



– WEBSITE LOGIN TROUBLESHOOTING –

If you are having issues logging into your HCAOA account, please see the following ways which may assist in regaining access in your account.

1. Forgot Password Link

- Go to <http://www.hcaoa.org/members/login/>
- Select the “forgot your password?” link at the bottom of the page

Login

If you have already registered, please enter your username and password below.

New to the HCAOA website? [Click here to create a profile!](#)

Yes, I have an account

If already registered, please enter your username and password.

* required field

Username *

Password *

Login

[forgot your password?](#)

- On the following page, enter the email address you used to create your profile.

Home Care Association of America Find a Provider

Home
Login
Upcoming Events
Donate Funds

FORGOT YOUR PASSWORD?

No problem. Enter your e-mail address below. Then check your e-mail for a message that includes a link to change your password.
Primary E-mail Address:
 Go Back

- After entering your email address and clicking “Go” you will see a message notifying you that an email was sent to that address, with instructions on how to change your password.

Home Care Association of America Find a Provider

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FORGOT YOUR PASSWORD?

No problem. Enter your e-mail address below. Then check your e-mail for a message that includes a link to change your password.
Primary E-mail Address:
 Back

An email was sent to kayla@hcaoa.org with instructions to change your password.

- Shortly after, you should receive an email with the password reset link.

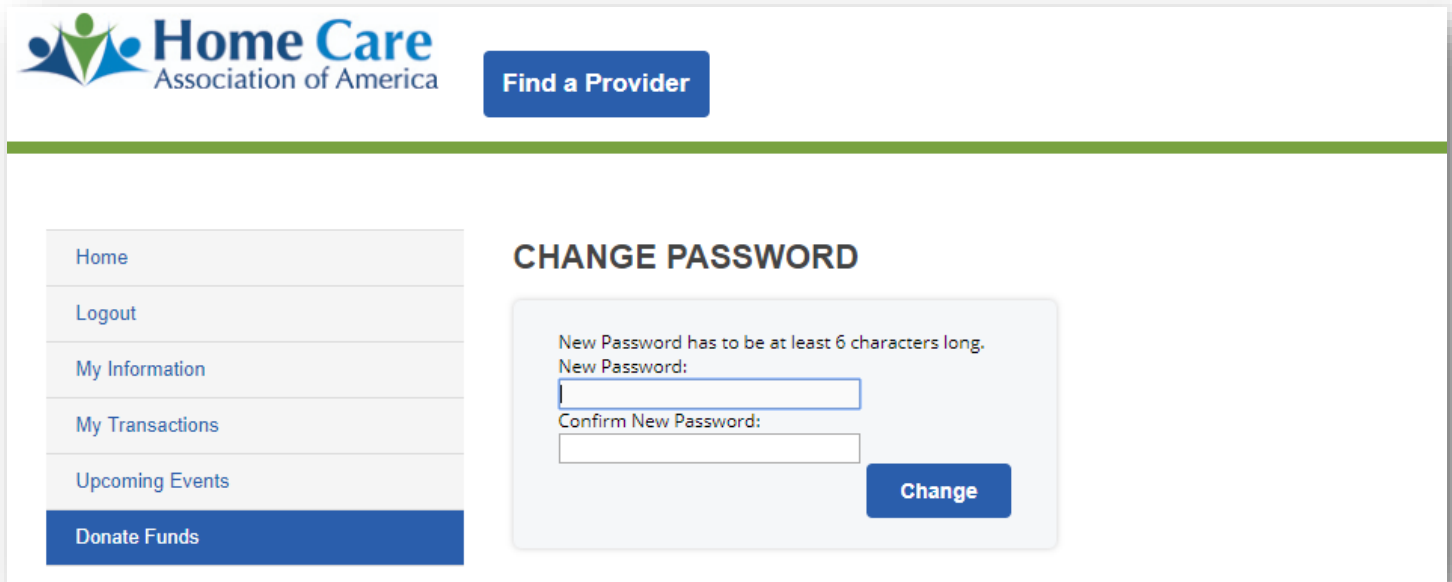
To kayla@hcaoa.org

Dear Kayla Dottery,

We have received your password change request. Please follow the link below to change your password. THIS LINK WILL ONLY WORK ONCE. Please be sure to change your password after clicking the link to avoid being locked out of your account. The link will be active for 2 hours after your request was submitted; if it has been more than two hours since you submitted your request, please return to the login page and enter another request to reset your password.

<http://netforum.avectra.com/eweb/ForgotPassword.aspx?key1=b934e6a2-9ea7-4b44-8ec1-0c5d91825a09&key2=4f3b4e532f4a4cb294e47d7c16e2f&Site=HCAOA>

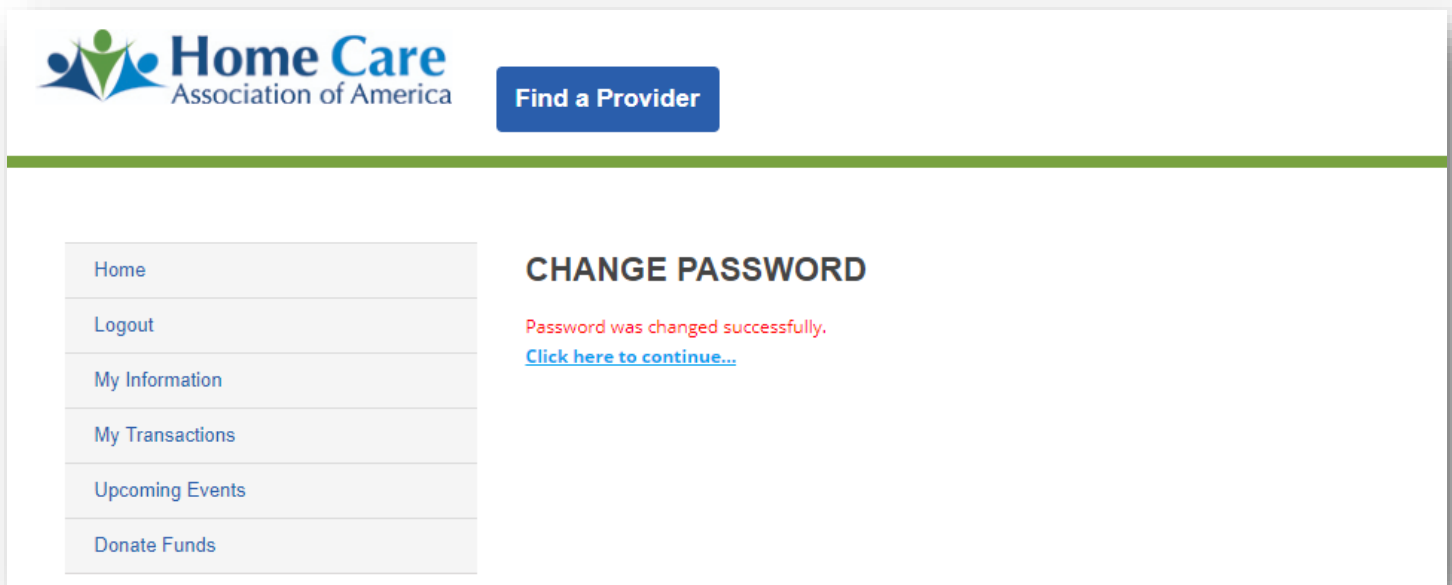
- Follow the link and fill out the form to select your new password, then click the “Change” link.



The screenshot shows the top navigation bar with the Home Care Association of America logo and a 'Find a Provider' button. Below the navigation bar is a sidebar menu with links: Home, Logout, My Information, My Transactions, Upcoming Events, and Donate Funds. The main content area is titled 'CHANGE PASSWORD' and contains a form with the following elements:

- A message: "New Password has to be at least 6 characters long."
- A label: "New Password:" followed by an input field.
- A label: "Confirm New Password:" followed by an input field.
- A blue button labeled "Change".

- Once you’ve successfully changed your password, you will see the message below. Please note that selecting “Click here to continue...” will not automatically log you into your HCAOA account.
- Please return to <http://www.hcaoa.org/members/login/> and enter your email address and new password to complete the log in process.



The screenshot shows the same website layout as the previous one, but the 'CHANGE PASSWORD' form is replaced by a confirmation message:

- A message: "Password was changed successfully."
- A blue link: "[Click here to continue...](#)".

2. After resetting your password, if you still experience difficulties, please try the following:

- Clear your browser cache.
- Use a different internet browser.
- Restart your computer.

If you are still unable to access your account after trying the troubleshooting methods below, please contact us at info@hcaoa.org or (202) 508-3870.