

# Account, registration, logging in

## Logging Problems

### Login Problems

There can be different possible reasons why you may not be able to log in to Indian Heritage.

#### Incorrect Email/Password

If you enter the wrong combination of email address and password, an error message will display. If you have forgotten your password, then in that scenario you may request that **reset password instructions** be sent to your email address.

#### Confirmation email not received

You need to click on the link in the confirmation email we send to activate your membership. Sometimes our emails are blocked by junk mail settings on your email account. Please ensure your junk mail settings will allow our emails to get through to you. Our emails come from and [mailer@indianheritage.com.au](mailto:mailer@indianheritage.com.au) you need to add this to your address book.

#### Your cookies are not enabled

If cookies are not enabled, then you may not be able to login or access the site correctly.

Cookies are usually small text files, given ID tags that are stored on your computer's browser directory or program data subfolders. Cookies options are controlled in your browser preferences which vary depending on which browser you use. Cookies can help a website to arrange content to match your preferred interests more quickly. Most major websites use cookies. Cookies cannot be used by themselves to identify you.

### Want further assistance?

Available 09:00 AM - 07:00 PM, Mon - Sat

We aim to respond within 1-2 days  
email us at: [help@indianheritage.com.au](mailto:help@indianheritage.com.au)

Unique solution ID: #1002  
Author: General Manager  
Last update: 2019-08-19 08:15