

Resolving Login Issues

While generally unusual, users may occasionally have trouble logging in, or have unexpected results when logging in. This document covers most common login issues.

Trouble shooting login issues will require the Organizational Administrator' role. To quickly determine whether you have the organizational administrator role follow these steps:

In the Gray Menu Bar click on Users & Committees (may be displayed as Users & Units).

Click on 'Manage All Users', if this is not seen you do not have this role.

This will show a list of all users with information about the users appearing in columns. If the columns 'Last Updated' and 'Last Activity' are seen, you have the 'Organizational Administrator' role.

In this document we will cover the following subjects:

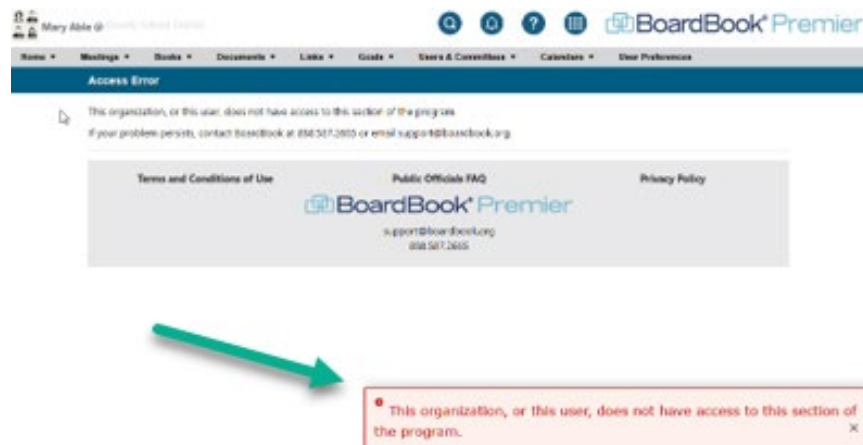
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What information to gather:

As with many issues, having sufficient and accurate information is the key to quickly solving login issues. The two most important pieces of information to start with are:

What username is the user actually entering, or in the case of a password manager, being populated.

What does the user see in the notification area in the lower right corner of the browser window when they try to login. An example is shown below:



Having the text from this notification box is extremely helpful.

The most common notification messages each have their own sections in this document. A final section covers situations with either no notification, or an unlisted notification.

Username or password provided is incorrect - identification:

✖ The user name or password provided is incorrect. ✖

To start we will identify whether the issue is the username or the password.

In the Gray Menu Bar click on Users & Committees (sometimes listed as Users & Units).

Choose 'Manage All Users'.

Find the user in the list and click on the date and time link in the rightmost column.

This will show the most recent log entries for the user.

We will be looking at the top entry which is the most recent. Always start by looking at the date and time of this top entry. If this matches the date the user was trying to login we have learned an important piece of information. We know that the correct username is being entered. If we do not have an entry for the correct date, then we know the user isn't using the correct username.

Presuming we have an entry for the correct date we then look at the log entry itself. Some examples with explanations appear at the bottom of this section.

'Failed to Log In' most likely indicates an incorrect password.

'Logged In' indicates either the user doesn't have the permission to see what's on the page, for example a meeting which hasn't been released or has been retracted, or they are using an incorrect login link. Have the user manually type in login.boardbook.org. This should take them to their homepage. For more information see the insufficient permissions page in this document.

Example of incorrect password: In the screenshot below, looking at the top, and therefore most recent log entry we can see an entry for April 1st 2025, if this date matches the most recent time the user tried to login this tells us that the user is entering the correct user id.


Only after we determine this do we look at the log entry in the second column. If we see 'Failed to Log In' we have confirmed that the correct username was used and this is almost certainly a password issue.

| User's Activity Log | | | |
|---------------------|------------------|-------------------|---------------------|
| User | Log Entry | Date | From IP Address |
| Mary Able | Failed to Log In | 4/1/2025 8:36 AM | 209.36.96.226:58789 |
| Mary Able | Logged In | 3/22/2025 7:03 AM | 209.36.96.226:57084 |

Example of incorrect username: If, on the other hand, we do not see a matching log entry for when the user was trying to login, this tells us that the incorrect username was used. For example, in the screenshot below we see the last activity from user Dana Clark was a successful login on 3/22. If the user is having trouble logging in on 4/1, there is no log entry. This would tell us that Dana was not using the correct username.

User's Activity Log

| User | Log Entry | Date | From IP Address |
|------------|-----------|-------------------|---------------------|
| Dana Clark | Logged In | 3/22/2025 7:23 AM | 209.36.96.226:57656 |
| Dana Clark | Logged In | 3/22/2025 7:23 AM | 209.36.96.226:57676 |



Resolving username or password issues:

Username issues:

In the Gray Menu Bar click on Users & Committees (sometimes listed as Users & Units).
Choose 'Manage All Users'.

Find the user and click on the 'Edit' next to their name.

In the left column find the 'Username'.

Inform the user of their correct username.

If possibly stay with, or in contact with the user while they login as they may also have a password issue.

Resetting Passwords:

Now that we have identified the issue we can work to resolve. Let's start with a bad password:

In the Gray Menu Bar click on Users & Committees (sometimes listed as Users & Units).
Choose 'Manage All Users'.

Find the user and click on the 'Edit' next to their name.

In the left column click on the 'View/Edit User's Information' link

On this screen you will have two options. You can set a new password for the user, or you can generate and email a new random password to the user. We recommend using the first option as the second option requires that the user both check the correct email address, and possibly check the junk mail for the sent email. The first option allows you to tell, call, text or email the new password to the user. It even allows you to check with the user to see what password they would like set for the account.

To set a password for the user:

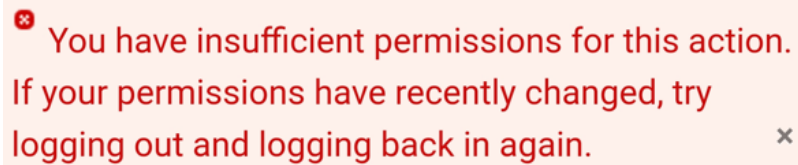
In the 'User's Information' column, scroll down until you see a link titled 'Change Password' click this link and then enter the user's new password twice. Check that both entries have a green check mark indicating that the entries match and then save.

To have the system generate a new password and email it to the user:

Confirm with the user that the new password will be sent to the email address appearing in the 'User's Information' column. Let them know that if they don't see the email in the next 10 minutes they should check their junk mail folder.

Click the 'Generate and Email New Random Password' link. The system will generate and send the email. This typically happens within a couple of minutes but can take longer.

Insufficient permissions:



In this case the user is in fact logged in but does not have the appropriate permission to see what is located at the link they used to login. The two most common reasons for this are either a notification email being sent before the meeting is released or the user having bookmarked something that is no longer available to them.

To resolve this, choose one of the two options below:



Release the meeting in question, or if appropriate, change the permissions of the user, or the resource they are trying to reach.

Have the user login using the link below:

<https://login.boardbook.org>

This can also be used to replace the user's bookmarked link.

This organization, or this user, does not have access:

 This organization, or this user, does not have access to this section of the program. 

In most cases this indicates that the user has been deactivated or removed from the organization's BoardBook account. If this was done by mistake, users can generally be reactivated at the bottom of the 'Manage all Users' screen. If you need assistance with this contact us directly at either support@boardbook.org or 888.587.2665.

This can also indicate that the organization itself no longer has a BoardBook account.

No notification, or an unlisted notification

This can be broken down into two different situations:

A notification is shown but does not match those identified earlier in this document:

In this situation it is likely best to contact us directly at either support@boardbook.org or 888.587.2665.

No notification message is seen:

By far the two most common reasons a user cannot login at least to the point of getting one of the previous notifications are either not being connected to the internet, or a compatibility issue.

Check to see if the user can get online to other internet resources.

If they cannot, obviously this needs to be resolved before they can login and use BoardBook.

If they can get to other online resources the next step is to check for compatibility:

Testing for a compatibility issue:

Open a fresh browser window and click or type in the URL below

<https://meetings.boardbook.org/>

On the screen you should be able to find a blue circle with a question mark at the top of the screen. Click on this and choose 'Check Your Device's Compatibility'.

If you cannot reach the link above here is a direct link / URL to the compatibility checker.

<https://meetings.boardbook.org/SpargMenu/SiteCompatibility>

Note that if you are typing in the link for the compatibility check, it is not case sensitive.

If the user is still experiencing issues, please have them contact us directly at either support@boardbook.org or 888.587.2665.