

Logging in to the ICoF website since conversion to Wild Apricot

Updated: March 11, 2022



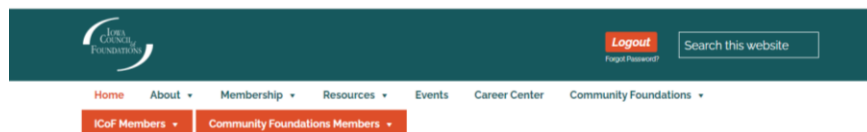
Logging in to our website, www.IowaCouncilofFoundations.org, should be as simple as clicking the orange Log in button in the upper right and entering your email and password. For many, it IS that simple! Some members have experienced issues with logging in, however; this help document addresses those situations.

Not in the Database or Forgot Password

- If you are new to your role or haven't previously engaged with ICoF activities it is possible we don't have you in our database. In order to log in to our website and access members-only content, you need to be an ICoF member (or a staff, board or committee members at an Iowa community foundation) and be in our database! Contact Laura (lberardi@iowacounciloffoundations.org) to be added and get a password.
- If you are already in our system but have forgotten your password, simply use the **Forgot Password?** link by the Login button to reset your password.

How do you know if you have successfully logged in?

1. The orange button in the upper right will switch from saying Login to Logout.
2. Additional menu options will appear in the top menu, highlighted in orange.
 - a. Dues-paying ICoF members will see an "ICoF Members" menu.
 - b. Community Foundations (whether or not they pay dues) will see a "Community Foundations Members" menu.
 - c. Community Foundations who pay dues will see both. (And, while we are transitioning to a new membership dues structure in FY22, some non-community foundations may also see both menus for a time!)



More complicated login issues ...

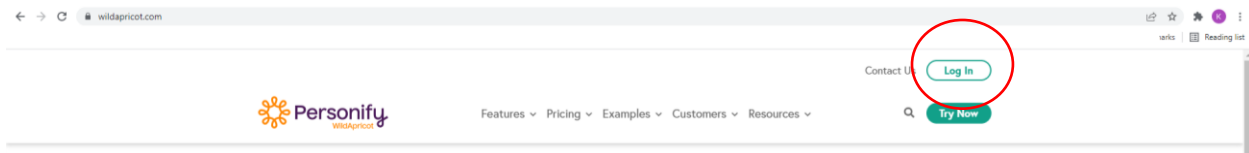
When we converted to the Wild Apricot membership management software, we had to integrate its use with our existing website. For some, that conversion has caused issues with logging in. Thanks to a new software release from Wild Apricot and some clean-up and troubleshooting on our end, we think we have the problem solved now! If you had trouble logging in in the past (since August 2021), please try again.

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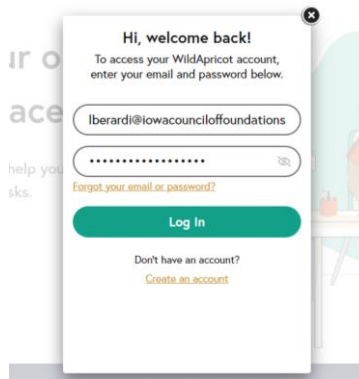
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It is possible your browser will “remember” trying to log in before, especially if it was recently, and there will still be a hiccup. Often in these situations people report clicking on the Login button but nothing happens. Here are a few things you can try (one at a time – you shouldn’t need to do all three!):

1. Try logging in from a different browser (e.g., if you usually use Chrome, try Firefox or Edge).
2. OR, you can try clearing your cache in your web browser. PLEASE NOTE: This will cause your browser to log you out of other sites as well.
3. OR, log in from the Wild Apricot website instead. To do that:
 - a. Go to www.wildapricot.com and click on their Log In button in the upper right.



- b. Enter your ICoF credentials in the pop-up box. (Generally your work email and the password assigned or created when you made an account with us.)



- c. If you happen to have more than one website you use that’s backed by Wild Apricot it will ask you which site you want to log in to. For the rest of us, it should take you right to the ICoF home page.
- d. I had to click the orange Login button on our homepage once it redirected me there, but I did not have to reenter my credentials and it logged me in.

If you are still experiencing issues logging in to our site, *please* reach out to Laura (lberardi@iowacounciloffoundations.org). We want to be sure everyone in the ICoF network can access the wealth of materials available on our site!