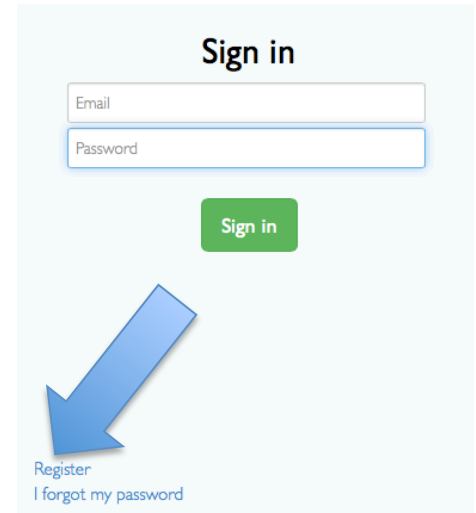


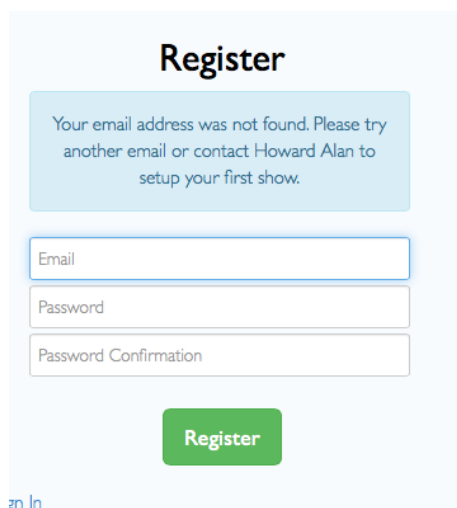
# ARTIST PAYMENT PORTAL FAQ'S

***Q: My email and password are not working. Why?***

A: Did you re-register as a new user? If not, you will need to sign up again by selecting the “Register” link under the sign in box. You will register using the email account you have on file and then designate a password. Once you have registered, the system will send a confirmation to your email. You will need to confirm the account and then you will be able to log in.



The screenshot shows the 'Sign in' page of the Artist Payment Portal. It features two input fields for 'Email' and 'Password', a green 'Sign in' button, and two links at the bottom: 'Register' and 'I forgot my password'. A large blue arrow points from the 'Sign in' area down to the 'Register' link.



The screenshot shows the 'Register' page with an error message: 'Your email address was not found. Please try another email or contact Howard Alan to setup your first show.' Below the message are three input fields: 'Email', 'Password', and 'Password Confirmation', followed by a green 'Register' button. A 'Sign In' link is visible in the bottom left corner.

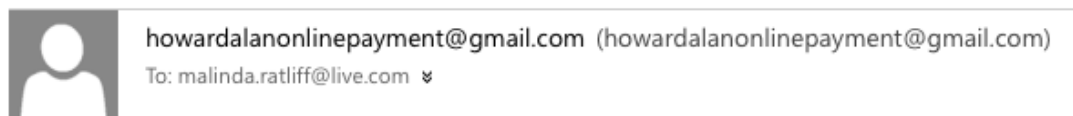
***Q: When trying to register, the system said my email couldn't be found.***

A: Perhaps we don't have a matching email on file, or there might be some sort of typo in your email address. Confirm you are typing the correct one in, and if all else fails, call our office and have one of our staff verify we have the correct email on your account. Sometimes all it requires is for us to re-enter your email. Other times, we ask that you try using an alternative email account.

**Q: I registered but have not yet received my confirmation email. Did I do something wrong?**

A: You will want to make sure you have checked your spam/junk folder. Sometimes email has a funny way of getting lost in those folders. If you have an email with Hotmail or one of the other internet accounts, you will likely find it in the junk folder. Once you locate this confirmation email, you will want to click on the link inside to confirm. Once you have confirmed the account, you can then log in. This is the email you should expect to see. If you absolutely cannot find it, call us and we will re-send you the confirmation link.

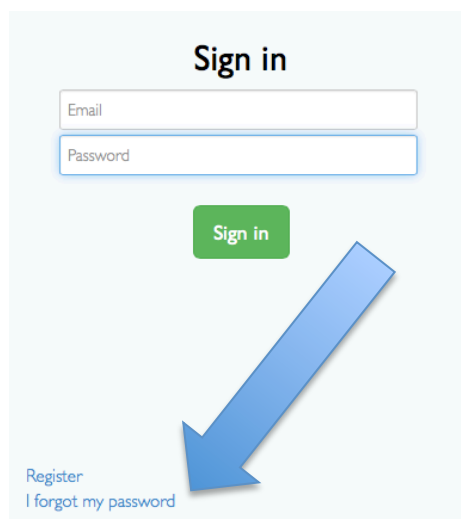
### Confirmation instructions



Welcome malinda.ratliff@live.com!

You can confirm your online payment account email through the link below:

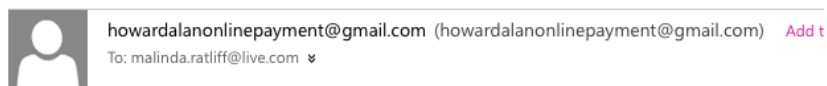
[Confirm my account](#)



**Q: I can't remember my password. How do I get a new one?**

A: You can use the "Reset My Password" link below the sign in page. You will receive an email that looks like this.

### Reset password instructions



Hello malinda.ratliff@live.com!

Someone has requested a link to change your password, and you can do this through the link below.

[Change my password](#)

If you didn't request this, please ignore this email.

Your password won't change until you access the link above and create a new one.