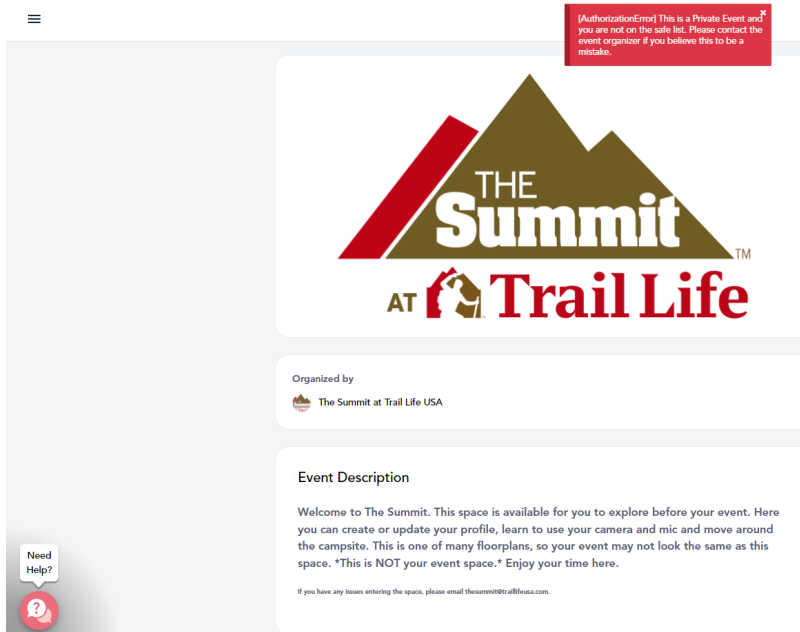




Common Error Messages , What They Mean, and How to Solve



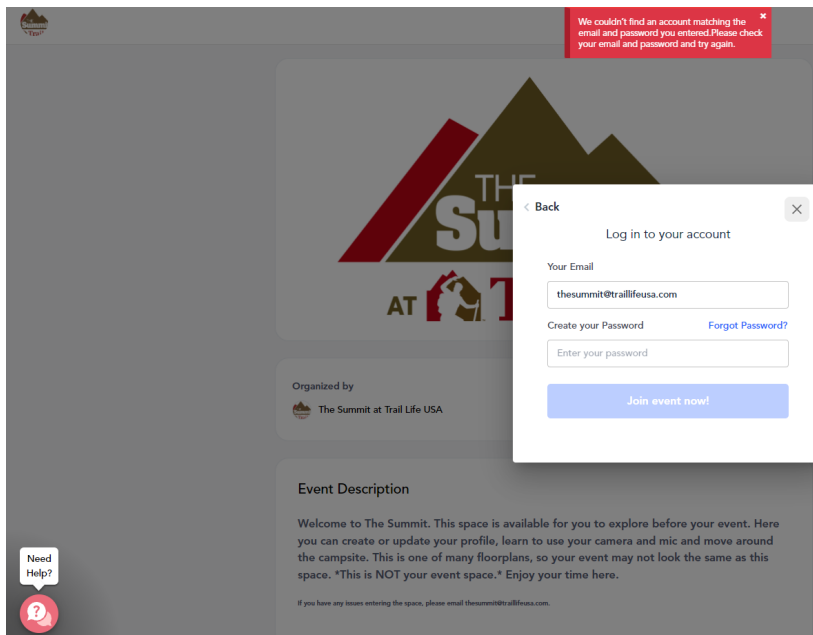
Error Message 1:



The error message "**This is a Private Event and you are not on the safe list. Please contact the event organizer if you believe this to be a mistake.**" means your email is not yet registered to the event. This could be due to you recently registered and the process is not yet complete or an error within the system.

If you registered within the hour, please allow time for the process to complete (unless the event begins within the next hour. **If more time has passed, please contact us at TheSummit@TrailLifeUSA.com to correct the issue.**

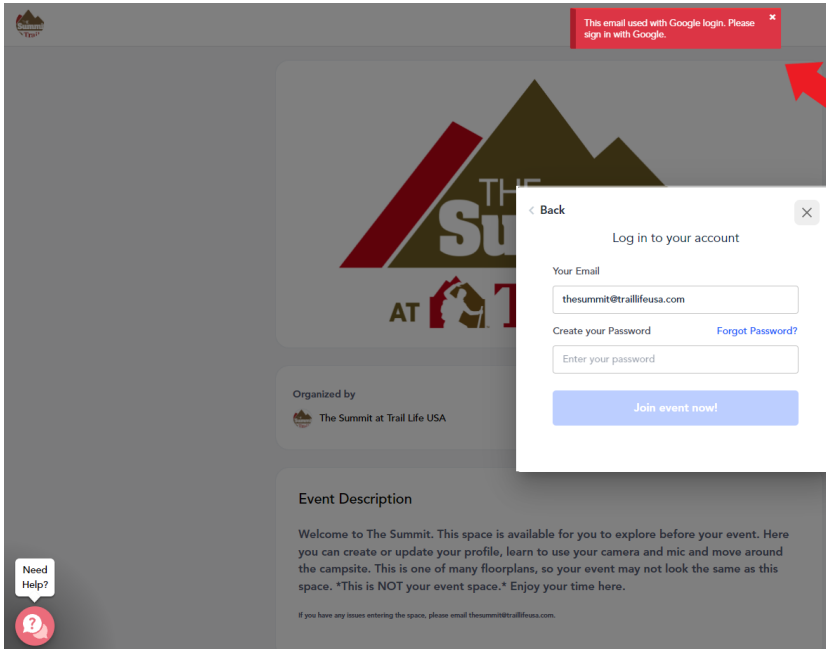
Error Message 2:



The error message "**We couldn't find an account matching the email and password you entered. Please check your email and password and try again.**" means your email and password do not match. **Please try another password and/or click "Forgot password?" to reset.** This will send an email to change your password.

Please check your spam folder if you do not see it in your email.

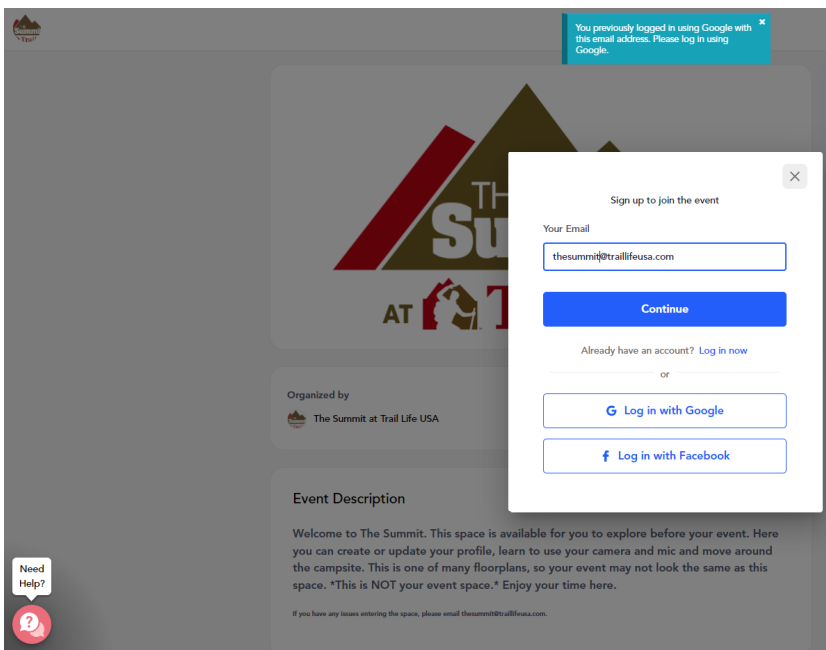
Error Message 3:



The error message "The email used with Google login. Please sign in with Google." means you must use the Google login, instead of typing a password. Click "Back" and click "Log in with Google." This is how the account was initially created.

Please assure the correct Google email account is the main or only account logged in at this time.

Error Message 4:



The error message "You previously logged in using Google with this email address. Please log in using Google." means you must use the Google login, instead of typing a password. Click "Log in with Google." This is how the account was initially created.

Please assure the correct Google email account is the main or only account logged in at this time.