



MEMBER CENTRAL LOGIN GUIDE

EFFECTIVE JANUARY 7, 2018

HOW TO LOG IN TO THE NEW MEMBER CENTRAL FOR THE FIRST TIME

If you currently receive emails from Meals on Wheels America, we've already created your login account. You simply need to log in using the email address at which you receive our emails as your username and the temporary password noted below.

1. Go to the [login page](#).
2. Input your email address at which you receive Meals on Wheels America communications. (This will act as your "username" moving forward.)

Note: Each member of your organization must use a unique email address and password to log in to Member Central. If you don't currently use a unique email address (e.g., [info@yourprogram.org](#) or [yourprogram@gmail.com](#)), please [request access](#) so that we can set you up with your own individual login.

3. Input **MOW2018** as your temporary password. (Please note this is case sensitive.)

A screenshot of the Member Central login page. The page has a dark blue header with the word 'LOGIN' in white. Below the header, there are two input fields: 'Email:' with the text 'youremail@email.org' and 'Password:' with the text 'MOW2018'. Below the password field is a checkbox labeled 'Remember me'. A red arrow points to a dark blue 'LOG IN' button. Below the button are two links: 'Forgot your password?' and 'Request access'.

4. Click the LOG IN button to submit. This will redirect you to a page that will allow you to create a new password.



5. Input a new password, confirm it by typing it again and then hit save. There are no specific character requirements for your password, but we recommend it's something unique and memorable.

CHANGE PASSWORD

Primary email: you@email@email.org

New password:

Confirm new password:



Once you've created a new password, you'll be redirected to the Member Central Homepage and be free to browse the site. We recommend that you bookmark <https://www.mealsonwheelsamerica.org/member-central> so that you can return easily and often!



HOW TO REQUEST ACCESS TO MEMBER CENTRAL IF YOU'RE NOT ALREADY IN OUR DATABASE

If the process above is unsuccessful for you, it is likely because you're not currently in our database.

Note: If the reason you're not receiving Meals on Wheels America emails is because you've previously unsubscribed, you're likely still in our database and should be able to login following the steps above. If you'd like to re-subscribe to Member communications, contact us at membership@mealsonwheelsamerica.org.

If you're affiliated with a Member program but haven't been taking advantage of our Member communications (and therefore are not in our database), you will need to first [request access](#) to Member Central by following the steps below.

1. From the [login page](#), click the Request Access link.

A screenshot of a web page titled 'LOGIN' in a dark blue header. Below the header, there are two input fields: 'Email:' and 'Password:'. Below the password field is a checkbox labeled 'Remember me'. A dark blue button with the text 'LOG IN' is positioned below the checkbox. At the bottom of the form area, there are two links: 'Forgot your password?' and 'Request access'. A red arrow points from the left towards the 'Request access' link.

2. You will first be asked to enter your email address so that we can check to see if we already have a record for you in our database. Enter your email address and click the SEARCH button.



HAVE AN ACCOUNT ALREADY?

Please enter your email address below to see if your record exists in our system. If a match is found and you have forgotten your password, you may request a new one.

Email:



- a. If you are already in our database, you will be directed to log in. If you're logging in for the first time, follow the steps under ***HOW TO LOG IN TO THE NEW MEMBER CENTRAL FOR THE FIRST TIME*** above. If you've logged in before, but can't remember your password, you can reset it by following the *Forgot your Password?* process.
3. If you are not already in our database, you must first request access by sharing some basic information about yourself and creating a password. Once you hit SUBMIT, you will receive a confirmation message.

REQUEST ACCESS

PERSONAL INFORMATION

Prefix:

First name:

Middle name:

Last name:

Suffix:

Organization:

Title:

4. Once we have validated your affiliation with an active Meals on Wheels America Member program, you will receive an email confirming that access has been granted. This typically takes one full business day. To expedite the process, feel free to call us at 888-998-6325.



HOW TO RESET YOUR PASSWORD IF YOU HAVE FORGOTTEN IT

1. On the [login page](#), click the ***Forgot your Password?*** link in the credentials box.

A screenshot of a login form titled 'LOGIN' in a dark blue header. The form contains two input fields: 'Email:' and 'Password:'. Below the password field is a checkbox labeled 'Remember me'. A dark blue 'LOG IN' button is positioned below the checkbox. At the bottom of the form, there is a link that reads 'Forgot your password? Request access'. A red arrow points from the left towards this link.

2. Input your email address (the one you use as your username), hit submit and we'll send you an email with instructions for how to reset your password.

FORGOT YOUR PASSWORD?

Submit your login email address below and we'll email you instructions to reset your password.

Your email address:

Need additional assistance? Contact us at membership@mealsonwheelsamerica.org or 888-998-6325.