Why can't I log in to the OnAIR portal?

This problem may have a variety of causes – you may want to check any/all of these:

If problem is caused by the Sign In Option settings:

Online Panel

1. From App Store, select OnAIR Virtual Event Portal

2. Under *Content*, select *App*

3. For *Sign In Option*, ensure your preferred option is selected, depending on your security needs

Or, if problem is caused by incorrect registration:

Attendee panel

1. Locate the contact record for the person trying to sign in

2. Under *Registrations* , ensure the contact is correctly registered for the event

Or, if problem is caused by duplicate contact record:

Express Actions panel

1. Scroll down and select **Duplicate Finder**

   If you're not sure why the duplicate record exists or what information is on each record, select View for each one. From here, you can either:

2. For Target Group, select the Filter icon

3. Select the *Apply* button (this will filter by all contacts)

4. For *Select Duplicates By* , use Primary Email

5. Select the *Apply* button

6. For any duplicates, select the *Clean Up* button

When cleaning up duplications, you can delete one of the duplicate records, if it's definitely not needed

OR

Set one as the main record and select Merge to Main for the other. **Be careful not to override any important information when you merge, and check for any double-ups in function registrations when you are finished.**

7. Select the Update button

To check to see the issue is fixed, go back to Attendee panel

1. Locate the contact record for the person trying to sign in

2. Select Tools (spanner/wrench icon)

3. Use Site Auto Login token to check if login details work