

Where / how do I login?

[Member Portal](#)

Find your password in your “Confirmation of Nonprofit Learning Lab Membership” email. Select “Request Password” to request a new password.

How do I register for trainings / find discount codes?

Register for all trainings in your [portal](#) without codes. Your member rate will be automatically applied.

What does this error message mean?

“Login/password not accepted”

Your email or password is not correct. Use the “Need a password?” option.

“No account found with this email address”

Your email isn’t correct, you are not listed on the account, or you do not have a membership. Confirm your membership and try another email.

For organizational members: How do I add contacts to my membership?

Log into [account settings](#). Add contacts under “Additional” tab.

What is the Resource Library password?

The [library](#) password (different from member password) is listed in your [portal](#).

Can someone show me how to use my member benefits?

[Schedule a 1:1 membership walk-through with our team.](#)

How do I take my membership off auto-renewal?

1. Log into [Account Settings](#)
2. Select “Renew, Upgrade or Update Billing”
3. Select “Cancel Membership”
4. Select “Save & Continue”