

**Haven't logged in since October 6<sup>th</sup>? Your previous credentials will no longer work.**

**Be at a laptop or desktop computer. Do not log in for the first time using the mobile app.**

Until the end of November 2020, here's what to do. Starting December 1, contact the helpdesk [helpdesk@paramac.ca](mailto:helpdesk@paramac.ca) / 416-532-8723

1. Print this out.
2. We mailed you a *Temporary Password – or Personal Access Code (PAC)* in September. If you have misplaced that letter, call or email the help desk.
3. Also have handy your green PARAMA Member Card® (debit card). You will need to use the 19-digit number found on the front of it.
4. If you do not have a green PARAMA Member Card®, we sent you letter containing a Member Card® Number that you will use. If you have misplaced that letter, call or email the help desk.
5. From your laptop or desktop computer, begin the process of logging in. You will be asked to input the *Temporary PAC* and read the Terms and Agreement.
6. You'll be prompted to set a new *Personal Access Code*. Your new password cannot be one you have used previously.
7. You can now log in using these credentials.
8. Because the Member card number is lengthy, you may choose to *Add a Memorized Account* by clicking the link when you log in.

## **Troubleshooting**

- A. If your old password and alias continue to prepopulate the fields, try clearing the cache, cookies, and favourites, which will clear out previously memorized accounts.
- B. You may have saved your password in your browser. If you are having problems with this, try using an alternate browser.
- C. Ensure you click on the "I am not a Robot" checkbox and follow any instructions.
- D. When entering your Member Card number, do not put spaces between any of the numbers.
- E. Mobile app users: If you experience problems, deleting and reinstalling the Parama mobile app may resolve any problem you may be experiencing.

**Need help? Call the Help Desk**

**416-532-8723 / [helpdesk@paramac.ca](mailto:helpdesk@paramac.ca)**