

Membership Troubleshooting Guide

Having trouble with your Membership account? Don't worry — most issues can be solved with the steps below. Please try these before reaching out to the MembershipTeam.

Start with the basics

- Double-check login credentials (email vs. username).

Browser-related fixes

- Clear cache and cookies, then restart the browser.
- Try an incognito/private browsing window.
- Switch browsers (Chrome, Firefox or Edge).
- Disable browser extensions (especially ad blockers or privacy tools).

Device & network checks

- Try a different device (phone vs. computer)

Account-specific issues

- Some emails have duplicate accounts

Payment troubleshooting

- Try a different payment method or card.
- Check for pop-up blockers interfering with payment processing.

Session/timeouts

- If the page shows “LoginRequired” or expires, log out completely and log back in, then navigate directly to renewal again instead of using an old link.

Still stuck?

1. Capture screenshots of any error messages.
2. Note the exact step where the issue occurs (login, checkout, confirmation, etc.).
3. Send all information above via email to Membership@shpe.org
4. A staff member will connect with you to complete the renewal over the phone.