

## **Castles and Estates Member Login FAQ**

### **I am having problems logging in?**

First, make sure that you have accessed the site via [www.castlesandestates.com](http://www.castlesandestates.com). Accessing the site via any other address will create potential problems when logging in as an agent.

Make sure you logged out the last time you went on the site. If not you might be trying to login to an expired session.

If you still experience problems, try clearing your browser's temporary internet files and cookies.

### **How do I enter the member site on the Castles and Estates website?**

Go to [www.castlesandestates.com](http://www.castlesandestates.com)

Click on Members menu button on the left side of the screen. Enter your personal username (usually your e-mail address as indicated on your application). Enter your password.

### **How do I get a password?**

Once you registered and your payment was received, you should receive a congratulation letter via e-mail. Please respond to this e mail as indicated, this will generate a password.

### **I forgot my password?**

Don't worry this happens to all of us...

Click on the link where it says forgot my password on the member login page. You will need to enter your e mail address (the one you submitted on your application). Your password will be emailed to you to the address you have on file.