

# Having trouble logging into Votebuilder?

Are you receiving an error message?

YES

NO

Which error are you getting?

Refer to the next page. →

The Account Name or Password you entered is incorrect. Forgot your password?

The login requirements for your account have recently changed. Visit accounts.npswan.com to create your ActionID or edit your account profile and enable Two-Factor Authentication. Once Two-Factor Authentication is enabled, you can log in using your ActionID. What's Two-Factor Authentication? Two-factor authentication provides an added layer of security when logging in, requiring a second piece of information only you should have access to when logging into your account from a new device.

**VoteBuilder**  
Not connected  
It looks like you don't have access to this site. Please contact your admin to connect and gain access to this site using your ActionID.  
Log in using my VoteBuilder account name and password

Are you "Logging in with Account Name & Password"?

NO

I'm "Logging in with ActionID" (Email & Password)

Are you "Logging in with Account Name & Password"?

YES

Try "Logging in with ActionID" (Email & Password) instead.

NO

I'm "Logging in with ActionID" (Email & Password)

*Contact the state party admin. Tell them you believe your account is either:  
a) Deactivated  
b) Not connected to your ActionID*

Are you sure your password and email are correct?

YES

*Contact the state party admin. Tell them you are getting an incorrect password error.*

NO

Select "Forgot Password"

If this does not either fix the problem or trigger a new error, *contact the state party admin.*

Have you ever created an ActionID associated with your phone number?

YES

*Contact the state party admin. Tell them you believe there is a problem with your ActionID connection.*

NO

*Contact the state party admin. Tell them you need to create an ActionID for your Votebuilder Account.*

# Having trouble logging into Votebuilder?

I'm not receiving an error message, but I have an issue.

I need an account created or reactivated.

Are you working with a campaign that already has a Votebuilder committee?

YES

NO

Contact the campaign committee admin.

Contact the state party admin.

I am not receiving a text to my two-factor device.

Are you sure that this is the correct device?

YES

NO

Double check it's not going to a different device.

Try it again later, or in an area with better phone service.

I am not receiving the email to change my password or confirm ActionID.

Have you checked your spam folder?

YES

NO

My phone number for two-factor has changed, or I forgot my pin.

Contact the state party admin. Tell them the specific issue you're having with your 2F credentials.

Double check your spam/junk folder.

Contact the state party admin. Ask them to send the notification email again.

Has the problem persisted for more than 24 hours?

YES

NO

Contact the state party admin. Tell them your 2F has not sent to your device for over 24 hours.