

T 416 603-1827
F 416 603-2433

197 Euclid Avenue
Toronto, Ontario
M6J 2J8

Dear Affiliate site leads,

We are pleased to share this note outlining steps to assist you and your team in accessing the SNAP Community of Practice (CoP).

GENERAL NOTE: The SNAP Community of Practice site takes time to process requests (i.e., button clicking) and will lock you out of the site if you click on the button too many times. **Please only click on buttons (e.g., “Reset Password” or “Login” ONCE and wait 10-30 seconds for the site to respond. If it does not respond, try again.**

Account Creation

1. When your account is created by SNAP Headquarters, you should receive an email from wordpress@snapcommunity.childdevelop.ca inviting you to set up your account. Click on this link and proceed to resetting your password. Once your password is reset, you should be able to login to the site (snapcommunity.childdevelop.ca) **using your E-MAIL address and password**. If you are having trouble resetting your password, please go to step 3 below and try this method to login to your account.
2. **NOTE:** If you do not receive this email, please check your SPAM folder as well as your Quarantine (your IT will be able to access your quarantine folder). If the email is in your quarantine folder, you will have to ask your SNAP lead to reach out to your organization’s IT department to whitelist the following (either or both)
 - a. Childdevelop.ca domain
 - b. wordpress@snapcommunity.childdevelop.ca email address

Once your IT has completed the task of whitelisting the domain and/or email address, please go to snapcommunity.childdevelop.ca and click on “Reset Password”. Follow the instructions below (steps 3 – 11)



Password Reset

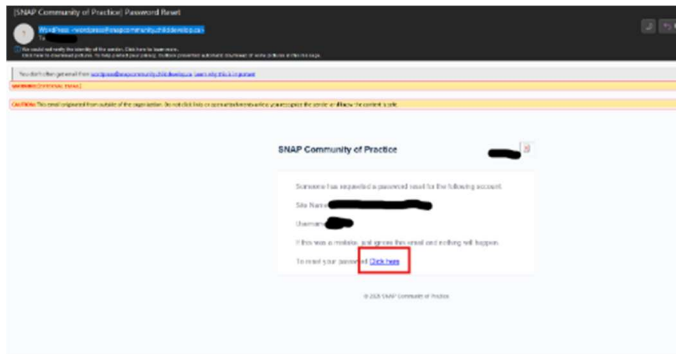
3. Enter your email address

4. Click on “get new password” button **once**.

NOTE: It will take around 15 seconds to show the message that password reset link was sent to you. Please be patient. **Do not click on “get new password button”**

multiple times.

5. The site will display this message once it has processed your request.
6. Please check your mailbox for your password reset email from WordPress (wordpress@snapcommunity.childdevelop.ca). If you do not see an email in your inbox, please check your spam folder.
7. The email should look like this. Click on a blue button on the bottom of the email which says “Click here”



8. Enter your new password on this page.
9. The password should be at least twelve characters long. To make it stronger, use upper and lower case letters, numbers, and symbols like ! " ? \$ % ^ &).

10. After you enter a new password, please wait for 15 seconds until your password is reset.
11. After that, it will send you to the login page (snapcommunity.childdevelop.ca/login). Enter your credentials (email address and password). **Click on "Login" using your mouse. Do not hit "enter" on your keyboard. Please wait 10-30 seconds for the system to respond and log you into your account.**



Getting Locked Out of Your Account

1. If you land on this page “Your access to this site has been temporarily limited by the site owner”, please wait 5-10 minutes and go to the login page again (snapcommunity.childdevelop.ca/login). This happens when a button on the site (e.g., “Login”) has been clicked too many times.

Your access to this site has been temporarily limited by the site owner

Your access to this service has been temporarily limited. Please try again in a few minutes. (HTTP response code 503)

If you think you have been blocked in error, contact the owner of this site for assistance.

- [Return to the site home page](#)
- [Attempt to return to the admin login page, you may still be locked out!](#)

If you are a WordPress user with administrative privileges on this site please enter your email in the box below and click “Send”. You will then receive an email that helps you regain access.

Block Technical Data

Block	You have been temporarily locked out of this system. This means that you will not be able to log in for a
Reason	while

If none of the above works

1. **If none of the troubleshooting steps above work** for you, please complete this form. This will help us streamline requests for issues related to logging in/accessing the SNAP Community of Practice. Once this form is complete, we will reach out to you to help troubleshoot your issues further.

LINK TO FORM: <https://forms.office.com/r/t59hC3sV86>