How to Log in to the Online Portal

This document provides instructions on how to log in to the Members Portal on the Online Documents website, including steps for troubleshooting common issues like invalid credentials or CAPTCHA errors.

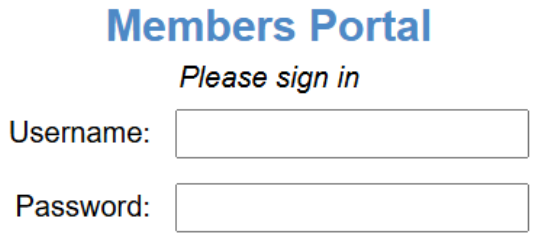
Step 1: Accessing the Login Page

To access the login page, go to the website URL and you will be directed to the Members Portal. Here, you will be prompted to enter your Username and Password.

Link to the Portal - https://secure.resourcecenters.com/OnlineDocs/index.cfm

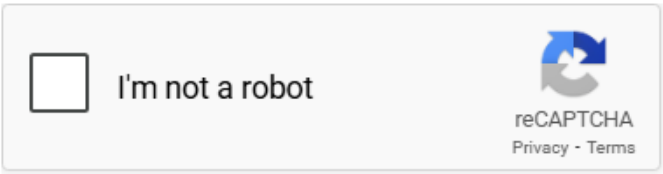
Step 2: Enter Username and Password

1. In the Username field, enter the username you have registered with.
2. In the Password field, enter your password.



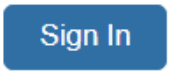
Step 3: CAPTCHA Verification

You will see a CAPTCHA verification at the bottom of the form. Complete the CAPTCHA to verify that you are a human.



Step 4: Click the Sign In Button

After filling in your credentials and completing the CAPTCHA, click the 'Sign In' button.



Troubleshooting Common Login Issues

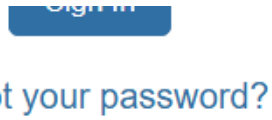
1. Invalid Username or Password: If you see a message indicating that your username or password is incorrect, recheck your login details and try again.

2. Account Locked: If you receive a message that your account is locked due to too many unsuccessful attempts, please contact Resource Center at (800) 206-0116 or email clientservices@resourcecenters.com for further assistance.

3. CAPTCHA Issues: If you see a message that the CAPTCHA is missing or invalid, reload the page and try again, making sure to complete the CAPTCHA.

Forgot Your Password?

If you've forgotten your password, click the 'Forgot your password?' link on the login page, and follow the steps to reset your password.



First-Time Users

If this is your first time accessing the system, you will need to create an account. Click the 'Sign Up' button on the login page and follow the instructions to find your member account and complete registration.

First-Time Users Registration

If this is your first time accessing the Members Portal, you will need to complete a registration process.
To register as a new user, follow these steps:

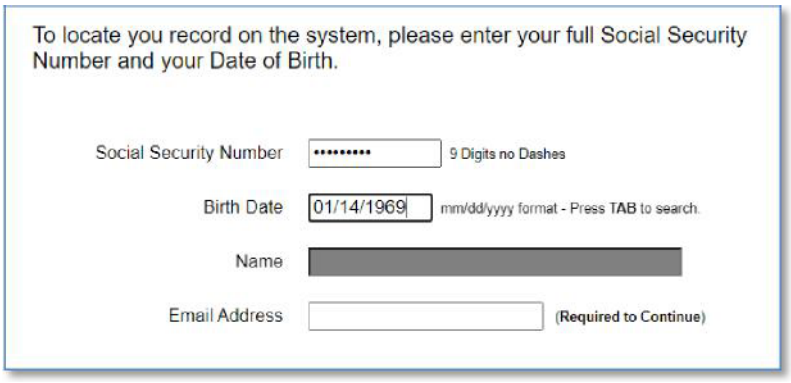
Step 1: Go to the Registration Page

Visit the registration page by clicking the 'Sign Up' link on the login page. You will be directed to a form where you can enter your personal information to create your account security credentials.

Step 2: Enter Your Information

You will need to provide the following details:

1. Social Security Number
2. Date of Birth



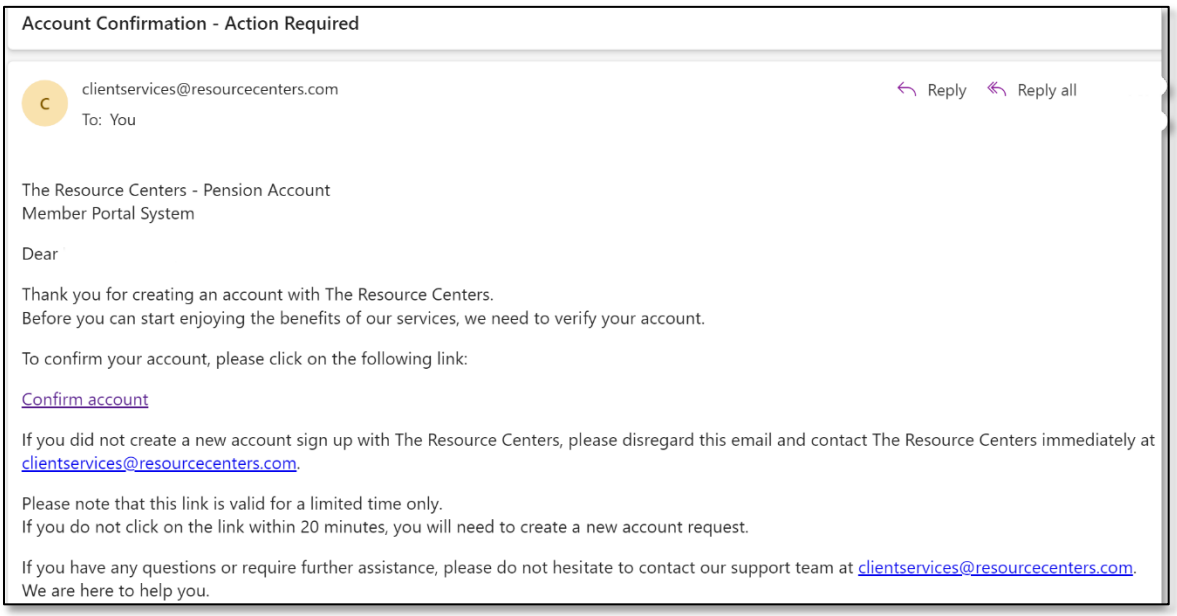
Step 3: Find your Account

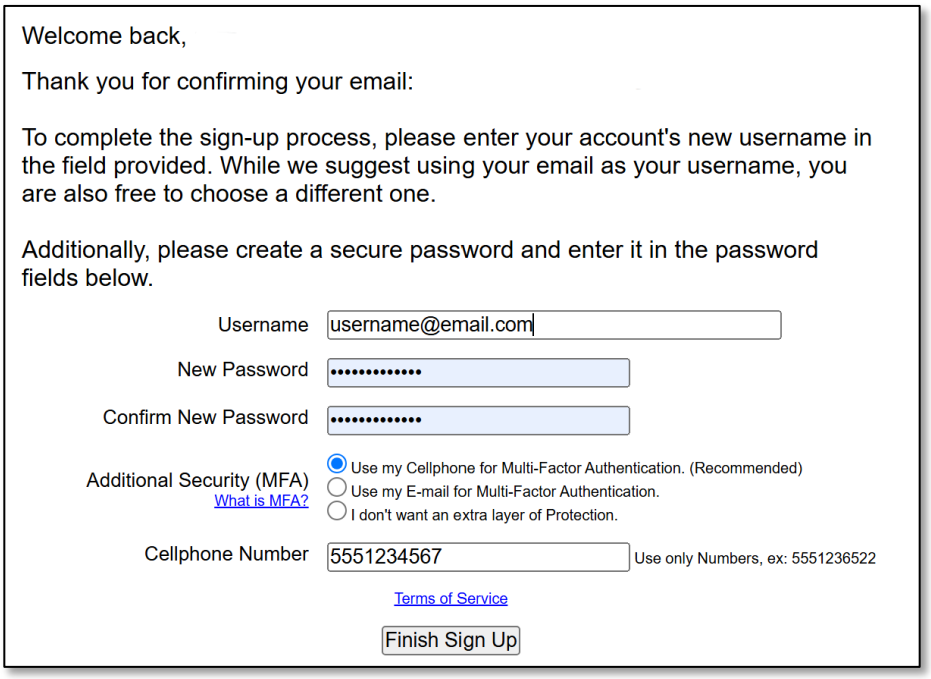
Upon entering your SSN and DOB, press the **TAB** key and the system will try and find your account on our records. If the account is found, the system will display your name and if we have it, your email address. You will need to add a new email if we do not have it.

After completing the form, click the 'Continue' button. Upon submitting your registration, you will receive a confirmation email.

Step 4: Confirm Your Email

Follow the instructions in the email to confirm your registration, by selecting the link on the email.



Step 5: Create your Password and security preferences

Create a password and select your security preferences for Multi Factor Authentication (MFA) to activate your account. You will then be able to log in using the credentials you created.