

# Having trouble getting logged in? MTA is here to help!



Below are some simple troubleshooting steps that may help if you're having trouble logging into Socio, our new virtual event platform.

**First**, be sure that you are logging in using the link found in your confirmation email. **You cannot log in to the live sessions via Zoom alone; you must access the event via the web or mobile app found at <https://download.socio.events/event/ODUzOA>.**

Make sure you are using the same email address on file with MTA. If you have not been receiving confirmations or other emails from MTA, check your junk/spam folders. (You may need to add [service@michigantownships.org](mailto:service@michigantownships.org) to your "Safe Senders" list to ensure future emails get through to you.)

If you suspect your email address may be incorrect in the MTA system, please contact us at 517-321-6467 (ext. 221) immediately to confirm your email address.

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**Next**, if your email is correct and you've received the confirmation email, but still can't log in, here are some additional helpful tips:

- 1) Once you click the link to log in, be sure to enter your email address and click the **blue CONTINUE** button. Do **NOT** click any of the other "Continue With" buttons, as they may not use the correct email associated with your MTA account.
- 2) If using the web-based app, make sure you are using the Chrome browser. If you're already in Chrome, you may need to clear your browser cache/cookies. Here's how:
  - a. Close out your current Chrome tabs, then open a new Chrome window.
  - b. Click the three dots in the upper right-hand corner of Chrome, then select Settings.
  - c. On the page that opens, go to *Privacy and Security* then select *Clear Browsing Data*.
  - d. Make sure "Cookies" and "Cached Images/Data" are checked and you are clearing for at least the last week, then click Clear Data.
  - e. After the files are cleared, close Chrome completely, then reopen and log in again.

Should you have additional problems or questions, please contact MTA directly via email at [education@michigantownships.org](mailto:education@michigantownships.org) (provide screenshots of any errors, if possible) or call (517) 321-6467 ext. 221.

**\*\*Please note that we typically experience high call volume in the 1-2 hours prior to the start of virtual events, and do not have the staffing resources to answer every call as it comes in.\*\***

We will do our best to respond within 1 hour for urgent requests, however we **strongly** suggest that all registrants log in the first time at least 12-24 hours prior to the start of the event, to ensure adequate time for troubleshooting any issues that may arise.