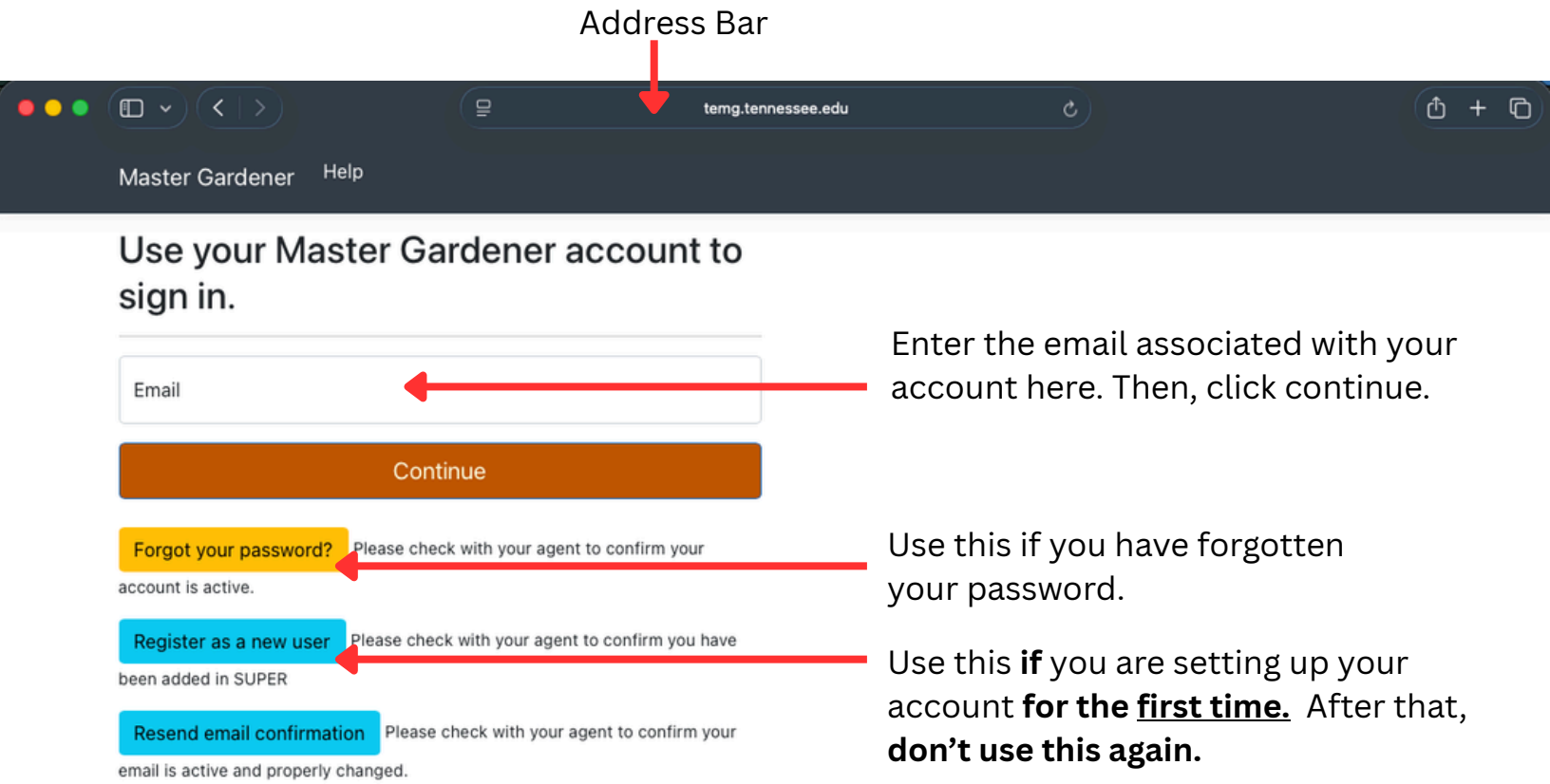


For other errors, try these solutions in order with a login attempt after each one.

- Clear your cookies for the site by simulaneously pressing control (command for mac)+ shift+ r. Then, log out and back in.
- Make sure you're typing in temg.tennessee.edu exactly into the address bar. Don't allow your browser history to add any extensions to this.
  - If needed, clear your browser history and any bookmarks for the site.
- Contact your County Agent.

If you have changed your email addresses, and can no longer access the one you used previously to access your TEMG account contact your County Agent. **Do not create a new account.**

TEMG Database Login Page



Enter the email associated with your account here. Then, click continue.

Use this if you have forgotten your password.

Use this **if** you are setting up your account **for the <u>first time.</u>** After that, **don't use this again.**

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